



September 14th 2026



This meetings Big Issue was 'Inclusion'.



Present

Trevor Uys	Head of Operations ILDS (Chair)
Chris O'Donnell	Person Centred Approaches and Engagement Lead (Facilitator)
Paul Lehrian	One to One
Jay Baysal	One to One
Fiona Jackson	One to One
Faye Medcalf	One to One
Charlene Thomas	Head of Service Operational Services
Jane Richards	Families in Transition into Adulthood
Bernadette Reigar	CAPE
Cllr Pat Gregory	Councillor
Cllr Andy Milne	Councillor
Sarah McLean	SEND Transition Manager
Charlene Thomas	Head of Service – Operational Services
Sarah Pope	Clinical lead ILDS



Guests

Shannon Morgan	Guest Speaker on lived experience of inclusion
Sophie Smith	Supporting Shannon

Virginia Ortega	Supporting Shannon
Richard Costello	Guest Speaker, Equals Employee as Admin and Barista
Mandy Bastion	Supporting Richard



Apologies

George Way	Adult Social Care Commissioner
Danny Newlands	Carers Centre
Jon Newton	Service Director Operations
Rupa Gone	Consultant Clinical Psychologist
Niamh O'Brien	Councillor
Panos Bouras	DANE
Alison Carter-Albert	UCAN
Sabrina Forde	Better Leisure Centres
Milan Taylor	West and North London Integrated Care Board
Farheen Ambia	Healthwatch
Paul Everett	EDIE
Carol and Jim Raymond	CAPE



Members said there were a lot of apologies for the meeting.



There were no Voluntary and Community Sector partners attending.



The meeting would expect their attendance but if they cannot come, they are to send a written report outlining their work with our service users.



However, they are expected to engage with customers, and the Board is a very good way to do this.



Action – George will follow up with VCS providers about attendance at Board.



Carol and Jane Raymond from CAPE were unable to attend. This would have been their first Board, and a chance for them to see how the meeting worked.



They also attended the last Focus Group.



Members said that attending meeting can be difficult for families.



Many Family Carers work.



Bernadette said there are not the networks and peer support that were around in the past.



Meeting in the evenings might make it easier for some to attend.



This has been tried with Preparing for Adulthood events, but most were also poorly attended.



Jane told the group about [Sen with Elena](#), who offer a range of events for parents of young people with SEN.



These are well attended but are for carers anyone with SEND or an EHCP.



Members thought it would be good to contact Elena and see how we could help these support networks carry on when the young people transition to adulthood.



Action – Chris will contact Elena and invite them to a future meeting, to discuss how the Board and its members can support parents as their young people transition to adulthood.



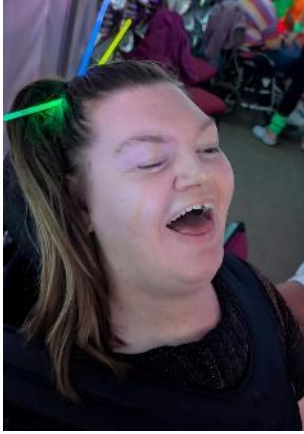
Council Officers are happy to arrange evening meetings, if this does work for families.



Other organisations (such as EDIE and better fitness) had also been invited but were unable to attend.



They did send some information for the presentation that Chris will go through later.



Shannon then spoke to the group about her experience of inclusion.



Hi everyone my name is Shannon.

I am non-verbal but I have a lot to say!



I am a wheelchair user, and I am here to talk about my life and some of the challenges I face.



I understand everything.

I communicate in a few different ways mostly by using gestures and my pod book with words and pictures and I am trying to learn my eye gaze but it is really difficult so for this I gave my carers all the topics I wanted to talk about and they helped me put it on my eye gaze.



I am always supported by 2 staff.



I am a very social and energetic person who loves being out and about.



For me accessibility means being able to participate in the activities I love alongside everyone else.



I like being busy!



I take part in Zumba, ice skating, open mic nights, clubbing, sanjuro martial arts, two choirs -



-and attend activity days every year doing things like ziplining, trampolining, climbing, high ropes and even speedboating.



To get to all my local activities I have my own car, but I don't always have a driver so I often must use public transport.



The main problem I have with public transport is that wheelchair spaces are usually occupied by prams and push chairs.



