

Cabinet Member Decision – Adult Social Care Monday, 16 March 2015

Agenda

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Cabinet Member Decision

16 March 2015

COUNCIL PROVIDED DAY SERVICES FOR ADULTS WITH A LEARNING DISABILITY: ASSESSMENT AND SUPPORT PLANNING ASSURANCE (MALVERN)

Relevant Cabinet Member

Mrs S L Blagg

Relevant Officer

Director of Adult Services and Health

Recommendation

- 1. The Director of Adult Services and Health recommends that the Cabinet Member with Responsibility for Adult Social Care:**
 - (a) considers the outcomes of service user re-assessments and support plans and supports and accepts the professionals' reassurance that individuals' eligible needs can be met with the proposed new use of buildings in Malvern;**
 - (b) approves the final decision to use the proposed buildings for Council-provided day services for adults with a learning disability as set out in paragraph 12; and**
 - (c) requests that the Director proceeds to implement this decision in line with the report with immediate effect.**

Background information

- 2. On 8 November 2012 Cabinet agreed that a new model of Council provided day services for adults with a learning disability would be rolled out across the county, having regard to the outcome of a pilot and consultation. Alongside the pilot, the Adult Care and Well-being Overview and Scrutiny Panel carried out its own scrutiny of the model and changes taking place, which fed into Cabinet's decision. A pilot in Wychavon had challenged the traditional model with all service users, regardless of their needs, attending large centres. The new model is based on four key elements:**

- i. Improved local support for people with profound and multiple disabilities;
 - ii. Specialist support for older people with a learning disability including those with dementia;
 - iii. A diverse community-based support programme to replace large resource centres with small drop-in services. This enables universal services, specialist services and other resources to be used to offer more personalised support packages;
 - iv. Improved access to employment, training and volunteering opportunities for those that are able to participate, utilising social enterprise, self-employment and traditional routes to work or training.
3. The new model is based on three types of day service:
 - Resource Centres, for people with more complex needs
 - Individually commissioned services for people growing old with a learning disability, and
 - Connect, for people who are able to use universal services with support.
4. The new model is consistent with the approach outlined in the report commissioned by the Department of Health "Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities" (DH 2010).
5. Having agreed the principle of how the service would be provided in the future, Cabinet authorised the then Director of Adult and Community Services to consult on the location of buildings to provide the new model of day services, and required that the outcomes of the consultation should be reported back to Cabinet for decision. This consultation was to take place in two phases: the North of the county between May and August 2013, and the South between September and December 2013.
6. At the Adult Care and Well-being Overview and Scrutiny Panel on 7 March 2013, progress and lessons learned from the pilot were noted, with the need for clear messages and communication highlighted as crucial for the consultation process.
7. At the 7 November 2013 Cabinet meeting, detailed consultation on the use of the buildings in Malvern was still ongoing and the Cabinet Member was authorised to

Consultation

consider the consultation outcomes and determine their use. All consultations were concluded and considered by the Cabinet Member on 31 July 2014. (For background information, see Appendix 1 and 1a for the consultation timeline and meeting invitation letters and Appendix 2 for the presentations delivered during consultation meetings).

8. The main issues raised during consultation fell into four key themes: social networks, carer support/respite, community integration and transport. Some of these relate to the model itself, which Cabinet has already agreed to roll out, rather than the use of specific buildings. For background information, the full details of the consultation feedback can be seen in Appendices 3 and 3a.
9. The consultation responses were given full consideration at the time and the response and subsequent amendments to the proposals were as follows:
 - (i) The need to ensure social networks and friendship groups will be addressed in support planning;
 - (ii) How day services will continue to support carers will be addressed within assessments and support in order to ensure a maintenance of their caring role;
 - (iii) Concerns about the location of buildings and opportunity for community interaction have resulted in amendments to building proposals. Building design groups for carers and service users will be set up and will further influence the final facilities;
 - (iv) Concerns about excessive journey times will be addressed through the support planning process with some service users no longer having shared transport, to reduce time spent on vehicles.
10. On 7 November 2013, the Cabinet Member with Responsibility for Adult Social Care was authorised to consider the outcomes of the consultation in Malvern, then on-going, about the use of buildings, along with the outcomes of individual service user re-assessments, and subject to assurance that eligible assessed needs could be met, determine an appropriate use of buildings in Malvern.
11. On 31 July 2014 the Cabinet Member with Responsibility for Adult Social Care considered the

Decision in principle

Assessments and support planning

outcome of consultation on services in Malvern and agreed in principle the new use of buildings for day services for adults with a learning disability, as set out in that report (repeated in paragraph 12 below), subject to confirmation that the eligible assessed needs of current service users could be met. Appendix 4 lists all the considerations of buildings.

