



# Joint Commissioning Strategy for People with Learning Disabilities



A plan about support for people with learning disabilities **2014-2019**

## **Contents – Where to look for things in the plan**



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# 1. Introduction

**What is the Joint Commissioning Strategy for People with Learning Disabilities? How did we make it?**

## The Joint Commissioning Strategy for People with Learning Disabilities



Bracknell Forest Council and Bracknell and Ascot Clinical Commissioning Group have written this plan. This plan is for adults and young people who have learning disabilities and their family carers.

Some of the words in this plan might be hard to understand – the words have been underlined and they are explained at the end of the plan.

This plan is called a commissioning strategy.

- ! We want people with learning disabilities and their family carers to live their life how they want to. We will work with people to make sure they get the right help.

## Finding Out People Views

We wanted to know what people with learning disabilities and their family carers think about their lives, their health and support.

We had 12 weeks to talk to as many people as we could. We talked to people with learning disabilities, family carers and people who work with people with learning disabilities. We talked to people on their own, in groups and at coffee mornings.



People with learning disabilities, their family carers and people who work with people with learning disabilities helped us to find out peoples views.



We asked people what they thought by letter, newsletters and on the council website.

Lots of people told us what they think.

We also needed to think about what the Government says is important for people with learning disabilities and their family carers.

**This plan tells you about the work that we are already doing and what other work we need to do in the next five years.**



## **2. Learning Disabilities Partnership Board**

## The Partnership Board

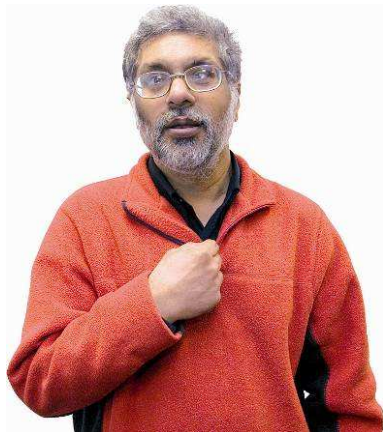
The Partnership Board makes sure that people work together to do the things that the plan says.



## What we want to happen – the Partnership Board Principles

This is what the Partnership Board believes:

- People with learning disabilities have the same rights and responsibilities as everyone else.
- People with learning disabilities should be supported to make choices about their lives, but if necessary, the Partnership Board also needs to make sure that they do not harm themselves or other people.
- People should always be at the centre of decisions affecting them.
- Organisations working together can support people better than organisations working alone.
- Organisations must make the best possible use of all resources.







- They should look at lots of different and new ways to help people to follow their dreams.
- They should always try to change things that stop people doing the things that they want to do.
- All these things are true no matter how young or old a person is.
- They should recognise how important family carers can be to people to support them.

The Partnership Board will review these Principles during 2014.



### **3. What People in Bracknell Forest Say**

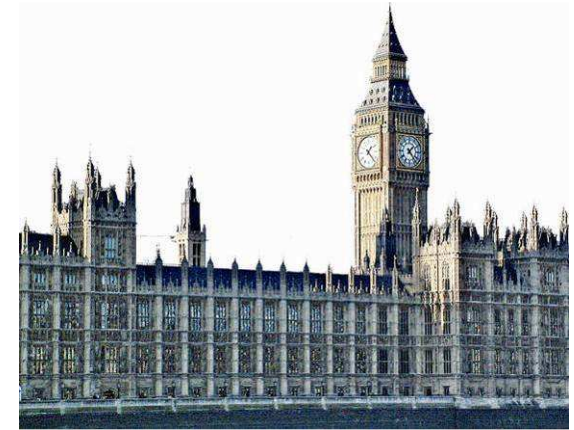


Most people with learning disabilities and their family carers were happy with their support and services.

Most people felt that they were able to be a part of their community.

They said that these things must continue.

People also told us that there were some important areas that need to be better. There will be more about this later on in the plan.



## 4. What the Government Says

In 2009 the Government wrote a paper called Valuing People Now. This three year plan told organisations what they had to do to make support and services better for people with learning disabilities, their family carers living in England.

