



# Cabinet Member's Decisions - Adult Social Care

**Thursday, 31 July 2014**

**Cabinet Member with Responsibility:** Mrs S L Blagg

## Agenda

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All the above reports and supporting information can be accessed via the Council's website.

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## **Cabinet Member Decision**

### **31 July 2014**

# **1. COUNCIL PROVIDED DAY SERVICES FOR ADULTS WITH A LEARNING DISABILITY: USE OF BUILDINGS (SOUTH)**

#### **Relevant Cabinet Member**

Mrs S L Blagg

#### **Relevant Officer**

Dr Richard Harling

#### **Recommendation**

- 1. The Director of Adult Services and Health recommends that the Cabinet Member with Responsibility for Adult Social Care:**
  - (a) notes the outcomes of the detailed consultation that has been carried out with people with learning disabilities and family carers about the use of buildings in the South of the county;**
  - (b) supports in principle the use of buildings in the South of the County as set out in paragraph 14, and requests that support planning proceed on this basis; and**
  - (c) receives a further report in due course to consider the outcomes of service user re-assessments and support plans, and subject to assurance that individuals' eligible needs can be met, considers and makes a final determination on the use of buildings in the South of the County.**

#### **Background Information**

- 2. On 8 November 2012 Cabinet agreed that a new model of Council provided day services for adults with a learning disability would be rolled out across the county. A pilot in Wychavon challenged the traditional model with all service users, regardless of their needs, attending large centres. The new model is based on four key elements:**
  - i. Improved local support for people with profound and multiple disabilities;**
  - ii. Specialist support for older people with a learning**

disability including those with dementia;

- iii. A diverse community-based support programme to replace large resource centres with small drop-in services. This enables universal services, specialist services and other resources to be used to offer more personalised support packages;
- iv. Improved access to employment, training and volunteering opportunities for those that are able to participate, utilising social enterprise, self-employment and traditional routes to work or training.

3. The new model proposed three types of day service:

- Resource Centres, for people with more complex needs
- Individually commissioned services for people growing old with a learning disability, and
- Connect, for people who are able to use universal services with support.

4. The new model is consistent with the approach outlined in the report commissioned by the Department of Health "Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities (DH 2010).

5. On 7 November 2013 Cabinet agreed in principle the buildings to be used for day services for adults with a learning disability in the North of the County subject to confirmation that the eligible assessed needs of current service users could be met. Most of the assessments and support plans in the North have been completed and progress is such that we can expect that the new use of buildings will meet people's needs - subject to further work with a small number of people with complex needs. The Cabinet Member with Responsibility for Adult Social Care was authorised to consider the outcomes of individual service user re-assessments and having regard to them, come to a final decision on the proposed use of such buildings. She was also authorised to consider the outcomes of the consultation about the use of buildings in the South of the county, along with the outcomes of individual service user re-assessments, and subject to assurance that eligible assessed needs can be met, determine an appropriate use of buildings in the South.

## Consultation Process

6. At its meeting on 8 November 2012, Cabinet authorised the then Director of Adult and Community Services to consult on the use of buildings to provide the new model of day services, and required that the outcomes of the consultation should be reported back to Cabinet for decision. This consultation was to take place in two phases: the North of the county between May and August, and the South between September and December 2013. This report follows completion of the consultation in the South.
7. Consultation took place between 20 September & 13 December 2013 (details in Appendix 1 & 1a) with 119 service users with a learning disability and 187 family carers. Worcestershire Association of Carers also consulted with 39 family carers during the consultation period (details in appendix 2). All local District and County Councillors were sent details of the consultation process and timetable.
8. Consultation methods included group and individual meetings, coffee mornings, drop-in sessions and telephone calls (see appendix 3). Feedback was also gathered through written submissions, telephone calls and emails. The consultation was organised in partnership with Speak Easy NOW and Worcestershire Association of Carers with whom a detailed consultation and communication plan was co-produced.
9. Information exchange between members, officers and the Cabinet member enabled an open exchange of local knowledge to be incorporated into the consultation.

## Consultation Outcomes

10. Officers used learning from the pilot, the consultation in the North of the County, and an analysis of options (Appendix 4), to develop proposals for consultation for the use of buildings in the South of the County.
11. The factors taken into account when analysing options were, in no particular order:
  - **Finance** – is it affordable within the budget?
  - **Location** – is it close to amenities and town centre?
  - **Other stakeholders** – whether the building is used by other people?
  - **Needs** – whether the building/location is suitable for people's needs?
  - **Safety** – how safe is the location?
  - **Space** – whether there is adequate space for the number of users?
  - **Transport links** – whether it is on or within walking

distance of a bus route?

12. The issues identified during consultation fell into four key themes: social networks, carer support/respite, community integration and transport. Some of these relate to the model itself, which Cabinet has already agreed to roll out, rather than the use of specific buildings.
13. Consultation responses have been used to test and refine the proposals (Appendix 5). The evolving proposals have been shared with the Council's Corporate Landlord Board and are consistent with the Better Use of Property programme.
14. It is proposed that the following buildings be used to provide the new model:
  - Cherry Orchard Day Centre will house the Worcester/ Malvern/Droitwich Resource Centre
  - Three Springs Day Centre will house the Evesham/Pershore Resource Centre
  - Droitwich Library will house the Droitwich Connect
  - Evesham Library will house the Evesham Connect
  - Fish Street Connect will house the Worcester Learning Disabilities/Physical Disabilities (LD/PD) Connect
  - Checketts Lane – Worcester GOLD Service (growing old with a learning disability)
  - Extensive work has been undertaken over the last 18 months to identify a proposed building for the Malvern Connect. Several options are currently being explored in line with the original specification.
15. This would result in:
  - Resource Centres in Worcester and Pershore.
  - Connect services in Droitwich, Evesham, Worcester and Malvern.
  - GOLD Service in Worcester.
16. It is proposed that the following buildings will not be used to support the new service model and will be vacated by the council.
  - Kingfield's Centre, Droitwich.
  - Malvern SEC (Social Education Centre), Malvern.
  - Evesham Day Centre.
17. This is because:

## Next steps

- Kingfield's and Evesham Day Centres are out of town locations and therefore not suitable for use as a Connect service. The pilot identified that Connect services are best located in the centre of towns near to universal services.
  - Malvern SEC requires significant investment to upgrade the building and is too large to appropriately accommodate a CONNECT centre once the Resource service is relocated to Worcester, as per the model agreed.
18. Learning disability day services would no longer be provided at Station Road, Pershore. The provision of learning disability short breaks at Station Road is not affected by these proposals.
19. If these proposals were accepted in principle then the Council would proceed to complete re-assessments and support plans for all adults with a learning disability using day services in the South of the county. 139 out of 144 of these reassessments have been completed so far. The support plans will provide assurance on whether individuals' eligible needs can be met with the proposed use of buildings and how any potential adverse impacts will be mitigated – for example how existing friendships and contact with their communities will be maintained. Following this it would be possible to make a final determination of the use of buildings in the South.
20. Carers will have access to a named member of staff throughout this process to assist with any teething problems or to provide support if this is needed.
21. Currently 15 Service Users funded from other local authorities attend day services provided by Worcestershire County Council. All local authorities are aware of the work we are currently undertaking and are awaiting the outcome of this report to enable them to support plan for their own service users.
22. With the Council's ambition to become a commissioning organisation, options for future provision of these services were agreed by Cabinet on 17 July 2014. The Council is actively seeking to develop the market for adult social care services, including day services for adults with a learning disability. Support is available through the Changing Futures Fund for voluntary organisations who wish to establish themselves as adult social care providers or develop an existing business. All

service users have personal budgets, some of which are taken as direct payments, and have a choice about how their money is spent.

## Finance

23. The new model of day services is estimated to achieve savings of £1.1m countywide from a budget of £4.1m. Of these, £0.8m has been achieved by a reorganisation and reduction in staffing and a further £0.3m would be achieved by alternative use of buildings.

## Equality Duty

24. The Equality Act 2010 requires the Council to have due regard to the three aims of the Equality Duty in developing policies and planning/providing services. These aims are to:
- Eliminate unlawful discrimination
  - Eliminate harassment and victimisation
  - Advance equality of opportunity
  - Foster good community relations between people who share any of the defined Protected Characteristics and those who do not.
25. The Act lists nine groups with Protected Characteristics, but, clearly, it is highly unlikely that they will all be of relevance in all circumstances. Disability is clearly the most relevant Protected Characteristic in the current context. The level of regard which is "due" in respect of the Equality Duty should always be proportionate and is dependent on the potential of the proposed policy/action to contribute to or detract from the aims of the Duty.
26. Due regard means that the Cabinet Member adopts a "substantial, rigorous and open-minded approach" in considering the specific needs of those groups covered by the Equality Duty and that it has considered all the relevant material. In order to show due regard the Cabinet is required to ask the right questions and where there is potential disproportionate adverse impact on those with protected characteristics, show how that impact may, if possible, be mitigated. That may mean giving consideration to alternative proposals. Where it is identified that an individual may be adversely affected by e.g. excessive travel time, mitigating actions will be put in place. This may take the form of individual transport rather than group transport to minimise pick up and drop off time.
27. All the people using Council provided day services for adults with a learning disability have at least one of the Protected Characteristics covered by the Equality Duty.

An Equality Impact Assessment was carried out in July, 2010, on the proposed new delivery model for day services. The assessment identified that the proposed model could have some negative impact for service users. Aspects of the pilot for the new model were amended to mitigate possible negative consequences. Mitigating action included (see appendix 6): greater community integration (more positive roles and better public perception of people with learning disabilities); greater choice of age/gender appropriate activities; and improved resources, such as personal care facilities, to support community access for people with multiple disabilities.

28. Further Equality Impact Assessments (EIAs) have been undertaken to identify the impact of the proposed changes to service provision in each of the five affected areas of South Worcestershire. Copies are attached at Appendix 6. Each of the assessments identified some adverse impact for some service users who would only be able to access appropriate services outside their local community. A significant number of service users were concerned about disintegration of valued friendship groups (which could result from changes in location and re-assessment of need). Potential positive impact was identified for many service users who would benefit from an increased range of opportunities and increased community integration. Adverse impact will be mitigated by offering opportunities for service users to maintain contact and undertake activities with their friends in their local communities. This will be achieved through developing support plans that specifically address the need to maintain existing friendships.

## Supporting Information

- Appendix 1 – Consultation Timeline
- Appendix 1a – Meeting invitation letters
- Appendix 2 – Worcestershire Association of Carers feedback
- Appendix 3 – Presentations
- Appendix 4 – Building options
- Appendix 5 – Consultation responses
- Appendix 6 – EIA documents for all 5 areas

## Contact Points

### County Council Contact Points

Worcester (01905) 763763, Kidderminster (01562) 822511  
or Minicom: Worcester (01905) 766399

### Specific Contact Points for this report

Richard Keble, Head of Joint Commissioning Unit (01905) 728952

## Background Papers

Email: [rkeble@worcestershire.gov.uk](mailto:rkeble@worcestershire.gov.uk)

In the opinion of the proper officer (in this case the Director of Adult Services and Health) the following are the background papers relating to the subject matter of this report:

Agenda and background documents for the meeting of the Cabinet held on 8 November 2012.

Agenda and background documents for the meeting of the Cabinet held on 7 November 2013.

"Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities" (DH 2010).

**Appendix 1 – CONSULTATION TIMELINE FOR COUNCIL PROVIDED DAY SERVICES FOR ADULTS WITH A LEARNING DISABILITY: USE OF BUILDINGS (SOUTH)**

	Sept	Oct	Nov	Dec	
	<b>20 SEP 2013 – 13 DEC 2013</b> Consultation Period				
<b>Pre Consultation</b>	<p><b>2 SEP 2013</b> Letter to South family carers Letter to Worcester service users Letter to Wychavon service users Letter to Malvern service users Letter to Physical Disabilities service users</p> <p><b>2 SEP 2013</b> Letter to South Worcestershire County and District Councillors</p>				
<b>Consultation meetings</b>	<p><b>20 SEPT 2013</b> Droitwich service user meeting Venue: Kingfields 10.00 am</p> <p><b>20 SEPT 2013</b> Droitwich family carer meeting Venue: Kingfields 1.00 pm</p> <p><b>24 SEPT 2013</b> Persore family carer meeting Venue: Station Road 1.00 pm</p> <p><b>24 SEPT 2013</b> Persore service user meeting Venue: Station Road 2.00 pm</p> <p><b>24 SEPT 2013</b> Droitwich family carer meeting Venue: Kingfields 6.00 pm</p> <p><b>25 SEPT 2013</b> Evesham service user meeting Venue: Evesham Hub 10.00 am</p> <p><b>25 SEPT 2013</b> Evesham family carer meeting Venue: Evesham Hub 11.30 am Evesham Hub 6.00 pm</p> <p><b>27 SEPT 2013</b> Malvern service users meeting Venue: Malvern SEC 10.00 am</p> <p><b>27 SEPT 2013</b> Malvern family carer meeting Venue: Malvern SEC 11.30 am</p>	<p><b>30 SEPT 2013</b> Worcester service user meeting Venue: Cherry Orchard 10.00 am</p> <p><b>30 SEPT 2013</b> Worcester family carer meeting Venue: Cherry Orchard 11.30 am Cherry Orchard 6.00 pm</p> <p><b>1 OCT 2013</b> Malvern family carer meeting Venue: Malvern SEC 6.00 pm</p> <p><b>16 OCT</b> PD connect visit to Three Springs – Commissioners visit 11 am</p> <p><b>17 OCT</b> PD connect visit to Fish Street, Worcester Commissioners visit 12 noon</p> <p><b>28 OCT</b> Droitwich Resource Centre service users/carers Venue: Wendron Centre 10:30 am</p> <p><b>29 OCT</b> Malvern service users and carers Venue: St John's Ambulance Centre 10:30 am</p> <p><b>31 OCT</b> Kingfield service users/carers Venue: Droitwich Library 10.30 am</p>	<p><b>6 NOV</b> Evesham Hub service users/carers Venue: Three Springs, Persore 10.30 am</p> <p><b>6 NOV</b> Three Springs, Persore carers Venue: Three Springs, Persore 11.30 am</p> <p><b>11 NOV</b> Service users/carers Malvern SEC Venue: Scout Premises, Malvern 10.30 am</p> <p><b>12 NOV</b> Visit for Cherry Orchard service users/carers Venue: Fish Street, Worcester 1:30pm Also 2:00pm at Fish Street for carers &amp; 6:00pm for carers – venue: Cherry Orchard</p> <p><b>13 NOV</b> Carers Meeting Venue: Three Springs Persore 6:00 nm</p> <p><b>18 NOV</b> Carers Meeting Venue: Malvern SEC 6:00 pm</p> <p><b>18 NOV</b> Service users/carers using Kingfields Venue: Cherry Orchard Worcester 10:30 am</p>	<p><b>21 NOV</b> Carers meeting Venue: Malvern SEC 11:00 am</p> <p><b>22 NOV</b> Visit for Persore Resource Centre service users/carers Venue: Cherry Orchard, Worcester 10:30 am</p> <p><b>25 NOV</b> Visit for Malvern SEC service users/Carers Venue: Three Springs, Persore 11:30 am</p> <p><b>25 NOV</b> Visit for Evesham Hub service users/carers Venue: Three Springs, Persore 12:30 pm</p> <p><b>25 NOV</b> Visit for Persore Resource Centre users/carers Venue: Three Springs, Persore 10:30 am</p> <p><b>27 NOV</b> Service users/carers at Kingfields Venue: Three Springs Persore 10:30am</p> <p><b>28 NOV</b> Carers meeting Venue: Droitwich Library 3:00 pm</p> <p><b>28 NOV</b> Malvern SEC Service users/Carers meeting Venue: Cherry Orchard, Worcester 10:30 am</p>	<p><b>5 DEC</b> Visit for Evesham service users/carers Venue: Wallace House/Evesham Library 1:00 pm</p> <p><b>9 DEC</b> Visit for Malvern SEC carers Venue: Malvern SEC 18:30 pm</p> <p><b>11 DEC</b> Visit for Droitwich service users/carers Venue: Droitwich Community Centre/Droitwich Library 13:45 pm</p>

**Appendix 1 – CONSULTATION TIMELINE FOR COUNCIL PROVIDED DAY SERVICES FOR ADULTS WITH A LEARNING DISABILITY: USE OF BUILDINGS (SOUTH)**

	Sept	Oct	Nov	Dec
	<b>20 SEP 2013 – 13 DEC 2013</b> Consultation Period			
<b>Carers meeting facilitated by WAC</b>			26 Nov Venue: Cherry Orchard, Worcester	2 Dec Venue: Droitwich (Kingfields)
			27 Nov Venue: Evesham	2 Dec Venue: Droitwich (Kingfields)
				3 Dec Venue: Pershore (Station Road)
				3 Dec Venue: Pershore Malvern
				10 Dec Venue: Evesham
<b>Council meetings</b>	Members Briefing County Hall 9 Sept 10.30 am		Update meeting with Cllr Blagg and Cllr Hodgson County Hall 25 NOV 3:30 pm	
<b>Post consultation update meetings</b>				
		24 Feb 2014 Venue: Cherry Orchard Day Centre, Worcester 10:00 – 12:00	25 Feb 2014 Venue: Three Springs Centre, Pershore 10:00 – 12:00	

[DATE]

Dear Family Carer

**Day Opportunities for People with Learning Disabilities**

As you may be aware the Council are considering how and where Day Opportunities are provided for people with Learning Disabilities.

As part of our planning and consultation process we would like to have an opportunity to meet with you and discuss the options we are considering. I enclose some information regarding the consultation with this letter.

With this in mind we are organising a series of meetings and we hope you will be able to attend one local to you. The dates and venues are as follows:

Area/Venue	Date	Time	Audience

Should you not be able to attend a session local to you, you could attend on a more suitable day. However, the information you will get at another session may vary according to the local circumstances. It may therefore be useful to contact me to discuss this.

We will be organising a second round of meetings shortly to provide an update and gather any further feedback and will let you know the dates for these in due course.

We look forward to meeting with you in September to discuss the options and plan for the future.

**Please note these sessions are for family carers only - I will be meeting with Service Users separately**

Kind Regards

**Elaine Carolan**

Lead Joint Commissioning Manager (OP/LD/PD/SI/Carers)  
Joint Commissioning Unit, Adult Services & Health Directorate  
Worcestershire County Council  
County Hall, Spetchley Road, Worcester WR5 2NP

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Dear Service User,

## Changes to Day Services



As you know we are holding a consultation about day services in the south of Worcestershire. This means we will be asking what you think about our plans.



We will be asking where you think the new style day services should be based. We are going to come and meet with you on [DATE] at the [VENUE] at [TIME].