12. The agreed use of buildings in Malvern was:
 - Cherry Orchard Day Centre will house the Worcester/ Malvern/Droitwich Resource Centre
 - The Cube Community Centre in Malvern will house the Malvern Connect
 - Checketts Lane will house the GOLD (growing old with a learning disability) Service for the south of the county.

13. The work to ensure that assessed eligible care needs can be met through the new use of buildings in Malvern has now been done and that assurance can now be given to the Cabinet Member. The assessment and support planning process involved a series of meetings with service users and carers, typically 2-5 meetings per service user, as well as input from staff and advocates. A core of five staff undertook the process in order to ensure consistency, supported by three other staff in order to complete assessments and support plans within the required timescales. The staff used their professional expertise to ensure that assessments and support plans accurately reflected individual needs. At each stage of the process the service users and their carers have been sent a copy of the assessment and support plan in order to check and clarify the information presented. This process has enabled the development of a detailed understanding of the needs of each service user through an open process which brought together both factual evidence and professional judgement. Where a decision was disputed it was openly discussed with all the individuals who are important to the service user. A manager would also become involved where necessary and visit the service user or their carer. Appendix 5 gives an overview of proposed service user moves.

14. All of the 30 assessments in Malvern have been completed. It is acknowledged that 3 Resource service users/carers and 1 Connect service user/carer have felt unable to agree to a final support plan, at the time of this report. Carers and service users have identified a potential alternative provider. The newly developed, alternative provision is expected to be available from

June 2015. However, if service users choose to access a Resource service at Cherry Orchard or a Connect service at Malvern Cube their needs can be met. A representative sample, 9 anonymised support plans have been reviewed by the Cabinet Member with Responsibility for Adult Social Care and the Director of Adult Services and Health. The main issues identified in support plans were:

- The potential loss of friendship groups and social networks
- Longer journey times for some who would only be able to access appropriate services outside their local community.

15. The individual support plans identify the actions required to mitigate the issues, including:

- The facilitation of fortnightly lunch time visits to the resource centres, or meet-ups in the community, for those accessing the Connect services
- A continuation of established community activities jointly attended by Connect and Resource Centre users
- Review of transport arrangements where some service users no longer have shared travel which reduces time spent on vehicles.

16. The Cabinet Member for Adult Social Care and Director of Adult Services and Health met on 4 March 2015 with the lead commissioner and managers from the Learning Disability (LD) integrated service to review the care and support plans. They heard from the LD integrated service that the assessed eligible needs of all day service users can be met with the proposed new use of buildings. They reviewed a random sample of 9 personal support plans from Malvern and all of these included clear information and an unequivocal statement that the proposed service in the proposed location met the individuals' assessed eligible needs. They sought clarity as to whether there were anyone's needs who could not be met and heard from the LD integrated service that in every case the Council's legal duties would be met by the proposed new use of buildings as set out in paragraph 12.

Next steps

17. Ongoing work will ensure that any and all mitigation required to address service user and/or carer concerns - e.g. how existing friendships and contact with their communities will be maintained - will be put in place.

Future Provision

18. Carers will continue to have access to a named member of staff throughout the transition process to assist with any initial transition difficulties or to provide support if this is needed.
19. Currently there are 7 service users funded from other local authorities attending day services in Malvern. The relevant local authorities are aware of the work we have undertaken and will work with the service users and carers to identify the appropriate service to meet the assessed needs in line with their legal duty.

Finance

20. With the Council's ambition to become a commissioning organisation, options for future providers of these services were agreed by Cabinet on 17 July 2014. The Council is actively seeking to develop the market for adult social care services, including day services for adults with a learning disability. Support is available through the Changing Futures Fund for voluntary organisations who wish to establish themselves as adult social care providers or develop an existing business. This could result in alternative services from external providers being available in response to meeting identified outcomes for service users. All service users have personal budgets, some of which are taken as direct payments, and have a choice about how their money is spent.