This plan is now out of date but the main point is still very important. People with learning disabilities and their family carers must have their human rights respected. This means that:

- ✓ People with learning disabilities have the same rights and choices as everyone else.
- ✓ People with learning disabilities have the right to be treated with dignity and respect.
- ✓ People with learning disabilities have the same chances and responsibilities as everyone else.
- ✓ Family carers and families of people with learning disabilities have the right to the same hopes and choices as other families.



In 2012 the Government made a law called “The Health and Social Care Act”. It says that health services and social services have to work together more to support people better.

The Government are also making a new law. The plan for this law is called “The Care Bill”.

A Bill lets Parliament say what they think about something so it can be changed. At the moment we have lots of different laws about care and support. This Bill brings them all together to make one law.



The plan is that:

- Services must think about how to make life better for people with learning disabilities.
- The Government will have the same rules for everyone about who can get care and support.
- Everyone has better information and advice about being healthy.
- People will have more control over their lives and choice over how their needs are met.
- Family carers will get better support.
- Health services and social services must work together so that people can be supported better.

**Making Support  
Better**



**As well as the laws there are also 3 reports that are important to learn from when planning new services.**

## **Winterbourne View Hospital**

Winterbourne View was a private hospital for people with learning disabilities and autism whose behaviour sometimes made their families worry.

The National Health Service (NHS) paid a lot of money for people to be cared for at the hospital.

Some staff at the hospital hurt and bullied the people there. The people at the hospital reported they were bullied but no one believed them.

Someone who worked at the hospital told the Care Quality Commission (CQC) but nothing was done.

Then someone who worked at the hospital told the BBC who made a television programme about it.

Winterbourne View was closed. Some staff went to prison.

The Government looked into what went wrong. They said that people should live in their own homes in their local community. They said that people and their services should be reviewed better.



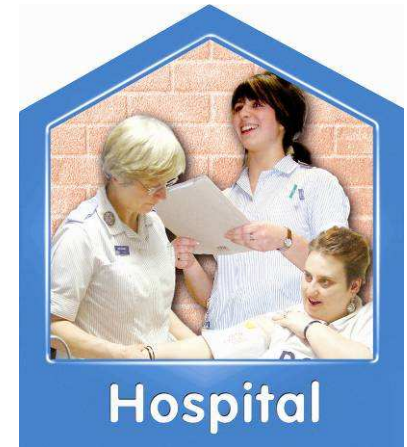
## Mid Staffordshire Hospital

This hospital is a National Health Service hospital. More people died at the hospital than in other hospitals.

This was because people were not being given the right treatment or being cared for properly – this is called maltreatment and neglect.

The Government said that there will be new ways of checking to make sure hospitals are caring for people properly.

We need to think about how we make sure that our health services and social services in Bracknell Forest are good.





## The Confidential Enquiry (2013)

Some people with learning disabilities live shorter lives than other people. The Government asked Bristol University to find out why.

They looked at why 247 people with learning disabilities and 58 people without a learning disability died.

It was found that more people with learning disabilities died younger than people without learning disabilities. This is called premature death. Most deaths were unexpected.

The investigation said:

- There needs to be better and earlier ways to find out when people are ill.
- That people need to have the right tests by the doctor.
- Health care staff must work together better.
- People with learning disabilities and their family carers need to be listened to, and
- When a person cannot make the decision for themselves, then the people who support them should work out what is best for them. This is called a best interest decision.





## **5. What We Have Done or Do Already**

## Some of the things we have done or do already



- ✓ We ask people what they want when we plan support. We work with people to make sure their plans happen.



- ✓ People have a personal budget to pay for support, giving them more choice and control over how their support is given.
- ✓ People can do lots of different activities. They can choose from a wide range of activities and college courses.



- ✓ We did a project to review everyone from Bracknell Forest who live somewhere else in the country. We checked what people wanted. We checked that they were getting the help they needed. The reviews helped us to make the way we do reviews better for everyone.



- ✓ The change in layout of Waymead and adaptations make it easier for more people to have a break there.
- ✓ There are flats at Waymead where people can learn to do things on their own. This means they do not need to rely on someone else to do things for them. This helps people to live on their own.