I'm often waved at as buses go past as the spaces are full or when the driver asks passengers to move, they are reluctant to do so which makes me upset and sad as they seem to think their need is more than mine.



Often my carers have to be quite pushy to get me on to a bus encouraging people to fold their prams.



People do not realise that a simple journey into London that would take them 40 minutes can take me two or three times that just to take the accessible route.



I wish more people would be more understanding - I don't want to take their space; we are all important.



They can fold their pram or even wait for alternative transport - I do not have that option.



People may not realise how long I've been waiting as another wheelchair user was in the space before or the most frequent other reason: ramps fail to open.



Something I have come to realise that this can usually be attempted again successfully if the driver got closer to the pavement.



I know with a little more insight people would be more understanding.



Going into central London brings a whole range of different problems.



Train staff failing to meet us with a ramp at the other end, Lifts not working which no-one tells you about - even though they can see you are going to need one if transferring to other trains.



This may bring another hour on to my journey home or the cancellation of my event I am going to.



I am very lucky to be supported by a large team and care coordinators that helped me find the most amazing activities that I like and can attend which is mainly anything to do with music.



If I do find a place I want to go to, I have to work out several transport options just in case something goes wrong and then find all possible local toilet options involved in that route which have the hoists that I need and that are charged and working.



This is never easy and this determines whether it is accessible place to go for me.



It is not rare to try two or three places often miles apart because the hoist is not charged and regular checks have failed to pick up on them.



People like me need more changing places toilets and active reporting if they are out of use.



I think it might be helpful if current problems could easily be regularly reported on the changing places app which most wheelchair users use.



Thank you very much for listening to my story.



The Board asked Shannon about some of the activities in the photos.



Shannon said some, including the Zip Line, were at the Mersea Island Festival.

Members were not aware of this.



UPDATE – You can find out more at the Mersea Island festival website - [Mersea Island Festival](https://www.mersea-island-festival.co.uk/)



Members asked about the trampolining.



Shannon said these were very fun and done right were very helpful for people with a learning disability.



Members asked if there were any opportunities for people with a disability to go trampolining in Enfield.



UPDATE – Air Hop Trampoline Park offers SEN session on a Monday, which are available to adults.

[SEN Session – AirHop Adventure & Trampoline Park Enfield](#)



Unfortunately, the sessions are not wheelchair accessible and are accessed via a flight of stairs.



However, there is also [ReboundTherapy.org | The Official Body for Rebound Therapy](#), which is specifically designed for people with more complex needs.



The nearest registered sessions to Enfield are in Mill Hill [SEN and Rebound Therapy - High Springers](#).

Better Leisure centres in Enfield do not offer Rebound Therapy, but it is offered by other Better Leisure Centres, including -

Leyton Leisure Centre (Waltham Forest, London),

Britannia Leisure Centre (Hackney, London),

Kings Hall Leisure Centre (Hackney, London),

Swiss Cottage Leisure Centre (Camden, London),

Pancras Square Leisure Centre (Camden, London),

Sobell Leisure Centre (Islington, London),



The group talked about Changing Places available in Enfield and were not sure what is currently available.

Action – Chris will do an ‘Audit’ of changing spaces in Enfield.



Board members said it was good that Shannon had the support to help her do all these things.

However, members said not everyone does.

For example, some people do not have any support after their day service drops them off home.



Richard then spoke to the group about his experience of inclusion.



Richard talked about how important it is to have good routines.



Richard works in the Library on Mondays.



He helps sort and stack the books when they are returned.



Richard goes to Face Front Inclusive Theatre Group on a Wednesday.



This is at community House.



They do a week of performances one every two years.



Their next performance is at the Dugdale Centre next summer.



Richard also works at the Carnegie Building.



He does admin for the Equals team.



Richard helps with the Job Club, recording attendance and sending letters.



He also works with the Café Crew at the Carnegie Building on a Friday.



He said they will be doing the café in Jubilee Park at some time soon.

This will only be one day a week.



Mandy said the current café at the Carnegie building is a training opportunity for the Jubilee Park Café, that will be open to the public.



Richard has done travel training and gets to all his activities on his own.



Faye told the Board that TFL no longer supply a training bus for the First Route Enfield project, run by Community Link.

This allowed people to practice independent travel skills on a real London bus.



Volunteers from local schools would role play real life situations in a safe environment, to help people gain confidence.

This has been very successful over the years.

It will be missed, but travel training will continue.



