

Report to: **Cabinet**
Date: **8 July 2008**
By: **Director of Adult Social Care**
Title of report: **Review of Adult Social Care Directly Provided Services (DPS) Learning Disability Day Services**
Purpose of report: **To inform Cabinet of the outcome of the reviews of six centres providing day services for adults with learning disabilities.**

RECOMMENDATIONS

The Cabinet is recommended:

- 1. To agree to explore with current service users, the option of utilising Individual Budgets to exercise choice over how and where their care and support needs are met;**
 - 2. To agree to the retention of the six day centres and the phased implementation of a new service model for day opportunities on a locality basis in Hastings and Rother, Eastbourne and South Wealden, Lewes District and North Wealden by ensuring access to the following services in each locality:**
 - a) vocational opportunities to provide employment training.**
 - b) an employment support service developing and supporting a range of work and voluntary placements in the community.**
 - c) an independence skills development service providing individual programmes aimed at developing greater independence and supporting social inclusion, community integration and participation.**
 - d) a short term service to support adults with a mild learning disability access employment and independent living**
 - e) a specialist support service for individuals with complex needs and/or challenging behaviour providing skills development and appropriate day respite provision that supports family carers.**
 - 3 To agree to establish an employment support service to maintain and increase the number and range of work placements for adults with a learning disability within the County Council.**
 - 4 To agree to review the needs of those service users who are living in funded residential care costing more than £700 per week and access day services to ensure best value and the appropriateness of the new service.**
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1. Financial Appraisal

1.1 Appendix 1 sets out the general information about the costs of operating the day services with the Forecast Outturn 07/08 unit cost figures. The new service model will be developed on a cost neutral basis, although it is expected that new employment developments and the creation of a Social Enterprise would attract additional revenue funding from external sources.

2. Background

2.1 The County Council operates six day centres for adults with a learning disability across the county, and owns the land and buildings freehold on all but the Beeching Park site which is leased. The original building design and location tend to be based upon the historic industrial service base which no longer reflects of the services provided.

2.2 The Conquest Centre, Beeching Park and St Nicholas Centre have recently undergone extensive refurbishment and the Capital Programme includes funding to refurbish Linden Court and Firstfields. In September 2005, Cabinet agreed to the relocation of the Southview Close service but a suitable site has not yet been identified.

3. Current Position

3.1 The Centres mainly operate on a 5 days per week basis providing services to people with a learning disability many with complex needs or challenging behaviour. The Centres are operating at between 60-70% of nominal capacity, although it is clear that the nominal capacity of the centre

reflects an outdated service model and lower complexity of service users' care and support needs than currently experienced.

3.3 The service user profile indicates that approximately half of services users who attend the centres are live at home, with a substantial proportion living in residential care or supported accommodation. The age profiles indicate that younger adults are mainly being attracted to those centres providing either vocational placements or intensive support services, and all centres had substantial numbers of service users who had been in the service for more than 20 years.

3.4 In December 2007, Government released the Putting People First concordat confirming the need for transformation in adult social care over the next three years. There are substantial expectations for a shift towards a person centred approach and increased choice, in particular the introduction of Individual Budgets.

3.5 The Joint Commissioning Strategy - "Strong Voices, Big Ideas" and the Day Services Strategic Framework and Quality Charter outline the strategic direction that the Department needs to take in developing future day services including making buildings more accessible to local communities and developing flexible services through partnership working.

4 Consultation and Analysis

4.1 The Review Team collected and analysed a large amount of data and an extensive consultation exercise was undertaken with service users, carers, staff and other stakeholders. Details of the analysis and consultation for the Conquest Centre, Hastings, is contained in Appendix 2, Beeching Park, Bexhill, in Appendix 3, Linden Court, Eastbourne in Appendix 4, Firstfields, Hailsham, in Appendix 5, Southview Close (and the Bellbrook Centre), North Wealden, in Appendix 6 and the St Nicholas Centre, Lewes, in Appendix 7. Service user feedback is collated in Appendix 8. Copies of all of the responses received are available in the Members' Room.

5. Conclusion and Reason for Recommendation

5.1 The guidance set out in "Putting People First" states that service users should be given as much choice and control over their care as possible. To facilitate this it is recommended that service users are offered an Individual Budget to enable them to consider alternatives to directly provided day services. If a significant number of service users decide to purchase an alternative service then further consideration of the services commissioned may be required.

5.2 In line with the Joint Commissioning strategy, the development of a new service model with a focus on developing employment and vocational opportunities, skills development and social integration, in addition to providing specialist support services and appropriate day respite services for individuals with complex needs or challenging behaviour. This model should be available in each locality, and will need to be developed over time, after consideration of the specific suitability of the current buildings, alongside the development of other community based services and with regard to the potential impact of Putting People First.

5.3 As one of the largest employers in the County and, in line with national policy, the County Council has the opportunity to set a positive example in respect of the employment of disabled people. It is therefore recommended that a service is created to develop and support employment opportunities for people with a learning disability within the Council. Employment opportunities for disabled people could also potentially be enhanced by the establishment of a Social Enterprise. Further research into the feasibility of developing a Social Enterprise does however need to be undertaken and a business case developed to determine whether this is a viable option.

5.4 The Review team identified a number of day service users were also being funded in residential care, in some cases at considerable cost. It is therefore recommended that service users who fall into this category have their needs reviewed.

Keith Hinkley Director of Adult Social Care

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Local Members:	Cllrs. Scott, Gubby, Bentley, Thomas, Tutt, Stogdon, Tidy, O'Keeffe
Background documents	None

APPENDIX 1

DPS Review/LD/Day Services Financial Appraisal 2007/08

1(a). Average Unit Costs Per Day

Actual unit costs include:- transport costs, capital finance/depreciation charged to the cost centre. Income from client contributions are included. The cost centre unit cost has been uplifted by 10% to cover overheads. Major building works are not charged to the cost centre and are excluded.

LD: DAY SERVICES	2006/07	2007/08
	Actual	Actual
FULL LOCAL AUTHORITY COSTS (DPS)		(ave unit costs)
Unit Cost/Day	£	£
Conquest Centre	38.85	39.95
Beeching Park	55.79	58.01
Linden Court	78.85	81.37
Firstfields	47.31	62.63
Southview Close/Bellbrook	67.69	75.45
St Nicholas Centre	75.00	63.03
DPS Average	60.58	63.41

1(b). Unit Costs Comparison

To allow a fair comparison the Actual unit costs for 2007/08 listed below exclude:- transport costs, capital finance/depreciation and the 10% overheads cover. Income from client contributions are included. Major building works are not charged to the cost centre and are excluded.

DAY SERVICES	2006/07	2007/08
	Actual	Actual
ADJUSTED INDEPENDENT SECTOR COMPARATOR		
Unit Cost/Day	£	£
Conquest Centre	30.38	35.45
Beeching Park	36.87	42.46
Linden Court	60.00	71.92
Firstfields	36.92	54.79
Southview Close/Bellbrook	47.31	57.22
St Nicholas Centre	51.15	51.77
DPS Average	43.77	52.27

		£
<i>Average Independent Sector ALD</i>		53.23
<i>Highest Independent Sector ALD</i>		79.95
<i>Lowest Independent Sector ALD</i>		31.40
<i>Note// Service User's category of needs are unknown</i>		

2. Occupancy

	2007/08
Occupancy from 1.4.07 - 31.3.08	%
Conquest Centre	80.81
Conquest Centre 'Working Wonders'	61.83
Beeching Park	62.68
Linden Court	57.32
Firstfields	54.62
Southview Close	52.85
St Nicholas Centre	70.41

Appendix 2 Conquest Centre St Leonards

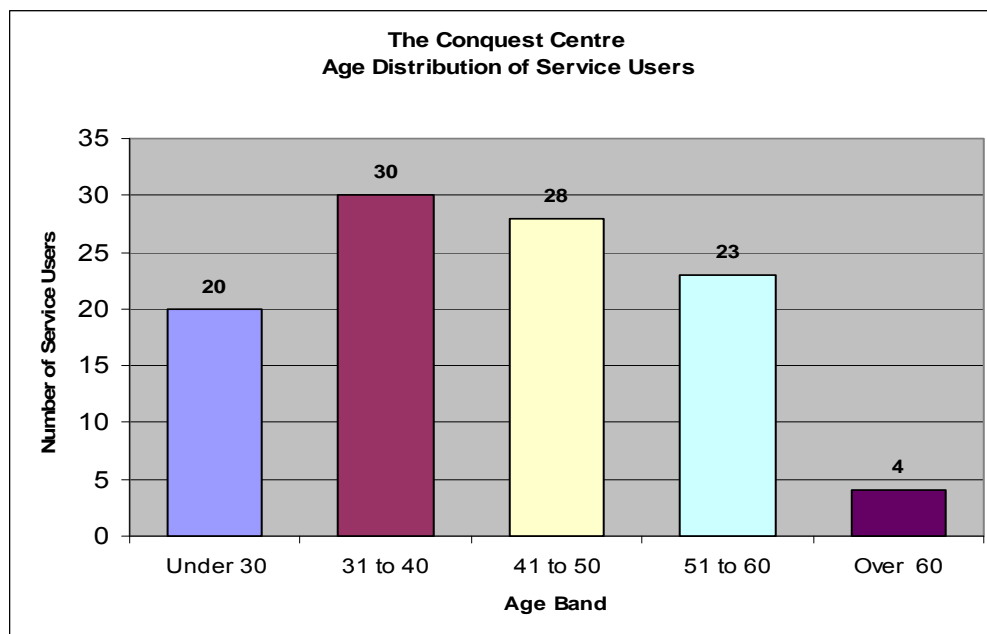
Key facts and figures Service Users and Staff

1. Demographics

Demographics	estimated
Population of people with a learning disability in England	
➤ Severe learning disability	280,000
➤ mild-moderate learning disability	1,750,000
East Sussex County	
➤ mild to severe learning disability	1,343

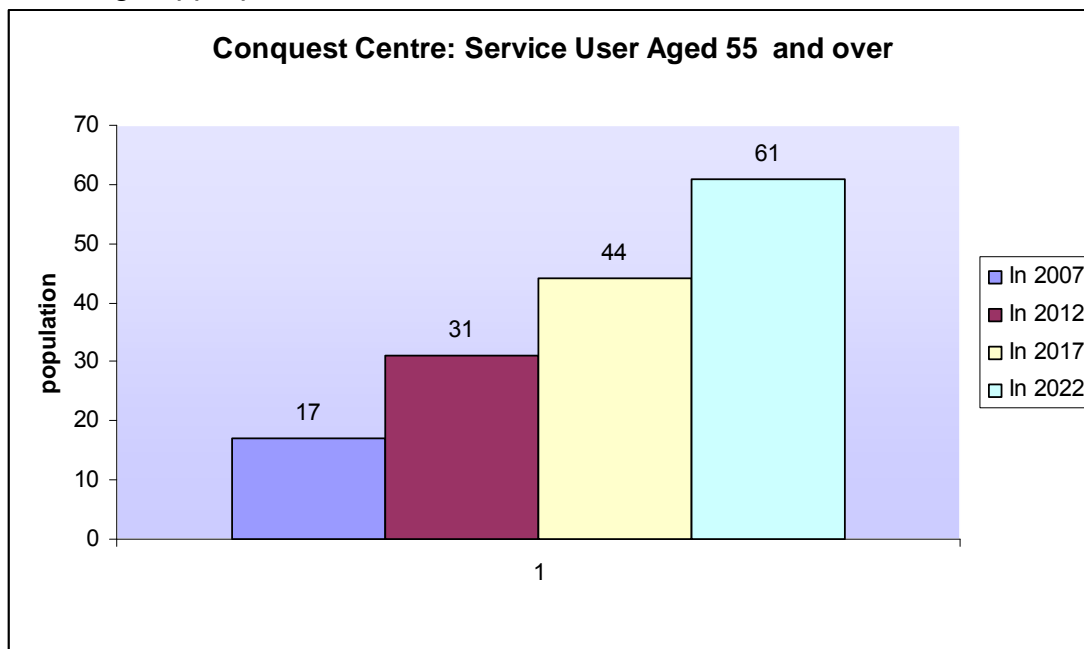
2. Service User age profiles

In common with most day services the user profile has been relatively stable for a number of years with fewer service users taking up services in the under 30 age range the age profile demonstrates that there are equal numbers of service users spread across the upper and lower age ranges. 37 service users have been accessing Day Services for over 20 years.



Conquest Centre	
➤ Average age	42 years
➤ Number of male	47
➤ Number of female	58
➤ Average length of time in service	14 years
➤ In service for over 20 years	37

- Predicted growth in the population of people over 55 within current Conquest Day Service, resulting in anticipated increased demand for age appropriate service activities.



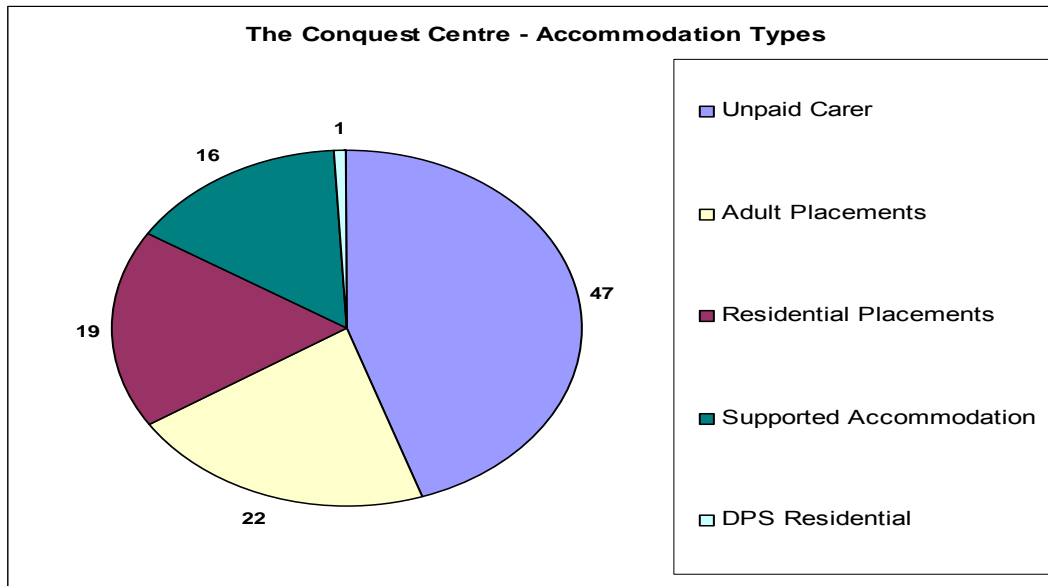
4. Service activity

Conquest Centre Performance Activity from April 07 – March 2008	Numbers
Total number places available (Main Unit)	76
Working Wonders	14
Number of service users attending 5 days	52
Number of service users attending 4 days	20
Number of service users attending 3 days	17
Number of service users attending 2.5 days	2
Number of service users attending 2 days	11
Number of service users attending 1 day	2
Number of service users attending 1.5 days	1
Main Unit	
Percentage of attendance 2007-2008	80.81%
Working Wonders	
Percentage of attendance 2007-2008	61.83%

5. Service users accommodation

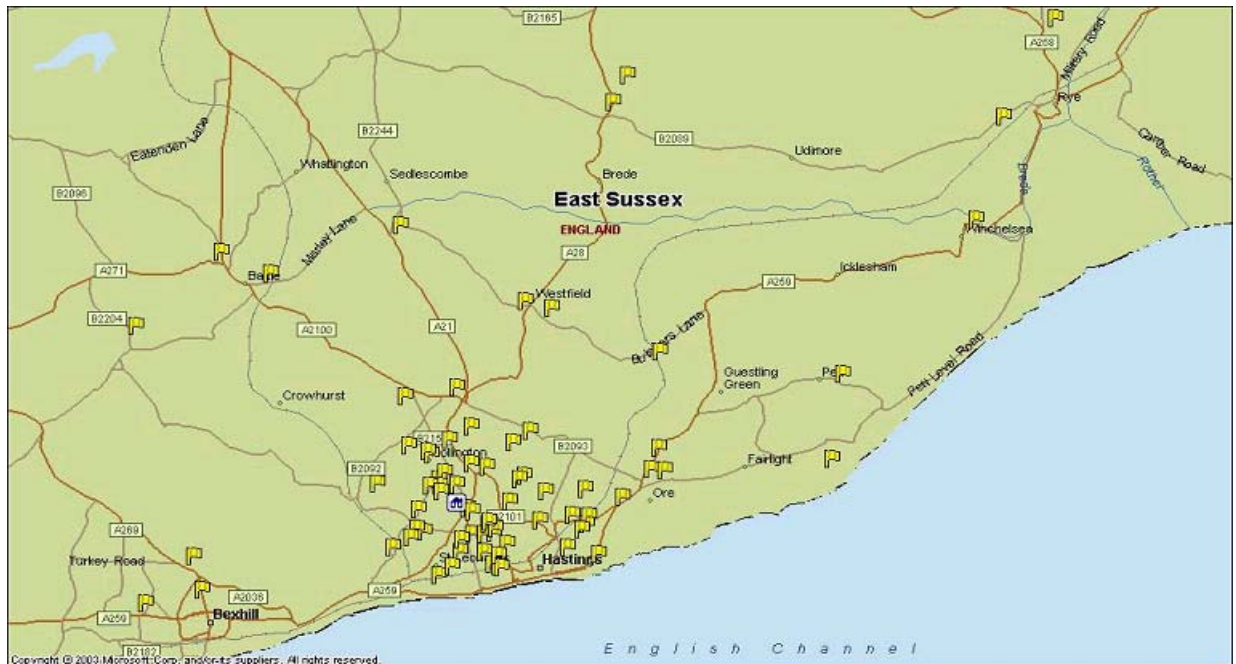
Where do service users live	Numbers
Unpaid Carers	47
Adult placements	22
Residential placements	19
Supported accommodation	16
DPS Residential	1

Service User Accommodation



At the Conquest Centre there are more service users in alternative accommodation than those living with unpaid carers/relatives.

6. Service Area



As highlighted in the map above a large number of service users attending Conquest Centre come from the Hastings area with a number of service users living in outlying rural areas.

7. Staffing Profiles

The Conquest Centre staff team has a high number of staff qualified to work with people with disabilities. It is evident from the average length of service that the staff team is very experienced, motivated and skilled.

