



## Minutes of Knowsley User Led Organisation Forum Meeting

12 March 2013 at the Old School House, Huyton

### Glossary

KULO – Knowsley User Led Organisation

CIL – Centre for Independent Living

KPAIS – Knowsley Pensioners Advocacy and Information Service

LINK – Local Involvement Network

KCVS – Knowsley Community Voluntary Services

KOPV – Knowsley Older People's Voice

KUC – Knowsley Unemployment Centre

KDC – Knowsley Disability Concern

TALK – Talk and Listen Knowsley



### People who came to the meeting

Paul Rowan, Knowsley Carers' Centre

Pat McCarthy, KPAIS

Flo Owens, KOPV

Angela O'Brien, Bradbury Fields

Yvonne Owens, Service User

Hazel Hendriksen, CIL

Jenny Readman, Stroke Association

Dermot O'Connor, Alzheimers Society

Paul Doyle, Service User

Carol Doyle, Carer

Joe Howell, Nugent Care

Tommy McDougall, Service User

Ian McBriars, Carer

Mary Spreadbury, Service User

Anne Dowdall, KCPS/Carer

J Bradley, Service User

Helen Saarma, Knowsley ULO Support Worker



### People who could not come

Paula Thompson, Carer

Andrew Thompson, Service User

Graham Barker, Acting Chair, KPAC

Dot Ashton, TALK

Halewood Arts

Paula Lomas, KDC

Richard Finch, KUC

Marie Munn, Platform 51

Sheila Denson, Short Breaks, Knowsley MBC



## Introductions

Paul Rowan chaired the meeting. Everyone introduced themselves.



### 1. Minutes of last meeting

Paul went through the minutes of the last meeting. Flo Owens said she said it was Listening Ear which took twenty years to develop, not KOPV. Also, Paula Lomas had sent her apologies.

### 2. Issues for service users

Paul asked if there were any issues which people wanted to raise with the ULO. He said people could also write down their issues if they wanted to. There were envelopes and paper on the table.

#### Action

Anne Dowdall said she had concerns over the time it took to see results around adaptations for the person she cared for.

Pat McCarthy said KPAIS could give support to Anne with trying to make things happen.

Joe Howell said that one problem disabled people face is not knowing how the system works. Anne said that lack of funding in a local authority couldn't be used as a reason for disabled people not receiving a service.



Hazel Hendriksen said that she managed the wheelchair service. The service had to be run within the guidelines (criteria) that it had been given by the health commissioners. This was sometimes the same for the adaptations which people were given.

Yvonne Owens said it was very frustrating as older people can end up in residential care due to a lack of accessible housing. Often there were barriers in the way in getting small items which could make such a difference to people.



## Feedback from other events/meetings

### Safeguarding Vulnerable Adults

This event was held at the Huyton Suite on 26 February. Helen said it was a chance for organisations to say what they were doing to protect vulnerable adults in Knowsley. There was also a market place where people could get information from different organisations. The ULO had a stand there and gave out leaflets and membership forms. The day was very busy and it was a good opportunity to tell people about the ULO and the local services available.

Anne asked what happened to the information which the ULO collected. Pat said the Board would listen to what issues were being raised and decide where the information should go to make a difference. Joe said the ULO was moving forward as when it first started, it was mainly professionals. At this meeting, there were more service users than professionals.

Also people at the meeting who came from organisations like KOPV fed back to their own groups and networks what was discussed. It was important to get as many carers and service users to come to meetings. Many felt that enough was enough in terms of services being reduced or cut. Angela O'Brien said that we all have a responsibility to share information on what services are available.

Yvonne said that service users were sometimes not invited to consultations on issues which affected them such as the location of the Centre for Independent Living (CIL).

Hazel said there had been a lot of consultation about this. Difficult decisions had to be made to provide a service where everything was under one roof. It had to be an industrial unit as there was not enough land/budget to have somewhere in the town centre. Surveys have shown that most people use private cars or taxis to get to the CIL rather than public transport.

Flo said when she had been a carer, she had to travel to different places in Merseyside for services. With the CIL, everything was under one roof.



Budget cuts have been made which have made things tighter, but Hazel said that if there were changes which could be made to improve CIL services, she was here to listen. There was also a place on the CIL Steering Group for the ULO so feedback could go both ways. Paul said this was a way that the ULO can be effective. There are important issues for people in Knowsley and if these are minuted in meetings, they will go to the Health and Well Being Board.

### **Healthwatch**

Paul fed back on a meeting about the change from LINK to Healthwatch. Healthwatch would have slightly different powers and would be looking for information on local trends in health and social care issues. The ULO can work closely with Healthwatch and feed issues in and it was important to make sure that someone from the ULO went to Healthwatch meetings. Pat agreed as Healthwatch had the authority to bring about changes in services.

Anne said there was a lot of useful information being shared by the ULO such as details of support for people with dementia.

### **Children and Young People's Network**

Helen fed back on the Voluntary and Community Sector (VCS) Consortium which was about to be launched. The commissioners (buyers of services) would be looking at ways in which the VCS in Knowsley would be funded in the future through this. Information will be sent out through KCVS so register with them to receive their mailings.

The meeting had taken place at All Saints Centre for Learning in Kirkby and this was a possible venue for some ULO meetings.

Joe said that it was important the ULO was represented at these meetings. Paul said that ULO members should try to help staff ULO stands such as at the Autism Information Day on 2 and 10 April.

**Action:** Contact Helen on 07501 653984 or email: [knowsleyulo@gmail.com](mailto:knowsleyulo@gmail.com) If you would like to help out.



**Date and Time of  
Next Meeting**  
10am – 12 pm  
Tuesday 9 April

Yvonne said there was a Community Messaging service which people could register for to receive details of events and services in their area.

### **ULO Annual General Meeting**

This would be put back from 9 April to 14 May to give enough time to send out information about voting for the new Board. Funding has been secured for Helen's post for another six months.

### **Information Exchange**

Wheelchair Services are running a Go Kids Go event on 18-19 May. It is an event for children who use wheelchairs. A flyer will be sent to the ULO.

The CIL also has a Twitter and Facebook account to share information. The Care and Repair Group which has 75% of users will be combining with the CIL Steering Group.

The CIL is working on producing videos to show people how to use Independent Living equipment. Hazel will share the web link at the next meeting.

They were going to have a monthly theme in the CIL and have a display on different issues. If you have ideas for this, please pass them onto the ULO or the CIL.

Yvonne and Bradbury Fields have been working on a computer project for people with a visual impairment. It reads PDFs and Word documents. Hazel said to pass on any ideas which would make things easier for disabled people.

Nugent Care is hoping to hold a fun day on 7 September between 11am-4pm.

Joe also said that a person in a wheelchair was not 'confined' to it but it gave freedom to that person.

The ULO website is under development.

**\*\*\*\*The time of the next meeting has changed\*\*\*\***

It will be held between **10am** (not 10.30am) on 9 April, the Old Schoolhouse, St John's Road, Huyton L36 0UX. The ULO Annual General Meeting will be held on **Tue 14 May** at the Old Schoolhouse. More details will be sent out shortly.