Faye asked about the travel buddy schemes that are operated in other areas.

This is about people with a disability offering peer support to other people.



Equals have piloted similar schemes in Enfield.

Action – Chris will update the board on any plans to roll out Travel Buddies in Enfield.

UPDATE – Equals have said there are no plans to roll out travel buddies in Enfield.



Paul then spoke to the group about his experience of inclusion.



Paul said he has been attending "one to one" for about 26 years and expects to reach 27 years soon.

Paul said he had been a board member and Chair for about 13 years.

He was very proud of this.



He is proud of attending partnership board meetings and representing others.



Paul is proud to have worked alongside members, staff, CEOs and mentors who have supported him.



Paul said he will be standing down as chair.



He will be taking on a new ambassador role.

He sees it as an opportunity to learn new skills and take on different responsibilities.

Paul sees this as an opportunity for personal growth and learning.



He wants to continue contributing to the organisation while supporting the next generation of leadership.



Paul wants to keep growing and developing his skills in advocacy and representation.



Both Paul and Shannon said they have had excellent holidays at [Butlin's](#).



Fiona then spoke to the group about how One-to-One promote inclusion.



One-to-One reported that it employs a small team of around ten staff, with six staff members having a disability.



Five of One-to-Ones eight board members either have a learning disability or are autistic.



One-to-One support the Learning Disability and Autism Council.



This makes sure people with lived experience have a voice about important issues including health, transport, housing and community inclusion.



Representatives attend various forums, for example, the Health Subgroup and Enfield Transport Users Group, and feedback to Partnership Board.



One-to-One focus on more than inclusion, they want members to feel they belong.



Members are encouraged to become active participants in shaping services and activities rather than passive recipients of support.



One-to-One has created links with Barnet and Southgate College to develop travel-training.



One-to-One support employment by -



Providing volunteering opportunities.



Supporting people into paid employment.



Working with colleges and community organisations to develop work skills.



Creating leadership opportunities through board and ambassador roles.



Directly employing people with a learning disability within One-to-One itself.



A particularly visible inclusion initiative is the organisation's inclusive choir, which rehearses regularly and performs throughout the community. The choir has:



Performed at transition events.



Learning Disability week events at local hospitals.



Performed concerts at the Enfield Baptist Church.



Supported fundraising and awareness-raising activities.



These have been very successful in raising awareness of the contributions of people with a learning disability.



One-to-One have also developed partnerships with health services including.



Primary care (GPs).



Hospitals including developing an A&E pathway.



The London Ambulance Service.



Community transport services.



This has helped improve access and make sure that health care services are more responsive to people with a learning disability.



One-to-One also have developed partnerships with community groups including -



Local Quaker groups, offering to support a coffee morning where members can gain skills.



Rotary groups.



Community transport initiatives, including the Accessible Community Transport project, see leaflet attached to agenda.



One-to-One have also done significant work with the North London Hospice on Bereavement Support.



This was initially funded for End-of-Life Care.



However, many of the people attending felt Bereavement issues were more relevant, so this will be their focus going forward.



Chris though this was a good idea.

As chair of the ILDS End of Life Care Steering Group, he said it was important that end of life care / advanced care planning and bereavement should be supported separately.



ILDS currently offer -



Planning sessions using [The Victoria and Stuart Project](#) toolkit, which they helped develop with the University of Kingston.



[No Barriers Here© - Advance Care Planning](#) sessions, also in partnership with the north London hospice.



It is very helpful for the end-of-life care steering group to be able to signpost to One-to-One for bereavement support.



The end-of-life care steering group would also be happy to share resources they have developed over the years.



One of the things One-to-One have offered is occasional '[Death Cafe](#)'s.

Cllr Gregory expressed concern about the language, and how autistic people would interpret the words.



Sarah Pope explained Death Cafés are in international movement, aimed at reducing the stigma and making it easier for everyone to talk about death



It is part of this principle to use plain clear language.



However, this was not done with neurodiversity in mind.



Chris said he had attended many Death Café's over the years and found them very helpful.

However, he has noticed there have not been as many offered over the last few years

He wonders if this could be a change in culture since the pandemic.



Chris said the sessions offered by one to one are very well done and have helped people.

A change of name would be fine, as long as they stay inclusive and achieve the same outcomes.