Conquest Centre Staff Profile	Numbers
➤ Staff Numbers	27
➤ FTE	22.87
➤ Number of staff with relevant qualifications	8
➤ Average* length of service	10
➤ Worked for 15+ years	10
➤ Average* age	48
Absence Breakdown % time lost 2006/07	
• Conquest Centre	13.04 %
• Adult Social Care	5.92 %
• East Sussex County Council	3.67 %

* *mean average score*

Proposed New Service Model – The Conquest Centre, St Leonards

Day Services - development potential

Background information:

The Conquest Centre is owned by East Sussex County Council and is located on an industrial estate. The main building has undergone some refurbishment. The entrance to the site and its grounds are being landscaped. A new build has been erected on site to provide a base for the “Working Wonders” project. The project provides training and access to employment for 14 service users. Person Centered Planning (PCP) is used to provide individualised programmes which enables service users to develop the life skills needed to support work experience and employment opportunities. To further support the service users the project promotes the use of a ‘buddy’ system within work placements. The ‘buddy’, a member of staff at the placement, acts as a mentor to the service user and provides any help and encouragement that may be needed. One example of work opportunities within the project is the work placements established at Drallim Industries Limited, St Leonards. The group have integrated well into the work environment, have gained new skills and shown a marked increase in confidence and the work force have shown an increased awareness of the needs of people with disabilities. This project has worked well and the HR Manager of the company has stated that ‘it’s a testament to the success that there is a waiting list to join the group.’

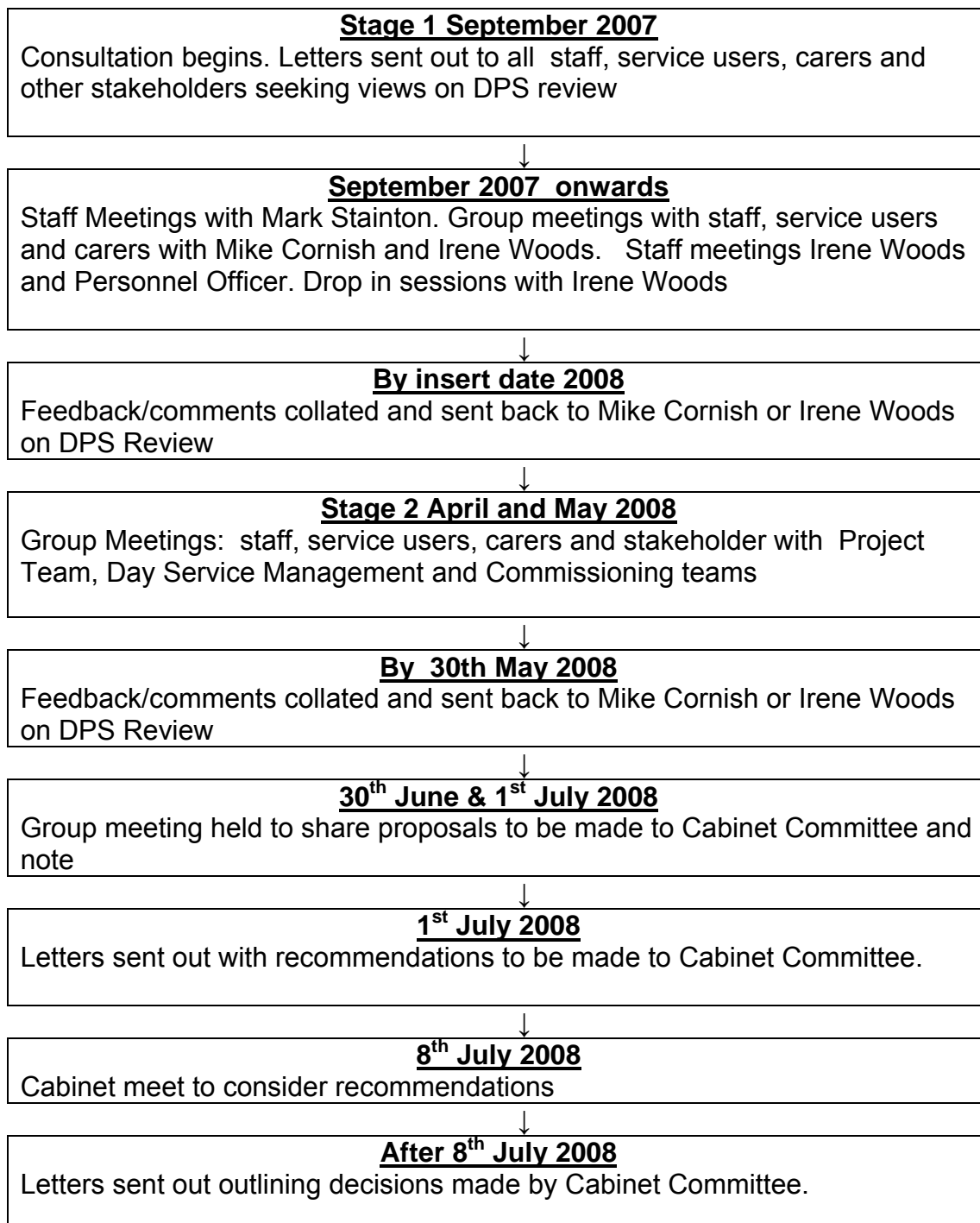
The proposal is to combine the Conquest and Beeching Park centres under a single management team to ensure the provision of the full range of services outlined in the new service model across the Hastings and Rother area.

To facilitate this it is proposed that Conquest will focus on developing the following service areas:

- A primary focus on employment skills development, building on the current “Working Wonders” project which provides individual skills development programmes as a progression to paid employment.
- The programmes will be time limited, outcome focused, initiated and monitored as part of person centered Support Management, and will incorporate further development of the successful partnership work with adult education and other training providers to enhance the range of training and qualifications available to service users.
- The development of an employment support service to support a wide range of employment and voluntary placements in the community, developing and expanding the current range of placements available across Hastings and Rother.
- To provide a base for a person centered Support Management service across Hastings and Rother to ensure progress in maximizing individual skills development and to move individuals closer to open employment and greater independence.
- The main building at Conquest to provide specialist support and day respite services focusing on those with complex physical needs.
- To provide day respite for carers where living in their own family setting is the most effective long term living solution for people with learning disabilities.
- Over time (5-10 years) it is anticipated that this service will increasingly focus on smaller community bases enabling the eventual closure of the large building.

**Day Service Review Consultation
Conquest Centre St Leonards**

1. Flow Chart for Directly Provided Services (ALD) Review



2. Stage 1 of consultation period

Stage 1 Consultation 1 st September 2007 - 28 th February 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Service users	Stakeholders	Telephone log	Letters received	Emails received
Conquest Centre	47	20	104	69	2	3	0

Stage 1 consultation questionnaires sent out to unpaid carers	Number sent	Number of completed questionnaires received
Conquest Centre	47	14

Stage 1 consultation handbooks service users	Number	Number of completed questionnaires received
Conquest Centre	104	34

Stage 1 consultation 'Toolkit' for staff	Number of completed 'Toolkits'
Conquest Centre	8

Meeting	Number of meetings held	Number of people attending
Unpaid carers	1	9
Meetings with service users	2	86
informal "drop in" sessions	1	7
Staff meetings	2	35
Across county staff Review & Business Planning workshop	1	25
DPS Managers meetings	4	7 per meeting
DPS managers meetings 1:1	5	
MENCAP Open Door Day Care	1	4

3. Comments received during Stage 1 of consultation period 1st September 2007 to 28th February 2008**Comments received from Carers:**

1. 'Not enough staff to provide quality service'
2. 'Good links and access to community'
3. 'It would be nice if the service environment was not on an industrial site'

Comments received from service users

1. 'Community Support Team are good. Likes gardening, buying things with his wages, and the nice building'

2. 'Likes walking, meeting friends, keep fit, dancing and gardening. Thinks the staff are very good. Found the building big but is used to it now.
3. 'Likes the fact that blind people are looked after in the centre by the staff. Likes being able to earn her own money'

Comments received from staff

1. 'The modernisation process has been positive, the service at Conquest offers more and is better value than the independent sector. '
2. 'Staffing levels do not always allow the service that some deserve – 1:1 and special support the staffing levels present difficulties in integrating people with special needs.'
3. 'The service has a much higher profile, a good robust business plan and more working together as a team. Involving the community is the best thing we have ever done.'

Comments received from Stakeholders

“ As time has passed I believe that both parties have gained enormously from the project (Working Wonders) and especially our younger element on the shop floor who have clearly shown an affinity to the group members and always show concern when particular members of the group do not attend. The group integrated well into the work environment and has gained useful skills and a marked increase in confidence since the early days. The scheme has worked well and it is a testament to the success that there is a waiting list to join the group.”

4. Stage 2 of Consultation process 1st April to 30th May 2008

Stage 2 consultation 1 st April 2008 to 30 th May 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Stakeholders across all services (Adult Placement, Supported Accommodation and Residential Placements)	Other stakeholders	telephone log	Letters received	Emails received
Conquest Centre	47	20	109	11	1	3	1

Meeting	numbers	Number attending
Unpaid Carers	1	6
Meetings with service users	1	49
Staff meetings	1	17
DPS Managers meetings	1	7
Stakeholders meeting Wellshurst Park	2 sessions	9

5. Comments Received During stage 2 of consultation period 1st April 2008 to 30th May 2008

Comments received from Carers

1. 'You say in 5-10 years you won't need such a big building –there are more and more youngsters coming in this can't be right.'
2. 'We had this a few years ago - we have always said they need a community – the building is important.'
3. 'The proposals are a bit of a shock' but I suppose we have had a lead-in.'

Comments received from service users

1. 'I would need to travel to work. I may need to learn to follow a bus timetable.'
2. 'No. I am not interested in working even if I get paid for it. I am too old to work.'
3. 'My kitchen work here may lead to a job in the community café.'

Comments received from Staff

1. 'This contains a lot of what we have started to do in the last month and a half.'
2. 'Would we be looking at issues where a placement starts to break down after 1 or 2 years – say because of loss of a buddy – will there be rolling support?'
3. 'We have got the Job Centre coming in June to talk about benefit changes in October. We feel it is important to be at the forefront of this for parents/carers.'

Comments received from Stakeholders

"Some potentially exciting ideas for the future of the DPS LD Day Services. Respite for carers needs to be available where living in their own family setting is the most effective long term living solution for people with learning disabilities. Other concerns for family carers could be around services not being available for as many days in the week.'

6. Key Messages from Carers and Stakeholders across the service

There has been strong support for all the Day services, particularly from carers who felt that any move may have a detrimental effect on the service users. Most people were pleased to see that some of the buildings had been updated and refurbished. Carers, staff and stakeholders have voiced support for the new model for providing day services but with some reservations: the potential costs involved in supporting people into work and maintaining that support: the need to be realistic about the potential opportunities for some service users specifically those with complex needs: the need to continue to provide respite day services for unpaid carers and the need to ensure that future services appropriately reflect the changing needs of service users as they become older.

7 Key Messages from Service Users across the service

Predictably there are areas which relate only to a specific centre however there are noteworthy themes from service users which cover all services.

Activities:

Service users agree that they like the activities on offer at each of the centres however concerns were raised regarding the cancellation of activities. Most service users want to be “out and about” in the community and have leisure and social activities outside traditional day service hours and have money to do them. Service users would like to have more college courses, community support and have more work opportunities and to ‘be paid for it’

Support:

Without exception staff are seen to be supportive and caring; service users feel able to talk to them. Most service users think there should be more staff

Other people:

Service users thought that meeting and talking to friends was an important part of being at the centre.

All service users agreed that bullying was wrong. It should be noted that LD Teams have been working with service users on the importance of raising any concerns they have about or if they are experiencing bullying. The service user’s response highlights that this work has been successful.

Building:

Service users commented that they didn’t like the noise level with all centres being seen as too noisy. There were comments ranging from the need for decoration, new carpet, more toilets and wider doorways made at Firstfields, Linden Court and Southview Close.

Appendix 3 Beeching Park, Bexhill

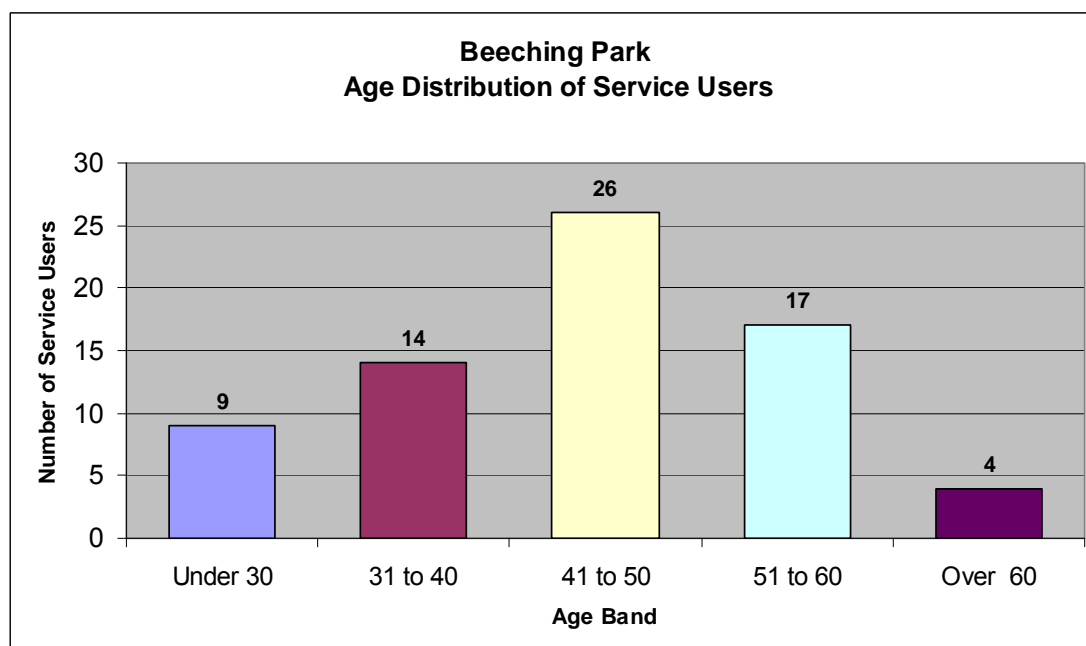
Key facts and figures Service Users and Staff

1. Demographics

Demographics	estimated
Population of people with a learning disability in England	
➤ Severe learning disability	280,000
➤ mild-moderate learning disability	1,750,000
East Sussex County	
➤ mild to severe learning disability	1,343

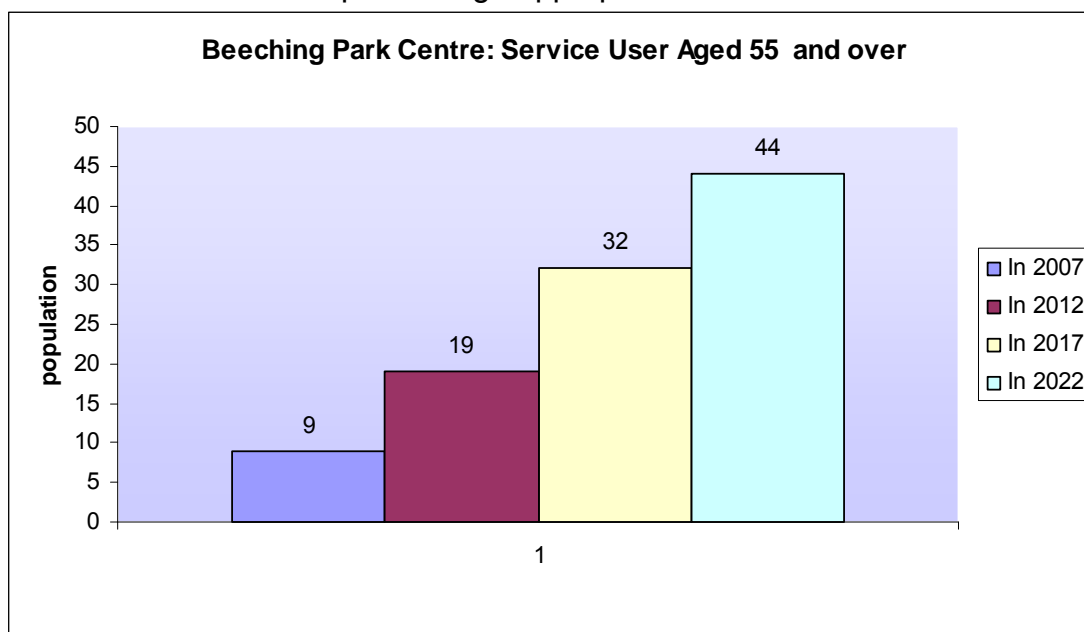
2. Service users age profile

In common with most day services the user profile has been relatively stable for a number of years with fewer service users taking up services in the under 30 age range. The age profile demonstrates that a large proportion of service users are in the age range 40 plus and 31 service users have been attending Day Services for over 20 years.



Beeching Park Service User	
➤ Average age	42 years
➤ Number of male	30
➤ Number of female	40
➤ Average length of time in service	17.5
➤ In service for over 20 years	31

3. Predicted growth in the population of people over 55 within current Beeching Park Day Service, resulting in anticipated increased demand for the service to provide age appropriate service activities.

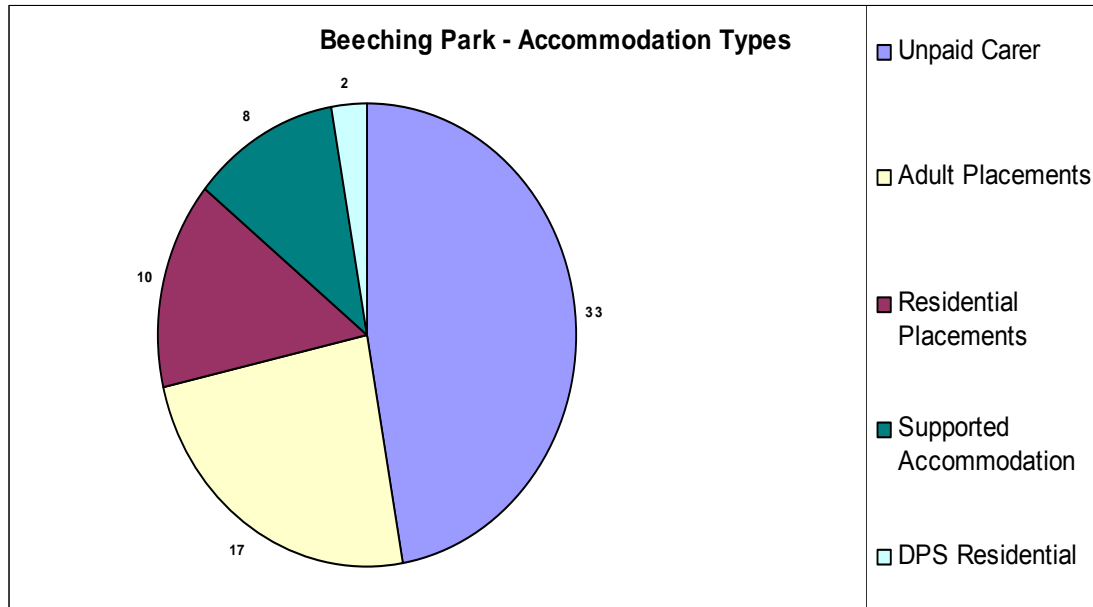


4. Service activity

Beeching Park Performance Activity from April 07 – March 2008	Numbers
Total number places available	70
Number of service users attending 5 days	37
Number of service users attending 4 days	13
Number of service users attending 3 days	7
Number of service users attending 2 days	10
Number of service users attending 1 day	3
Percentage of attendance 2007 - 2008	%
	62.68

5. Service User Accommodation

Where do service users live	Numbers
Unpaid Carers	33
Adult placements	17
Residential placements	10
Supported accommodation	8
DPS Residential	2



Service users at Beeching Park are evenly split between those living at home and those in alternative accommodation

6. Service Area



As highlighted in the map above a large number of service users attending Beeching Park come from the Bexhill and Hastings area with a smaller number from the outlying rural areas

7 Staffing Profiles

Beeching Park's staff team has a high number of staff qualified to work with people with disabilities. It is evident from the average length of service that the staff team is very experienced, motivated and skilled.

