



OFFICER REPORT TO LOCAL COMMITTEE GUILDFORD

CONSULTATION ON IMPROVEMENTS TO LEARNING DISABILITY DAY SERVICES

08 OCTOBER 2008

KEY ISSUE

Surrey County Council is consulting on proposals to improve in-house learning disability day services. The consultation started on July 14th 2008 and will end on November 14th 2008.

SUMMARY

The consultation document, *Choice, Independence, Rights and Control* (July 2008) details proposals for the future provision of learning disability day services in Surrey. Surrey County Council currently operates seven day services including the Lockwood Day Service in Guildford and the Harbour Day Service in Milford (Waverley). Full details regarding the current services provided and other background information can be found in the consultation document.

OFFICER RECOMMENDATIONS

The Local Committee (Guildford) is asked to:

- (i) Comment on the information provided in the consultation document on improvements to day services for people with learning disabilities across Surrey.
- (ii) Comment on proposals for the Lockwood Centre and for a greater range of services for people in Guildford Borough in their local communities.

- (iii) Comment on proposals for the Harbour day service in Milford Waverley to become a 'Centre of Excellence' for people with complex needs.

1 INTRODUCTION AND BACKGROUND

1.1 Proposals to improve learning disability day services

Surrey County Council has been working for over ten years to change the way day services are offered to people with learning disabilities. This has seen services increasingly offered away from the main day centre buildings and throughout local communities.

In 2007, as part of the Council Transformation programme, a project team was formed to look at proposals for further improvements to services. These proposals for change and improvement are consistent with Surrey County Council's move towards greater personalisation and choice in the delivery of social care services. The proposals aim to meet the government's desire for improvements to the lives of people with learning disabilities as detailed in the White Paper *Valuing People* (2001) and consultation document *Valuing People Now* (2007).

1.2 What are the proposals?

The proposals are for:

- **Community Activities:** The development of more services in local communities so people have more choice about how to spend their time.
- **Centres of Excellence:** The development of four buildings with specialist facilities and improved services for people with profound and multiple complex needs. We are proposing that four of the current day services are developed as Centres of Excellence. These are Bentley in Banstead, the Harbour in Milford, Fernleigh in Walton on Thames and Cranstock in Woking.

2 ANALYSIS

2.1 Why are we making these proposals?

Although services have changed significantly over recent years, we are currently faced with a number of challenges:

- **More people** will need services in the future as people with learning disabilities are generally living longer.
- Services are currently offered from **buildings** that are segregated from other parts of the community. Some of the buildings are in

need of renovation and don't always fully meet the needs of the people who use them.

- Some buildings have limited specialist facilities and resources for people with **multiple complex needs**.
- Currently people have limited choices to become **active citizens** within their communities.
- Services are reliant on **expensive and segregated transport** networks and there is limited opportunity for people to travel on public transport with or without supporting staff.
- **Staffing and management structures** need to be reviewed to meet future challenges.

2.2 Day services for people with learning disabilities in Guildford Borough

There are around 3,000 people with learning disabilities who are known to the learning disability care management teams in Surrey. Of the 3,000, approximately 850 people receive a service in Surrey County Council run day services. Of these, approximately 87 are resident in Guildford and they mainly use services run by the South West Day Services from bases at Lockwood in Guildford and the Harbour in Milford (Waverley). Some people attend Cranstock in Woking for day services.

In total, 132 people are registered to use services provided by Lockwood and 39 people are registered to use services provided by the Harbour.

Over recent years, services have started to be developed to meet the needs of people in their local communities.

- **Guildford:** The Guildford Methodist Church is used as a community venue in Guildford for five days a week. This facility provides space for vocational, therapeutic and skills training. At the moment thirteen people use this group, with eleven people travelling independently to the venue from their homes. The service offers a 'Toward Independence' Programme that provides independent living skills, employment skills, computing lessons and opportunities to socialise in and around Guildford town centre.
- **Guildford – Lockwood Artists** run a series of workshops within Lockwood, which include Print, Sculpture and Fine Art. In partnership with the local artists people who attend Lockwood are involved in other community projects including Street Festivals. We are reviewing ways for Lockwood Artists to continue providing services for people in the future.

