

Choice, independence, rights and control

Consultation on improvements to day services



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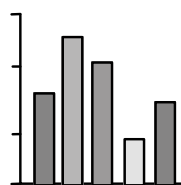
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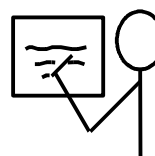
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Foreword



I am pleased to announce a public consultation on proposed improvements to learning disability day services in Surrey.

For many years we have worked to improve day services, and this has seen an increasing range of services in the community. We still need to do more and build on this work so that people have more choices as to how to spend their day.

We are holding a four-month consultation so people who use our services, family carers, staff and the wider community have an opportunity to comment and influence the proposals. I would like to emphasise that these are outline plans at this stage. No firm decisions have been made and we will use the consultation to find out about the services that people think are appropriate for the future.



4 Months

The proposals are aimed at improving services by:



- Concentrating specialist support for people with complex needs in four '**Centres of Excellence**'.
- Increasing the range of **Community Activities** so that people do not solely have the choice of a day centre but a diverse range of activities that meet their needs. The proposals will see the development of activities already provided by day services; including work placements, volunteering schemes, leisure activities and college courses, plus a range of new services in local communities.



During the consultation we will talk to people about the activities they would like to see established.

I would like to encourage everyone who has an interest in learning disability services to contribute their views so we can work together to develop an improved service.

Sally Marks

Executive Member for Adults and Community Care

1. Introduction

Surrey County Council has been working for a long time to change the way day services are offered to people with learning disabilities.

Here are some of the key dates and events:

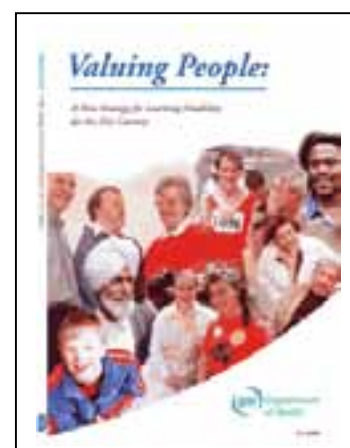


1997 - 1999: Surrey County Council held a Fundamental Review of day services.

The Council looked very carefully at the services it offered, consulted widely and started to change the way in which it provided day services for adults with learning disabilities.

2001: The Government published *Valuing People* with ideas for improving the lives of people with learning disabilities and their families. It was the first White Paper for people with learning disabilities for 30 years. It is based on people having:

- their rights as citizens
- inclusion in local communities
- choice in daily life
- real chances to be independent



2003 - 2004: Surrey County Council Families Service presented ideas for development of day services to the Adults and Community Care Select Committee.

After a long county-wide consultation period, a series of pilot projects and an exhibition, Surrey day services continued evolving in line with *Valuing People*. Increasingly they became more community based and many partnership working opportunities were established.

2006: The Government published another White Paper, *Our Health, Our Care, Our Say; a new direction for community services*. This explained the government's vision for more effective health and social care services outside of hospitals.

It built on Direct Payments by introducing the idea of Individualised Budgets – money that you manage yourself to buy the services you want.



2007: *Valuing People Now*. This government consultation paper was a follow up to *Valuing People* and noted the government's priorities for 2008 to 2011, including:



- **Personalisation** - people should have real choice and control over their lives and services.

Surrey County Council has started looking at moving away from traditional ways of delivering social services. The 'one-size-fits-all' approach is not acceptable anymore, people and carers have told us that they want more control over their lives.

- **What people do during the day** - people should be included in their local communities

2007: A Surrey County Council project team was set up to make proposals for improvements to day services. The ideas for change were presented to the Adults and Community Care Select Committee and reports are available to read on www.surreycc.gov.uk. The Council Executive agreed this consultation on 24th June 2008.



Left to Right: Jill Budd, Claire Richards, John Willson, John Spedding, Christina Earle, Alastair Jack, Yvonne Waltham, Andrew Price, Carole Daines

2007: The *Mansell Report* focused on specialist services for people with challenging behaviour. It called for services to be led by skilled staff able to predict and prevent difficult situations arising for individuals. The report requires partnership working to support people who present the most complex and difficult challenges.

2008: *Transforming Social Care* – a local authority circular from the Department of Health and *Putting People First* explained how future social services should look by:

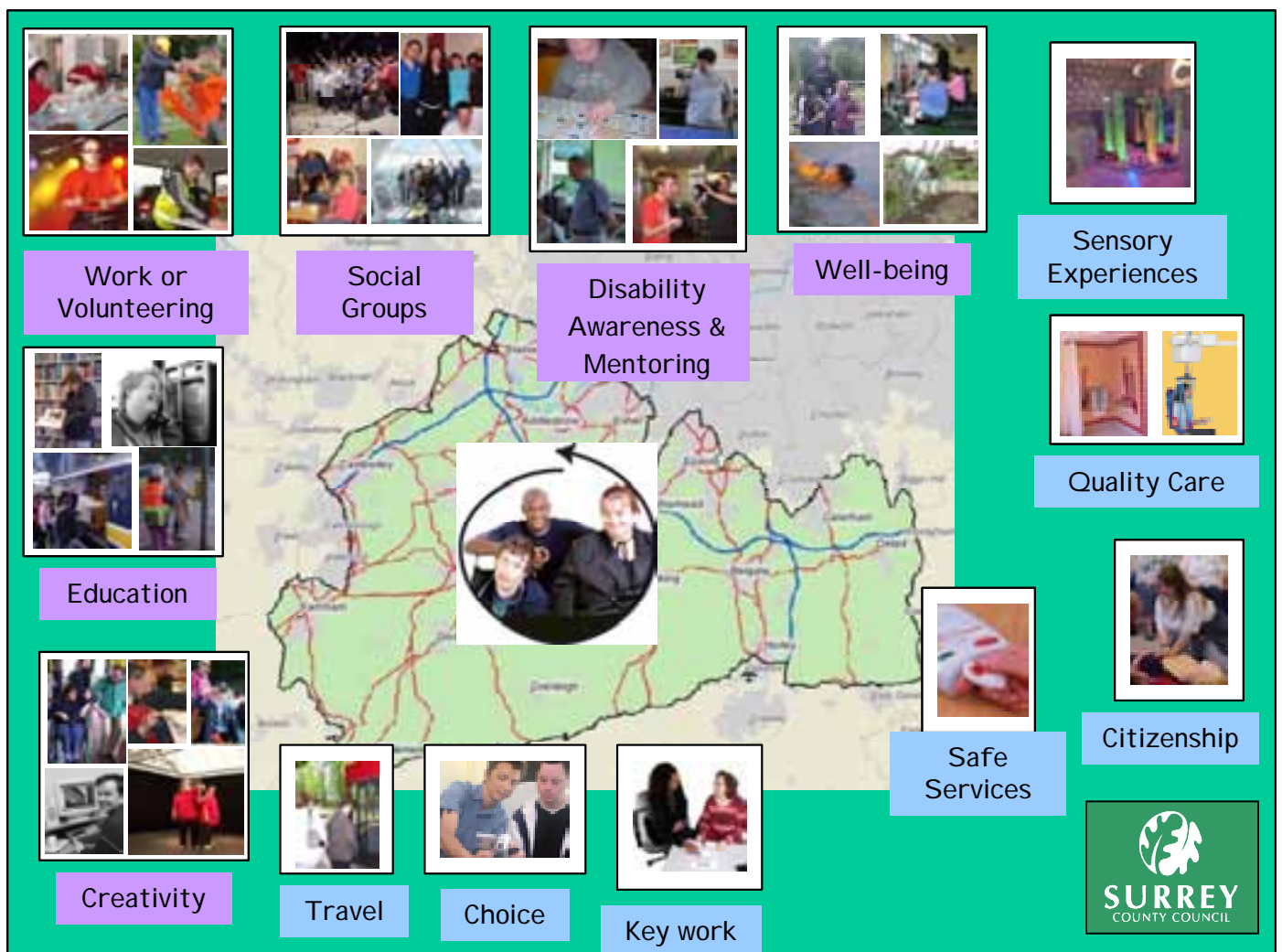
- developing partnerships between the local statutory, voluntary and private sector to re-designing local systems around the needs of citizens.
- ensuring that sustainable high quality support, that minimises the risk of abuse and neglect, is available in every community.
- finding ways to bring budgets together so people can create their own 'menu of support' with the aid of person centred plans, direct payments and 'personalised' services.
- working with people who use services, their families and front line staff to implement changes and develop a shared commitment to social justice.