Beeching Park	Numbers
➤ Contracted staff	20
➤ FTE-	17.70
➤ Relevant qualifications	16
➤ Average* length of service	8.5
➤ Worked for 15+ years	4
➤ Average* age	45
Absence Breakdown % time lost 2006/07	
• Beeching Park	9.27%
• Adult Social Care	5.92%
• East Sussex County Council	3.67%

* *mean average score*

Proposed New Service Model – Beeching Park, Bexhill Day Services - development potential

Background information:

Beeching Park is a single storey building which has recently undergone extensive remodelling and roof repairs. The site is owned by Rother District Council (RDC), East Sussex County Council hold the lease to the property with an expiry date of 23/06/2069.

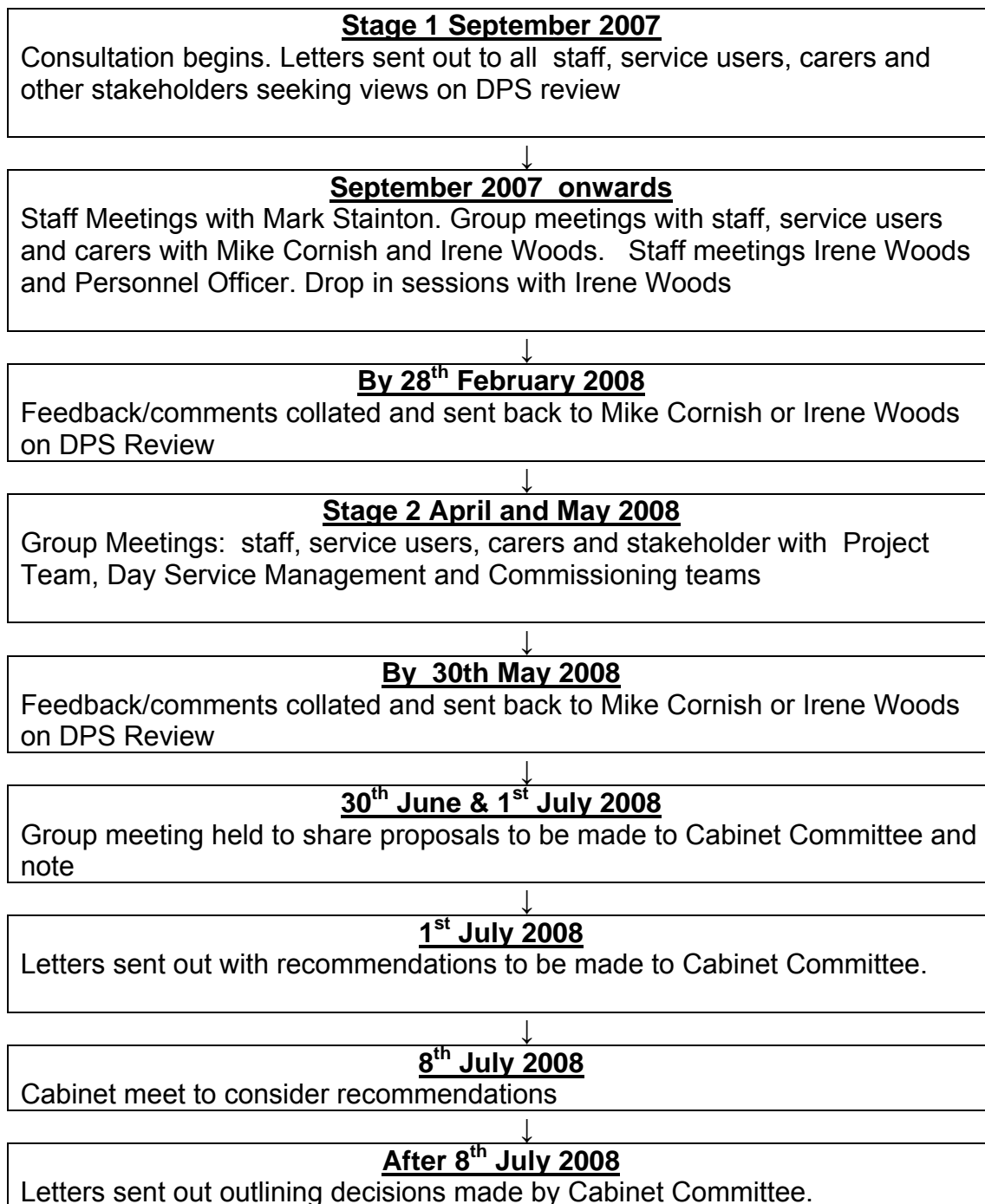
The proposal is to combine the Conquest and Beeching Park centres under a single management team to ensure the provision of the full range of services outlined in the new service model across the Hastings and Rother area.

To facilitate this it is proposed that Beeching Park will focus on developing the following service areas:

- Beeching Park to develop centre based vocational opportunities for enhanced work experience and skill development. These would focus on the development of photography and art work and on the development of a horticultural project, with potential partnership opportunities with the new Social Enterprise in Hailsham.
- To work in partnership with Greenwood Respite Service to ensure progress in maximizing individual skills development for people preparing to move to supported or independent living options.
- Beeching Park to provide specialist support and day respite services focusing on those with challenging behaviour.
- To provide day respite for carers where living in their own family setting is the most effective long term living solution for people with learning disabilities.

Consultation Beeching Park Bexhill

1. Flow Chart for Directly Provided Services (ALD) Review



2. Stage 1 of consultation period

Stage 1 Consultation 1 st September 2007 - 28 th February 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Service users	Stakeholders	Telephone log	Letters received	Emails received
Beeching Park	33	20	70	41	0	1	0

Stage 1 consultation questionnaires sent out to unpaid carers	Number sent	Number of completed questionnaires received
Beeching park	33	7

Stage 1 consultation handbooks service users	Number	Number of completed questionnaires received
Beeching park	70	8

Stage 1 consultation 'Toolkit' for staff	Number of completed returned
Beeching park	4

Meeting held	Number of meetings held	Number of people attending
NoK/Carers held on	1	10
Meetings with service users	2	72
informal "drop in" sessions	1	6
Staff meetings	2	33
Across county staff Review & Business Planning workshop	1	25
DPS Managers meetings	4	7 per meeting
DPS managers meetings 1:1	5	
MENCAP Open Door Day Care	1	4

3. Comments received during Stage 1 of consultation period 1st September 2007 to 28th February 2008**Comments received from service users**

1. 'There is a lack of choice of sessions not enough staff and money for things like musical instruments.'
2. 'greater choice of activities and more staff and money for resources.'
3. 'More community activities.'
4. 'A chance to go to work.'

Comments received from Carers

1. 'They need someone who is supportive and helpful to do work experience.'
2. 'Where would people go if they don't come here.'

3. 'It's a shame that the option of a work centre or activities centre was not given.'
4. 'More community based and leisure activities.'

Comments received from staff

1. 'We are very proud of the allotment project and we use what is produced, there is work experience at Friary gardens.'
2. 'We work well as a team, it's the best team I've worked with.'
3. 'We have out groups, tutor groups, basic skills, first aid, cooking and advocacy. If anyone can provide better services I would like to see it.'
4. 'Given the pressures we provide a quality service and what we achieve is incredible.'

Comments from Stakeholders

1. 'I'm interested in participating in the review.'

4. Stage 2 consultation period 1st April 2008 to 30th May 2008

Stage 2 consultation 1 st April 2008 to 30 th May 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Stakeholders across all services(Adult Placement, Supported Accommodation and Residential Placements)	Other stakeholders	telephone log	Letters received	Emails received
Beeching Park	33	20	109	11	0	0	1

Group Meeting across service	Number of meetings held	Number of people attending
Unpaid Carers	1	7
Meetings with service users	1	43
Staff meetings	1	11
DPS Managers meetings	1	7
Stakeholders meeting Wellshurst Park	2 sessions	9

5. Comments Received During stage 2 of consultation period 1st April 2008 to 30th May 2008

Comments made by carers

1. 'I have been on the Learning Disability Partnership Board and I have liked what I hear.'
2. 'I ask myself two questions: Is this building going to be here? Yes. Will my daughter be safe? Yes. I am happy with this.'
3. 'I've heard this program 30 years ago and 19 years ago – heard it so many times. It has never happened – budget has been cut, the resources are not available.'

Comments made by service users

1. 'Travel Training helped me to be more independent, this helped me to feel like I can get and job and manage it.'
2. 'Good idea for more staff to support you to get and keep a job.'
3. 'Training to work the till, work in Wyevale garden centre, in the shop.'

Comments made by staff

1. 'It needs a high intensity of staff to support people in the community.'
2. 'Employers have got to see our example of employment – they do tend to put barriers up.'
3. 'Some service users have been here for 20 to 30 years we will need to go slow for them.'

Comments made by stakeholders:

'Some potentially exciting ideas for the future of the DPS LD Day Services. Respite for carers needs to be available where living in their own family setting is the most effective long term living solution for people with learning disabilities. Other concerns for family carers could be around services not being available for as many days in the week.'

6. Key Messages from Carers and Stakeholders across services

There has been strong support for all the Day services, particularly from carers who felt that any move may have a detrimental effect on the service users. Most people were pleased to see that some of the buildings had been updated and refurbished. Carers, staff and stakeholders have voiced support for the new model for providing day services but with some reservations: the potential costs involved in supporting people into work and maintaining that support: the need to be realistic about the potential opportunities for some service users specifically those with complex needs: the need to continue to provide respite day services for unpaid carers and the need to ensure that future services appropriately reflect the changing needs of service users as they become older.

7. Key Messages from Service Users across services

Predictably there are areas which relate only to a specific centre however there are noteworthy themes from service users which cover all services.

Activities:

Service users agree that they like the activities on offer at each of the centres however concerns were raised regarding the cancellation of activities. Most service users want to be "out and about" in the community and have leisure and social activities outside traditional day service hours and have money to do them. Service users would like to have more college courses, community support and have more work opportunities and to 'be paid for it.'

Support:

Without exception staff are seen to be supportive and caring; service users feel able to talk to them. Most service users think there should be more staff

Other people:

Service users thought that meeting and talking to friends was an important part of being at the centre.

All service users agreed that bullying was wrong. It should be noted that LD Teams have been working with service users on the importance of raising any concerns they have about or if they are experiencing bullying. The service user's response highlights that this work has been successful.

Building:

Service users commented that they didn't like the noise level with all centres being seen as too noisy. There were comments ranging from the need for decoration, new carpet, more toilets and wider doorways made at Firstfields, Linden Court and Southview Close.

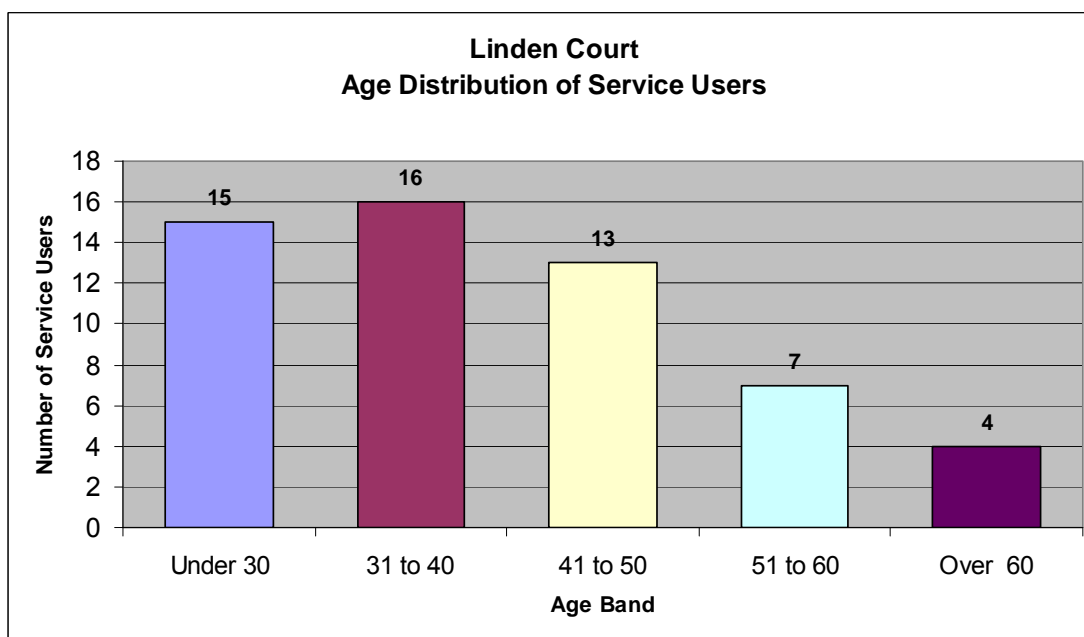
Appendix 4 Linden Court, Eastbourne

Key facts and figures Service Users and Staff

1. Demographics

Demographics	estimated
Population of people with a learning disability in England	
➤ Severe learning disability	280,000
➤ mild-moderate learning disability	1,750,000
East Sussex County	
➤ mild to severe learning disability	1,343

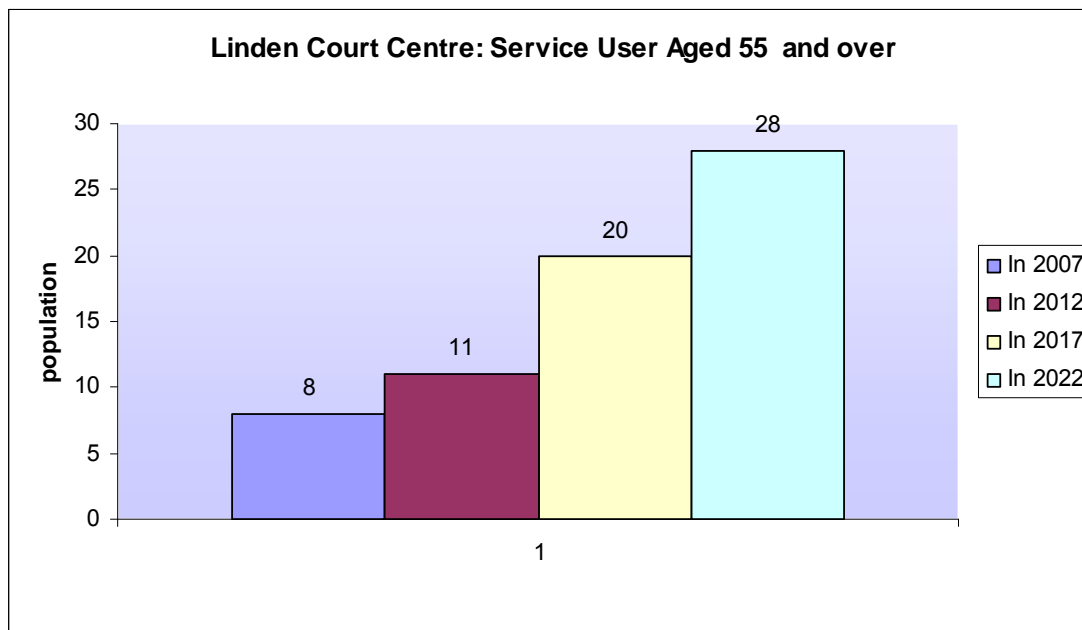
2. Service users age profile



Unlike other day services Linden Court has seen an increase in service users under the age of thirty and the number in the overall age range is evenly split. However the profile does indicate that there are still 20 service users at Linden Court who have been accessing day services for over 20 years.

Linden Court Service Users	
➤ Average age	40 years
➤ Number of male	28
➤ Number of female	27
➤ Average length of time in service	16 years
➤ In service for over 20 years	20

- Predicted growth in the population of people over 55 within current Linden Court Day Service, resulting in anticipated increased demand for a specialist service.

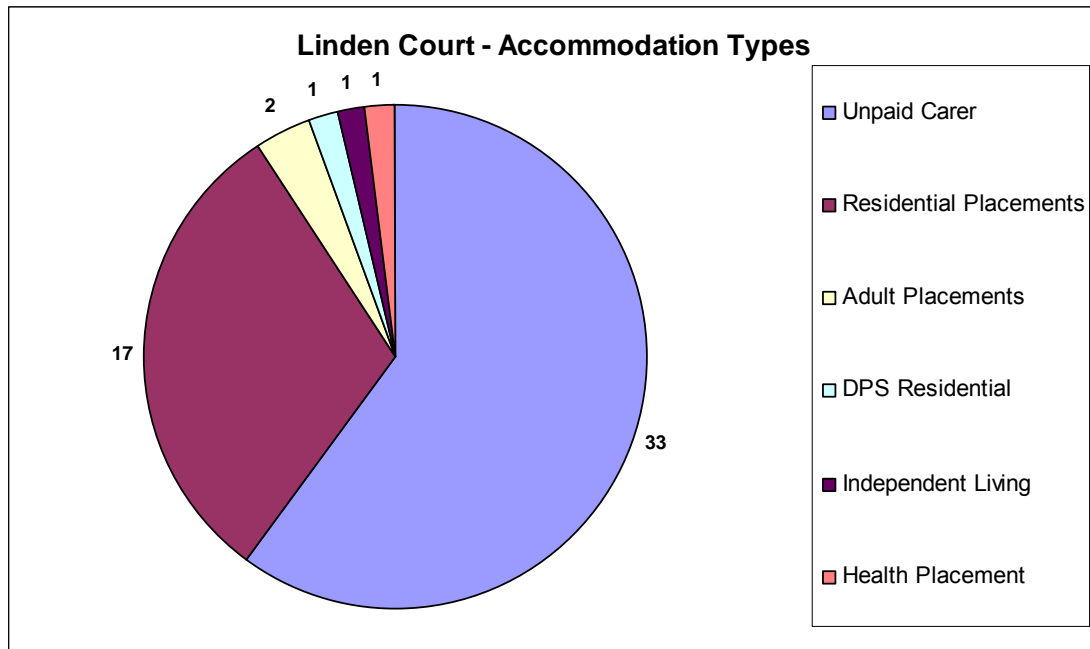


4. Service activity

Linden Court Performance Activity from April 07 – March 2008	Numbers
Total number places available	55
Number of service users attending 5 days	18
Number of service users attending 4 days	14
Number of service users attending 3 days	10
Number of service users attending 2 days	7
Number of service users attending 1.5 days	1
Number of service users attending 1 day	4
Number of service users attending 1 term + college holidays	1
Percentage of attendance 2007 - 2008	%
	57.32

5. Service users accommodation

Where do service users live	Numbers
Unpaid Carers	33
Residential placements	17
Adult placements	2
DPS Residential	1
Independent living	1
Health placement	1



There are more service users living with unpaid carers/relatives than in alternative accommodation.