- **Guildford – Services Autism Accredited:** Lockwood was the first day service in Surrey to achieve Autism Accredited status in 2007. In August this year they retained the status for the second year in a row. This is a recognised accreditation from The National Autistic Society.
- **Outside Guildford Borough: Milford:** A centre-based day service is provided from the Harbour day centre in Milford. The Harbour is the newest of the seven day centre buildings Surrey County Council operates and has facilities for people with complex needs and a meeting space for people with learning disabilities and other local groups. People from Milford, Hindhead, Haslemere, Godalming, Farnham and Cranleigh use the centre as well as people from Guildford.
- **Outside Guildford Borough: Woking.** People from parts of Guildford Borough travel to Cranstock day service which is one of the proposed sites to be converted into a centre of excellence.
- **Outside Guildford Borough: Godalming** community group provide community based services for 9 service users including those with complex needs. The Godalming Community group use facilities at Broadwater Community Centre and The Pepperpot in Godalming. The Pepperpot is in partnership with service users who attend Meath Home. This facility provides space for vocational, therapeutic and skills training and community awareness. In partnership with the National Autistic Society (NAS) a service is provided one day a week in Godalming at the Methodist Church as a drop in service for those with Autism.

In addition to the community groups detailed above the Growth Team work in the community five days per week and has 10 core members accessing these sessions. A range of other community based groups use leisure facilities. More people have been highlighted for the Godalming Service and this will be offered to them instead of using Lockwood and the Harbour. As the service moves from traditional 'in house' delivery to community based, the opportunity arises to provide a more peripatetic, flexible service to meet the social needs of our users. Other initiatives such as Flexible Breaks, Person Centred Approaches to service delivery, and working closely with service users and carers will enable South West Surrey to deliver excellent user led services.

- **Outside Guildford Borough: Farnham:** Ten Service Users presently access the Toward Independence Programme, which comprises of a mix of Independent Living Skills, Adult Education, Employment Skills, Computing, Orientation of Farnham, sports, leisure and opportunities for socialising to be found in and around the town. Service users attend individually or in small groups. This service is provided in rented facilities within Farnham Methodist Church in the town centre and is a 4-day service. Two Service Users are collected from their

home in the morning and taken home in the evening while 8 Service Users access independently.

- **Outside Guildford Borough:** The **Cranleigh** Community group provides a community-based service to 10 service users. The programme incorporates the following activities a range of leisure activities and employment support, allotments, adult education, skills based learning, drama and cooking. All service users living in the Cranleigh area access this group and do not access services at The Harbour.

3 CONSULTATION

- 3.1 The following consultation events listed below are taking place in the Guildford area. Feedback from the consultation events held in all of the local areas will be passed onto the central project team who will incorporate the information in the final report to the Surrey County Council Executive and Adults and Community Care Select Committee.

Consultation events:

- Parents and carers meeting management at the day services
- Regular meetings for service users facilitated by independent advocates to discuss the proposals
- Regular briefings for the staff team at the dayservices
- One to one sessions for Carers' with the Day Service Manager on request
- Local Valuing People Group meetings
- Local meetings of Mencap groups
- Other representative groups as requested

We have also arranged 'Come and Try it' events for services users from day services to try different events in other parts of Surrey. For example, a group of services users from Waverley who use the Harbour and Lockwood services are going to a work awareness day in Guildford.