2. What are we proposing?

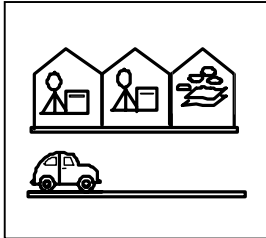
Surrey County Council is committed to providing high quality, person centred day services for people with learning disabilities.

Wherever people live in Surrey we want them to have a genuine choice about the way in which they spend their days.



Our vision is that all people who use day services will, in the future, have access to all of the services and opportunities above.

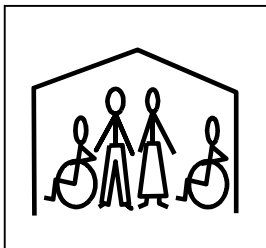
Our proposals are to:



- Develop more services in the community so people have more choice about how to spend their time.

We are calling these **Community Activities**

Find more details about these activities on page 16



- Develop four buildings with specialist facilities and improved services for people with profound and multiple complex needs.

We are calling these **Centres of Excellence**

Find more details about activities on page 30

Currently we are proposing that the buildings developed as Centres of Excellence should be:



Bentley
Banstead



Cranstock
Woking



Fernleigh
Walton on Thames



The Harbour
Milford

Considerable work will be required to confirm if these four buildings are the best in which to create Centres of Excellence. Additionally more thought needs to be given to what should happen at the remaining 3 sites – Lockwood, Colebrook and Fairways.

These buildings have been initially identified for some of the following reasons:



Geographic location

When considering access to centres of excellence county-wide the four locations appear to be well placed to provide services without duplication. They have good access to community options and public transport.



Access and choice

Together these sites will be accessible to the majority of existing people for whom a centre of excellence may be appropriate, whilst still providing choice.



Building condition

General building condition has been considered as has the potential to update and improve these resource bases.

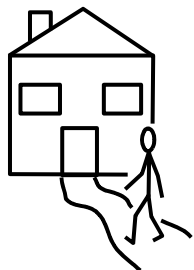
3. Why are we making these proposals?

Although our services have changed significantly in the last ten years we are currently faced with a number of challenges:



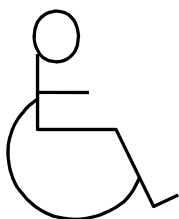
More people will need service in the future

- People with more complex needs are living longer and are needing services throughout their lives.
- Some people with Down's Syndrome are experiencing the early on-set of dementia and are needing more specialist services.
- Generally people with learning disabilities are living longer.



Buildings

- Parts of our day service still operate from large segregated buildings.
- Although buildings are DDA Compliant (Disability Discrimination Act) they often don't meet service user needs. Some are in need of renovation.
- Buildings are being used less and are now partly empty due to people accessing more community activities.



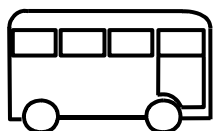
Facilities

- Some buildings have limited specialist facilities and resources.
- The building layout may not be ideal to meet people's needs.
- We need improved facilities for people with multiple complex needs.
- We need better community bases and improved access for people with autism, dementia or behaviour that is challenging.



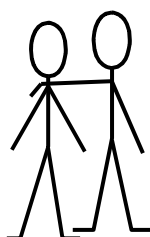
Community Opportunities

- At the moment there are limited choices or chances for people to be active citizens within their communities.
- More people want a job or the chance to be a volunteer (with support).
- More people want to use community facilities.
- We want to encourage people to try Self Directed Support.



Transport

- Services are still reliant on expensive and segregated transport networks.
- There is limited opportunity for people to travel on public transport with or without supporting staff.
- Many people have long journey times or unnecessary onward journeys.



Staff

- The staffing and management structures within the day services has remained unchanged for many years and now need to be developed to meet future challenges.
- We need robust training and support packages that promote Valuing People and community working.

4. What will change and what will not change



The aim of the consultation is to find out:

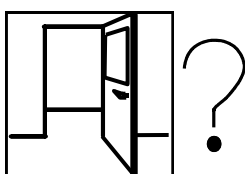
- What people think of existing activities that we arrange for them in the community.



We will talk to people about activities that they would like to do in the future.

We want to know what people like or dislike about existing day centres and the services they provide.

After the consultation there will be changes to services as new community activities are developed. Some existing activities may be expanded or stopped depending on what people have told us. This continues the work we have already started since *Valuing People* was published. We will look to develop these ideas within 2 years.



During the consultation we need to find out a lot more about:

- Which of the seven day centres buildings we need to keep open in the future.



- Which services could be relocated to more suitable locations in the local community, such as sharing facilities with a leisure centre, Surrey County Council office building or college.

- Which day centre buildings may 'work better' if converted into Centres of Excellence for people with complex needs.



We think that as we develop more activities for people in the local community some of the large day centre buildings will close or develop in different ways.

Any changes to specific buildings will need a lot of planning and could take some time. The decision on future changes to services will only be made after we have completed the full four month consultation. We would then report to the Surrey County Council Adults and Community Care Select Committee and Executive with a new set of more detailed proposals.

We will not close or stop any services until appropriate services have been developed.

5. How will we consult?

Surrey County Council in-house day services are currently provided to 855 people with learning disabilities. We will want to hear their views and the views of everyone that supports them. We therefore have identified 6 groups of people we want to focus on during the consultation:

1



People who use our services

Local advocates will be helping us make sure as many people as possible with a learning disability have the chance to tell us what they think. A series of events will let people try new activities and we will record results on our website. www.aboutus.org.uk

2



Carers

Working in partnership with Family Carers has always been important within Surrey day services. We want to know what carers think of the proposals and we would like to develop ideas for the future together.

3



Staff

Day Service staff have played an important role in making the changes in our services since 1997. We want them to get involved in the consultation programme with their ideas, expertise and enthusiasm.

4



The community

Day services are important within the wider community. We want to hear from MPs, councillors and local businesses. We want to consult with other service providers, health colleagues, schools, Connexions, youth and leisure services. We need to know what they think of the proposals and to link us with other initiatives.

5



Children and young people with learning disabilities

We need to think about the longer term future. What will people need in 10 to 15 years time? We will be talking to younger people with learning disabilities their families and the staff that support them.

6



Support networks

People with learning disabilities have a range of day to day needs. We need to talk to Care Managers, housing and short break (respite) providers to see how our day service proposals fit within the networks that support people in Surrey.

Throughout the four month consultation period there will be a range of events and activities. We want to ensure there is something for everyone. Dates and details will be circulated by post, email and will be published on the internet.

A group of people who use our services and a number of carers are meeting with us to make sure what we plan is as accessible as possible, at times and venues that suit the majority of people and that feedback is recorded properly. These groups will meet throughout the consultation to help us make any changes.

