



Learning Disability Partnership Board March 12th 2019

What we talked about at the meeting.

	<p>There is a leaflet explaining where to find Easy Read information about Universal Credit. It is at the end of the minutes.</p> <p>People who can't use the internet can get help from Jobcentre Disability Advisors and at the Citizens Ad Bureau.</p> <p>Debbie Rees will find the numbers for local Job Centres from the vulnerable customer network.</p> <p>The Board wants to invite a speaker who can tell us more about Universal Credit and how it affects people with disabilities.</p>
	<p>The Board has talked about advocacy at lots of meetings. We want to find out who is getting advocacy support and where they get it from.</p> <p>The Council pay SeAp to provide advocacy for people affected by the Mental Health Act, Mental Capacity Act and Care Act. Martha Warrener works at Cornwall Council and we will ask her what services there are in Cornwall. When we find this out we will find out who needs more help.</p>

CORNWALL
advocacy

Cornwall Advocacy said that young people also need more help.



There are some people in Cornwall who are charging to help to fill in Benefits forms.

Do not give money to them.
Ask for help from a trusted adult or the Citizens Advice Bureau



Forum Feedback to Cornwall's
Learning Disability Partnership Board



Some people do not have an advocate to support them at assessment meetings. Tina Sandford said she will tell her team and make sure it is offered to all.

People who move supported living should all have an assessment. Tina said this was true.

Some social workers say a service is good but others say it isn't. This may be because a service is best for people with different needs.



Mental Health Support



We know people who have been diagnosed with a learning disability and a mental health issue such as bipolar or borderline personality disorder. We are struggling to get the right support for people's mental health. Please can you advise us who is responsible for arranging the right support or therapy?



We are waiting to hear from Dr Rohit Shankar about this.



Cornwall Council are changing day services. Amy Claridge is working on this. She wants to know what people think about new services before they are changed.

It may take 2 years before the new service starts.



There are problems with transport for people attending Blantyre, Morley and Lyndhurst Day Centres. It is stopping people going to activities. Amy will find out why.



Transforming Care Programme

Nory gave us an update on the TCP. There are 21 children and adults with a LD and/or Autism in hospitals outside of Cornwall. We are helping people to move nearer home. Some houses are being bought to help make this happen.

There is a register of people who may have to go to hospital. More help is given to them so they can stay at home.



The Partnership Board will continue to meet but there will be changes in how it works. New self-advocates will be recruited and one will be a co-chair with Cllr Kirkham.

Next meeting is on June 11th 10.30-12.30pm. Refreshments at 10am.

Wesley Halls, Redruth.

Please tell Nuala if you are able to come.

Notes on Universal Credit

Disability Rights

All jobcentres can offer one to one support to help people to make their Universal Credit claim online or by other methods. Each customer will have a named work coach who is there to support them to make their claim. Work coaches can also help customers to find work, start training, volunteer, become self-employed or find the right help or advice.

DWP also have specialist staff known as Visiting Officers. Visiting Officers can see customers in their own homes if the customer is unable to attend an appointment in the jobcentre due to a health problem or disability. Visiting officers will help those customers to claim their Universal Credit. This may also be with an appointee or other support/care worker.

Mencap

You can [apply for Universal Credit online](#). If you cannot use the internet, you should phone the helpline on 0345 600 0723. Before you apply for Universal Credit, you should talk to a benefits adviser. [You can find advisors in your local area](#).

Cornwall Council

For help getting online or making a new claim for Universal Credit ring Cornwall Council on 0300 1234 121, option 5. Work coaches at Jobcentres can also provide advice about local IT training opportunities.

Government website

If you have problems using the internet

You can only claim Universal Credit online - there's no paper form.

If you aren't confident using the internet, ask [your local council](#) about help getting online.

You might be able to apply by phone or in person instead of online.

You'll need to tell the DWP why you can't apply online, for example if you have problems reading or writing.

Contact the Universal Credit helpline if you need to apply by phone or in person. Someone else can call for you.

Universal Credit helpline (full service)

Telephone: 0800 328 5644

Textphone: 0800 328 1344

Telephone (Welsh language): 0800 012 1888

Monday to Friday, 8am to 6pm

Calls to these numbers are free. It's best to call from the phone number you gave the DWP when you set up your Universal Credit account. You'll have a shorter wait and be put through to the same person who handled previous calls you've made.

The application can take up to 40 minutes on the phone.

If you don't have internet access

You can use the internet free of charge at:

- your local Jobcentre
- your local council
- your local library

Easy Read

<https://www.emhcareandsupport.org.uk/media/2793/easy-read-guide-to-universal-credit.pdf>

<https://www.emhcareandsupport.org.uk/about-us/>

<https://www.rightsnet.org.uk/forums/viewthread/13189/#61369>

General advice

<https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/apply-for-universal-credit/>

<https://www.gov.uk/universal-credit/how-to-claim>

<https://www.youtube.com/watch?v=4jVeWPsCzUI>

<https://www.youtube.com/watch?v=sMN4knmlnPI>

Accurate as of March 11th 2019

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