



Tina's Story

Tina is a young adult with a learning disability. She lives independently and has a support worker that she meets once a week to help her with paying bills dealing with letters and general life admin. Tina has a part time job where she is supported by work colleagues. She uses public transport to get to and from work and to her bowls club where she meets with friends to play bowls, takes part in a bingo night, goes on bowls tours and other social activities.

Tina recently started feeling low, became quiet and not her normal self. This has caused her to be late for her job and the manager has had a word with her about the lateness. Tina has never been late for work, and now she is scared that she will lose her job.

Over a 2-month period, things for Tina deteriorate and she receives a verbal warning from work about her lateness. She has started to miss some of her bowls matches and bingo nights. Tina's support worker is worried and speaks to her to find out what is going on?

Tina tells her support worker that a man on the bus is being horrible to her and she does not like taking the bus when he is there. They find out that it is the bus driver that is causing problems for Tina.

The bus driver has been singling Tina out as she has a learning disability and sometimes comes across as different to the other passengers. She said that several times he has driven off not letting her on the bus and as he drives off, he smiles. He only does this if she is the only person at the bus stop. He has called her names, but other passengers have not heard it as he says it quietly when she pays. Tina's support worker asks her what she wants to happen next. Tina just wants it to stop and just get the bus to work and her club.

Tina's support worker makes a referral to adult safeguarding. Tina is worried that she is causing a lot of trouble and does not want the bus driver to lose his job. The safeguarding team speak to Tina about different ways that they could help. One of the options was to write to the bus company to explain what has been happening and a second is for Tina to speak with her employer about what is happening and explain why she is often late. Tina decides that she wants to write to the bus company and asks the support worker to accompany her to work and help her to explain what has been going on.

Tina, with her support worker, writes to the bus company and explains what has been happening. They then have a meeting at work with Tina's manager and explain her concerns.

As a result of the meeting the bus company agrees to investigate. They find the driver responsible and deal with the issue internally, with the result that the driver is no longer on Tina's bus route.

The bus company then approach Tina and ask her to help them with equality training for new and existing bus drivers. Tina now helps deliver equality training for the bus company and she still has her part time job and is back regularly playing bowls and bingo!