You will be able to come along ask questions and tell us what you think.



Yours sincerely



**Elaine**

**Elaine Carolan**

Lead Joint Commissioning Manager (Learning Disability)

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23<sup>rd</sup> August, 2013

Dear County Councillor

I am writing to update you on the progress of the consultation Worcester County Council has been undertaking on where Day Opportunities are provided for people with Learning Disabilities. This is following the Cabinet decision of November 2012 which supported the rollout of the pilot project that had taken place in Wychavon and requested "consultation on the location of buildings to deliver component parts of the redesigned service be authorised, and the outcomes of these reported back to Cabinet for decision". (Cabinet report November 2012). I have attached the cabinet paper for your information.

The new way for providing Day Services includes:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services

As part of the consultation process the officers of the council have facilitated a number of both formal and informal opportunities to meet with Family Carers and Service Users to discuss the options they are considering. The consultation has now been completed in the North of the county and the surplus buildings have been identified.

We are now going to complete an identical consultation process in the South of the county with discussions on the options available across Wychavon, Worcester and Malvern.

In light of these changes we would like to invite you to a members briefing session on **9th September 2013 at 9.30am – 12.00 in Great Malvern Room, County Hall.**

The cabinet member for Adult Social Care, Councillor Sheila Blagg will be present to facilitate the discussion. We hope you will attend the session to ask questions and give us your opinions.

In the interim, please don't hesitate to contact me if I can be of further assistance.

Yours sincerely



**Elaine Carolan**  
**Lead Joint Commissioning Manager (OP/PD/SI/LD)**

Elaine Carolan  
Lead Joint  
Commissioning Manager  
OP/PD/SI/LD  
Joint Commissioning Unit  
Adult Services & Health  
County Hall  
Spetchley Road  
WORCESTER  
WR5 2NP

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23<sup>rd</sup> August, 2013

Dear District Councillor

I am writing to update you on the progress of the consultation Worcester County Council has been undertaking on where Day Opportunities are provided for people with Learning Disabilities. This is following the Cabinet decision of November 2012 which supported the rollout of the pilot project that had taken place in Wychavon and requested "consultation on the location of buildings to deliver component parts of the redesigned service be authorised, and the outcomes of these reported back to Cabinet for decision". (Cabinet report November 2012). I have attached the cabinet paper for your information.

The new way for providing Day Services includes:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services

As part of the consultation process the officers of the council have facilitated a number of both formal and informal opportunities to meet with Family Carers and Service Users to discuss the options they are considering. The consultation has now been completed in the North of the county and the surplus buildings have been identified.

We are now going to complete an identical consultation process in the South of the county with discussions on the options available across Wychavon, Worcester and Malvern.

In light of these changes we would like to invite you to a members briefing session on **9th September 2013 at 10.30am – 12.00 in Great Malvern Room, County Hall.**

The cabinet member for Adult Social Care, Councillor Sheila Blagg will be present to facilitate the discussion. Please can you confirm your attendance?

In the interim, please don't hesitate to contact me if I can be of further assistance.

Yours sincerely



**Elaine Carolan**  
**Lead Joint Commissioning Manager (OP/PD/SI/LD)**

Elaine Carolan  
Lead Joint  
Commissioning Manager  
OP/PD/SI/LD  
Joint Commissioning Unit  
Adult Services & Health  
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23<sup>rd</sup> August, 2013

Dear Scrutiny Councillor

We are writing to update you on the progress of the consultation Worcester County Council has been undertaking on where Day Opportunities are provided for people with Learning Disabilities. This is following the Cabinet decision of November 2012 which supported the rollout of the pilot project that had taken place in Wychavon, and requested "consultation on the location of buildings to deliver component parts of the redesigned service be authorised, and the outcomes of these reported back to Cabinet for decision". (Cabinet report November 2012). The cabinet paper is attached for your information

The new way for providing Day Services includes:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services

As you are aware the pilot scheme was examined by the previous scrutiny committee and at the end of the scrutiny they left officers with a number of issues that they wished us to continue to prioritise.

The issues they raised are in italics with the responses after them:-

- *Service users recognised that the Council wanted to support people to be independent, have a voice about their services and build up trust with service users. The Council understood that keeping friendships was important.* – The council recognises the importance of Service Users having a say in how their services are provided. Also with personalisation Service Users are customers and can purchase the services they want to meet their needs. The new services will provide opportunities for drop-ins, shared community activities and activities undertaken with friends. Also the services will look at social media
- *However, within the day centre, people were worried about the changes, did not know what was happening– they wanted someone from the Council to come and talk to them and explain.* An update letter on the rollout consultation process was sent to Family Carers and Service Users and information regarding the day services model and the consultation meeting dates was sent out in mid April.
- *Could a newsletter be produced for service users?* - Regular newsletters go out from the current services, commissioners will write articles for it.

Continued..

- *They did not feel their voice was being heard and wanted to know how this could change.* – Officers have met with representatives of Speakeasy to look at how the Service User voice is better heard and will continue to make this a priority.
- *They were worried about losing friendships when people were allocated to the two models, and the effect this would have on those who needed a lot of care.* - The Mansell report said that specialist services best met the needs of people with more complex needs. The new services will ensure that opportunities for drop-ins, shared community activities and activities undertaken with friends are available.
- *They were worried about availability of transport on buses and at the centres, and how they would get about* - Service users will be supported to access the most appropriate means of transport for them taking into account their needs and availability of suitable transport.  
Options are:-  
Public Transport  
Voluntary Transport  
Commissioned Transport
- *Already some popular activities had stopped and they were concerned about losing activities which may not be affordable with personal budgets* – A reassessment of an individual will identify eligible need and budget allocated as well as cost of current provision. People whose budget does not cover their current service are covered by Transitional Protection Policy. The amount of funding reduces by half after six months and to assessed amount after 12 months. During the next 12 months staff will work with the person to identify alternatives to meet need. If alternatives cannot be found within the budget allocation the budget can be moderated

As part of the consultation process in the North of Worcestershire, officers of the council have facilitated a number of both formal and informal opportunities to meet with Family Carers and Service Users to discuss the options they are considering. The consultation timeline is attached for your information. The consultation has now been completed in the North of the county and the surplus buildings have been identified. Officers anticipate that the information will be ready to feedback to cabinet at November's session. The buildings that have been identified as surplus are the Offmore Community Centre in Kidderminster, which is leased to WCC by Wyre Forest Community Housing and Matchborough Community Centre in Redditch which is leased to WCC by Redditch Borough Council.

The Director of Adult Service and Health will request that Cabinet notes the outcomes of the detailed consultation that has been carried out with people with learning disabilities and family carers about the future use of buildings in the North of the county. He will also ask for authorisation to close the identified surplus buildings and move the services to identified suitable buildings in line with the redesigned day services model approved by Cabinet on 8<sup>th</sup> November 2012.

Continued...

In light of these changes, and to ensure you have all the information you require, we would like to invite you to a members briefing session on

Monday 9<sup>th</sup> September 2013  
From 10:30 – 12:00 noon  
County Hall, Malvern Room

The cabinet member for Adult Social Care, Councillor Sheila Blagg will be present to facilitate the discussion. We hope you will attend the session to ask questions and give us your opinions.

In the interim, please don't hesitate to contact us if we can be of further assistance

Yours sincerely



**Elaine Carolan**  
**Lead Joint Commissioning Manager (OP/PD/SI/LD)**

and

**Maria Hicks**  
**Manager – Provider Services**

**Elaine Carolan**  
Lead Joint Commissioning  
Manager OP/PD/SI  
Joint Commissioning Unit  
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2<sup>nd</sup> Sept 2013

Dear Councillor

Worcestershire County Council is considering where Day Opportunities are provided for people with Learning Disabilities. This is following the Cabinet decision of November 2012 which supported the rollout of the pilot project that had taken place in Wychavon and requested "consultation on the location of buildings to deliver component parts of the redesigned service be authorised, and the outcomes of these reported back to Cabinet for decision". (Cabinet report November 2012).

The new way for providing Day Services includes:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services

As part of the planning and consultation process the council would like to have an opportunity to meet with Family Carers and Service Users and discuss the options they are considering at a series of meetings. They hope as many people as possible will be able to attend one of them. The details of the meetings are as follows:

Area/Venue	Date	Time	Audience
<b>Droitwich</b>			
Kingfields Centre	Friday 20 <sup>th</sup> September	10.00-11.30am	Service Users Kingfields & Droitwich Hub
Kingfields Centre	Friday 20 <sup>th</sup> September	1.00-3.00pm	Family Carers
Kingfields Centre	<b>Tuesday 24<sup>th</sup> September</b>	6pm-7.30pm	Family Carers
<b>Pershore</b>			
Pershore Centre	Tuesday 24 <sup>th</sup> September	1.00-2.00pm	Family Carers
Pershore Centre	Tuesday 24 <sup>th</sup> September	2.00-3.00pm	Service Users
<b>Evesham</b>			
Evesham Centre	Wednesday 25 <sup>th</sup> September	10.00-11.30am	Service Users
Evesham Centre	Wednesday 25 <sup>th</sup> September	11.30am-1pm	Family Carers
Evesham Centre	Wednesday 25 <sup>th</sup> September	6-7.30pm	Family Carers

<b>Malvern</b>			
Malvern Centre	Friday 27 <sup>th</sup> September	10.00-11.30am	Service Users
Malvern Centre	Friday 27 <sup>th</sup> September	11.30am-1pm	Family Carers
Malvern Centre	<b>Tuesday 1<sup>st</sup> October</b>	6-7.30pm	Family Carers
<b>Worcester</b>			
Cherry Orchard	Monday 30 <sup>th</sup> September	10.00-11.30	Service Users
Cherry Orchard	Monday 30 <sup>th</sup> September	11.30am-1pm	Family Carers
Cherry Orchard	Monday 30 <sup>th</sup> September	6-7.30pm	Family Carers

Please don't hesitate to contact me if I can be of any assistance

Kind Regards

**Elaine Carolan**

Lead Joint Commissioning Manager (OP/LD/PD/SI/Carers)  
 Joint Commissioning Unit, Adult Services & Health Directorate  
 Worcestershire County Council  
 County Hall, Spetchley Road, Worcester WR5 2NP

County Councillors and District Councillors for buildings on cabinet paper.

**Cherry Orchard- WR5 3DY**

Your County Council Electoral division is :	Riverside
Your County Councillor is:	<a href="#">Simon Eon GERAGHTY,(Conservative)</a>
Your 2nd County Councillor is:	Not Applicable

Your District Ward is :	CATHEDRAL
Your 1st District Councillor is:	<a href="#">Allah Ditta</a>
Your 2nd District Councillor is:	<a href="#">Councillor Lynn Denham</a>
Your 3rd District Councillor is:	<a href="#">Councillor Jabba Riaz</a>

**Three Springs Day Centre – WR10 1HD**

Your County Council Electoral division is :	Pershore
Your County Councillor is:	<a href="#">Elizabeth Boyns TUCKER,(Liberal Democrat)</a>
Your 2nd County Councillor is:	Not Applicable

Your District Ward is :	PERSHORE
Your 1st District Councillor is:	<a href="#">Mrs G A Amphlett</a>
Your 2nd District Councillor is:	<a href="#">J T Grantham MBE</a>
Your 3rd District Councillor is:	<a href="#">C G J Tucker</a>

**Droitwich Library – WR9 8DQ**

Your County Council Electoral division is :	Droitwich East
Your County Councillor is:	<a href="#">Pamela Elsie DAVEY,(Conservative)</a>
Your 2nd County Councillor is:	Not Applicable

Your District Ward is :	DROITWICH EAST
Your 1st District Councillor is:	<a href="#">M C J Barratt</a>
Your 2nd District Councillor is:	<a href="#">Mrs P E Davey</a>
Your 3rd District Councillor is:	Not Applicable

## **Evesham Library –WR11 4PJ**

Your County Council Electoral division is :	Evesham South
Your County Councillor is:	<a href="#">Robert William BANKS,(Conservative)</a>
Your 2nd County Councillor is:	Not Applicable

Your District Ward is :	BENGEWORTH
Your 1st District Councillor is:	<a href="#">M T King</a>
Your 2nd District Councillor is:	<a href="#">Mrs E K Stokes</a>
Your 3rd District Councillor is:	Not Applicable

## **Fish Street Connect – WR1 2HN**

Your County Council Electoral division is :	Riverside
Your County Councillor is:	<a href="#">Simon Eon GERAGHTY,(Conservative)</a>
Your 2nd County Councillor is:	Not Applicable

Your District Ward is :	CATHEDRAL
Your 1st District Councillor is:	<a href="#">Allah Ditta</a>
Your 2nd District Councillor is:	<a href="#">Councillor Lynn Denham</a>
Your 3rd District Councillor is:	<a href="#">Councillor Jabba Riaz</a>

## **Checketts Lane Worcester GOLD Service- WR3 7JW**

Your County Council Electoral division is :	Claines
Your County Councillor is:	<a href="#">Susan ASKIN,(Liberal Democrat)</a>
Your 2nd County Councillor is:	Not Applicable

Your District Ward is :	CLAINES
Your 1st District Councillor is:	<a href="#">Councillor Mike Whitehouse</a>
Your 2nd District Councillor is:	<a href="#">Councillor Ken Carpenter</a>
Your 3rd District Councillor is:	<a href="#">Mrs Liz Smith</a>

5th February 2014

Dear Family Carer & Service User

### **Day Opportunities for People with Learning Disabilities**

We recently consulted with you about proposals for buildings to deliver the new model of day services, for people with learning disabilities.

During the consultation meetings, we gathered valuable feedback and comments, from service users and carers, and this information will be used in the decision making process, which is still ongoing at present.

Commissioners would like to have the opportunity to meet with you in order to update you on the current situation.

Please see details below:

<b>Venue of meeting</b>	<b>Who for</b>	<b>Date</b>	<b>Time</b>
Three Springs Centre, Pershore WR10 1HD	Droitwich, Evesham and Pershore area Service Users and Carers	Tuesday 25 <sup>th</sup> February 2014	10:00am- 12noon

Don't hesitate to contact me if you have any queries or require further information.

Kind Regards

**Elaine Carolan**

Lead Joint Commissioning Manager (OP/LD/PD/SI/Carers)  
Joint Commissioning Unit, Adult Services & Health Directorate  
Worcestershire County Council  
County Hall, Spetchley Road, Worcester WR5 2NP

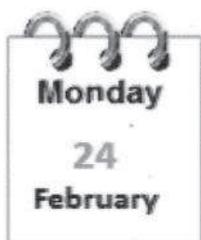
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Dear Service User,

## Changes to Day Services

We have recently had consultation meetings about day services in the south of Worcestershire.



We want to explain what is happening now and we will be having a meeting on 24<sup>th</sup> February at 10:00am at Cherry Orchard Day Centre, you are welcome to come along.



Yours sincerely



***Elaine***

**Elaine Carolan**

Lead Joint Commissioning Manager (Learning Disability)

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Dear Service User,



## Changes to Day Services

We have recently had consultation meetings about day services in the south of Worcestershire.



We want to explain what is happening now and we will be having a meeting on 25<sup>th</sup> February at 10:00am at Three Springs Day Centre, you are welcome to come along.



Yours sincerely



***Elaine***

**Elaine Carolan**

Lead Joint Commissioning Manager (Learning Disability)

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Carers meetings facilitated by Worcestershire Association of Carers

Date of meeting	Venue	Number of carers attending
26 <sup>th</sup> November 2013	Cherry Orchard Worcester	9
27 <sup>th</sup> November 2013	Evesham	9
2 <sup>nd</sup> December 2013	Droitwich (Kingfields)	3
3 <sup>rd</sup> December 2013	Pershore (Station Road)	4
3 <sup>rd</sup> December 2013	Malvern	14
10 <sup>th</sup> December 2013	Evesham	9

**In general carers were concerned about:**

- The perceived level and loss of service and impact on their family members and themselves in their caring roles.
- Whether there was any part of the consultation that they could impact on or change.
- The fear of on-going savings impacting on staff levels.
- The loss of existing opportunities including understanding the future of and commissioning intentions for satellite services including County Enterprises and the catering facility at Cherry Orchard.
- The changes in staff and support.
- Concerns about the Assessment process and whether it would be better than that experienced in the 'pilot'.
- Concerns about the responsibilities of managing Direct Payments if that was the Council's preferred option in the future.
- Travel, transport and the impact, especially to those people in Malvern, Droitwich and Evesham who would need to travel to Worcester or Pershore to the Resource Centres. Some journeys would mean people having a considerable increase in journey time, especially those needing to cross the river at rush hours.

- Concerns about travelling time and costs for people if they needed to return to doctors or dental appointments etc during day time in their residential localities.
- The impacts at home as a result of change on challenging behaviours and potential physical wellbeing of the people they care for.
- The impacts on working carers of increased travelling distances.
- The loss of long term friendships for people who may move into different parts of the model and are separated from long term friends.
- The size and environmental issues for the nominated buildings. Carers in Evesham, Malvern and Droitwich were very concerned about the 'physical' and spacial issues in the suggested buildings, e.g size of buildings/rooms/ condition of buildings/ safeguarding issues/ parking/ proximity to roads/ walking distances and gradients to town centres and shops and community facilities.
- The impact of poor weather on transport and over-crowding in buildings.
- The effect of location in stopping people accessing stimulating environments outside the bases.
- Their own (carers) ability to manage change and continue to care.
- Understanding what the personalisation process really meant at an individual level.
- Whether in the future Personal budgets would be enough to provide the same level of service.
- Having lots of assessments and reviews going on concurrently, the day service and annual reviews with lots of different staff, inconsistency of staff doing assessments and use of 'agency' staff.
- The segregation of people with higher needs from others with less complex needs.
- Not knowing the tariff costs for services and whether private services would be too expensive.
- The effect of having Future Lives programme being discussed at the same time and the possibility that Future Lives would make this consultation and process irrelevant.
- The cumulative impacts of lots of different changes, local and national

- The loss of long term friendships for people who may move into different parts of the model and are separated from long term friends.
- The size and environmental issues for the nominated buildings. Carers in Evesham, Malvern and Droitwich were very concerned about the 'physical' and spacial issues in the suggested buildings, e.g size of buildings/rooms/ condition of buildings/ safeguarding issues/ parking/ proximity to roads/ walking distances and gradients to town centres and shops and community facilities.
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- The effect of location in stopping people accessing stimulating environments outside the bases.
- Their own (carers) ability to manage change and continue to care.
- Understanding what the personalisation process really meant at an individual level.
- Whether in the future Personal budgets would be enough to provide the same level of service.
- Having lots of assessments and reviews going on concurrently, the day service and annual reviews with lots of different staff, inconsistency of staff doing assessments and use of 'agency' staff.
- The segregation of people with higher needs from others with less complex needs.
- Not knowing the tariff costs for services and whether private services would be too expensive.
- The effect of having Future Lives programme being discussed at the same time and the possibility that Future Lives would make this consultation and process irrelevant.
- The cumulative impacts of lots of different changes, local and national

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## **Notes from Cherry Orchard Meeting 26<sup>th</sup> November**

### Attending

8 carers (3 from Pershore)

Nadine Perry (Team Leader) Judy Adams (WAC) Worcestershire Association of Carers

### Background

Judy briefly outlined the background for the Consultation about buildings based on the WCC Cabinet agreed model for LD day care i.e:

The 3 models of service:

Resource Centre for people with assessed higher needs

Connect (formerly Hub) for people with some support needs.

