

# **Your Voice**

## **Centre for Independent Living Workshop**

### **14 February 2008**



## **Final Report**

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## 1. Introduction

In December 2007 I was engaged by the Joint Commissioning Manager & the Planning & Commissioning Officer of LB. Merton Disability Services to facilitate a workshop to engage with disabled people in Merton about their views and thoughts about what the functions of a CIL in Merton could be. I would like to acknowledge my thanks to both of them for their support and thanks to everyone who participated in this event.

A major principal of a CIL is that it is Disabled People led, a key factor of this event would be that disabled people should have a clear voice on that day and that we should endeavour to get as wide a representation of disabled people as possible. It was agreed that carers & interested organisations should also have a voice on the day but as long as everyone was supportive that it was disabled peoples voices that were the focus on this particular workshop.

It was also agreed that this event should be a partnership event between LBM & the Go Forum as they both need to engage with a wider group of disabled people.

Another factor was that the workshop should be as inclusive, accessible and as participative as possible. Although this was difficult to achieve with no specific budget a range of creative methods were developed to engage people in different ways during the workshop including music, art, a graphics facilitator, small discussion groups and opportunities for individuals to express thoughts on a graffiti wall and an ideas box.

I also developed information to be put around the room about existing CIL's and other information in different accessible formats was made available. The hub was chosen as the most accessible venue for the size of group and type of event. Sign language interpreters were engaged and the use of the web was also used as a way of communicating the event and content of the day. This is still online and updated regularly.

LB. Merton Disability services administered the recruitment process and the event was also promoted within the Go Forum, information was also posted on rockinpaddy.com. See appendix for this information.

As there was a limited time-scale & budget it was agreed that the workshop would be limited to around 50 participants. The event took place on 14<sup>th</sup> February 2008.

The involvement of disabled people was important on the day and this was reflected in how the day was organised and who was involved as facilitating the table top discussions. Volunteers from the Go Forum agreed to take on the role of table top chair and they would work alongside a note-taker for each group on that day. I developed guidelines so people were clear on these roles & I met with the 5 facilitators before the event to go through expectations and support them within their role. See appendix for the guidelines.

**The aims of the day were established as:**

- ✚ To ensure that everyone has an understanding of what a CIL can be
- ✚ That we get a good idea of what everyone wants and needs to help them live independently (to help us establish priorities for what we would want to start with in developing the CIL)
- ✚ To find out how people want to continue to be involved in the process of developing a CIL

**Key questions were identified to structure the day and these were:**

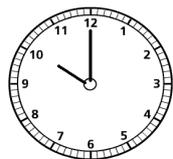
- ✚ What Does Independent Living Mean to Me?
- ✚ What do I need to Achieve Independent Living?
- ✚ How could a CIL help to achieve Independent Living?
- ✚ What could a CIL do to support disabled people to fully participate in Merton?

A workshop structure was planned and the timetable and content now follows in the next section of the report.

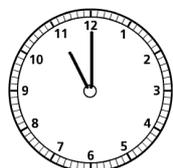


## 2. The Event

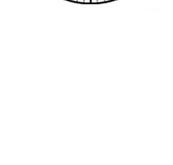
### 2.1 The Workshop Agenda



**10.00 Registration. Teas & Coffee**



**11.00 Welcomes**



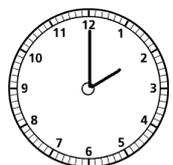
**11.15 What are Centres for Independent Living**



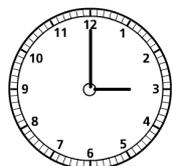
**11.30 Your Say  
12.30 Feedback**



**1.00 Lunch Provided**



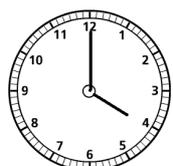
**2.00 Your Say  
2.45 Feedback**



**3.00 Tea/Coffee Break**



**3.15 What Next  
3.45 Closing Remarks**



**4.00 End of Workshop**



## 2.2 Keynote Presentation

# Welcome to Everyone

## Centres for Independent Living (CIL) Workshop



John Kelly, Feb 08.

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## Aims of Today

- To explore what a CIL can be and gain a common understanding.
- To get a good idea of what everyone wants and needs to help them live independently (help establish priorities for a CIL).
- To find out how people want to continue to be involved in the development of a CIL.

John Kelly, Feb 08.

2

A presentation slide with a yellow background and a dark blue horizontal band. The title 'What Is a Centre for Independent Living?' is written in white on the blue band. Below the band is a large red question mark. The slide number '3' is in the bottom right corner.

# What Is a Centre for Independent Living?

John Kelly, Feb 08. 3

A presentation slide with a yellow background. The title 'A Bit About Me -' is at the top. The name 'John Kelly' is in the center. Surrounding the name are six text boxes: 'Youth work & Inclusion', 'Training', 'Disability Movement', 'Independent Living Programme for Young People', 'Manager', and 'Student'. A stylized logo 'JKKE' is at the bottom center. The slide number '4' is in the bottom right corner.

## A Bit About Me -

Youth work & Inclusion

Training

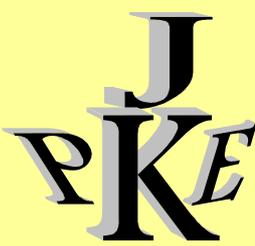
John Kelly

Disability Movement

Independent Living Programme for Young People

Manager

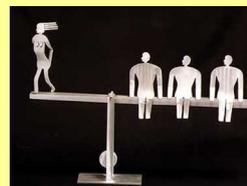
Student



John Kelly, Feb 08. 4

## Improving The Life Chances of Disabled People (2005)

**“By 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life, and will be respected and included as equal members of society.”**



John Kelly, Feb 08.