Chris said he is also aware that the DANE website say they support bereavement and End of Life Care planning



Action – Chris will arrange a Learning Disability specific Multi-Agency Bereavement Group for stakeholders, to include, ILDS, One-to-One, NLH and DANE, and any other relevant partners he can identify.



One-to-One are very proud to be one of the Mayor of Enfield's nominated charities this year.



Board members said there are also commissioned services that are very inclusive.



They gave the example of St Marks Day service.



This is a community-based day service for people with more complex needs.



It offers personalised plans, group activities and community events.



Chris then delivered this presentation on behalf of people who could not make it

Our Partners



Better
Leisure
Centers

BETTER
the feel good place



Better Leisure offer -



Accessible pools (with hoists) and Autism friendly sessions.



Wheelchair accessible gym equipment.



Seated exercise.



Multi-sports sessions for people with a learning disability, in partnership with one to one.



They are also planning to introduce -



- Men's only weightlifting in partnership with ILDS OT's.



- Inclusive Circuits classes for young people and adults.



There are significant discounts for people receiving disability benefits.

Action – Chris will send latest leaflet about how to Join a Better Leisure Centre with these minutes.

Empowering Disability in Enfield (EDIE)

E.D.I.E.



Digital exclusion

EDIE are calling on local NHS to stop 'Digital Exclusion'

We know many people with a disability have difficulty with online systems.

Some can be very hard to use.

Sometimes, the only way to get a health service is through an online system.

EDIE are concerned this is preventing people from getting the health support they need.

Have you experienced this?



The Health Subgroup have also been working on this issue.



Many GP's in Enfield have adopted a 'Digital Exclusion' reasonable adjustment.



This is 'flagged' on the patients record and means they can talk to staff on the phone or in person.



However, times may be limited.



Not all GP's have done this.



The Heath Subgroup has also been made aware of an issue with blood tests.



These now need to be booked through the hospital 'swift queue' system.



The Health Subgroup will be looking at how we can apply reasonable adjustments to the system, and report back in the work plan.

Lead Partners

You can find out about our local lead partners for prevention at [Lead partners | MyLife](#)





Chris said the most recent working together project with Dane has been about online safety – particularly grooming.



This is an issue that had been raised by ILDS psychiatrists.



Chris and Panos from Dane have developed a short, interactive session designed to help people stay safe online.



This was trialled at an ILDS away day.



Feedback has been considered and Panos will now offer at the community hubs.

Partners in Care and health

- PCH is an independent organization that engages directly with service users to gather feedback on their experiences of day services.



Members of Community Link customers from the Disability Resource Centre participated in a quality assurance exercise with PCH

Discussions explored -

- The care and support people receive at home.
- Employment and volunteering opportunities.
- Community participation and inclusion.
- Overall wellbeing and independence.

The feedback will help improve services and ensure that the voices of service users are heard.

What do you think?

Do you think the idea is a good one?

Yes ☐

Not sure ☐

No ☐



Some carers were concerned, as this reminded them of previous independent consultants.



These used annual reviews as a way of identifying savings.



Carers remembered these as very stressful.



Trevor explained this is very different.

Partners in Health and Care (PCH) is a national improvement partnership between the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS).



It is funded by the Department of Health and Social Care, supporting councils to improve adult social care and public health services.



Trevor acknowledged concerns from families about reviews and funding pressures but emphasised that:



Enfield must continue meeting eligible assessed needs because this is a legal requirement.



The service remains person-centred and strength-based despite budget pressures.



Partners in Care and Health looks at services and finances, while maintaining legal duties and empathy.



Carers asked about the CareCubed system.



Trevor said CareCubed is a tool that estimates care costs based on needs.

This is a tool that supports decision-making but does not replace professional judgement.

The Disability Resource Centre Community House

Inclusive designs



People using the service were included in the development of the building

Including the Window Installation in Reception

The "Window View" artwork represents the final stage of the consultation with service users at Community Link Enfield.





Key features of the design include:

A calming designed to contrast to the busy main road outside.

References to London's transport heritage and the railway line located adjacent to Community House.

Themes and imagery informed by service users during the consultation process.



ICT Feature Wall in the Café

Consultation highlighted several themes, which have been used in the final design:

A 1950s space-age style.

Visually engaging without being overstimulating overload.