GOLD(Growing Older with LD) for those people who need a tailored service as they grow older or age prematurely. This service may be based in the other parts of the service or may use some older people's services in the community.

Currently the model under consultation for Worcester is to provide the Resource service at Cherry Orchard and the Connect (hub) service at the Fish Street in Worcester.

This consultation is about the **buildings not the model which has already been agreed by Cabinet.**

It will run until December 13<sup>th</sup> and carers are urged to raise their queries and feedback to the consultation both at meetings with Elaine Carolan, Lead commissioner, Kay Parry Commissioning Manager LD, Councillor Sheila Blagg, Cabinet portfolio holder for Adult Social Care, their local County councillors and Dr Richard Harling Director of Adult Services and Health by letter or email. (Addresses attached)

Judy stressed that all letters and emails would be registered as part of the Consultation and that it was better to send individual letters to each person as they would then have to reply separately

It was agreed Kay would receive these notes as part of the feedback too.

The process of assessing who will go to which service will start late November and December although it is likely that the first group will be happening in Malvern where the greatest change is likely to take place. It will be part of a general assessment and an agency employed social worker will be employed to undertake the assessments. The social worker will work with Day services staff and be based in the day centre temporarily.

One carer said that their son is being assessed very soon. Judy explained that these assessments are in addition to any annual reviews etc but hopefully the teams undertaking them will be aware that people are having assessments as part of the Day services changes

It had been agreed that the assessments would happen in the Day Centre and that families would be involved with day services staff so that those people who know the service user best would also be involved and listened to.

The process would be as follows:

1. **Initial assessment** meeting or meetings. Carers are urged to ask for a **Carers assessment** at this stage to ensure their needs are understood and taken into account.
2. A **draft report on assessment** which families were urged to check very carefully for accuracy and that it truly reflected their own assessment of their family member. At this stage there would be a discussion about which service model would primarily meet someone's needs and outcomes.
3. Once agreed and signed off the assessment would be used to generate an **indicative budget for the individual's personal budget** (again carers were advised to check this) It is hoped that by the time budgets are available the costing for the new day services model bases will be known. It was stressed that personal budgets are not benefits although under fairer charging people are sometimes asked to contribute towards services in charges and this comes out of peoples' own money and benefits
4. Once the personal budget is agreed the social worker would start **support planning** to look at how the budget can be used to meet the level of service required and how the outcomes will be met. There is a community bridge builder appointed who will look for local opportunities in Worcester at various costs to give people choices about what they can do within the money they get in their personal budgets.

Judy explained that personal budgets can be taken in several ways:

- People can opt to have the Local Authority manage it wholly and to buy services
- People can take part of it themselves as a Direct payment and ask the LA to manage the rest
- People can take all of it to manage themselves as a Direct payment

If people wanted help managing budgets (Direct Payments), employing staff etc Pendrells Trust is available to help.

To use Local Authority services people have to have some or part of the personal budget managed by the LA.

#### A **simple example** (NOT REAL FIGURES)

If a service user had an assessment that resulted in a budget of £130 per week and wanted 3 days service per week

The Connect (hub)service for this person (each service will vary in cost depending on the level of support the person needs) might cost £30 a day which means the 3 days base service would cost £90 per week

This would leave £40 per week for the support plan to work out what activities people could have and people would use their own money to pay for extras like entrance fees, refreshments etc.

## Feedback for the group about the models and generally

1. There were concerns that there should be no more staff cuts, they wanted a commitment to that. Nadine explained since the staffing changes last year that generally there were more staff in total more of whom are 'care assistants' rather than managers.
2. They were also anxious that there should be adequate levels of staff at the Connect services to allow choices in activities and people not having to go out in large unsupervised groups around the town centre.
3. There were concerns about the size of the room at Fish Street and only a single toilet and the fact that people with physical disabilities might be using the building for courses as well.
4. There were concerns about the access to the building for minibuses and cars dropping off as it are a single track lane which can be easily blocked.
5. People were worried that the levels of personal budgets would mean a cut in service. Several had already seen cuts in the personal budgets of their family members. One carer mentioned that e WCC automatically 'top sliced' 10% from people's assessed personal budgets.
6. Concerns about friendships between the groups going to the Resource centre and Hubs and how that would be facilitated to continue.
7. Carers also raised concerns that 'voluntary' drivers are being advertised for in Evesham for the 'hub' and they did not want to think volunteers were going to be used in role that currently are filled by trained staff as their family members are vulnerable
8. Carers were also concerned that they should be involved in assessments even if their family members live in supported living
9. Carers said they wanted their family members to be healthy, safe and fulfilled.
10. They emphasised their need to have a break from caring to continue with that role and that many of them are getting older themselves.
11. Carers were worried about the health and general well being of the people they care for especially as many do not tolerate change well.
12. There were concerns that those people who currently work in the kitchen at Cherry Orchard should have first choice and support to use the catering service which will be based at County Enterprises in town. Nadine explained this service would be put out to tender for an independent provider to run not WCC.
13. People also wanted to ensure that even if their sons and daughters were at the Connect service they could still continue to come to music sessions and pottery at Cherry orchard and that they would get help to get to these sessions which many of them really enjoyed
14. It was explained that people assessed as requiring transport would still receive it
15. Carers wanted reassurance that the activities for people in the resource centre would be interesting and stimulating

Judy emphasised to carers how important it is to feed in their concerns to the consultation and to explain the way they felt and to make sure that they explained in detail the things they would not want to be lost.

It was noted that ALL these changes was having a cumulative impact on carers and service users and making people anxious.

Useful addresses:

Dr Richard Harling, Director of Adult Services & Health

(rharling@worcestershire.gov.uk)

Councillor Sheila Blagg, Cabinet Portfolio Holder, Adult Social Care, WCC

(sblagg@worcestershire.gov.uk)

Ms E Carolan Lead Commissioner LD WCC Joint Commissioning Unit

(ecarolan@worcesterershire.gov.uk)

K Parry Commissioning Manager LD Joint Commissioning Unit

(kparry@worcestershire.gov.uk)

All the above @

Worcestershire County Council

County Hall

Spetchley Road

Worcester

WR5 2NP

Draft 28<sup>th</sup> November 2013

Attached lists of County Councillors

## Evesham Carers Meeting 27/11/2013

### Background notes for context

#### Background

The background for the Consultation about buildings based on the WCC Cabinet agreed model for LD day care i.e:

The 3 models of service:

Resource Centre for people with assessed higher needs

Connect (formerly Hub) for people with some support needs.

GOLD(Growing Older with LD) for those people who need a tailored service as they grow older or age prematurely. This service may be based in the other parts of the service or may use some older people's services in the community.

Currently the model under consultation for Evesham service users and carers is to provide the Resource service at Three Springs Pershore or Cherry Orchard Worcester and the Connect (hub) service at the Library in Evesham .

This consultation is about the **buildings not the model which has already been agreed by Cabinet.**

It will run until December 13<sup>th</sup> and carers are urged to raise their queries and feedback to the consultation both at meetings and in letters to Elaine Carolan, Lead commissioner, Kay Parry Commissioning Manager LD, Councillor Sheila Blagg, Cabinet portfolio holder for Adult Social Care, their local County councillors and Dr Richard Harling Director of Adult Services and Health by letter or email. (Addresses attached)

All letters and emails would be registered as part of the Consultation and that it was better to send individual letters to each person as they would then have to reply separately

Kay Parry will receive these notes as part of the feedback too.

The process of assessing who will go to which service will starting late November and December although it is likely that the first group will be happening in Malvern. It will be part of a general assessment and an agency employed social worker will be employed to undertake the assessments. The social worker will work with Day services staff and be based in the day centre temporarily.

These assessments are in addition to any annual reviews etc but hopefully the teams undertaking them will be aware that people are having assessments as part of the Day services changes

It had been agreed that the assessments would happen in the Day Centre and that families would involved with day services staff so that those people who know the service user best would also be involved and listened to.

The process would be as follows:

1. **Initial assessment** meeting or meetings. Carers are urged to ask for a **Carers assessment** at this stage to ensure their needs are understood and taken into account.
2. A **draft report on assessment** which families were urged to check very carefully for accuracy and that it truly reflected their own assessment of their family member. At this stage there would be a

discussion about which service model would primarily meet someone's needs and outcomes.

3. Once agreed and signed off the assessment would be used to generate an **indicative budget for the individual's personal budget** (again carers were advised to check this) It is hoped that by the time budgets are available the costing for the new day services model bases will be known. It was stressed that personal budgets are not benefits although under fairer charging people are sometimes asked to contribute towards services in charges and this comes out of peoples' own money and benefits
4. Once the personal budget is agreed the social worker would start **support planning** to look at how the budget can be used to meet the level of service required and how the outcomes will be met. There is a community bridge builder appointed who will look for local opportunities in Worcester at various costs to give people choices about what they can do within the money they get in their personal budgets.

Personal budgets can be taken in several ways:

- People can opt to have the Local Authority manage it wholly and to buy services
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**A simple example (NOT REAL FIGURES)**

If a service user had an assessment that resulted in a budget of £130 per week and wanted 3 days service per week

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This would leave £40 per week for the support plan to work out what activities people could have and people would use their own money to pay for extras like entrance fees, refreshments etc.



compromised. Karina also asked for any suggestions to be forwarded to the commissioners.

Helen explained what happened at a Resource centre and about all the activities that happen there.

Karina explained about the assessment process. (See above in context notes)

5. Carers wanted to know if there be extra expense for transport costs to go to Pershore.

6. Carers were worried about service user's losing friendships and staff.

7. Carers felt they were being steamed rolled into judging the choices and a decision. The next meeting is the 5<sup>th</sup> December and the end of the consultation is the 13<sup>th</sup> December

8. Carers felt that commissioners had made promises and statements that could not be carried through.

### IMPORTANT

It is important it is to feed in their concerns to the consultation and to explain the way they felt and to make sure that they explained in detail the things they would not want to be lost.

It was noted that ALL these changes was having a cumulative impact on carers and service users and making people anxious.

Useful addresses:

Dr Richard Harling, Director of Adult Services & Health

(rharling@worcestershire.gov.uk)

Councillor Sheila Blagg, Cabinet Portfolio Holder, Adult Social Care, WCC

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Ms E Carolan Lead Commissioner LD WCC Joint Commissioning Unit

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K Parry Commissioning Manager LD Joint Commissioning Unit

(kparry@worcestershire.gov.uk)

All the above @

Worcestershire County Council

County Hall

Spetchley Road

Worcester

WR5 2NP

Draft 28<sup>th</sup> November 2013

Attached lists of County Councillors

These notes will go to Worcestershire Association of Carers and Commissioners and all carers.

**Please note Judy will be at the meeting on 5<sup>th</sup> December and is happy to meet with carers again on 10<sup>th</sup> December**

## **Evesham Carers Meeting 10/12/13**

Notes from meeting December 10<sup>th</sup> organised by Worcestershire Association of Carers for Evesham family Carer's.

In attendance 9 carers, Chair of local Mencap, Business Development Manager Heart of England Mencap, Annie Longhurst (Team Leader), Karina Palmer (Service manager) and Helen Troth (Team Leader, Pershore Three Springs)

Carers comments

### **Issues arising from Library viewing 5<sup>th</sup> December 2013**

Carers raised issues:

- The garage, once converted into a room, would be far too small and would not have all the facilities people need even for a hub base
- They were concerned that even the most able service users needed somewhere quiet sometimes during the day
- If the weather was bad and people needed to eat their lunch there or spend time there it would not be big enough
- The room would not accommodate tables and chairs with 22 service users (busiest day), staff and any visitors
- Carers also wondered where medications and personal records would be kept securely and if the staff would have any office space
- Carer worried about the fact that there would be no space for people to be safely dropped off by minibuses or transport outside
- They were also worried that the pavement is narrow in the area outside the Library and there is no parking
- Carers could not see how people with more complex needs would be able to visit their more able friends in this room with its proposed limited facilities. They felt that would mean people would have to travel to Pershore or Worcester depending where people with more complex needs chose to go
- They were concerned that although they felt they had been told there had only just been a go ahead to consider the 'garage' as conversion project, the drawings that were shown to them were dated August 2013 which implied that this had been planned long before the consultation period started
- They were also upset that the £80K conversion cost and £15K annual rental had not been considered for use converting vacant bigger premises available in the town
- They suggested the Town Hall and asking the Town council or Wychavon if they had any available building or rooms in Evesham
- Carers were concerned that with such a small room people would need to be out in the town even if there was no planned activities

### **Other Issues**

- Carers felt they were being forced into a situation where they were being expected to find private providers or have personal budgets as Direct payments. They were worried this meant they would have to take responsibility for managing these budgets.
- They were concerned that the personal budgets would not be high enough to pay for private provision

- Some carers had been to a meeting with Councillor Blagg at Malvern Day service and had been told that Councillor Blagg would be making the decision without the need for it to go to a public Cabinet meeting.
- Carers worried that this meant the decision would be made without giving them an opportunity to speak publically to all Cabinet members and fellow Councillors about their concerns with Press at the meeting.
- Some carers wondered if it would be more sensible to consider using Station Road in Pershore for a Hub/Connect alongside using Three Springs as Resource centre. However it was suggested this might mean people having to travel longer distances
- Carers mentioned they felt that they had been misled during the 'pilot' as they had been assured the Day service building would not be threatened and that there were no plans for it to be closed
- Carers also wanted to know where the equipment they had raised money for would be used. It was agreed some would go to Pershore or Worcester depending where people were being relocated to and some would be used in the Evesham base wherever that was.

It was agreed the carers should try to get an open meeting with Sheila Blagg as soon as possible to show her the suggested building and discuss their issues

Useful addresses:

Dr Richard Harling, Director of Adult Services & Health (rharling@worcestershires.gov.uk)

Councillor Sheila Blagg, Cabinet Portfolio Holder, Adult Social Care, WCC

(sblagg@worcestershires.gov.uk)

Ms E Carolan Lead Commissioner LD WCC Joint Commissioning Unit

(ecarolan@worcestershires.gov.uk)

K Parry Commissioning Manager LD Joint Commissioning Unit

(kparry@worcestershires.gov.uk)

All the above @

Worcestershire County Council

County Hall

Spetchley Road

Worcester

WR5 2NP

December 11<sup>th</sup> 2013

These notes will go to Worcestershire Association of Carers and Commissioners and all carers and will form part of the report back to Commissioners to accompany the Commissioners' report to Councillor Blagg

## **Kingfields Carers Meeting 2/12 /2013**

### **Background notes**

#### Background

The background for the Consultation about buildings based on the WCC Cabinet agreed model for LD day care i.e:

#### **The 3 models of service:**

Resource Centre for people with assessed higher needs

Connect (formerly Hub) for people with some support needs.

GOLD(Growing Older with LD) for those people who need a tailored service as they grow older or age prematurely. This service may be based in the other parts of the service or may use some older people's services in the community.

Currently the model under consultation for Evesham service users and carers is to provide the Resource service at Three Springs Pershore, Wendron Bromsgrove or Cherry Orchard Worcester and the Connect (hub) service base at the Library in Droitwich.

This consultation is about the **buildings not the model which has already been agreed by Cabinet.**

It will run until December 13<sup>th</sup> and carers are urged to raise their queries and feedback to the consultation both at meetings and in letters to Elaine Carolan, Lead commissioner, Kay Parry Commissioning Manager LD, Councillor Sheila Blagg, Cabinet portfolio holder for Adult Social Care, their local County councillors and Dr Richard Harling Director of Adult Services and Health by letter or email. (Addresses attached)

All letters and emails would be registered as part of the Consultation and that it was better to send individual letters to each person as they would then have to reply separately

Kay Parry will receive these notes as part of the feedback too.

The process of assessing who will go to which service will starting late November and December onwards, although it is likely that the first group will be happening in Malvern. It will be part of a general assessment by specifically contracted social workers will be employed to undertake the assessments. The social worker will work with Day services staff and be based in the day centre temporarily..

These assessments are in addition to any annual reviews etc but hopefully the teams undertaking them will be aware that people are having assessments as part of the Day services changes

It had been agreed that the assessments would happen in the Day Centre and that families would involved with day services staff so that those people who know the service user best would also be involved and listened to.

The process would be as follows:

1. **Initial assessment** meeting or meetings. Carers are urged to ask for a separate **Carers assessment** at this stage to ensure their needs are understood and taken into account.
2. A **draft report on assessment** which families were urged to check very carefully for accuracy and that it truly reflected their own assessment of their family member. At this stage there would be a

discussion about which service model would primarily meet someone's needs and outcomes.

3. Once agreed and signed off the assessment would be used to generate an **indicative budget for the individual's personal budget** (again carers were advised to check this) It is hoped that by the time budgets are available the costing for the new day services model bases will be known. It is stressed that personal budgets are not benefits although under fairer charging people are sometimes asked to contribute towards services in charges and this comes out of peoples' own money and benefits
4. Once the personal budget is agreed the social worker will start **support planning** to look at how the budget can be used to meet the level of service required and how the outcomes will be met. There is a community bridge builder appointed who will look for local opportunities in Droitwich at various costs to give people choices about what they can do within the money they get in their personal budgets.

Personal budgets can be taken in several ways:

- People can opt to have the Local Authority manage it wholly and to buy services
- People can take part of it themselves as a Direct payment and ask the LA to manage the rest
- People can take all of it to manage themselves as a Direct payment

If people wanted help managing budgets (Direct Payments), employing staff etc Pendrells Trust is available to help.

To use Local Authority services people have to have all or part of the personal budget managed by the LA.

#### **A simple example (NOT REAL FIGURES)**

If a service user had an assessment that resulted in a budget of £130 per week and wanted 3 days service per week

The Connect (hub) service for this person (each service will vary in cost depending on the level of support the person needs) might cost £30 a day which means the 3 days base service would cost £90 per week

This would leave £40 per week for the support plan to work out what activities people could have and people would use their own money to pay for extras like entrance fees, refreshments etc.