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## Disabled People In Control

***“Disabled people should be at the heart of these initiatives. One of the key ingredients for developing this new approach should be the direct involvement of disabled people, primarily through local Centres for Independent Living”***

(Life Chances, 2005).



John Kelly, Feb 08.

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## Centre for Independent Living CIL

***are grassroots organisations run and controlled by disabled people. Their aims are to assist disabled people take control over their lives and achieve full participation in society“***

***(Source: Life Chances 2005)***



John Kelly, Feb 08.

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## Broad aims of a CIL

- To promote the independence and inclusion of all disabled people in society
- To Identify and pro-actively challenge the discrimination faced by disabled people
- To encourage disabled people to work together to achieve change locally

This example from Kingston Upon Hull CIL who are 100% run & controlled by disabled people

John Kelly, Feb 08.

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## What is a CIL - Main Features

- Social model of disability
- User Led
- Focus on Independent living &
- The right to fully participate in life
- A voice for disabled people locally- choice and control
- Working with local issues/bodies/organisations
- Meeting local need
- So each CIL is different depending on the needs/gaps

John Kelly, Feb 08.

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## What can they do?

- Main activity, and source of income, is running support schemes to enable disabled people to use Direct Payments.

### **Centres for Independent Living may involve:**

- • Advice and information;
- • Advocacy and peer support;
- • Assistance with recruiting and employing Personal Assistants (PAs);
- • A payroll service;
- • A register of PAs; and
- • Training of PAs.

### **Centres For Independent Living also:**

- • run projects encouraging take up of direct payments amongst marginalised groups;
- • provide disability equality training;
- • carry out consumer audits of services.

John Kelly, Feb 08.

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## Two views of disability

### ■ My Body

- I am disabled because of my impairment/illness



### ■ External barriers

- Environment
- Attitudes



John Kelly, Feb 08.

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## Broad definition of Disabled people

- Visual impairments
- Hearing impairments
- Physical / mobility impairments
- Mental health
- Long term illness
- Learning difficulties



Those who identify themselves and those who do not, but who experience discrimination on the grounds of their impairment/condition.

John Kelly, Feb 08.

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## Independent Living

**"means that disabled people have access to the same life opportunities and the same choices in every day life that their non-disabled brothers and sisters, neighbors and friends take for granted."**

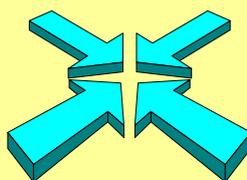
Baroness Campbell,  
Chair of The Independent Living Review,  
cited in ODI Review 2007

John Kelly, Feb 08.

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## Independence

**"Someone who has control & choice over how their life is led"**



not

"Someone who can do everything for themselves"

The degree of impairment does not determine the amount of independence achieved.

John Kelly, Feb 08.

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**Raising Awareness**



**Self Advocacy  
Peer Support**



**Changing Attitudes**



**Peer support to decide important things**



**Disability Equality Training**

John Kelly, Feb 08. 15



**Act Now or  
Pay Later!**

October 2004 - Buildings must be accessible for disabled people now!  
Manchester Disabled People's Access Group  
Tel: 0161 273 5032 Email: admin@mdpag.org.uk



**Access & Consumer Audits**



**Multi Media to access  
and make a Difference**



**Asking Questions about issues  
that are important to us all**

John Kelly, Feb 08. 16



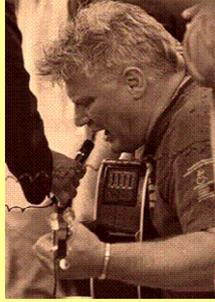
**Work & Employment**



**Fighting for Rights**



**Disability Arts & Culture**



John Kelly, Feb 08. 17



**Working With All The Community**

John Kelly, Feb 08. 19

*“Local organisations, run and controlled by disabled people, will be a vital part of the implementation of a new approach to supporting independent living”.*

John Kelly, Feb 08.

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## Important documents supporting a CIL

- Improving The Life Chances Report 2005
- Putting People First
- Increasing Numbers Direct Payments
- Moving towards Individual budgets/services
- Merton's Disability Equality Duty
- Local Development Frameworks
- ASSD & NCIL Protocol
- A growing movement of Disabled People

John Kelly, Feb 08.

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## Support needed to develop

- To get better at involving others
  - BME
  - Older people
  - Younger people
  - Wider Impairment
- Social & Business knowledge
- Management & Leadership
- Supporting & developing people

John Kelly, Feb 08.

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## Your Say



- **What Does Independent Living Mean to Me?**
- **What do I need to Achieve Independent Living?**
- **How could a CIL help to achieve Independent Living? Gaps/solutions**

John Kelly, Feb 08.

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## Your Say



- What could a CIL do to support Disabled People to fully participate in Merton?

John Kelly, Feb 08.

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## Think Widely About What We Want & Need

- Speaking Up For Ourselves
- Working with the Council in Merton
- Raising Public Awareness & Equality,
- Access
- What Training & learning do we need
- Feeling Safe and Included in our community
- Getting around & Out & About

John Kelly, Feb 08.