6. Service Area



As highlighted on the map above a large number of service users attending Linden Court come from Eastbourne and its surrounding area with a smaller number from the outlying rural districts.

7. Staffing Profiles

Linden Court's staff team has a high number of staff qualified to work with people with disabilities. It is evident from the average length of service that the staff team is experienced, motivated and skilled.

Linden Court	Numbers
➤ Contracted staff	28
➤ FTE	23.10
➤ Relevant qualifications	19
➤ Average* length of service	8
➤ Worked for 15+ years	3
➤ Average* age	43
Absence Breakdown % time lost 2006/07	
• Linden Court information to be inserted	5.1%
• Adult Social Care	5.92%
• East Sussex County Council	3.67%

* *mean average score*

Proposed New Service Model Linden Court, Eastbourne. Day Services - development potential

Background information:

Linden Court is owned by East Sussex County Council it is a single storey building on an industrial site. The industrial estate location is no longer an ideal site and the service would benefit from being moved to a more accessible town centre location if the opportunity arises in the future.

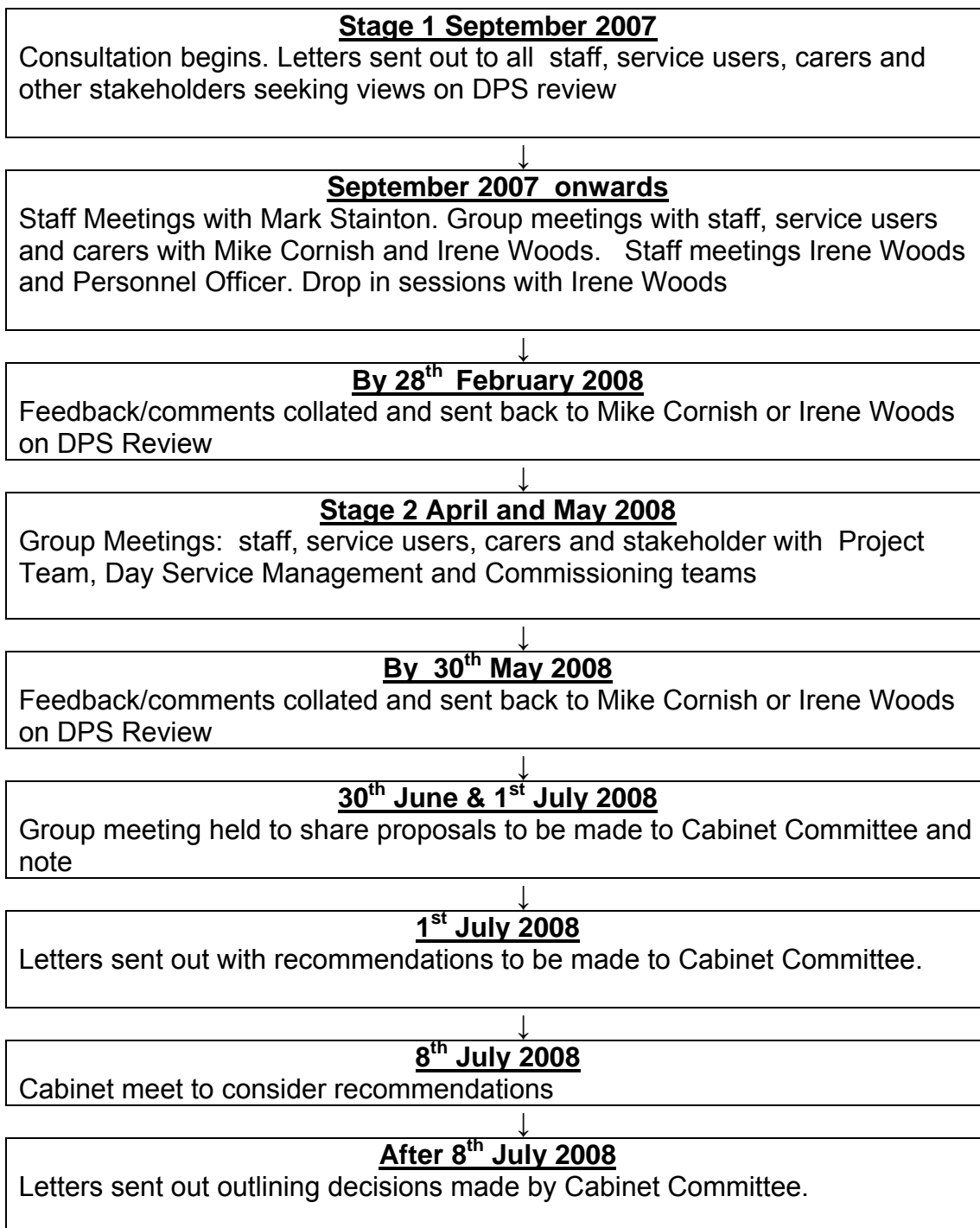
The proposal is to combine Linden Court and Firstfields centres under a single management team to ensure the provision of the full range of services outlined in the new service model across the Eastbourne and South Wealden area.

To facilitate this it is proposed that Linden Court will focus on developing the following service areas:

- To develop centre based vocational opportunities for enhanced work experience and skill development. These would focus on the development of a horticultural project, and catering services using the unused kitchen area. It is possible that either or both could operate in partnership with the development of the Social Enterprise at Firstfields.
- To provide specialist support and day respite services for those with challenging behaviour or with complex physical needs
- To provide day respite for carers where living in their own family setting is the most effective long term living solution for people with learning disabilities.

Consultation Linden Court Eastbourne

1. Flow Chart for Directly Provided Services (ALD) Review



2. Stage 1 of consultation period

Stage 1 Consultation 1 st September 2007 - 28 th February 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Service users	Stakeholders	Telephone log	Letters received	Emails received
Linden Court	33	28	55	48	0	1	0

Stage 1 consultation questionnaires sent out to unpaid carers	Number sent	Number of completed questionnaires received
Linden Court	33	11

Stage 1 consultation handbooks service users	Number	Number of completed questionnaires received
Linden Court	55	11

Stage 1 consultation 'Toolkit' for staff	Number of completed 'Toolkits'
Linden Court	2

Meetings	Number of meetings held	Number of people attending
Unpaid Carers	1	20
Meetings with service users	2	38
informal "drop in" sessions	1	6
Staff meetings	2	23
Across county staff work shop	1	25
DPS Managers meetings	4	7 per meeting
DPS managers meetings 1:1	5	
MENCAP Open Door Day Care	1	4

3. Comments received during Stage 1 of consultation period 1st September 2007 to 28th February 2008**Comments received from Carers**

1. 'The county website spells out what is needed, participation in a range of daytime activity; develop skills for day to day living and achieve greater independence; access local education colleges; prepare for and access employment; develop and maintain friendships; access community and leisure facilities; and try new things and develop new interests.'
2. 'Change is good, we need change but it has to be about improving services.'
3. 'Will the review take account of future legislation, particularly changes to local government finances in 2010?'

Comments received from service users

1. 'Likes working with advocacy and would like to do more supported work.'
2. 'The building needs more offices and rooms, new tables and a new library and more staff.'
3. 'Likes helping with indoor and outdoor jobs at the church. He also likes watching birds, the library and having coffee and cake whilst making friends.'

Comments received from Staff

1. 'Although on an industrial site, we are close to community activities, Tesco's is close by and public transport is good.'
2. 'There are not as many opportunities as there used to be for service users to take up college courses.'
3. 'Staff team is good and there is a lot of staff training.'

Comments received from Stakeholders

'Since the inception of Linden Link PMLD (Profound and Multiple Learning Difficulties) clients have lost the opportunity for useful time out of chairs, as the sensory room became a part of the Link, and no alternative was made within Linden court. An attempt has been made latterly to have a safe area. However this is bleak and tucked away. It is difficult for staff to be allocated 1:1 time especially if they are drawn away from the main area of activity. PMLD clients are lucky if they have time out of their chairs that is not associated with being assisted for personal care"

4. Stage 2 of Consultation process 1st April to 30th May 2008

Stage 2 consultation 1 st April 2008 to 30 th May 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Stakeholders across all services (Adult Placement, Supported Accommodation and Residential Placements)	Other stakeholders	telephone log	Letters received	Emails received
Linden Court	33	28	109	11	0	1	1

Meeting	numbers	Number attending
Unpaid Carers	1	6
Meetings with service users	1	20
Staff meetings	1	12
DPS Managers meetings	1	7
Stakeholders meeting Wellshurst Park	2 sessions	9

5 Comments Received During stage 2 of consultation period 1st April 2008 to 30th May 2008

Comments received from Carers

1. 'Choice is an important point. My sister-in-law has been asked if she wants to increase college, but she wants to stay here where her friends are.'
2. 'Will individual budgets affect benefits?'
3. 'There is a lot about employment – at Firstfields and with some here, there is a bit about profound specialist needs but not a lot about the group in the middle.'

Comments received from service users

1. 'Staff are needed to support people at Linden Court. Would need more staff to support people into work – but it's a good idea.'
2. 'People need to understand how to help us to work.'
3. 'I can knit very well – I could do voluntary work for charities and knit blankets and send them abroad or to Oxfam. I would need help to find out about this.'

Comments received from Staff

1. 'Will we expand here (Linden Court) to take the complex needs and challenging behaviour cases from Firstfields?'
2. 'How will this work with service users who may not enter into employment. Where will they go?'
3. 'Currently we try to tap in to college education, but there are no places. We are looking for them to come in to do courses.'

Comments received from Stakeholders

'Some potentially exciting ideas for the future of the DPS LD Day Services. Respite for carers needs to be available where living in their own family setting is the most effective long term living solution for people with learning disabilities, Other concerns for family carers could be around services not being available for as many days in the week'

6 Key Messages from Carers and Stakeholders across area

There has been strong support for all the Day services, particularly from carers who felt that any move may have a detrimental effect on the service users. Most people were pleased to see that some of the buildings had been updated and refurbished. Carers, staff and stakeholders have voiced support for the new model for providing day services but with some reservations: the potential costs involved in supporting people into work and maintaining that support: the need to be realistic about the potential opportunities for some service users specifically those with complex needs: the need to continue to provide respite day services for unpaid carers and the need to ensure that future services appropriately reflect the changing needs of service users as they become older.

7 Key Messages from Service Users across area

Predictably there are areas which relate only to a specific centre however there are noteworthy themes from service users which cover all services.

Activities:

Service users agree that they like the activities on offer at each of the centres however concerns were raised regarding the cancellation of activities. Most service users want to be “out and about” in the community and have leisure and social activities outside traditional day service hours and have money to do them. Service users would like to have more college courses, community support and have more work opportunities and to ‘be paid for it.’

Support:

Without exception staff are seen to be supportive and caring. Service users feel able to talk to them. Most service users think there should be more staff.

Other people:

Service users thought that meeting and talking to friends was an important part of being at the centre.

All service users agreed that bullying was wrong. It should be noted that LD Teams have been working with service users on the importance of raising any concerns they have about or if they are experiencing bullying. The service user’s response highlights that this work has been successful.

Building:

Service users commented that they didn’t like the noise level with all centres being seen as too noisy. There were comments ranging from the need for decoration, new carpet, more toilets and wider doorways made at Firstfields, Linden Court and Southview Close.

Appendix 5 Firstfields, Hailsham

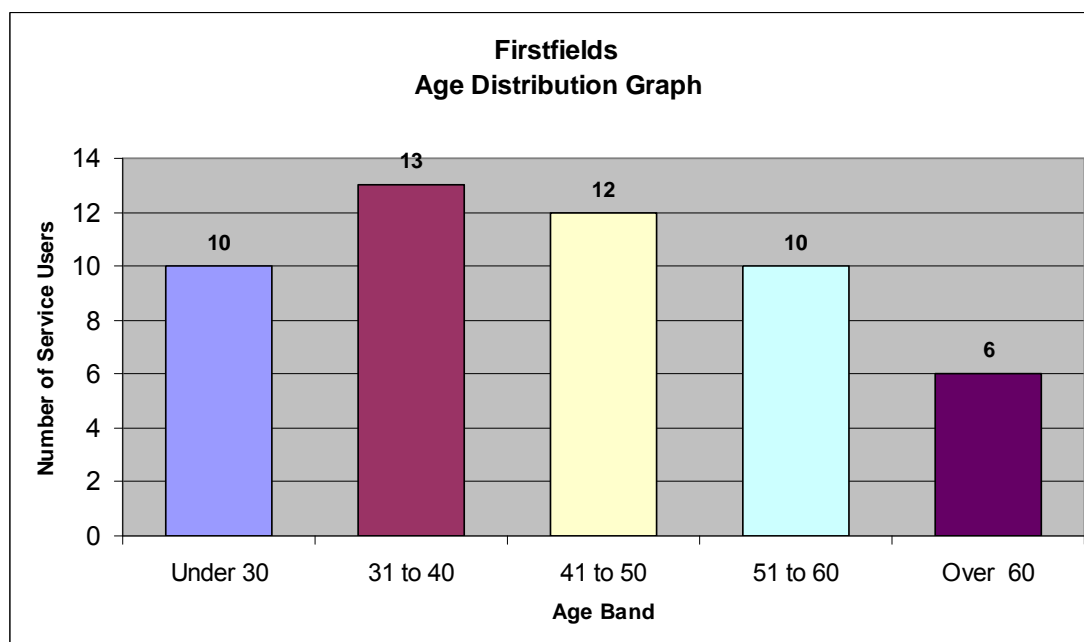
Key facts and figures Service Users and Staff

1. Demographics

Demographics	estimated
Population of people with a learning disability in England	
➤ Severe learning disability	280,000
➤ mild-moderate learning disability	1,750,000
East Sussex County	
➤ mild to severe learning disability	1,343

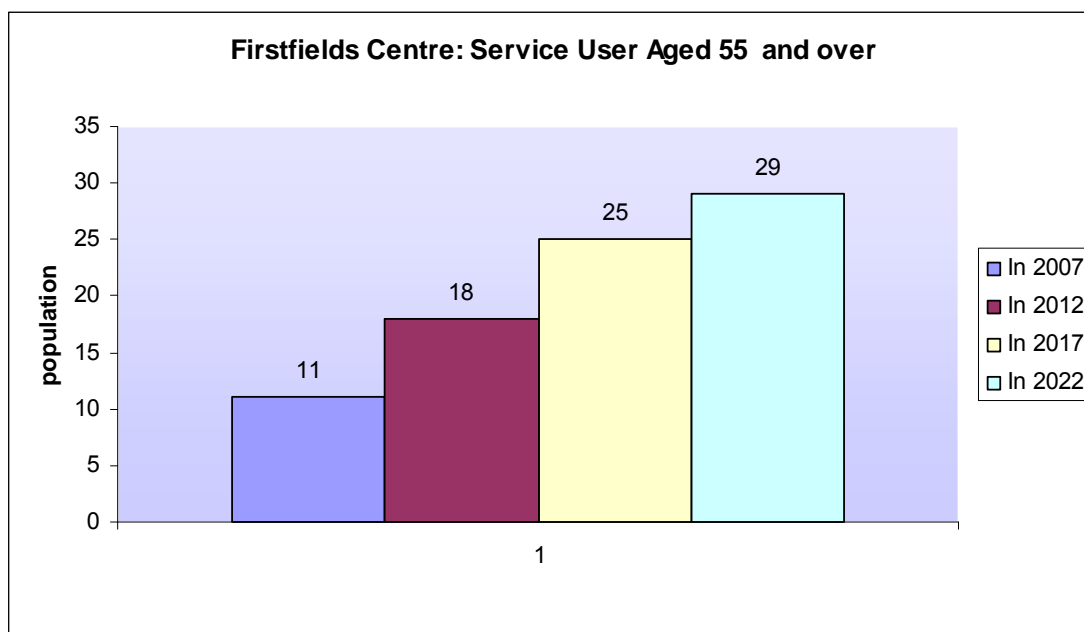
2. Service users age profile

In common with most day services the user profile has been relatively stable for a number of years. The age profile demonstrates that the service users are evenly split across the age range with 24 service users who have been accessing Day Services for over 20 years.



Firstfields Centre Service User	
➤ Average age	33 years
➤ Number of male	17
➤ Number of female	34
➤ Average length of time in service	18 years
➤ In service for over 20 years	24

- Predicted growth in the population of people over 55 within current Firstfields Centre Day Service, resulting in anticipated increased demand for age appropriate service activities.