## **Notes from meeting 2<sup>nd</sup> December organised by Worcestershire Association of Carers for Droitwich family Carers.**

Present: 3 family carers, Judy Adams WAC, Karina Palmer (service manager) Di Perry and Tracy Hughes

### **Carers comments**

#### **1. Droitwich Library**

Carers had a lot of questions about the library venue :

- How many service users can it accommodate, if it is big enough?
- Will it be safe?
- Is it a room solely for people with LD? How permanent will it be?
- The safety of being in the library really concerned carers.
- Could anyone just walk in or out?
- Will there be somewhere safe to lock up people's possessions and money?
- Some service users may find the open access an opportunity to leave the building without support.

Judy was able to re-assure the carers that a specific room in the Library has now been set aside so people will be based from this room to access their activities in the Community.

- Carers said it was important to think of the other library users and staff and how they would respond. It would be important to make sure they are trained too. Staff said that some service users already go to the library to do courses and use the facilities.

(There is a meeting being planned to view the library room which is being proposed).

2. Carers were worried about service user's losing friendships and staff they know well. Staff re-assured carers that this would be addressed and the assessment would identify particular friendships and there would be coffee mornings and events where everyone would come together.

3. Carers said they wondered about the availability of 'changing and personal care services in the hubs for those who visit

3. Carers were worried that the assessment would be unhelpful for those people who did not fit into one group or the other

4. Carers were really anxious about what would happen to existing staff, it was explained that all staff would have the option to apply for jobs in the services and some staff might choose to re-locate whilst others might want to stay in Droitwich. However it was stressed that staff have always changed from time to time.

5. Carers said how important it is to minimise change as the people they care for do not respond well to it.

6. Carers said there would need to be a really long period of transition with taster sessions so people could get used to the different places and possibly staff.

7. Some carers said it might give people the chance to make new friends.

8. Carers were reassured that the staff who worked with people would be WCC care staff and they would be properly trained.

9. Carers asked if Snax on Trax would continue. Staff said they had no reason to assume anything different.

10. Carers said they would want to be re-assured that the Assessment process would be better than it had been in the 'pilot'.

11. Carers also asked if people would be able to 'tap' into other connect services. Staff said that there would opportunities to do things in other places and with service user groups

### IMPORTANT

It is important it is to feed in their concerns to the consultation and to explain the way they felt and to make sure that they explained in detail the things they would not want to be lost.

It was noted that ALL these changes was having a cumulative impact on carers and service users and making people anxious.

Useful addresses:

Dr Richard Harling, Director of Adult Services & Health

(rharling@worcestershire.gov.uk)

Councillor Sheila Blagg, Cabinet Portfolio Holder, Adult Social Care, WCC

(sblagg@worcestershire.gov.uk)

Ms E Carolan Lead Commissioner LD WCC Joint Commissioning Unit

(ecarolan@worcesterershire.gov.uk)

K Parry Commissioning Manager LD Joint Commissioning Unit

(kparry@worcestershire.gov.uk)

All the above @

Worcestershire County Council

County Hall

Spetchley Road

Worcester

WR5 2NP

3<sup>rd</sup> December 2013

Attached lists of County Councillors

These notes will go to Worcestershire Association of Carers and Commissioners and all carers.

## Pershore (Station Road) Carers Meeting 3/12 /2013

### Background notes

#### Background

The background for the Consultation about buildings based on the WCC Cabinet agreed model for LD day care i.e:

#### **The 3 models of service:**

Resource Centre for people with assessed higher needs

Connect (formerly Hub) for people with some support needs.

GOLD(Growing Older with LD) for those people who need a tailored service as they grow older or age prematurely. This service may be based in the other parts of the service or may use some older people's services in the community.

Currently the model under consultation for Pershore service users and carers is to provide the Resource service at Three Springs Pershore or Cherry Orchard, although service users requiring a resource service could also chose to use Wendron in Bromsgrove or Orchard Street in Kidderminster.

This consultation is about the **buildings not the model which has already been agreed by Cabinet.**

It will run until December 13<sup>th</sup> and carers are urged to raise their queries and feedback to the consultation both at meetings and in letters to Elaine Carolan, Lead commissioner, Kay Parry Commissioning Manager LD, Councillor Sheila Blagg, Cabinet portfolio holder for Adult Social Care, their local County councillors and Dr Richard Harling Director of Adult Services and Health by letter or email. (Addresses attached)

All letters and emails would be registered as part of the Consultation and that it was better to send individual letters to each person as they would then have to reply separately

Kay Parry will receive these notes as part of the feedback too.

The process of assessing who will go to which service will start from December onwards, although it is likely that the first group will be happening in Malvern. It will be part of a general assessment by specifically contracted social workers will be employed to undertake the assessments. The social worker will work with Day services staff and be based in the day centre temporarily..

These assessments are in addition to any annual reviews etc but hopefully the teams undertaking them will be aware that people are having assessments as part of the Day services changes

It had been agreed that the assessments would happen in the Day Centre and that families would involved with day services staff so that those people who know the service user best would also be involved and listened to.

The process would be as follows:

1. **Initial assessment** meeting or meetings. Carers are urged to ask for a separate **Carers assessment** at this stage to ensure their needs are understood and taken into account.
2. A **draft report on assessment** which families were urged to check very carefully for accuracy and that it truly reflected their own assessment of their family member. At this stage there would be a

discussion about which service model would primarily meet someone's needs and outcomes.

3. Once agreed and signed off the assessment would be used to generate an **indicative budget for the individual's personal budget** (again carers were advised to check this) It is hoped that by the time budgets are available the costing for the new day services model bases will be known. It is stressed that personal budgets are not benefits although under fairer charging people are sometimes asked to contribute towards services in charges and this comes out of peoples' own money and benefits
4. Once the personal budget is agreed the social worker will start **support planning** to look at how the budget can be used to meet the level of service required and how the outcomes will be met. There is a community bridge builder appointed who will look for local opportunities in Pershore or Worcester at various costs to give people choices about what they can do within the money they get in their personal budgets.

Personal budgets can be taken in several ways:

- People can opt to have the Local Authority manage it wholly and to buy services
- People can take part of it themselves as a Direct payment and ask the LA to manage the rest
- People can take all of it to manage themselves as a Direct payment

If people wanted help managing budgets (Direct Payments), employing staff etc Pendrells Trust is available to help.

To use Local Authority services people have to have all or part of the personal budget managed by the LA.

#### **A simple example (NOT REAL FIGURES)**

If a service user had an assessment that resulted in a budget of £130 per week and wanted 3 days service per week

The Connect (hub) service for this person (each service will vary in cost depending on the level of support the person needs) might cost £30 a day which means the 3 days base service would cost £90 per week

This would leave £40 per week for the support plan to work out what activities people could have and people would use their own money to pay for extras like entrance fees, refreshments etc.

## **Notes from meeting 3<sup>rd</sup> December organised by Worcestershire Association of Carers for Pershore family Carers.**

Present: 4 family carers ( 2 from Evesham) ,Judy Adams WAC,Karina Palmer (service manager), Helen Troth ( resource services lead in Pershore at 3 Springs) and Di Perry

### **Carers comments**

#### **1.Three Springs**

Carers had a lot of questions about Three Springs venue:

- How many service users can it accommodate, is it big enough?
- How many personal care suites will there be?
- What renovation is going to be done?
- Will there be tracking in all the rooms?
- Would there be room for physio sessions?

Carers commented that it is impossible to evaluate the proposal without a real picture of what the building will look like and contain

- They also wanted to know how much it would cost and why that money could not be spent at Station Road and Evesham instead. One carer felt it would be better to have spent all the money being released to the County by the potential sale of buildings and sites into one or two really well built purpose built centres.

They wanted Councillors to know that they felt it was important to re invest Capital gained into LD services. Judy suggested carers should make this point to their County Councillors and Sheila Blagg.

2. Carers were worried about service user's losing current staff they know well and friendships with more able friends who will be going to Connect services. Staff re-assured carers that this would be addressed and the assessment would identify particular friendships and there would be coffee mornings and events where everyone would come together.

3. Carers said they wondered about the availability of 'changing and personal care services in the hubs for those who visit them from 3 Springs and Cherry Orchard.

4. Carers were worried that there would still be transport provided and that staff on transport would be paid, well trained and checked staff. They were worried that Evesham services/transport services are recruiting 'volunteers' as escorts and they did not feel this was safe especially as their family members have complex health needs.

5. Carers were really anxious about what would happen to existing staff, it was explained that all staff would have the option to apply for jobs in the services and some staff might chose to re-locate whilst others might want to stay in Pershore. However it was stressed that staff have always changed from time to time. Carers stressed hw important it is for their family members to have staff they know and know them well as they are very vulnerable and cannot speak up for themselves.

6. Carers said how important it is to minimise change as the people they care for do not respond well to it.

7. Carers said there would need to be really long period of transition so people could get used to the different places and possibly staff.
8. Some carers said that staff needed to understand the needs of their family members really well or carers have to live with the consequences. Some specific examples were given and Karina agreed to take these up after the meeting with the carers concerned
9. Some carers were worried about what would happen to the current site especially as it a Short Breaks service as well.
10. Carers felt frustrated and felt the process was not good and that they had not been able to see options which make it impossible to envisage the changes and what they would mean. It was suggested people should feed this to Councillors, Elaine Carolan and Dr Haring. If they do not respond it is important for carers to make a complaint through the WCC Complaints procedure ([www.worcestershire.gov.uk/complaints](http://www.worcestershire.gov.uk/complaints)).
11. Some carers were worried that people would still be able to access activities outside the resource centre. Staff re-assured carers that people would still be able to do community based activities in the same way they already do.

#### IMPORTANT

It is important it is to feed in their concerns to the consultation and to explain the way they felt and to make sure that they explained in detail the things they would not want to be lost.

It was noted that ALL these changes was having a cumulative impact on carers and service users and making people anxious.

#### **Useful addresses:**

Dr Richard Harling, Director of Adult Services & Health

([rharling@worcestershire.gov.uk](mailto:rharling@worcestershire.gov.uk))

Councillor Sheila Blagg, Cabinet Portfolio Holder, Adult Social Care, WCC

([sblagg@worcestershire.gov.uk](mailto:sblagg@worcestershire.gov.uk))

Ms E Carolan Lead Commissioner LD WCC Joint Commissioning Unit

([ecarolan@worcestershire.gov.uk](mailto:ecarolan@worcestershire.gov.uk))

K Parry Commissioning Manager LD Joint Commissioning Unit

([kparry@worcestershire.gov.uk](mailto:kparry@worcestershire.gov.uk))

All the above @

Worcestershire County Council

County Hall

Spetchley Road

Worcester

WR5 2NP

4<sup>th</sup> December 2013

Attached lists of County Councillors

These notes will go to Worcestershire Association of Carers and Commissioners and all carers.

**Day Services Model**  
**Consultation South Worcestershire**  
**Informal Carers**  
**Summary Report**

**Context**

Post the WCC Cabinet meeting in November 2012 Worcestershire Association of Carers and the LD Carers Reference Group chair (Mr R Eades) were asked to be advisers on a small day services consultation steering group chaired by Richard Keble (Head of Joint Commissioning) and currently Elaine Carolan (LD Lead Commissioner).

This group discussed the facilitation of the consultation process concerning the transformation of day services in Worcestershire starting in the North of the County but since late last year moving onto services in Malvern, Evesham, Pershore, Droitwich and Worcester.

The steering group also discussed lessons learnt from the pilot and the process in the North of the County, in Bromsgrove, Redditch and Wyre Forest, which was completed in July 2013, and the need to ensure that, as far as possible, the process of consultation and involvement of carers and service users in the South needed to 'mirror' that in the North.

As with the earlier North consultation it was made very clear at the steering group that the decision regarding the model i.e. Community Hub (Connect), resource centre and GOLD (Growing Older with a Learning Disability) had been ratified by Cabinet in November 2012 and was not being consulted about. The extent of this consultation was purely concerning the buildings being suggested as bases for this new model.

It was agreed that a programme of meetings would be arranged for family carers in each location as well as a series of opportunities for family carers to visit all sites and have access to one to one discussion. These meetings would be hosted by Elaine Carolan (Lead for LD Commissioning) with the support of Kay Parry ( LD Commissioning Manager) and Sue Daniels (Commissioning Support Officer).

WAC was invited to attend any carers meetings to give carers the opportunity to have independent support and where necessary for carers to be given the opportunity to have additional meetings with WAC with Day Services staff presence at all meetings.

During the course of the meetings Karina Palmer, Helen Troth and team leaders from each of the day services attended and at groups hosted by LD Commissioners minutes were taken by members of staff from the Commissioning Unit.

From early on in the consultation and after the first meetings at each of the sites, carers asked to have additional carers meetings with the WAC representative and these were arranged with the relevant day services team leaders and senior staff present.

Minutes were taken at all WAC facilitated meetings and sent as drafts to carers present, attendee team managers, key staff, Kay Parry and Elaine Carolan for ratification and information. Once agreed these were then sent out to all family carers including those who were unable to attend. (Copies attached).

All meetings were open and informative and family carers were given opportunities to voice their anxieties and queries to Elaine and her staff. At some of these meetings some carers were angry, concerned and did not agree with the proposals that were being suggested. Other carers felt more satisfied with the process and the options whilst some felt they did not know enough to pass an opinion and felt they wanted to wait for the services to be formed and their family members to undergo the assessment process and for them to see where people were likely to be placed.

WAC were supported to facilitate the process in a professional and independent way, giving family carers the information they needed to understand the processes and messages and methods to engage with the process on an individual and group level.

During these sessions, and the sessions hosted by Elaine, carers were given information about:

1. The **background, timeline and process** for the consultation
2. The **extent of the consultation** i.e. what could or could not be changed i.e. the model was not being debated but the buildings and their suitability could be. What was or was not included e.g. The catering service based at Cherry Orchard.
3. **The model**, which was explained in detail and examples were used from the pilot project.
4. **Processes in terms of assessments**, personal indicative budgets, support planning etc.
5. **Feedback mechanisms**, carers were encouraged to feedback ideas and suggestions to Elaine and Kay and into the consultation process.
6. **The wider mechanisms for carers to inform and involve elected representatives**, including WCC Cabinet member with responsibility for Adult Social Care, local Councillors, MPS and senior directorate staff of their views.

#### **Feedback from meetings and general contact with WAC regarding the consultation and its content**

Meetings were generally well attended, except disappointing numbers in Droitwich, and carers listened and understood the models and the implications for their family members, despite not always agreeing with them.

Elaine and her team were receptive to suggestions and agreed to explore possibilities of re-working details including finances, transport and looking at alternative venues for services. Alternatives were suggested by carers in Malvern, Evesham and Droitwich.

Discussions were sometimes heated mainly due to the fact that carers could not always agree the reasons given for changes and were concerned that the process and model had not been thought out. (N.B. During these discussions it became clear that some carers felt they had not been consulted appropriately in 2010 or had not understood what they were being asked about the model. These were issues that were raised during and post the 'pilot' in 2012 which was undertaken in Evesham and Droitwich. Clearly carers did not feel these issues had been reflected or resolved in the decisions made by Cabinet in November 2012 when it was agreed to 'roll out' the pilot model to the rest of the County.)

There were some general and personal anxieties expressed which are summarised as follows:

In general carers were concerned about:

- The perceived level and loss of service and impact on their family members and themselves in their caring roles.
- Whether there was any part of the consultation that they could impact on or change.
- The fear of on-going savings impacting on staff levels.
- The loss of existing opportunities including understanding the future of and commissioning intentions for satellite services including County Enterprises and the catering facility at Cherry Orchard.
- The changes in staff and support.
- Concerns about the Assessment process and whether it would be better than that experienced in the 'pilot'.
- Concerns about the responsibilities of managing Direct Payments if that was the Council's preferred option in the future.
- Travel, transport and the impact, especially to those people in Malvern, Droitwich and Evesham who would need to travel to Worcester or Pershore to the Resource Centres. Some journeys would mean people having a considerable increase in journey time, especially those needing to cross the river at rush hours.
- Concerns about travelling time and costs for people if they needed to return to doctors or dental appointments etc during day time in their residential localities.
- The impacts at home as a result of change on challenging behaviours and potential physical wellbeing of the people they care for.
- The impacts on working carers of increased travelling distances.

- The loss of long term friendships for people who may move into different parts of the model and are separated from long term friends.
- The size and environmental issues for the nominated buildings. Carers in Evesham, Malvern and Droitwich were very concerned about the 'physical' and spacial issues in the suggested buildings, e.g size of buildings/rooms/ condition of buildings/ safeguarding issues/ parking/ proximity to roads/ walking distances and gradients to town centres and shops and community facilities.
- The impact of poor weather on transport and over-crowding in buildings.
- The effect of location in stopping people accessing stimulating environments outside the bases.
- Their own (carers) ability to manage change and continue to care.
- Understanding what the personalisation process really meant at an individual level.
- Whether in the future Personal budgets would be enough to provide the same level of service.
- Having lots of assessments and reviews going on concurrently, the day service and annual reviews with lots of different staff, inconsistency of staff doing assessments and use of 'agency' staff.
- The segregation of people with higher needs from others with less complex needs.
- Not knowing the tariff costs for services and whether private services would be too expensive.
- The effect of having Future Lives programme being discussed at the same time and the possibility that Future Lives would make this consultation and process irrelevant.
- The cumulative impacts of lots of different changes, local and national.

Produced by Worcestershire Association of Carers 10.2.14

# **LEARNING DISABILITIES DAY SERVICES DROITWICH AREA CONSULTATION**

# Learning Disability Day Services

Cabinet approved rollout of the new day services model at its meeting in November 2012.

The model consists of:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services.

# Communication and Consultation

- Taken on board lessons from the North consultation
- Commitment to user and family carer engagement demonstrated through membership of steering group
- We have co produced the Communication and Consultation plan with family carers and service users

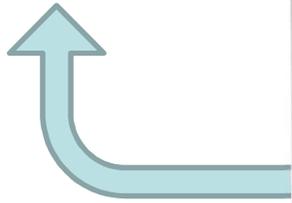
# The Connect Service

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Connect Service is for people who do not have very high support needs.

This is what is on offer:



Direct Payments help to manage their Personal Budget



Using different types of transport



Employment  
Work experience  
Education  
Volunteering



Personal Care



**Being out and about**  
Doing things with friends  
Drop-ins  
Facebook and computers  
Leisure centres  
Social activities

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget

# G.O.L.D – Growing Old with a Learning Disability

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The G.O.L.D. Service is for people who are older.

This is what is on offer:

**We will work to make sure that everyone using our services will:**

- Be safe
- Have a key worker
- Have a Support Plan
- Have a Personal budget



Direct Payments help to manage their Personal Budget



Continuing Health Care  
Using different types of transport



Employment  
Work experience  
Volunteering



Personal Care



Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology



**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

# Resource Centre

This is one of the 3 new types of day services for people with learning disabilities.