Computer science-inspired images





The Disability Resource Centre Community House

What's on offer



Snack and Chat Cafe

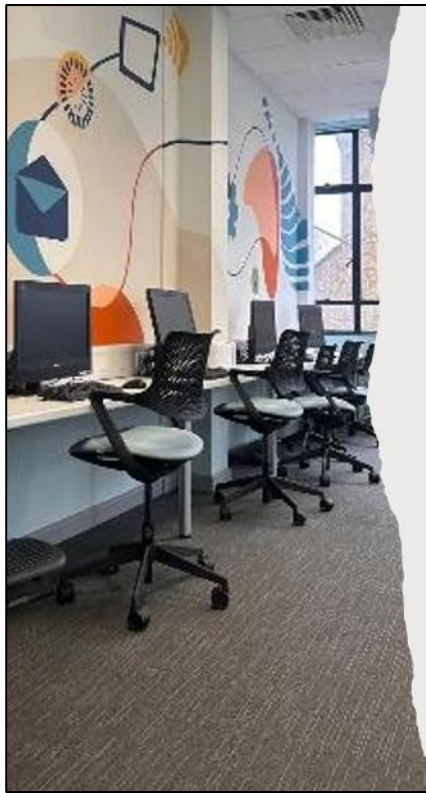
Freshly prepared food and a great selection of coffees, hot and cold drinks.

Breakfast, light lunches and snacks.

Adapted cutlery/cups etc. in the Snack N Chat cafe

The café also people with a learning disability in out training kitchen, providing excellent work experience!





Internet Café

Touch screen computers.

Digital Photography

IT know how



Health and Fitness

We have an exercise room with equipment that can be used after an initial assessment.

Keep-fit classes (including chair, Mixed seated exercise groups)

Zumba/ Yoga (standing or seated)

Physiotherapy and Gym equipment.

A weighing chair to weigh whilst seated.
(Public pop in)





Remedial Massage

Aromatherapy

Reflexology

Reiki etc.



Other sessions include

Music Therapy

Gardening (Indoor and Container Gardening)