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# Go Forum

## Solidarity, Participation and Equality in Merton for Disabled People.

John Kelly, Feb 08. 26

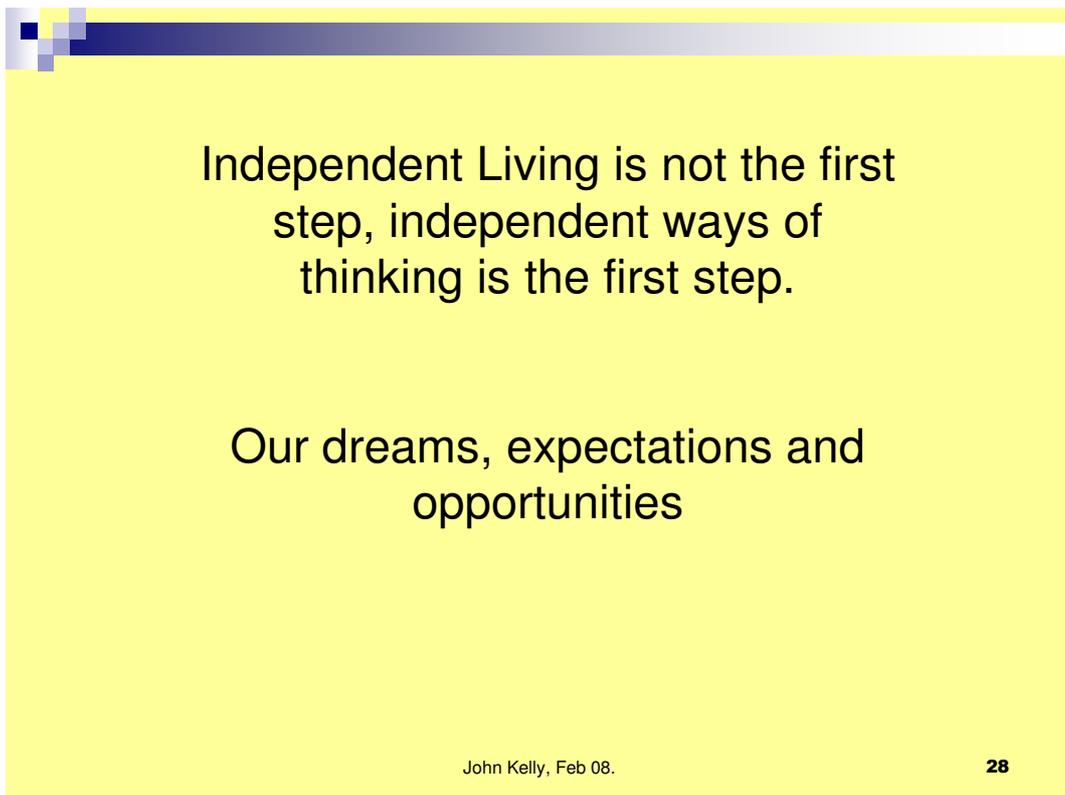


# Go Forum

## The Fresh Voice of Disabled People in Merton

- We want to ensure disabled people are fully included and active in the community of Merton.
- We share our experiences and then campaign & lobby those who can bring about the changes that can make a difference for disabled people in Merton and in achieving full.
- We aim to get the voice of disabled people in Merton heard by joining together, sharing our issues and then by talking to those that create barriers that stop us fully participating in the life of our community.
- We meet regularly to chat about issues that matter to disabled people.
- So things like: getting out & about, independent living, the councils support & housing services, in fact anything that disabled people feel needs addressing and that collectively we can do something about.
- We are a representative group and we can only do that if you get involved.
- If you identify as a disabled person and want to be heard, any disabled person is welcome to join. Together we can make a difference.
- So if you want to get involved contact: [goforum@rockinpaddy.com](mailto:goforum@rockinpaddy.com)

John Kelly, Feb 08. 27



Independent Living is not the first  
step, independent ways of  
thinking is the first step.

Our dreams, expectations and  
opportunities

John Kelly, Feb 08. 28

*Please note this power point is not to be reproduced without permission of the author. A Full bibliography and references for this presentation are available on request.*

The participants then went into small discussion groups and the next section of this report shows what was said.



### 3.2 The Discussion Groups –Flipchart notes

#### What does independent living mean to me?

(broken line indicates next groups comments on each question)

- ✚ Doing what I want, when I want, for the rest of my life.
  - ✚ Inclusion. Disability should not be an issue.
  - ✚ Being able to access what you want, when you want.
  - ✚ People say you are disability as a wheelchair, there are many other kinds of disability not seen.
  - ✚ Transport: so any issues around moving around the place. Why should it be so difficult, sometimes impossible?
  - ✚ Toilets-all toilets should be accessible.
  - ✚ Information-there's a lot of information out there but it needs to be gathered in one place.
  - ✚ Awareness of peoples disabilities.
- 

- ✚ Making own choices
  - ✚ Having the where with all to look after yourself
  - ✚ access to constant service to enable independence
  - ✚ access to buildings, transport, safe streets and travel
  - ✚ public transport
- 

- ✚ To live life as I want to live it and other people should help as and when I need it.
  - ✚ Support to support and family, particularly children in school holidays, more holistic approach.
  - ✚ Independent living is individual and specific to each individual
  - ✚ Lead and live life specific to individual
  - ✚ Network of people who are known and trusted by the individual and who don't act as if they are doing you a favour
  - ✚ more family participation
-

- ✚ making choices
  - ✚ live in our own home
  - ✚ having own pa to let me live on own. Able to go out when I want
  - ✚ direct payments let me choose what, when, how.
  - ✚ Choices to attend centre, gives me a chance to attend courses with support
  - ✚ able to link with other communities
  - ✚ need for advocacy
  - ✚ access work
  - ✚ not having to cope with cuts
  - ✚ does CILs mean shift of responsibility
  - ✚ listening to people's personal needs (age).
- 

