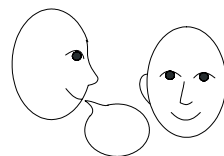


Feedback Report 2008

Improvements to Day Services



From 14th July to the 14th November 2008 Surrey County Council asked people what they thought about their ideas to develop day services for people with learning disabilities.



A booklet was sent out setting out the proposals.

This report will tell you how the consultation was carried out, who was spoken to and what they said. It will show you the many themes, ideas and messages that will be considered as future plans are made for Surrey County Council's own day services.

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Introduction



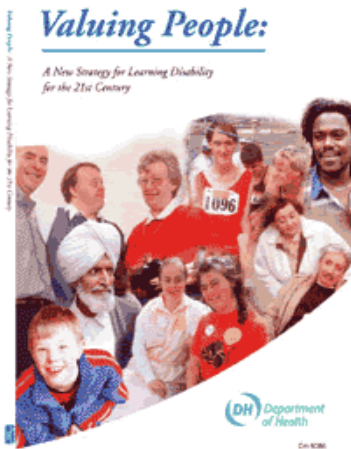
Surrey County Council has been working for a long time to change the way in which it provides day services to people with learning disabilities.

In 1999 the County Council held a Fundamental Review of all its services and it was agreed that day services should become more community focused. Further work to modernise carried on in 2004 led by local project groups.

In 2001 the Government published Valuing People with their ideas for improving the lives of people with learning disabilities and their families. Valuing People said that people should:

- **have rights as citizens**
- **be included in their local communities**
- **have a choice in how they spend their daily life**
- **have real chances to be independent**

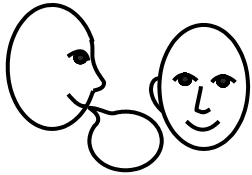
Over the years each of the seven day services run by Surrey County Council have changed a great deal. Many started out as technical Training Centres providing sheltered workshops, but today all these services offer a varied programme of day centre and community based activities.





Surrey County Council needs to modernise its in-house day services for people with learning disabilities still further. More person centred options, in line with principles of Valuing People, need to be developed with the people who use the services.

On Monday 14th July 2008 Surrey County Council started a four month countywide consultation that set out to talk to everyone who is interested in the future of day services.



The consultation is now over and has provided valuable feedback about what people think about their day services now, how they think Surrey County Council should develop their in-house service, and concerns and ideas they have for the future.

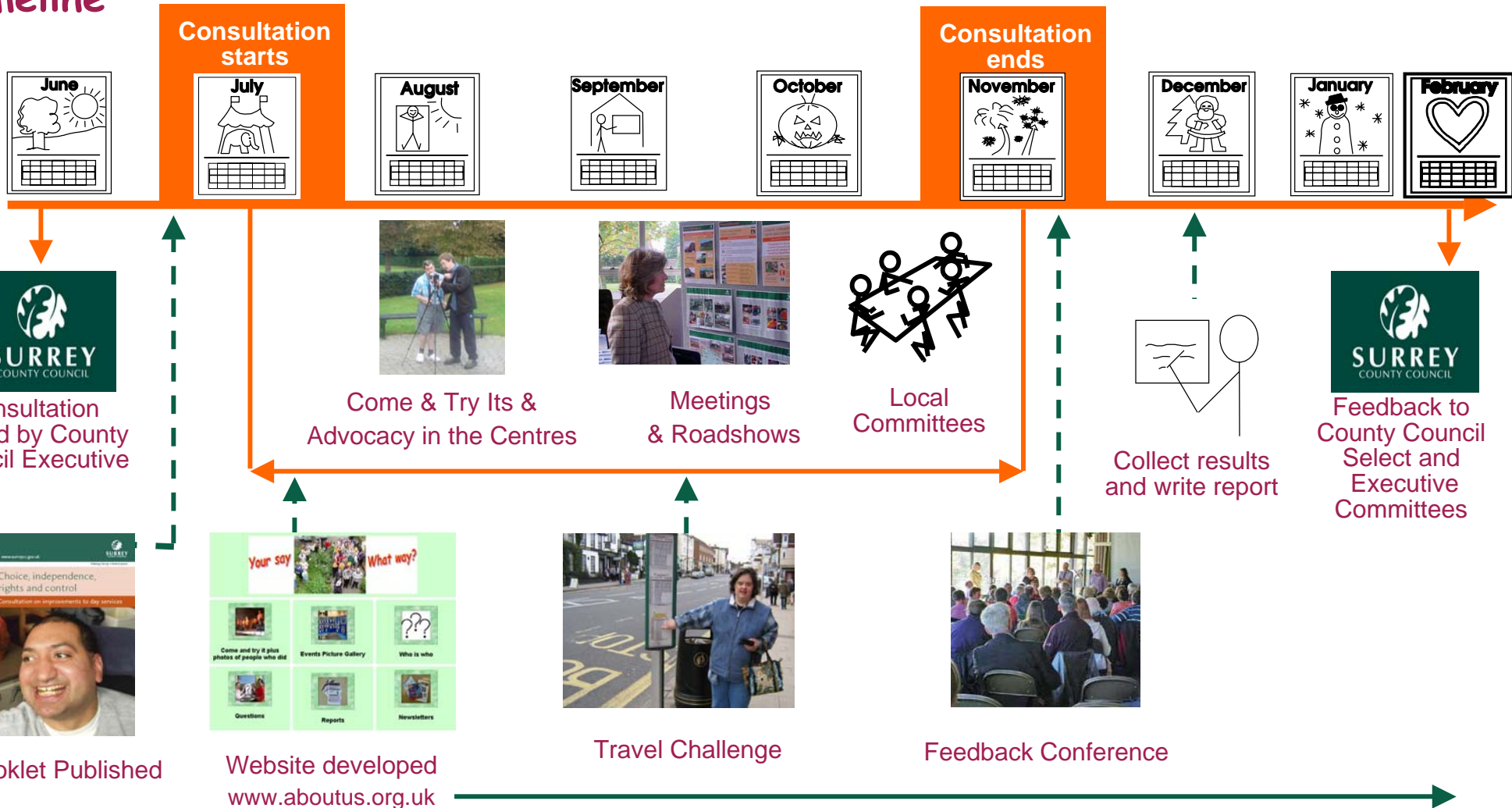


Sally Marks, who is the Executive Councillor representing adults with learning disabilities and co-chair of the Surrey Valuing People Partnership Board, said,

“We’ve had a fantastic response from people, with more ideas than we could have hoped for. As far as we’re concerned, this is just the start of an immensely valuable and on-going dialogue across Surrey”

On the next page you will find a timeline that shows the sorts of activities that took place before, during and after the consultation.

Timeline



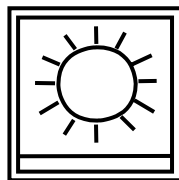
Some Facts & Figures



▪ Surrey County Council operate 7 in-house learning disability day services.



▪ There are 855 people who use these services, of these around 155 people have multiple complex needs.



▪ People attend and use day services in a range of ways - from 5 days a week or dropping in for a morning or afternoon.



▪ The youngest person in Surrey County Councils day services is 19 years old and the oldest person is 94.



▪ People have attended Surrey day centres for a number of years – one person has attended since 1964.

