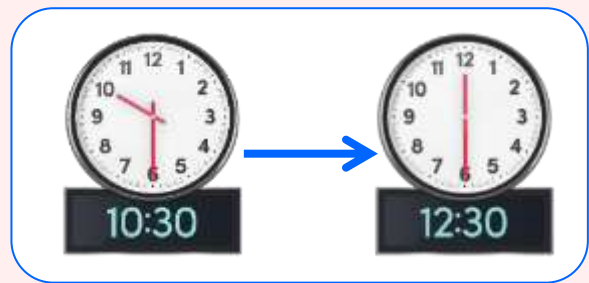
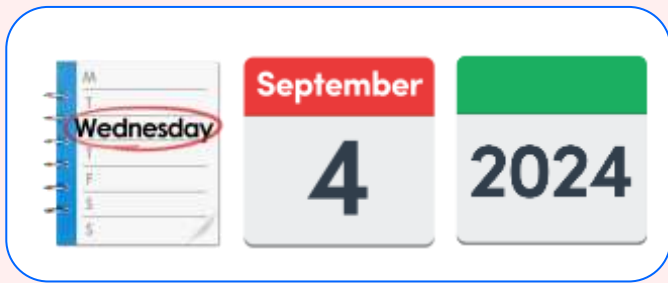




South West Surrey Local Valuing People Group Minutes



Thomas Moore and Sue Sutton chaired the meeting.

Thomas Moore

Sue Sutton



The meeting was at
Surrey Community
Action Astolat and
Microsoft Teams.



At the meeting:

Buckinghamshire & Surrey
trading standards



- Trading Standards Presentation on Scams



- Visit to Ash Library



- Whitmore Vale's Wheelchair Champion



- Guildford Community Link Officer



- Feedback from Learning Disability Partnership Board

Welcome and Introductions



Tom and Sue welcomed everyone to the meeting. 11 people joined in person and 10 online.



We had introductions from Surrey Coalition, Whitmore Vale, Active Surrey, Surrey and Borders Partnership and Surrey Community Link.

Presentation by Trading Standards on Scams



David Stoves spoke and shared some information about Scams.



Buckinghamshire & Surrey
trading standards

He is a scam champion and works with Trading Standards.



He has provided training at the Fire service and all-around Surrey.



David spoke about:



What a scam is



How to spot them



How we can raise scam awareness



Scam is fraud and a crime.



When a scammer is trying to de-fraud you, he is trying to steal from you and trick you to giving your money.



Scams can happen by:



Text message



Calls



Email



Social media



Post



Unknown visit to the door



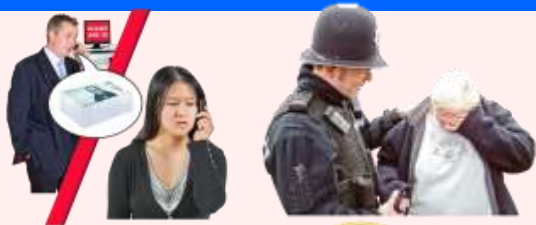
Scammers mostly try and get you to think they are friendly. This is called bending trust.



When you ask the scammer questions on a product they are trying to sell to you, they tend to get more aggressive.



There is no truth in a lot of what they say and make statements to make you believe them.



Falling for scams can leave you in



Poor mental health



Debt and having to owe back a lot of money.



Damaged relationship with friends and families, if you are borrowing money.



If you think you are being scammed, you can:



Ask for advice from a family, friend or support worker



If it is a call, letter or email
Is it addressed to you?



Amanda said there is a trading standard easy read document which was sent to all members which provides more information.



David also suggested Remo Plus Video Door Camera which can help protect people from doorstep crime.



People can apply for this camera through the [Surrey Council website](#).



David also shared the [Pre-shopping advice Easy Read leaflet](#) on how to shop safely.



He also suggested the True Caller Box. This is connected to your phone line and stops scam calls coming in.

Discussions



Carinder asked how he and others can help support the message about scams as a disability campaigner. He said he was now a representative for Learning Disability England.



David said you can become a [scam marshal](#). It is a great way to help catch scammers and help your community.



