



LEAD MEMBER FOR ADULT SOCIAL CARE

DECISIONS to be made by the Lead Member for Adult Social Care, Councillor
Bill Bentley

THURSDAY, 9 JUNE 2016 AT 10.00 AM

CC2, COUNTY HALL, LEWES

AGENDA

- 1 Decisions made by the Lead Member on 31 March 2016 (*Pages 3 - 4*)
- 2 Disclosure of interests
Disclosure by all Members present of personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- 3 Urgent items
Notification of any items which the Lead Member considers urgent and proposes to take at the appropriate part of the agenda.
- 4 Learning Disability Directly Provided Services' development plan - Residential services & Southview day service (*Pages 5 - 70*)
- 5 Learning Disability Directly Provided Services' development plan - Learning disability day services in Hastings and Rother (*Pages 71 - 102*)
- 6 Any urgent items previously notified under agenda item 3

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1 June 2016

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LEAD MEMBER FOR ADULT SOCIAL CARE

DECISIONS made by the Lead Member for Adult Social Care, Councillor Bill Bentley, on 31 March 2016 at County Hall, Lewes

Councillors David Elkin and John Ungar spoke on item 4 (see minute 11)

10 DECISIONS MADE BY THE LEAD MEMBER ON 18 JANUARY 2016

10.1 The Lead Member for Adult Social Care approved as a correct record the minutes of the meeting held on 18 January 2016.

11 CONSULTATION IN RELATION TO CHARGING FOR LEARNING DISABILITY COMMUNITY SUPPORT SERVICES

11.1 The Lead Member for Adult Social Care considered a report by the Director of Adult Social Care & Health regarding the consultation in relation to charging for the Learning Disability Community Support Service.

11.2 The Lead Member for Adult Social Care RESOLVED to:

- 1) note the feedback that had been received as part of the consultation process which sought comments and views about whether the Council should charge for the Learning Disability Community Support Service; and
- 2) introduce charges for the Learning Disability Community Support Service from 1 July 2016.

Reason

Under the "Charging for Care and Support Policy", which outlines government legislation and guidance about how care charges should be determined, the service should be chargeable, so the key reasons for the change are that it is fair and equitable under the charging policy.

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Report to: **Lead Member for Adult Social Care**

Date: **9 June 2016**

By: **Director of Adult Social Care & Health**

Title: **Learning Disability Directly Provided residential and day services' development plan – Residential services & Southview day service**

Purpose: **To consider the results of the consultation activity that has been undertaken regarding future plans for the three Learning Disability residential services and Southview Close day service in Crowborough.**

RECOMMENDATIONS

The Lead Member for Adult Social Care is recommended to agree to the refurbishment of the Hookstead site, subject to formal consents, to create: alternative and enhanced accommodation for clients currently living within the three Learning Disability residential services, and a replacement site for Southview Close Day Service in Crowborough

1. Background

1.1. On 18 January 2016, a paper outlining the next stage of development of Learning Disability Services, and requisite consultation activity, was tabled at the meeting chaired by the Lead Member for Adult Social Care. At that meeting, it was agreed that the outcome of the consultation would be presented on 9 June 2016, on which decisions in relation to development proposals would be made.

1.2. The proposals include the redevelopment of Hookstead in Crowborough and the relocation of three Learning Disability group homes and a day service. Capital expenditure of an estimated £2m will be required to develop the Hookstead site, provision for which is contained in the Council's capital programme.

1.3. A consultation with clients, families, carers and key stakeholders was undertaken; a summary of the results is shown in Appendix A. The full consultation report, along with all data and materials used in the consultation, is available to Elected Members in the Members' Room.

1.4. A full Equality Impact Assessment (EqIA) has been completed to identify what effect, or likely effect, the proposals may have on different groups – see Appendix B for summary. The full EqIA is contained within the materials in the Members' Room.

1.5. This paper sets out the outcome of the consultation and puts forward recommendations, including information about next steps, taking into account the feedback received.

2. Supporting information

2.1. The methods of consultation used are shown at Appendix A, page 5. This confirms that in all 92 written responses were received, 54 people attended group meetings, and 26 people had one to one meetings to discuss the proposals. It should be noted that most people provided comment multiple times, and most clients living in residential services attended both group and individual meetings.

2.2. The feedback received has been largely positive; where negative views have been expressed these have been mainly in relation to the process, for example concerns about people's

anxiety during change, rather than absolute opposition to the proposal. The only exception to this is three respondents: two of whom have expressed views that have been mainly positive but, on one and two occasions respectively, expressing a view that they do not wish to move, and a third respondent whom clearly does not wish to change day service base.

2.3. Questions raised as part of the process have been addressed via the circulation of Frequently Asked Question documents, please see Appendix C, which also address some concerns raised, for example noise levels in the proposed service.

2.4. During the consultation, with the opportunity to offer a tangible alternative and to draw on the experiences of the standard of the Greenwood refurbishment, it became evident that there is a willingness and, for most people, a positive desire to consider Hookstead as a base for both day services and for residential services. Outline floor plans of the proposed service are shown at Appendix D. Please note, furnishings are shown for illustrative purposes only.

2.5. Based on the feedback received, it is suggested that this development should be taken forward. If agreed, the following paragraphs set out the main work streams that will be undertaken.

2.6. A formal decision making process will be initiated with people who do not have capacity to make a decision to move, to confirm that this is in their best interests. Independent Mental Capacity Advocates will be commissioned to work with people where there is no-one “appropriate to consult” as defined in the Mental Capacity Act 2005.

2.7. A planning application will be made to request that the use of Hookstead reverts back to residential use, from its current permission of office use.

2.8. If the above two pieces of work indicate that the project may go ahead, it is anticipated that the building works will start in September 2016 for a period of seven months. The new service will become operational, using a phased approach, from April 2017.

2.9. As part of the consultation discussion, the idea of moving from a residential care model to a supported living model has been explored with clients living in the residential services and their families. More work is needed to determine if a supported living model is feasible; this will be undertaken during the building works period. If this is the preferred model of support for some, or all, of the accommodation based services, clients will be able to claim welfare benefits and Housing Benefit.

2.10. The potential use of catering facilities at Hookstead will be fully explored with clients, and their families and carers, taking into account the needs of the local community.

2.11. The East Sussex Registration Service will be temporarily relocated to facilitate the building works, with the back office function moving to Southview Close and the public facing registration service delivered from Uckfield library.

2.12. The project group will be extended to include client and family representation; this group will be responsible for ongoing communication to ensure that all interested parties are kept up to date with decisions and developments.

2.13. If the proposals are agreed, the relocation of services to Hookstead will deliver a saving from the current residential budgets of £250,000 per annum – see Appendix E.

2.14. Staff in the affected services will continue to be kept fully informed about progress and a formal staff consultation will be undertaken in October / November 2016. In the meantime, where necessary, temporary contracts will be used to reduce the risk of redundancy.

3. Conclusion and reasons for recommendations

- 3.1. The consultation activity that has been undertaken confirms a high level of support from: clients; their families and carers; and key stakeholders for the proposed plans to relocate services to Hookstead.
- 3.2. Arrangements have been made to accommodate the East Sussex Registration service during the period of refurbishment. After this time, the registration service will return to Hookstead in a more accessible part of the building.
- 3.3. The relocated services will deliver revenue savings to the Council of £250,000, full year effect.
- 3.4. The Lead Member for Adult Social Care is therefore recommended to agree to refurbish the Hookstead site, subject to formal consents, to create: alternative and enhanced accommodation for clients currently living within the three Learning Disability residential services; and a replacement site for Southview Close Day Service, in Crowborough.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Kay Holden, Head of Service Tel. No. 01273 335062

Local Members:

Councillors Sheppard, Stogdon and Tidy

Background documents:

None

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Consultation results: Residential Services & Southview Day Service



Date: May 2016

Document summary

Results from the consultation on proposed changes to Learning Disability Residential Services and the Southview Day Service

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About this document:

<p>Enquiries: Author: Consultation team Telephone: 01273 481 565 Email: ASCLDDPSconsultation@eastsussex.gov.uk</p> <p>Download this document From: N/A</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help</p> <p>Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

We wanted to hear what you think about our plan to change the way we provide residential and day services in the Crowborough area.

Why we are consulting

We need to make sure that services are good value for money and the best they can be.

We think our plans are the best way of doing that, but we wanted to know what you thought and whether you had any other ideas.

What we consulted about

We proposed to:

1) Provide a new residential service from one site in Crowborough.

The residential services provided at Greenacres, Beacongate and The Gables would move to the new site. These buildings would then be closed.

2) Include a day service on the ground floor of the new building in Crowborough.

The day services provided at Southview would move to the new site. The Southview building would then be closed.

In the consultation, we asked people:

- What do you think about our plan to provide a new residential service from one site in Crowborough?
- What do you think about our plan to move the Southview Day Service to the ground floor of the new building in Crowborough?
- What would our proposal mean for you, or someone you look after?
- Do you have any other ideas for making residential and day services better and saving money?
- Is there anything else you would like to say?

Consultation process

The consultation ran for around twelve weeks, starting on 15 February 2016 and closing on 13 May 2016.

How people could take part

We contacted the family and relatives of clients living in residential services, and the parents and carers of day services clients, in early February to let them know about the consultation.

We then discussed with family and relatives the best way of involving residential clients in the consultation. Residential staff were on hand throughout the consultation to help people

take part, while people who don't have a family member or relative to support them received advocacy support to take part in the consultation.

A cardboard post box was set up at Southview so that respondents could return their completed surveys anonymously. People were able to visit the proposed new building and look at the surrounding area and the gardens.

We also contacted partner organisations to let them know about the consultation and to invite them to have their say.

Residential services client and family/relative meetings

We held 1-2-1 meetings with all residential clients and ran group sessions in each home. We also met with family members and relatives.

Our advocacy provider also attended the group meetings.

Day services client and parent/carer meetings

Information events were held for day services clients and for their parents and carers (both paid and unpaid carers). We sent letters to everyone to invite them to the events. Posters promoting the events were also displayed in advance at the centre.

Date	Location, group and time
12 April	Southview: <ul style="list-style-type: none">• Clients (1pm – 3pm)• Parents and carers (4pm – 6pm)

After the events, a comment form and information pack were sent to anyone who didn't attend.

Online comment form

An online comment form was available throughout the consultation period. People could also download a printable, Easy Read version of the form from the website.

Any client who didn't attend a meeting was given or sent a printed comment form.

Other forms of feedback

Those who did not want to complete the comment form or attend an event, but who wished to offer their views, were encouraged to do so by passing on verbal comments to managers, or sending us written feedback via post or email.

Frequently asked questions

A list of Frequently Asked Questions (FAQs) from the consultation feedback and the events was shared with residential and day services clients, and with family, relatives and parents/carers, and published on our website. We also produced a list of FAQs in response to the feedback gathered by our advocacy provider at the residential and day services client events and drop-ins. Both Easy Read FAQs were also published on our website.

Ongoing engagement

We are using residents meetings as an opportunity to keep talking about the proposals. This is part of our ongoing service engagement and will be used to inform our plans if the proposals go ahead.

Table 1: Responses by method

Please note: We encouraged people to comment throughout the consultation, meaning that if they thought of something else or changed their views they could submit another response. We know that a number of people took up this opportunity.

The table below therefore sets out the number of written responses and the number of people who attended events. Some people took part multiple times.

Response method	Response or attendee numbers
Written responses	
Comment form responses	90 responses
Emailed, written or verbal responses	2 respondents
Total responses	92 responses
Meeting attendees	
Residents group meetings	12 attendees
Southview client meeting attendees	24 attendees
Southview parent/carer meeting attendees	18 attendees
Total attendees	54 attendees
1-2-1 meetings	
Residents 1-2-1 meetings	16 meetings
Family or relatives of residents 1-2-1 meetings	10 meetings
Total meetings	26 meetings

Key themes

Note: This section focuses on key themes, while the following section provides a summary of the main data and themes.

The majority of people who took part in the consultation were residents and clients of the two services. There was also a good level of involvement from families and carers.

Overall

People are generally very positive about both aspects of the proposal. They believe that it has real potential to provide better facilities and an improved service in terms of the activities that are offered to residents and clients.

There are some concerns relating to the relocation, in terms of the process of change and travel to the new building for people who use the service, and their families and carers.

People also emphasised that they support the proposal on the basis that the refurbishment is done to the same high standard as Greenwood, and that residents and clients are involved in making decisions about their accommodation and the day services facilities.

Residential proposal generally

The majority of residents agree with the plan. Many are excited about the move and the improved facilities, particularly bathrooms, and being able to choose the decoration in their rooms. Day services clients are also generally happy with the plan to share a building with residential services.

A small number of residents are unsure about the proposal or haven't wanted to engage with the discussions. A few people have, at times, indicated a wish not to move and have at other times made positive comments.

Family and relatives are generally positive about the proposal as long as it is handled properly. They do have some concerns about the impact of change on people and how the sharing of the space between the two services would work.

Consistency of staffing and having the right level of staffing was mentioned by residents and their families.

Southview proposal generally

The majority of clients are happy with the proposal. They are particularly pleased about the idea of having better facilities, in terms of space in the building and better gardens. They are also keen to have better facilities and equipment for the activities they like doing.

Residents are generally positive about the idea of sharing the building with day services. They like the idea of having access to the day service facilities in the evenings and at weekends.