- ✚ Support to choose where I live
  - ✚ support to live at home to help me
  - ✚ somewhere we can get information instead of relying on other people
  - ✚ being near friends and family
  - ✚ making our own decisions not having them made for us.
  - ✚ Having help to make informed decisions.
- 

### **What do I need to achieve independent living?**

- ✚ Communication breakdowns: how to write a long time to get an interpreter, more signage needs to be available, problems in emergencies especially at hospitals for instants. Effects deaf people and visually impaired people.
  - ✚ Information from Merton where I can get interpreter.
  - ✚ A sign would be an asset in CIL.
  - ✚ Physically disabled people can get a PA, can deaf people get a PA?
  - ✚ A lot of money to be independent with physical disabilities, money for PA to help with daily activities.
  - ✚ Companies could employ one person to learn signage to help us with our enquiries, bank etc
-

- ✚ support-professional, financial and peer support
- ✚ information-choices
- ✚ direct payments
- ✚ CILs-one stop shop
- ✚ to be able to get where I want when I want
- ✚ understanding of society, education and society

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- ✚ accessing a variety of services such as equipment, aids, car adaptations.
- ✚ Having access to all the services within disability needs
- ✚ education and awareness raising within the community, families, neighbours except for.
- ✚ Support from all people around.
- ✚ Enough money to do it

-----

- ✚ choices
- ✚ support
- ✚ direct payments
- ✚ Pull services together
- ✚ funding
- ✚ people listening
- ✚ transport
- ✚ age-related/resources/disability

-----

- ✚ we need help to live eg pas
- ✚ information in lots of accessible formats
- ✚ advocates and help to understand things
- ✚ choices
- ✚ support from other disabled people

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## Help could a CIL help to achieve independent living?

### *What is the gap?*

- ✚ Information cavern-encourage companies to employ staff that can assist disabled people with their problems
  - ✚ collate information
  - ✚ buildings inaccessible
  - ✚ nowhere to meet friends
  - ✚ advocacy for disabled people
  - ✚ Organisations – awareness of peoples disabilities
- 

- ✚ Lack of information
  - ✚ lack of services
  - ✚ lack of finance
  - ✚ difficulty in personnel: my position (?)
  - ✚ Not knowing where to go or who to meet with for help
- 

- ✚ lack of advice and information
  - ✚ lack of peer support/advocacy
  - ✚ individual focus
  - ✚ low self-esteem
  - ✚ things done to us
- 

- ✚ cuts
  - ✚ limited choice of activities
  - ✚ funding
- 

- ✚ information
  - ✚ advocates
  - ✚ peer support
-

### ***A solution for the gap***

- ✚ London Borough of Merton to pilots awareness training to encourage commercial organisations to employ trained staff that are aware of disabilities and are able to communicate with people in the manner they need
  - ✚ model the CIL on the above so that all can gather the located information.
  - ✚ Michael organisations aware and be DDA compliance. CILs could take up these matters.
  - ✚ How meetings place at the CILs for coffee mornings
  - ✚ a CIL advocate
  - ✚ training awareness to companies
- 

- ✚ Peer support & understanding of people with impairments
  - ✚ stronger voice
  - ✚ campaigning
  - ✚ one stop shop
  - ✚ advocacy
  - ✚ CIL
- 

- ✚ increased advice/information
  - ✚ opportunities for peer support (drop in etc)
  - ✚ family focused (crèche)
  - ✚ signposting
  - ✚ funds (increased)
  - ✚ advocacy
  - ✚ courses
  - ✚ increased control over our own lives
  - ✚ crisis line-rapid response
  - ✚ appropriate accommodation
  - ✚ robust marketing of CILs
  - ✚ 24-hour opening/support line
  - ✚ user led-need clout
-

- ✚ run alongside other services
  - ✚ more choice, commitment
  - ✚ looking at resources and run more efficiently
  - ✚ private sector involvement
- 

- ✚ to have somewhere to go to access information
  - ✚ more advocates and help to speak out for ourselves
  - ✚ without having to wait on a list
- 

### **What could a CILs do to support disabled people to fully participate in Merton?**

- ✚ Made itself known to the community
  - ✚ Provide the means, what is needed.
  - ✚ Advice (benefits)
  - ✚ advocacy
  - ✚ information \*marked in box
  - ✚ means
  - ✚ access services/Merton Council \*marked in box
  - ✚ specialist equipment
  - ✚ Housing (support)
  - ✚ peer support \*marked in box
  - ✚ direct payment (services and support)
  - ✚ facilitates transport
  - ✚ access to buildings/trains/buses
  - ✚ training and learning-sign language
  - ✚ communication with London Borough of Merton Council services
  - ✚ liaise with police-safer communities
  - ✚ awareness training for everybody \*marked in box
  - ✚ travel advice (local and holiday)
  - ✚ Availability of on street disabled parking bays at various town centres.
-

- ✚ Enabling organisation
- ✚ a CIL would make London Borough of Merton more aware of its duties and responsibilities towards disabled people to have full equality as every other citizen.
- ✚ Advocacy, peer support, information, helping, sharing.
- ✚ Full integration into society and to enable this it will educate society
- ✚ a CIL will help "make Merton equal".
- ✚ One voice for all disabled people
- ✚ working with the council and equally the council working with disabled people.
- ✚ The CIL will give people more choices.
- ✚ A CIL should represent disabled people on council decision making bodies.