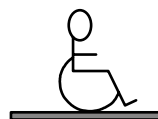
Statistics & National Trends



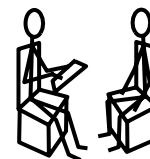
There is no agreed definition as to what it means to have a learning disability so it is difficult to know for sure who is counted in these statistics. *(Data is from the Learningdisabilities.org and the National Statistics websites)*



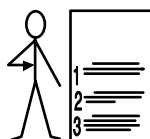
There are approximately 796,000 adults with a learning disability in England – which is approximately 2.16% of the population.



About 145,000 people in England have a profound learning disability – which is approximately 0.39% of the population.



There are 3,000 cases of adults with learning disabilities open to the County Council Care Managers.

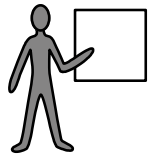


855 of these people use Surrey County Council's own day services which is about a quarter. Other people may receive day services as part of a residential package, or have Direct Payments and choose their own provider.

National and Local Statistics



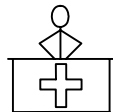
In 2001 the population of Surrey was 805,504 so you might expect there to be 17,410 * people with a learning disability, of whom 3,171 would have a profound learning disability.



* So where are all these people? Some people may be at college, have jobs, homes, partners and families etc.



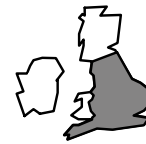
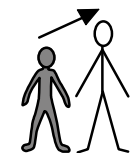
Some other people may be being supported by their families, by charities, Employability or by the Health Services.



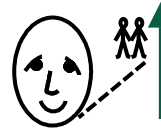
Some may not be eligible for services from Surrey County Council under the Fair Access to Care Services policy (FACS) or may choose not to use support offered.



There are approximately 477 young people with learning disabilities coming through the Surrey Transition process in any 5 year period – but not all will go on to use day services.



In England it is predicted that the number of people with a learning disability will increase by 11% between 2001 and 2021. There are likely to be more people with an autistic spectrum disorder and more people from among some minority ethnic groups who have a South Asian origin.



The number of older people (over 60) with learning disabilities in England is predicted to increase by 36% in the same time period. 35% of people using the seven in-house day services are already over the age of 50. The average age of the people using the in-house day services is 45.



In England about 60% of people with learning disabilities live with their families. Of the Surrey people using the in-house day services 40% live with their families (30% of this total have complex needs), 48% live in residential care and 12% live in the own homes (including support living).



In England only 17% of people with learning disabilities have a paid job. Of people under 65 using the seven Surrey day services 10% have a paid job and 21% do some sort of voluntary work. 8% of people over 65 also still volunteer or work.

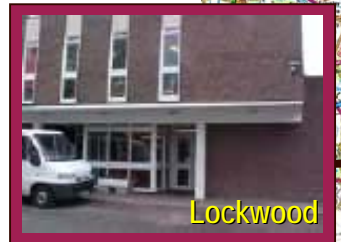
The seven day services we are thinking about



103




137



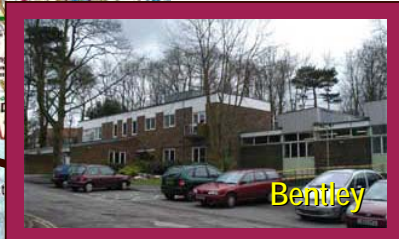

43




147



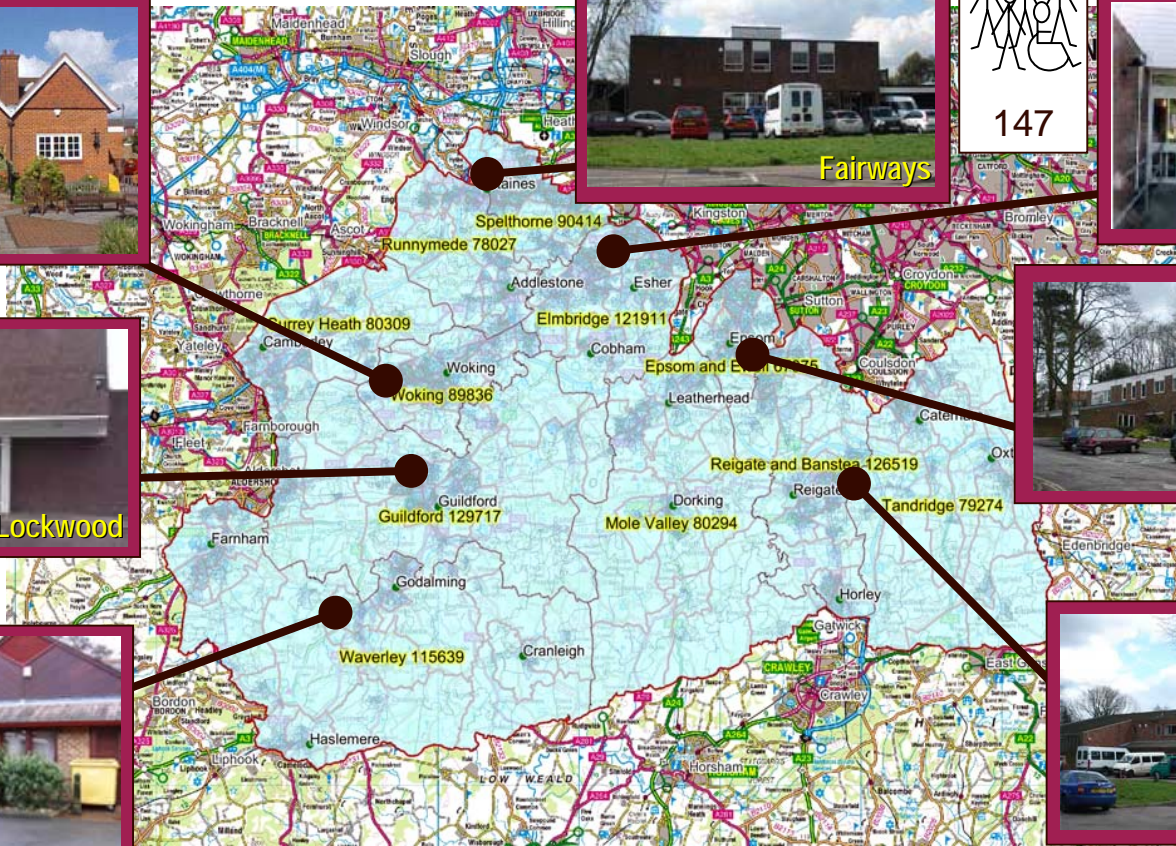

80




185




160



Key

The number of people registered at the day service – some people though are based in community groups and do not use the day centre site (June 2008)

The Project Team

To develop ideas for the future a project team was bought together. They had support and advice from a range of other Surrey County Council Teams:



Dave Sargeant
Head of Service



Yvonne Waltham
Service Manager



Advising County Council Teams



The Contact Team were responsible for getting people with learning disabilities involved in the consultation.