Again, parents and carers are generally positive about the proposal, as long as it is handled properly.

Positive themes

The positive themes that came up consistently are listed below by theme.

Facilities

Many people are excited about the improved facilities that will be available to residents and clients. The general feeling is that the accommodation will be much more suited to people's needs.

For residents the biggest positive is having their own bathrooms and being able to have a say in the decoration of their room.

For clients the biggest positives are having a building with more space for moving around, particularly for wheelchair users, and better spaces for activities. People are also looking forward to having outside space and a nicer garden.

Activities

Many residents and clients are looking forward to carrying on with their current activities and having access to new activities. People are hoping that the facilities for the activities they like will be better, such as the garden, computer room, photographic room and sewing room. They talk about what they like doing and where they think new equipment is needed, such as for the computer room.

Other themes

People also liked the fact that:

- the new building would allow residents to be more independent,
- the new building would be closer to town than some residents currently are,
- the new set-up would give residents and clients more people to interact with, and
- the new service might give them more opportunities to get involved in the community and go on outings.

Concerns about the proposal

The concerns that came up consistently are listed below by theme.

Change

This is a concern for family and carers, particularly for the families of residents. Supporting people through the change and taking things slowly will be important.

Moving

Quite a few residents wanted to know if their furniture and belongings would be moved to the new building. There were concerns about belongings being damaged in the process.

Relationships

There are various comments from all respondents on this topic, particularly relating to: concerns about consistency of staffing and people moving with the service, and there being enough staff to support both services in the new building.

Some family and carers were concerned about how the services would share the building, while some residents and clients talked about which friends they would still like to see.

Travel

The majority of clients felt that the move wouldn't affect how they travelled to the day service. Some clients or their carers were concerned about the length of their journey or loss of independence if they were no longer able to walk.

The family of some residents were concerned about whether the additional travel time would affect their ability to visit their relative.

Capacity

A few people are concerned about there being more noise, particularly at night. Some people also question whether there will be too many people there, which would upset some residents and clients.

Extended day service (EDS)

Parents and carers are concerned about the availability of the EDS, which is seen as a very useful service. They said there are already issues with this service, which they would like to see resolved so it is consistently offered.

Activities

Some respondents are concerned that the activities on offer remain of the same quality and quantity. They say it is important too that the same number of community activities are offered at the new service.

Security

There were a few concerns about security, eg, locking doors and windows securely, in a bigger service with more people around.

Suggestions if the proposal went ahead

Many people suggested things that could be improved or how the change could be managed if they went ahead. The issues and suggestions are listed by themes.

Involvement

The main suggestion is that residents' preferences should be taken into account in relation to rooms, furniture and food; and that clients should be involved in the day service plans for the new building.

Information

People want to be kept up-to-date on the project if it goes ahead. Residents and clients want to be involved and one respondent suggested having family and carer involvement on the project board.

People also want more information, particularly accessible and to-scale plans.

Refurbishment

This was an area of interest for residents/clients and family/carers. Residents and clients are keen to be involved in the process and have a say in the design and decoration of the new services.

Family and carers want to ensure the process of change is managed sensitively. Some of them also caveat their support for the proposals with the comment that it will only be a positive change if the work is done to the same standard as the Greenwood refurbishment.

Timescales

Family and carers feel it is important to transition slowly and give people time to acclimatise.

Launching the new building

Some people had suggestions for launching the new service, including having an opening day or party, creating a welcome pack for visitors, and asking people what they think about the new service.

Savings suggestions

These included:

- having shared and multiple roles,
- cutting out a management level,
- sharing heating and other running costs of the building,
- more supported living and less residential,
- sharing transport,
- sharing some facilities,
- having walk-in lights and automatic taps, and
- making better use of assets and unused space, such as at Southview.

Summary of consultation responses

Number of respondents – comment form

90 completed comment forms were received, with some residents commenting more than once (not everyone answered every question)

Nearly **three quarters** of the responses were from residents (31% Gables; 23% Greenacres; and 14% Beacongate)

11% of responses were from Southview clients

15% came from family and carers of residents and clients, with the rest coming from Council or NHS staff

Number of respondents – other methods

All residents had 1-2-1 meetings and 12 of the 16 attended the group meetings

9 family or relatives had 1-2-1 meetings

24 day services clients attended the information events to share their views

18 people attended the day services parent/carer information events to share their views

2 people shared their comments by email

Our advocacy provider POhWER also gathered feedback from people at the residential and day service meetings and separate day services drop-in sessions

Views on the residential services proposal – comment form

47 responses were positive or agreed with the plan

5 responses showed mixed views and 4 responses were negative or disagreed with the plan

15 comments were neutral or undecided

The top reasons that people were **positive** or agreed with the plan were:

- Better facilities and environment (18 mentions)
- More access to activities (8)
- More independence for residents (6)
- More people to interact with (5)

The main reason people were **negative** about the plan was because they were anxious about change and did not want to move (3 mentions)

The comments also offered suggestions or issues relating to the plans. The main one was that residents' preferences should be taken into account in relation to rooms, furniture and food (23 mentions)

Views on the residential services proposal – other methods

Day services client information event: Most people who had a view on this agreed with the plan (10 people), although a couple of people were neutral or unsure

Parent/carer day service information event: They wondered whether the units could be used in another way or any money from a sale put back into LD services

Letters and emails etc: No feedback given

Advocacy feedback: Around half of the residents across the three buildings are positive about the proposal. Others want to see the new building, are uncertain about the plan or are worried about what it would mean. Positive aspects include the better bedrooms and bathrooms and being closer to town. People who were uncertain generally didn't give a reason why, although one person said the building was ugly and they were concerned about moving their furniture and belongings

Day services clients don't appear concerned about having the residential service on the same site

Views on the day services proposal – comment form

25 people made a positive comment or said they agreed with the plan

1 person had mixed views and 1 person made a negative comment or said they disagreed with the plan

4 comments were neutral or undecided

The top reasons that people were **positive** or agreed with the plan were:

- Less travel (3 mentions)
- Allows residents to use facilities at evenings and weekends (3)

Views on the day services proposal – other methods

Day services client information event: The majority agreed with the plan or were positive about it (17 people) while one person was unsure. The main things people talked about were:

- **Positive aspects of the new building (8 people in total):** Bigger building with more space; having wider doorways and corridors will be good for everyone and particularly for wheelchair users; and having people living upstairs
- **Activities (4 people):** Three people talked about the activities they liked and

The only **negative** reason related to being resistant to change

One person commented that the floor plans were difficult to understand, making it hard to tell how much more room the new building would have

what they hoped to do at the new building, while one person was looking forward to the sensory guru as they had used that service before

- **Comment on personal situation (4 people):** Three people said it wouldn't affect their transport plans and one person said they might change their sessions
- **Negative comments about Southview (2 people):** Too busy and cramped

Parent/carer day service information

event: It was felt it could be a positive move if it was done to the same standard as the Greenwood refurbishment. People were concerned about:

- the impact of change on people
- how sharing the space with residential homes would work
- timescales
- fewer opportunities for community involvement
- increased charges for services

They felt that consistency of staffing was important to support people through the process. People also wanted more information, particularly accessible and to-scale plans

Letters and emails etc: The main concerns related to transport arrangements and the availability of the extended day service (EDS). It is important too that the range of activities at the centre and in the community are at least of the same quality and quantity as is currently the case

Advocacy feedback: The majority of people are positive about moving to a building that is bigger and better for wheelchairs. Clients want to be involved in the choices and decisions that would be made about the new building. They were keen to see what it looks like inside. Their questions related to the facilities at the new building, the activities, and whether they could be involved in making decisions about colours and furniture

None of the residents expressed any concerns at the idea of the day service being downstairs

Impact of proposal – comment form

The main **positive** impacts people mentioned were:

- Suitability of accommodation (6 mentions)
- More people/facilities to interact/engage with (5)

The main **negative** impacts people mentioned were:

- More noise; one said specifically at night (2 mentions)
- Too many people will use it (2)

The comments also offered suggestions or issues relating to the plans. The main ones were:

- Personal preferences regarding rooms/locations/fixtures/belongings etc (6 mentions)
- Phase in transition slowly and carefully/allow acclimatisation time (4)

Impact of proposal – other methods

Day services client information event: 7 people gave a generally positive comment, although 3 people were unsure about it and one person said they would be sad to leave Southview

4 people wanted to visit the new building and 4 people were worried about things changing

Key themes were:

- **Transport (8 people in total):** 4 people said they would be able to get to the new building on the bus, while 3 people said they would like to travel to the new building in the same way as they do now, and one person was worried about walking further and crossing a main road
- **Facilities (5 people in total):** 2 people felt the location of the new building would be better; one person said the bigger building was a positive, while 2 people commented positively on the facilities, particularly the new garden and café
- **Activities (5 people):** Most people talked about what they would like to do, although one person was worried about whether they would be able to carry on with activities they like. 2 people talked about being able to go out into the community and visit shops and Ashdown Forest
- **Relationships (2 people):** A few people talked about relationships, and staff and friends moving

Parent/carer day service information event: No feedback given

Letters and emails etc: The need to review the EDS was questioned, as was

the lack of information on this in the consultation paperwork. They emphasised that the service is very valuable and is needed by parents and carers. There are already concerns that it hasn't been available for some weeks now. They are concerned about the impact of changing travel arrangements so soon after previous changes imposed by the Council

Advocacy feedback: The key positive for residents of Gables is being able to have their own bathroom. They felt this would lead to greater privacy and dignity for residents. Staff felt the sensory room and outdoor space would be particularly enjoyed by Beacongate residents. One Greenacres resident was concerned about moving their belongings

The key issue for day services clients is remaining independent with the change in location and being able to access transport. For people walking to Southview, there were concerns about learning a new route and being able to cross the main road. One person wanted to know if they could work in the café

Other ideas – comment form

There were a number of general comments on the proposals for this question

20 comments made suggestions, with the following ideas for saving money made:

- Have shared and multiple roles (eg, management/office/support staff/catering)
- Cut out a management level
- Share heating and other running costs of the building
- More supported living and less residential
- Sharing transport
- Share some facilities

Other ideas – other methods

Day services client information event: A few people made general comments or said they didn't have any suggestions

The rest of the comments focused on:

- **Facilities (9 people):** Most of the comments talked about what people would like to see rather than making savings, although one person suggested walk-in lights and automatic taps
- **Activities (5 people):** All the comments related to what activities people would like to do or improving the equipment
- **Community involvement (2 people):** One person said they'd like to keep going out and the other said they want to go out more

Themes for making services better related to:

- Facilities (6 mentions)
- Activities (5)
- Relationships (4)
- Transport (1)
- Support and advice (1)

- **Assets (2 people):** The comments talked about making better use of buildings to help save money – eg, there is currently unused space at Southview and the new building is currently not being used

Parent/carer day service information event: Concerns about staffing limitations and opening times for the Southview service were raised and whether these would still be an issue. They asked whether Southview would be considered for development instead

Letters and emails etc: No feedback given

Advocacy feedback: No feedback given

Other comments – comment form

29 people made another comment. We split the comments into compliments, observations, requests, queries and concerns

The top theme overall was **favourable** comments (20 mentions), particularly about:

- the plans in general (7 mentions)
- the planned facilities and opportunities (5)

The top themes for the other areas were:

Observations

- The practicality of travel arrangements will determine how beneficial these changes will be (2 mentions)
- Process for change needs speeding up (2)

Requests

- Room décor/furniture preference (3 mentions)

Other comments – other methods

Day services client information event:

The majority of the comments relate to the facilities (10) and activities (10).

- **Facilities comments:** More space and wider corridors (3); bigger and better outdoor space, with decking (3); storage space for equipment (2); better computer room (1); safe and comfortable chairs (1); vending machines or café (1)
- **Activities comments:** Keep the same activities and offer more things (4); more community involvement and activities (3); talking about activities they like or want space for (gardening, bingo, photography room and sewing room) (2); new or more equipment (computers, sewing machines and cameras) (2); somewhere to show and sell arts and crafts (1); more space for activities, especially for wheelchair users (1)
- **Other topics:** People talked about maintaining relationships with staff (2);

Queries

- What would happen to existing buildings if the plans went through, eg, sold off or closed down (2)

Concerns

- Negative about moving (1 mention)
- Plans are hard to understand (1)

having a welcome pack (1); asking people what they think about the service (1); and the decoration they like at Linden Court (1)

Parent/carer day service information

event: People mainly had questions rather than comments. They wanted to know more about who owns the new building; funding; the level of refurbishment and when any move would happen. They also wanted to know what would happen if the residential proposals did not go ahead

Letters and emails etc: No feedback given

Advocacy feedback: Day services clients suggested having an opening day/party and making welcome packs for visitors if the move went ahead

Quotes highlighting the key themes

Responses to the proposals

- “1. We think this is a great idea, and the residents will benefit considerably. 2. More central for the residents. 3. More independence.”
- “Good idea all round. Provides more services for more hours and concentrates staff. Hopefully this will mean less agency staff. May not be suitable for all residents.”
- “Having attended a second meeting and seen a rough outline of what is proposed I feel a little more comfortable with the plans as long as it proceeds as proposed and not revert back to an institution.”
- “Not sure. Worried about the things in his room.”
- “I don't want to go there. You might try to persuade me but I'm not going. I can tell you who is going and it's not me. I'd like a bigger bedroom with an en suite but I don't want to go there.”
- “[Name removed] said he was in tears because of the move to Hookstead. He said it was unfair as he had got used to being at [his current home].”