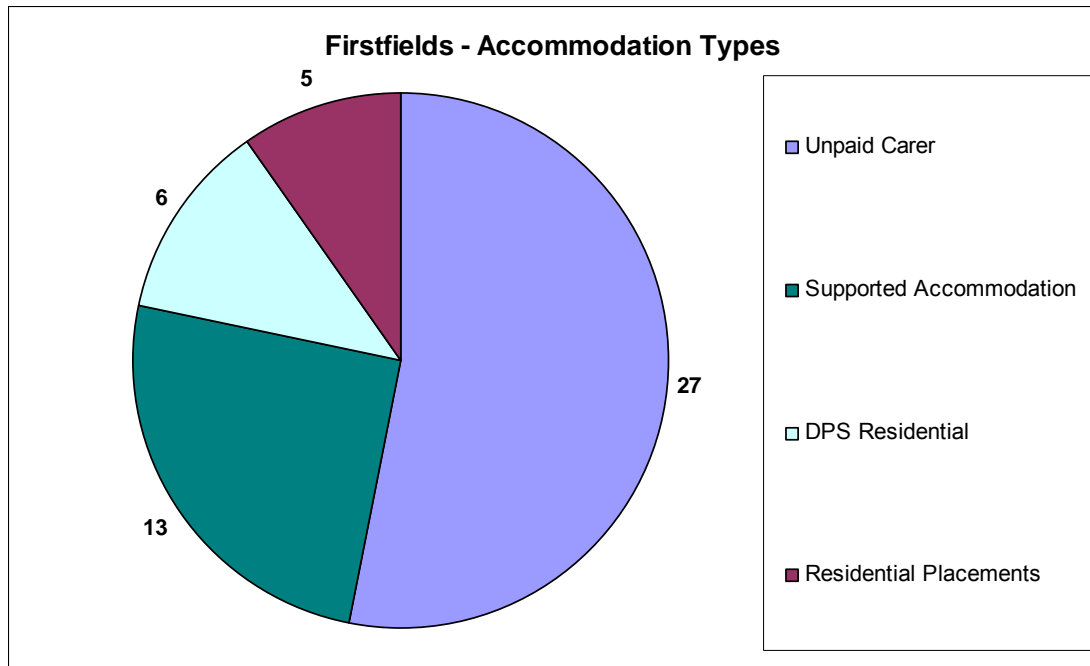


4. Service activity

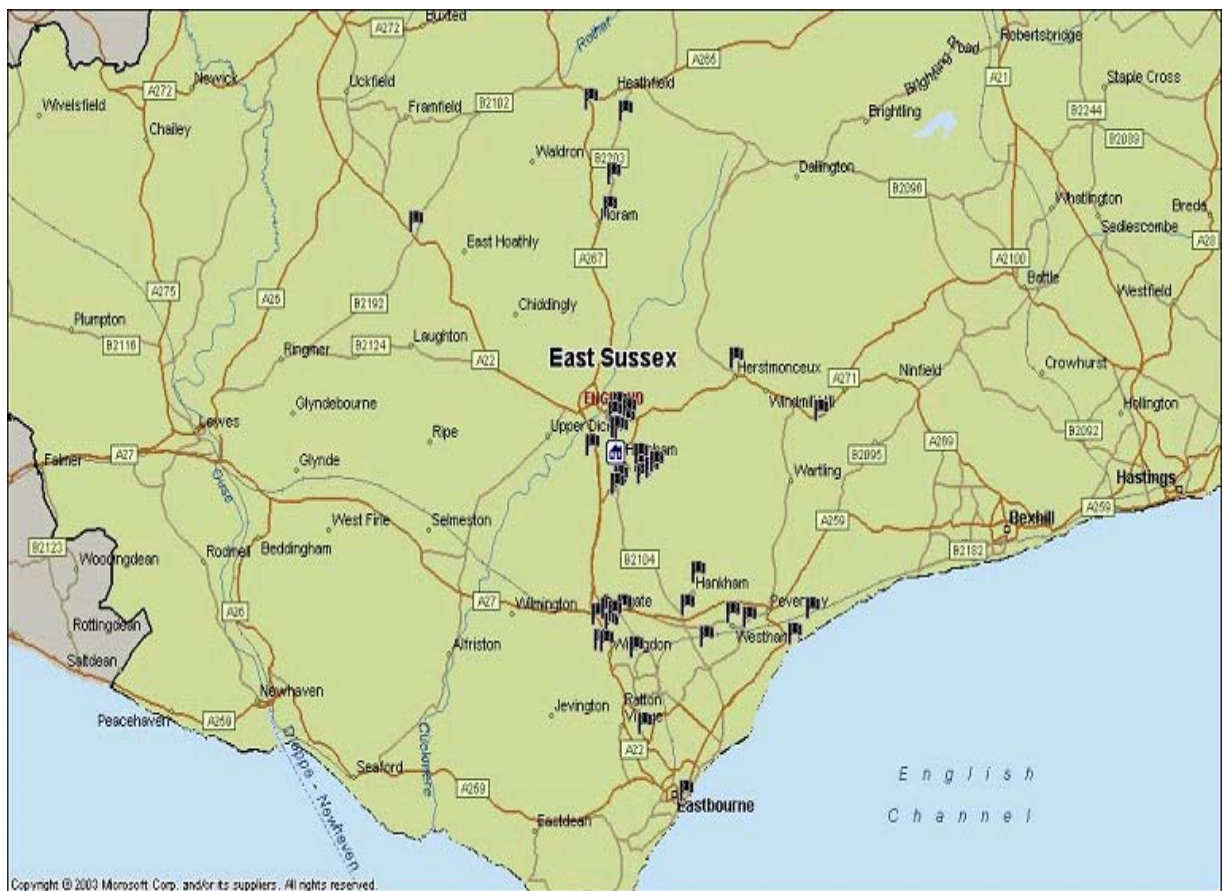
Firstfields Performance Activity from April 07 – March 2008	Numbers
Total number places available	50
Number of service users attending 5 days	18
Number of service users attending 4 days	6
Number of service users attending 3 days	13
Number of service users attending 2 days	9
Number of service users attending 1 day	5
Percentage of attendance 2007 - 2008	%
	54.62

5. Service users accommodation

Where do service users live	Numbers
Unpaid Carers	27
Supported accommodation	13
DPS Residential	6
Residential placements	5



6. Service Area



As highlighted on the map above service users attending Firstfields are evenly spread throughout the area.

7. Staffing Profiles

The staff team at Firstfields has a high number of staff qualified to work with people with disabilities. It is evident from the average length of service that the staff team is experienced, motivated and skilled

Firstfields Centre	Numbers
➤ Contracted staff	16
➤ FTE-	13.40
➤ Relevant qualifications	13
➤ Average length of service	12.5
➤ Worked for 15+ years	7
➤ Average age	51
Absence Breakdown % time lost 2006/07	
• Firstfields	7.0%
• Adult Social Care	5.92%
• East Sussex County Council	3.67%

* *mean average score*

Proposed New Service Model Firstfields, Hailsham

Day Services - development potential

Background information:

Firstfields is owned by East Sussex County Council. The two storey building is on a large site, which includes the local ambulance service within its grounds and is close to the town centre. The first storey of the building is no-longer used by the day service which is now based entirely on the ground floor. Refurbishment of the building and funding of £790,000.00 is currently on hold due to the DPS LD Day Service Review. The building has significant development potential and could provide, subject to a full market analysis and business plan, a suitable site for a Social Enterprise which reflects the needs of the new service model

The proposal is to combine the Firstfields and Linden Court centres under a single management team to ensure the provision of the full range of services outlined in the new service model across the Eastbourne and South Wealden area.

To facilitate this it is proposed that Firstfields will focus on developing the following service areas:

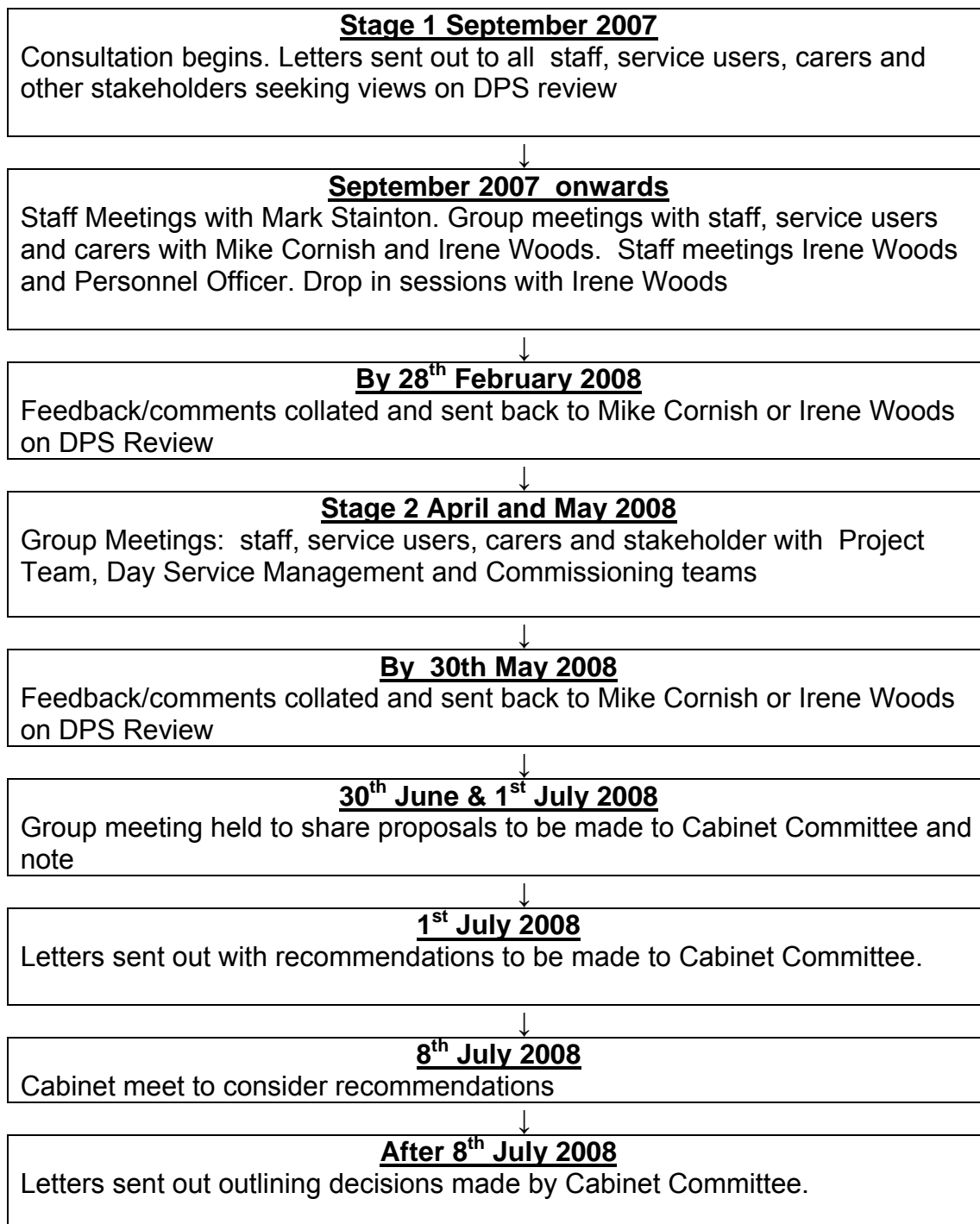
- Firstfields to be refurbished and developed as a base for a Social Enterprise providing a conference, training and social venue for use by the County Council, business, community groups or individuals, with

the option of developing catering services to support the venue and other appropriate outlets.

- To develop a primary focus on employment skills development, providing a range of specific skills development programmes from the training venue. The programmes being time limited and target focused with individual progress being initiated and monitored as part of person centred Support Management. Developing partnership work with adult education and other training providers to enhance the range and quality of the training and qualifications available to service users.
- The development of an expanded employment support service to support a wide range of employment and voluntary placements in the community, developing and expanding the current range of placements available across Eastbourne and South Wealden.
- To provide a base for a person centred Support Management service across Eastbourne and South Wealden to ensure progress in maximizing individual skills development and to move individuals closer to open employment.

**Day Service Review Consultation
Firstfields Hailsham**

1. Flow Chart for Directly Provided Services (ALD) Review



2. Stage 1 of consultation period

Stage 1 Consultation 1 st September 2007 - 28 th February 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Service users	Stakeholders	Telephone log	Letters received	Emails received
Firstfields	27	16	51	15	1	10	0

Stage 1 consultation questionnaires sent out to unpaid carers	Number sent	Number of completed questionnaires received
Firstfields	27	11

Stage 1 consultation handbooks service users	Number	Number of completed questionnaires received
Firstfields	51	11

Stage 1 consultation 'Toolkit' for staff	Number of completed 'Toolkits'
Firstfields	2

Group Meeting	Number of meetings held	Number of people attending
Unpaid Carers	1	6
Meetings with service users	2	46
informal "drop in" sessions	1	6
Staff meetings	2	20
Across county staff work shop	1	25
DPS Managers meetings	4	7 per meeting
DPS managers meetings 1:1	5	
MENCAP Open Door Day Care	1	4

3. Comments received during Stage 1 of consultation period 1st September 2007 to 28th February 2008

Comments received from Carers

1. 'People are supposed to get a full day service' picked up at 9 and back by 3 is not a full day.'
2. 'Likes the space at Firstfields and 'M' gets lots of 1:1. Wouldn't change anything;'
3. 'We need the centre it is well situated.' Finds communication good. 'You will have a ranting mother on your hands if it closes.'

Comments received from service users

1. 'Likes meeting the people at the centre, computers at Hailsham college – with support and transport from Firstfields.'

2. 'K' is very happy when he comes to the centre, would like more space in the activities room and the dining room and would also like to help with the wheelchair people (sic).'
3. 'Would like to be more involved in decisions and running the service – as he is with MENCAP.'

Comments received from Staff

1. 'Feels that more links with service users are needed as everything out-of-hours is family orientated. The service users friendships are all centre based.'
2. 'The profile of the service must be raised with perhaps extended opening times.'
3. 'Firstfields is in a good position not on an industrial estate. It is close to the town. Service users do voluntary work at Cats Protection and in charity shops, and go to the college. There is the Cuckoo Trail project, which clears litter and does conservation work.'

Comments received from Stakeholders

1. 'Current services including day care need to be protected - provision for this client group is under-developed. Move to supported accommodation will put a greater strain on day care provision, future usage needs to be borne in mind as part of the review.'
2. 'The geography of Firstfields has always been problematic for PMLD (Profound and Multiple Learning Disabilities) clients. Traditionally the more mobile population used this centre. However it is not necessarily the case now and the re-planning of the site needs careful consideration to benefit all. At present there is no facility for clients to be out of their chairs for relaxation.'

4. Stage 2 of Consultation process 1st April to 30th May 2008

Stage 2 consultation 1 st April 2008 to 30 th May 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Stakeholders across all services (Adult Placement, Supported Accommodation and Residential Placements)	Other stakeholders	telephone log	Letters received	Emails received
Firstfields	27	16	109	11	0	1	1

Meeting	numbers	Number attending
Unpaid Carers	1	12
Meetings with service users	1	26
Staff meetings	1	11
DPS Managers meetings	1	7
Stakeholders meeting Wellshurst Park	2 sessions	9

5. Comments Received During stage 2 of consultation period 1st April 2008 to 30th May 2008

Comments received from Carers

1. 'How can it (the service) improve with no new budget?'
2. 'Parents need to know that their young people will be supported.'
3. 'My daughter did a bit of work here clearing tables and she was paid a little money, then it stopped.'

Comments received from service users

1. 'I would need to be taught how to get the bus.'
2. 'I think work is very important because everyone should have a change of a job. Otherwise you might be at home doing nothing all the time which is not good for you.'
3. 'We'd like to do something new and different to what we do now.'

Comments received from staff

1. 'As employment officer – excellent.'
2. 'We are moving into the 21st Century. It's great.'
3. 'Some refurbishment money was frozen is that available to do this?'

Comments received from Stakeholders

'Some potentially exciting ideas for the future of the DPS LD Day Services. Respite for carers needs to be available where living in their own family setting is the most effective long term living solution for people with learning disabilities. Other concerns for family carers could be around services not being available for as many days in the week.'

6. Key Messages from Carers and Stakeholders across services

There has been strong support for all the Day services, particularly from carers who felt that any move may have a detrimental effect on the service users. Most people were pleased to see that some of the buildings had been updated and refurbished. Carers, staff and stakeholders have voiced support for the new model for providing day services but with some reservations: the potential costs involved in supporting people into work and maintaining that support: the need to be realistic about the potential opportunities for some service users specifically those with complex needs: the need to continue to provide respite day services for unpaid carers and the need to ensure that future services appropriately reflect the changing needs of service users as they become older.

7. Key Messages from Service Users across services

Predictably there are areas which relate only to a specific centre however there are noteworthy themes from service users which cover all services.

Activities:

Service users agree that they like the activities on offer at each of the centres however concerns were raised regarding the cancellation of activities. Most

service users want to be “out and about” in the community and have leisure and social activities outside traditional day service hours and have money to do them. Service users would like to have more college courses, community support and have more work opportunities and to ‘be paid for it.’

Support:

Without exception staff are seen to be supportive and caring. Service users feel able to talk to them. Most service users think there should be more staff.

Other people:

Service users thought that meeting and talking to friends was an important part of being at the centre.

All service users agreed that bullying was wrong. It should be noted that LD Teams have been working with service users on the importance of raising any concerns they have about or if they are experiencing bullying. The service users response highlights that this work has been successful.

Building:

Service users commented that they didn’t like the noise level with all centres being seen as too noisy. There were comments ranging from the need for decoration, new carpet, more toilets and wider doorways made at Firstfields, Linden Court and Southview Close.

Appendix 6 Southview Close Crowborough

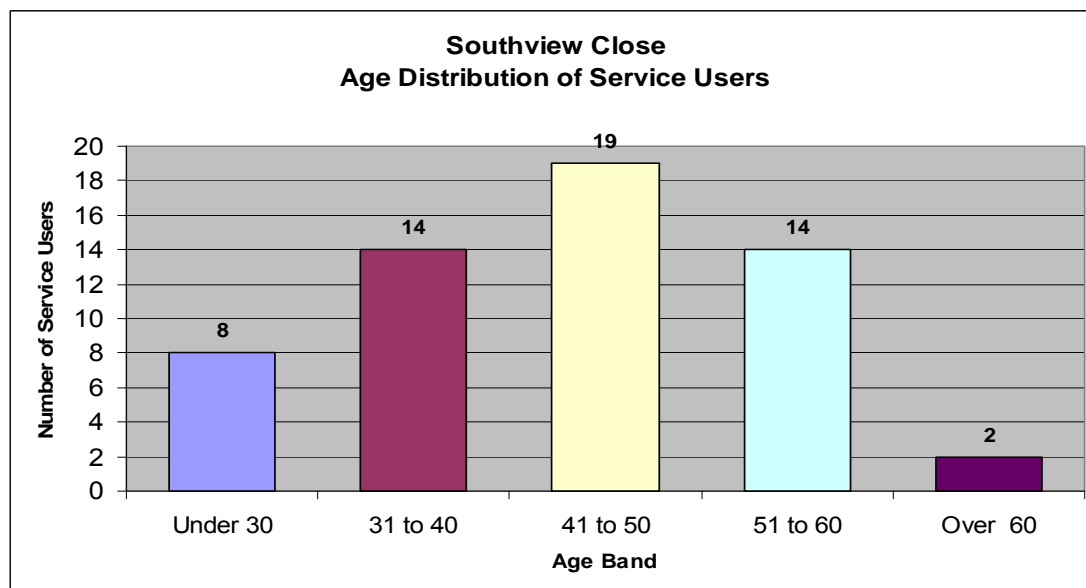
Key facts and figures Service Users and Staff

1. Demographics

Demographics	estimated
Population of people with a learning disability in England	
➤ Severe learning disability	280,000
➤ mild-moderate learning disability	1,750,000
East Sussex County	
➤ mild to severe learning disability	1,343

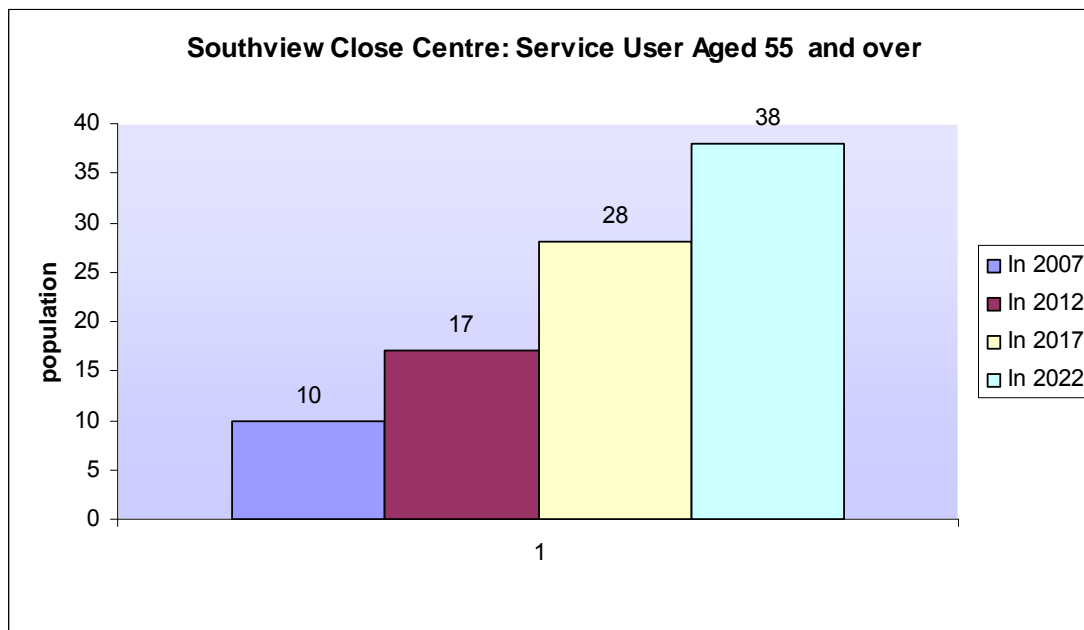
2. Service users age profile

In common with most day services the user profile has been relatively stable for a number of years with fewer service users taking up services in the under 30 age range. The age profile demonstrates that a large proportion of service users are in the age range 40 plus and 10 service users have been accessing Day Services for over 20 years.