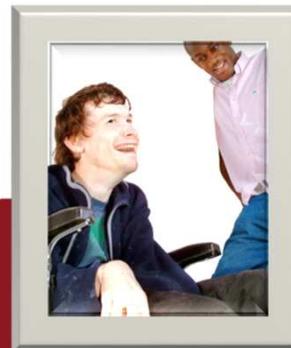
Everyone has to have an assessment to be able to use our services.

The Resource Service is for people who have complex needs

This is what is on offer:

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget



Direct Payments help to manage their Personal Budget  
Continuing Health Care

Using different types of transport

Employment  
Work experience  
Volunteering

Personal Care

Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology

**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

# What are we going to consult on?

- Buildings have been identified by the Lead Commissioner and discussed at Steering Group meetings.
- The reasons why the buildings have been chosen will be discussed
- The reasons why buildings have not been chosen will be discussed

# BUILDINGS

Factors taken into account when identifying buildings:-

- **Finance** – With existing LD Day Services budget.
- **Location**
- **Other stakeholders** – is the building used by other people?
- **Needs** – is the building / location suitable for people's needs
- **Safety** – How safe is the location?
- **Space**
- **Transport links.**

# PROPOSED BUILDINGS

In the Droitwich area commissioners propose to use the following buildings:-

- **Droitwich Library** will become the **Connect**.
- Service users needing more specialist support can access any of the resource centres at Bromsgrove, Worcester or Pershore.

# BUILDINGS WE PROPOSE NOT TO USE

In the Droitwich area commissioners propose not to use the following building:-

- Kingfields

The reason for this is that the building is too big for the people who would use it.

Pershore is more geographically central for Wychavon

# Assessment and Personalisation

- All day service users will be reviewed as part of the rollout. The reviews will start in September.
- Additional staff are being recruited to be overseen by LD Service lead
- A social worker will be linked to the centres and work closely with centre staff and users and carers

# CONTACT DETAILS FOR FEEDBACK

## **Post:**

Kay Parry

Commissioning Manager

Joint Commissioning Unit

Adult Services & Health Directorate

County Hall

Spetchley Road

WORCESTER

WR5 2NP

**Telephone:** 01905 822636

**Email:** [kparry@worcestershire.gov.uk](mailto:kparry@worcestershire.gov.uk)

# **LEARNING DISABILITIES DAY SERVICES EVESHAM AREA CONSULTATION**

# Learning Disability Day Services

Cabinet approved rollout of the new day services model at its meeting in November 2012.

The model consists of:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services.

# Communication and Consultation

- Taken on board lessons from the North consultation
- Commitment to user and family carer engagement demonstrated through membership of steering group
- We have co produced the Communication and Consultation plan with family carers and service users

# The Connect Service

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Connect Service is for people who do not have very high support needs.

This is what is on offer:



Direct Payments  
help to manage their  
Personal Budget



Using different types of  
transport



Employment  
Work experience  
Education  
Volunteering



Personal Care



Being out and about  
Doing things with friends  
Drop-ins

Facebook and computers  
Leisure centres  
Social activities



**worcestershire**  
County Council

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget

# G.O.L.D – Growing Old with a Learning Disability

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The G.O.L.D. Service is for people who are older

This is what is on offer:



Direct Payments help to manage their Personal Budget Continuing Health Care



Using different types of transport



Employment Work experience Volunteering



Personal Care



Physiotherapy Occupational Therapy Speech and Language Behaviour / dementia support Psychology



Being out and about Doing things with friends



**We will work to make sure that everyone using our services will:**

- Be safe
- Have a key worker
- Have a Support Plan
- Have a Personal budget

# Resource Centre

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Resource Service is for people who have complex needs

This is what is on offer:



**Resource Centre**



## Direct Payments

help to manage their  
Personal Budget  
Continuing Health Care



Using different types of  
transport



Employment  
Work experience  
Volunteering



Personal Care



Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia  
support  
Psychology



## Being out and about

Doing things with friends

Leisure centres

Social activities

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget

# What are we going to consult on?

- Buildings have been identified by the Lead Commissioner and discussed at Steering Group meetings.
- The reasons why the buildings have been chosen will be discussed
- The reasons why buildings have not been chosen will be discussed

# BUILDINGS

Factors taken in to account when identifying buildings:-

- **Finance** – Within existing LD Day Services budget.
- **Location**
- **Other stakeholders** – is the building used by other people?
- **Needs** – is the building / location suitable for peoples needs
- **Safety** – How safe is the location?
- **Space**
- **Transport links.**

# PROPOSED BUILDINGS

In Evesham, commissioners propose to use the following buildings:-

- **Evesham Library** to be adopted as a **Connect**
- For service users requiring more specialist support, they will be able to access the resource centre at Three Springs, Pershore.

# BUILDINGS WE PROPOSE NOT TO USE

In Evesham, commissioners propose not to use the following buildings:-

- Evesham Day Centre (Hub)

The reason for this is that the building is in need of expensive major repairs and is too large.

# Assessment and Personalisation

- All day service users will be reviewed as part of the rollout. The reviews will start in December.
- Additional staff are being recruited to be overseen by LD Service lead
- A social worker will be linked to the centres and work closely with centre staff and users and carers

# CONTACT DETAILS FOR FEEDBACK

## **Post:**

Kay Parry

Joint Commissioning Manager

Joint Commissioning Unit

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# **LEARNING DISABILITIES DAY SERVICES MALVERN AREA CONSULTATION**

# Learning Disability Day Services

Cabinet approved rollout of the new day services model at its meeting in November 2012.

The model consists of:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services.

# Communication and Consultation

- Taken on board lessons from the North consultation
- Commitment to user and family carer engagement demonstrated through membership of steering group
- We have co produced the Communication and Consultation plan with family carers and service users

# The Connect Service

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Connect Service is for people who do not have very high support needs.

This is what is on offer:

- We will work to make sure that everyone using our services will:
- Be safe
  - Has a key worker
  - Has a Support Plan
  - Has a Personal budget



Direct Payments help to manage their Personal Budget



Using different types of transport



Employment  
Work experience  
Education  
Volunteering



Personal Care



**Being out and about**  
Doing things with friends  
Drop-ins  
Facebook and computers  
Leisure centres  
Social activities

# G.O.L.D – Growing Old with a Learning Disability

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The G.O.L.D. Service is for people who are older.

This is what is on offer:

**We will work to make sure that everyone using our services will:**

- Be safe
- Have a key worker
- Have a Support Plan
- Have a Personal budget



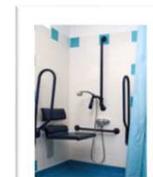
Direct Payments help to manage their Personal Budget



Continuing Health Care  
Using different types of transport



Employment  
Work experience  
Volunteering



Personal Care



Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology



**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

# Resource Centre

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Resource Service is for people who have complex needs

This is what is on offer:

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget



Direct Payments help to manage their Personal Budget  
Continuing Health Care



Using different types of transport



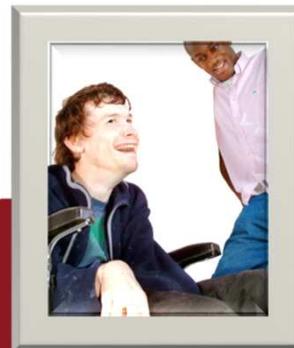
Employment  
Work experience  
Volunteering



Personal Care



Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology



**Being out and about**  
Doing things with friends  
Leisure centres, Social activities

# What are we going to consult on?

- Buildings have been identified by the Lead Commissioner and discussed at Steering Group meetings.
- The reasons why the buildings have been chosen will be discussed
- The reasons why buildings have not been chosen will be discussed

# BUILDINGS

Factors taken in to account when identifying buildings:-

- **Finance** – Within existing LD Day Services budget.
- **Location**
- **Other stakeholders** – is the building used by other people?
- **Needs** – is the building / location suitable for peoples needs
- **Safety** – How safe is the location?
- **Space**
- **Transport links.**

# PROPOSED BUILDINGS

In the Malvern area commissioners propose to use the following buildings:-

- Malvern St John's Ambulance Centre as a Connect

Service users with more specialist needs will be able to access the resource centres in Worcester.

# BUILDINGS WE PROPOSE NOT TO USE

In the Malvern area commissioners propose not to use the following buildings:-

- Malvern S.E.C

The reason for this is that the building is too large for the number of service users and is in need of expensive major repairs

# Assessment and Personalisation

- All day service users will be reassessed as part of the rollout. The assessments will start in September.
- Additional staff are being recruited to be overseen by LD Service lead
- A social worker will be linked to the centres and work closely with centre staff and users and carers
- The assessment will:
  - Be a full reassessment of all need not just day service
  - Identify how needs will be met in different settings
  - Take account of the psychological impact of change

# CONTACT DETAILS FOR FEEDBACK

## **Post:**

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# **LEARNING DISABILITIES DAY SERVICES PERSHORE AREA CONSULTATION**

# Learning Disability Day Services

Cabinet approved rollout of the new day services model at its meeting in November 2012.

The model consists of:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services.

# Communication and Consultation

- Taken on board lessons from the North consultation
- Commitment to user and family carer engagement demonstrated through membership of steering group
- We have co produced the Communication and Consultation plan with family carers and service users

# The Connect Service

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Connect Service is for people who do not have very high support needs.

This is what is on offer:

- We will work to make sure that everyone using our services will:
- Be safe
  - Has a key worker
  - Has a Support Plan
  - Has a Personal budget



Direct Payments help to manage their Personal Budget



Using different types of transport



Employment  
Work experience  
Education  
Volunteering



Personal Care



**Being out and about**  
Doing things with friends  
Drop-ins  
Facebook and computers  
Leisure centres  
Social activities

# G.O.L.D – Growing Old with a Learning Disability

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The G.O.L.D. Service is for people who are older.

This is what is on offer:

**We will work to make sure that everyone using our services will:**

- Be safe
- Have a key worker
- Have a Support Plan
- Have a Personal budget



Direct Payments help to manage their Personal Budget



Continuing Health Care  
Using different types of transport



Employment  
Work experience  
Volunteering



Personal Care



Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology



**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

# Resource Centre

This is one of the 3 new types of day services for people with learning disabilities.

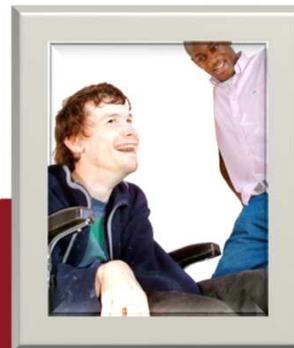
Everyone has to have an assessment to be able to use our services.

The Resource Service is for people who have complex needs

This is what is on offer:

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget



Direct Payments help to manage their Personal Budget  
Continuing Health Care

Using different types of transport

Employment  
Work experience  
Volunteering

Personal Care

Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology

**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

# What are we going to consult on?

- Buildings have been identified by the Lead Commissioner and discussed at Steering Group meetings.
- The reasons why the buildings have been chosen will be discussed
- The reasons why buildings have not been chosen will be discussed

# BUILDINGS

Factors taken in to account when identifying buildings:-

- **Finance** – From existing LD Day Services budget.
- **Location**
- **Other stakeholders** – is the building used by other people?
- **Needs** – is the building / location suitable for peoples needs
- **Safety** – How safe is the location?
- **Space**
- **Transport links.**

# PROPOSED BUILDINGS

In the Pershore area commissioners propose to use the following buildings:-

- Three Springs, Pershore to be adopted as a Resource Centre
- Service users who live in Pershore who don't require specialist support can access the Connect, at Evesham Library as well as the weekly drop-in at Three Springs

# BUILDINGS WE PROPOSE NOT TO USE

In Pershore commissioners propose not to use the following buildings:-

- 48 Station Road

The reason for this is that the premises are too small to manage numbers of people needing the service.

# Assessment and Personalisation

- All day service users will be reviewed as part of the rollout. The reviews will start in September.
- Additional staff are being recruited to be overseen by LD Service lead
- A social worker will be linked to the centres and work closely with centre staff and users and carers

# CONTACT DETAILS FOR FEEDBACK

## **Post:**

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# **LEARNING DISABILITIES DAY SERVICES WORCESTER AREA CONSULTATION**

# Learning Disability Day Services

Cabinet approved rollout of the new day services model at its meeting in November 2012.

The model consists of:-

- Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
- Specialist support for older people with a learning disability including those with dementia.
- Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services.

# Communication and Consultation

- Taken on board lessons from the North consultation
- Commitment to user and family carer engagement demonstrated through membership of steering group
- We have co produced the Communication and Consultation plan with family carers and service users

# The Connect Service

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The Connect Service is for people who do not have very high support needs.

This is what is on offer:

- We will work to make sure that everyone using our services will:
- Be safe
  - Has a key worker
  - Has a Support Plan
  - Has a Personal budget



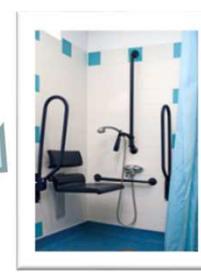
Direct Payments help to manage their Personal Budget



Using different types of transport



Employment  
Work experience  
Education  
Volunteering



Personal Care



**Being out and about**  
Doing things with friends  
Drop-ins  
Facebook and computers  
Leisure centres  
Social activities

# G.O.L.D – Growing Old with a Learning Disability

This is one of the 3 new types of day services for people with learning disabilities.

Everyone has to have an assessment to be able to use our services.

The G.O.L.D. Service is for people who are older.

This is what is on offer:

**We will work to make sure that everyone using our services will:**

- Be safe
- Have a key worker
- Have a Support Plan
- Have a Personal budget



Direct Payments help to manage their Personal Budget



Continuing Health Care  
Using different types of transport



Employment  
Work experience  
Volunteering



Personal Care



Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology



**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

# Resource Centre

This is one of the 3 new types of day services for people with learning disabilities.

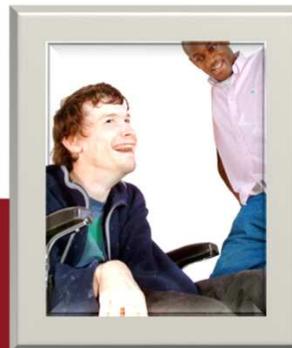
Everyone has to have an assessment to be able to use our services.

The Resource Service is for people who have complex needs

This is what is on offer:



**Resource Centre**



Direct Payments help to manage their Personal Budget  
Continuing Health Care

Using different types of transport

Employment  
Work experience  
Volunteering

Personal Care

Physiotherapy  
Occupational Therapy  
Speech and Language  
Behaviour / dementia support  
Psychology

**Being out and about**  
Doing things with friends  
Leisure centres  
Social activities

We will work to make sure that everyone using our services will:

- Be safe
- Has a key worker
- Has a Support Plan
- Has a Personal budget

# What are we going to consult on?

- Buildings have been identified by the Lead Commissioner and discussed at Steering Group meetings.
- The reasons why the buildings have been chosen will be discussed
- The reasons why buildings have not been chosen will be discussed

# BUILDINGS

Factors taken in to account when identifying buildings:-

- **Finance** – Within existing LD Day Services budget.
- **Location**
- **Other stakeholders** – is the building used by other people?
- **Needs** – is the building / location suitable for peoples needs
- **Safety** – How safe is the location?
- **Space**
- **Transport links.**

# PROPOSED BUILDINGS

In the Worcester area commissioners propose to use the following buildings:-

- Worcester Cherry Orchard as a Resource Centre
- The LD Connect will be based at Fish Street and space at the Hive will also be utilised.
- The Options service at Checketts Lane will remain as a service for people growing old with a learning disability

# Assessment and Personalisation

- All day service users will be reassessed as part of the rollout. The assessments will start in September.
- Additional staff are being recruited to be overseen by LD Service lead
- A social worker will be linked to the centres and work closely with centre staff and users and carers
- The assessment will:
  - Be a full reassessment of all need not just day service
  - Identify how needs will be met in different settings
  - Take account of the psychological impact of change

# CONTACT DETAILS FOR FEEDBACK

## **Post:**

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## Appendix 4: Analysis of Options

	Cherry Orchard Day Centre, Worcester (Resource Centre)	Three Springs Day Centre, Pershore (Resource Centre)	Droitwich Library, Droitwich (Connect Service)	Evesham Library, Evesham (Connect Service)	Fish Street Connect, Worcester (Learning disabilities & physical disabilities connect)	Checketts Lane, Worcester (GOLD Service Connect)	Malvern Connect (building to be confirmed)
<b>Finance</b>	Currently from the learning disabilities day services budget – it is estimated that should these proposals go forward, there will not be a detrimental effect on the premises budgets.						
<b>Location</b>	It is too far out of town to be suitable for a Connect.	It is too far out of town to be suitable for a Connect.	Very good town centre location, for use as a Connect.	Very good town centre location, for use as a Connect.	Very good town centre location, for use as a Connect.	It is out of town but on regular transport route, parking also available	TBC
<b>Other stakeholders</b>	Centre will be used for service users with learning disability only	Centre will be used for service users with a learning disability and those with physical disabilities	The building is in the public domain, however service users with a learning disability will have dedicated space	The building is in the public domain, however service users with a learning disability will have dedicated space	Provision will be used for service users with a learning disability and those with physical disabilities	Provision will be used for service users with a learning disability only	TBC

	<b>Cherry Orchard Day Centre, Worcester (Resource Centre)</b>	<b>Three Springs Day Centre, Pershore (Resource Centre)</b>	<b>Droitwich Library, Droitwich (Connect Service)</b>	<b>Evesham Library, Evesham (Connect Service)</b>	<b>Fish Street Connect, Worcester (Learning disabilities &amp; physical disabilities connect)</b>	<b>Checketts Lane, Worcester (GOLD Service Connect)</b>	<b>Malvern Connect (building to be confirmed)</b>
<b>Needs</b>	Has appropriate personal care facilities and equipment to meet the needs of people with a learning disability.	Has personal care facilities and equipment to meet the needs of people with a learning disability. Would need extra personal care suite and hoist fitted.	Suitable for people who require Connect services	Suitable for people who require Connect services	Suitable for people who require Connect services	Does not have enough personal care facilities.	TBC
<b>Safety</b>	Safe location. It has been used by people with a learning disability.	Safe location. It has been used by people with a learning disability.			Location has been used by people with a physical disability	Safe location. It has been used by people with a learning disability.	TBC
<b>Space</b>	Large enough to be used as a Resource Centre.	Large enough to be used as a Resource Centre.	Space for Connect users	Space for Connect users	Space for Connect users	Space for Connect users	TBC
<b>Transport links</b>	Accessible and parking	Accessible and parking	Very good – town centre position	Very good – town centre position	Very good – town centre position	Out of town centre but on transport network	TBC
<b>Additional note</b>	Owned freehold by WCC	Owned freehold By WCC	Owned freehold By WCC	Owned freehold By WCC	Leased with a break clause in 2017	Lease which will expire in 2016	TBC