Core Project Team Team Managers

- Jill Budd – Lockwood / Harbour
- Carole Daines – Fairways / Fernleigh
- Alastair Jack - Bentley
- John Spedding - Colebrook
- John Willson - Cranstock
- Christina Earl - Employability

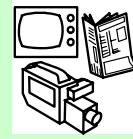


Project Officers

- Andrew Price
- Claire Richards
- Paulette Barker



Property



Communication



Gateways

about us

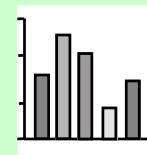


Legal

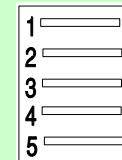


Benefits & Charging

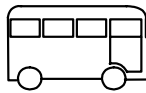
Human Resources



Performance



Policy (Carers)



Transport

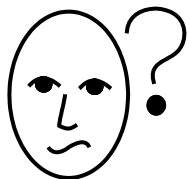
For more details about who's who look on www.aboutus.org.uk

Who did we consult and how did we do it

The project team needed to make sure as many people as possible had the chance to tell us what they thought of the proposals. They knew it would be important to have a range of ways for people to get involved in the consultation and completed an Equalities Impact Assessment. This is an action plan that identifies what needs to be done so that everyone has an equal chance to take part. Here are some of the issues it raised and what the action the Project Team took:

What the Equality Impact Assessment told us might happen:

Many people might need support to understand the proposals and feedback their thoughts and ideas.



Some people might need support to understand written information.

The action the Project Team took



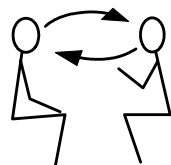
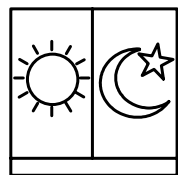
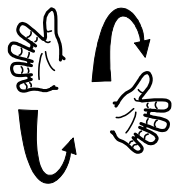
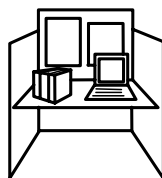
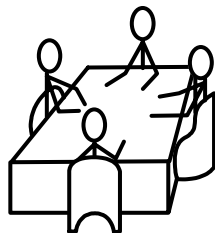
The County Council usually allows 3 months for public consultations. To recognise that we needed to reach a large number of people in a range of ways the County Council's Executive committee agreed that 4 months would be needed.

- Easier read information was created with symbols and pictures and 14pt. Type.
- The Your Say website was developed with lots of photos.
- Large print and Braille versions of papers were available.
- People could request information in other languages.
- Key work (day service staff run sessions) activities took place so people could look at information together.

If you'd like help understanding this report please contact the Project Team or your local Team Manager

What the Equality Impact Assessment told us :

Some people might find attending large formal meetings difficult - or may have difficulties with the opening times or travel distances



The action the Project Team took

A range of large and small meetings were held:

Roadshows

- 5 x Roadshows took place in central locations, easily accessible by public transport.
- 4 x Roadshows ran from 1pm to 6pm.
- Managers and members of the Project Team were available at all Roadshows to answer local questions and meet people individually.
- Makaton signers supported people at the Runnymede Roadshow.
- Day services supported the people using their services to attend many of the events.

Local Meetings with Established Groups

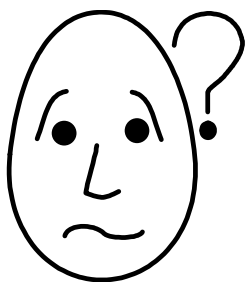
- A number of local organisations supported the consultation by arranging evening meetings to enable their members to meet the Project Team.
- All local council committees talked about the proposals during the consultation period and enabled members of the public to ask questions.

Small Meetings

All day service managers offered to meet with anyone effected by the consultation / proposals at a time that suited them.

What the Equality Impact Assessment told us :

Some people might find it difficult understanding the information at meetings, or might want extra ways of feeding back their ideas to the Project Team



A range of activities were arranged to support people get involved more fully with understanding information and feeding back their ideas.



Advocates

- Each day centre site had independent advocacy support.



Key Workers

- Each day centre site came up with ways they could support people join in the consultation. For some people this included making a start on a person centred plan using the All About Me form.



Song Writing

- The Firestone Rock Band travelled all over the county helping people feedback their ideas using music and song.



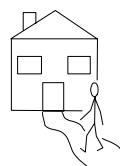
Big Brother

- The Freewheelers provided a film opportunity that let people record their thoughts.



Come & Try It Events – including the Travel Challenge

- Activities that might be available in the future were arranged for people to try. Although they only offered a taster people could say if they liked them or not.



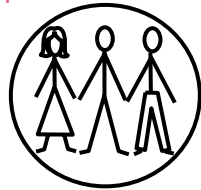
Key people consulted

We tried to involve a large number of people in the four months consultation. Included in these numbers are people we wrote to, emailed, people that attended Roadshows or Conferences, people the advocates worked with and people who joined in Come & Try It events. There were also numerous group and individual meetings.



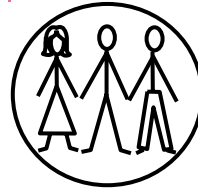
People with learning disabilities using SCC day services

855



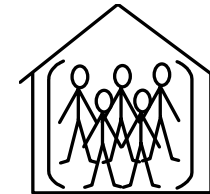
Families of people using SCC day services

730



Families of people NOT using SCC day services / younger people

8 individuals
4 school groups



Staff working for SCC day services

214



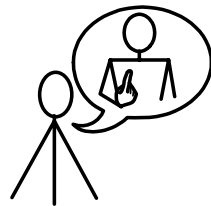
Borough Councillors

28



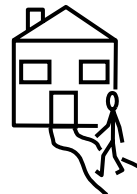
County Councillors

80



Advocates

13



Building Hirers

19



People supported by Employability in work

Employ Ability
real jobs for real pay

40

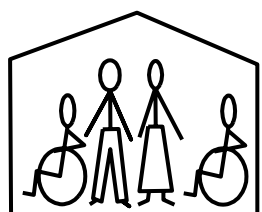


Local MPs

12

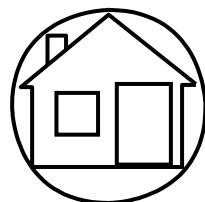
We used existing networks to spread information as widely as possible. We asked team managers to forward information to the workers they supervised. We asked residential home managers to pass details of events on to their staff, and put up information where everyone could have a look. We asked Borough Councils to make sure their key people knew about the consultation process.

 = representative groups



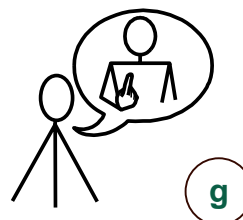
Residential & Supported Living Providers

183



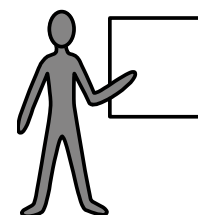
Housing Providers

9



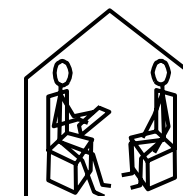
Advocacy Agencies & Groups

5



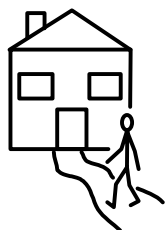
Education

42



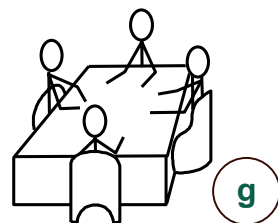
Care Managers

22



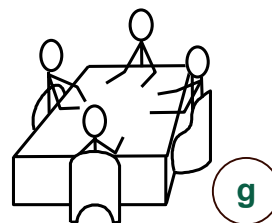
Short Break Providers

7



Representative Groups / Charities

47



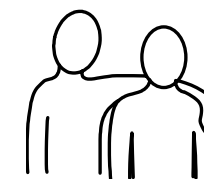
Special Interest Groups / Carers forums

10



Valuing People & Partnership Board Members

81



Professional Care Organisations

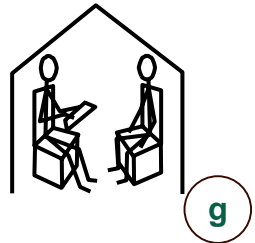
22

We contacted a range of people and sought feedback from agencies that support the delivery of day services or that link day services with the community.