Southview Close Service Users	
➤ Average age	45 years
➤ Number of male	32
➤ Number of female	25
➤ Average length of time in service	17 years
➤ In service for over 20 years	10

3. Predicted growth in the population of people over 55 within current North Weald Day Opportunities (Southview Close) Day Service, resulting in anticipated increased demand for a specialist service.

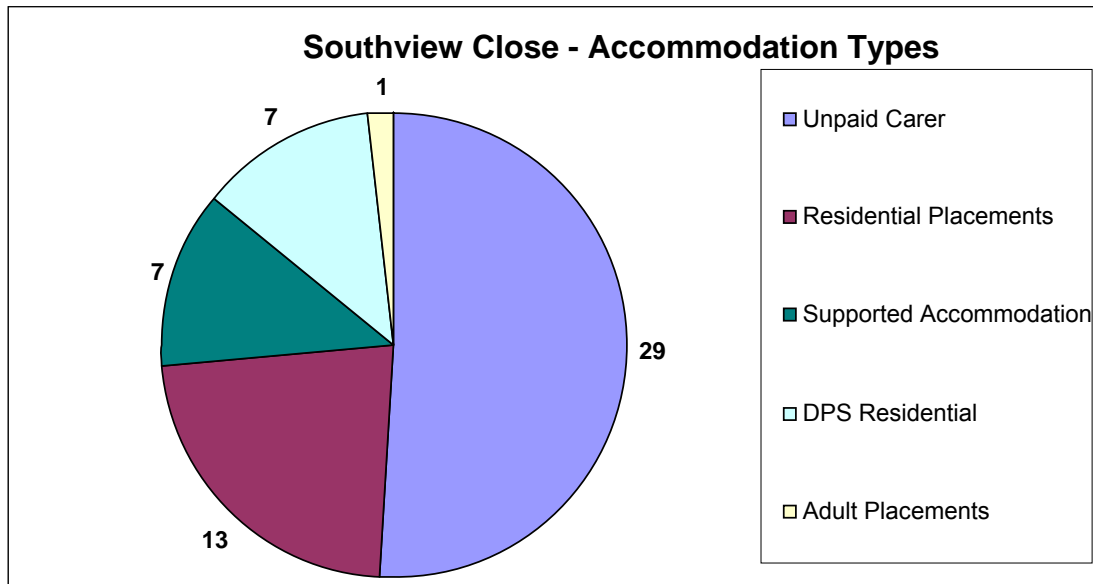


4. Service activity

Southview Close Performance Activity from April 07 – March 2008	Numbers
Total number places available	65
Number of service users attending 5 days	24
Number of service users attending 4 days	10
Number of service users attending 3 days	7
Number of service users attending 2 days	8
Number of service users attending 1 day	7
Number of service users attending mornings only	1
Percentage of attendance 2007 - 2008	%
	52.85

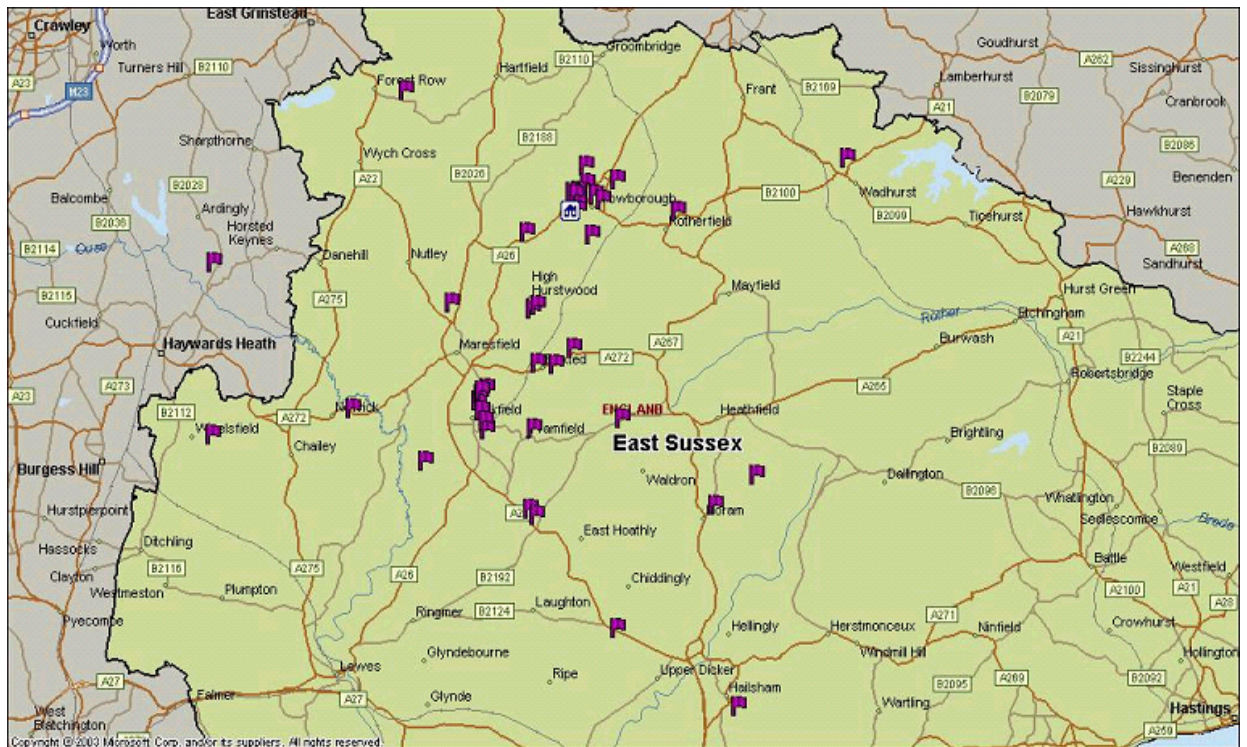
5. Service users accommodation

Where do service users live	Numbers
Unpaid Carers	29
Residential placements	13
Supported accommodation	7
DPS Residential	7
Adult placements	1



Service users at Southview Close are evenly split between those living at home and those in alternative accommodation.

6. Service Area



As highlighted on the map above there are a small number of service users in the Crowborough area and a larger number spread throughout the outlying rural areas.

7. Staffing Profiles

The staff team at Southview Close has a high number of staff qualified to work with people with disabilities. It is evident from the average length of service that the staff team is experienced, motivated and skilled.

Southview Close	Numbers
➤ Contracted staff	23
➤ FTE-	12.72
➤ Relevant qualifications	22
➤ Average length of service	9
➤ Worked for 15+ years	4
➤ Average age	48
Absence Breakdown % time lost 2006/07	
• Southview Close	9.43 %
• Adult Social Care	5.92 %
• East Sussex County Council	3.67 %

* *mean average score*

Proposed New Service Model – Southview Close, Crowborough and The Bellbrook Centre Uckfield Day Services - development potential

Background information:

Southview Close, Crowborough

Southview Close is owned by East Sussex County Council and following a Cabinet decision in November 2005 the building was designated unfit for future use. No other suitable local site has been found for the service. Subject to planning permission the Southview site might lend itself to the creation of a new build development providing a smaller base community access unit to be developed. Another option is to seek an alternative site nearer to the town of Crowborough and to continue running Bellbrook.

The proposal is to continue with Bellbrook and the Southview replacement, alongside the St. Nicholas Centre in Lewes, under a single management team to ensure the provision of the full range of services outlined in the new service model across Lewes District and North Wealden.

To facilitate this it is proposed that the replacement centre and Bellbrook will focus on developing the following service areas:

Bellbrook

- To develop a primary focus on employment skills development, providing a range of specific skills development programmes incorporating work with adult education and other training providers to enhance the range and quality of the training and qualifications available to service users. The programmes will be time limited and

target focused with individual progress being initiated and monitored as part of person centred Support Management.

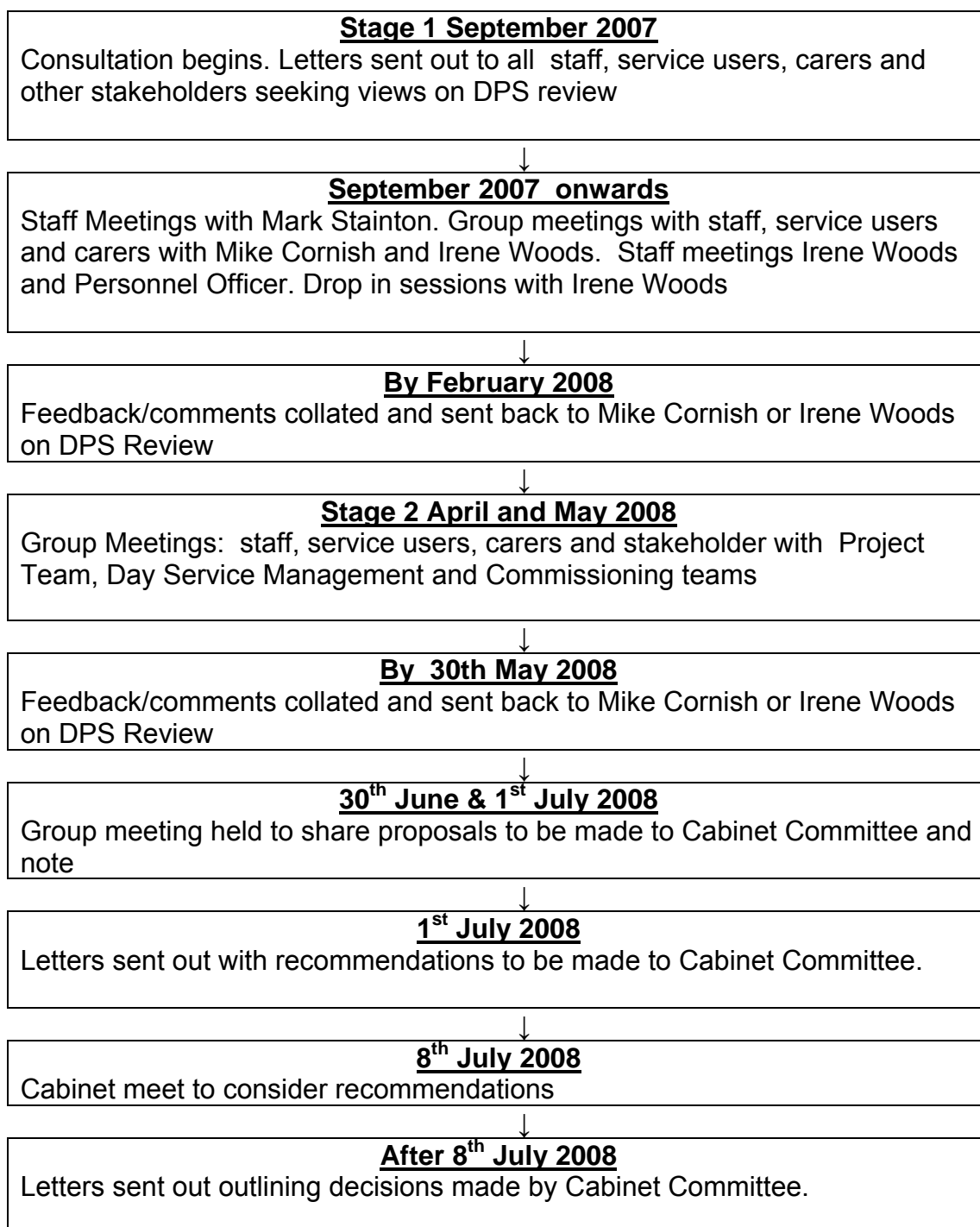
- The development of an expanded employment support service in liaison with the ChoicES project to support a wide range of employment and voluntary placements in the community, developing and expanding the current range of placements available across the North Wealden area.
- The ChoicES Project covers North Wealden, Eastbourne and the Hailsham area. The project supports adults with learning disabilities into the world of work and aims to increase people's 'employability' through work experience, training and work programmes. Participants work skills, abilities, interests and support needs are assessed and the information is used by the employment officers to find appropriate work opportunities. The projects employment officers work with employers and other agencies to establish a system of support for people in paid and unpaid work. The project works alongside the employment project 'Working Wonders' - based at Conquest day service in Hastings.
- To provide a base for person centred Support Management across the North Wealden area to ensure progress in maximizing individual skills development and move individuals closer to open employment, greater independence, social inclusion, community connections and participation.

Crowborough Service

- To identify a replacement site for a service designed to operate at a lower capacity than the current service at Southview Close.
- To provide specialist support and skills development and day respite services for service users with challenging behaviours or with complex physical needs with an emphasis on social inclusion.
- To provide day respite for carers where living in their own family setting is the most effective long term living solution for people with learning disabilities.

Consultation Southview Close Crowborough

1. Flow Chart for Directly Provided Services (ALD) Review



2. Stage 1 of consultation period

Stage 1 Consultation 1 st September 2007 - 28 th February 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Service users	Stakeholders for Conquest Centre	Telephone log	Letters received	Emails received
Southview Close	29	23	57	19	1	8	0

Stage 1 consultation questionnaires sent out to unpaid carers	Number sent	Number of completed questionnaires received
Southview Close	29	11

Stage 1 consultation handbooks service users	Number	Number of completed questionnaires received
Southview Close	57	11

Stage 1 consultation 'Toolkit' for staff	Number of completed 'Toolkits'
Southview Close	1

Group Meeting	Number of meetings held	Number of people attending
Unpaid Carers	1	10
Meetings with service users	2	52
informal "drop in" sessions	1	6
Staff meetings	2	25
Across county staff work shop	1	25
DPS Managers meetings	4	7 per meeting
DPS managers meetings 1:1	5	
MENCAP Open Door Day Care	1	4

3. Comments received during Stage 1 of consultation period 1st September 2007 to 28th February 2008**Comments received from Carers**

1. 'Transport is very much needed, there is no direct public service route concerned over what will happen if transport is taken away.'
2. 'Is there is any room for development on the site?'
3. 'Concerns about 'Fairer charging' – rising costs but fixed incomes. Recognizes that a service cannot be available on everybody's doorstep but her sister needs to be in Crowborough. She wouldn't mind if the whole service – respite and day-care – moved. Review = cut!'

Comments received from service users

- 1 'One day a week it is not long enough to be out with my friends, would like another day.'
- 2 'Llikes the centre, it is easy to get to by public bus goes to college for English and IT.'
- 3 'Staff treat everyone the same, they don't have favourites.'

Comments received from Staff

- 1 The service must be more flexible, what people want to do can't be done in the hours available.'
- 2 Would like there to be flexi hours, rota'd hours and extended day service. Doesn't think the building is as bad as people say.'

Comments received from Stakeholders

'Current services including day care need to be protected - provision for this client group is under-developed. Move to supported accommodation will put a greater strain on day care provision; future usage needs to be borne in mind as part of the review.'

4. Stage 2 of Consultation process 1st April to 30th May 2008

Stage 2 consultation 1 st April 2008 to 30 th May 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Stakeholders across all services (Adult Placement, Supported Accommodation and Residential Placements)	Other stakeholders	Letters received	telephone call received	Emails received
Southview Close	29	23	109	11	1	1	1

Meeting	numbers	Number attending
Unpaid Carers	1	8
Meetings with service users	1	29
Staff meetings	1	14
DPS managers meeting	1	7
Stakeholders	2	9

5. Comments Received During stage 2 of consultation period 1st April 2008 to 30th May 2008

Comments received from Carers

- 1 'I think employers will only be interested in volunteers and not willing to pay.'
- 2 'One issue is benefits and working.'
- 3 'A big influence has been the joint commissioning strategy – so health has been involved. Isn't this a golden opportunity to get them more involved?'

Comments received from service users

- 1 'Social enterprise is a good idea for people with high support needs, they can work with good support.'
- 2 'Worries about finding an external job, might be taken advantage of. I would like to work in DPS, I would feel safer.'
- 3 'If you live on your own you need to learn about, cleaning, money, paying bills, housework and tidying.'

Comments received from Staff

- 1 'There is a building here –you have looked for two years for replacement – why not use this site.'
- 2 'This has been tried in the past with limited success.'
- 3 'What happens if a service user or parent doesn't want the employment option.'

Comments received from Stakeholders

'Some potentially exciting ideas for the future of the DPS LD Day Services, Respite for carers needs to be available where living in their own family setting is the most effective long term living solution for people with learning disabilities, Other concerns for family carers could be around services not being available for as many days in the week.'

6. Key Messages from Carers and Stakeholders

There has been strong support for all the Day services, particularly from carers who felt that any move may have a detrimental effect on the service users. Most people were pleased to see that some of the buildings had been updated and refurbished. Carers, staff and stakeholders have voiced support for the new model for providing day services but with some reservations: the potential costs involved in supporting people into work and maintaining that support: the need to be realistic about the potential opportunities for some service users specifically those with complex needs: the need to continue to provide respite day services for unpaid carers and the need to ensure that future services appropriately reflect the changing needs of service users as they become older.

7. Key Messages from Service Users

Predictably there are areas which relate only to a specific centre however there are noteworthy themes from service users which cover all services.

Activities:

Service users agree that they like the activities on offer at each of the centres however concerns were raised regarding the cancellation of activities. Most service users want to be "out and about" in the community and have leisure and social activities outside traditional day service hours and have money to do them. Service users would like to have more college courses, community support and have more work opportunities and to 'be paid for it.'