Equality Duty

21. The financial context for the Council is well known, and the new model of day services was estimated to achieve savings of £1.1m per annum countywide from a budget of £4.1m per annum. Of these, £0.8m is being achieved by a reorganisation and reduction in staffing. A further £0.3m would be achieved by the proposed change in use of buildings, although approximately £0.1m of this would be offset by the increased transport costs resulting from the new model. Therefore, overall savings are estimated to be £1m.
22. The Equality Act 2010 requires the Council to have due regard to the aims of the Equality Duty in developing policies and planning/providing services. These aims are to:
 - Eliminate unlawful discrimination
 - Eliminate harassment and victimisation
 - Advance equality of opportunity
 - Foster good community relations between people who share any of the defined Protected Characteristics and those who do not.

23. The Act lists nine groups with Protected Characteristics, but, clearly, it is highly unlikely that they will all be of relevance in all circumstances. Disability and age are clearly the most relevant Protected Characteristics in the current context. The level of regard which is "due" in respect of the Equality Duty should always be proportionate and is dependent on the potential of the proposed policy/action to contribute to or detract from the aims of the Duty.
24. Due regard means that the Cabinet Member must adopt a "substantial, rigorous and open-minded approach" in considering the specific needs of those groups covered by the Equality Duty and show that she has considered all the relevant material. In order to show due regard the Cabinet Member is required to consider relevant factors and where there is potential disproportionate, adverse, impact on those with protected characteristics, show how that impact may, if possible, be mitigated. That may mean giving consideration to alternative proposals. Where it is identified that an individual may be adversely affected by e.g. excessive travel time, mitigating actions will be put in place. This may take the form of individual transport rather than group transport to minimise pick up and drop off time.
25. All the people using Council provided day services for adults with a learning disability have at least one of the Protected Characteristics covered by the Equality Duty. An overarching Equality Impact Assessment was carried out in July 2010, on the proposed new delivery model for day services. As well as some positive impact the assessment identified that the proposed model could have some negative impact for service users. Aspects of the pilot for the new model were amended to mitigate possible negative consequences. Mitigating action included (see Appendix 6): greater community integration (more positive roles and better public perception of people with learning disabilities); greater choice of age/gender appropriate activities; and improved resources, such as personal care facilities, to support community access for people with multiple disabilities.
26. Further Equality Impact Assessments (EIAs) have been undertaken to identify the impact of the proposed changes to service provision. Copies are attached at Appendix 6. Each of the assessments identified some adverse impact for some service users who would only be able to access appropriate services outside their

local community. A significant number of service users were concerned about disintegration of valued friendship groups (which could result from changes in location and re-assessment of need). Potential positive impact was identified for many service users who would benefit from an increased range of opportunities and increased community integration. Any adverse impacts have been highlighted within the support planning process and will be mitigated by offering opportunities for service users to maintain contact and undertake activities with their friends in their local communities.

Supporting Information

- Appendix 1 – Consultation Timeline
- Appendix 1b – Meeting invitation letters
- Appendix 2 – Sample presentation
- Appendix 3 & 3b – Consultation feedback
- Appendix 4 – Building options
- Appendix 5 – Service User Tracker
- Appendix 6 – EIA documents

Contact Points

County Council Contact Points

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

Specific Contact Points for this report

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

Email: rkeble@worcestershire.gov.uk

Background Papers

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

Agenda and background documents for the meetings of the Cabinet held on 8 November 2012, 7 November 2013 and 17 July 2014

Agenda and background documents for the meeting of the Adult Care and Well-being Scrutiny Panel on 7 March 2013

Report and background documents for the Cabinet Member decision on 31 July 2014

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

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

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

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

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

[DATE]

Dear Family Carer

Day Opportunities for People with Learning Disabilities

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

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

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

Area/Venue	Date	Time	Audience

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

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

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

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

Kind Regards

Elaine Carolan

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

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LEARNING DISABILITIES DAY SERVICES MALVERN AREA CONSULTATION 18th NOVEMBER 2013

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Learning Disability Day Services

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

The model consists of:-

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

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Communication and Consultation


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

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The Connect Service

This is one of the 3 new types of day services for people with learning disabilities. Everyone has to have an assessment to be able to use our services. The Connect Service is for people who do not have very high support needs. This is what is on offer:




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


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




Personal Budget




Using different types of transport



Employment
Work experience
Education
Volunteering




Personal Care



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

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G.O.L.D – Growing Old with a Learning Disability
 This is one of the 3 new types of day services for people with learning disabilities.
 Everyone has to have an assessment to be able to use our services.
 The G.O.L.D. Service is for people who are older.
 This is what is on offer:

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

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

G.O.L.D.