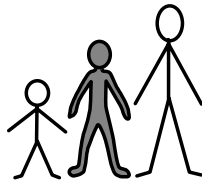
Service Providers
and Employers

36



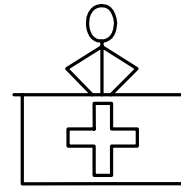
Borough Councils
& neighbouring
authorities

21



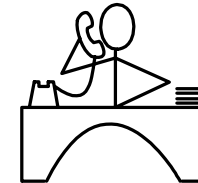
Young
People

15



Health
Professionals

13



Service
Commissioners

4



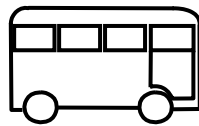
SCC operational
& Support
(legal,
purchasing etc.)

75



Property
Professionals

12



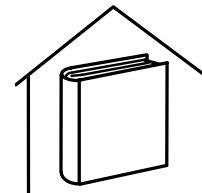
Transport
Professionals

8



Unions

3



Libraries

54



Police

12

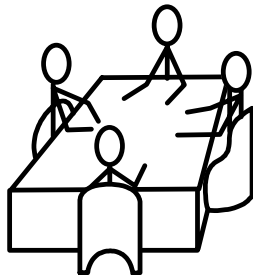


Other care
services

27

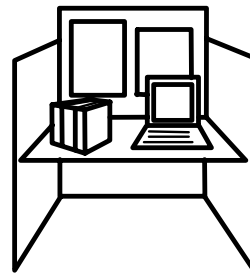
What did we do

A number of approaches were used to publicise and communicate the proposals, such as telephone calls, email, letters and a website. 5 roadshows and a conference took place and meetings were held by specific groups such as Mencap, Action for Carers, The Partnership Board and The National Autistic Society.



Meetings

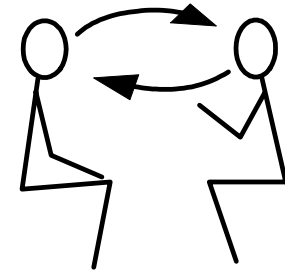
1 to 1 meetings with managers	68
Group meetings with Carers	8
Partnership Board & Groups	18
Local committees	11
Other Meetings	54
Staff Meetings	84



Exhibitions and Events

Roadshows	4
Accessible Roadshow	1
Conference	1
Other events	8

Attendance at Roadshows was over 350 people and 250 people visited the conference



Involving people who use services

Come & Try It opportunities	36
Come & Try Its undertaken	122
Travel Challenge participants	150
Theatre experience participants	95
Advocacy Hours	1200
User Groups / Centre activities	88

Consultation with groups

Not everyone was asked what they thought of the proposals directly by the Project Team. A number of people were consulted by organisations they are supported by, or are members of:



Staff

Along with one to one meetings and group training for staff working in the day services, meetings have also taken place with Unison the day service staff union. The Unison report is on the www.aboutus.org.uk website.

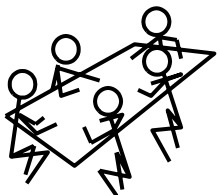


Partners

The Partnership board met to discuss the proposals and to feed back their thoughts.

Family Carers

A number of groups representing family carers have met with the people they represent and circulated their own questionnaires. Their reports can be found on the website.



County / Borough / District Councils

All local area committee meetings discussed proposals offering members of the public the chance to ask questions. Where available, minutes of these meeting appear on the website.



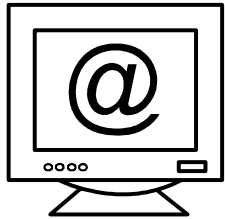
User Groups and The Surrey Coalition of Disabled People

These groups actively consulted their members and fed back their findings to the Project Team. Where we have received permission we have put their reports on the website.

If you do not use the internet but would like a copy of any of these reports please ring the Project Line: 0845 24 66 226

Contact made to the Project Team

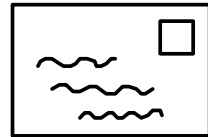
We have recorded 509 contacts to the Project Team not including Come & Try information which has been counted separately:



43 emails received
At the Projects
email address.

Note: Some emails and letters only asked for further details and some people sent more than one response to the consultation.

Where more than one letter has been received they have all been counted.



We received **45 letters, 152 communication forms** and a further **59 feedback forms**.

Also collated were **113 sets of meeting notes**, flip-chart notes from public events, user group feedback and song words (including any work sheets.)

We received **312 feedback forms** from people with learning disabilities who tried Come & Try Its and **99 from the staff** that supported them

Pictorial information has been kept and counted.

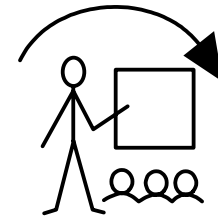


79 phone messages received on dedicated project number.

NB.

Many more received direct by Project Team members

We have also received **9 filmed comments**, and **9 more formal reports**.



60 staff attended training in systematic instruction, a 4 day course. A further 20 staff will attend in early 2009.

4 staff teams met with the Project Team



The www.aboutus.org.uk website has over **138 pages** and is still growing

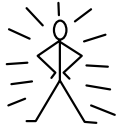
The Key Proposals

Surrey County Council is committed to providing high quality person centred day services for people with learning disabilities. It has a vision that wherever people live in Surrey they will have a genuine choice about the way in which they spend their days, and will have access to a range of services and opportunities. To start off the consultation and to get people talking six proposals were made:



1. Centres of Excellence

Proposals suggest creating 4 specialist bases (*at Banstead, Walton on Thames, Milford and Woking*).



2. Specialist Community 'Resources'

Proposals suggest a range of local community bases for people with higher support needs.



3. Increased choice of community activities

Proposals suggest social, wellbeing & 'work' groups be developed in community settings.



4. Staffing

Proposals suggest a review of staffing structures, the skills staff have and the training that's offered.



5. Travel

Proposals suggest an increased use of public transport & travel buddies wherever possible

6. Employment opportunities

Proposals suggest a focus on paid work, work experience and volunteering opportunities.



During the consultation we asked people to think about

What do you like about day services now? What do you think they are good at and what would you like to see change?

If we develop specialist centres for people with the most complex needs, where should they be and what services should they offer?

Many people who use our services tell us they want more community based activities and to have more chance to work or volunteer. We wanted to know what this might mean in the future, and to think about how to arrange travel, building needs and possible future problems.



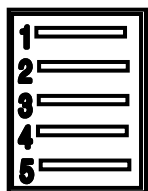
We have to make sure that everyone is included in the services we plan for the future so we wanted to know whether small local community specialist bases might be a good way of supporting people with dementia, complex autism or those who need a safe place to base themselves.



We asked people for their ideas, suggestions and to tell us how we might do things differently ...we asked everyone to tell us their worries, their dreams and their ambitions.

These are photos from consultation events

Feedback



The Feedback

The next part of this report will give you an idea of some of the feedback we have received and that will help us with our future planning. We have grouped it so you will be able to see the common themes. Where more than one group has made the same point (for example staff and people with learning disabilities) we have included it only once, under the heading where most people agreed with the comment. Where we have received the writers permission we have put a copy of the feedback on the website (www.aboutus.org.uk). A file of the feedback received is also available to look at in the Project Office.