Creative Crafts

Art Therapy groups

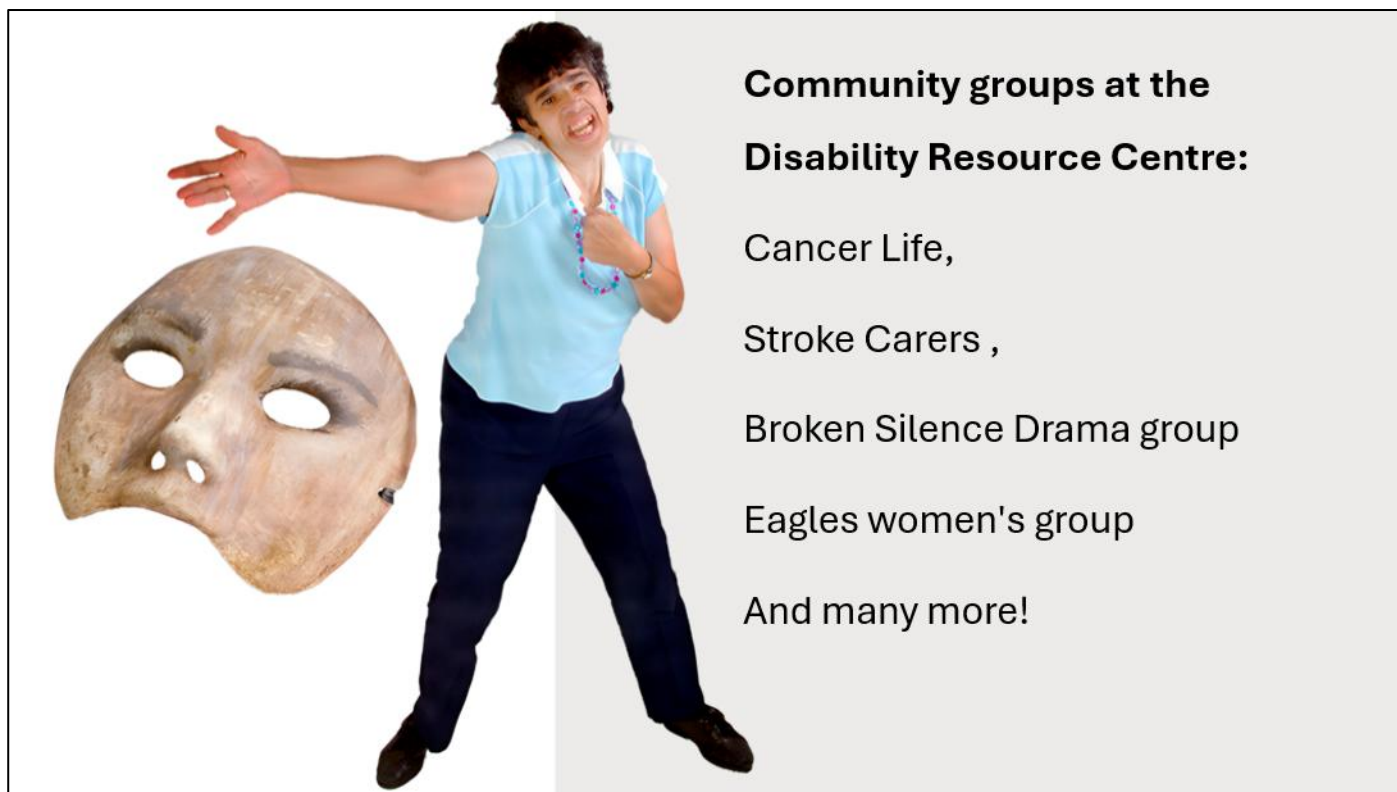
Art for Good Mental Health

Monthly Meditation Classes- On line available.

Social activities and events

And many more as the offers change to meet demand.





Community groups at the Disability Resource Centre:

Cancer Life,

Stroke Carers ,

Broken Silence Drama group

Eagles women's group

And many more!



Work Plan Report



Members noted some Lead Partners did not contribute to the report.

Action – Chris will request reports from lead partners for the November meeting's work plan.



Carers talked about the difficulties they have had migrating to Universal Credit, particularly around Housing costs.



Families described problems when migrating to universal credit, including-

Families not getting enough information.

Promised training or information not happening.

Difficulty knowing where to get help.

Problems using the Universal Credit online journal.

Long waits for answers.

Having to appeal decisions.



One family described the significant amount of work they had needed to do to resolve questions about whether specialist accommodation should be covered through Housing Benefit.



The Board heard that the experience had caused considerable stress.



Carers said a previous Partnership Board reported DANE had offered training to carers around migration to Universal Credit. However, they were not aware of any carers who attended.

Action – Chris will confirm with DANE what training was offered to carers about Universal Credit Migration.



The Focus Group will continue to monitor this issue.



Action – The Focus group will look at content for a proposed 'Tips for checking a property before signing a tenancy' document.



The Board discussed people moving from Disability Living Allowance (DLA) to Personal Independence Payment (PIP).



People were worried about what this could mean for some people's Blue Badges.



This will be looked at in more detail by the Focus Group and updated in the next workplan report.



Chris said that the Pre - Annual Health Check Questionnaire can be completed on people's phones.

This is helpful for people who do not have a printer.



They do need a 'PDF' app, like Adobe Acrobat, on their phone.

This can be quite complicated to use.



The health subgroup will continue to follow up on ways to make this easier, when the ICB annual health check groups start again.



Chris said he had received some very positive feedback from some people about recent hospital stays.



Members said their experience of the learning disability flagging system was that it is improving, but occasionally people with a learning disability attending hospital were not known to the system.



Board members said the Chase Farm Urgent Care Centre was excellent.



They said staff understood that it can be very difficult for some people with learning disabilities to wait for a long time.



Another positive experience involving an X-ray was also discussed.



Members felt that it is important to recognise when services are working well, as well as talking about problems.



The health subgroup is looking at ways to capture this feedback.



There will be an update in the next workplan report.



UPDATE - If members wish to leave feedback they can use this online form - [Hospital Visit Feedback](#).



Members also said that the Equalities Lead at North Middlesex Hospital was very helpful.

Action – Chris will invite the Equalities Lead to a future meeting.



Members asked if hospital staff have communication training, such as MAKATON

Action – Chris will check what communication training hospital staff have, including if ILDS Makaton training could be available to them.



The Board talked about Continuing Healthcare (CHC).



Families said they were worried because some people had been reviewed but were still waiting to hear what the outcome was.



Families were concerned about:

Whether funding would continue,

What would happen to their loved ones,

The uncertainty caused by waiting.



The board acknowledged changes to CHC could have a financial impact on Enfield Council, if responsibility for people's care moved back to the Council.



