

# Access to Services

For people with Learning Disabilities or Autism

Easy Read Summary



Stockton-on-Tees  
BOROUGH COUNCIL

Adult Services

Big plans for the care we provide

# What is in this report?

**Page 3 – Who made this report?**

**Page 4 – What is this report about?**

**Page 5 – What did we find out?**

**Page 6 – What will we do?**

## Who made this report?

**This document is by the Adult Social Care and Health Select Committee.**

**The Committee is a group of people who report on Health and care services.**



# What is this report about?

This report tells you what we found when we looked at Community Services that people use and how well they can use them.

## We looked at:

- How easy it is to get to places.
- If the information they have is easy to understand.
- Their customer service skills.
- What special equipment there is.



People with disabilities are more likely to have health conditions.

Because of this, people with disabilities can have an Annual Health Check.

This is a health check-up that you can get at your Doctors once a year.

## For this report we looked at:

- How many people had an Annual Health Check.
- How easy it is for people to use services in the community that can keep them healthy.



# What did we find out?

## We found that:

- There are not many people who have had an Annual Health Check in Stockton.
- We think that there needs to be a way to make sure Annual Health Checks are done well
- Someone needs to be in charge of this work.



## When we looked at community services we found that:

- More places need to be aware about the needs of disabled people.
- More people with Disabilities need to know about the Safe Place Scheme. Safe Places are places in the community you can go to if you need help.
- Public transport needs to be easier to use for people with different needs.



We found that getting services right for people with a Learning Disability or Autism would mean that we are getting it right for lots of other people too.



# What will we do?

We want to make sure that more people can have Annual Health Checks.

## We will do this by:

- Giving GP Practices more information
- Telling GP Practices how others are doing it well.
- Work with GP Practices to tell them where they are going wrong.
- Make sure someone who works at the GP Practice is in charge of this work.



## We will also:

Make sure that more services talk to each other about people who have Learning Disabilities or Autism so they know who might need more support.



**We also want to make sure more people with a Learning Disability or Autism can use community services.**

## **We will do this by:**

**Telling community services what is expected of them.**



**Make sure that people who work in the Council have Learning Disability and Autism training.**



**Make public transport easier to use for people with different needs by giving transport companies more information.**



**Look at the work that the Department for Work and Pensions (DWP) do to check the support they give to people with a Learning Disability or Autism.**



**Make sure more people know about the Safe Place scheme.**



**Support the Police and Community Safety team to stop Hate Crime.**



**Look at making personal care and changing rooms in the community for people who have complex needs better.**



# Glossary

Words and terms used in this report:



## Community Services:

Community services are public places that you go to near where you live. They could be council services, community centres, leisure centres, libraries etc.



## GP Practice:

GP Practice is a name for the place where your Doctor works.



## Department for Work and Pensions:

The department for work and pensions is in charge of benefits payments. It might also be called the DWP.



## Hate Crime:

Hate crime is any crime that has happened to someone because of their: disability, gender, age, religion, ethnicity, sexual orientation or gender identity.



Stockton-on-Tees  
BOROUGH COUNCIL

Adult Services

Big plans for the care we provide