- ✓ The council has worked with housing providers. This is to make it easier for people with learning disabilities to get houses that they can afford.
- ✓ People with learning disabilities and family carers are more involved in helping to make services better.



- ✓ When people feel unsafe, they can go to a local shop or office and ask for help. This is called the Safe Place Scheme.
- ✓ The council has worked with local shops and offices to help people find jobs.



- ✓ Be Heard members are teaching social work students on their course. They are checking how well they have learned.



# 6. The Plan

The next few pages are about

- what things are going well,
- what people in Bracknell Forest and the Government have said need to be done differently or better.

We need to continue to work together to make sure that:

- The services that people want carry on and
- The things that we say we will do in this plan are done.

When the plan is agreed, the Partnership Board will use Health and Social Care Outcomes Frameworks to make an action plan. The action plan will say how we will do these things.



This strategy is for all adults with learning disabilities.

Young people need special help when they are becoming adults because their lives change so much. We have included a special section about this.

We also have a section for people with complex needs. This is because they need lots of help. They find it difficult to say when they are unhappy with their support. It is important that health services and social services make sure that they are getting the right support.

We have put everything that we have found out into sections. These are the most important areas that people talked about:-

- ✓ Fulfilling lives – choosing and having a life that you enjoy
- ✓ Money and Work
- ✓ Housing
- ✓ Being and feeling safe
- ✓ Health
- ✓ Young people approaching adulthood
- ✓ People with complex needs



# 7. Fulfilling Lives

**(Choosing and having a life that you enjoy)**



This is about people with learning disabilities and their family carers having the right support to:

- Help people make their own choices and decisions.
- Have their thoughts and feelings listened to.
- Be able to do what they want to in their own time.
- Have good relationships with people and to be able to go out with family or friends.
- Do activities in and as part of the community.





## Things that are going well

### Support



- People feel that they are able to make their own choices. When they need help they can talk to family, advocates, support staff and the Community Team for People with Learning Disabilities (CTPLD).
- People think that person centred plans and support plans are very useful.
- Most people said that they were getting the support they need.
- People said that they had someone who would listen to them. People who listen include family, support workers, staff from CTPLD and advocates.
- People enjoy the college courses and activities that they attend and want them to continue.
- People said that they were able to go and see family and friends.
- There are a wide range of activities that people can enjoy.



- People with learning disabilities are involved in the planning of services. They do this in lots of different ways like by being members of the Partnership Board and the sub groups.
- People are happy to be involved in the community in the same way as everyone else. They like the support they get to do this.
- Family carers find the support from other family carers helpful. Family carers can go to a number of support groups in Bracknell Forest.
- Respite services at Waymead are working well.



### Things that need to be better








- People want more creative and flexible support plans. Health service and social services staff need to learn how to do this better.
- People want to have more to do in the evenings, at weekends and during holidays.



- People with learning disabilities and their family carers want to have the right information when they need it. This needs to be given in a way that they can understand.
- All support workers need to be able to talk to, listen to and do activities with people.
- People want more help to have good and healthy relationships.
- Family carers need to know their rights about having an assessment and support to meet their own needs. Health service and social services staff need to know how to help them.




**OUTCOMES** - The difference that support makes to someone's life

**People will: -**

|     |   |   |
|-----|---|---|
| 7.1 |    | have support plans that are more creative and flexible. These will help people to have a better life.   |
| 7.2 |    | have more things to do in evenings, at weekends and in holidays.  |
| 7.3 |    | have <ul style="list-style-type: none"><li>• the right information</li><li>• in a way that they can understand</li><li>• when they need it.</li></ul> |
| 7.4 |   | have support staff who they can talk to and who listen to them.   |
| 7.5 |  | family carers will understand their rights and have a carer's assessment if they want one.  |

**OUTCOMES** - The difference that support makes to someone's life

**People will: -**

|     |   |  |
|-----|---|--|
| 7.6 |  | know that they can have help to find the support that they need. |
| 7.7 |  | find new friends and relationships.                              |
| 7.8 |  | enjoy their college courses and find the courses helpful.        |



# 8. Money and Work

This is about people with learning disabilities being able to:

- Make decisions about what to spend their money on.
- Make decisions on how to spend their money for support – this is called a personal budget.
- Get jobs or voluntary work.
- Have support to make sure that they are getting the right benefits.