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- ✚ Committee made up all disabled and able-bodied people.
- ✚ Robust constitution (setting out rules etc)
- ✚ Mission statements to be clear
- ✚ well-developed lines of communication to higher management in la and other service providers
- ✚ business plan and adequate funding
- ✚ housing applications, returned to work, courses, counselling, life skills, business enterprise.
- ✚ Local information to deal with problems-rights etc
- ✚ advocacy and direct action to rectify accessibility problems, negotiate resolutions where individual is unsuccessful.
- ✚ Networking/contacts with key contacts to bring change in the community, wider (National) if required.
- ✚ Manage direct payments/individual budgets
- ✚ incorporate disability awareness into courses such as those used in jobseekers etc.
- ✚ programmes link education/disability awareness to primary schools to embed it into young children
- ✚ proof of disability-define disability.

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- ✚ Access to interpreters
- ✚ supply advocacy support to get legal advice on DDA matters
- ✚ to promote full inclusion to leisure, sports, transport facilities.
- ✚ Building/for support/socialising/befriending
- ✚ access to expert advice
- ✚ joined up communication with all departments and agencies
- ✚ need outreach to reach everybody
- ✚ support to carers and families.
- ✚ Awareness training ie companies etc
- ✚ training for the disabled
- ✚ to support existing services.

-----

- ✚ Internet cafe with accessible computers
- ✚ disabled people could get together to campaign for better transport
- ✚ disabled people want to get together to give us more confidence to speak up for ourselves
- ✚ disabled people should educate children/teenagers about disability awareness

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- ✚ working with the council:
  - disabled people could join partnership boards, mobility Forum, client committees, though Forum, Council meetings, other multi agency meetings
- ✚ better public transport
  - mobility Forum to campaign for access for trains and stations
  - information about free things to do
  - information about access for places to go and accessible transport to get there
- ✚ feeling safe and included
  - could have trips together with friends
  - campaigning against bullying
  - training and support for other disabled people about how to stay safe
  - disability equality training
  - drama groups go into schools and community groups
  - writing to newspapers
  - teaching sign language at school

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- ✚ Promote accessible transport
- ✚ promote safe environments
- ✚ liaise with companies leisure facilities and shops. Buildings and correct access needs
- ✚ working with Merton Council to be fully included in policy-making/decisions on existing policies/working practices
- ✚ advertising/campaigning for disability awareness and rights training. Management. Advocacy.
- ✚ Bids for funding: budget control/fund finance
- ✚ legal issues. IT training
- ✚ empowering people
- ✚ peer support
- ✚ confidence building
- ✚ Supply courses (specialist)

### 3.3 Priorities Identified

#### ***Easy/short term***

- ✚ campaign for better public transport
- ✚ steering group for CILs (expand go forum)

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- ✚ timescale-agree realistic time
- ✚ peer support

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- ✚ dialogue with Merton Council
- ✚ meets more frequently
- ✚ debate/discussion with other groups

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- ✚ We don't think that anything is easy, but we do think we should set up a meeting with LBM
- ✚ Meeting Go Forum
- ✚ Publicise

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- ✚ Disabled people could get together to campaign for transport.
- ✚ Campaign against bullying.
- ✚ Self advocacy & peer support.

#### ***Long-term***

- ✚ stop bullying
- ✚ self advocacy and peer support
- ✚ timetable and keep to it
- ✚ developed vision and agreed funding for CILs

-----

- 📌 funding
- 📌 building on existing services
- 📌 availability of information
- 📌 accessing services from Merton Council
- 📌 awareness training

-----

- 📌 publicise benefits to wider community
- 📌 benefits to us,
- 📌 benefits today for the future benefit

-----

- 📌 agreed timescale
- 📌 funding
- 📌 building on existing services

### 3.4 What people thought about the day.

Today was  
( Circle One)

Good



19

ok



2

Not Good



0

### Why?

- It was good; I feel I can plan my future.
- We learnt about it, good come out of it
- Enjoyed hearing about the positive changes.
- You learn all about it; good come out of it.
- Good to have interpreter for deaf but where are the other deaf people, were they informed?
- Covered a lot of ground; Good basis to carry on.
- Tick.
- Accessible, inclusive, nice food.
- [Good] some deaf people got 2 interpreters to get information of today to made understand about CIL.
- We got together a shared our views.
- Good information and learning lots of people's views.
- Lots of information.
- A meeting of like minded people.
- Interesting; informative.
- On the whole an enjoyable & informative workshop.
- Learnt about what a CIL is and how it could operate in Merton.

- 🗣️ \*\*It allowed disabled people to have their voice heard, however it does need for disabled people to be empowered by knowledge of HOW to make things happen and not just watch others do it.
- 🗣️ It got everyone talking constructively.
- 🗣️ For meeting the people & learning about CILs.

## 1 Good thing about today:



- 👍 Good that changes are being made to make life better for disabled people.
- 👍 Something good, everything today; something good come out of it and listen to people.
- 👍 Hearing that my life can change for the better.
- 👍 Everything good; put things forward.
- 👍 Snacks is nice, thanks; be united for all, all for one CIL.
- 👍 Trying to take things forward.
- 👍 Learned what a CIL is.
- 👍 All the above. [Accessible, inclusive, nice food]
- 👍 Got more information for CIL.
- 👍 Everything.
- 👍 Listening to everyone.
- 👍 To get things moving and to meet new people.
- 👍 Seeing what others want & need.
- 👍 Informative; Music.
- 👍 Everything.
- 👍 Everyone participating; positive discussion.
- 👍 As above\*\* Met nice people; Inclusion & expression accommodated.

- 👍 Discussion
- 👍 Listening to people's ideas & concerns.
- 👍 The positive attitude that everyone had.