Action – Trevor will ask the ICB to arrange a CHC stakeholder meeting so families can better understand who they can talk to about concerns or requests.



Update on actions from our May Board meeting

Who

Will do What

Charlene

Suggest to Sarah McLean (Preparing for Adulthood Manager) including Annual Health Check Information with early notification letter

Update – A paragraph explaining Annual Health Checks to the early notification letter. This is now being used.

Chris

Ask if a phone friendly pre-health check questionnaire can be done

Update – I have tested and the current questionnaire can be filled in if opened in Adobe Acrobat, although this can be complicated to do. I could not find a way to fill in on a mobile browser. I have asked the ICB Annual Health Check team if they have any options for a browser-based form, but not received a reply

Chris

Ask if the following can be sent with provider newsletter –

- Information about annual health checks
- Menopause pathway information
- Weight and Wellbeing Pathway information

Update – These were sent with the June Provider newsletter.	
Chris	Follow up with the new West and North London Integrated Care Board about hosting a Continuing Health Care Stakeholders Group
Update – I am still waiting to find out who will be the lead going forward.	
Chris	Talk to Fiona about a bereavement group for people with a learning disability
Update - This will be planned for the Autumn, and we will update the Board in November	
The Health Subgroup	<p>The next meeting will –</p> <p>Talk about improving cancer self-checking</p> <p>Talk about people who don't comply with medical treatments</p> <p>Talk about how we can help more people use a CPAP machine</p> <p>Look into the possibility of an 'at risk' list for menopause</p>
Update – see workplan report	
Chris and Trevor	Discuss how ILDS can start brief mortality reviews again

Update – ILDS are now piloting a local mortality review process, see workplan report	
Chris	Change times for the next meeting to start at 10:15 with a 45-minute lunch
Update – this has been done.	
Chris	Invite guest speakers to the next partnership board to talk about accessibility – including members of EDIE
Update – see agenda	
Chris	Include a celebration of the Boards ‘Silver Anniversary’ on the next agenda
Update – we will commemorate the anniversary at the November meeting. This is nearer the first meeting (end of October 2001), and will be at the Civic Centre, so hopefully will have a full attendance.	
Fiona	See if the Choir could do a performance at next board
Update – The Choir cannot make the September meeting but may be available in November.	



Summary of Actions

Who	Will do what	By When
George	Follow up with VCS providers about attendance at Board	Next meeting
Chris	Contact Elena and invite them to a future meeting, to discuss how the Board and its members can support parents as their young people transition to adulthood.	Update with next agenda
Chris	Do an 'Audit' of changing spaces in Enfield	Update with next agenda
Chris	Arrange a Learning Disability specific Multi-Agency Bereavement Group for stakeholders, to include, ILDS, One-to-One, NLH and DANE, and any other relevant partners he can identify.	Update with next agenda

Chris	Send latest leaflet about how to Join a Better Leisure Centre with these minutes.	With these minutes
Chris	Request reports from lead partners for the November meeting's work plan.	Update with next agenda
The Focus Group	Look at content for a proposed 'Tips for checking a property before signing a tenancy' document.	Next Focus Group (14 th October)
Chris	Confirm with DANE what training was offered to carers about Universal Credit Migration.	Update with next agenda
Chris	Invite the Equalities Lead to a future meeting.	Update with next agenda
Chris	Check what communication training hospital staff have, including if ILDS Makaton training could be available to them.	Update with next agenda
Trevor	Ask the ICB to arrange a CHC stakeholder meeting.	Update with next agenda

Next Board Meeting is

November 16th, from 10 – 3, at the Civic centre, D Block.



The Big Issue will be –

25th Anniversary



Workplan for 2027 - 28





You can also click the below links for more information.



1. An Easy Read Leaflet about how to join a [Better Leisure Centre](#)



2. Partnership [meeting dates for 2027](#)



3. Information about activities from [Age UK](#), including '[Communities in Motion](#)' and an [Exercise Class Flyer](#)



4. Information about the '[Every Hand Tells a Story](#)' reading group



5. A poster about the [Health Lungs event](#) at the Carnegie Building on the 10th of December



6. In invitation to join an event to help improve [Chase Farm Hospital Urgent Care Centre](#) (not Easy Read)



Members may also want to take part in a [Community Transport Waltham Forest Survey](#) (not Easy Read)