Concerns about the proposals

- “Concern that a larger place will be a challenge for her relative. Benefit would be that are more people to interact with. Would want a room near the communal areas. Would prefer a bath. Can be disturbed by noise at night. Thinks relative will enjoy being by day centre. Opportunity to socialise more.”
- “As there will be more residents in the facility hopefully there will be more interaction with a larger group and also more facilities for the residents to engage with. However the move will make it more difficult to visit as the facility will be twice as far away than at present.”

- “My son lives at home, and whether or not he's happy and settled at day services has a big impact on us all.”

Facilities and decoration

- “Very excited about a restaurant and a cook to make meals and cake. Just me to use the bathroom. Brown bedroom and white bed...”
- “Pleased there will be a lift. Pink - it's a good idea. More shopping. My own bathroom.”
- “From the floor plans I couldn't work out how much more room the new building would have, but I understand how limiting the building at present is.”

Activities and outings

- “I hope that the new home and staff will still have the capacity mini bus etc., to operate in the same way. I hope they are able to take the residents out, even if it's just to the shops. I hope that because the Day Service is on site that there will still be outside visits and things for the residents to do.”
- “Dancing with disco lights. Eat outside in the summer, like a picnic. Do some gardening. Would like eating together in the dining room. Sounds great (laughing).”

Helping people to prepare

- “Support [name removed] at lunchtime club to get her used to the new building. Tell her she is going with her friends and the same staff team. A slow careful transition.”
- “More consistency of staff. Clients like familiar people.”
- “It would be good if the day service extended until 4:00pm, and occasionally (particularly in the summer) that there was some early evening youth club (hub type activities that were open to more clients than at present.”

What happens next

A recommendation will be presented to the Lead Member for Adult Social Care & Community Safety in June. The Lead Member will consider the recommendation alongside the consultation results and an Equality Impact Assessment.

We will then write to everyone to let them know what has been decided.



Equality impact assessment update - summary report for:

Residential & Southview Day Service Consultation

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2016

Manager(s) name: Beverly Scott **Role:** Operations Manager, Learning Disability Services.

Impact assessment (project or service, strategy or policy) that was updated:

Residential and Southview Day Service Consultation – To undertake a consultation and share proposals to provide a new residential and supported living service from one site in Crowborough and to include a day service on the ground floor of the new building.

Summary of findings:

We will be paying due regard to the three aims of the general duty across all the protected characteristics and ESCC additional groups when supporting clients through the changes, providing services that are accessible and meeting their needs and preferences.

The proposal will provide improved accommodation and facilities for people to be more independent, increase opportunities to be part of the community and promote engagement with the local community by improved deployment of staff.

Summary of recommendations and key points of action plan:

Residential Service

The proposed residential service will offer a range of accommodation with improved facilities, including en-suites to meet the needs of individuals in line with their needs and preferences.

Building works will be undertaken to ensure the environment meets this range of needs.

There will be opportunities for individuals to be fully involved in the design and layout of their rooms/flats.

Clients will be supported through the changes as part of a personalised transition plan.

The new residential service at Hookstead will provide larger accommodation and therefore people will have more of their own space as well as more space generally across the service.

Southview day service

The proposed day service will offer a good range of sessions/ activities to meet a range of needs for individuals in line with their needs and preferences.

The range of sessions will cater for all clients including those wishing to develop skills towards independence and/or employment, those with complex needs / disabilities as well as supporting new clients coming through transition and those getting older.

Building works will be undertaken to ensure the environments meet this range of needs.

Key changes proposed outlined in the action plan include:

Residential/Southview

- We are working with people to support them to visit the outside of the proposed service “Hookstead” and the surrounding areas as requested.
- Additional visits will be offered/ arranged as the project moves forward to keep individuals informed.
- Transition plans will be put in place for individuals that need one.
- Clients, parent/carers will be offered a review on request if they need one.
- Advocacy will be available for the duration of the consultation and after if proposals agreed.

Residential

- The new residential service at Hookstead will provide larger accommodation and therefore people will have more of their own space as well as more space generally across the service.
- A formal decision making process will be initiated with people who do not have capacity to make a decision to move, to confirm that this is in their best interests.
- Residential clients will be reviewed as part of their transition plans.
- Independent Mental Capacity Assessor’s (IMCA’s) will be available, if proposals are agreed..
- Care Managers will work closely with families/relatives to coordinate the decision making process where people are represented by their families.
- We will work with individuals to ensure their accommodation and the service meets their needs.
- We will work with clients, families/ representatives to ensure the design and layout of individual rooms meet individual needs

- We will use the “Older People Toolkit” to ensure the design of the new service meets the needs of residential clients who are getting older.

Southview

- The proposed building design for “Hookstead” has been specifically designed to meet a range of needs, including those in wheelchairs.
- We will have additional input from Occupational Therapists/Speech & Language Therapists in the layout and design as the building works progress.
- We will work with individuals to support them to access the most appropriate transport provision for them.
- We are working with clients, parent/carers to ensure that the new day service offer includes sessions and activities that people enjoy and want to continue.

Other

- Discussion with commissioners will take place re: under representation of BME people amongst clients.

Protected characteristics that this project, service, strategy or policy will impact upon

Please mark the appropriate boxes with an ‘x’

	Positive	Neutral	Negative
Race		X	
Gender/Transgender		X	
Sexual Orientation		X	
Age	X		
Disability	X		X
Religion/Belief		X	
Maternity/pregnancy		X	
Marriage or Civil partnership		X	
Other (i.e. carers, rurality):			X
All		X	

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Please mark the appropriate box with an ‘x’

3 months

6 months

12 months

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**Residential and Southview Close Consultation
Frequently Asked Questions (FAQs)**

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1. Background and preparation

1.1. Who currently owns the Hookstead building?

The building is owned by East Sussex County Council.

1.2. Is planning permission required for the proposed new site?

Yes, we would need to submit a planning application should the proposals be agreed. We would need to ask for change of use from Offices to Residential Accommodation and for extended hours of use of the building.

1.3. If the proposals went ahead, would Hookstead need much refurbishment?

Yes, the building would need a significant refurbishment. It is estimated that should the proposals go ahead this would take at least 6 months to complete, excluding the enabling works and fitting out periods.

1.4. Will clients be able to go and look around the Hookstead building?

We have already started to work with clients to show them around the outside of the building.

The inside of the building currently does not give a clear picture of the proposed plans. Therefore we have shown clients plans of the proposed layout inside of the premises and pictures of a recently refurbished respite building, to give them an idea of what it could look like.

We would be able to show clients what the inside looks like, as the building work is completed.

1.5. Would moving to a new site mean changes to what people pay?

Moving to a new site would not have a direct impact on the amount people pay for the service.

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2. Timescales

2.1. If the service moved to Hookstead, when would this happen?

If the proposals are agreed, subject to planning agreements, we are looking to start building works in September 2016. It is estimated that the refurbishment works would take around 6 months. Therefore we are looking to open the new service from April 2017.

2.2. What would happen if Hookstead wasn't ready in time for the move?

If the works were delayed we would continue with the current services as they are now until the building work is completed. We have time to make sure that everything and everyone is ready before we make any changes.

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3. Capacity, intake, staff and relationships

3.1. Would staff numbers and the staff working in the services remain the same?

The numbers and level of staffing for the Day Service would remain unchanged.

There is a saving attached to the proposals to consolidate the three group homes onto one site. This would include reductions to the staffing budget.

We would need fewer staff to work on one site in comparison to working across three sites. However, all of the current staff would be able to move to the new service as we are currently recruiting to vacancies and will recruit to temporary posts.

3.2. Would this reorganisation mean there will be fewer agency staff?

By combining the staff from across the group homes into one team, there would be more flexibility for staff support and cover. This together with the use of our relief staff means we would be less likely to need cover from agency staff.

3.3. What would be the refreshment facilities, and would a staff member also work as a cook?

At this stage we are looking to provide a restaurant-type facility to provide main meals and snacks. We may be able to extend this to the day service should this be something day service clients would like to buy whilst attending the day service.

We are considering various options relating to this, including employing a cook to undertake this role or a catering contract to provide this. As yet, this has not been finalised and requires further consideration.

3.4. How would you manage the risk that day service clients may be seen as using the same space as residential clients when sharing areas of the new building?

We will work with clients from both services in the design and layout of the proposed services. As part of this work, we will need to look at the spaces used both for the day service and outside of these hours for the people living in the accommodation, and have clear agreements in place.

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4. Facilities and activities

4.1. Do the plans for the new building ensure sufficient access on corridors for wheelchair users?

The existing corridors at the Hookstead building are being retained and are mostly 1.3m wide. This is sufficient for wheelchair access.

4.2. Do the plans for the new building include a lift?

The existing lift at the building would be replaced with new equipment, serving all four floors that can also be used for evacuation purposes if required.

4.3. What opportunities would clients have to shape their new environment – e.g. garden and outside space?

We want to work with clients, parent/carers and families in the design of the building, including the outside spaces.

We have already had some really clear ideas from clients during the consultation events about what they would like in the outside spaces. This includes shaded seating areas and raised beds for growing things.

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5. Support and advice

5.1. How will you update us on consultation findings, and on what decision will be taken?

We are issuing these FAQs to provide information about the questions and queries we have had so far and to provide answers to these to keep you informed.

We will also keep you informed throughout the consultation, providing information on display in each of the Residential Homes and at Southview Day Service.

Any updates will also be available on the website.

The Manager of the services, Gemma Wanstall, is available to answer any queries you may have on 01892 667388

We will send out letters in June to inform everyone of the outcome of the consultation and the decisions made.

5.2. Will there be accessible plans of the new building, with pictures, so parents and carers can understand and assist clients?

We have provided plans of the proposals at all of the engagement events and these are also on display in the services affected. We have provided pictures of some recently refurbished services, a “Respite Service” and a “Day Service”, to give clients, parent/carers and families an idea of what we are proposing and the standard we are looking to achieve.

If the proposals go ahead, we will provide pictures and updates on the plans and how things are progressing throughout the building works.

5.3. Could a welcome pack be designed and given to clients once the new building is in use?

Yes, this is something we will be looking to provide to all clients moving to the new service(s).

5.4. If the proposals go ahead, will you be providing clients with feedback forms, so they can let staff know how the changes are working?

Yes, we encourage client feedback continuously in all our services and this would continue in the new service.

In addition to this we will be holding reviews with each person living in the accommodation 6 weeks after moving in and at the 6 month point.

We will undertake a formal review one year on to look at how the new service is working and if any changes are needed.

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6. Other ways of doing this

6.1. Would you still close and relocate these services if responses to the consultation were not favourable?

The responses to the consultation are collated and are then carefully considered before making any recommendations about the outcome of the consultation.

Our recommendations are presented to the Lead Member for Adult Social Care and Community Safety along with all of the consultation findings, and decisions are made with the feedback taken into account.

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7. Other things

7.1. Is the money for this proposal ring fenced?

We have capital funding provisionally agreed for the proposed Hookstead refurbishment project should the proposals go ahead.

7.2. Have neighbours voiced any concerns about the proposals?

We are not aware of any feedback from neighbours currently; however we are planning to hold a meeting with neighbours if the proposals are agreed, to share the plans.

We would need to make a planning application for the building works proposed. This would provide neighbours with further opportunities to voice their opinion.

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1. Timescales

1.1. When would current residential accommodation close and the new accommodation open?

The planned dates for opening the new services should the proposals be agreed are April 2017. This is however subject to planning consent and the building works being completed on time.

Existing services will continue to run as they are now until the building is ready.

Transition plans will be put in place for all services and individual clients as required, to ensure any move to the new service is carefully planned and at a pace required by each individual.

We will not release any of the buildings we currently use until the transition has been completed.

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2. Transport

2.1. If the relocation went ahead, it would mean that some parents and carers would have to travel much further distances, at greater expense, to see their cared for. How would this be managed?

As part of the consultation and thereafter we will continue to talk to families about the proposals. If the journey time is prohibitive we ask families to provide this as part of their feedback.

The proposed Hookstead site is approx. 1 mile from Southview Day Service and less than ¼ mile from The Gables, and is across the road from Beacongate.

The Greenacres residential service is 14.8 miles or 25 minutes' drive from the proposed Hookstead site.

The improved facilities would mean families visiting people living in the accommodation would be able to access the catering/restaurant facilities and have access to the grounds and communal space when visiting their relatives.

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3. Capacity, intake, staff and relationships

3.1. Would other residents at a client's current accommodation also be able to make the move?

Yes, we are proposing that all clients from the three group homes move to the new service. We currently have 16 clients living across the three homes and there is space for 16 people to live in the new accommodation.

We will be working individually with clients and their representatives to ensure any proposed move meets their needs and preferences.

3.2. Clients from one residential service may not get on with clients from another service, or with Southview Close day service clients. What would be done to ensure that issues of compatibility are taken into account?

Currently some people who live at Beacongate and The Gables attend Southview Close for their day service. Several clients from Greenacres also have contact with Southview and St Nicholas Day Services. What this suggests is that there is already established contact between the services and some of the people who live in the residential group homes know people within their local day services.