Good Lives:
Building
Change Together



Amanda said that the information about scams could be shared on Good Lives Framework.



Amanda has suggested to Carinder about sharing information in the upcoming Learning Disability England Booklet about Scams.

Visit to Ash Library



Amanda spoke about the group visit to Ash Library

Key Points



- [Ash Library](#) have a new Obie projector.
- Some of the Libraries in Surrey have these special projector.
- They have a range of games and sensory activities
- It can be used by anyone by booking with the library



Discussions



Whitmore Vale made a visit to Ash Library to try the new projector with their residence. Amanda asked for their thoughts.



Sam said it was very clear to see the sensory colours. They were shocked to hear how expensive the projector is. He said it was worth trying it out.



Rebecca said they took some people who are non-verbal to try out the sensory projector. They really enjoyed it.





Carinder asked what the accessibility was like at the Ash Library.



Carinder said it was important that public spaces had good accessibility.



Rebecca said there was very good accessibility and a car park available.



Rebecca said that there was a gentleman in a wheelchair they supported who found it a little difficult to put his legs under the table. But they were able to adjust this to make him feel comfortable.

Whitmore Vale Wheelchair Champion



Rebecca and Demi spoke to us about their work.

Key Points



They have 2 wheelchair users at the home.



Staff were not good with how to manage wheelchairs and how to manage these wheelchairs safely.



They started to look at the positives and negatives of wheelchair safety.



Demi has been appointed the Wheelchair Champion for Whitmore Vale.





Demi has two wheelchairs. One Electric and one Manual.

Demi has her wheelchairs through the mobility scheme.



Demi said the most important thing was making sure electric wheelchair were turned off when on the bus.



Rebecca has been doing lots of research into this by:



Speaking to Alex at Wheelchair services to confirm on advice.



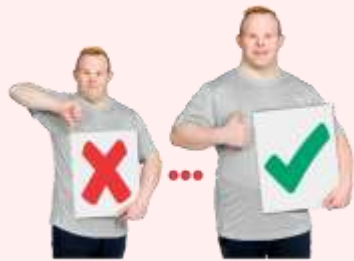
Contacting different wheelchair manufacturers



They looked into wheelchair safety checks on buses and the different positions you can put the wheelchair in safely.



With the help from Demi and Alex, they created a Wheelchair Safety course for staff at Whitmore Vale.



It took time to develop and make it better, but they are now using this training all staff.



They are also working on creating a wheelchair passport for each wheelchair they have at the home.



It will give information about the wheelchair and how to use it.

Discussions



Carinder said it was good to see the good work Whitmore Vale were doing.

He said he hopes that public buses will have something like this in the future and something he wants to campaign for.

Amanda said the Surrey Bus Stakeholder group are doing work on local buses accessibility for wheelchair users. Surrey Coalition are also doing some work on this.

Yasmin said they are doing some work on creating videos for bus drivers. Yasmin said Carinder is also involved with this work



Meeting Guildford Community Link Officer



Nikkie spoke to us about her role as the Guildford Community Link Officer.



Her job is to work with people in the community to empower and to help people meet their own needs.



She talks to people in local groups about the things they want and things they want to find out.



She showed us a video about the work other Community Link Officers are doing in Surrey.



Community Link Officers can also link people to other different organisations which can help them.



If anyone wants any help and advice you can email: Nicola.thorntonbryar@surreycc.gov.uk



Carinder asked who was the North West Community Link Officer



Nikkie said Gabbie Marken was the community link officer for that area.



Action: Nikkie to send a link with all the local Community Link Officers. To be shared with Members.

Feedback from the Learning Disability Partnership Board



Here is a brief summary of what was discussed at the Learning Disability Partnership Board



Liz Williams gave a Health Update from Surrey Heartlands.

She told us about:

The Planning Update



Quality Update



NHS system funded project updates



Clare Matthews spoke to us about the Council's Budget Consultation. She asked for our thoughts on how the Council Budget should be spent for the coming year





We unfortunately ran out of time to go through any other business at the meeting.

Actions:



Nikkie to send a list and contact details of Community Link Officers

Next Meeting:



Next Meeting is taking place on Tuesday 10 December at Astolat Guildford and Microsoft Teams