Except when :



People's safety

Where you are able to identify someone who uses a Surrey County Council day service in a piece of feedback we have been careful to blank out their details – or have not published the feedback at all. The ideas and information in these letters and emails have however been counted and recorded.



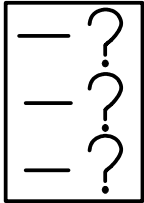
Positive working

The Council has a 'Disability Equality Duty' – this is part of the Disability Discrimination Act 1995. The Act says that it is important that the Council works to promote equality between people. The law says the Council needs to encourage disabled people to 'participate in public life' and we have tried hard to make sure everyone had the right support to give us their ideas during this consultation.

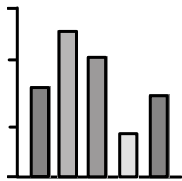


An important part of the Act is that the Council must 'promote positive attitudes towards disabled persons', therefore if someone has sent us a letter that is discriminatory or may cause offence we have not published their letter, however their views have been counted where possible.

How we have counted the data



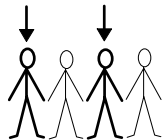
This consultation has used a number of methods to collect feedback and therefore it is difficult to accurately report all the information in the same way. If we had used a questionnaire everyone would have answered the same question either with a Yes or a No - and we could have easily put the data into a graph.



As it is people have fed back to us in their own way often asking us extra questions or raising issues that weren't clearly covered in the Choice, Independence, Rights and Control booklet. We believe that this has been a really good feature of the consultation – however it has left us a problem now we are writing this report!

%

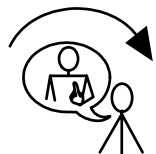
- Where we include figures or percentages we will try to be clear what data is being included.



- Where we have used the term 'people have told us' we will try to tell you how many – it is important to remember though that many more people may feel the same way (or differently) but haven't told us.









- Where comments or ideas taken from a report have been included we have counted them once – although we know many people may have been involved in contributing to and writing the report.



- Where we have used quotes we have tried to ensure they represent the views of a number of people. We have said where the quote has come from so you can read them yourself as part of the letter or report they appear in.

Key Themes

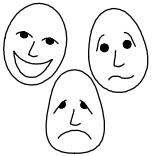
						
	People with learning disabilities	Family Carers of people using day services	Roadshow Question & Answer Sessions	Special Interest Group Reports	Group Staff Meetings	Others
Number of data items counted	22	86	6	9	12	17
What data is being included	2 x Song words	79 x correspondence	4 x Flip-Chart notes	1 x NAS	2 x group meetings	1 x Trust Report
	8 x User group minutes	2 x Valuing People	1 x conference notes	5 x Mencap	3 x meeting minutes	11 x Local Committees
	4 x Advocacy Reports	6 x Meetings with carers	1 x Action for Carers meet	1 x Vol. Action	1 x Unison report	1 x Select Committee notes
	8 x letters & emails			1 x Coalition	6 x correspondence	1 x Partnership Board
				1 x Action for Carers		3 x Care Managers

Key Themes	Issue raised	% of total	Issue raised	% of total	Issue raised	% of total	Issue raised	% of total	Issue raised	% of total	Issue raised	% of total
Accessible transport and support to use it is key	12	55%	46	53%	6	100%	8	89%	9	75%	11	65%
No cuts to existing services	15	68%	49	57%	5	83%	9	100%	4	33%	8	47%
Protect, support and keep friendship networks	17	77%	32	37%	5	83%	8	89%	5	42%	6	35%
There must be enough good well trained staff	10	45%	33	38%	6	100%	8	89%	9	75%	2	12%
People need bases to meet up	11	50%	32	37%	6	100%	7	78%	4	33%	3	18%
Comments about the consultation methods	8	36%	28	33%	6	100%	5	56%	3	25%	8	47%
Surrey CC need to work in partnership	2	9%	13	15%	6	100%	6	67%	5	42%	7	41%
Planning is needed to cope with problems that may arise in the community	3	14%	16	19%	6	100%	6	67%	6	50%	2	12%
Local services must be locally based	7	32%	18	21%	5	83%	6	67%	3	25%	5	29%
Can Surrey County Council afford this?	1	5%	20	23%	5	83%	6	67%	5	42%	3	18%

All comments received have been collated – the data included in this table shows people’s thoughts about the main themes raised by the proposals

People with learning disabilities have told us:

The feedback in this part of the report is drawn from three main sources: Advocacy reports, the song writing process and user group meeting minutes. Quotes have been included where they reflect the views of all groups.

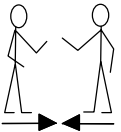


People are worried / excited / sad / not sure about the prospect of changes to day services

*“I’m unsure it’s good – I’m unsure it’s bad, Some of it’s happy and some of it’s sad
I don’t like change but I like a voice, Want someone to hear my voice” – song words*

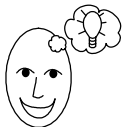
An example of the mix of personal views :

- *If the Centre of Excellence is for people with complex needs, what happens to the rest of us? – JL*
- *It’s all just talk nothing happens – JB*
- *Time to move on – AP*
- *Why don’t they build something smaller here? (Colebrook) – MB*
- *I don’t want this place to close - AC*
- *I like this (community) group, I’ve got a job and I don’t want to go back to the day centre - CG*



People want places to meet.

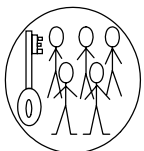
“A clear message ... is that people think it is important to have a building, or have access to a building where they can meet with friends, have lunch and continue to have a sense of belonging” - RAD / Advocacy Partners report



People want more choice and future services that are flexible

• People want to see their key worker and friends

“ people ...(told the advocate that they)... liked having staff around that they know well” – Matrix report



Come & Try It

Come & Try It events were offered to everyone who uses Surrey County Council day services. It gave people the opportunity to participate in projects that operate weekly as part of other in-house day services. Staff teams work hard to ensure that this part of the consultation offered as much chance for participation as possible.

A First Aid opportunity was also provided to explore how popular it might be, and how it might fit in to providing on-going 'citizenship' activities. A working barge event was also offered, providing the chance for groups of people with learning disabilities to develop their team work skills, and see an activity that it might be possible to use as part of a short break programme.

36 different activities were offered across Surrey

Over **122** group activity sessions took place

More than **66%** of people who use day services took part



Feedback

“Feedback people gave was that they enjoyed the sessions though many people did not fully understand the purpose behind them opportunities for people to try activities for a longer period of time would better support people to express their preferences.” – RAD / Advocacy Partners Report

Not everyone was able to take part fully due to the time available and some staffing or transport issues.

A full report of the Come & Try Its with the feedback comments is on the website www.aboutus.org.uk

Popular Come & Try Its and Outcomes



Office Services

14



Working Barge

13



Community Cooking

10



Work Awareness

5

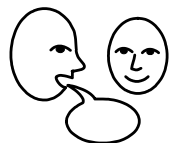


Firestone Rock Band

8



Being able to try different activities has helped people to start thinking about what they might like to do in the future. By only offering established projects as Come & Try Its people were able to think if, with some resources and planning, they could set up something similar in their own local area.



Everyone (people using services and staff) benefited from meeting new people, learning new skills and exploring different venues.



People could say what they thought straight away making the feedback they gave us more informed (it is easier to consider if you might like to try office work if you are sitting in an office!) Almost 95% of people asked if they could try activities again.

It was good for Surrey County Council day services to be able to show and explain to other people what they do weekly – and it challenged staff to think about how they might include others in their activity.