We appreciate that not everyone can get on with each other all of the time, However, we believe that the new residential service at Hookstead would provide larger accommodation and therefore people would have more of their own space, as well as more space generally across the service.

3.3. In combining different residential premises into one, how will you ensure continuity of service?

We are proposing that all clients currently living in the group homes move to the new service. This would ensure a level of continuity for people to continue living with the people they do know, as well as get to know the other people living in the homes better. All three homes regularly meet up for different events, so people are familiar with each other across all the homes.

The staff teams would merge to provide one staff team who would work flexibly to provide support to clients living in the accommodation. Clients would still be supported by staff that know them well and would have the opportunity to get to know the other staff better.

Gemma Wanstall, DPS Manager oversees the three homes and this would continue if the Hookstead project is agreed.

3.4. How many staff would be working overnight?

The proposed staffing structure for the accommodation service includes two waking night staff on duty each night. However, staffing levels are continually reviewed and may change according to the individual needs of clients.

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4. Facilities and activities

4.1. If the service is relocated, would residents be able to bring their furniture with them?

Yes, we would work with clients to be involved in the design, layout and furniture they wish to have in their rooms or bedsits.

4.2. Would clients have a choice of which bedroom would be theirs, and in how it is decorated?

To a degree, in terms of choice of room, dependent on their needs. We will fully involve people in room decoration.

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5. Support and advice

5.1. Would regular visits from family and loved ones continue with the same frequency?

Yes, we welcome and encourage visits from families at any time in line with people's wishes.

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6. Other ways of doing this

6.1. Couldn't The Gables, Beacongate and Greenacres be utilised or extended rather than closed, with the money put back into LD services?

A feasibility study of redeveloping the three buildings has been conducted, but two of them (the two Crowborough properties) cannot be extended easily or economically. Although Greenacres would be possible to develop, the location is not ideal because of it being relatively rural and lacking in transport links and community amenities.

We believe that Hookstead can offer better accommodation for all of the people living in the three residential homes, and it is close to a town centre.

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7. Other things

7.1. If the proposals went ahead, what would happen to the three current properties?

A range of options could be considered for these services. Due to the ongoing high revenue and maintenance costs for these services, they are not seen as viable to be kept as they are. If a decision is taken, following from the consultation, to vacate the properties, then options would be put forward for the future use of the buildings.

7.2. If the properties were sold, would the money from this be put back into LD services?

It is unclear at the moment as negotiations are ongoing with NHS England.

7.3. Is this part of a move away from residential homes to encourage supported living?

East Sussex County Council believes that there is a need to have a good mix of provision to be able to meet the needs of all the people that need support in the county.

If the proposals go ahead we would fully review the service model and provision for the individuals identified.

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Southview Close

1. Background and preparation

1.1. You provided a layout of the Hookstead plans at the 12 April consultation meeting. Can you provide one for Southview Close to the same scale?

Yes, this is now available for people to view at Southview Day Service. Alternatively Gemma Wanstall, DPS Manager has copies available. You can contact her on 01892 667388 or e-mail: Gemma.wanstall@eastsussex.gov.uk

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2. Transport

2.1. If the relocation went ahead, it might mean changes for how clients made their way to the day service, especially those who walk. How would this be managed?

As the proposed new site Hookstead is only approx. 1 mile from Southview Day Service, we do not envisage any significant changes to the current transport arrangements.

One of our key messages to all clients, parents and carers is that “Everyone who gets Council transport will continue to”.

We will work with people who currently walk to the service to find ways that they can get to the new service safely.

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3. Capacity, intake, staff and relationships

3.1. How can you be sure that Hookstead will be large enough to cope with the numbers of clients who will use the day service?

The total day service area offered at Hookstead would be about 6% larger than the space currently used at Southview Close, with a better layout of good-sized activity rooms.

Given the above increased space the day service would have space to cater for up to 45 clients attending the service each day.

3.2. At the moment the day service sometimes starts late and finishes early, because of limited staff resources. Would moving to Hookstead prevent or reduce this?

The Southview Day Service opening hours are 8.30am – 5pm Monday to Thursday and 8.30am – 4pm on Friday. Staff are available to support clients during these times.

The Council transport also operates during these hours, so if clients are using council transport their pick up and drop off may vary to fit in with the timings for transport routes.

If clients or parent/carers have any concerns about the service currently provided, they should contact Gemma Wanstall, DPS Manager on 01892 667388 or e-mail:

Gemma.wanstall@eastsussex.gov.uk

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4. Facilities and activities

4.1. Would there be timetable changes at Hookstead, or would clients still be able to enjoy the same range of activities as at Southview Close?

We will work with clients and parents/carers to ensure that the new day service provides the same type and range of activities that all clients enjoy now.

A copy of an example timetable was shared at the Southview consultation meetings to show what could be on offer should the proposals be agreed.

We would also want to increase the range of opportunities on offer and to expand upon community links wherever possible.

4.2. Would there be new or improved facilities and activities at Hookstead that do not exist at Southview Close (e.g. stronger chairs; more computers; a tv room; a larger photography room)?

There would be a good mix of day care activity room space allocated at Hookstead to meet all current needs and with flexibility to be adapted in future if required.

A budget would be allocated for new furniture and fixtures, but some things would need to be relocated from Southview Close if they are still fit for purpose.

We also plan to provide a welcome visual display board, a new large TV screen, as well as improved ICT equipment, including Wi Fi and improved sensory equipment.

4.3. Would there be space in the day service area for refreshments, a café, and a vending machine?

Yes, the plans show a large café/restaurant area which would be used during the day by the Day Service. This includes provision for a coffee bar/refreshments area that clients would be able to access through staff or independently, depending on their needs.

We had not considered the addition of a vending machine, but will speak to clients about whether this is something they would like in the new design and if it is, look into the financial viability of this.

4.4. Storage is an issue at Southview Close. Do the Hookstead plans include ideas to improve this?

There would be a good allocation of space for storage purposes within the Hookstead proposed floor plans, especially at the garden level of the building.

4.5. Where will the toilets be situated for day service clients in the new building?

There are four main toilet areas/facilities proposed for use by Day Service clients, with six toilets provided in all. These are spread out across the service to provide increased accessibility.

There are two DDA toilets accessible from the main dining area, and one personal care/toilet area also accessed from the main dining room.

There is one DDA toilet and one personal care/toilet area accessible from the front wing and reception areas.

There is an additional toilet on the lower ground floor that can be accessed when using the garden area or for gardening/outside groups.

4.6. Would the Town House arts collective be able to play a role in shaping activities and the environment at the new building?

We have keen artists across our services that form the Town House collective. We would want to encourage all of the artists to be involved in sharing their ideas and work within the new building.

4.7. Would there be opportunities to go out and do things in the community?

Yes, we would continue with the current community activities that are on offer. We would also like to build upon these opportunities and increase these going forward.

We have a community development officer who will be working on increasing these with us.

4.8. Will it be possible to regulate noise levels (for example, from residential service clients' music)?

The Hookstead building would be refurbished to meet with the current Building Regulation Standards to control sound transmission from residential areas.

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5. Support and advice

5.1. Staff offered support recently for clients moving from Sandbanks to the recently refurbished Greenwood. Would the same happen for clients moving from Southview Close to Hookstead?

Yes, if the proposals go ahead we would work with clients to ensure a smooth transition to the new service.

As staff would transfer to the new service with the clients, they will be available to support clients with the planning, getting people ready, with the transition itself and afterwards with the settling in period.

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6. Other ways of doing this or saving money

6.1. Could energy saving lighting be used at Southview Close, and automatic taps that switch off, as ways of saving money?

Energy saving LED lighting would be utilised at the Hookstead building together with sun tubes and automated lighting controls. Sensor fitted water taps could also be used at the Hookstead building where appropriate.

Please also see response to 6.2 below.

6.2. Would you consider redeveloping Southview Close rather than moving?

Southview Close has served Learning Disability Day Services really well for a long time, but there have always been compromises on the building, for example the small rooms, lots of corridors and the underutilised spaces (the outside quad space and upstairs rooms) that are not easily adjusted without considerable cost.

Southview has been considered for redevelopment, but the cost would be far in excess of the cost to refurbish Hookstead, which as a “blank canvas” would provide an opportunity for people currently using Southview Close to share and develop what they would like at a new day centre.

Any changes made at Southview would be very disruptive and mean that either people have to move out whilst any works occur, or building work would go on around people using the service. It would also be very unlikely to resolve issues around space that is currently not accessible, e.g. the upstairs space.

If the Hookstead development does not go ahead, it is likely that learning disability services would continue to look for an alternative venue to Southview Close, due to the problems highlighted.


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Residential & Southview Consultation


Feedback from people who live at

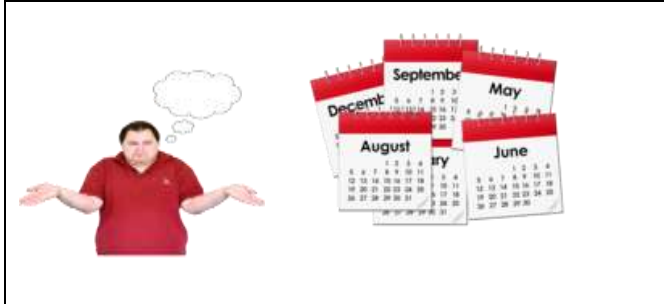
- The Gables
- Beacongate
- Greenacres

Frequently Asked Questions taken from POhWER feedback report

	QUESTION
	Q1. Can we visit the new site?
A:	ANSWER
	Yes. Some people have been to look at the outside of the building. More visits can be planned. Please speak to Gemma Wanstall if you would like to visit.

	QUESTION
	<p>Q2. If we move, how will our furniture and the things we own get to our new home?</p>
<p>A:</p>	ANSWER
	<p>You can pack up your own things if you want to.</p> <p>If you need help your key worker will help you do this.</p> <p>All of your things will be taken to your new home in a van.</p> <p>You can unpack your own things if you want to.</p> <p>If you need help your key worker will help you unpack.</p>

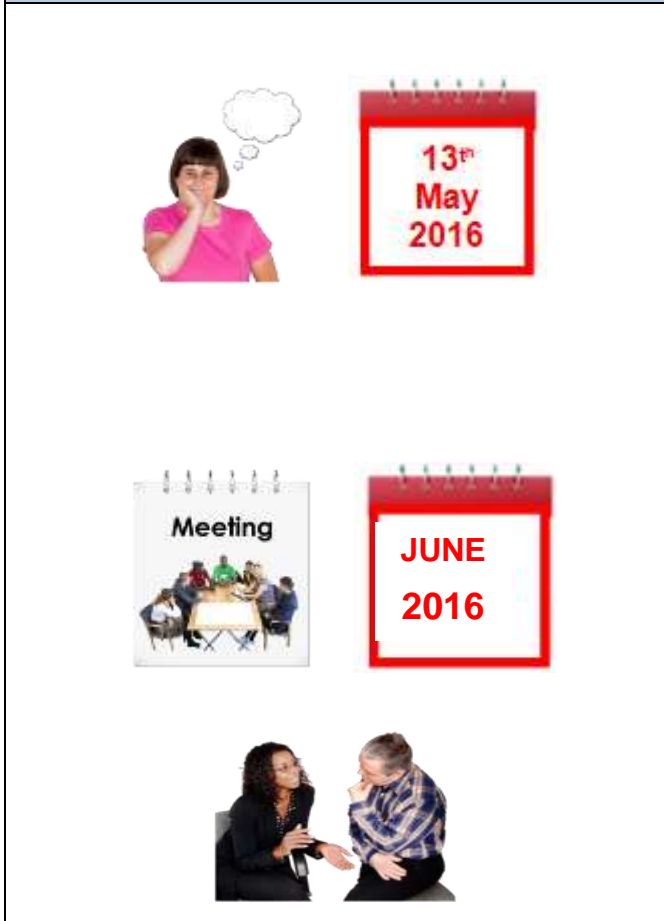
	<p>QUESTION</p>
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Q3.
When will this happen?

A:

ANSWER



We are collecting people's views on the plan. You have until 13th May 2016 to tell us what you think.

We will collect all of the feedback and make a report. This can take a long time.

This report will be talked about at a meeting in June, when we will decide what happens next.

We will tell you what decision is made.

	<p>QUESTION</p>
---	------------------------



Q4.
Do we have to move?



A:

ANSWER



We think that the room you have and the space where you live is not good enough.




We think the space at Hookstead is better.




But we do want to know what you think.



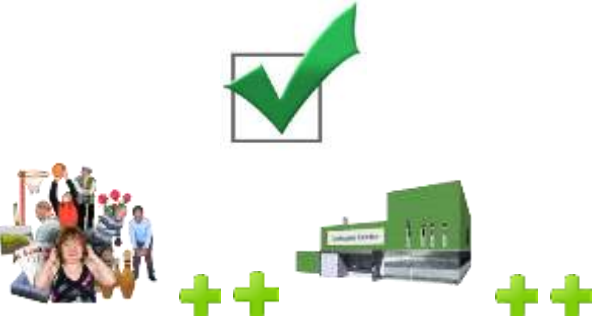

If you don't want to move to Hookstead we will talk with you about what could happen instead.