## Things that are going well



- 52 people with learning disabilities have a paid job. This is very good.
- People who understand their personal budget think that they are very useful.
- People who are working like their jobs.
- Breakthrough supports people to find jobs or voluntary work.

Bracknell Forest Voluntary Action (BFVA) help Breakthrough to find voluntary jobs.






## Things that need to be better



- People want to have more help to understand their money and feel in control of it.
- People want more advice and support on claiming benefits. They will need to be supported through the changes in the benefit system.
- People want more help to find jobs and do voluntary work.

**OUTCOMES** - The difference that support makes to someone's life

**People will:-**

|     |  |  |
|-----|--|--|
| 8.1 |   | learn about money and they understand it better.                   |
| 8.2 |   | be claiming the right benefits. They will be supported to do this. |
| 8.3 |  | be able to find jobs and voluntary work.                           |



# 9. Housing



This is about people with learning disabilities being able to choose where they live and who they live with.



## Things that are going well



- People have choice about where they live.
- People like where they live and who they live with.
- People have easy read tenancies.
- People said that some things are important for where they live:
  - ✧ being close to the shops and the town,
  - ✧ being near family and friends,
  - ✧ good transport and
  - ✧ choosing and living with people they want to.



## Things that need to be better



- People want more choice of housing. More work needs to be done with housing providers to try and find homes.
- People want longer term tenancies.
- People want housing which is near local shops, buses and trains, has parking and good neighbours.
- People want to continue to choose who they live with. They need to know who they are living with before they move in. They need help to sort things out if there are problems when they have moved.

**OUTCOMES** - The difference that support makes to someone's life

**People will:-**

9.1



have housing that they want.

9.2



be happy where they are living.



# 10. Being and Feeling Safe

This is about people being safe and comfortable in their own home and when out and about. It is also about people not being bullied.



## Things that are going well



- People said that they feel safe. People said they can make a complaint if necessary.
- People said that they learnt a lot from the Hate and Mate Crime workshops.
- A lot of work has been done by other people in Bracknell to help to prevent Hate of Mate crime
- A Mate Crime DVD has been made.
- Safe Place Scheme helps people feel safer. The Police have helped to arrange different ways for people to report hate or mate crime, if they don't want to go to the police.
- People have a review at least once a year. This review checks that they are getting the right support.
- If someone sees someone else being bullied, there are lots of ways to report it.







## Things that need to be better



- Children and young people need to be more aware about what it is like to have learning disabilities. More training is needed.
- Better ways to check that support workers and care providers are doing a good job and people are safe.
- Staff need to be trained to help people make choices for themselves. If someone cannot make a choice, staff must do what is best for the person.
- Reminders for people about the Safe Place Scheme.
- Recommendations from Winterbourne View and Mid Staffordshire Hospital to be put in place.

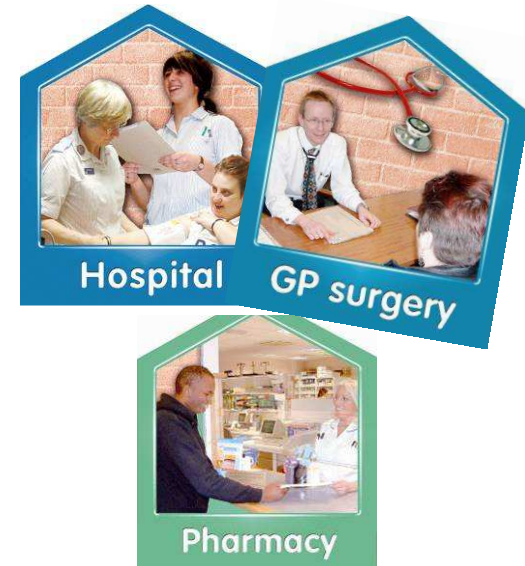
**OUTCOMES** - The difference that support makes to someone's life

**People will:-**

|      |   |  |
|------|---|--|
| 10.1 |  | continue to feel safe.   |
| 10.2 |  | know they are safe because we have made the right checks.  |
| 10.3 |  | be able to speak up for themselves.  |
| 10.4 |  | know that children and young people have learnt about what it is like to have learning disabilities. |



# 11. Health



This is about people getting the right help to stay healthy and when they are ill. Help can be from lots of different people like doctors, nurses, pharmacists, opticians and dentists.