We will use a range of consultation methods:



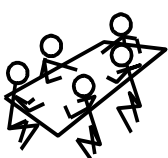
Questionnaires

- on paper
- on line



Information

- Specialist Workshops
- 4 x news letters
- DVD



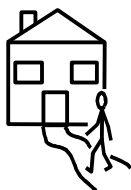
Meetings

- 1 : 1 with managers
- Small Group forums
- Existing Networks



Partnership Board Events

- Workshops
- Briefings
- Consultation



Come & Try It Events

- A chance for people to try something new
- Visits to other counties and day services



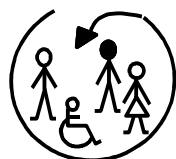
Websites

www.surreycc.gov.uk
www.surreypb.org.uk
www.aboutus.org.uk



Advocacy / Person Centred Planning

- Available at all centre sites

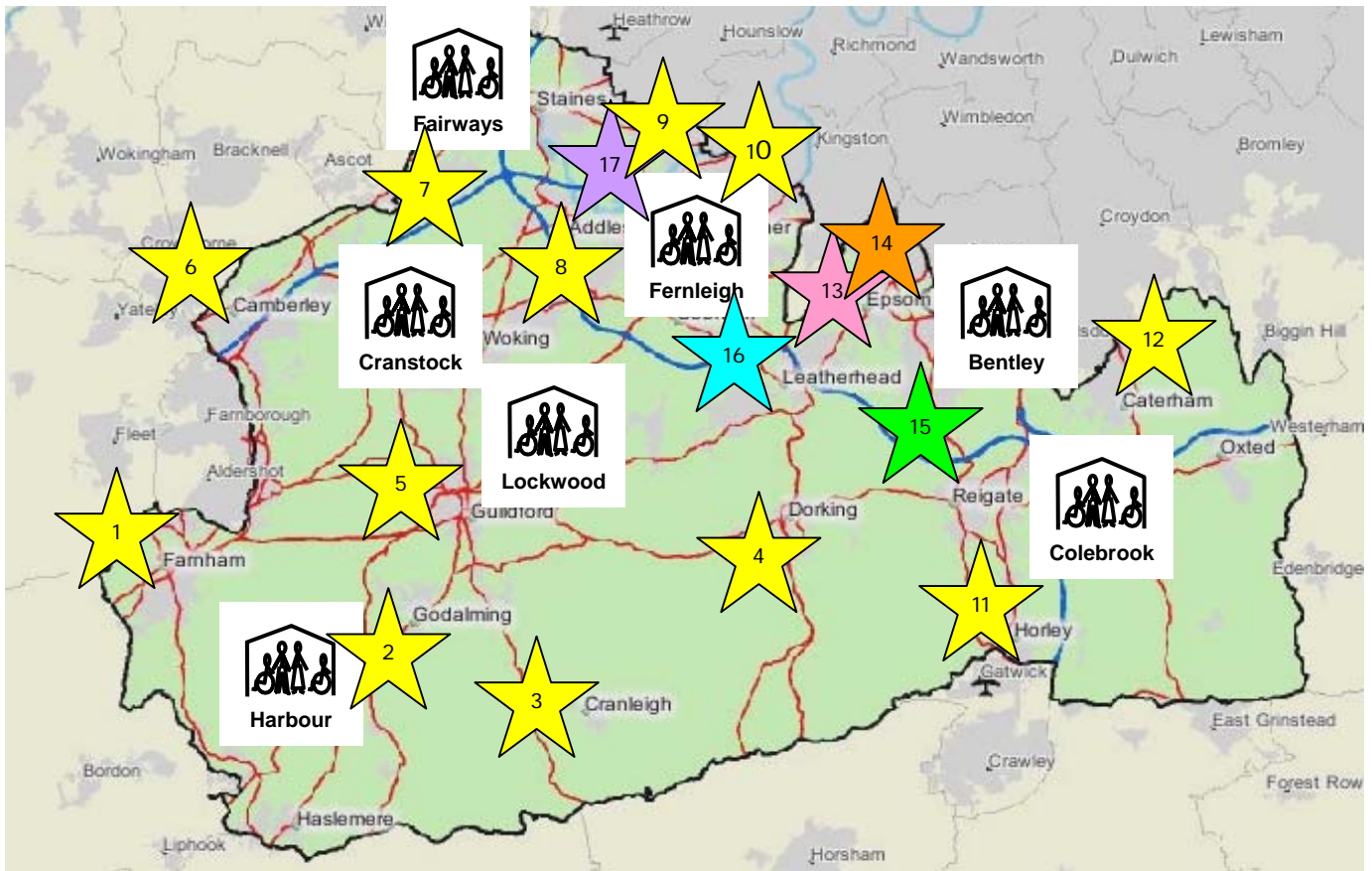


Conference

- Date to be announced

6. How are day services provided now?

We have 7 main centre buildings and a range of activities developed in community venues.



Star	Project	Days per Week	Star	Project	Days per Week
Community Groups			12	Caterham	5
1	Farnham	5	13	Older People at The Wells, Epsom	1
2	Godalming	5	14	The Cottage at Ewell	5
3	Cranleigh	5	15	1:1 community service no base	3
4	Dorking	3	16	Office Services at Fetcham	5
5	Guildford	5	17	Laleham Garden near Staines	5
6	Camberley	5			
7	Egham	5			
8	Chertsey	2			
9	Sunbury	2			
10	Molesey	2			
11	Horley	3			



7. The Facts & Figures

Surrey covers 645 square miles and has a total population of 1,085,200. 98% of the population are white, 1% Indian and 0.6% Pakistani. These percentages are generally reflected in the ethnic mix of people using day services.

Future day service provision will need to plan and provide for the changing needs of the existing people using services whilst being responsive to the requirements and aspirations of young people entering services through the transition process.

The Transition process, or protocol, ensures young people with learning disabilities (meeting the criteria for inclusion in the Surrey Children's Disability Register), and their families, have their needs for services post 18 identified within a multi agency approach. This work starts school year 10.

There are 2,983 'open cases' of people with learning disabilities currently in Surrey, although not all of these people use day services.

An 'open case' is someone with a learning disability who is currently receiving a service from Surrey County Council. Services could include in-house day services, residential care, EmployAbility support, Direct Payments or commissioned services. It might also include equipment or support for a vulnerable adult.

Existing services are accessed by 855 people ranging in age from 20 to 94 years old.

These people may use a range of in-house day services. They may attend a main centre base, or take part in out-reach and community services.

Weekly attendance can range from a half day morning session to 5 full days of activities. Levels of attendance are often dictated by living circumstances with many people resident with family carers accessing services for 5 full days per week, enabling their carers to work.

We provide 3314 sessions of day service each week across the county (a session equals one day).

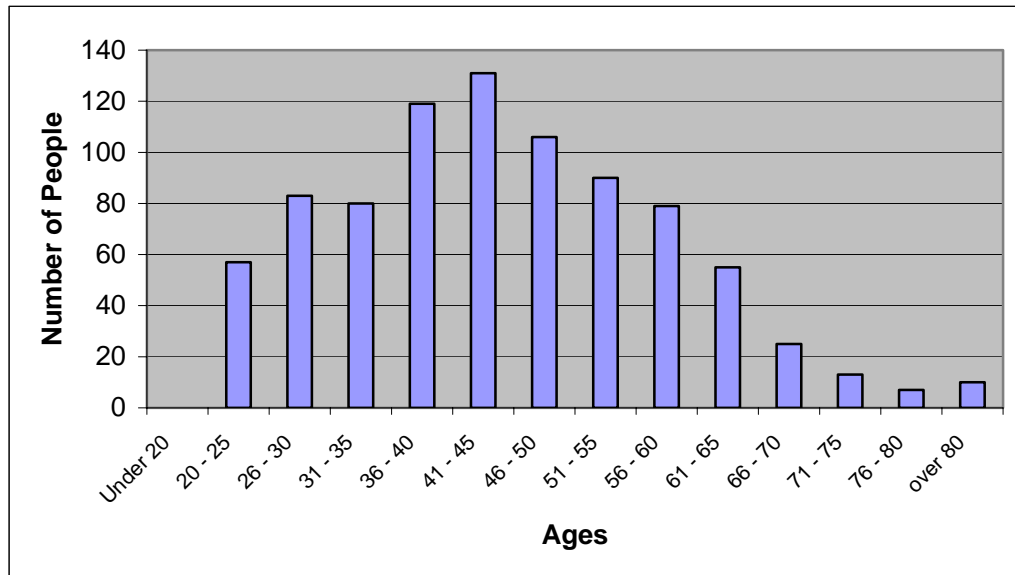
People with learning disabilities in receipt of County Council services will have met the eligibility criteria that applied at time of their referral.

Currently this is FACS (Fair Access to Care Services) and further details can be found on the Surrey County Council website or by asking a Care Manager.