Support:

Without exception staff are seen to be supportive and caring. Service users feel able to talk to them. Most service users think there should be more staff.

Other people:

Service users thought that meeting and talking to friends was an important part of being at the centre.

All service users agreed that bullying was wrong. It should be noted that LD Teams have been working with service users on the importance of raising any concerns they have about or if they are experiencing bullying. The service users response highlights that this work has been successful.

Building:

Service users commented that they didn't like the noise level with all centres being seen as too noisy. There were comments ranging from the need for decoration, new carpet, more toilets and wider doorways made at Firstfields, Linden Court and Southview Close.

Appendix 7 St Nicholas Centre Lewes

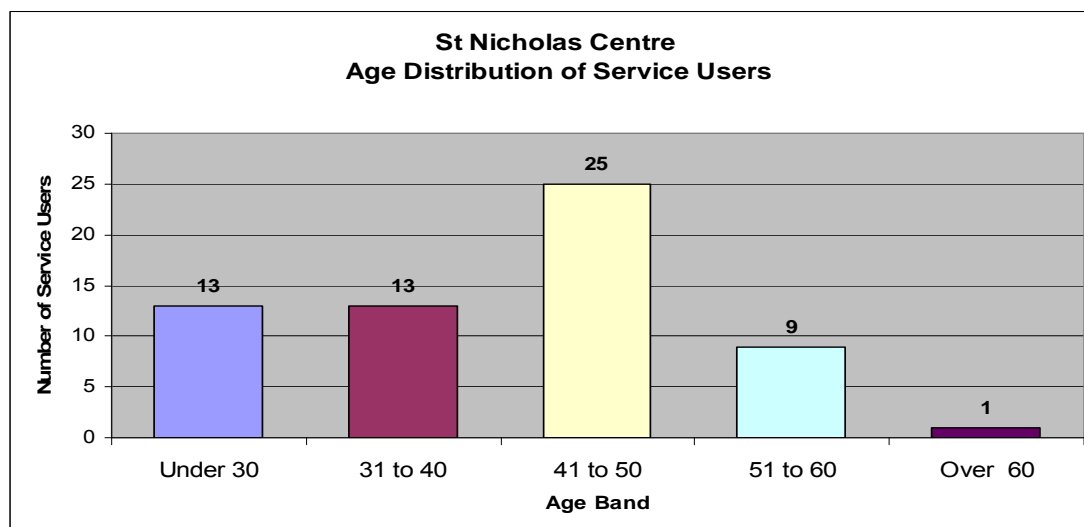
Key facts and figures Service Users and Staff

1. Demographics

Demographics	estimated
Population of people with a learning disability in England	
➤ Severe learning disability	280,000
➤ mild-moderate learning disability	1,750,000
East Sussex County	
mild to severe learning disability	1,343

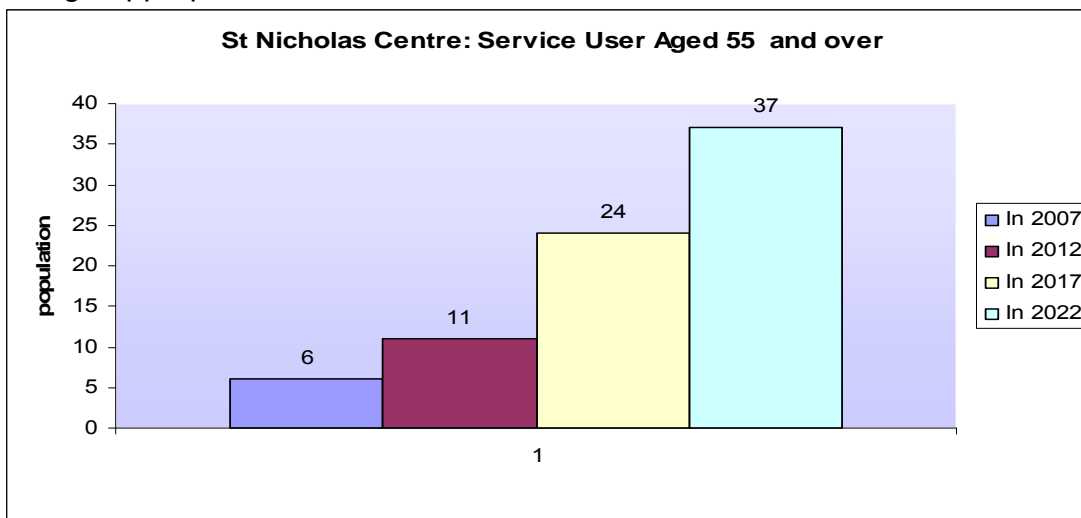
2. Service users age profile

The Service User profile of St Nicholas Centre changed in April 2007 when Avis Way Centre in Newhaven closed and many of the people accessing Avis Way transferred to St Nicholas Centre. Most of the service users have accessed either St Nicholas or Avis Way for a number of years with 13 service users taking up services in the under 30 age range. The age profile demonstrates that a large proportion of service users are in the age range 40 plus and 23 service users have been accessing Day Services for over 20 years.



St Nicholas Centre Service User	
➤ Average age	40 years
➤ Number of male	41
➤ Number of female	20
➤ Average length of time in service	17.5
➤ In service for over 20 years	23

3. Predicted growth in the population of people over 55 within current St Nicholas Day Service, resulting in anticipated increased demand for age appropriate service activities.

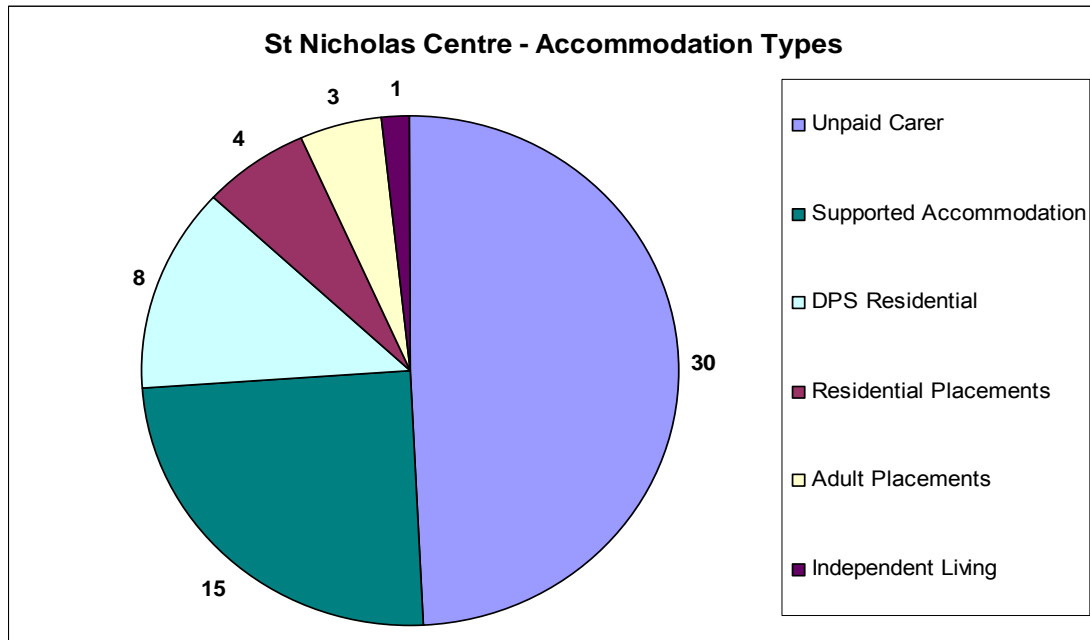


4. Service activity

St Nicholas Centre Performance Activity from April 07 – March 2008	Numbers
Total number places available	50
Number of service users attending 5 days	21
Number of service users attending 4 days	10
Number of service users attending 3 days	13
Number of service users attending 2 days	10
Number of service users attending 1 day	6
Number of service users attending mornings only	1
Percentage of attendance 2007 - 2008	%
	62.68

5. Service users accommodation

Where do service users live	Numbers
Unpaid Carers	30
Supported accommodation	15
DPS Residential	8
Residential placements	4
Adult placements	3
Independent living	1



Service users at St Nicholas Centre are evenly split between those living at home and those in alternative accommodation.

6. Service Area



As highlighted on the map above there are a small number of service users in the Lewes area with some service users in outlying rural areas and a larger number on the coastal strip.

7. Staffing Profiles

The staff team at St Nicholas centre has a high number of staff qualified to work with people with disabilities. It is evident from the average length of service that the staff team is experienced, motivated and skilled.

St Nicholas Centre	Numbers
➤ Contracted staff	22
➤ FTE-	19.62
➤ Relevant qualifications	11
➤ Average length of service	7
➤ Worked for 15+ years	4
➤ Average age	44
Absence Breakdown % time lost 2006/07	
• St Nicholas Centre	10.07%
• Adult Social Care	5.92%
• East Sussex County Council	3.67%

* *mean average score*

Proposed New Service Model

St Nicholas Centre Lewes.

Day Services - development potential

Background information:

St Nicholas Centre Lewes

The listed building and site is owned by East Sussex County Council. The single storey building has undergone refurbishment including an out-building which will be used to support service users with complex needs. New works are currently being undertaken which includes decking from the main building to the garden which will provide access for people with physical disabilities. A covered walkway will link the main building and dining room and refurbishment of the reception area, kitchen and dining room along with acoustic work is being undertaken.

The proposal is to continue with the St. Nicholas Centre, alongside Bellbrook in Uckfield and the Southview Close replacement, under a single management team to ensure the consistent and equitable provision across Lewes District and North Wealden. The proposal means that St. Nicholas Centre will need to develop the full range of services outlined in the new service model incorporating the management of a specialist in-house employment service across the County Council, possibly based at County Hall.

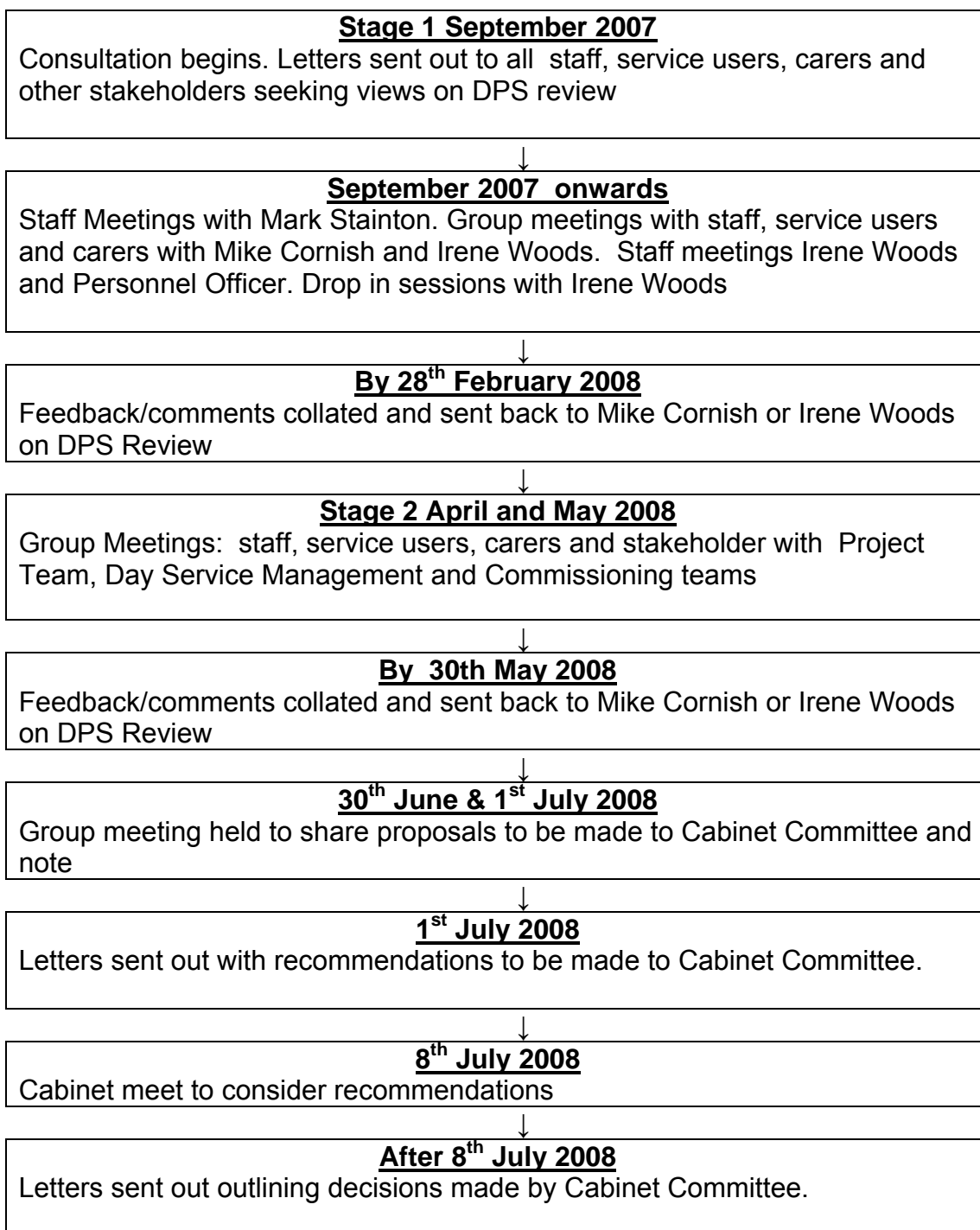
To facilitate this it is proposed that St Nicholas Centre will focus on developing the following service areas:

- To develop centre based vocational opportunities for enhanced work experience and skill development.

- The Nature Corridors project is already being developed with European funding. The project involves adults with learning disabilities in conservation work at East Sussex nature reserves. The project has brought together the Railway Land Wildlife Trust, Lewes District Council, Sustainability Team and East Sussex County Council Adult Social Care. The River Ocean Foundation, a charity which raises awareness about caring for waterways, is leading the EU-funded project. Further funding bids are likely to incorporate plans to develop a social enterprise venture attached to the project. In addition the centre could focus on further development and marketing of its art products.
- To develop a primary focus on employment skills development, providing a range of specific skills development programmes incorporating work with adult education and other training providers to enhance the range and quality of the training and qualifications available to service users. The programmes will be time limited and target focused with individual progress being initiated and monitored as part of person centred Support Management.
- The development an employment support service to support a wide range of employment and voluntary placements in the community. This would incorporate an in-house employment support service, possibly based in County hall and operating across the County Council services to encourage and support the County Council as an employer in the provision of employment opportunities for people with a learning disability.
- To provide a base for a person centred Support Management service across the Lewes District to ensure progress in maximizing individual skills development and to move individuals closer to open employment, greater independence, social inclusion, community connections and participation.
- To provide specialist support, skills development and day respite services for service users with challenging behaviour or with complex physical needs with an emphasis on social inclusion.
- To provide day respite for carers where living in their own family setting is the most effective long term living solution for people with learning disabilities.

**Day Service Review Consultation St
Nicholas Centre Lewes**

1. Flow Chart for Directly Provided Services (ALD) Review



2. Stage 1 of consultation period

Stage 1 Consultation 1 st September 2007 - 28 th February 2008 (Letters Sent)	Unpaid carers or representatives	Contracted Staff	Service users	Stakeholders	Telephone log	letters received	Emails received
St Nicholas Centre	30	22	46	35	2	3	0

Stage 1 consultation questionnaires sent out to unpaid carers	Number sent	Number of completed questionnaires received
St Nicholas Centre	30	13

Stage 1 consultation handbooks service users	Number	Number of completed questionnaires received
St Nicholas Centre	61	10

Stage 1 consultation 'Toolkit' for staff	Number of completed 'Toolkits'
St Nicholas Centre	9

Group Meeting	Number of meetings held	Number of people attending
Unpaid Carers	1	31
Meetings with service users	1	21
informal "drop in" sessions	1	9
Staff meetings	2	20
Across county staff work shop	1	25
DPS Managers meetings	4	7 per meeting
DPS managers meetings 1:1	5	
MENCAP Open Door Day Care	1	4

3. Comments received during Stage 1 of consultation period 1st September 2007 to 28th February 2008

Comments received from Carers

1. 'There are no other services in the Lewes District Council area especially on the coast.'
2. 'Natures corridor – garden club – would question monitoring of the group. Would welcome college courses. Area is much nicer than Avis Way.'
3. 'Fought closure of Avis way and threat to daughters day care now very happy with service and the staff. St Nicholas gives users an interest, expands their minds, not institutionalised.'

Comments received from Service User

1. 'I'd like to be able to go to work in a supermarket (part time).'
2. 'Staff are good at listening to me.'

3. 'I'd like a job.'

Comments received from staff

1. 'Service offers good quality. Good balance of skills and experience in the team.'
2. 'SUs receive structured day which is important.'
3. 'Would like to promote the centre more to the community and market the centre.'

4. Stage 2 Consultation period 1st April to 30th May 2008

Stage 2 consultation 1 st April 2008 to 30 th May 2008 (Letters Sent and received)	Unpaid carers or representatives	Contracted Staff	Stakeholders across all services (Adult Placement, Supported Accommodation and Residential Placements)	Other stakeholders	telephone log	Letters received	Emails received
St Nicholas Centre	30	22	109	11	0	2	1

Meetings	numbers	Number attending
Unpaid Carers	1	7
Meetings with service users	1	25
Staff meetings	1	13
DPS managers meeting	1	7
Stakeholders	2	9

5. Comments Received During stage 2 of consultation period 1st April 2008 to 30th May 2008

Comments received from Carers

1. 'I think that employment could be a good thing but I don't feel my son could access this. I don't see where he would fit into this?'
2. 'A lot of service users can't make the choices.'
3. 'If they are out to work benefits will end.'

Comments received from service users

1. 'It would be good to sell things and get money. I would keep some money for myself. We could get help from someone, we like the idea of this.'
2. 'It might be a good idea to do work experience first before going into it straight away.'
3. 'Not enough to do at weekends and evenings.'

Comments received from Staff

1. 'Most of us expected this and it is what we've been aiming at. On paper it is good. We are going to have a few where parents may be a block to service user development.'
2. 'What about people coming to retirement age.'

3. 'If some people don't get service from here anymore will there be something in place to ensure that they get appropriate services?'

Comments received from Stakeholders

'Some potentially exciting ideas for the future of the DPS LD Day Services. Respite for carers needs to be available where living in their own family setting is the most effective long term living solution for people with learning disabilities. Other concerns for family carers could be around services not being available for as many days in the week.'