## Things that are going well



- People feel their own GP (doctor) is helpful and able to talk to them.
- People feel that they have the support they need to attend appointments.
- People are attending health checks.
- People have a health action plan.
- Some people know how to stay healthy. Some people have support to stay healthy.
- There is a health group to teach people about health and healthy lifestyles.



- People have a card with important information that health service staff should know about the person;
  - ✿ *RED – Things that you must know about me,*
  - ✿ *AMBER – Things that are important to me,*
  - ✿ *GREEN – My likes and dislikes.*
- Royal Berkshire Hospital and Heatherwood and Wexham Park Hospitals have a Learning Disabilities Liaison Nurse.
- Wexham Park Hospital has a bleep system to call people to their appointment. This means that people do not have to wait in the waiting room if this is difficult for them.







## Things that need to be better



- More people with learning disabilities getting health checks.
- GPs filling in the health action plans.
- GPs and hospitals making changes to the way they do things for people with learning disabilities. This is so that people get the support, care and treatment that they need.
- Support staff and family carers being able to recognise earlier when a person is becoming ill.
- Making sure that when people are ill they have the right treatment at the right time.
- Doctors, nurses and hospitals to work together to treat people when they are ill.



- Health service staff knowing about:-
  - ✧ what is it is like to have learning disabilities,
  - ✧ the laws about people's rights and health.
- People and their family carers being more involved in the decisions about their health and treatment.
- People want information to be provided in different ways about staying healthy including information on healthy eating.
- More training for people with learning disabilities, their family carers and support staff on how to be healthy.
- People want more health and fitness classes at the sports centre.
- The Clinical Commissioning Group having the right information on the needs of people. This is so they can plan health services.
- Berkshire has a plan to make services better, learning from Winterbourne View and Mid Staffordshire Hospital. This needs to be put in place.

|   |   |   |
|---|---|---|
| <b>OUTCOMES</b> - The difference that support makes to someone's life |   |   |
| <b>People will:-</b>  |   |   |
| 11.1  |    | have health checks and health plans which help them to stay healthy.  |
| 11.2  |    | know they have had the right treatment at the right time.   |
| 11.3  | <b>Support</b>  | have the care and support they need when they are ill at home or in hospital.   |
| 11.4  |   | be able to make decisions about their treatment. Family carers will be involved in making decisions when the person wants them to be and when they cannot make the decision for themselves. |
| 11.5  |  | be helped by support staff when they become unwell as soon as they need it.   |

**OUTCOMES** - The difference that support makes to someone's life

**People will:-**

11.6



be able to use information on staying healthy and healthy eating.

11.7



know how to stay healthy.

11.8



be able to go to health and fitness classes that make them feel better.

# 12. Young People Approaching Adulthood

This section is for young people aged between 14 – 17,  
who will become adults within the next four years.







### Things that are going well



- There is a plan called the “Approaching Adulthood Strategy”, which was written by people supporting adults and young people. We are doing what it says.
- Young people said that they have support from family, friends, teachers and social workers to make their own decisions.
- Young people said that they have someone to listen to them.
- Young people can do lots of different activities.




### Things that need to be better



- Young people and their parents want to know more about support plans and personal budgets.
- Young people need one plan about their education, health and social needs. Education, health services and social services need to work together with the person and their family.