People currently using our services have attended from between from as little as a few months to 41 years.

(All data sources: Surrey County Council Day Service Registers May 2008)

The age profile of people using in-house day services



Existing people using services have a range of support needs. 18% of people using our services have multiple or complex support needs and receive 20% of the services provided.

People with multiple complex needs		People requiring day to day support		People with lower levels of support needs	
People	Days per week	People	Days per week	People	Days per week
153	656.5	573	2,175.5	129	482

The amount of support each person needs varies depending on the activity they are undertaking eg. learning a new job requires 1 to 1 support as does personal care, where drama and music may be more enjoyable as part of a large group.

Transition Data

Data from our Transition Planning Team indicates that within any 5 year period approximately 595 young people with a registered disability will leave full time education.

- 477 of these young people will have some sort of learning disability.
- The majority of young people will continue their education for 3 years at a local or residential college.
- Of the 477, only approximately 12 people per year will be referred to and access in-house day services.
- EmployAbility, Surrey County Council's supported employment service, will support a further 140 young people each year.

8. More about the proposals

What are community activities?

Over the years many day services have been provided in community settings. Taking part in activities away from the large traditional buildings has been driven not only by the principles of the *Valuing People* white paper in 2001 but also by the increasingly ambitious aspirations of people with learning disabilities and their families.

History

The role of day centres built in the 1960s was to provide sheltered workshops. Users of services today still remember packaging knives and forks for the airline industry, sorting batteries and assembling lighter fluid caps amongst other jobs.

The day services, or Technical Training Centres as they were known, provided regular 'work' activities that many people with learning disabilities valued.

Very few people moved on from the centre sites in to paid employment however, for their participation within the workshops a small sum, often about 50 pence, was paid to each 'worker' at the end of the week as a wage.

The 1990s

During the late 80s and early 90s the availability of production line tasks declined as manufacturing processes became mechanised and less work was available for the workshops.

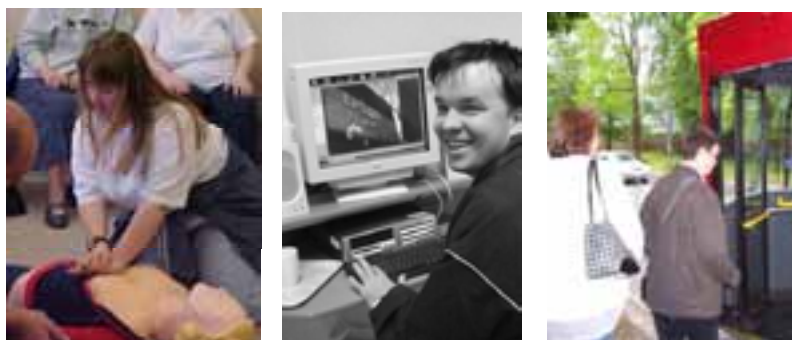


Bentley 1968

Users of day services however were very clear that they wanted to have the continued opportunity to participate in meaningful activities.

Day Services met this challenge by developing a timetable of opportunities for people to choose from including; printing, textiles, horticulture, art, performance, office skills, catering and educational courses - many of which still operate successfully today.

In 2001, in response to *Valuing People*, in-house Day Services in Surrey worked hard to increase the number of community activities they offered.



Bentley 2008

Activities on Offer in 2008

Services today provide a diverse range of activities from which an individual can choose. What is offered has evolved to meet the changing needs of the centre's population and have increasingly included work, college attendance and volunteering options. Services have also looked for ways for activities to be provided closer to where people live.

Creative arts, leisure pursuits as well as health, well-being and advocacy activities are common within all services. All centres also provide a range of both centre and community based activities to people requiring more specialist support.

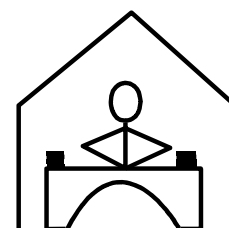
Over 40% of all activities countywide are now offered away from the main centre building with two sites delivering two thirds of their services in the community. Often the only reason people return to a centre building is to access the specialist personal care facilities or transport network, because these have yet to be developed in community venues.

There follows examples of established and popular in-house activities. There are many elements within these examples that could be developed still further; perhaps along Social Firm lines (Social Firms are market-led businesses that are set up specifically to create jobs for people disadvantaged in the labour market) or possibly becoming linked with external charities, local Councils, the County Council staff volunteering scheme etc.

Some suggestions as to a future direction of each project are included. It is hoped that more ideas can be developed throughout the consultation period.

Office Skills

Many people with learning disabilities have ambitions to participate in administrative work. A number of semi-integrated office skills projects are busy throughout the year completing tasks for local charities, the Surrey Valuing People Partnership Board and departments within Surrey County Council.



People with learning disabilities often organise day service receptions and are supported to facilitate conferences. They support project staff by undertaking shredding, photocopying and sorting post.

IT skills are developed through the Gateway Project, recorded accessibly and accredited through AboutUs. Office tasks are many and varied, and can be adapted to suit people with all sorts of skills and abilities.

Gateways is Surrey County Council project providing access to IT.



Office Services

In Surrey we have a successful and over subscribed community project based at Rentwood in Fetcham. Office Services is supported by a permanent staff member working with 5 to 6 people per day. Work includes completing mail shots, binding, laminating and putting brochures together for mailing. The project often finds itself at full stretch and needing to turn away work.

With support from EmployAbility, Office Service volunteers have gone on to find part time paid work and their own more independent volunteering roles away from the day service.

Future Plans

- To develop a network of offices across the county using the Office Services model. These will operate from integrated venues – ideally using Surrey County Council accommodation
- To develop an office specialising in creating accessible information.
- To work with Surrey County Council Procurement Team to ensure a ready supply of interesting and varied work and develop payment methods wherever possible.
- To work with the Surrey County Council Human Resource Team to increase the opportunities for part time paid work within the County Council.

Horticulture

Task Force teams are well established across the County. Groups of people with learning disabilities, with staff support, provide a wide variety of 'gardening' services within their local communities. Activities range from running a garden centre open to the public, to participating in countryside clearance. We also support local elderly people who can no longer manage their own gardens.



Practical experience is backed up with college attendance or by taking part in AboutUs training and certification. AboutUs is a project that makes learning accessible to all. With the use of computers, symbols and by breaking information in to small chunks people can learn and achieve certificates accredited by the Open College Network (OCN)



Garden activities can be work focused or structured to provide a sensory experience and enjoyment.



The Grow'th Team from Guildford

This team maintain some of the county's highways and byways with support from staff. The work involves using power tools such as chainsaws and hedge trimmers and the team are out working all day.

Colebrook Garden Centre

Colebrook have operated a garden centre at their Redhill site for many years. Open to the public it sells bedding plants, bark and chippings and offers opportunities for people with learning disabilities to play an active role in a community venture.

Laleham Project

Working in a local Council outdoor space the Laleham team have been responsible for creating accessible paths, raised flowerbeds and successfully maintaining an area of land open to the public.

Future Plans

- To develop Grow'th groups across the county providing opportunities to people wanting to participate as volunteers in outdoor activities.
- To develop the Colebrook Garden Centre, either at its existing location or local to Redhill. There is potential to increase visitor numbers and develop sensory gardening opportunities for people with the most complex support needs.
- To develop, in partnership with others, further services within the Laleham project, including art and other creative activities.
- To increase opportunities for project volunteers to move in to paid employment.

Catering

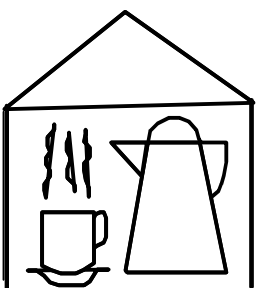
Many sites have embarked on ambitious plans for developing skills in catering. Some services employ people with learning disabilities on Surrey County Council contracts to run their lunch time services, some have developed on site cafes, open to the public and catering for meetings. Others are running cafes in community locations.

A package of training is offered, as is the opportunity to participate in a 'work' related activity irrespective of personal support needs, prior knowledge, skills or experience.

