

## TOTAL COMMUNICATION ADVISORY GROUP MEETING

3<sup>RD</sup> FEBRUARY 2010

<b>Present</b>		
Claire Bartlett	Professional Lead, Speech & Language Therapy CLDT (Chair)	CB
Karen Kingsland	Learning Disability Partnership Board Worker	KK
Annie King	Grace Eyre Foundation – Manager Supported Living	AK
Emma Cole	Student Speech & Language Therapist (notes)	EC
Vicky McCall	Highly Specialised Speech & Language Therapist	VM
Michael Fullerton	Care Management Group	MF
Linda Hill	Frances Taylor Foundation	LH
Paula Napier-Brown	Frances Taylor Foundation	PN-B
Peter Craske	Workforce Development	PC
Miranda Wharam	Children and Young People's Trust	MW
Mary Oliver	Direct Payments/Federation of Disabled People	MO

<b>Apologies</b>		
Sandra Stinton	Care Management Group	
Lucy Westcott	Total Communication Officer (CLDT)	

- Fliers

Easy read version for service users will be available.

- Total Communication Charter Statement

On Brightpart website – feedback positive, makes sense to them. Will go in charter to.

- *Lucy send email advertising group – not seen yet.*
- *send to Karen Kingsland to forward on.*

Link to Department of Health Easy Read is on website but not easy to find

- *send link to Karen*  
*Change link to say ‘communication’. Web address will have to remain ‘communicate’.*

- *Website – please send documents or links to Karen to build resources online.*

## 2. Total Communication Launch Day

- Plea for volunteers. 2 Speech and Language Therapists from East Sussex to help – Hazel Brewer and Helen Page.

MF – Communication person to help out  
- student social workers

Direct volunteers to:

Come to Event Workstream Group prior to event

Teas and coffees from FEAST

Contact Lucy Westcott (Tel: 01273 295121 Monday/Tuesday or [lucy.westcott@sussexpartnership.nhs.uk](mailto:lucy.westcott@sussexpartnership.nhs.uk)) for events.

### 3. Total Communication Charter

Claire and Annie have made amendments.

Audit tool – adapt to be in line with ours,

Launch on day so services can sign up to it.

- Email from Southdowns
- want to use our charter 'pre launch' on 2<sup>nd</sup> March in their training session.
- Logo – Lucy has produced 2, however, due to illness decision to be made email  
Designs to all/email choice within 24 hours. We make final decision.
- Copywriting – unfortunately we can't encrypt or protect

### **Business**

Karen - Partnership Community Safety Team produced Hate Incident Reporting form 'Easy Read' style. Karen to email round to group. Give feedback directly to Partnership Team. *Have an example on the launch day to demonstrate 'Easy Read'. A display showing this .*

*Karen to speak to Nahidah and put in touch with Lucy.*

Claire – asked all subgroups chairs for funding.  
No budget for resources – need to develop as not a 'one off' event. Should hear back by March → some money has been promised.

Peter Craske – can include flier in Development Guide sent to in-house services and voluntary sector at end of February.

*Forward file to him.*

Miranda – Communication Group Meetings negotiated (CYPT)  
(Transition periods) – eg VOCAS consistent from child-adult.  
Person from Hillside to attend this group to share information/resources.

Update: 'Aiming High' – funding from Government for short break services.

Consulting with young people about short break services they are receiving.  
Booklet insert including Widget!

- Produces reports
- Complaints leaflets
- VOCAS – transition funding

- Virtual learning in schools – transferring system to Learning Disabled children – special computers.
- How young people contribute in meetings, participation.
- Make a connection between adult and CYPT services.

### Discussion

Photosymbols – consistency in information to be filtered out through services – some already using it – for 'Easy Read' information.

However, we should support service users preference eg Makaton for individual communication needs.

- using personal photos
- boardmaker
- Google images

Transition events – services working together.

Training – linking services so not repeating information.

*Audit – discuss next meeting.*

*Michael to share with Annie and Mary.*

3 strands –

- 1 Auditor – accessibility of information. Staff training. Percentage rating.
2. Communication Champion
  - attend workshops – Communication Passports, social stories, Objects of Reference.
  - promotes culture at service
  - support from manager
3. (High and Low tech) Technical equipment – services can loan out to see if it's effective – then organise own.
  - Compare percentage ratings – competitive.
  - Total Communication 'Certificates' 'Awards'
  - 'Critical friends' go into services to do the audit but should be encouragement not stressful.

*Lucy – training and events – display on day*

Graphic facilitation meeting – drawing, split up page/boards – illustrate time.

**Next meetings:**

Event Planning Work Streams – 25<sup>th</sup> February at 11.00 am

Communication Advisory Group – 2<sup>nd</sup> March at 2.00 pm

*Let Lucy know if people you specifically want to invite.*