- Young people want help to make decisions about where they live and help them move when they want to.
- More support for parents of young people. This will help them cope with the changes that their child is going through. This will help them understand about the changes in support they will have.

|   |  |   |
|---|--|---|
| <b>OUTCOMES</b> - The difference that support makes to someone's life |  |   |
| <b>People will:-</b>  |  |   |
| 12.1  |  | be supported to help them make the changes from childhood to adulthood. |

# 13. People with Complex Needs



People with complex needs are people who have lots of different difficulties. They may:

- not communicate well,
- have challenging behaviour
- have lots of disabilities so other people need to do everything for them.



## Things that are going well



- People have a review every year. This includes people who we support but live outside of Bracknell Forest. Most of these people have a review 2-3 times a year.
- We are working with other councils and the health service in Berkshire to find ways to make support better for people with challenging behaviour.
- People with complex needs and their families have a range of activities and support services.









## Things that need to be better

- Support for people with complex needs to help them live in and be part of their local community.
- Having the right support to help people make choices.



- Training for support staff to help them to communicate with people with complex needs.
- More activities that people with complex needs can go to.
- Enabling people with complex needs to have breaks away from their home.
- Having colleges have courses for people with complex needs.
- Training for support staff and family carers to recognise when a person with complex needs is ill. This is so that they get the right help at the right time.
- Passing information about people's health to the people who need to know about it.
- Treatment and support for people in their own homes when they are ill.

|   |   |   |
|---|---|---|
| <b>OUTCOMES</b> - The difference that support makes to someone's life |   |   |
| <b>People will:-</b>  |   |   |
| 13.1  | <br><b>Bracknell</b> | be supported to live in and be a part of their local community.   |
| 13.2  |                      | be able to make their own decisions. When they are unable to decide they will have decisions made that are best for them. |
| 13.3  |                      | have the right help at the right time when they become unwell.  |
| 13.4  |                     | know staff understand them.   |
| 13.5  |                    | be able to have breaks away from their home.  |
| 13.6  |                    | be able to go to activities that they enjoy.  |

## Where can I find out more about the plan?

The changes will happen over five years and it will take a lot of work. This will be done by people and organisations working together. People with learning disabilities, family carers will be involved in planning changes. We will let you know how we are getting on.

If you want to talk more about this strategy please contact

Zoë Johnstone, Chief Officer  
Nick Ireland, Head of Service or  
Alysoun Asante, Joint Commissioning Officer

Telephone Number 01344 351500



## Glossary of terms - Helping you understand some of the words we use.

Some words in the strategy that are hard to understand have been underlined and are explained here.

| <b>Words</b>                                    | <b>What the Words Mean</b>   |
|---|--|
| <b>Adaptations</b>                              | Changes to buildings and equipment to make it easier for people with disabilities to use.                |
| <b>Advocate</b>                                 | Someone to help to get your voice heard. Having help to say what you think and what is important to you. |
| <b>Be Heard</b>                                 | This is a self advocacy group for people with a learning disability.                                     |
| <b>Best Interest Decision</b>                   | This is when other people decide what is best for you when you cannot make the decision for yourself.    |
| <b>Bracknell Forest Voluntary Action (BFVA)</b> | This is a group that supports voluntary organisations like charities.                                    |
| <b>Breakthrough</b>                             | A service that helps you get a job.  |
| <b>Care Quality Commission</b>                  | The people who check on services to make sure that they are providing good care.                         |
| <b>Challenging Behaviour</b>                    | Behaviour that makes others worry.   |



| <b>Words</b>  | <b>What the Words Mean</b>  |
|---|---|
| <b>Clinical Commissioning Group</b>                   | Groups of doctors who work together to buy the health services that are needed.   |
| <b>Commissioning Strategy</b>                         | This is a five year plan about how services need to be changed to make sure people continue to get the support they need in the future.   |
| <b>Complex Needs</b>                                  | Having lots of different problems or problems that are difficult to help people with.   |
| <b>Government</b>                                     | The people who make the laws.   |
| <b>GP</b>   | Your family doctor.   |
| <b>Hate and Mate Crime</b>                            | These are things that are against the law. Hate crime is when a person does something wrong because they do not like you. Mate crime is when a friend or someone you know does something wrong. |
| <b>Health Service</b>                                 | Help you get from services such as doctors, hospitals, dentists and opticians. This is to help you stay healthy and make you feel better when you are ill.                                      |
| <b>Health and Social Services Outcomes Frameworks</b> | The measures to check that support has made a good difference to someone's life.  |