AboutUs have developed training and assessment materials suitable for people working at all levels.

In some areas of the County the range of training opportunities is such that people can progress towards employment opportunities if they wish to. With the catering and hotel industry being Surrey's second largest employment sector, there are improved opportunities for people with learning disabilities to move on to paid work.

There are a number of catering opportunities currently on offer: these include The Horseshoe Café in Banstead where staff work supporting 5 people with learning disabilities, and the Carson Suite Café in Camberley.



Future Plans

- To develop catering opportunities across the county.
- Explore developing Social Firms and partnership working opportunities.
- Explore options of running or supporting catering in Surrey County Council establishments.
- Explore funding and further training options.
- To develop staff skills and expertise .

NB. All photographs used with permission

Leisure & Well Being

Leisure is an important part of a healthy lifestyle and all people with learning disabilities, including those with complex needs, are able to take part. There are a diverse range of leisure and well being opportunities available across the county at various integrated venues.



Activities include:

- Trampolining / Gym.
- Sailing / Water Ski-ing.
- Golf / Air rifle shooting.
- Walking for pleasure.
- Swimming / hydrotherapy.
- A number of dance projects take place linked with specialist companies such as StopGap.
- Relaxation and Snoezelen (multi sensory rooms with lights, bubble tubes, sounds and smells).



Well-being days are often organised in partnership with health and leisure providers. These focus on health issues such as diet, exercise, health action planning, well man and well woman check ups, drinking enough water, stopping smoking, managing depression and anxiety, medication and good hygiene.

Future Plans

- Explore ways in which people could travel directly to their leisure activities.
- Explore opportunities to 'buy' membership at leisure centres to enable people to participate in both group and individual activities at times that suits them.
- Work in partnership with local leisure centres to develop specialist on-site staff available to support people and run programmes of activities.
- Work in partnership with health colleagues to create Health Action Plans and healthy living opportunities.



Workshops, training, advocacy and information

A number of people with learning disabilities have become actively involved in delivering training to others as teachers, through video and multi media. There are people with learning disabilities providing peer advocacy and signing support.

The Train the Trainer group (T3) are involved in raising awareness of disability issues through talks, workshops and DVD appearances.

The Firestone Rock Band and Planet People are carrying out similar work in schools and at festivals using music to overcome communication difficulties and discrimination.

Gateway & AboutUs members and other service user led advocacy groups organise countywide meetings and conferences.

SWAG in the west of the County have been actively involved in delivering the safeguarding message.

Individuals and community based groups develop materials for inclusion on the AboutUs website. The Gateway User Group are, with support, creating the website, DVD and phone line that will be used during the consultation.

Although small in scale currently these activities have enormous development potential.



Gateways User Group

Future Plans

- To develop a network of training teams across the county.
- Further work with the Surrey County Council is underway to offer paid employment opportunities to trainers.
- Explore funding to develop tools and methods of working that make presentations accessible to all.
- To develop staff skills and expertise.
- To find bases for people to develop their skills and materials – this may link well with the Councils own Community Hub programme.

Employment & EmployAbility

A key part of *Valuing People Now* is the need for people with learning disabilities to be able to secure paid employment, but nationally less than 17% of people have a job.

'Work is a central part of most people's lives. It provides us with our place in society, social networks, a daily structure and an income. This should be no different for people with learning disabilities ...' *EmployAbility 2008*

EmployAbility is Surrey County Council's supported employment service. Day Centre employment champions link with the service to identify people wishing to move in to paid work. EmployAbility also has a vital role in supporting young people of transition age leaving school and college.

Employment Officers support individuals (often in partnership with family carers) to find a job, undertake benefit checks and work to allay any fears over long-term issues of financial security or access to care services. They educate and support employers.

EmployAbility works closely with people with learning disabilities to ensure that job opportunities are realistic and sustainable. They are likely to be part time with individuals and their employers requiring significant on going support.

How Does it Work?

Matt spent his summer holidays attending short break schemes run by the local day service until he left college.

Matt has a passion for cars.

EmployAbility began working with Matt and on completion of a vocational profile the job search began.

Cooper Cobham (BMW) offered Matt a two-week work trial. Although they didn't have a job vacancy they recognised that Matt did excellent work replenishing and tidying the customer refreshment areas so offered him a 5-hour a week job. He is a valued member of the team and feedback from his colleagues is very positive.



EmployAbility
real jobs for real pay

Future Plans

- To ensure EmployAbility staffing resources are able to deliver any changes.
- Link with Surrey County Council regarding employment opportunities.
- Raise awareness of learning disability employment issues.

Creative Arts

There are numerous opportunities to access performing and creative arts throughout Surrey day services. There is a strong tradition of in-house and public performance. Creativity is used to facilitate alternative methods of communication and self-expression.

Current provision is generally located within centre buildings or at local adult education sites. Links have been made with community artists and the Surrey Integrated Arts Consortium.

A group of community artists operate from Lockwood.

Talented Surrey artists with learning disabilities have exhibited at the Tate Modern, performed at the Albert Hall and been featured in the local and national press. Many links have been made with community artists including musicians, potters, screen printers, dancers, actors and film makers.

Drama and dance performances occur annually at the Epsom Playhouse, Electric Theatre and Guilfest. The Firestone Rock Band currently operating out of Colebrook perform at public events, record their own music and travel internationally.



Future Plans

- Work with Surrey Arts (Surrey County Council) to explore purchasing support and mentoring for individual learning disabled artists via Self Directed Support.
- Find community venues for performing arts.
- Develop ideas with the community artists at Lockwood. Explore whether these would work elsewhere in the county.
- Where possible relocate art activities into more suitable community venues and enable artists to sell their work.
- Develop staff skills and expertise accordingly.
- Develop further options with the Firestone Rock Band.

Recycling & Environmental Work

All centres currently operate recycling groups and services, sorting paper, cardboard and plastics.

Some sites have developed creative methods of disposing of items such as shredded paper – digging it in to compost heaps or supplying it as bedding for horses that are allergic to straw!

Recycled materials are also used regularly by art groups whilst sorted materials are taken to local disposal points.

Work is underway to link with borough and district councils to create further opportunities. Plans include groups working in and around recycling centres not only keeping the areas clear of rubbish but also promoting sustainable lifestyles through leaflet distribution and talking to visitors.

Many centres run their own allotments in the community. We would like to develop methods by which people can travel directly to these without the need to use centre transport. This level of independence may enable some people to visit and work at their allotment during the evenings or weekends.

In the current ecological climate recycling and green living are high on the public agenda. Developing community services with borough councils could create opportunities for individuals, with staff support, to impact climate change.



Future Plans

- Develop links and services with borough councils in recycling and waste management departments.
- Explore roles for people with learning disabilities in managing / participating in area offices or other buildings recycling.
- Develop links with countryside projects to explore further opportunities relating to wildlife and allotment activities.
- Explore creating or joining existing 'green' networks across Surrey.

Community Groups

Not all community activities need involve volunteering. Supporting people learn skills to participate in their local community is also important. A number of groups already exist throughout Surrey and offer a range of training, support, social networking opportunities and activities. Groups have been developed by local staff in collaboration with the participants. They offer:

- Educational opportunities at colleges, supported adult education classes or AboutUs programmes.
- Supported access to leisure opportunities.
- Supported access to work or volunteering.
- Use of community facilities such as shops or libraries.
- Advocacy.
- Community skills – personal safety, safe road crossing, travel training, use of mobiles phones.



Other groups offer specific support to people with dementia, people with autism, people who have behaviour that can be challenging, and people who are older. Key features of all these groups include:

- Appropriate levels of staff support and skills mix.
- The use of community based buildings – either as a shared or single use resource.
- Services that meet people's specific needs.



Current Examples

The Cottage at Bourne Hall is a small service for 8 people with dementia. Based in a building leased from the local borough council it provides a safe stepping off point in to the community for a full programme of activities.



The Wells Centre is home to an older people's group who met whilst living in a long stay hospital many years ago and who have remained friends ever since.