WORCESTERSHIRE

Location Boundaries

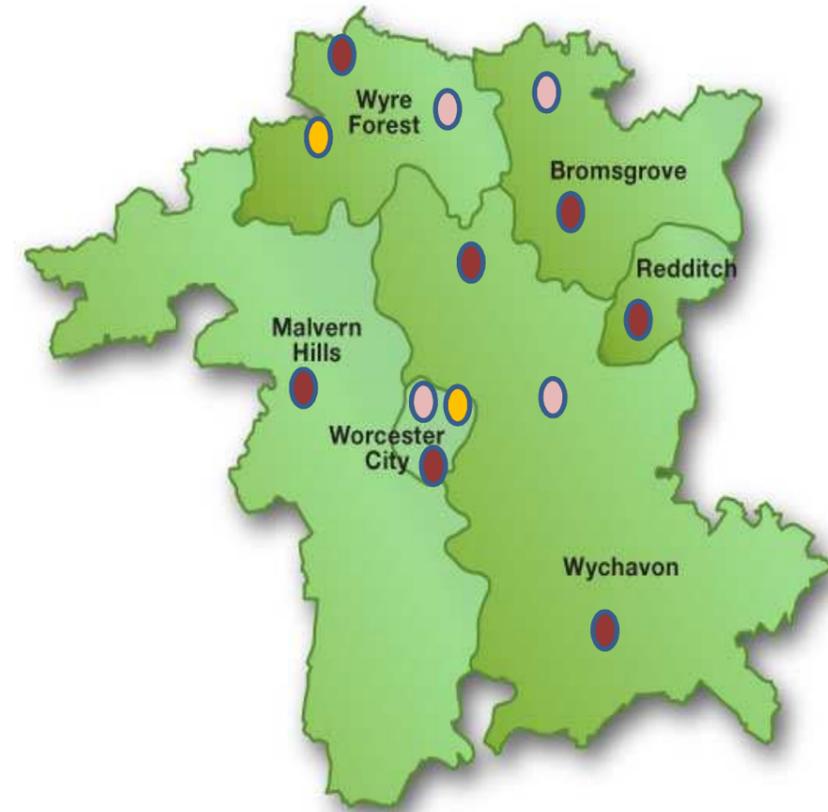


**Key:**

- - Mixed provision centres
- - GOLD service
- - Provision for individuals with more complex needs in

WORCESTERSHIRE

Location Boundaries



**Key:**

- - Connect provision
- - Resource Centre
- - GOLD service

**Current LD Day Service Provision: (at present centres facilitate provision for service users who have variable needs with the exception of Station road which provides services for individuals with complex needs only)**

**South** – Worcester City, Cherry Orchard Centre  
 GOLD service in Checketts Lane Worcester  
 Malvern SEC  
 Droitwich Kingfields Centre  
 Evesham SEC  
 Pershore Station Road

**North** – Kidderminster Orchard Street and Offmoor Street  
 Redditch Matchborough Centre  
 Redditch Halcyon Centre  
 GOLD service Odell Centre Kidderminster  
 Bromsgrove Wendron Centre

**Proposed LD Day Service Provision:**

**South** – Worcester Resource Centre, Cherry Orchard  
 GOLD service at Checketts Lane Worcester  
 Worcester Connect Service, Fish Street Worcester  
 Malvern Connect (Building to be confirmed)  
 Droitwich Connect, Droitwich Library  
 Evesham Connect, Evesham Library  
 Pershore Resource Centre, Three Springs Pershore

**North** – Redditch Connect, Halycon Centre Redditch  
 Bromsgrove Connect & Resource Centre, Wendron Centre Redditch  
 Kidderminster Resource Centre, Orchard Street Kidderminster  
 Kidderminster Connect, Blackwell Street Kidderminster  
 GOLD Service based at Odell Centre Kidderminster

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Appendix 5 - Consultation responses, issues identified, consideration and mitigation

Droitwich Area						
Audience	Date/time	Venue	Number of attendees	Main issues	Response	Correspondence received
Droitwich Service User/Carer Meetings	20/09/2013 10:00am & 1:00pm	Kingfields Droitwich	19	<ul style="list-style-type: none"> <li>Concerns around equipment available</li> </ul>	<ul style="list-style-type: none"> <li>All equipment required will be available</li> </ul>	
	24/09/2013 1:00pm & 6:00pm	Kingfields Droitwich	7			
	28/10/2013 10:30am	Wendron Centre	10			
	31/10/2013 10:30am	Droitwich Library	13	<ul style="list-style-type: none"> <li>Will the level of care remain the same?</li> </ul>	<ul style="list-style-type: none"> <li>Service users will be assessed to establish level of care currently required</li> </ul>	
	27/11/013 10:30am	Three Springs Centre Pershore	7			
	28/11/2013 3:00pm	Droitwich Library	10			
	11/12/2013 1:45pm	Droitwich Library & Droitwich Community Centre	10			
	18/11/2013	Cherry Orchard Worcester	Open day			

Appendix 5 - Consultation responses, issues identified, consideration and mitigation

Evesham Area						
Audience	Date/time	Venue	Number of attendees	Main issues	Response	Correspondence Received
Evesham Service Users/Carer Meetings	25/09/2013 10:00am, 11:30am & 6:00pm	Evesham SEC	14	<ul style="list-style-type: none"> <li>Carers previously fought for the Evesham Hub</li> </ul>	<ul style="list-style-type: none"> <li>The Evesham SEC is no longer fit for purpose</li> </ul>	1 letter
	06/11/2013 10:30am	Three Springs Centre Pershore	8	<ul style="list-style-type: none"> <li>Worries about wheelchair access</li> </ul>	<ul style="list-style-type: none"> <li>Access for wheelchair users will be addressed at each location</li> </ul>	
	25/11/2013 12:30pm	Three Springs Centre Pershore	6	<ul style="list-style-type: none"> <li>Will we have to pay to attend the library?</li> </ul>	<ul style="list-style-type: none"> <li>There is no charge to access library – service users will only pay for activities</li> </ul>	
	05/12/2013 1:00pm	Wallace House Evesham and Evesham Library	43	<ul style="list-style-type: none"> <li>Concerns about transport to other locations</li> <li>Carers dissatisfied with proposed space at Library</li> </ul>	<ul style="list-style-type: none"> <li>If transport is detailed in support plan ten WCC have a responsibility to provide</li> <li>Current proposal for adaptation of the garage space will be addressed</li> </ul>	

Appendix 5 - Consultation responses, issues identified, consideration and mitigation

<b>Malvern Area</b>						
<b>Audience</b>	<b>Date/time</b>	<b>Venue</b>	<b>Number of attendees</b>	<b>Main issues</b>	<b>Response</b>	<b>Correspondence Received</b>
<b>Malvern Service Users/Carers Meetings</b>	27/09/2013 10:00am & 11:30am	Malvern SEC	44	<ul style="list-style-type: none"> <li>• Worries about wheelchair access</li> <li>• Dissatisfied with building &amp; facilities at St John's Ambulance Building</li> <li>• Other complex concerns were addressed in a separate report</li> </ul>	<ul style="list-style-type: none"> <li>• Access for wheelchair users will be addressed at each location</li> <li>• Adaptations and updating would be addressed prior to use</li> <li>• See appendix 4a</li> </ul> <p><b>(Following concerns raised by cares and re-evaluating, St John's Ambulance building has now been discounted)</b></p>	11 emails
	01/10/2013 6:00pm	Malvern SEC	13			
	29/10/2013 10:30am	St John's Ambulance Building - Malvern	Attendance list incomplete due to nature of session – approximately 30 attendees			
	11/11/2013 10:30am	Scout Building - Malvern	23			
	18/11/2013 6:00pm	Malvern SEC	14			
	21/11/2013 11:00am	Malvern SEC	9			
	25/11/2013 11:30am	Three Springs Centre Pershore	6			
	28/11/2013 10:30am	Cherry Orchard, Worcester	8			
	09/12/2013 6:00pm	Malvern SEC	20			

**Appendix 5 - Consultation responses, issues identified, consideration and mitigation**

<b>Pershore Area</b>						
<b>Audience</b>	<b>Date/time</b>	<b>Venue</b>	<b>Number of attendees</b>	<b>Main issues</b>	<b>Response</b>	<b>Correspondence Received</b>
<b>Pershore Service Users/Carers Meetings</b>	24/09/2013 1:00pm & 2:00pm	Station Road, Persore	8	<ul style="list-style-type: none"> <li>• Concerns over staffing levels</li> <li>• Three Springs will need a further care suite to cope with resource users</li> <li>• Three Springs will need a hoist to lift service users</li> </ul>	<ul style="list-style-type: none"> <li>• Staff levels will still remain consistent as per support needs</li> <li>• An additional care suite will be put in place</li> <li>• A hoist will be fitted where appropriate</li> </ul>	1 letters 1 telephone call
	06/11/2013 11:30am	Three Springs Centre, Persore	8			
	13/11/2013 6:00pm	Three Springs Centre Persore	2			
	22/11/2013 10:30am	Cherry Orchard Worcester	6			
	25/11/2013 10:30am	Three Springs Centre Persore	9			
	27/11/2013 10:30am	Three Springs Centre Persore	4			

Appendix 5 - Consultation responses, issues identified, consideration and mitigation

<b>Worcester Area</b>						
<b>Audience</b>	<b>Date/time</b>	<b>Venue</b>	<b>Number of attendees</b>	<b>Main issues</b>	<b>Response</b>	<b>Correspondence Received</b>
<b>Worcester Service Users/Carers Meetings</b>	30/09/2013 10:00am 11:30am & 6:00pm	Cherry Orchard Centre Worcester	28	<ul style="list-style-type: none"> <li>• Worries about service users maintaining friendships</li> <li>• How will decisions be made about what provision services users will access?</li> <li>• Will transport still be provided?</li> <li>• Will carers be involved in assessments?</li> <li>• Will the Fish Street Provision be open all week?</li> <li>• What will happen</li> </ul>	<ul style="list-style-type: none"> <li>• Service users will still be able to meet up and share activities</li> <li>• Each service user will undertake a review to establish individual needs</li> <li>• Transport will be provided if outlined in the assessment</li> <li>• Yes – carers will be involved in assessments</li> <li>• Fish Street will open Monday to Friday</li> <li>• If there are adverse</li> </ul>	3 emails
	12/11/2013 1:30pm & 2:00pm	Fish Street Worcester	21			
	12/11/2013 6:00pm	Cherry Orchard Centre Worcester	3			

## Appendix 5 - Consultation responses, issues identified, consideration and mitigation

				<p>to service users in adverse weather conditions?</p> <ul style="list-style-type: none"> <li>• Worries about how challenging behaviour will be dealt with at Fish Street</li> </ul>	<p>weather conditions then service users will be contacted, as they are currently</p> <ul style="list-style-type: none"> <li>• Staff will assist as per incident with challenging behaviour, as currently</li> </ul>	
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In addition to the above meetings – Commissioners held post consultation update meetings facilitated for service users and carers to ensure that they were aware of the reason for postponement. This allowed for further work to be undertaken.

Date of meeting	Venue	Time	Number of attendees
24/02/2014	Cherry Orchard Day Centre, Worcester	10:00am – 12:00noon	12
25/02/2014	Three Springs Centre, Pershore	10:00am – 12:00noon	23

## Appendix 5- Response to initial questions raised at LD consultation meeting - Malvern SEC

### Q. Can we have projected statistics for GOLD (Growing Older with a Learning Disability) across the county?

A. Baseline estimates from POPPI <http://www.poppi.org.uk>

2012	2014	2016	2018	2020
2372	2535	2670	2796	2901

*Total population aged 65 and over predicted to have a learning disability*

### Q. Where is the evidence that younger people/transitions do not want to access services/centres as they are at present?

A. Response from Transitions Team:

*The new model for day services for people with learning disabilities is more relevant for the young people and families we are working with – the extension of the CONNECT service for people with learning disabilities will be beneficial as it will provide the support and information about community based activities that people need.*

### Q. Can we have evidence from the pilot that the activities offered in the resource centre model are advantageous?

A. Extract from Cabinet report 8<sup>th</sup> Nov 2012:

*29. The pilot has tested the new model of service and positive outcomes have been identified for people with PMLD and complex needs. This group of service users have engaged with a wide range of opportunities whilst maintaining input that promotes and supports health and wellbeing, i.e. physiotherapy and behavioural support. Service users have had an increased number of opportunities for community engagement. Positive feedback has been received from a number of family carers on behalf of the service users:-*

- A carer rang regarding the 'Pony and Trap' session that her son had taken part in. She was really pleased that he had this opportunity and informed me that he used to ride as child and he really enjoyed it. She said her son had really enjoyed being with horses and stable hands and had had fun being with other people.*
- A carer wrote "my son needs help to experience many things that we take for granted. It is good to see staff stretching the boundaries for him and encouraging him to feel, touch and see different textures by involving him in gardening, he enjoyed the experience".*

### Q. Can we have evidence that other authority models have been explored, for example – the Cumbria model?

A. The model has already been agreed – the current consultation is around the buildings used.

### Q. Can we have details about the costs to use St John's Ambulance building – costs of making fit for purpose and ongoing rental charges?

A. Response from Accommodation & Resources Team:

St John's Ambulance building costs to hire per day are £12 per hour – Monday to Friday during the week.

It is used on evenings by other community groups.

If the consultation is successful Property and myself (Bridget Kealy) will negotiate a formal arrangement which may bring the price down further. We have not got costs for updating the premise – from the walk round we had, there are improvements to be made in terms of toilet provision/painting/door widening or automation/storage space/desking and networking for WCC staff. I can't get any costs until:

a) We have completed the consultation as other issues may need attention

b) We have a dialogue with the land lord

As if I am to invest in their premise I need to see the hire costs come down.

I have a sum of capital ring fenced for this site and at present Corporate Landlord Board approval in principle to proceed, post consultation.

It is worth noting that the County has a "*Better Use of Property*" programme which identifies the best use of its various properties that protects front line services. With the transformation of the Learning Disability Day Service, a large traditional day centre such as the existing SEC does not fit the transformation going forward. The County has been identifying smaller, more flexible accommodation for delivery of the new service. The benefit of this is:

- 1) Lower property overheads for the new service
- 2) Flexible property arrangements that can be tailored to the Service Users requirements year on year.
- 3) The value of the existing site (together with the adjoining surplus Touchstone site) can be released as a capital receipt that will reduce the County's borrowing which in turn increases the revenue available to protect frontline services.

#### **Q. Can we have breakdown of costs for repairs to Malvern SEC?**

A. Response from Accommodation & Resources Team:

Malvern SEC – a number of years ago WCC Chief Exec asked for Accommodation leads in each directorate to work with Property services to produce a base case for each of their sites – this document is then available to members when making decisions around buildings.

The base case document for DASH shows that the Malvern site is in a fair condition and has a maintenance backlog of £47k projected over 5 years – running costs excluding staffing come in at £33,767 approx.

Malvern SEC and Touchstone were constructed in 1985 and are owned freehold by WCC.

The current Condition survey for the site was carried out in 2010 and is live for 5 years – during which time Property maintenance schedule works into their annual programme using the Condition survey's as their guide.

The £47k is made up of the following elements and is costed as an estimate for budget planning – formal quotations are sought once the programme is agreed:

Fence works/roof repairs/redecoration of internal areas/flooring replacement to various areas/upgrade of cupboards and benches/additional loft insulation/replacement extractor and ventilation fans/various works to distribution

boards/ fire alarm upgrade/ lighting replacement in various areas. Also work required on windows.

**Q. Can we have details about increased transport costs for service users to access other buildings around the county?**

A. This exercise was completed for an area in the North with a similar proposal and actually some of the service users lived closer to the proposed building which meant decreased costs. The bigger picture also needs to be taken into account when this is explored i.e.:

- Savings on equipment
- Maintenance
- Staffing

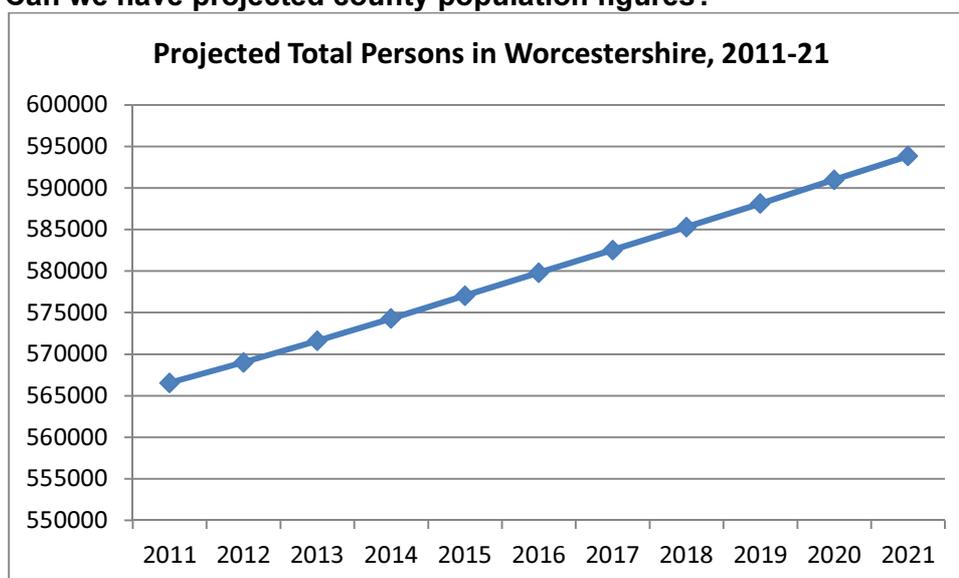
**Q. Where are the Councillors, why haven't they attended this meeting?**

A. County and District Councillors have been notified on dates for all meetings

**Q. Can we have numbers of service users who currently access Cherry Orchard in Worcester and the comparisons of service users accessing Malvern?**

A. Malvern currently have 43 service users and Cherry Orchard have 63

**Q. Can we have projected county population figures?**



*Taken from WCC Research & Intelligence Unit - Projected population figures:*

**Q. Why can't there be a joined up approach with Herefordshire and Gloucestershire?**

A. Commissioners have contacted both areas, however neither are interested in further discussions

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## WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT

### Background information:

Name:	Elaine Carolan
Job Title:	Lead Commissioning Manager
Service area:	Learning Disabilities
Directorate:	DASH
Telephone:	01905 822627
Email address:	ecarolan@worcestershire.gov.uk
Date assessment commenced:	16/12/2013
Date assessment completed:	01/07/2014