Come & Try It - Group Events

Two large group activities also took place with the aim of creating a County-wide feel to the consultation:



Travel Challenge

A transport event in which **150** people joined in. Feedback, in general, was that people had enjoyed themselves and would like to travel again – also that it had prompted them to get and use their free travel pass.

Feedback on using public transport was mixed, and well summed up in this advocates report:

“The only clear conclusion that can be drawn is that transport staff can vary from tremendously helpful to almost the polar opposite.” – **Matrix Report**

Performing Arts

A theatre experience day run by The Freewheelers (a Community Interest Company that has directors with learning disabilities) brought together **95** people interested in performing.



“We had a really great day at The Nomads Theatre with The Freewheelers! We all joined in the singing, Makaton and drama! It was fun!” – **comment from someone at Lockwood**

“Very impressive – it let people see what they could accomplish” – **comment from a staff member**

Feedback from a group of people with learning disabilities

“We have felt overwhelmed with meetings, discussion groups, surveys, forms, events and activities. It has been a tiring, confusing, but enjoyable few months!” **SWAG**

Song writing with the Firestone Rock Band

One of the most popular Come & Try Its, and one that has given the most feedback to the Project Team was song writing with the Firestone Rock Band. Using a structured process of small group planning and participation in music activities the band managed to turn more than 100 peoples' ideas in to songs:

The Changes

I love to go out on the bus, meet my friends, talk about us...and the changes
I've got the job, I catch the train
Makes me feel good in the rain...with the changes
I'm happy things are changing - I'm happy it's come at last
With one voice we can make it happen - It's within my grasp

I'm confused, I can't catch a bus,
My friends and me worry about us...and the changes
Don't want a job, can't catch a train
Lost and walking in the rain...with the changes
I don't know what's gonna happen - out there people laugh at me
I like it as it's always been - I'm confused, unhappy - that's me

I hope my friends will be happy like me,
I think the future could be bright to see ...and the changes
What happens if it all goes wrong.
The centre closed and all the jobs gone.. with the changes
Who's gonna catch me if I fall. Can you hear my voice at all?
Will you read all our notes? Will we get a chance to vote?
On the changes On the changes On the changes

FRB



I'm Unsure

I'm unsure it's good – I'm unsure it's bad,
Some of it's happy and some of it's sad
I don't like change but I like a voice, want someone to hear my voice

Chorus:

Swimming, bowling, seaside trip, staying out late to a disco is hip
Going out, having fun, with my friends – I'm No. 1
Keep up old friends – that's important to you
Some of them old and some of them new
Where will we meet – what will we do, we need support to see us through

David, David hear what we say, David, David, it's not a game we play
David, David, we don't mind change, but it's my life you'll re-arrange
Change makes me unsure, It won't be how it was before
I wonder how the future will be, Will we just wait and see

Chorus:

Try out new things – try a job, Work is good – a computer bof?
Money in my pocket – I'm as free as you, Then I can do what I want to do



“I would like them (the band) to come back to my centre” – person who uses a Surrey day service

“Everyone was encouraged to join in and everyone was singing, clapping and dancing” – Staff member

To download the original recording of 'I'm Unsure' go to the AboutUs website

Employability Survey

The Valuing People Government white paper in 2001 stressed the importance of employment opportunities for people with learning disabilities.

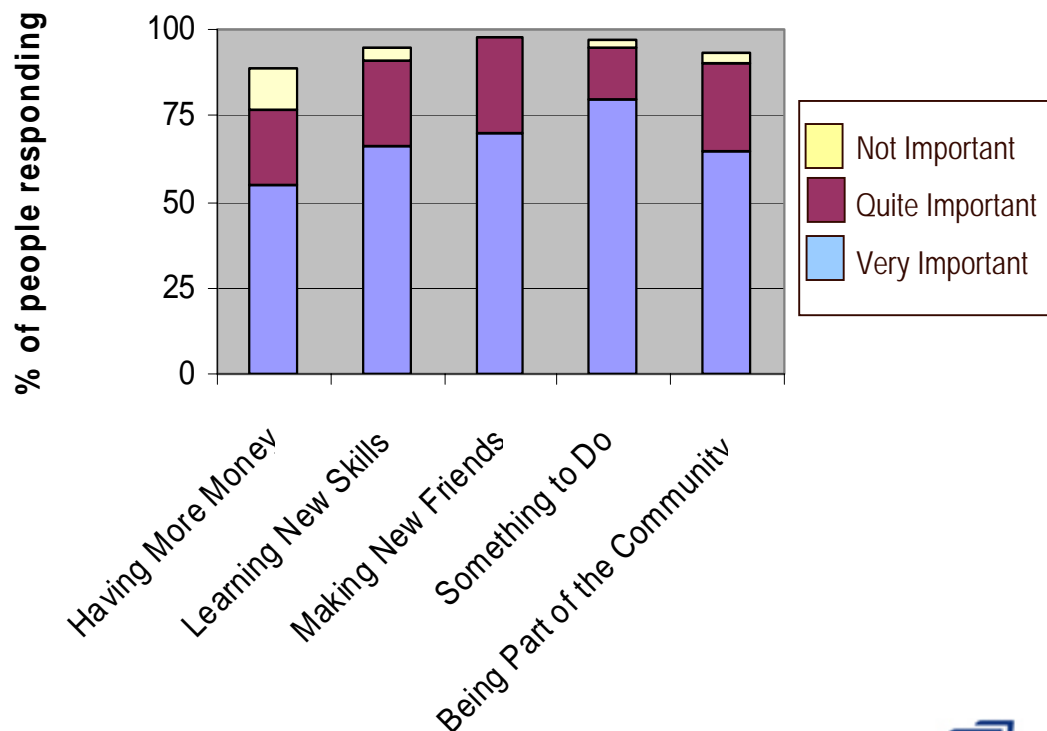
Statistically only 17% of people with a learning disability in England have a paid job, compared to only 10% of people using Surrey County Council day services.

Employability surveyed a group of over 50 people with learning disabilities that they support in work – 40 of whom no longer, or never have used Surrey County Council in-house day services.





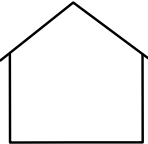
A key piece of feedback for the Project Team was why the people working liked having a job – what were the most important factors for people.

Further work looking at staff and service structures will be required to see how day services may be better able to find work opportunities for people, and then offer the essential on-going support.

What is good about having a job?

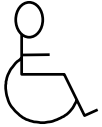


Carers* of people using our services told us:

		Cares who told us this (79)		Reports that told us this (10)		Raised at Roadshows (5)	
	Many Carers generally welcome the idea of a Centre of Excellence but are not sure about the number or locations proposed	20		6		5	
	Carers generally like the community ideas but worry they won't be sustainable or of good enough quality	30		8		5	
	Family Carers of people living at home, want a joined up day activity package – that is safe, consistent and reliable	38		6		5	
	Some carers want group working and volunteering to be the focus of the day services – others don't	Yes	No	Yes	No	Yes	No
		7	9	6	4	5	5
	Some carers worry that without a centre building services will be cut or restrict choice – a minority of people who responded felt existing buildings should remain or be used in different ways. (some people have also been clear they disagree with the principles of Valuing People)	24		6		5	

The number in (brackets) represents the total of this type of correspondence included.