## 1 Thing I Would Change:



- ⚠ Stop bullying.
- ⚠ And I don't like rude people, I don't [like] bullying.
- ⚠ Where I live.
- ⚠ Transport better, more individual.
- ⚠ Out with old in with new meaning improvise all issues.
- ⚠ Rubbish Sandwiches.
- ⚠ Lousy coffee
- ⚠ Microphones that work, higher tables for wheelchair access.
- ⚠ /
- ⚠ Nuttin.
- ⚠ Have groups in different rooms.
- ⚠ None
- ⚠ Peoples negative attitudes towards CIL.
- ⚠ Shorter registration, 1 hr was a bit long.
- ⚠ Nothing.
- ⚠ Shorter registration.
- ⚠ Nothing, just we need a CIL but NOW!
- ⚠ Warmer facilities
- ⚠ Facilities being in place (microphone)
- ⚠ Nothing.

## Like to know more about:



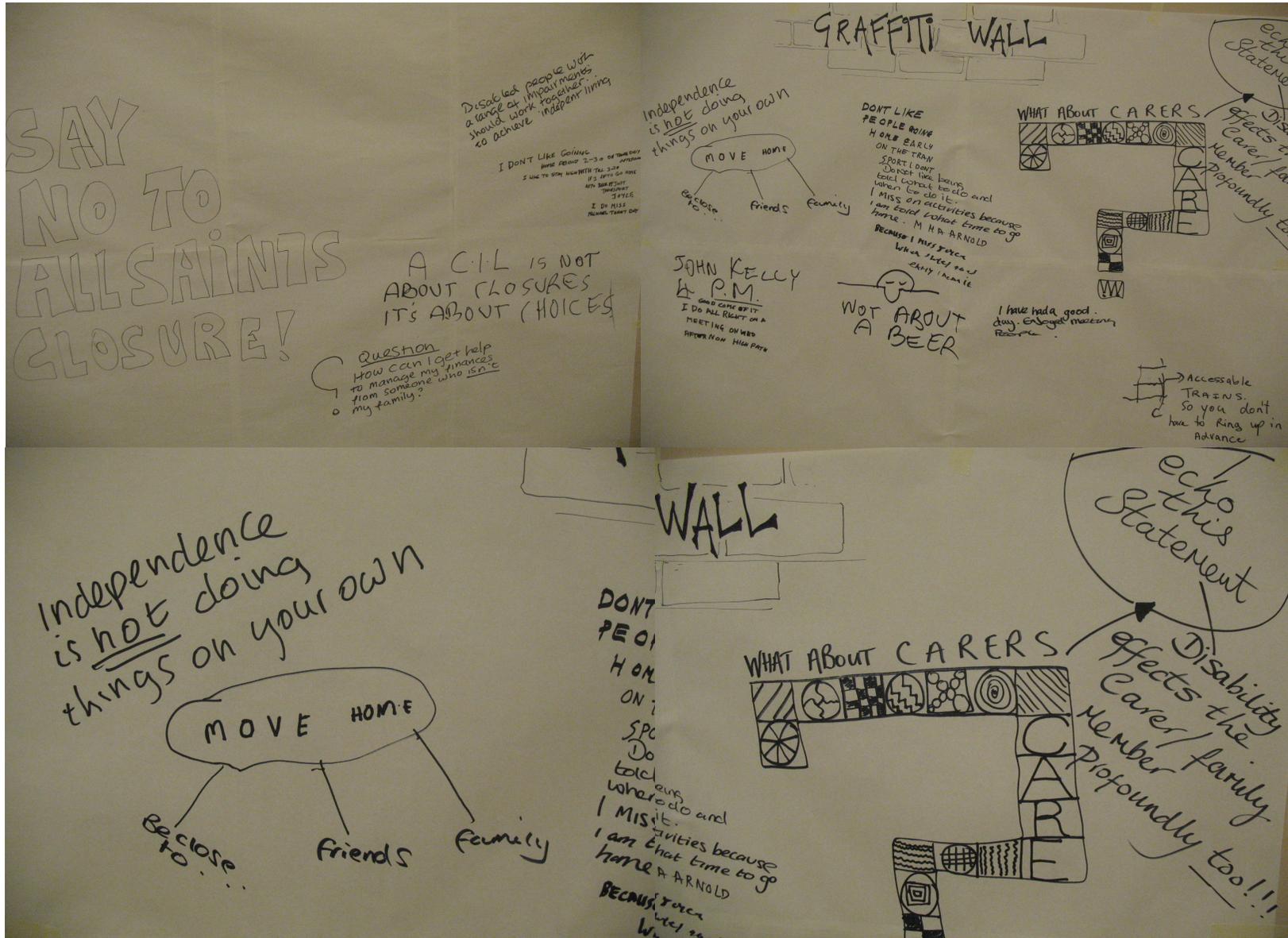
- ? Group homes in Merton, so I can have company.
- ? Listen to people talk.
- ? Places where I could live; making your own choices & being supported.
- ? Listen to people; More Centre for Independent Living
- ? Deaf issues in connect with information without phone user.
- ? What next? What funding? What Format?
- ? N/A
- ? More information can for deaf.
- ? What is going on in Merton?
- ? Starting a CIL & being involved.
- ? More about CIL as it develops.
- ? Will check out website.
- ? What to do and how to do it. E.g. If you want to access funds and become pro-active how? Apart from watching the organisers do it.



## Ideas Box:

- 💡 A Peer support group.
- 💡 Is education of children (at school) about disabilities included in the national curriculum/covered under citizenship etc?
- 💡 Reflexology & alternative therapies in accessible buildings or at home for all disabled people.