Southview Consultation




Feedback from clients meetings with POhWER Frequently Asked Questions









	QUESTION
	<p>Q1.</p> <p>How will we get there if we currently walk to Southview? There is a busy road.</p>
<p>A:</p>	ANSWER
	<p>The proposed new site “Hookstead” is approx. 1 mile from Southview Day Service.</p> <p>We will work with people who currently walk to the service to find ways that they can get to the new service safely.</p>




	<p>QUESTION</p>
	<p>Q2.</p> <p>Could we make some changes to the outside area?</p>
<p>A:</p>	<p>ANSWER</p>
	<p>We want to work with clients and parents/carers in the design of the outside spaces.</p> <p>This can include shaded seating areas and raised beds for growing things.</p> <p>We will make sure that all areas are safe and accessible for everyone.</p>




	<p style="text-align: center;">QUESTION</p>
	<p>Q3.</p> <p>At the new centre could we do activities in the community?</p>
<p style="text-align: center;">A:</p>	<p style="text-align: center;">ANSWER</p>
  <p style="text-align: right;">Brian Clifford</p>	<p>Yes. We will continue with the community activities that are on offer.</p> <p>We would also like to increase these.</p> <p>We have Brian Clifford, Community Development Worker who is working with us to find more community activities.</p>




	<p style="text-align: center;">QUESTION</p>
	<p>Q4. Will there be more storage in the new place?</p>
<p style="text-align: center;">A:</p>	<p style="text-align: center;">ANSWER</p>
	<p>Yes. There will be a good amount of space for storage within the Hookstead building. There is more storage space at the garden level of the building.</p>




	<p style="text-align: center;">QUESTION</p>
	<p>Q5.</p> <p>Could we get some more computers?</p>
<p style="text-align: center;">A:</p>	<p style="text-align: center;">ANSWER</p>
	<p>Yes. The computers will be updated. There will be a laptop too.</p> <p>We will have Wi-Fi, so people can bring in their own computers/tablets to use.</p>

	<p style="text-align: center;">QUESTION</p>
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Cafe</p> </div> <div style="text-align: center;">  </div> </div>	<p>Q6.</p> <p>I used to work in a café, could I do this at Hookstead?</p>
<p style="text-align: center; font-size: 2em; color: purple;">A:</p>	<p style="text-align: center;">ANSWER</p>
<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  <p>Cafe</p> </div> </div> <div style="display: flex; justify-content: space-around; width: 100%; margin-top: 20px;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  <p>College</p> </div> </div> </div>	<p>We are thinking about the restaurant area at Hookstead. About what is needed and who would do this.</p> <p>If you would like to learn new skills or go to work speak to your key worker, they can look at this for you.</p>

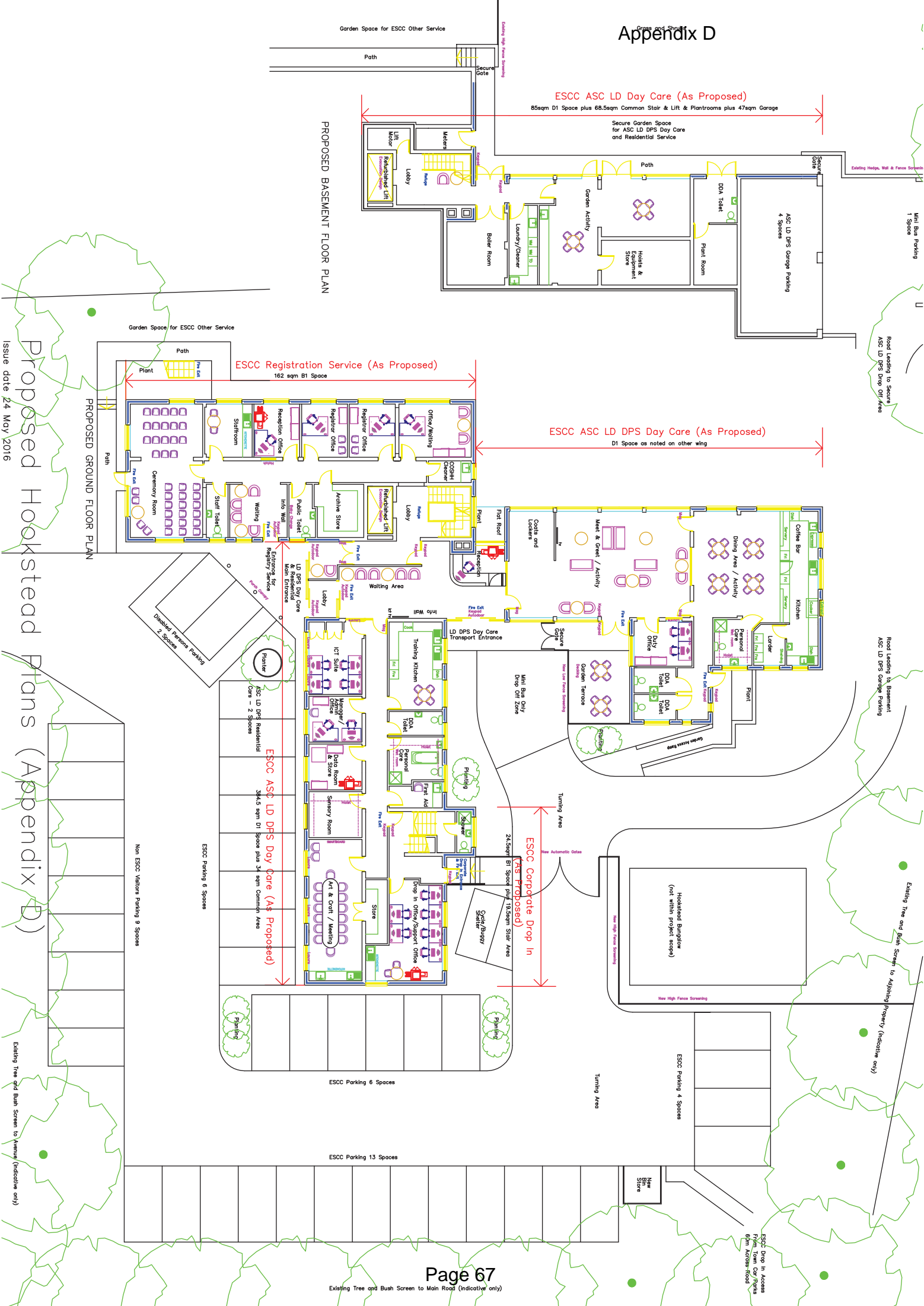
	<p style="text-align: center;">QUESTION</p>
	<p>Q7.</p> <p>Could we help choose the colours and furniture?</p>
<p style="text-align: center;">A:</p>	<p style="text-align: center;">ANSWER</p>
	<p>Yes. We think it is important that clients are involved in choosing colours.</p> <p>We have some money for new furniture. We will also take some furniture from Southview to the new building.</p> <p>We will speak to you in autumn of 2016 about this.</p>

	QUESTION
A:	ANSWER
	<p>Q8.</p> <p>Will Hookstead be bigger?</p>
	<p>Yes it is slightly bigger.</p> <p>The new day service will have a better layout and good sized activity rooms.</p>

	QUESTION
	Q9. When can we visit the inside of Hookstead?
A:	ANSWER
	We will be able to show clients what the inside looks like, as the building work is completed.

	<p style="text-align: center;">QUESTION</p>
	<p>Q10.</p> <p>Will there be more toilets and will these be scattered around?</p>
<p style="text-align: center;">A:</p>	<p style="text-align: center;">ANSWER</p>
	<p>There will be four main toilet areas in the new day service, spread out across the service to make it easier for people.</p> <p>There will be more wheelchair accessible personal care rooms.</p>

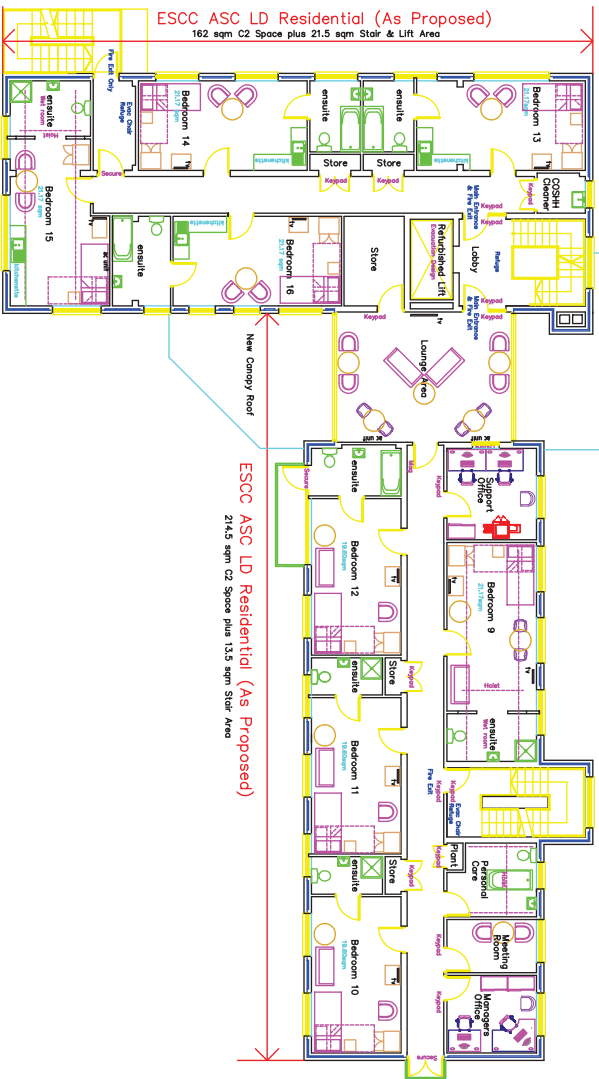
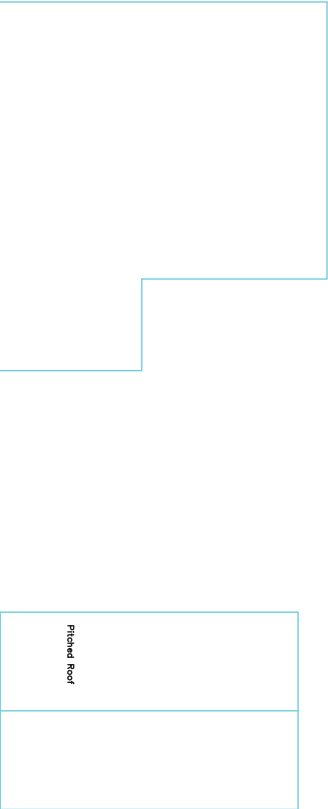
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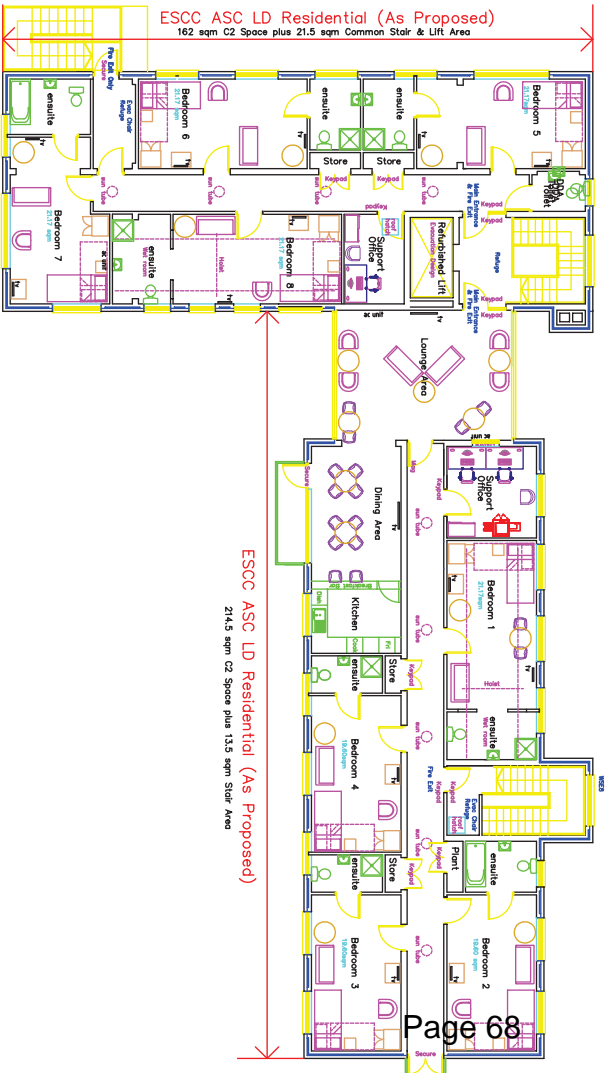
Proposed Hookstead Plans (Appendix D)

Issue date 24 May 2016

Existing Tree and Bush Screen to Avenue (indicative only)



PROPOSED FIRST FLOOR PLAN



PROPOSED SECOND FLOOR PLAN

Proposed Hookstead Plans (Appendix D)

Issue date 24 May 2016

Financial Context

Cost elements	A	B	C	D	E (A+B+C+D)	F	G (F-E)
	Greenacres	The Gables	Beacontgate	Southview	Total Budget	Proposed combined Budget	Difference (Potential Saving)
	(£)	(£)	(£)	(£)	(£)	(£)	(£)
Employee Related Costs	427,700	279,800	355,000	342,700	1,405,200	1,184,200	-221,000
Premises Related Costs	14,900	12,800	12,400	38,500	78,600	58,600	-20,000
Transport Related Costs	600	900	600	6,400	8,500	8,500	
Supplies and Services	19,700	13,000	12,000	9,100	53,800	53,800	
Support Services	10,100	200	13,000	41,000	64,300	55,300	-9,000
Capital Financing Costs	9,000	3,000	3,000	59,000	74,000	74,000	
Income	-30,200	-21,900	-27,600	-43,500	-123,200	-123,200	
Total	451,800	287,800	368,400	453,200	1,561,200	1,311,200	-250,000

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Report to: **Lead Member for Adult Social Care**

Date: **9 June 2016**

By: **Director of Adult Social Care & Health**

Title: **Learning Disability Directly Provided Day Services' development plan – Learning disability day services in Hastings and Rother**

Purpose: **To consider the results of the consultation activity that has been undertaken regarding future plans for Day Services in the Bexhill and Hastings areas and to make decisions based on this feedback.**

RECOMMENDATIONS

The Lead Member for Adult Social Care is recommended to agree to develop day services on a locality basis in the East of the County, thus:

- **Beeching Park, in Bexhill, will provide the main location for day service provision, offering 75+ places;**
- **Greenwood, in Bexhill, will offer a small day activity programme for up to seven people who would benefit from additional support in a small environment;**
- **Working Wonders, in St Leonards on Sea, will focus on Skills Development activities for 25+ people;**

The Conquest building, on the same site as Working Wonders, will be released from use by Learning Disability services.