*Carers of people likely to use future services have told us:



•They welcome Centres of Excellence and like the community ideas but worry there wont be enough choice in all areas of Surrey. Carers who support children with complex needs were particularly keen on the possibility of good links to health services and short breaks within Centres of Excellence.



•Most carers were clear they do not want large day centres to provide services to their sons and daughters in the future and some worry about the mix of age ranges at day service activities.



•They want work and volunteering to be the main focus of day services. Some people stressed the need for community bases and are keen to see on going support for people in work.



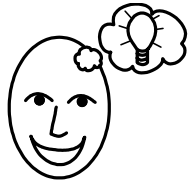
•All carers said they are looking for 5 day a week services – with some flexibility around evenings and weekend activities. Some would be interested in exploring the options offered by an Individual Budget.



•They want to see transition planning starting earlier, and small projects set up for specific groups of people with learning disabilities leaving school. Some are already thinking about day services and supported living opportunities might link together.

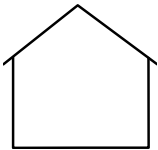
*** The term carer has been used in this report to describe an unpaid family member or friend who supports someone with a learning disability. Views have been included from people who support their relative at home, the families of people living in residential care or supported living, and, in a small number of cases, carers of people who do not use any of the seven day services covered by this report.**

Staff have told us:



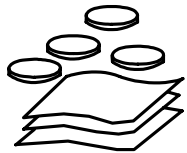
Many staff already work in the community, they are keen to do more

“We need to carry on planning and developing, Need more opportunities for integration, residential homes and parents need to be involved more.” - Colebrook



Having suitable bases will be important for many activities

“Staff all feltthat should the day centre close, then they would still require a base or a ‘hub’ in which to congregate. This central meeting point would be crucial to co-ordinate community activities from.” - Unison

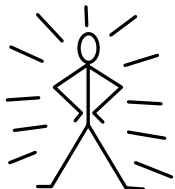


Adequate resources and support will be needed if staff are more isolated – is there enough money to do this?

“The proposals may be too expensive and may not be able to happen without extra capital.” – Cranstock

“How will staff meet up for meetings, joint planning, etc?” - Bentley (and all other sites)

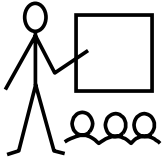
“Issues around isolation.....staff believed that they relied heavily on each other.....suggestion that some form of on-line staff forum could be used for staff to keep in touch” - Matrix



They want to know what will happen to their jobs

“Will job descriptions be different...will we have to apply for our jobs? Where will admin. staff be based?” – Bentley (and all other sites)

Staff have told us:



We need to build strong, well trained staff teams

“In developing services to support people with Autistic spectrum conditions, we need to value and use the expertise we have in the county, and find ways to spread this more widely.” **County Autism Group**

We need to work hard in person centred ways to make sure people have real choices.

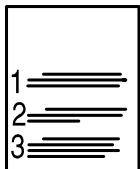
“Person Centred work is essential.” – **Cranstock**



“Look at other services available and release funding to allow people more freedom to choose” - **Care Managers**

“As people develop work skills they need the chance to move on to new challenges and make space for others” - **Care Managers**

“We need to come up with ways so that people with complex needs are not isolated, at the moment they can integrate into main centre activities if they’d like to, they need chance to meet up with friends” - **Colebrook**



There will need to be lots of planning to cover sickness and leave.

“We need arrangements to be robust enough to allow for cover for unplanned changessuch as staff sickness” – **Lockwood & The Harbour**

Partners have told us:

Feedback highlighted in this section comes from Health, Care Managers and PCT reports and meetings, Lockwood Artists Report and an event with the Surrey Care Association.



This is a good chance to work in partnership

“The Trust would support proposals to work in the new centres to deliver high quality services there are a number of key points that require further discussion However a cohesive approach to this model of care would also be a real opportunity to address some potential areas of health inequality for people with the most complex needs” -

Surrey and Borders Partnership NHS Foundation Trust – JY

“Collaborations with voluntary organisations may provide activity schemes” - Feedback Comment



Surrey County Council should enable and fund other organisations to provide day services

“... the County should look very carefully at organisations that might best promote & support an increased programme”

“Look at links with existing providers, such as Mencap Leisure – are they better placed to take this role on?”

“Fund residential care providers to deliver day service support”



Is the review of service limited to Surrey County Council’s day services only?

“Within the Trust we are also reviewing our own day services – it may be that there is an opportunity to look at joint working” **Surrey and Borders Partnership NHS Foundation Trust – AE**

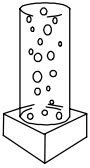
Questions / Issues with Centres of Excellence & Specialist bases:

Feedback taken from Roadshow discussions



•Find another name !

- The term 'excellence' needs to be earned.
- All services should be 'excellent'.



•Access to appropriate resources

- Need access to hydro or water based activities.
- Need sensory spaces.
- Need staff that are well trained and consistent.
- The use of agency staff is not always ideal.
- Services shouldn't isolate people.
- Good links to health service would be excellent (eg. physiotherapy, speech and language therapy, music therapy).
- Specialist transport will be required.
- Good environments are required.



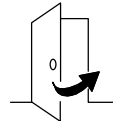
•Include over night and short break options

- Providing short breaks and over-night stays as part of the change programme would be welcome.



•Develop high quality services– all across Surrey

- A consistent county wide service is required.
- Specialised Autism specific services, services for older people and people with dementia are required.
- Don't lose Lockwood's NAS accreditation and share good practice between staff.



•Make resources available to others when not in use

- Develop facilities that the whole community can share.

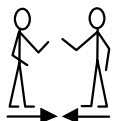


•Finance

- Can the adaptations and services be afforded?
- Will people without complex needs be disadvantaged as a result of these proposals?

Questions / Issue with Community Activities:

Feedback taken from Roadshow discussions



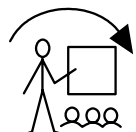
•Will there be enough to do?

- A weekly structure or routine is important for people.
- Has enough planning been done for people without complex needs?
- Will there be enough staff with the right skills?
- Walking around the shops isn't OK.



•Some activities are wanted county wide

- Any change to new activities needs to be handled sensitively with people being included and well informed.
- Could other agencies or companies run these services?
- Not everyone gets the chance to do office skills / band.



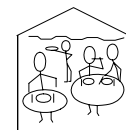
•Education

- College places are limited.
- Could courses offered be more varied?
- Summer holidays pose problems for carers.



•Safety & Sustainability

- 5 x day a week services are required.
- Services shouldn't be reduced.
- No one should be missed out or not planned for.
- Build on the skills of the current day centres (they offer a joined up, reliable service).



•Develop 'drop ins'

- People will continue to want to meet friends.
- People in work could become isolated.
- People need somewhere local to seek support.



•Raise disability awareness

- How will bullying or discrimination be tackled?
- How can we support the community become more aware of the needs and skills of people with learning disabilities?

Questions / Issues - General:

Feedback taken from Roadshow discussions and comments not included elsewhere



•What about existing services?

- Current services are good and don't need changing.
- Why don't we work to bring the community in to our existing buildings, rather than feel we have to move out?

"Instead of just taking service users out in to the community with somewhere such as Fairways, which is very well placed within the community, invite the community in by giving small local businesses space at advantageous rates, open a café get work experience for people with learning disabilities on-site extra income generated could go towards maintaining the premises. This could create a vibrant centre within the community and help employers meet their equality and diversity targets and feel good about being enlightened businesses who give opportunities to disadvantaged members of society" – **Care Management Team**

Note: Similar ideas were suggested for Colebrook, Bentley and Lockwood.