| <b>Words</b>                             | <b>What the Words Mean</b>   |
|--|--|
| <b>Human Rights</b>                      | Your human rights are <ul style="list-style-type: none"> <li>• the right to life</li> <li>• the right not to be treated badly or punished in a cruel way</li> <li>• the right to freedom</li> <li>• the right to a fair trial in court if the police think you have broken the law</li> <li>• the right to respect for your own private life</li> <li>• people should respect your family life.</li> </ul> |
| <b>Learning Disabilities Observatory</b> | Keeps watch on the health of people with learning disabilities. It keeps watch on the health care people receive.  |
| <b>Local Community</b>                   | A group of people who live in the area in which you live.  |
| <b>Maltreatment</b>                      | Being cruel to people.   |
| <b>National Health Service</b>           | This is the health service that is all over the country.   |
| <b>Neglect</b>                           | Not helping people when they need it.  |

| <b>Words</b>                        | <b>What the Words Mean</b>   |
|-------------------------------------|--|
| <b>Organisations</b>                | The groups of people who work with people with learning disabilities and their families e.g. Bracknell Forest Council, Clinical Commissioning Groups, Hospitals, Just Advocacy, Mencap and Care providers. |
| <b>Outcomes</b>                     | The difference that support makes to someone's life.   |
| <b>Partnership Board</b>            | The Government asked every council to set up a Partnership Board. This is to make sure people work together to make the lives of people with learning disabilities better.                                 |
| <b>Partnership Board Principles</b> | The principles are what the Partnership Board believe will make lives better.  |
| <b>Person Centred Plan</b>          | This is a plan to say how you want to live your life. The plan says what your dreams and wishes are as well.   |
| <b>Personal Budget</b>              | An amount of money that is given to a person to plan and buy the support they need.  |
| <b>Premature Death</b>              | Dying younger than you should have.  |
| <b>Recommendations</b>              | A suggestion about what is a good and sensible thing to do.  |
| <b>Respite</b>                      | Time away from a caring.   |

| <b>Words</b>            | <b>What the Words Mean</b>  |
|-------------------------|---|
| <b>Responsibilities</b> | Things that you have to do.   |
| <b>Rights</b>           | Things that you should be allowed to do.  |
| <b>Social Services</b>  | Support you get from the council to help you live the life you want.  |
| <b>Sub Groups</b>       | The groups that make sure that the action plans from the Partnership Board happen.  |
| <b>Support Plan</b>     | This is a plan about what support you want to help you live the life you want.  |
| <b>Tenancies</b>        | What you and your landlord agree to do when you are living in a house and pay rent.   |
| <b>Waymead</b>          | Waymead is a place where people with learning disabilities who live at home with their main carer can come for a short stay, in order for them to have a break. |

**Website addresses for useful easy read information.**

**Information about the numbers of People with Learning Disabilities:**

The Improving Health and Lives: Learning Disabilities Observatory.

<http://www.improvinghealthandlives.org.uk/profiles/>

**Valuing People Now:**

<http://www.mylearningdisability.co.uk/wp-content/uploads/2011/07/VP2.pdf>

**The Draft Care and Support Bill**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/216845/2900021-Care-and-Support-Bill-EasyRead-12.07.2012-WEB-ACC.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216845/2900021-Care-and-Support-Bill-EasyRead-12.07.2012-WEB-ACC.pdf)

**Winterbourne View Serious Case Review**

[http://hosted.southglos.gov.uk/wv/report\\_er.pdf](http://hosted.southglos.gov.uk/wv/report_er.pdf)

**Mid Staffordshire Hospital Report**

<http://www.nationalforum.co.uk/latest-news/government-publishes-easy-read-version-of-francis-report/>

**The Confidential Enquiry into Premature Deaths of People with Learning Disabilities**

<http://www.bris.ac.uk/cipold/easyreadfullreport.pdf>