1. Background

1.1. On 18 January 2016, a paper outlining the next stage of development of Learning Disability Services, and requisite consultation activity, was tabled at the Lead Member for Adult Social Care meeting. It was agreed that the outcome of the consultation would be presented on 9 June 2016, on which decisions, in relation to development proposals, would be made.

1.2. The proposals lead to the creation of a locality day service in the East of the County which ensures that the activities offered on three different sites complement, rather than replicate, each other.

1.3. A consultation with clients, families, carers and key stakeholders has been duly undertaken; a summary of the results is shown in Appendix A. The full consultation report, along with all data and materials used in the consultation, are available to Elected Members in the Members' Room.

1.4. A staff consultation has also been undertaken to gain staff views on a proposed structure and individual changes to contracts have been provisionally identified pending decisions about the service proposal. Vacancies have been held within the service to limit redundancy risk, with relief or temporary staff covering where essential.

1.5. An Equality Impact Assessment (EqIA) has been completed to identify what effect, or likely effect, the proposals may have on different groups accessing the services – Appendix B provides a summary. The full EqIA is contained within the materials in the Members' room.

2. Supporting information

2.1. In all, 198 individual episodes of involvement are noted in the consultation results: 48 survey responses were received, seven written or verbal responses were submitted, and 143 meetings were held – client meetings (77 attendees) and meetings with families and carers (66 attendees) were held separately. It should be noted that most people provided comment multiple times.

2.2. Key themes, shown on page 5 of Appendix A, confirm that there is no clear view on the proposal, with a fairly even split between people who agree (19 people), disagree (13 people), or are not sure (15 people).

2.3. Drilling down further, it is evident that people who use, or support someone who uses, the Conquest Centre are more likely to disagree with the proposal; however, some clients, and their families, who use Beeching Park are also concerned about more people at the centre.

2.4. The main concerns expressed include: transport and travel issues; capacity and facilities at Beeching Park; loss of facilities at the Conquest Centre; general disruption that would be caused by the proposals; and the difficulties clients may experience in managing change.

2.5. In relation to questions about the impact of the proposals, it should be noted that many of the concerns raised are of a personal or individual nature, for example, transport concerns. If the proposals go ahead individual transition plans will be developed where needed, and a full social care review will be arranged if requested.

2.6. If the proposal to release Conquest is agreed, support will be provided to The Gateway Club to try to identify an alternative venue for their club which meets for two hours per week.

2.7. Throughout the discussions, the need for more information in order to comment on the proposals was a recurring theme, for example, a visit to Beeching Park for people who are not familiar with the building. This work has been ongoing during the consultation period along with exploration of individual issues. Additionally, a 'Frequently Asked Questions' document – see Appendix C – has been circulated.

2.8. Rationale for proposed change:

- Day service staff continue to forge and develop community links and offer, wherever possible, experiences outside the traditional day service buildings. As a result, the way in which day service buildings are used can be reformed to progress the service model, as well as release costs.
- The Conquest building has served day services well but is now out of step with current provision. A feasibility study has been undertaken to consider changes to the building layout but it is evident that refurbishment would be cost prohibitive.
- Beeching Park is not operating to full capacity in terms of building space. A number of rooms are not used and could be opened up to provide more choice on the day service programme to a greater number of clients.
- Moreover, Working Wonders provides a bright and modern space that, with minor adaptation, could be used more effectively. Similarly, Greenwood, that was refurbished last year, could offer a base for a small day service programme as it is not fully utilised during weekdays.
- By rationalising the use of buildings, £200,000 revenue savings per annum could be released, as outlined in Appendix D. A capital investment of £410,000 is required to adapt the buildings; provision for which is contained with the Council's Capital budget. A capital receipt of circa £200,000 to £260,000 is anticipated if the Conquest building is sold.
- In terms of the direction of the service, the proposals would allow for a more concentrated approach to building community connections to increase the level of off-site activity. In addition, a sharper focus on skills development would lead to greater support to help people to move on from a day service environment, thus creating future capacity within services.
- The revised service model would be fit for the future in that it could offer support to younger people in attractive buildings as well as off site in the local area.

3. Conclusion and reasons for recommendations

3.1. As stated previously, the consultation activity has shown that there is no clear view on the proposals.

3.2. If the proposals are agreed, the services offered on the three different sites will be complementary, whereas currently the services provided at Conquest and at Beeching Park simply replicate each other despite being less than seven miles apart.

3.3. The proposals will deliver significant revenue savings to the Council, as well as releasing from use a large building that may be used for an alternative purpose or sold to achieve a capital receipt.

3.4. The Lead Member for Adult Social Care is therefore recommended to develop day services on a locality basis in the East of the County, thus:

- Beeching Park will provide the main location for day service provision, offering 75+ places;
- Greenwood will offer a small day activities programme for up to seven people who would benefit from additional support in a small environment;
- Working Wonders will focus on Skills Development activities for 25+ people;
- The Conquest building will be released from use by Learning Disability services.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Kay Holden, Head of Service Tel. No. 01273 335062

Local Members:

Councillors Earl, Ensor, Phillips, Scott

Background documents:

None

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Consultation results: Learning disability day services in Hastings and Rother



Date: April 2016

Document summary

Results from the consultation on proposed changes to Learning Disability day services in Hastings and Rother

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About this document:

<p>Enquiries: Author: Consultation team Telephone: 01273 481 565 Email: ASCLDDPSconsultation@eastsussex.gov.uk</p> <p>Download this document From: N/A</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help</p> <p>Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

We asked for your views about our proposal to change the way Learning Disability (LD) day services are provided in Hastings and Rother.

Why we are consulting

We need to make sure that services are good value for money and the best they can be.

We think our plans are the best way of doing that, but we wanted to know what you thought and whether you had any other ideas.

What we consulted about

We proposed to:

- make Beeching Park in Bexhill the main day service for Hastings and Rother;
- focus the Working Wonders site, adjacent to the Conquest centre in St Leonards-on-Sea, on providing opportunities for skills development that may lead to voluntary or paid employment;
- use the new day service capacity at the Greenwood respite service in Bexhill to provide personalised support for people who require a more specialised service; and
- stop using the main Conquest centre.

We asked people:

- Do you agree with our ideas for the day services in the Hastings and Rother area?
- Do you have any other ideas for making day services better and saving money?
- What could we do to help people get ready for the changes?
- What would the proposal mean for you, or someone you look after?
- Is there anything else you would like to say?

Consultation process

The consultation ran for around seven weeks, starting on 18 January 2016 and closing on 3 March 2016.

How people could take part

We contacted parents and carers in early January to let them know about the consultation. Following this, we sent letters to everyone who uses the services and their parents and carers to invite them to the information events.

Additional letters were sent out to all parents and carers who didn't attend the information events inviting them to have their say, including the option of meeting with managers.

We also contacted partner organisations to let them know about the consultation and to invite them to have their say.

Cardboard post boxes were set up at each of the services so that respondents could return their completed surveys anonymously.

During the consultation period, clients, parents and carers were invited to visit Beeching Park and Working Wonders, to see the facilities and buildings for themselves.

Client and parent/carers meetings

Two information events were held for clients and two for parents and carers (both paid and unpaid carers). Posters promoting the events were displayed in advance at all three services. The dates and locations were:

Date	Location, group and time
19 January	Conquest Day Centre: <ul style="list-style-type: none"> • Clients (1pm – 3pm) • Parents and carers (4pm – 6pm)
20 January	Beeching Park Day Centre: <ul style="list-style-type: none"> • Clients (1pm – 3pm) • Parents and carers (4pm – 6pm)

After the events, a list of Frequently Asked Questions was shared with clients and parents/carers. We also published the FAQs on our website.

Online survey

An online survey was available throughout the consultation period. People could also download a printable, Easy Read version of the survey from the website.

Any client who didn't attend a meeting was given or sent a printed survey.

Other forms of feedback

Those who did not want to complete the survey, but who wished to offer their views, were encouraged to do so by passing on verbal comments to the managers of the Beeching Park and Conquest services, sending us written feedback via post or email, or completing an online comment form.

Table1: Responses by method

Please note: It is likely that some people took part multiple times. There was also one letter, one email and one survey received after the consultation closed – these will be shared with Members but are not included in this report.

Response method	Responses or attendees
Survey responses	48
Emailed, written or verbal responses	7
Meeting attendees	143
Total	198

Key themes

Note: This section focuses on key themes, while the following section provides a summary of data and themes.

There is no clear view on the proposal, with a fairly even split between people who agree, disagree or aren't sure. People who use the Conquest and their carers are more likely to disagree with the proposals, but some Beeching Park clients and parents are also concerned about more people using the centre.

Some respondents felt that it would make more sense to redevelop Conquest instead. This was generally because they feel it has better transport links, more outside space and has a bigger building than Beeching Park. Other ideas for improving the service and saving money focused on ways of raising money such as holding a market.

A clear theme across all respondent groups is concern about how the change itself would affect people. Both clients and their parents/carers said that the disruption of moving to a new service or changing their current service would worry and upset them.

Positive themes

There were positive themes that came up regularly in the consultation responses:

- **Services:** There were many positive comments about the services at Conquest and Beeching Park, with people talking about why they liked them. There were also a number of positive comments about Greenwood and its refurbishment. Some people said they or someone they care for could be interested in having a day service there.
- **Facilities:** The proposal was seen an opportunity to improve the facilities at Beeching Park, with suggestions that the computer room and kitchen could both benefit from work. People also hoped there would be an opportunity to get involved in the redevelopment.
- **Activities:** Many people talked about the activities they already take part in and what they enjoy doing. People were hopeful that the proposal would give them a chance to take part in more or different activities. Some people said there should be more training that helps people to develop skills and become more independent.
- **Community involvement:** It was mentioned that this would be a good opportunity to increase community involvement.

Concerns about the proposal

There are some clear themes that come up consistently in the survey and across all the different methods of response (the survey, meetings, letters and emails).

It should also be noted though that many of people's concerns are personal to them, such as the activities they enjoy, friends they still want to see, people they don't want to see or the noise of additional people. A number of comments reflect this, emphasising that a person-centred approach would be required to support people through the changes if they went ahead.

Apart from general concerns about the process of change itself, the issues that came up consistently are listed below.

Travel and transport

- Longer journey times and the cost of travelling further are the most commonly mentioned issues raised throughout the consultation.
- For people who currently walk or get the bus there is concern that this would not be possible in future, leading to a loss of independence for the client.
- The impact of journey times on people's personal care needs and carers was also raised a few times.

Capacity and noise

- People questioned whether Beeching Park could cope with the additional people if Conquest was closed. This was raised generally and also in relation to capacity of the specialist facilities for things like physiotherapy and for those with sensory needs.
- Linked to the capacity issues, were concerns about the noise level. A number of clients were worried that they would find a busier service too noisy.

Facilities and meeting everyone's needs

- There was a lot of concern about losing the facilities at Conquest, with people questioning what Beeching Park is able to offer. This related to the surroundings, such as the garden and parking, and also to the space in the building for providing activities and specialist support.
- People wanted to know whether there would be enough toilets at Beeching Park and whether staff and clients would be sharing toilets.
- People were concerned that clients who use wheelchairs wouldn't be as well catered for in a busier service at Beeching Park. Examples were given of the computer room and toilet facilities.
- The physiotherapy facilities at Conquest were felt to be much better and there was a query about whether Beeching Park would be able to provide the specialist worker with the space and equipment they need to support people.
- There was a query about capacity and space in the Beeching Park sensory room. People also wondered whether the plan to put the laundry room next to the sensory room could cause an issue with noise.

Relationships:

- People talked about the importance of maintaining relationships (with staff and other clients) and the fact they were worried about being able to do this.
- There was also concern about attending the same service as people they don't get on with. This was raised by a few clients and some supported living providers.
- A few people are anxious about making new friends.