Once a week the group meet in a room hired from the local borough council where they are supported by staff to arrange a programme of activities. Being based in a local community centre for older people they also have the option of choosing to participate in the more integrated activities on offer.





A Current 'Community Service' Example

The Cranleigh Group base themselves in a range of community buildings enabling them to participate in a full programme of activities. Activities include life skills courses at the local adult college, leisure and community skills and access to volunteering and employment.

More localised services has meant less travelling for people and a presence in the local community.



Future Plans

We wish to develop further community opportunities for groups and individuals.

By identifying suitable buildings and bringing together skilled workers we aim to develop exceptional community based services. We will identify groups that meet currently within day centres that may benefit from more inclusive opportunities – a few examples:

- performing arts groups that may work more successfully from a local theatre.
- groups of people with autism or dementia that may prefer quieter community facilities.
- friendship groups that wish to spend time together.
- advocacy or PCP groups that may wish to work together.
- job clubs for people looking for employment, or for those wishing to maintain their support networks after finding a new role.
- Groups for school leavers offering a package of activities (potentially including supported living)
- Well-being groups that operate directly out of leisure centres.



Identifying appropriate buildings, community locations or rentable spaces will be key to ensuring groups don't find themselves isolated. We are linked with the County Council's Estates and Planning Management service and the Community Hub Programme.

The provision of personal care facilities and integrated approaches to transport provision will ensure access to community groups for all. Developing the skills of our staff team will be key to expanding these services.

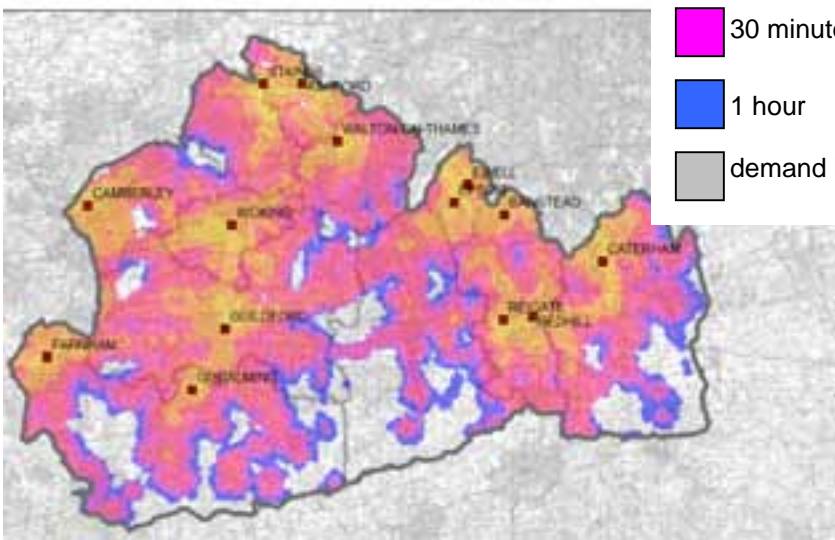
Travel

Currently people who use our services are mostly reliant on segregated transport systems. Coaches, taxis and minibuses are used by the majority of people accessing services.

66% of people are transported to their day centre site (this rises to 83% for people with complex needs) many travelling for over an hour. The provision of transport to day centres represents a considerable financial outlay (£1,123,000 for day centre arranged routes and £465,000 for Care Management arranged vehicles). Work is currently underway to increase the use of public transport and demand response (i.e. Dial-a-Ride, Buses 4U) transport networks.



From April 2007 free 24-hour public transport for almost all people with learning disabilities was introduced throughout Surrey. This offers exciting possibilities for the future and local planning is already underway.



Accessibility to town centres by public transport

This map shows travel times by public transport in Surrey.

The map is based on a snapshot of timetable data from October 2006.

This map helps with planning where services in the community could be best located.



Future Plans

- Employ travel trainers to support people to use public transport.
- Work with boroughs, police and transport providers to ensure safe travel.
- Develop ideas around employing and training people with learning disability as travel buddies.
- Explore the use of technology to ensure safer travel.



9. So how does it work?

Brian's story

Most people who currently have a community-based programme have chosen to participate in a range of different activities. Brian already takes part in many non-centre based options and is clear about what he wants to do in the future.

Brian is 58 and lives in Epsom. He began attending Surrey County Council day services at The Bridge in Leatherhead twelve years ago and then moved on to Bentley in 2004. Brian is looking forward to moving into his supported living flat in the near future.



On Monday I like tidying up – sorting out the bins and recycling and taking out the rubbish, I really enjoy gardening as well.

My gardening group are planting pumpkins for the Dorking Allotment holders association pumpkin competition. I make sure they are watered and looked after.

I go to college on a Monday night and am learning how to cook.



On Tuesdays I am supported to go to Bourne Hall Library. East Surrey College are running a course there and we look at books and use the computers in the library.

I have an evening short break with Adam from the trampoline club. I help him to put the trampoline away at the end of the day. I'd like to go to Adam's trampoline club in Horley because his trampolines are made differently and you get more bounce.



On a Wednesday I go out with my community group. We plan where we want to go and how we're going to get there. We stay out all day. We have lunch out so we plan that too.

On a Thursday I'm in the restoration group, we fix old furniture for people and sometimes we sell stuff. We have been working in my new house that I'm moving into, painting the rooms.



On Fridays I volunteer in the Horseshoe Café. I sort out the uniforms, do the washing up and put things away, grate the cheese, put the potatoes in the oven, prepare all the meals and serve customers at the till.

I do dancing in the evening because we are practising for the annual show at Epsom Playhouse.



Some evenings I do go-kart maintenance. We paint the kart and make sure everything works, about seven weekends in the summer we go up to Ipswich on a Sunday and I drive the go-kart. I use Makaton and work with RAD (Royal Association for Deaf People) to provide sign language training for staff in residential homes so they can communicate more easily to the residents. I like doing this job.



I like doing all the things. I like working and I'd like to get more jobs. I don't mind what job I get or if it's paid or voluntary but I like being paid.

I am looking forward to going on stage at Epsom Playhouse.

Later on I want to go to the allotment by bus. The only thing I would worry about is if there is somewhere to make a cup of tea or if we have flasks of tea with us, and if there are toilets.



I'm going to be doing more teaching with T3. I'm looking forward to this because I can tell all the people about how hard it is sometimes to be understood and how annoying it is when I can't do the things I want to.

Next month I will be out all day with the Man in a Van group. It's hard work which is good, helping people when they move house and also collecting and delivering stuff. We also collect manure from the horses and bring it back to use on the allotment.



(This is me in the room I painted)

8. More ideas for the future

Sweden



During a recent trip to Sweden we visited a number of further day service opportunities. Although Sweden is different in many ways to Surrey many of the activities have the potential to be replicated in our area. Key features of all the projects visited included:

- staff supporting people with learning disabilities to volunteer.
- team working enabling people with a range of skills and abilities to participate.
- meaningful tasks broken down in to manageable chunks, supported by symbol prompts and a teaching system similar to TSI (Training in Systematic Instruction)
- working in integrated settings and providing services that wouldn't otherwise be offered.



Older people support.

A group of people with learning disabilities were based in a housing complex for older people. They offered a series of services to residents including newspaper delivery, washing up, laundry, hand massage and simple hair dressing. Members of the team and residents had become friends and a number of people with learning disabilities had gone on to support the older people in other ways, for example during meals.



Services in Council buildings

We saw three services provided by people with learning disabilities in municipal buildings. A snack café in the local police station, a group in the Town Hall responsible for preparing meeting rooms and escorting guests and a group valeting police cars.



Charity Shop

In a partnership with a local church, with staff support, service users were running a community charity shop. This project had been successfully operating for over 8 years and attracts a large number of customers.



Dog Walking

Many people in the city of Uppsala live in apartment buildings where owning a dog is difficult. A team of people with learning disabilities, many with autism, look after the dogs throughout the day learning basic pet care – grooming, feeding, cleaning and walking.

The Swedish people have a strong tradition of citizenship and the people with learning disabilities we met were keen to be part of this.

10. More about the proposals

What is a Centre of Excellence?