### 3.5 The Graffiti Wall



Separate images of these comments are available on request

## 4. Recommendations & Conclusions

1. The event engaged 50 people and should be seen as a starting point.
2. Events in different formats/styles need to be developed to create an ongoing process of involving people. These events should form part of a timetable and could include at least another similar event toward the end of the year for more disabled people and possibly an event led by disabled people that engages with professionals with an interest
3. This document should not be seen as prescriptive but an informative document. It is not a completed piece of work but part of an on-going process.
4. A user led approach to this project is fundamental and critical to its success.
5. There are more stakeholders who need an opportunity to contribute there thoughts and views, in particular disabled people throughout the borough who did not participate in this event. Also there is a need to engage with other organisations, professionals, individuals & families as well as making the wider community aware of the development of a CIL.
6. Attention in particular needs to be paid to reach out to marginalised disabled people and those who can be excluded from consultations for a variety of reasons to find out what they want from a CIL (young people, older people, BME, there was emphasis made on the whole family)
7. The adequate funding of a CIL is critical and requires attention as a matter of priority. This needs a wide range of expertise and should consider a wide range of sources that will support a CIL to have sustainability and long term capacity.
8. The event created a lot of material which now needs to be broken down further, considered and developed. Priorities and ideas need to be taken forward and reviewed within a development plan that can be monitored and measured.

9. It is recommended that participants are given an update of progress leading to another event or specific communication in perhaps a years time.
10. A clear strategy plan that has an overview of all CIL plans, consultations and actions could help develop a more cohesive approach in developing a CIL and would support further actions to fit within a strategic plan.
11. There was a feeling that a CIL should be about creating new choices and options and not be at the cost of other services. The aim of a CIL was not replace existing services but to work alongside and fill in gaps.
12. Further discussion needs to take place around the functions of a CIL, in particular how it works alongside existing services, signposts people and how it identifies and fills in gaps by creating new initiatives to address these gaps. Also how best it can become a focal point/voice for disabled people in Merton. The notion of it being a 'one stop shop' was identified.
13. A CIL should/could be more creative and drama and other arts would be an important way to express views, build confidence, raise awareness and indeed celebrate our diversity.
14. There was lots expressed about the role of a CIL to awareness raising and provide training, working with LBM, business, schools and the wider community.
15. The UN International Disabled Peoples day (3rd Dec) could be a useful awareness raising day.
16. Support and initiatives need to be developed to make a user led approach real, so that disabled people are placed in positions of leadership & control over our own issues and support is given to develop expertise & skills where and when it is needed
17. Consideration of a steering group to take this development forward needs careful planning and thought. Participants felt that the Go Forum was a good body to take this on.

18. Representation from different perspectives needs to be addressed both at the Go Forum and in the establishment of a CIL steering group
19. Further recommendations should be sort by the Go Forum and other consultations but these should be coordinated and fit within an overall strategy in developing a CIL.
20. The development of a CIL in Merton reflects a national trend as a result of national policy and it is important that we are involved and learn from others that share similar objectives nationally. This will help inform us locally.
21. I have endeavoured throughout this report to reflect what has been said by participants of the workshop and these recommendations require further discussion and involvement as part of an ongoing process which seeks to take the development of a CIL forward in a positive way for the benefit of disabled people and the wider community within Merton.

**John Kelly**  
*Facilitator*  
**March 2008**

## 5. Appendix

### 5.1 Promotion Material

#### **Your Voice Workshop – An Important opportunity to say what you want from a Centre for Independent Living (CIL) in Merton.**

You are invited to this event to share your thoughts and ideas about what you might need from a CIL to support you to live a full and independent life in Merton.

**When:** Thursday, 14th February 2008  
**Where:** The Hub, Bishopsford Road, Morden.  
**Time:** 10.00am – 4.00pm

#### **Purpose of the Event**

- To explore what a CIL can be and gain a common understanding.
- To get a good idea of what everyone wants and needs to help them live independently (help establish priorities for what we would want to start with in developing the CIL).
- To find out how people want to continue to be involved in the development of a CIL.

Since the Government report “Improving the Life Chances of Disabled People” published in 2005 there has been a focus to encourage the development of CIL’s that are led by disabled people. Both The Go Forum, a group of local disabled people and London Borough of Merton, would like to develop a CIL to support disabled people live full & independent lives in Merton.

This is your opportunity to have a say in how a CIL is shaped for all our futures in Merton. We want the CIL to be led by Disabled People. For more information on The Life Chances Report, background information on CIL’s nationally and the proposal for Merton you can visit [www.rockinpaddy.com](http://www.rockinpaddy.com) enter site and click on Go Forum link.

#### **Who should attend?**

The event is aimed primarily at disabled people living in Merton. Carers and organisations that support Disabled People are also welcome. If you are an officer of a voluntary organisation please try to encourage at least one disabled member of your organisation to attend the event with you.

## How to Apply?

Please fill in one copy of the enclosed registration form for each delegate and return it by Thursday, 7<sup>th</sup> February 2008 to secure a place as places are limited.

## The Workshop Agenda (draft)

10.00	Registration. Teas & Coffee
11.00	Welcomes & Introduction to Workshop
11.15	Introduction to Centres for Independent Living - A short presentation
11.30	Your Say Session 1
12.30	Feedback
1.00	Lunch Provided
2.00	Your say Session 2
2.45	Feedback
3.00	Tea/Coffee Break
3.15	Questions & Answer session
3.45	Closing Remarks
4.00	End of Workshop

Information relating to this event with updates can be found at:

[www.rockinpaddy.com](http://www.rockinpaddy.com) enter the site and click on Go Forum link. A report of the workshop will be written up after the event and also put on this website.