Activities:

- People are worried about whether they would still be able to do all the activities they enjoy. There were a number of concerns: whether the activities will still be offered; on at a time the respondent could attend; and not oversubscribed.
- A few people said the computer room needs better equipment. People are also worried about whether it would be too busy for them to use it as much as they want.

- A few people are worried that they wouldn't be able to do the sports they liked at Beeching Park.

Suggestions if the proposal went ahead

Many people suggested things that could be improved or how the change could be managed if it went ahead. The issues and suggestions are listed by themes.

Travel and transport

- Provide information about travel options.
- Let people try out the journey before they decide what to do.
- Offer travel training to people.
- Consider coordinating travel for people.
- Work with providers already transporting people to the centre.
- Have travel buddies.

Activities

- Let people know what activities will be available.
- Give people access to the same activities as now.
- Offer people more choice of activities.
- Give people more training to learn new skills and become more independent.
- Have activities that get clients more involved in the community and help other people in some way.

Information

- Keep parents and carers informed throughout the project, maybe through an open forum/website.
- Have more meetings with parents/carers to discuss the changes.
- Explain why the proposal is to close Conquest and not Beeching Park, as some respondents believe that Conquest has more space and is in a better location.
- Have more meetings with clients and give them the chance to meet clients and staff from the other service.
- Use pictures to help people understand what is happening.
- The drawing of the proposed layout of Beeching Park was difficult to understand and clients couldn't tell how big each room would actually be at full scale.
- Have ongoing opportunities to visit Beeching Park and Working Wonders.
- Provide more information about the activities that will be offered and how the service would involve people more in the community.
- Provide information on other options if people don't want to attend Beeching Park.

Support and involvement

- Make sure we work closely with clients and their parents and carers to ensure any changes address their specific concerns and focus on their individual needs.
- Some people asked if they could be involved in choosing colours for the day centre.

Summary of consultation responses

Number of respondents – survey

48 people completed a survey or comment form (not everyone answered every question)

15 people (31%) use the Conquest, while 9 people (19%) care for someone who uses it

14 people (29%) use Beeching Park, while 4 people (8%) care for someone who uses it

Number of respondents – other methods

77 clients attended the information events to share their views

66 people attended the parent/carer information events to share their views

7 people shared their comments by letter or email (4 were supported living providers and 3 were parents or family of clients)

Our advocacy provider POWhER also gathered feedback from people at the meetings and separate drop-in sessions

Views on the proposal – the survey

40% agreed with the proposal (19 people)

27% disagreed with the proposal (13 people)

31% weren't sure about the proposal (15 people)

Conquest clients and parents/carers are more likely to disagree with the proposals (10 people) or be unsure about them (8 people), rather than agree with them (5 people)

Beeching Park clients and parents/carers were more likely to agree with the proposal (11 people) rather than be unsure (4 people) or disagree (3 people)

Views on the proposal – other methods

Client information events: Beeching Park clients were more supportive of the proposal, although some Conquest clients did support it. Quite a few clients at both services were unsure about the proposals

Letters and emails etc: 3 people stated they are against closing Conquest and moving people to Beeching Park

Advocacy feedback: People said they do not want Conquest to close and that they are happy there. The majority had not visited Beeching Park before so found it hard to decide if they liked the plan or not

Comments on the proposal – the survey

Comment themes by tick-box answer were:

Agree: The main reasons were because

Comments on the proposal – other methods

Client information events: People were concerned about travelling further and the

they like the staff or people, and there will be an opportunity to make new friends. It would make the best use of facilities

Disagree: The main reason for disagreeing was because of concerns about transport (cost, travel time and loss of independence).

People were also concerned about capacity, facilities and space at Beeching Park

Not sure: The main reason was because change is upsetting and people will be worried about what it will mean for them.

People also mentioned facilities and space at Beeching Park, particularly for those with complex physical needs, and travel issues

Didn't answer tick box question: One person commented that they are happy with the current system and that change will be upsetting

cost of that. They asked to visit Beeching Park so they could see what it is like. Concerns raised included: seeing their friends, keeping the same staff and noise levels at Beeching Park

Parent/carer information events: The main concerns related to transport: costs, a less convenient location, better transport links at Conquest, loss of independence in travelling and car parking. The new link road was seen as a positive. Some respondents were concerned about clients who don't get on with other clients currently at a different day centre. People also asked why Conquest is closing and not Beeching Park

Letters and emails etc: The key concern is about the increased cost of travelling to Beeching Park, which would not be affordable for some clients, and the longer journey time. Respondents also praised the service at Conquest and said that moving would cause much distress. One person questioned whether there would be enough space at Beeching Park

Advocacy feedback: The most common concern from Conquest clients was about travelling to Beeching Park – the cost, learning new routes, and the possible loss of independence. Beeching Park clients were generally positive about meeting new staff and clients. There was a common concern about the size of the centre and whether it could accommodate the extra people. Related to this, most clients said they preferred quiet environments and wanted to know how that would be possible with more people at the centre

Other ideas – the survey

There were a number of general comments on the proposals for this question.

A few comments made suggestions for how the facilities and activities could be improved (4 mentions) or suggestions for making or

Other ideas – other methods

Client information events: The main suggestions were to offer more activities that help people to be independent and have more involvement in the community, particularly helping other people

Parent/carer information events: Council

saving money (3 mentions), such as:

- making objects for sale
- having a coffee shop and baking at Conquest
- making better use of Working Wonders including hiring it out
- recycling

tax and other ways of saving money, such as shared lives services and other delivery options for people in residential care

Letters and emails etc: A supporting living provider may be able to provide transport to non-residents in its bus

Helping people prepare – the survey

The most common suggestion was to support clients through the changes and ensure they have the support they need to understand them and get the right services in place for them (11 mentions).

Other suggestions that reflected key concerns were support around:

- opportunities to visit other services (10 mentions)
- more detailed information on what the proposals would mean – generally and for individuals (7 mentions)
- travel and transport related (6 mentions)

Helping people prepare – other methods

Client information events: The main suggestion was arranging visits to Beeching Park and Working Wonders.

Other suggestions focused on:

- Knowing what activities will be available; having access to the same activities as now; and offering more activities
- Keeping people informed through meetings and picture-based information and notices, such as a countdown board about the move
- Provide information about travel options, offer travel training and have a buddy system
- Keep the same staff and have opportunities for the clients at both services to meet each other

Parent/carer information events: Having the same staff would be good. Clients generally don't like change so it's important to have a detailed plan and support people through the transition. Information on other options if you don't want to attend Beeching Park was also suggested

Advocacy feedback: The drawing of the proposed layout of Beeching Park was difficult to understand and clients couldn't tell how big each room would actually be at full scale. Some people asked if they could be involved in choosing colours for the day centre

Impact of the proposals – the survey

The main themes in the negative comments were:

- the change and disruption that would be caused by the proposals (11 mentions),
- travel issues (10 mentions), and
- the impact on relationships, which included concern about capacity, new people, other clients that people were worried about and consistency of staffing (5 mentions)

The positive comments were general, either saying they liked the proposal or Beeching Park, rather than giving specific reasons

There were also a number of neutral and mixed comments

Impact of the proposals – other methods

Client information events: The top impacts for Conquest clients are around travel (cost, journey time and independence) and access to activities. Beeching Park clients' top impacts are also around access to activities

Parent/carer information events: The ideas acknowledge the move towards more community-based activity. There will be a need to manage the change and support people

Letters and emails etc: One respondent said the client they support may have to reduce their use of the day service, while another said that the activities that their client is able to take part in would be a big factor. People also raised the fact that people have been attending for a long time and change would be difficult for them

Advocacy feedback: Some Beeching Park clients were worried about other people they did not want to share activities or lunch times with. There was also concern about whether people would still have access to the same facilities and activities – the most popular query related to the computers and whether the computer room would be bigger, but people also asked about the kitchen and dining area. Having adequate space for wheelchairs was also mentioned

Other comments – the survey

Overall, the topics that came up most across all comments were:

- comments or concerns about activities (5 mentions),
- people who wanted to keep Conquest open and felt it would be a better building to invest in (4 mentions),
- the fact that people are concerned, anxious or upset about the proposal

Other comments – other methods

Client information events: Other comments reflect consistent concerns around activities, travel and relationships

Parent/carer information events: People wanted to know what would happen if the plan wasn't supported and whether eligibility criteria would change

Letters and emails etc: Parents heard about it first in the local paper

(3 mentions)

There were also a number of positive comments about Beeching Park and the staff there (4 mentions)

Advocacy feedback: A common issue raised was around toilet facilities, with people asking how many toilets there would be and whether staff and clients would be sharing toilets. People wondered whether putting the laundry room next to the sensory room would make it too noisy. Some people requested more skills based activities in future

Quotes highlighting the key themes

Responses to the proposal

- “It is [a] good idea to re-arrange the day care provision, to save money, but mainly to provide a better service for the clients.”
- “I love Conquest & Working Wonders. I don't want to go to a smaller building with more people it will be too small & I like open spaces... I feel safe at Conquest as it's in its own ground. I don't want to go too far from my home.”
- “I'm excited for new people to be coming to my day centre.”
- “Don't do the changes let them be happy where they are at Conquest.”
- “I think this would be a terrible thing for the people who attend the centre. Many of them have been going there for a number of years and feel secure there. Many of them do not like change and would not settle in a new environment.”

Travel and transport

- “The travelling takes me 2 hours a day as a carer - not really acceptable to make centre clients travel when services should be local! Building and car park at Beeching is not big enough for double the numbers of users and calm environment will be lost due to number!”
- “More travelling, I don't get home till 4:30pm/5pm now. Couldn't handle it. I would need the toilet whilst travelling. I would get upset and frustrated.”
- “I would be disappointed to see some of the clients that travel independently to Conquest Centre lose their ability to travel independently due to the increased distance and that a bus does not stop outside Beeching Park.”

Capacity and facilities

- “The young man I care for would find the additional number of people, and the inevitable noise and activity very difficult to cope with.”
- “It is important that facilities are appropriate to support individuals with complex physical disabilities.”
- “A number of Conquest Centre clients had wheelchairs and feel that Beeching park is

not as well equipped not manage adults with complex physical health conditions and moving and handling support.”

Activities

- “Carrying on the same activities and jobs... [he] wants to continue with computer.”
- “Keeping activities and things to do the same.”
- “I would like more opportunity to do things, gardening, cooking, cleaning the fridge.”
- “Computer room - would be sad if not enough computers.”

Helping people to prepare

- “Take people who are likely to change buildings on short visits beforehand.”
- “Perhaps have a meeting with other service users who will be integrated together, perhaps some sort of tea/coffee morning.”
- “Please try to allow us to continue doing things that we like and are used to, to help us with any change. Travel training.”
- “Explain changes to them, short visits to acclimatise them to different buildings if necessary.”

What happens next

A recommendation will be made to the Departmental Management Team in April 2016. Following this, a recommendation will be presented to the Lead Member for Adult Social Care & Community Safety. The Lead Member will consider the recommendation alongside the consultation results and an Equality Impact Assessment.

We will then write to everyone to let them know what has been decided.

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Equality impact assessment - summary report for Hastings and Rother Day Services Consultation

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment : Feb/March 2016

Manager(s) name: Beverly Scott **Role:** Operations Manager, Learning Disability Services

Proposal, project, service, strategy or policy, that was impact assessed:

Hastings and Rother Day Services Consultation – To undertake a consultation and share proposals to offer a Locality day service that provides a range of options across 3 sites.

Summary of findings:

We will be paying due regard to the three aims of the general duty across all the protected characteristics and ESCC additional groups when supporting clients through the changes, providing services that are accessible and meeting their needs and preferences.

Summary of recommendations and key points of action plan:

The proposed locality service will offer a good spread of services across the locality to meet a range of needs for individuals in line with their needs and preferences.

The sessions offered will cater for the range of clients across the locality. This includes; clients wishing to develop skills towards independence and employment, clients who have more complex needs/disabilities as well as supporting clients coming through transition and catering for clients who are getting older.

Additional building work will be undertaken across 3 sites to ensure the environments meet this range of needs.

The proposals will enhance our ability to have throughput and move on from the service to create capacity for new referrals, positively impacting on younger adults with a Learning Disability coming through transition.

The new design and layout of the proposed building works at Beeching will positively impact on individuals with complex physical needs, providing better and more accessible equipment to meet their needs.

By offering skills development clients will have the opportunity to develop skills towards independence and employment, positively impacting on working age adults with a Learning Disability.

Key changes proposed outlined in the action plan include:

- We will work with individuals to support them to access the most appropriate transport provision for them.