- Location is key, don't lose the base in Redhill.
- Lockwood offers a good base, has an accredited autism service and a pool – why change it?
- Not everyone wants to attend a large day centre.
- Have Surrey County Council deliberately run down their buildings?

"I thought (Day Centre) had already closed" – **person with a learning disability who went on to say he was happy with his community based service and wouldn't choose to return to a day centre.**

→ The future

- Will there be enough places for people in the future?
- It is important travel times for people decrease.
- People in rural areas may end up with little choice.
- Future day services need to provide a 'safety net'.

"The number of adults with autism requiring a service is expected to at least double by 2016 it is essential that the new proposals have the capacity to meet the needs of young people who will be moving to adult services over the coming years" – **National Autistic Society Report**

Questions / Issues - General:



•Process of Change

- There may be a danger of services becoming fragmented and difficult to manage.
- We need to be careful not to isolate people with the most complex needs
- People may find change stressful, this needs careful consideration.

“... there needs to be specific work that reduces the risk of isolation for people moving on from their existing day services. Unless consideration is given to supporting people through the change process, there could be a negative impact on the mental health of some individuals.” – Surrey and Borders Partnership NHS Foundation Trust

- Use Person Centred planning, with support from family Carers, as a way of planning for the future.
- On going communication is important, will stop people worrying and make sure everyone is involved.
- Don't use changes to make budget cuts or make money by selling buildings.



•Individual Budgets / PCPs

- How do individual budgets fit in to the planning?
- Offering the chance for people to control how they spend their time and money will be key.
- Individual Budgets will put all the responsibility back on carers.
- It would be helpful to understand how people will be supported to formulate an individual Person Centred Plan and Health Action Plan, and then ensure their plan is translated in to practice.



•Time Scales

- It seems positive but it's a long time in coming!
- Changes should be staggered over a period of time so people can adjust.
- Nothing should shut until there is something in it's place.
- We need earlier transition planning to get services right.

“Come & Try It sessions were delivered in a short period of time along with everything else that was happening within the consultation. To support people to be fully involved in each area, a significantly longer period of time is needed.” –Advocacy Report

Things that went well

- The number of people that got involved and gave us feedback, particularly the advocacy skills developed by people with learning disabilities and the way in which they became more confident in telling the Project Team what they thought.
- The range of information and ideas that came from groups and individuals. Not everyone agreed with the proposals, but many people had good ideas of their own.
- The Day Services Staff teams worked hard to make sure everyone was included and their views heard. The consultation was County wide and some useful links were made with partners.

Things we might have done differently

- We would have liked more feedback from younger people with learning disabilities and their families - there may not have been enough opportunities for them to get involved.
- Some people wanted a later finish and different format to the Roadshows.
- It might have been good to have had extra time to plan and deliver the consultation.
- Because we were consulting so early in the planning process some people found it difficult to understand what the new service may mean for them personally.



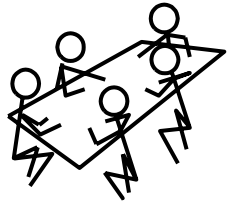
A busy Road Show



Councillor Lavinia Sealy at a Road Show

Thank you to everyone that took the time and trouble to join in with this consultation

Next Steps



The Project Team will report the consultation findings to the Select and Executive Committees of Surrey County Council. These are councillors who have a special interest in services that support people with learning disabilities. They agree budgets and make policies. Many of these County Councillors have visited day services, attended roadshows and been very interested to talk to people who use existing services, their carers, partner organisations and staff.

If the Executive Committee agree, more work and planning will start:



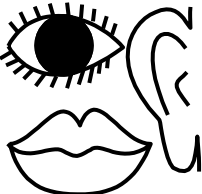
An update to the Government’s white paper Valuing People 2001 is out. It is called Valuing People Now. This new policy paper will need to be carefully read and understood so that future plans for day services reflect what it says. Joint working with the Surrey Partnership Board and local Valuing People groups will continue.

Further work will be done looking at what people who use services want. Day Service teams will continue the work started during the consultation on the All About Me packs. This will be particularly import for people who need support to understand new ideas or communicate their views. Some people will be relying on those who know them well (carers, advocates and key workers) to plan their future services. Local ongoing development of community activities and looking for employment opportunities will also continue.

All About Me



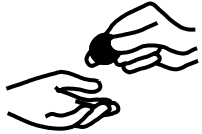
There will be more opportunities for people using services, their families, day service staff and others to continue to be involved with the planning of local future day activities. Lots of people had good ideas during the consultation that we will want to follow up.



Planning how we keep in touch with people will be important and we will need to ask a range of people (people who use services, family carers, advocates, organisations, care managers, councillors, partners, staff etc.) to make sure we do it well.



The Project Team will use all the feedback received to start to think about future day services. What they might be, how much might they cost, where they might be and who might want to use them.



They will look at prices for transport, buildings, staff and activities. They will ask companies and organisations, who might want to provide day services, what they could offer and how much they might charge. This could be a way of expanding the number of opportunities available to people with learning disabilities in Surrey.

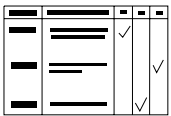


There will be work done looking at buildings – are they suitable / how might they be developed? This will be done in partnership with Surrey County Council's Estates Planning and Management Team. The cost of places to meet and service bases will be important in future planning.

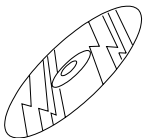


Further links will be made with the Self Directed Support and Direct Payment programmes to make sure everyone is aware of how these might enable them to make their own choices about the day service support they want.

If there are large changes to the role of staff (day service teams and their managers) then it may be necessary to look at reviewing and changing their job profiles. If this happens a further consultation period will be required with the staff and unions. This would be in line with employment laws.



A questionnaire will be developed and available on-line and on paper. It will seek feedback about the consultation process, and gathering peoples' views on the suggested future direction of day services.



The film about people's lives we started making early in the consultation process will be completed and available from the beginning of March.

People we would like to thank for their help

Organisations listed here have helped us (some have been paid) to consult with as many people as possible. They may or may not agree with the Surrey County Council Day Service proposals.



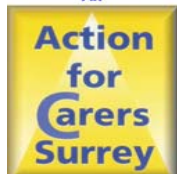
surreypd.org.uk



Firestonerockband.com



mencap.org.uk



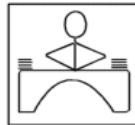
carersnet.org.uk/actionforcarers/afc.html



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royaldeaf.org.uk



justadvocacy.org.uk



matrixsdt.com/learn_dis.htm



advocacypartners.org



01737 737166



SURREY POLICE

surrey.police.uk



pwpsurrey.org



SOLD – Surrey Outdoor Learning
Surreycc.gov.uk



smallcog.co.uk



barnabus.co.uk



surreywebsight.org.uk



South West Action Grp.



scunison.squarespace.com



redcross.org.uk/branch.asp?id=438



Cranstock media team



surreycare.org.uk



Surrey CC Teams



Charlotte and the
Performance Team



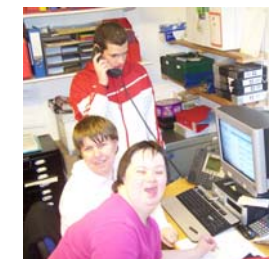
southwark.tv/freewheelers/fwshome.asp



Aboutus.org.uk



autism.org.uk



Cedar Court Support Team