If you require this information in a different accessible format please contact Diane Bragg, Team Administrator on 020 8545 4552 or [diane.bragg@merton.gov.uk](mailto:diane.bragg@merton.gov.uk)

Yours Sincerely,

*John Kelly*

### John Kelly

Workshop Facilitator

On behalf of LB Merton & Go Forum

## 5.2 Appendix – FAQ

### **Your Voice Workshop – An opportunity to say what you want from a Centre for Independent Living (CIL) in Merton.**

#### Frequently Asked Questions

##### **Is there a cost to attend the event?**

No, it is free.

##### **What will the content of the day cover? Will there be workshops / a chance to network / lunch?**

There will be a short introduction to Centres for Independent Living followed by table discussions on key issues. There will also be a question and answer session at the end of the day so that participants can ask any further questions. Refreshments will be provided throughout the day, including lunch.

##### **Why have I been invited and how did you get my details?**

We are sending invitations to a wide group of disabled people and organisations.

In an effort to reach out to disabled people and organisations who have not previously attended such an event, we have used various networks to identify a wider range of contacts.

##### **Is the workshop appropriate to me/my organisation?**

The aim of the event is to find out the views of disabled people in Merton as to the support needs they need to live full & independent lives. We need to ensure that we have a diverse range of disabled people with different needs to ensure we get a broad picture of views and ideas.

##### **How many delegates can attend?**

Numbers for the conference are limited, and we want to ensure a diverse range of people attend. Therefore delegates can attend by invitation only.

There is no limit on the number of names an organisation can submit??

Perhaps there should but others could be added on a waiting list??, priority will be given to people who have not attended a similar event before so it is important you return the registration form.

##### **Can I send someone else if I am unable to come on the day?**

Yes. If you are unable to take up a place after it is offered to you, then please let us know as soon as possible as we will have a waiting list.

### **What about personal support during the day?**

There will be people around on the day to provide general access support but please note we cannot provide personal care. Please let us know on your application if you are bringing a PA or carer with you.

### **I do not have access to the internet?**

Do not worry everything is in the letters and information we are sending you. The website is an extra way to find out this information as it is an easier format for some people. You can get a paper version of the CIL proposal by ringing xx and The Life Chances Report can be obtained at: Office for Disability Issues, The Adelphi, 1-11 John Adam Street, London, WC2N 6HT.

### **Do I need to do any pre-reading?**

You may wish to read more about Centres for Independent Living, The Life Chances Report or the proposal by Go Forum for a CIL in Merton. These can be found on the web or at [www.rockinpaddy.com](http://www.rockinpaddy.com) enter site and click on Go Forum

### **Where can I find an agenda?**

A draft agenda is on your invite or you can go online to [www.rockinpaddy.com](http://www.rockinpaddy.com) enter the site and click on Go Forum (please note, the agenda may be subject to slight change). Or you can ring XX.

### **What is the dress code?**

Casual.

### **How do I get to the venue etc?**

If you need support with transport please contact xx or let us know when you apply.

## 5.3 Appendix - **Table Top Chair & Note-Taker**

### **Your Role:**

#### **Chair -**

- To make sure everybody on your table has the opportunity to speak/express themselves.
- You work together as a team.
- One person speaks at a time.
- Everyone has an opportunity to ask questions (You don't have to answer if you don't know. Make sure it gets written for later).
- That everyone's point is listened to.
- That the original discussion question has been answered as fully as possible.
- That there is no put downs
- Towards end of discussion ask "would anybody who hasn't spoken yet like to add anything" (do not pick individuals, just give an opportunity).
- Keep to time (JK will help with this)

#### **Note-taker**

- The group gets feedback from the notes taken to ensure it reflects what people have said.
- That everyone's point is listened to and written down.
- Make sure the question has been answered as fully as possible (everything is covered)
- Any concerns/un-answered questions are noted.

I will be floating around each group if you need a hand/or need something clearing up.

## **Table Top Discussion Plan Part 1:** Timings are for guidance only

### Key Question 1:

1. Remind people to speak one at a time and that all comments will be listened to and valued.
2. If there is a signer in the group remind people that speaking one at a time is really important and they may need to slow down a little
3. Get each person to introduce themselves
4. Ask group for a volunteer to do the feedback?

### **5. Discussion:**

- 15 Minutes - **What Does Independent Living Mean to Me?**
- 15 Minutes - **What do I need to Achieve that?**
- 15 Minutes - **How could a CIL help to achieve that?**
  - **Gaps**
  - **Solution**
- Last 15 Minutes -  
Note Taker: Summarise the notes taken  
  
Is there anything missing or to be added?

Check volunteer is happy on what to feedback.

## **Table Top Discussion Plan Part 2 – Timings are for guidance only**

### Key question 2:

1. Remind people to speak one at a time and that all comments will be listened to and valued.
2. If there is a signer in the group remind people that speaking one at a time is really important and they may need to slow down a little
3. Get each person to introduce themselves, if different from morning.
4. Volunteer for Feedback

### **5. Discussion:**

#### **What could a CIL do to support disabled people to fully participate in Merton?**

- 15 minutes – Word storm all ideas first, then as you run out of things,
- 30 minutes - invite different members of the group to open an envelop and add to the word storm

The Cue cards will have things like:

Education, speaking up for ourselves, working with Merton, public awareness, access, training for us, socially, feeling safe and included in our community, Independent Living.

- Last 15 Minutes -  
Note Taker: Summarise the notes taken

Is there anything missing or to be added?

Check that volunteer is happy on what to feedback