- Travel training will be provided for clients able to travel independently
- Mapping of Council transport to be undertaken so this can be offered to clients who are eligible and require this (subject to capacity) in addition to those provided now.
- We will work with paid carers to support clients to travel to proposed change in day services through the use of shared transport and shared taxi's to meet individual circumstances where requested.
- Visits to alternative service are being offered to clients and parents/carers. These have started.
- Clients , Parent/carers will be offered a review on request if they need one
- Transitions plans will be put in place for individuals that need one.
- We are working with clients, parents and carers to ensure that the new locality offer includes sessions and activities that people enjoy and want to continue.
- A review of the new Locality offer will be undertaken six months after implementation to ensure it still meets clients' needs and preferences.
- Proposed new design/ building work will increase capacity of Beeching Park to provide more sessions and this means group sizes will be similar to those now and/or smaller.
- Proposed timetables of activities/sessions with group size numbers are currently being shared with clients, parent/carers.
- The proposed building design for Beeching Park has been specifically designed to meet the needs of clients with physical and complex needs. This includes the provision of a physio room and a sensory room.
- We have had input from a physio therapist on the building design/ layout and equipment needs for individuals with physical and sensory needs.
- We will work with the Community Learning Disability Team (CLDT) to ensure people have financial assessments where this is identified as a need in relation to changes in their transport requirements.
- Discussion with commissioners will take place re: under representation of BME people amongst clients.

Protected characteristics that this project, service, strategy or policy will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Neutral	Negative
Race		X	
Gender/Transgender		x	
Sexual Orientation		x	

Age	x		X
Disability	x		x
Religion/Belief		x	
Maternity/pregnancy		x	
Marriage or Civil partnership		x	
Other (i.e. carers, rurality): Carers			x
All		x	

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**Hastings and Rother Day Services Consultation
Frequently Asked Questions (FAQs)**

CONTENTS

(Click on subject area below)

[Transport](#)

[Capacity, intake and relationships](#)

[Facilities and activities](#)

[Support and advice](#)

[Timescales](#)

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1. Transport

1.1. For some who currently attend Conquest, getting to Beeching Park will take longer, and be more complicated and costly. What will be done about transport?

It is thought that the opening of the new link road and the reduction in traffic on the coast road will make the 6 mile journey from Conquest and Beeching much quicker.

For people using the service who travel independently and who will need to learn a new route, travel training will be offered through our Community Support Service.

We are working with providers/paid carers to look at the potential impact on individuals and are working together to try to establish solutions, minimising any financial impact.

1.2. Would there be transport provided for those currently not using council transport?

We can provide Council transport for clients eligible to receive this service. If you are unclear on your eligibility you can discuss this with the DPS Manager or the Community Learning Disability Team.

Availability will depend on bus routes and seats.

We are currently working with our transport team to look at the most effective and efficient bus routes to accommodate individuals requiring council transport.

1.3. Transport difficulties may cause loss of independence. What would be done to offset this?

We want to work with people to maintain their independence.

For people using the service who travel independently and who will need to learn a new route, travel training will be offered through our Community Support Service.

1.4. What would the parking arrangements at Beeching Park be in the event of the changes?

There is parking at the front of the service to allow for parent/carers drop off and pick ups. The parking available will be solely for the use of visitors to the service.

There is also a free car park in the next road up from Beeching Park, in Beeching Close.

All staff parking will be directed to this car park, which can accommodate up to 60 cars including 2 disabled bays.

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2. Capacity, intake, staff and relationships

2.1. Why is the proposal to deliver all services from Beeching Park rather than Conquest, which has a larger space?

The Conquest building would need significant refurbishment work and this still wouldn't provide us with an ideal building due to the size of the rooms and layout of the existing building.

The proposal is to offer services from 3 sites with Beeching being the main day service. By providing services from 3 sites this enables a locality offer that is flexible in terms of what can be offered and tailored to suit individual needs. It also means that we can maintain a presence in both Bexhill and St Leonards.

2.2. Would the eligibility criteria change if these proposals went ahead?

The eligibility criteria to access our Learning Disability Day services wouldn't change under these proposals.

Everyone who needs a service will continue to receive one.

2.3. Would Beeching Park take people with more complex needs following this change?

The Beeching Park service is able to support people with complex needs. The changes to the building will include a physio room, improved sensory room, additional overhead tracking and an increase in DDA personal care facilities.

2.4. Would clients see the same staff at Beeching Park as they currently do at Conquest – including group work?

The staff teams will be merged to provide one staff team who will work flexibly across the locality. Clients will be supported by staff that know them well, as well as have the opportunity to meet and get to know a wider pool of staff.

2.5. Many clients who currently attend Conquest have lots of friends there. Would they still be able to see them at Beeching Park?

Clients will have the opportunity to choose the sessions/activities they would like to do and this will include being with their friends and others with similar interests.

2.6. Some clients at one site may not get on with clients from the other service. If services were no longer delivered at Conquest, what would be done to ensure that issues of compatibility are taken into account?

Individual circumstances will be looked at prior to any changes being made and we will work with people to ensure they are happy with any new arrangements. Inevitably in services there are some difficulties in relationships, staff are experienced in dealing with such issues and always make sure that clients are supported appropriately.

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3. Facilities and activities

3.1. Change can be hard to adjust to for clients. What would be done to reduce anxiety about these changes?

We recognise that change can be difficult for individuals and we will work with people to get them ready for any change.

We will work with individuals to ensure they have a transition plan in place if they need one.

We have staff that know clients well, that are skilled and experienced to support clients through periods of change.

We won't make any changes without speaking to individuals about their needs, a review can be requested if needed.

We have already started this by arranging visits between the different services.

3.2. Greater numbers at Beeching Park may mean the environment is busier and noisier, and consequently impact negatively on clients. What would be done to minimise this?

We recognise that the service will be busier as more clients will be attending each day. However the building plans for Beeching detail a range of activity rooms spread throughout the building to enable each activity to be undertaken without disruption.

The main dining and meeting areas may become busier at key times during the day, e.g. lunchtimes; however there is provision for quieter areas to be used if individuals prefer this.

The proposed Greenwood day service option will provide support for clients with more specialist needs that may include needing a quieter, discrete environment.

3.3. Increasing the numbers of people will mean bigger group sizes, meaning that clients who need more prompting may suffer. How would this be prevented?

The staff teams will be merged to provide one staff team who will work flexibly across the locality to meet client needs. Clients will still receive support from staff who know them well and will have the opportunity to meet and get to know new staff.

We wish to stress that all clients will continue to receive the support they need when attending their day service.

By providing a locality offer it is expected that the range of activities will increase rather than decrease. We are not expecting session groups to get bigger; rather we provide a range of activities to meet a range of needs across the locality.

3.4. Conquest is better equipped than Beeching Park to cater for those with complex physical needs. How would these proposals address this?

The Beeching plans outline proposed changes to the building that incorporate inclusion of a physio room, overhead tracking, improved sensory facilities and an increase in DDA personal care facilities.

We are working closely with health colleagues to ensure the building is suitable and equipped for people with complex needs.

3.5. What changes would have to be made to Beeching Park to enable it to cope with the increase in use?

The proposed changes to the Beeching Park Building include:

- Provision for 2 additional activity rooms, including patio access to garden area;
- Refurbishment of the training kitchen;
- Installing a cooker in the main dining room kitchen area;
- Provision of a Physio room with overhead tracking;
- Improved sensory area with overhead tracking;
- New secluded garden area, with outside seating;
- Provision of an outside seating area off of the main Dining Room;
- Refurbishment and increase in DDA toilet/person care facilities;
- Improved IT facilities;
- New medication/treatment room.

Updated building plans will be on display in the day services; these include changes following feedback from the consultation so far.

3.6. If the proposals went ahead, would the opportunity be taken to redesign some areas of Beeching Park, such as the kitchen area?

Please see above (3.5)

Any refurbishment of Beeching Park risks disruption for clients. How might this be alleviated?

We will work with builders to minimise disruption to the service as far as possible. This may mean using the current space more flexibly or providing some support at a different location for a short period of time (which may include Conquest, Working Wonders and Greenwood).

This will be managed sensitively, taking into account people's individual needs.

3.7. Many clients currently enjoy a range of leisure and training activities through the day services. Would they still be able to take part in these?

We are working with clients to ensure that a new locality timetable would offer sessions and activities that clients like and want to keep. Clients will continue to be able to choose the activities they wish to do and that meet their needs.

3.8. Could there be a mixed service offer (for example, a day at Beeching Park and day at Working Wonders)?

Yes, we want to work with clients to ensure that the support and sessions they access meet their needs. This may include accessing sessions at both Beeching Park and at Working Wonders.

3.9. If a client would prefer to go to Greenwood rather than Beeching Park, would they be able to do that?

This would be dependant on individual needs. The Greenwood day service would cater for up to 7 clients who may benefit from this small, specialist service. We will need to ensure that individual needs can be met within the Greenwood environment without impacting on the respite service.

3.10. If the proposal goes ahead, would activities be run on the same days as they are now?

We are developing a new timetable based on feedback from clients on what they like doing and what they want to keep. We cannot guarantee that these are on the same days they are now, although we will work with individuals to ensure there is a range of options across the week.

3.11. If the proposal were to go ahead, what would happen to the Conquest building?

If Adult Social Care gave up the use of the building it would go back to the County Council's property team. They would then decide what to do with the building.

3.12. If Conquest were sold, would the funds raised be ploughed back into LD Services?

Any funds would go directly to ESCC (East Sussex County Council) who would then decide what to do with this. Although it should be noted that there is a capital investment into Learning Disability services to develop Beeching Park and Working Wonders as part of these plans.

3.13. What would change at the Working Wonders building next to Conquest?

The proposed building plans for the Working Wonders building include:

- Provision of a small quiet room;
- Provision of a personal care room;
- Provision of an awning to the outside area behind the kitchen;
- Installation of an oven to the kitchen area;
- Opening up the inside area and reconfiguring the ICT facilities;
- Reconfiguring the main entrance area.

This would then support the service to offer a skills development from this site.

3.14. Would Working Wonders retain links with Bexhill college?

We are working with tutors to maintain links between the college and service.

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4. Support and advice

4.1. What support would be in place for people who find the proposal difficult?

We have staff that know clients well, that are skilled and experienced to support clients through periods of change.

Key-workers are available to discuss any concerns clients or their carers have and will ensure that where necessary these are passed on.

We also encourage parents/carers and clients to discuss any issues with a member of the management team. A member of the team is always on site.

Where a particular need is identified an individual transition plan will be in place.

POhWER Advocacy are working closely with us throughout the consultation offering support to clients for them to have their say. Drop-in sessions are taking place within services.

4.2. For those who would like to see what Beeching Park and Working Wonders look like inside, can visits be arranged?

Yes, these have already started for clients and parents/carers. If you would like to arrange a visit please contact the DPS Manager, Leah Phillips.

4.3. The proposal says that people will be helped to take part in community activities. How will this be done?

Great work is already happening within the locality which clients are already accessing. Our Community Development worker is liaising with other local agencies to further increase community opportunities and participation for clients.

We have had great successes in other areas of the county relating to our Skills Development programme and we look forward to this being replicated here.

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5. Timescales

5.1. Over what period would refurbishments of Beeching Park take place?

This will be negotiated between our project coordinator and the preferred contractor. We would be better positioned to give this detail if the proposals go ahead.
We will always work to minimise any disruption to the service.

5.2. When would the move to make Beeching Park the main centre take effect?

This is dependent on a number of factors but is anticipated that the service will be ready in autumn 2016. We will work closely with clients, parents/carers to ensure the necessary time is given to individuals as part of their transition plan.

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6. Other ways of doing this

6.1. What would happen if these proposals are not supported?

Learning Disability services have less money to spend so we must make changes. We need to make sure services are good value for money and the best they can be. We know that providing the same type of service 6 miles apart is not an efficient use of resources, is not cost effective and we can't make the savings we need to. Therefore staying as we are is not an option, we need to do something.

If this proposal does not go ahead we will need to re-look at the service provision in the Hastings and Rother locality and what can be provided in the future.

6.2. This proposal is designed to save money. Aren't there other ways to do this (e.g. the Shared Lives scheme/Lottery money/client-run café or stall)?

We welcome ideas on other ways the council can save money, which will be considered as part of the consultation.

6.3. Could people be supported in their own home? If so, would money be provided to do this?

There are services that can provide support to people in their own home, although this is not something Day Service can offer.

If people feel that they would need this type of service they can request further information about this or a review with the Community Learning Disability Team.

6.4. If more money were raised from the Council Tax, wouldn't ESCC be able to keep Conquest as it is?

The Social Care Precept, which is a 2% increase to council tax is a welcomed but small addition to the £40 million deficit in the adult social care budget. This additional income has already been used to support the continuation of some essential preventative services that were at risk of closure and to reduce the funding gap of front line services across the whole of adult social care.

6.5. How can ESCC be sure that, in future, there would still be capacity to meet demand for the service?

Referrals coming through transition are tracked and we know in advance the current expected need for young people within the County for the next 5 years.

Analysis of referral rates for this locality year on year show consistent numbers.

By providing a locality offer that includes Skills Development we provide people with opportunities to move through/on from the service.

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Financial Context

Cost elements	A	B	C (A + B)	D	E (D - C)
	Beeching Park (£)	Conquest Centre (£)	Total Budget (£)	Proposed Combined Budget (£)	Difference (Potential Saving) (£)
Employee Related Costs	378,600	635,300	1,013,900	845,100	-168,800
Premises Related Costs	40,100	35,600	75,700	55,500	-20,200
Transport Related Costs	2,600	3,300	5,900	5,900	
Supplies & Services	11,400	16,600	28,000	17,000	-11,000
Support Services	22,100	51,600	73,700	73,700	
Capital Financing Costs	24,000	98,000	122,000	122,000	
Revenue Income	-43,700	-55,000	-98,700	-98,700	
Total	435,100	785,400	1,220,500	1,020,500	-200,000

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