There will also be roadshows events across the county for people to hear about the proposals and to feedback their views. At these events there will be stands, presentations and workshops and a chance to ask staff and managers more about the proposals. The events will be on:

- Friday 5th September at **Guildford** Spectrum 1300 to 1800
- Thursday 25th September at Staines Spelthorne Leisure Centre 1300 to 1800
- Tuesday 30th September at Redhill Harlequin Theatre 1300 to 1800
- Friday 17th October at Chertsey Runnymede Centre 1100 to 1500
- Thursday 23rd October at Woking Leisure Centre 1300 to 1800

In addition to the roadshows there will be a Travel Challenge day on 4th September where people from all of the day services will try to travel by means other than normal day service transport from their homes to Leatherhead Leisure Centre. The aim of the event is to introduce people to travelling independently and also encourage people to take up the concessionary bus pass offered by District and Borough Councils. Lunch will be provided for all who arrive at Leatherhead Leisure Centre.

4 FINANCIAL AND VALUE FOR MONEY IMPLICATIONS

- 4.1 Proposals for the delivery of future services are to remain within existing budgets. Further proposals will be supported by a detailed business case when presented to the Surrey County Council Executive after the consultation.

5 EQUALITIES AND DIVERSITY IMPLICATIONS

- 5.1 People with learning disabilities often do not receive the same choices and opportunities in life as everyone else. Our proposals are aimed at ensuring that the people we serve are treated fairly and receive greater choice and opportunity. We are looking to develop services that reflect the ethnic mix of people in Surrey

We have ensured that all consultation material is easily accessible and distributed to all people affected by the proposals. We have set up a dedicated consultation web site with accessible and easy to understand material at www.aboutus.org.uk and we have also put easy to understand information on the main Surrey County Council website.

We have ensured that service users can have their say about the proposals with the support of independent advocacy services and staff that they know within the dayservices.

6 CRIME AND DISORDER IMPLICATIONS

- 6.1 Although people with learning disabilities do not present any significant crime and disorder implications, they may be subject to hate crime because of their disability. *Valuing People Now* (2007, page 71-73) notes that many people do not feel safe in their local communities due to hate crime, which can vary from being called a name to serious physical assault.

The Learning Disability Partnership Board in Surrey has commissioned a piece of work to develop a 'Hate Crime Training Pack' in cooperation with Surrey Police. The Partnership Board is working to ensure that Hate Crime awareness is promoted and that people with learning disabilities who use our services know what to do to report it to the Police.

7 CONCLUSION AND RECOMMENDATIONS

- 7.1 Members are asked to comment on the proposals as detailed in the consultation document Choice, independence, rights and control.
- 7.2 Members are asked to comment on proposals for the Harbour day services to become a 'Centre of Excellence' for people with multiple and complex support needs.
- 7.3 Members are asked to comment on proposals for a greater range of community activities, building on work already started.

8 REASONS FOR RECOMMENDATIONS

- 8.1 The recommendations support efforts to give people with learning disabilities greater choice in how they spend their time and a better level of care for those with complex and multiple support needs.

9 WHAT HAPPENS NEXT

- 9.1 The consultation will continue until 14 November. We are presenting our proposals and seeking feedback from all eleven Surrey County Council local committees during the consultation period, starting with Waverley on 12th September and ending with Woking on 20th October. We will also update the Surrey County Council Adults and Community care Select Committee at their meeting at County Hall on 3rd September.

After the consultation, we will review all of the feedback and present further proposals to the Surrey County Council Executive in 2009.

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| BACKGROUND PAPERS: | <ul style="list-style-type: none"> ▪ Choice, Independence, Rights and Control (July 2008) Dayservices Consultation document ▪ Day Services Consultation Newsletter 1 (July 2008) ▪ Surrey County Council Officer report to Executive dated June 24 2008 |

**FOR MORE
INFORMATION**

- Surrey County Council Adults and Community Care Select Committee report dated May 29 2008
- Surrey County Council Adults and Community Care Select Committee report dated 2 April
- Valuing People Now (2007)
- Valuing People (2001)
- www.aboutus.org.uk (Select 'Your Say, What Way Consultation')
- www.surreypb.org.uk (Select 'Dayservices Consultation' from the main menu)
- www.surreycc.gov.uk (Choose About Your Council/Consultations/Improvements to Learning Disability day Services)
- E-mail feedback to socialcare.dayservices@surreycc.gov.uk or leave a message on 0845 24 66 226