6. Key Messages from Carers and Stakeholders across services

There has been strong support for all the Day services, particularly from carers who felt that any move may have a detrimental effect on the service users. Most people were pleased to see that some of the buildings had been updated and refurbished. Carers, staff and stakeholders have voiced support for the new model for providing day services but with some reservations: the potential costs involved in supporting people into work and maintaining that support: the need to be realistic about the potential opportunities for some service users specifically those with complex needs: the need to continue to provide respite day services for unpaid carers and the need to ensure that future services appropriately reflect the changing needs of service users as they become older. Concerns were also raised regarding the potential loss of benefits for those entering employment and the implementation of Putting People First

7. Key Messages from Service Users across services

Predictably there are areas which relate only to a specific centre however there are noteworthy themes from service users which cover all services.

Activities:

Service users agree that they like the activities on offer at each of the centres however concerns were raised regarding the cancellation of activities. Most service users want to be "out and about" in the community and have leisure and social activities outside traditional day service hours and have money to do them. Service users would like to have more college courses, community support and have more work opportunities and to 'be paid for it.'

Support:

Without exception staff are seen to be supportive and caring. Service users feel able to talk to them. Most service users think there should be more staff.

Other people:

Service users thought that meeting and talking to friends was an important part of being at the centre.

All service users agreed that bullying was wrong. It should be noted that LD Teams have been working with service users on the importance of raising any concerns they have about or if they are experiencing bullying. The service user's response highlights that this work has been successful.

Building:

Service users commented that they didn't like the noise level with all centres being seen as too noisy. There were comments ranging from the need for decoration, new carpet, more toilets and wider doorways made at Firstfields, Linden Court and Southview Close.

Day Service Review

Feedback from consultation – April 2008

Debbie Endersby, May Lee, Lisa Gyalog and Laura Waters

Beeching Park- Employment Comments

<p>A good thing about having a job is making new friends.</p>	<p>You must think of the pitfalls of when things change or go wrong and plan for continued support when people have jobs</p>	<p>I want to be a district nurse and help people like my mum</p>	<p>More support from Day Services about safety and work and in the community (like travel)</p>	<p>Having a travel buddy can help build confidence.</p>	<p>Volunteers should be treated fairly and not differently</p>	<p>Day services should do more travel support so that you don't have to wait ages to get support like I did from the CST</p>
<p>Travel Training helped me to be more independent, this helped me to feel like I can get and job and manage it.</p>	<p>You should get paid to work Paid employment is a good idea</p>	<p>Good idea for more staff to support you to get and keep a job</p>	<p>You would need a bus pass</p>	<p>I would like to talk to someone about what I could do</p>	<p>Need safety gear for some things and equipment</p>	<p>The story had given me inspiration. I like photography.</p>

Beeching Park- Employment ideas

<p>Ambulance Paramedic (first aider)</p>	<p>Drive a bus</p>	<p>Dog grooming And working with animals I wouldn't come to the centre I would work every day then go home</p>	<p>Make and sell bookmarks, key rings and jewellery</p>	<p>Work in a cafe</p>	<p>Knitting scarf's and make cakes to sell</p>	<p>Grow and sell vegetables, sell to local restraints, stall in a market</p>
<p>Make and sell silk scarves and other things</p>	<p>Working the kitchen and getting paid for it</p>	<p>volunteering</p>	<p>BTCV Cutting rhododendrons and gorse Tree felling</p>	<p>Be a newspaper journalist and take photos for the paper</p>	<p>Art</p>	<p>Cooking</p>
<p>Working with wood</p>	<p>Using the phone Organising things</p>	<p>Looking after others</p>	<p>Training to work the till, work in Whyvale garden centred in the shop</p>	<p>Cook vegetables and sell chutneys, jams pies and cakes</p>		

Beeching Park Independent Living					
Some of us can use a bus and have a bus pass	Keyworkers and families (talking to mum and dad can help)	Some people walk to the centre (there is not public transport to BP)	Money is important	Living with friends is important	Money and laundry are important if you want to live on your own
Making friends is important	Being independent is doing more things for yourself	Carers have to help you make the change	He should: Talk to his family	Some people would like a bus pass	You can talk about things happening in your life at reviews
The centre is a place to make friends	My carer helps me with money – I'm not allowed to do it on my own	Travel Training helped me to catch a bus. I go on the stagecoach to Hastings	Learning to travel is important – you can see friends – you can go to the shop	I'm not sure who to talk to	First aid, housework, shopping are important things to learn
Some people have a bank account, some people have cash cards	Talk to the social workers if I want to move (I haven't got a mum or dad)				

Beeching Park Out and About					
We need more transport	More transport training	Sometimes it gets boring at home	One person did a postal vote for the election	Going to the library is good	Recycling is good
One person went to vote on Thursday	You can ask people for directions	Some people go to the gym	I don't know who my social worker is. I have no parents, who can I talk to?	Exercise / Gym is good	Sometimes it gets boring and I would like to get a job
Football	To learn new things you may need more money	Some people would like to lose weight and get fitter	Trying new things can be a bit worrying	College could help you read and write	We need more information about HAP
A unanimous vote in group 2 for more flexible support from Day Services at weekends and evenings.					

Conquest- Employment Comments					
I would need to travel to work. I may need to learn to follow a bus timetable	No. I am not interested in working even if I get paid for it. I am too old to work	Ok to make things to sell but I would prefer others people to sell them. Good to get some money from it to out towards trips	I had a job before and I'd like to work again	I would need fire safety drill, keeping safe and stranger danger Hygiene, health and safety, holding liquids lifting and handling training.	It is a good idea for keyworkers to help more with finding jobs and to help me to think about what job I would like to do
I'd need help with Transport, I would d someone to show me what to do	It would be helpful if supporters talked to me about work and asked what I was interested in	2 days is enough to work, we get paid and save it	The small group I was working with, it was clear they could not work in the community. I asked what they would like to do, they said rock cakes. I asked how would you get there they said put butter on it.	My kitchen work here may lead to a job in the community café	I'd need help to apply for a job, perhaps at the interview
Conquest - Employment Ideas					
Make tea and coffee	Make small woodwork items to sell at fairs	Sell my art work. I wouldn't know how to sell it	I want to work with my sister who helps people in their homes. I would need a lot of support	I'd like to do a coffee morning	Don't like gardening
Good cooling skills but now do factory work	I'd like to learn how to use a till	I'd like to work in a cats home	Like to work selling thing's in a shop like Oxfam, Frimly Road	I'd like to do cooking for a job, work in a restaurant	I want to work here
I would like to work on the railway. My carer would get me the job. I would walk there	Making cakes to sell at the local coffee shop	Interested in books. I could work in a book shop or library	Grow and sell plants	We like working in the factory	I'd like a cake stall for the coffee morning Who would I sell them to? I haven't got any money.

Conquest – Independent Living

Some people would like a plan about their lives	Some people would like to live on their own in the future	People can talk about activities or hobs at the review	Shopping, cooking, money and bus are things you have you learn if you want to the at home	Living near people you know id important	I live in the county with my mum and she brings me here. I'd like to travel on my own but there's no public transport there
Some people go to the gym	Healthy eating is good, so is exercise	People had bank accounts (Conquest)	I would like to work in a cafe	I would like to work as a paramedic	I would like to work in a shop
Independence, going out on your won, doing things for yourself.	I would like to move into a new house and live on my own				

Conquest – Out and About

Sally needs help to go to the gym, by car, taxi walking.	She could get a job in a hairdresser	I don't know what there is to do out and about	Being able to visit family is very important to me	Need staff to support me to go out	Try to grow some vegetables in the garden	We like to stay in at evenings and weekends.
It is difficult to go out but it is important. Good idea for more support	Being able to go on holiday and visit new places is important	I cant get out much because I live in the country and my mum doesn't drive	If we won the lottery we would, buy new houses. Go on holiday, have a party	Travel buddies are good.	Some people had cash cards others would like one	Gym is good
We need more information about HAP – some of us would like one	Learning about money and bills and money skills	Jobs in McDonalds are good	Some people have community support to help with shopping	Friends can teach each other things. Seeing friends is important too	Some people get bored in but not out	Football, numeracy and literacy are good things for friends to learn
Having more friends stop you getting bored	Some people wish they could get married	Using public transport to get to the centre is good (better than the centre bus	Sally could write a book	I get bored at weekends, fed up I want to get out	Elderly parents so its hard for them to take me out and about	Some people are good friends and want to live together
I can't get about at the weekends and I get bored. I need community support worker to support me	I'd like to try working in a hairdressers	Some people know who to talk to about BIG things some people are not so sure	Some people have bus passes. This is good. Conquest had lots	Travel training is good and keeps you safe		

St Nicholas Centre – Employment Comments

<p>It would be good to sell things and get money. I would keep some money for myself. We could get help from someone we, like the idea of this</p>	<p>Bus passes they can mean that you don't have to pay to use the bus but only from 9.30. This doesn't help with getting to work</p>	<p>Paperwork is hard It is hard to find a job Simplify the paperwork Ask more relevant questions make it easier to understand</p>	<p>It makes sense, Sarah enjoys what she does and she CAN do it</p>	<p>Transport is a problem, some people might have health problems and they cant use public transport</p>	<p>I would need someone to support me to learn my job</p>
<p>I need to earn money I would need help and support</p>	<p>Advocacy support for people with communication difficulties</p>	<p>It might be a good idea to do work experience first before going into it straight away</p>	<p>We would need someone who knows a lot about jobs</p>	<p>I got a job with support from ChoicES. My community support worker helped me. I found it was quite easy to do and I enjoy it</p>	<p>New buildings, new staff so we can do the things we've talked about today</p>
<p>We'd like an open day to celebrate what we do at St Nix</p>	<p>It should be up to the individuals who they would like to support them to get a job</p>	<p>It would be good to have someone to develop and share your ideas with</p>			

St Nicholas – Employment ideas

<p>A radio station or something run by people with LD for people with LD and talking about the things that are important to them</p>	<p>I want to work in McDonald's in Eastbourne</p>	<p>I would like a job in a Record Shop. I feel like I have to fight for a job</p>	<p>You need paper training</p>	<p>It would be good for St Nix to be the first day service to have its own radio station</p>	<p>We could sell food and biscuits. Make cars, take photos and put up as pictures like we do with the art</p>
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St Nicholas – Independent Living

Leaving home is not easy. You need money	We need more money	More meetings where you can talk about what you want	Hard things about living in your own is being responsible	Need to learn about, housework, shopping, money, getting about	Some people do cooking at the centre and some don't
Walking the dog is good exercise	Looking at the four walls!	Worried about using the bus	You need more money if you want to do more things	Not enough to do at weekends and evenings	

St Nicholas – Out and About

Easy to get bored and lonely especially at weekends	Making a big change is a big step	Get a personal advisor. Are they keyworkers, advocates can they take people out?	We don't know enough about HAP	Getting confident is quite difficult. You need confidence to try something new
Having company / a friend is usually good	Buddy Schemes could be good to help people learn things	Should it always be workers from day centre helping? They go home at certain times	Not enough going out in a day centre	If you do the same things every week it is boring
It is boring in a day centre if you stay in and don't go out	Buildings are empty at evenings and weekends	Better speak out groups Money is important	Having your own opinion valued is important	

Southview Close - Employment

Social enterprise is a good idea for people with high support needs, they can work with good support	You might loose your benefits	You need to make sure you get enough wages	Do a voluntary job to help learn, and then get paid.	Go to college to learn the skills to get a job
Transport is a problem. More support to learn to use public transport	I like staying at the centre	Ask in the library about a job	Going to ChoicES can help find a job. It would be good to have more support to find jobs at Southview.	Worries about finding an external job, might be taken advantage of. I would like to work in DPS, I would feel safer.

Southview Close –Employment Ideas

I'd like a job to help other people	Work at a football club	We could do gardening for people in the area	I like shops, football and a pint of beer	CAKES
Cushions	Plants	Forest work	Car boot sales, we make cakes, art, woodwork, needle work, bric-a-brac	Southview landscape group
Cooking	Gardening	Work for DPSP	Portraits	

Southview Close– Independent living

Some staff are nice	If you live on your own you need to learn about, cleaning, money, paying bills, housework and tidying	Some people travel on their own on the bus	Transport is a big problem	Sometimes day services can be boring	Going out in the evenings can help you to make friends
If you live on your own, you will need a job (?)					

Southview Close- Out and About

Community Support help you in the evenings	Sally could get a job in the hairdressers	The gym had stopped because there isn't enough staff. Gym is good	Exercise and yoga sessions used to be good	We need more money for activities and transport	Going out of the centre is always better
We want to see some new faces (particularity staff)	Not enough sessions, not enough staff. But some are really good	Would be good to know when we can be supported, what times. Who can do this?			

Firstfields – Employment comments

I would need to be taught how to get the bus	It is important for people to have support from other people	I would need to be taught how to do the job	I think work is very important because everyone should have a change of a job. Otherwise you might be at home doing nothing all the time which is not good for you.	Another important side of working is socialising with your colleagues	Karen would like a job knitting or sewing
To look for a job you can look in a paper or on the board	Need help to travel. Help each other. Team effort	Sometimes people need help communicating. Christine could help with signing	We'd like to do something new and different to what we do now	You can go to college to learn how to do some jobs	Money is important. You cant work for nothing
You need to look smart, when you go for an interview. Have questions to ask.	Find jobs in the paper or telephone the place you want to work	Lesley works in the kitchen and in a cafe			

Firstfields – Employment Ideas

I would like to work. I would like to sell the things I make. I am good at making woodwork I'd like to work doing something I am good at	I help my sister with housework and I keep my bedroom tidy. I would like to do some embroidery and cross stitch	I would like to help handicapped people with bowling (peer support)	Do a job cooking	I could go out and clean the centre bus and Hoover it	I would like to work here in the kitchen but that stopped, so I now want to use my skills somewhere else
We have just rented an allotment we could use	How about a car wash?				

Firstfields – Independent Living

At reviews you can talk about going out	A community support worker can help you to do your shopping	Maybe one day I'd like to live on my own	Getting lost is scary and worrying	You need to tell people if bad things happen when you are out	The things Frank learned are good things to learn
If you live on your own you need to cook, shop, housework	Tablets and vegetables are important to learn about	Community Support worker can take you	Travel training is important and good	Living on your own means you are lucky and grown up	Knowing people who live near you is good- like nice neighbours

Firstfields – Out and About

<p>If you want to change or find a job, talk to someone in the office at the centre</p>	<p>It's good to have friends</p>	<p>Community Support workers are good</p>	<p>Some jobs we have washing up in café, sorting out books in library, washing up in cat protection league</p>	<p>Be nice if someone from the day centre could help me get a job</p>	<p>Some people have HAP, we need to know more</p>
<p>We can have jobs in a charity shop</p>	<p>It can be scary trying to fit in</p>	<p>Different jobs are good</p>	<p>Gym is quite good, exercises you need to take money and water</p>	<p>I'd like to be a police officer</p>	<p>I'd like to work with cats</p>
<p>Sewing and reading can stop you getting bored</p>	<p>Having company and friends is important</p>	<p>Going to Church is good</p>	<p>Some people liked gardening</p>	<p>Friends can teach and support you</p>	<p>If you have jobs and things to do then you don't get bored</p>
<p>Not many people have been to the gym</p>	<p>I might not be safe; people might be drunk or have knives. This is why it is important to have support</p>	<p>Transport is a big problem for lots of people. Having someone to go out with would be nice</p>	<p>Police could help if something happened when I was out</p>	<p>We go out in the evenings in a group. Like football or Blue camel Club</p>	<p>I cant get out at the weekends</p>
<p>Family could help with supporting me to go out</p>	<p>Keyworkers can take us out in the evening Firstfields staff sometimes help us at evenings and weekends</p>	<p>You could go to evening classes. Parents could help. Family could help. Keyworkers could help</p>			

Linden Court – Employment Comments

<p>Staff are needed to support people at Linden Court. Would need more staff to support people into work – but it's a good idea</p>	<p>I would like to talk about what jobs I could do.</p>	<p>I would like to make money. It would help to make and sell things. Its good to make money</p>	<p>I would like to do work</p>	<p>Mini-buses could take you to work</p>	<p>I would need to learn about money. I would need to learn to travel and how to stop a bus. I would like to learn to travel on the train.</p>
<p>Good idea for staff to support me to do things. I would like support to Hoover and to grow flowers</p>	<p>People would need someone to give them a lift in the car</p>	<p>It is most important to be included in things that are happening.</p>	<p>People need to understand how to help us to work</p>	<p>We would need to learn how to do a job like hairdressing</p>	<p>We would need things like professional printing, café – help to set it up, money for equipment we'd need for a social enterprise. We'd need computers, cameras and premises to sell things on line.</p>
<p>Training to be able to write a CV. Help to work out what hours to work and how to get there.</p>					

Linden Court –Employment Ideas

I would like to work in a shop	Selling things to the public, coffee mornings, access difficult if work in peoples homes	I would love to work with horses again (DC)	Café- sell coffee with work showing on walls and shelves	Pottery – bowls, tea pots, cups, ornaments, make boxes	Allotment – sell potatoes, carrots and beetroots
Making cards with flowers, anniversary cards. Use real flowers. We'd need a pressing machine	Art gallery – exhibition of work. Paintings, making cards from pictures, computer mats and pottery	Restart the pottery	I like puzzles	Make pottery and art for people to buy	Open a shop in the centre and sell things we make/ produce
Make things in the DIY session and sell them, at coffee mornings and market stall and boot sales	I like hairdressing – I could help in the salon (LL)	I can knit very well – I could do voluntary work for charities and knit blankets and send them abroad or to Oxfam. I would need help to find out about this. (RW)	I need money (to pay for riding lessons)	I could be a model or work in a shoe shop	Do my art work
Work in a shop -Stacking shelves, baskets, food florist. Working with horses	Gardening. Washing up in a café. Recycling and hairdressing.				

Linden Court – Independent Living					
At reviews you can talk about yourself, your friends and problems. You have a keyworker	You could go to evening classes Parents, family, keyworkers could help	Being independent means doing more things for yourself	You need to learn how to look after yourself, keeping safe, what bus to catch, paying bills	Money is important	Friends can teach you things

Linden Court – Out and About					
We need to know more about HAP	Some people help on the allotments in the garden	Some people are trying to loose weight and do more exercise	It is really good to have a friend	Sometimes you can feel nervous and shake if you are doing something new and different	Day Centres used to be called training centres
I would like to do knitting for charity. I would need help to get in touch with the charities	I would need help to get to where I want to go, day service or in the community	I would like to visit places of interest, motor racing, socialise with friends	Help finding a suitable venue, help getting there, support from family, community support worker or a keyworker	I do crosswords and listen to music in the evening. I would like to go bowling in the evenings	I like to go for walks; I'd go to the gym one evening as I only go once a week with Linden Court to get fitter. I would like more support to think about what I'd like to do
Sometimes we get bored and fed up in the centre, with people in the centre and in the evenings	Going to college is good	If we won the lottery we would buy a flat/ house, go on holiday, buy clothes	I like seeing friends in the evening	I would like to go to the gym and do more walking	Football- would like to watch it and go to a match. I like going to the pub for a pint. Others like that to.
I would like to work with horses	Hairdressers, I could sweep up, wash hair, I would need someone to help me				