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Learning Disabilities Day Services – Use of buildings in Droitwich
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

### Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<p>Worcestershire County Council is considering where Day Opportunities, can be most effectively provided for people with Learning Disabilities. This follows the November 2012 Cabinet decision which supported the rollout of the pilot project that had taken place in Wychavon. Cabinet also requested "consultation on the location of buildings to deliver component parts of the redesigned service". The outcomes of this consultation are to be reported back to the Cabinet Member for Adult Social Care for decision - Cabinet report November 2012. The change to the use of existing buildings is needed because new services require a town centre location and because the number of service users is declining. Current buildings are therefore under-used.</p> <p>At its meeting on 21 July 2011 Cabinet agreed that a pilot should be carried out to explore the transformation of the County Council's direct provision of daytime support for Adults with learning disabilities. The planning phase lasted from August 2011 to March 2012 and the pilot began on 2<sup>nd</sup> April 2012.</p> <p>Before the pilot began there were 72 service users attending the three day services the Council provided in the pilot area. This total decreased to 56 during the pilot.</p> <p>The differences between the pilot and the way services were previously provided were:-</p>
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	<p>(i) A Specialist Resource Centre was set up for service users with more complex needs;</p> <p>(ii) People in 24 hour residential care, anywhere across the county, would receive day-time support from their residential care providers, instead of using local authority day care facilities;</p> <p>(iii) People with learning disabilities were helped to make more use of community resources enabling them to access community hubs. The hub will act as an efficient central focus to provide support and information to enable people with learning disabilities to access a wide range of generic or learning disability specific day time activities in their local community without needing to use a dedicated day centre.</p> <p>Some of the staff who had previously worked in the day centres were trained so that they could become Community Bridge Builders. These staff sourced at least 86 free or reasonably-priced local activities for Service Users.</p> <p>(iv) People with learning disabilities are using an increasingly varied range of facilities. These include mainstream leisure, sporting and educational facilities and an increased range of work and employment opportunities.</p> <p>(v) People's access to independent transport is being improved; this results in reduced use of County Council transport.</p>
<p>Intended outcomes:</p>	<p><b>To rationalise the use of buildings in Droitwich while providing:-</b></p> <ul style="list-style-type: none"> <li>• <b>Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.</b></li> <li>• <b>Specialist support for older people with a learning disability (including those with dementia).</b></li> <li>• <b>A community-based support programme with drop-in services, improved access to employment, training and volunteering opportunities and universal services which include:</b> <ul style="list-style-type: none"> <li>• <b>Transport</b></li> <li>• <b>Leisure</b></li> <li>• <b>Education</b></li> <li>• <b>Health</b></li> <li>• <b>Housing</b></li> <li>• <b>Community Safety</b></li> <li>• <b>Information and advice</b></li> </ul> </li> </ul>
<p>Please summarise how these outcomes will be achieved?</p>	<p>As part of the planning and consultation process the council has offered a range of opportunities to meet with Family Carers and Service Users and discuss the options they are considering at a series of meetings. These were in the day and evening across a number of dates. The commissioners repeated the process 6 weeks later to answer any questions and take feedback. The consultation lasted 3 months. Consultation findings will be included in the final report. Individual assessment of eligible needs and support planning will facilitate the achievement of the outcomes as stated above.</p>
<p>Where an existing policy is to be</p>	<p>The day opportunities available in Droitwich will change. The</p>



amended please summarise principle differences between the existing and proposed policies?	proposal is to end provision of a single service at the Kingfields day centre for all local service users. A Connect service (based in Worcester) will instead be available for more able service users. Those who need the greater level of support provided at a resource centre will need to travel to a suitable facility elsewhere in the County. The options will be 3 Springs in Pershore, the Cherry Orchard centre in Worcester or Wendron in Bromsgrove.

## Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	Learning Disabilities Day Services Cabinet report November 2012 Service specifications for each component of the service. Suitability survey of each building. Consultation plan
Please give details of any consultation findings you will use when carrying out this assessment:	Record of attendance at each consultation meeting Frequently asked questions Consultation submissions Records from meetings with the carers consultation group and Worcestershire expert members
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	N/A
Please summarise relevant findings from your research/consultation:	<p>The main themes from the service user feedback are:</p> <ul style="list-style-type: none"> <li>• Some service users thought that the library base in Droitwich was a good idea</li> <li>• There are concerns around service users maintaining friendships when their needs are re-assessed and they begin to access an alternative service which better meets their needs.</li> <li>• The option of using the Droitwich Community Centre was very popular among the majority of service users</li> <li>• The group like to meet and cook a meal together – the library does not have this facility</li> </ul> <p>The main themes from the family carer feedback are:</p> <ul style="list-style-type: none"> <li>• Concerns around possible increased journey times for service users</li> <li>• Worries around toilet facilities at the library. The library has only one disabled toilet available for service users.</li> </ul>



	<p>After the findings from the consultation have been analysed Worcestershire County Council is of the view that Kingfields Daye Centre will no longer be required. There will be a Connect service available for the more able, which is being proposed at Droitwich Library. The resource centres available for those with more complex needs are Cherry Orchard, Worcester, Wendron Centre, Bromsgrove and Three Springs, Pershore.</p> <p>This is subject to confirmation that the eligible assessed needs of current service users can be met through such provision.</p> <p>The new day opportunities will provide opportunities for advancing equality by promoting integration of people with LD into the community whilst maintaining the right level of support for those with more complex needs.</p>
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### Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	<p><u>Positive-</u> Increased integration of individuals with a learning disability into their community and an increased range of opportunities</p> <p><u>Adverse-</u> Some service users who will require a Resource Centre service may have to travel further</p>
Where possible please include numbers likely to be affected:	<p>If proposals go ahead - 18 service users will be affected. , 4 service users who are more suited to a resource provision will need to travel into Worcester for provision at Cherry Orchard. 14 service users, who would benefit more from a Connect service,</p>



	<p>will need to travel to Fish Street in Worcester City Centre to access this provision. The age range for existing service users is 25 to 69 yrs.</p>
<p>Where potential adverse impact has been identified, can continuation of the proposed policy be justified?</p>	<p>Yes</p> <p>Arrangements will be made to facilitate regular meet ups between those service users who wish to maintain friendships with others who have previously attended Kingfields with them.</p> <p>All individuals who are assessed as needing a resource centre, will also have their transport requirements reviewed. The logistics have already been looked into and it appears that no-one will be faced with unacceptable journey times.</p>
<p>Do you consider that this policy will contribute to the achievement of the three aims of the <a href="#">Public Sector Equality Duty</a>?</p>	<p>Please indicate which of these aims is achieved through this policy: Advancing equality of opportunity between people who share a Protected Characteristic and those who do not share it; To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</p> <p>Please explain how the policy contributes to achievement of any aims you have selected: The policy will ensure that people who have a learning disability are able to join in some activities with others in their local community. The same group will have been consulted and have been able to contribute their views regarding the service proposals.</p>
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> <li>1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.</li> <li>2. To advance equality of opportunity between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> <li>3. To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> </ol>	

## Stage 4 - Action planning and time frames

**Please list any actions you will take to mitigate any adverse impact you have identified:**

Planned action	By who	By when	How will this be monitored
Centre staff will facilitate meet ups as required between Resource Centre users and Connect users.	Provider staff	Monthly or as required.	In service users reviews in respect to how they feel about their services.  To monitor as part of the service review.
Transport	Social work staff	By end of September	Annual service user



requirements and any impacts through change of location of day service will be explored within the assessments.		2014.	reviews.
Facilitate regular opportunities to attend services in people's own community.	Social work staff	As required.	Service user reviews.

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	This will be built into reviews for individual service users and contract reviews.
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### Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Annually
How frequently will intended outcomes be evaluated?	Annually
Who will be responsible for monitoring and evaluation?	Annually
How will you use the monitoring and evaluation results?	To ensure service quality is maintained and assessment needs are met.

### Stage 6 - Publication

**Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.**

	Signature	Date
<b>Completing Officer:</b>	<b>Elaine Carolan</b>	01/07/2014
<b>Lead Officer:</b>	<b>Elaine Carolan</b>	01/07/2014
<b>Service Manager:</b>	<b>Richard Keble</b>	

## WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT

### Background information:

Name:	Elaine Carolan
Job Title:	Lead Commissioning Manager
Service area:	Learning Disabilities
Directorate:	DASH
Telephone:	01905 822627
Email address:	ecarolan@worcestershire.gov.uk
Date assessment commenced:	16/12/2013
Date assessment completed:	01/07/2014

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Learning Disabilities Day Services – Use of buildings in Evesham
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

### Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<p>Worcestershire County Council is considering where Day Opportunities, can be most effectively provided for people with Learning Disabilities. This follows the November 2012 Cabinet decision which supported the rollout of the pilot project that had taken place in Wychavon. Cabinet also requested "consultation on the location of buildings to deliver component parts of the redesigned service". The outcomes of this consultation are to be reported back to the Cabinet Member for Adult Social Care for decision - Cabinet report November 2012. The change to the use of existing buildings is needed because new services require a town centre location and because the number of service users is declining. Current buildings are therefore under-used.</p> <p>At its meeting on 21 July 2011 Cabinet agreed that a pilot should be carried out to explore the transformation of the County Council's direct provision of daytime support for Adults with learning disabilities. The planning phase lasted from August 2011 to March 2012 and the pilot began on 2<sup>nd</sup> April 2012.</p> <p>Before the pilot began there were 72 service users attending the three day services the Council provided in the pilot area. This total decreased to 56 during the pilot.</p> <p>The differences between the pilot and the way services were previously provided were:-</p>
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	<p>(i) A Specialist Resource Centre was set up for service users with more complex needs;</p> <p>(ii) People in 24 hour residential care, anywhere across the county, would receive day-time support from their residential care providers, instead of using local authority day care facilities;</p> <p>(iii) People with learning disabilities were helped to make more use of community resources enabling them to access community hubs. The hub will act as an efficient central focus to provide support and information to enable people with learning disabilities to access a wide range of generic or learning disability specific day time activities in their local community without needing to use a dedicated day centre.</p> <p>Some of the staff who had previously worked in the day centres were trained so that they could become Community Bridge Builders. These staff sourced at least 86 free or reasonably-priced local activities for Service Users.</p> <p>(iv) People with learning disabilities are using an increasingly varied range of facilities. These include mainstream leisure, sporting and educational facilities and an increased range of work and employment opportunities.</p> <p>(v) People's access to independent transport is being improved; this results in reduced use of County Council transport.</p>
Intended outcomes:	<p><b>To rationalise the use of buildings in Evesham while providing:-</b></p> <ul style="list-style-type: none"><li>• <b>Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.</b></li><li>• <b>Specialist support for older people with a learning disability (including those with dementia).</b></li><li>• <b>A community-based support programme with drop-in services, improved access to employment, training and volunteering opportunities and universal services, which include:</b><ul style="list-style-type: none"><li>• <b>Transport</b></li><li>• <b>Leisure</b></li><li>• <b>Education</b></li><li>• <b>Health</b></li><li>• <b>Housing</b></li><li>• <b>Community Safety</b></li><li>• <b>Information and advice</b></li></ul></li></ul>
Please summarise how these outcomes will be achieved?	<p>As part of the planning and consultation process the council has offered a range of opportunities to meet with Family Carers and Service Users and discuss the options they are considering at a series of meetings. These were in the day and evening across a number of dates. The commissioners repeated the process 6 weeks later to answer any questions and take feedback. The consultation lasted 3 months. Consultation findings will be included in the final report. Individual assessment of eligible needs and support planning will facilitate the achievement of the outcomes as stated above.</p>



Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	Day opportunities will continue to be offered in Evesham, and it is proposed that the venue will move to the library. The nature of the opportunities provided will also change; the new centre will be a Connect service and service users requiring a Resource Centre service will be required to travel to Three Springs – Pershore, Cherry Orchard centre - Worcester or may choose an alternate, independent service.
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## Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	Learning Disabilities Day Services Cabinet report November 2012 Service specifications for each component of the service. Suitability survey of each building. Consultation plan
Please give details of any consultation findings you will use when carrying out this assessment:	Record of attendance at each consultation meeting Frequently asked questions Consultation submissions Records from meetings with the carers consultation group and Worcestershire expert members
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	N/A
Please summarise relevant findings from your research/consultation:	<p>The main themes from the service user feedback are:</p> <ul style="list-style-type: none"> <li>• Concerns around access at Evesham Library (where a Connect centre is proposed) for service users who use a wheelchair</li> <li>• The range of accessible activities – will there be a variety of choices</li> <li>• Continuing to be able to have a meal at lunch time with an existing friendship group</li> </ul> <p>The main themes from the family carer feedback are:</p> <ul style="list-style-type: none"> <li>• Worries around possible future closure of libraries in the county and service users having to relocate again</li> <li>• Lack of parking facilities at Evesham Library</li> <li>• Inadequate toilet facilities for service users</li> <li>• Concerns over extra journey times</li> <li>• Limited designated of general meeting space at library</li> <li>• Concerns over service users ability to adapt to change</li> </ul>



The County Council has carefully considered the consultation findings and is of the view that Evesham Day Centre will no longer be required in its current form and at its existing location.

However, continuing provision is needed in Evesham. A Connect service will be available and it is proposed that it will be based in the library. Following concerns raised by carers a more suitable area within the library has been identified for the Connect service. This service will be available for more able service users.

Those needing more specialised support will be able to access one of two resource centres - either the Cherry Orchard Centre in Worcester or Three Springs in Pershore.

The new day opportunities will provide opportunities for advancing equality by promoting integration of people with LD into their community while, at the same time, providing the right level of support for those with more complex needs.

This is subject to individual assessment and support planning to ensure any such provision can meet the eligible assessed needs of current service users.

### Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



<p>Please provide details of all positive and adverse impact you have identified:</p>	<p><u>Positive-</u> Increased integration of individuals with a learning disability into their community and an increased range of opportunities  <u>Adverse-</u> Some service users who will require a Resource Centre service may have to travel further</p>
<p>Where possible please include numbers likely to be affected:</p>	<p>29 service users will be affected if these proposals are implemented. this figure includes:  4 service users who are more suited to a resource provision (so they will need to travel to Three Springs Centre in Pershore or Cherry Orchard Centre in Worcester).  25 service users who are more suited to a Connect provision which, it is proposed, will be available at Evesham Library.  The age range for existing service users is 26 to 64 yrs.</p>
<p>Where potential adverse impact has been identified, can continuation of the proposed policy be justified?</p>	<p>Yes</p>
<p>Do you consider that this policy will contribute to the achievement of the three aims of the <a href="#">Public Sector Equality Duty</a>?</p>	<p>Please indicate which of these aims is achieved through this policy:  To advance equality of opportunity between people who have a learning disability and other groups.  To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</p> <p>Please explain how the policy contributes to achievement of any aims you have selected:  The policy will ensure that people with protected characteristics will feel they have been consulted with and that the outcome meets their needs.</p>
<p>People who have a learning disability will have more opportunities to participate in activity taking place at a local level. The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> <li>1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.</li> <li>2. To advance equality of opportunity between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> <li>3. To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> </ol>	



## Stage 4 - Action planning and time frames

Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Centre staff will facilitate meet ups as required between Resource Centre users and Connect users.	Provider staff	Monthly or as required.	In service users reviews in respect to how they feel about their services.  To monitor as part of the service review.
Transport requirements and any impacts through change of location of day service will be explored within the assessments.	Social work staff	By end of September 2014.	Annual service user reviews.
Facilitate regular opportunities to attend services in people's own community.	Social work staff	As required.	Service user reviews.

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:

This will be built into reviews for individual service users and contract reviews.

## Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Annually
How frequently will intended outcomes be evaluated?	Annually
Who will be responsible for monitoring and evaluation?	Annually
How will you use the monitoring and evaluation results?	To ensure service quality is maintained and assessment needs are met.



## Stage 6 - Publication

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
<b>Completing Officer:</b>	<b>Elaine Carolan</b>	01/07/2014
<b>Lead Officer:</b>	<b>Elaine Carolan</b>	01/07/2014
<b>Service Manager:</b>	<b>Richard Keble</b>	

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## WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT

### Background information:

Name:	Elaine Carolan
Job Title:	Lead Commissioning Manager
Service area:	Learning Disabilities
Directorate:	DASH
Telephone:	01905 822627
Email address:	ecarolan@worcestershire.gov.uk
Date assessment commenced:	16/12/2013
Date assessment completed:	01/07/2014

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Learning Disabilities Day Services – Use of buildings in Malvern
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

### Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<p>Worcestershire County Council is considering where Day Opportunities, can be most effectively provided for people with Learning Disabilities. This follows the November 2012 Cabinet decision which supported the rollout of the pilot project that had taken place in Wychavon. Cabinet also requested "consultation on the location of buildings to deliver component parts of the redesigned service". The outcomes of these reported back to Cabinet for decision - Cabinet report November 2012. The change to the use of existing buildings is needed because new services require a town centre location and because the number of service users is declining. Current buildings are therefore under-used.</p> <p>At its meeting on 21 July 2011 Cabinet agreed that a pilot should be carried out to explore the transformation of the County Council's direct provision of daytime support for Adults with learning disabilities. The planning phase lasted from August 2011 to March 2012 and the pilot began on 2<sup>nd</sup> April 2012.</p> <p>Before the pilot began there were 72 service users attending the three day services the Council provided in the pilot area. This total decreased to 56 during the pilot.</p> <p>The differences between the pilot and the way services were</p>
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	<p>previously provided were:-</p> <p>(i) A Specialist Resource Centre was set up for service users with more complex needs;</p> <p>(ii) People in 24 hour residential care, anywhere across the county, would receive day-time support from their residential care providers, instead of using local authority day care facilities;</p> <p>(iii) People with learning disabilities were helped to make more use of community resources enabling them to access community hubs. The hub will act as an efficient central focus to provide support and information to enable people with learning disabilities to access a wide range of generic or learning disability specific day time activities in their local community without needing to use a dedicated day centre. Some of the staff who had previously worked in the day centres were trained so that they could become Community Bridge Builders. These staff sourced at least 86 free or reasonably-priced local activities for Service Users.</p> <p>(iv) People with learning disabilities are using an increasingly varied range of facilities. These include mainstream leisure, sporting and educational facilities and an increased range of work and employment opportunities.</p> <p>(v) People's access to independent transport is being improved; this results in reduced use of County Council transport.</p>
Intended outcomes:	<p>To rationalise the use of buildings in Malvern while providing:-</p> <ul style="list-style-type: none"><li>• Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.</li><li>• Specialist support for older people with a learning disability (including those with dementia).</li><li>• A community-based support programme with drop-in services, improved access to employment, training and volunteering opportunities and universal services which include:<ul style="list-style-type: none"><li>• Transport</li><li>• Leisure</li><li>• Education</li><li>• Health</li><li>• Housing</li><li>• Community Safety</li><li>• Information and advice</li></ul></li></ul>
Please summarise how these outcomes will be achieved?	<p>As part of the planning and consultation process the council has offered Family Carers and Service Users day-time and evening opportunities to meet and discuss the options the Council is considering. Further meetings were held a month after the initial meetings to answer any questions and take feedback. The consultation exercise lasted 3 months. Consultation findings will be included in the final report. Individual assessment of eligible</p>



	needs and support planning will facilitate the achievement of the outcomes as stated above.
Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies	N/A

## Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	Learning Disabilities Day Services Cabinet report November 2012 Service specifications for each component of the service. Suitability survey of each building. Consultation plan
Please give details of any consultation findings you will use when carrying out this assessment:	Record of attendance at each consultation meeting Frequently asked questions Consultation submissions Records from meetings with the carers consultation group and Worcestershire expert members
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	N/A
Please summarise relevant findings from your research/consultation:	<p>The main themes from the service user feedback are:</p> <ul style="list-style-type: none"> <li>• Concerns around wheelchair access for service users at other locations</li> <li>• Service users having to adjust to change</li> <li>• St John's Ambulance Building unsuitable: toilet access, access to building, poor parking facilities. Following the completion of consultation and full analysis of all submissions. Worcestershire County Council has now discounted the St John's Ambulance building. Alternative provision is now being sought.</li> </ul> <p>The main themes from the family carer feedback are:</p> <ul style="list-style-type: none"> <li>• Concerns around the impact of proposed change for service users and the need for the current group to maintain friendships</li> <li>• Worries over increased journey times for service users needing to travel into Worcester or possibly Pershore</li> <li>• Carers questioned the space available at the St John's Ambulance Centre and raised concerns</li> </ul>



	<p>around access to the building, poor parking and access to toilet facilities (this building has now been disregarded and an alternative site is being sought)</p> <ul style="list-style-type: none"> <li>• Carers would prefer local provision for service users</li> </ul> <p>The new day opportunities will provide opportunities for advancing equality by promoting integration of people with LD into the community</p>

### Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	<p><u>Positive-</u> Increased integration of individuals with a learning disability into their community and an increased range of opportunities</p> <p><u>Adverse-</u> Some service users who will require a Resource Centre service may have to travel further</p>
Where possible please include numbers likely to be affected:	<p>If proposed changes are agreed 38 service users will be affected. this figure includes:</p> <p>12 service users will need to travel to the Cherry Orchard centre in Worcester due to their higher care needs they are assessed as being better situated to a Resource Centre environment.</p> <p>26 service users who would be able to benefit from Connect support will be able to access Connect services based in Malvern (building still to be confirmed). Service users may access services 3-5 days per week.</p> <p>The age range for existing service users is 29 to 72 yrs.</p>



Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	Yes  If yes, please explain your reasons: For service users who are required to travel to Cherry Orchard, support plans will mitigate any adverse impacts.
Do you consider that this policy will contribute to the achievement of the three aims of the <a href="#">Public Sector Equality Duty</a> ?	Please indicate which of these aims is achieved through this policy: To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.  Please explain how the policy contributes to achievement of any aims you have selected: The policy will ensure that people with protected characteristics will feel they have been consulted with and that the outcome meets their needs.
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> <li>1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.</li> <li>2. To advance equality of opportunity between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> <li>3. To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> </ol>	

## [Stage 4 - Action planning and time frames](#)

Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Centre staff will facilitate meet ups as required between Resource Centre users and Connect users.	Provider staff	Monthly or as required.	In service users reviews in respect to how they feel about their services.  To monitor as part of the service review.
Transport requirements and any impacts through change of location of day service will be explored within the assessments.	Social work staff	By end of September 2014.	Annual service user reviews.
Facilitate regular opportunities to attend services in people's own community.	Social work staff	As required.	Service user reviews.

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	Annually
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## Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Annually
How frequently will intended outcomes be evaluated?	Annually
Who will be responsible for monitoring and evaluation?	Lead Commissioner/Social Work Manager
How will you use the monitoring and evaluation results?	To ensure quality of service provision and assessment outcomes being met.

## Stage 6 - Publication

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
<b>Completing Officer:</b>	Elaine Carolan	01/07/2014
<b>Lead Officer:</b>	Elaine Carolan	01/07/2014
<b>Service Manager:</b>	Richard Keble	

## WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT

### Background information:

Name:	Elaine Carolan
Job Title:	Lead Commissioning Manager
Service area:	Learning Disabilities
Directorate:	DASH
Telephone:	01905 822627
Email address:	ecarolan@worcestershire.gov.uk
Date assessment commenced:	16/12/2013
Date assessment completed:	01/07/2014

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Learning Disabilities Day Services – Use of buildings in Worcester
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

### Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<p>Worcestershire County Council is considering where Day Opportunities, can be most effectively provided for people with Learning Disabilities. This follows the November 2012 Cabinet decision which supported the rollout of the pilot project that had taken place in Wychavon. Cabinet also requested "consultation on the location of buildings to deliver component parts of the redesigned service". The outcomes of this consultation are to be reported back to the Cabinet Member for Adult Social Care for decision - Cabinet report November 2012. The change to the use of existing buildings is needed because new services require a town centre location and because the number of service users is declining. Current buildings are therefore under-used. At its meeting on 21 July 2011 Cabinet agreed that a pilot should be carried out to explore the transformation of the County Council's direct provision of daytime support for Adults with learning disabilities. The planning phase lasted from August 2011 to March 2012 and the pilot began on 2<sup>nd</sup> April 2012.</p> <p>Before the pilot began there were 72 service users attending the three day services the Council provided in the pilot area. This total decreased to 56 during the pilot.</p> <p>The differences between the pilot and the way services were</p>
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	<p>previously provided were:-</p> <p>(i) A Specialist Resource Centre was set up for service users with more complex needs;</p> <p>(ii) People in 24 hour residential care, anywhere across the county, would receive day-time support from their residential care providers, instead of using local authority day care facilities;</p> <p>(iii) People with learning disabilities were helped to make more use of community resources enabling them to access community hubs. The hub will act as an efficient central focus to provide support and information to enable people with learning disabilities to access a wide range of generic or learning disability specific day time activities in their local community without needing to use a dedicated day centre.</p> <p>Some of the staff who had previously worked in the day centres were trained so that they could become Community Bridge Builders. These staff sourced at least 86 free or reasonably-priced local activities for Service Users.</p> <p>(iv) People with learning disabilities are using an increasingly varied range of facilities. These include mainstream leisure, sporting and educational facilities and an increased range of work and employment opportunities.</p> <p>(v) People's access to independent transport is being improved; this results in reduced use of County Council transport.</p>
<p>Intended outcomes:</p>	<p><b>To rationalise the use of buildings in Worcester while providing:-</b></p> <ul style="list-style-type: none"> <li>• <b>Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.</b></li> <li>• <b>Specialist support for older people with a learning disability (including those with dementia).</b></li> <li>• <b>A community-based support programme with drop-in services, improved access to employment, training and volunteering opportunities and universal services which include:</b> <ul style="list-style-type: none"> <li>• <b>Transport</b></li> <li>• <b>Leisure</b></li> <li>• <b>Education</b></li> <li>• <b>Health</b></li> <li>• <b>Housing</b></li> <li>• <b>Community Safety</b></li> <li>• <b>Information and advice</b></li> </ul> </li> </ul>
<p>Please summarise how these outcomes will be achieved?</p>	<p>As part of the planning and consultation process the council has offered a range of opportunities to meet with Family Carers and Service Users and discuss the options they are considering at a series of meetings. These were in the day and evening across a number of dates. The commissioners repeated the process 6 weeks later to answer any questions and take feedback. The consultation lasted 3 months. Consultation findings will be included in the final report. Individual assessment of eligible needs and support planning will facilitate the achievement of the outcomes as stated above.</p>



Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	Day opportunities in Worcester will be expanded to include access to the Connect resource centre. At the moment Worcester service users can only attend the single day centre located in Worcester.
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## Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	Learning Disabilities Day Services Cabinet report November 2012 Service specifications for each component of the service. Suitability survey of each building. Consultation plan
Please give details of any consultation findings you will use when carrying out this assessment:	Record of attendance at each consultation meeting Frequently asked questions Consultation submissions Records from meetings with the carers consultation group and Worcestershire expert members
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	N/A
Please summarise relevant findings from your research/consultation:	<p>The main themes from the service user feedback are:</p> <ul style="list-style-type: none"> <li>• Concerns around service users maintaining friendships with other service users</li> <li>• Worries about contingency plans in adverse weather conditions</li> </ul> <p>The main themes from the family carer feedback are:</p> <ul style="list-style-type: none"> <li>• Worries about the management of challenging behaviour when service users are in a more confined space at the Fish Street Connect centre</li> <li>• Concerns around lack of services to purchase when using direct payments</li> </ul> <p>After careful Consideration of the consultation findings Worcestershire County Council is of the view that Cherry Orchard Centre should be maintained and become one of the resource centres for the south of the county and that Options (at Checketts Lane) will remain a facility for older people with a learning disability. Additionally, the facilities at Fish Street,</p>



	<p>Worcester, currently used by adults with a physical disability, will be opened up as a Connect service for adults with a learning disability. This is subject to confirmation that the eligible assessed needs of current service users can be met through such provision.</p> <p>The new day opportunities will provide opportunities for advancing equality by promoting integration of people with LD into the community</p>

### Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	<p><u>Positive-</u> Increased integration of individuals with a learning disability into their community and an increased range of opportunities</p> <p><u>Adverse-</u> Some service users who will require a Resource Centre service may have to travel further</p>
Where possible please include numbers likely to be affected:	<p>Currently 55 service users' access services in Worcester, however, 27 would be directly affected, these are service users who are more suited to a Connect service and would need to use Fish Street in Worcester City Centre to access services. The remainder of Worcester service users are: 17 would remain at Cherry Orchard to access Resource services and 11 who attend the GOLD service (Options)</p> <p>NB 11 service users currently attending Cherry Orchard also attend the GOLD service (Options)</p> <p>The age range for existing service users is 20 to 75 yrs.</p>



Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	Yes  Arrangements will be made to facilitate regular meet ups between those service users who wish to maintain friendships with others.
Do you consider that this policy will contribute to the achievement of the three aims of the <a href="#">Public Sector Equality Duty</a> ?	Please indicate which of these aims is achieved through this policy: To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.  Please explain how the policy contributes to achievement of any aims you have selected: The policy will ensure that people with protected characteristics will feel they have been consulted with and that the outcome meets their needs.
The Public Sector Equality Duty has the following three aims: <ol style="list-style-type: none"> <li>1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.</li> <li>2. To advance equality of opportunity between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> <li>3. To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> </ol>	

## Stage 4 - Action planning and time frames

Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Centre staff will facilitate meet ups as required between Resource Centre users and Connect users.	Provider staff	Monthly or as required.	In service users reviews in respect to how they feel about their services.  To monitor as part of the service review.
Transport requirements and any impacts through change of location of day service will be explored within the assessments.	Social work staff	By end of September 2014.	Annual service user reviews.
Facilitate regular opportunities to attend services in people's own community.	Social work staff	As required.	Service user reviews.

Please indicate how these actions will be taken forward as part of your	This will be built into reviews for individual service users and contract reviews.
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team/service/directorate  
planning:

## Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Annually
How frequently will intended outcomes be evaluated?	Annually
Who will be responsible for monitoring and evaluation?	Annually
How will you use the monitoring and evaluation results?	To ensure service quality is maintained and assessment needs are met.

## Stage 6 - Publication

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
Completing Officer:	Elaine Carolan	01/07/2014
Lead Officer:	Elaine Carolan	01/07/2014
Service Manager:	Richard Keble	

## WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT

### Background information:

Name:	Elaine Carolan
Job Title:	Lead Commissioning Manager
Service area:	Learning Disabilities
Directorate:	DASH
Telephone:	01905 822627
Email address:	ecarolan@worcestershire.gov.uk
Date assessment commenced:	16/12/2013
Date assessment completed:	01/07/2014

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Learning Disabilities Day Services – Use of buildings in Pershore
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

### Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<p>Worcestershire County Council is considering where Day Opportunities, can be most effectively provided for people with Learning Disabilities. This follows the November 2012 Cabinet decision which supported the rollout of the pilot project that had taken place in Wychavon. Cabinet also requested "consultation on the location of buildings to deliver component parts of the redesigned service". The outcomes of these reported back to Cabinet for decision -Cabinet report November 2012. The change to the use of existing buildings is needed because new services require a town centre location and because the number of service users is declining. Current buildings are therefore under-used. At its meeting on 21 July 2011 Cabinet agreed that a pilot should be carried out to explore the transformation of the County Council's direct provision of daytime support for Adults with learning disabilities. The planning phase lasted from August 2011 to March 2012 and the pilot began on 2<sup>nd</sup> April 2012.</p> <p>Before the pilot began there were 72 service users attending the three day services the Council provided. This total decreased to 56 during the pilot.</p> <p>The differences between the pilot and the way services were previously provided were:-</p>
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	<p>(i) A Specialist Resource Centre was set up for service users with more complex needs;</p> <p>(ii) People in 24 hour residential care, anywhere across the county, would receive day-time support from their residential care providers, instead of using local authority day care facilities;</p> <p>(iii) People with learning disabilities were helped to make more use of community resources enabling them to access community hubs. The hub will act as an efficient central focus to provide support and information to enable people with learning disabilities to access a wide range of generic or learning disability specific day time activities in their local community without needing to use a dedicated day centre. Some of the staff who had previously worked in the day centres were trained so that they could become Community Bridge Builders. These staff sourced at least 86 free or reasonably-priced local activities for Service Users.</p> <p>(iv) People with learning disabilities are using an increasingly varied range of facilities. These include mainstream leisure, sporting and educational facilities and an increased range of work and employment opportunities.</p> <p>(v) People's access to independent transport is being improved; this results in reduced use of County Council transport.</p>
Intended outcomes:	<p><b>To rationalise the use of buildings in Pershore while providing:-</b></p> <ul style="list-style-type: none"><li>• <b>Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.</b></li><li>• <b>Specialist support for older people with a learning disability (including those with dementia).</b></li><li>• <b>A community-based support programme with drop-in services, improved access to employment, training and volunteering opportunities and universal services which include:</b><ul style="list-style-type: none"><li>• <b>Transport</b></li><li>• <b>Leisure</b></li><li>• <b>Education</b></li><li>• <b>Health</b></li><li>• <b>Housing</b></li><li>• <b>Community Safety</b></li><li>• <b>Information and advice</b></li></ul></li></ul>
Please summarise how these outcomes will be achieved?	<p>As part of the planning and consultation process the council has offered a range of opportunities to meet with Family Carers and Service Users and discuss the options they are considering at a series of meetings. These were in the day and evening across a number of dates. The commissioners repeated the process 6 weeks later to answer any questions and take feedback. The consultation lasted 3 months. Consultation findings will be included in the final report. Individual assessment of eligible</p>



	needs and support planning will facilitate the achievement of the outcomes as stated above.
Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	The main difference for service users in Pershore is that, for some of them, the location of their Day Centre will move away from 48, Station Road. There will still be a centre in Pershore.

## Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	Learning Disabilities Day Services Cabinet report November 2012 Service specifications for each component of the service. Suitability survey of each building. Consultation plan
Please give details of any consultation findings you will use when carrying out this assessment:	Record of attendance at each consultation meeting Frequently asked questions Consultation submissions Records from meetings with the carers consultation group and Worcestershire expert members
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	N/A
Please summarise relevant findings from your research/consultation:	<p>The main points to note following the service user feedback are:</p> <p>Although Service users attended meetings their carers gave feedback on their behalf.</p> <p>The main themes from the family carer feedback are:</p> <ul style="list-style-type: none"> <li>• Concerns about maintaining the level of support and facilities currently available to service users – for example, personal care, hoist equipment, snoezlam</li> <li>• Worries over possible increased travel time for service users to get to centre</li> <li>• Comments about money which has been invested in Pershore Day Centre. However, some carers did feel that Three Springs in Pershore does have potential</li> <li>• Anxieties around changes to staffing which could mean that known and trusted members of staff could move</li> </ul>



	<p>Following careful consideration of the consultation findings Worcestershire County Council had determined that 48 Station Road at Pershore will no longer be required for the provision of day opportunities.</p> <p>However, there will still be a resource centre in Pershore, at Three Springs Day Centre. This centre is currently used once a week by adults with a physical disability.</p> <p>Comparable services can be provided from this centre, but has the advantage of being larger, so that more people can attend.</p>

**Stage 3 - Assessing the equality impact of the policy**

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	<p><u>Positive</u>- Increased integration of individuals with a learning disability into their community and an increased range of opportunities</p> <p><u>Adverse</u>- Some service users who will require a Resource Centre service may have to travel further</p>
Where possible please include numbers likely to be affected:	4 people currently attend the 48 Station Road Day Centre. The age range for existing service users is 39 to 45 yrs.
Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	<p>Yes</p> <p>If yes, please explain your reasons: For service users who are required to travel, support plans will</p>



	mitigate any adverse impacts
Do you consider that this policy will contribute to the achievement of the three aims of the <a href="#">Public Sector Equality Duty</a> ?	<p>Please indicate which of these aims is achieved through this policy: To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</p> <p>Please explain how the policy contributes to achievement of any aims you have selected: The policy will ensure that people with protected characteristics will feel they have been consulted with and that the outcome meets their needs.</p>
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> <li>1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.</li> <li>2. To advance equality of opportunity between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> <li>3. To foster good relations between persons who share a relevant <a href="#">Protected Characteristic</a> and persons who do not share it.</li> </ol>	

#### Stage 4 - Action planning and time frames

Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Centre staff will facilitate meet ups as required between Resource Centre users and Connect users.	Provider staff	Monthly or as required.	In service users reviews in respect to how they feel about their services.  To monitor as part of the service review.
Transport requirements and any impacts through change of location of day service will be explored within the assessments.	Social work staff	By end of September 2014.	Annual service user reviews.
Facilitate regular opportunities to attend services in people's own community.	Social work staff	As required.	Service user reviews.

Please indicate how these actions will be taken forward as part of your team/service/directorate	This will be built into reviews for individual service users and contract reviews.
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planning:

## Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Annually
How frequently will intended outcomes be evaluated?	Annually
Who will be responsible for monitoring and evaluation?	Annually
How will you use the monitoring and evaluation results?	To ensure service quality is maintained and assessment needs are met.

## Stage 6 - Publication

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
Completing Officer:	Elaine Carolan	01/07/2014
Lead Officer:	Elaine Carolan	01/07/2014
Service Manager:	Richard Keble	