Background

Thanks to advances in health care, more children and adults with complex needs are living longer.

Within Surrey County Council day services we support 153 people with profound, multiple and complex needs. Over half of these people live at home supported by family carers.

As well as a profound learning disability many people have a number of other complex needs that impact on their day to day lives:

We know there will be more people wanting to use our services in the future and we need to make sure our plans include options for them.

Although everyone's needs are individual and complex most people will require support in the following areas:

Communication Support

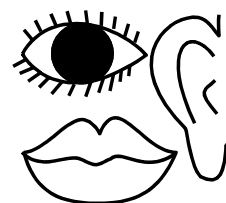
People may find it difficult to communicate with people they don't know well. They may use special computer programmes or hand held gadgets, communication books, music, touch, signs, or a range of these methods, to make choices or to tell people when they are happy or sad.

Staff need to be well trained and able to use a range of tools and techniques to communicate with the person they are supporting.

Personal Support

Many people with complex needs will require extra support to take part in day to day activities including; using the toilet, eating lunch, staying warm, comfortable and safe, or moving from place to place.

Accessible vehicles with escorts or 'travel buddies' will enable people to go to the places they want to.



Health Support

A number of people with complex support needs can also be described as having 'Continuing Health Care' needs. They may be helped to eat by peg feeding (a tube directly in to the stomach) and almost all will need sensitive support with continence issues. Some people will require regular physiotherapy treatments, oxygen therapy, medication or suction.

Having well trained staff that link closely with family carers and health professionals is essential to provide high quality support.

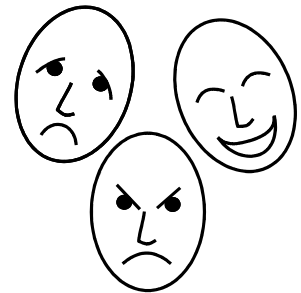
Support with Behaviour

Some people may behave in ways that hurt themselves or others. Having a consistent support network of trained staff working to anticipate stressful situations and improve communication opportunities can offer people more appropriate ways to express themselves.

Learning Support

People with complex needs need opportunities to develop life and social skills. They need access to college courses new experiences and creative accessible learning environments.

People need support to acquire choice making skills and to become as independent as possible.



We know that people with more complex needs and people needing extra or specialist support (for example autism or dementia) sometimes find it difficult to participate fully in integrated activities.

We know they may need a dedicated base to work out from, access to specialist equipment, somewhere to go to be supported to eat or where there is appropriate privacy to undertake personal care.

For these reasons we wish to develop sites that are 'excellent'.

We believe that by developing specialist centres with well trained staff, suitable equipment and stimulating environments that promote choice, self confidence and independence we will enable more people to play as active a part in their community as possible.

People who use services in this group will need specialist input from a range of services. The creation of a Centre of Excellence creates a focal point for this support.

New or improved buildings will need to have suitable environments and enable the people who use them to access a range of activities. There follows an example of some the features that should be included:



- Fully accessible buildings and safe sensory garden spaces.



- Access to hydrotherapy and physiotherapy, rebound and interactive sensory areas.



- Fire safety systems designed with frail or vulnerable people in mind



- Excellent lighting – including the introduction of natural day light.

Dementia

Centres of Excellence and outreach sites may also support younger people who have a learning disability and who have developed dementia. We know that there are a growing number of people who are developing dementia and who will need specialised support to remain independent for as long as possible.

Bourne Hall Cottage in Ewell was developed to meet the needs of this group and has a series of special environmental design features, it includes:



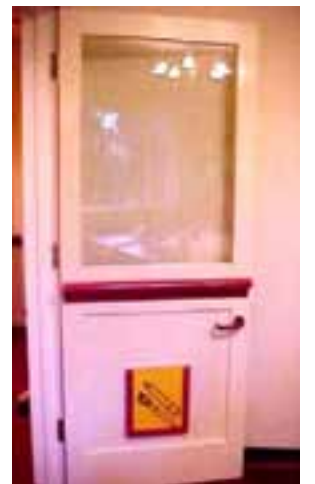
- a safe environment in a community setting.
- a single storey building.
- good access, wide doorways and colour contrast hand rails.
- level floors throughout with no steps
- tinted porches to enable eyes to adapt to bright light.

The use of high contrast colour, light and sound all play important roles at the Cottage. They help people orientate themselves, define the purpose of rooms and reduce the reliance on memory.

Colour schemes of paths and floors are designed to match to reassure people that there is nothing to trip or fall over. Contrasting colours support people with poor eyesight.

Key areas are brightly lit to enable people to distinguish them and encourage them to take a look.

Rooms are signed with clear accessible information about their use, and windows reassure people about what is inside.



These are simple and cost effective adaptations that promote independence.

People with complex autism

Although many people with autistic spectrum disorders are supported in community based activities, there will be some who require more specialist support and an environment which can be managed to meet their needs.

Total communication systems such as PECS or TEACCH are used with a high level of consistency to support people make sense of their day and feel secure in their environment. Environmentally buildings need to be predictable, for example only using a single room for a single purpose, having 'understandable' signage and storage, having carefully chosen window coverings, and rooms and corridors that have right angles and good sight lines, so that people can see and be seen.

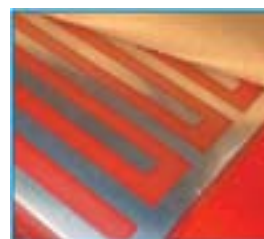


Day centres have already begun work towards becoming accredited with The National Autistic Society. This work will continue with the criteria for this award being used to ensure that a high standard of service is achieved and maintained.

Assistive Technology

Key to supporting people in a centre of excellence is assistive technology.

Ranging from specialist IT equipment to telecare aids and specialist sensory equipment the Centre of Excellence can act as a resource for people with learning disabilities, carers and staff.

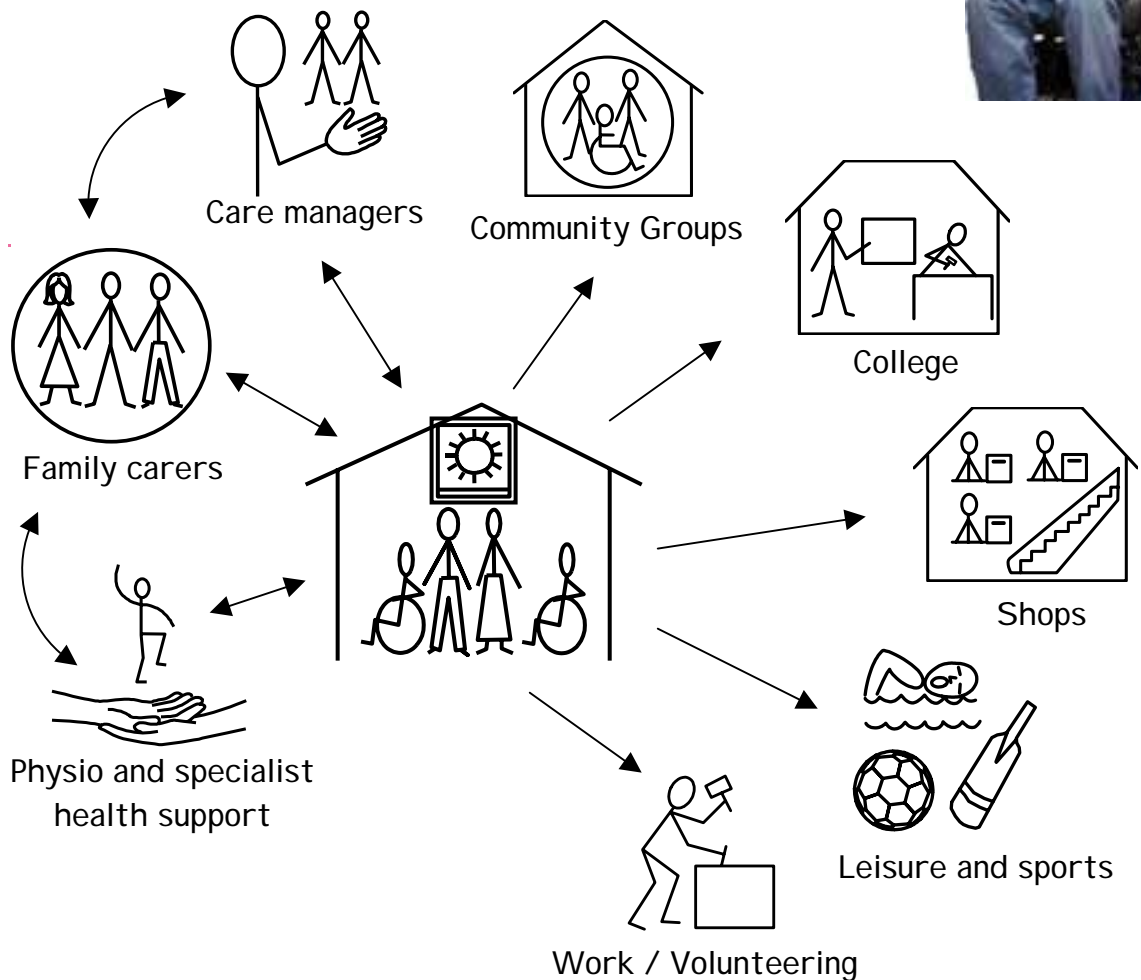


GPS Phone Swipe card Picture phone Pendant alarm system Contence alarm Pill dispenser

About Centres of Excellence

It's important that Centres of Excellence aren't seen as places where people spend their days exclusively but that they provide a springboard into the local community.

People with learning disabilities accessing the centres will be offered a full range of community activities, but will also have the back-up of a specialist resource.



Centres of Excellence could act as a resource for carers too, offering opportunities to bring people together to meet, work in partnership or receive support, advice and training.

Future Plans

By building a dedicated team focusing on the needs of people with specialised and complex needs, a real expertise and skill base can be developed among staff county wide. People who use services may need to access a Centre of Excellence every day but may also only use it for specific specialised activities, for example a weekly physiotherapy session.

Centres of Excellence provide a way of safely managing any crises that occur. A person with a less profound learning disability may need to use a centre base for some additional support for a short period, before reverting to a more community based service.



7 days a week

We wish to explore what additional benefits there may be if we develop of Centres of Excellence. We are keen to talk to people about how having this type of local, closer to home resource may influence the choices they make:

- Will people who previously left the county to seek very specialist services prefer to access Centres of Excellence closer to home?

We will also seek to answer some of the following questions during the consultation:

- Do we have the resources to establish services that operate seven days of the week?
- Can activities be scheduled in evenings and weekends to give family carers and the people they support short breaks?
- Is there the option to develop short break facilities that could offer overnight or weekend breaks on site?
- Can centres also act as a hub for staff providing admin support to the community groups and IT access for team members?
- Do opportunities exist to host others such as care management or health teams?
- How can the buildings act as a vital safety net in supporting community based groups in emergencies?



11. A week in the Life

Abdul's story

My name is Abdul, I am 31 years old. I live with my family in Woking and I attend Cranstock Day Service five days per week.

I have complex support needs.

People who know me well thought I would want to be in this booklet – I love having my photo taken and enjoy seeing my picture in books, on film and on the internet.

This is my week.



I use an especially adapted vehicle to get to and from the day centre from my home. I also go to Woking and other places I like to visit.

I have a busy week and staff support me to access a lot of different activities, some of which happen at the day centre and others which happen in places like Woking and Guildford.



I enjoy music and love shopping for CDs especially R & B. I go into Woking once or twice a week to shop or just to socialise. I am a very sociable person and enjoy meeting people.



I like all kinds of music and am always happy to take part in sensory activities.



My health and mobility is very important.

I have regular physiotherapy and hydrotherapy sessions.

I would like to be able to go swimming more often.



I like to know what is going on and I use my communication board to choose things. I choose what I want for lunch and what to drink. I love ketchup! I do need support to eat and drink and the staff help me out.

12. What do you think of the proposals?

We would like you to consider the proposals. The consultation will start on 14 July 2008 and will finish on 14 November 2008. During the consultation we will be organising many different events where you have the opportunity to tell us what you think. We will circulate information regularly.

What happens at the end of the consultation?

Decisions about Surrey County Council policy are made by county councillors. Once the consultation has finished a report will be sent initially to the Adults and Community Care Select Committee who will meet, scrutinise the information and offer their comments. A report will then go to the Executive Committee summarising what people have told us and proposing further action.

Details of when the Select Committee and Executive hold their public meetings are available on the Surrey County Council website www.surreycc.gov.uk or by calling 08456 009 009.

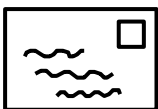
13. How can I tell you what I think and find out more information?

You can find out more information by contacting us in the following ways:



Phone: 0845 24 66 226 to leave a message

Calls cost 2p from a BT line 6am – 6pm and 0.5p at other times.



Post: Surrey County Council, Day Services Project Team
Cedar Court
Guildford Road
Fetcham
Leatherhead
Surrey KT22 9RX

E-mail: socialcare.dayservices@surreycc.gov.uk



Information on consultation events will be available on the internet at:
www.surreycc.gov.uk select About Your Council then Consultations

www.surreypb.org.uk

www.aboutus.org.ukT select Your Say, What Way?

The seven centres will also have information on display in an accessible place. The manager of each service will be available to speak to people about the changes and collect feedback.



Bentley

Manager
Alastair Jack 01737 737166



Colebrook

Manager
John Spedding 01737 737147



Cranstock

Manager
John Willson 01483 518598



Fairways



Fernleigh

Manager
Carole Daines Fairways: 01932 795025
Fernleigh: 01932 795030



Harbour



Lockwood



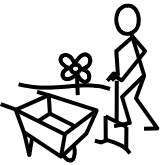
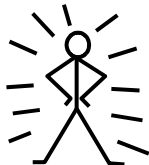
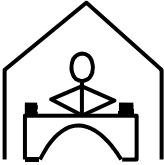
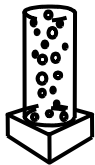


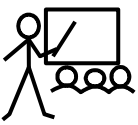
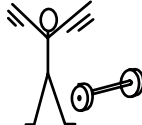

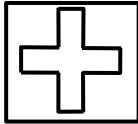


Manager
Jill Budd Harbour: 01483 518600
Lockwood: 01483 532502

14. Consultation Checklist

You may want to use the next couple of pages to record how you have been involved in the consultation programme.

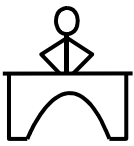
I am interested in how services are developed in

I have attended the following 'come and try it' events

	Café	<input type="checkbox"/>		Trampoline	<input type="checkbox"/>
	Gardening	<input type="checkbox"/>		Person Centred Planning	<input type="checkbox"/>
	Office	<input type="checkbox"/>		Snoezelen	<input type="checkbox"/>
	DIY	<input type="checkbox"/>		Photography	<input type="checkbox"/>
	Training	<input type="checkbox"/>		Gym	<input type="checkbox"/>
	Band	<input type="checkbox"/>		First Aid	<input type="checkbox"/>
	EmployAbility Visit	<input type="checkbox"/>		Barge	<input type="checkbox"/>

I attended the roadshow event at

I have spoken to the following people about the changes



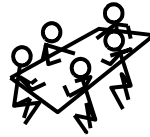
My Day Service Manager



My residential or supported living manager



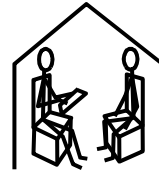
My family carer



The Project Team



My Keyworker



My advocate



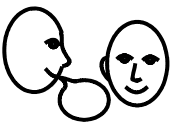
My friends



The people I live or go to day services with

I attended the Day Service Conference

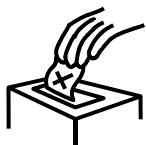
I have given my feedback by



Telling someone



By writing or emailing



Voting



By filling in a questionnaire

I want to find out more about





Surrey County Council
County Hall
Kingston upon Thames
Surrey KT1 2DN