Personal Budget
 Direct Payments help to manage their Personal Budget
 Continuing Health Care


Using different types of transport

Employment
 Work experience
 Volunteering

Personal Care
 Physiotherapy
 Occupational Therapy
 Speech and Language
 Behaviour / dementia support
 Psychology

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

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Resource Centre
 This is one of the 3 new types of day services for people with learning disabilities.
 Everyone has to have an assessment to be able to use our services.
 The Resource Service is for people who have complex needs
 This is what is on offer:

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

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

Resource Centre

Personal Budget
 Direct Payments help to manage their Personal Budget
 Continuing Health Care


Using different types of transport

Employment
 Work experience
 Volunteering

Personal Care
 Physiotherapy
 Occupational Therapy
 Speech and Language
 Behaviour / dementia support
 Psychology

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

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What are we going to consult on?

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

BUILDINGS

Factors taken in to account when identifying buildings:-

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

PROPOSED BUILDINGS

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

- Malvern St John's Ambulance Centre as a Connect

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

BUILDINGS WE PROPOSE NOT TO USE

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

- Malvern S.E.C

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

Assessment and Personalisation

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

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CONTACT DETAILS FOR FEEDBACK

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Appendix 3

- Consultation responses, issues identified, consideration and mitigation

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

Appendix 3

- Consultation responses, issues identified, consideration and mitigation

	11/12/2013 1:45pm	Droitwich Library & Droitwich Community Centre	10	<ul style="list-style-type: none"> • Permanency of venue • Impact of other users of the Library • Training for Library staff • Safety of persons and their property • Changing and Personal care facilities. 	<ul style="list-style-type: none"> • Reassurance given that a room has been allocated specifically for LD Day Ops use • There is no direct impact on other users of the library. • Library staff are keen to work with service users and create work related opportunities. Appropriate training and support will be given. • Service users will have access to their own lockers and a separate entrance if required. • Direct access to a dedicated disabled toilet as well as additional disabled 	
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Appendix 3

- Consultation responses, issues identified, consideration and mitigation

				<ul style="list-style-type: none"> • The Assessments • Anxieties regarding the redeployment of staff • Importance of minimising the changes as Su's do not respond well to change • Length of time to be given to the period of transition • Taster sessions 	<p>toilet in public area.</p> <ul style="list-style-type: none"> • All assessments will be planned with a named social worker. • All staff have the opportunity to re-apply and some may choose to relocate. • Many of the service users already attend Droitwich Library. Service users will also be involved in design group. • Transition/design group will run between April and June 2015. • Service users already attend activities at Droitwich Library. 	
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Appendix 3

- Consultation responses, issues identified, consideration and mitigation

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

Appendix 3

- Consultation responses, issues identified, consideration and mitigation

					1 st floor now proposed. Carers aware and reassured and will be part of the design group.	
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Appendix 3

- Consultation responses, issues identified, consideration and mitigation

Malvern Area						
Audience	Date/time	Venue	Number of attendees	Main issues	Response	Correspondence Received
Malvern Service Users/Carers Meetings	27/09/2013 10:00am & 11:30am	Malvern SEC	44	<ul style="list-style-type: none"> Worries about wheelchair access Dissatisfied with building & facilities at St John's Ambulance Building Specific concerns are addressed in a separate report 	<ul style="list-style-type: none"> Access for wheelchair users will be addressed at each location Adaptations and updating would be addressed prior to use <p>(Following concerns raised by cares and re-evaluating, St John's Ambulance building has now been discounted)</p> <ul style="list-style-type: none"> See appendix 3a 	11 emails
	01/10/2013 6:00pm	Malvern SEC	13			
	29/10/2013 10:30am	St John's Ambulance Building - Malvern	Attendance list incomplete due to nature of session – approximately 30 attendees			
	11/11/2013 10:30am	Scout Building - Malvern	23			
	18/11/2013 6:00pm	Malvern SEC	14			
	21/11/2013 11:00am	Malvern SEC	9			
	25/11/2013 11:30am	Three Springs Centre Pershore	6			
	28/11/2013 10:30am	Cherry Orchard, Worcester	8			
	09/12/2013 6:00pm	Malvern SEC	20			

Appendix 3

- Consultation responses, issues identified, consideration and mitigation

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

Appendix 3

- Consultation responses, issues identified, consideration and mitigation

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

Appendix 3

- Consultation responses, issues identified, consideration and mitigation

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

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

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Appendix 3a: CMR decision LD day services in Malvern

Responses to initial questions raised at LD consultation meeting - Malvern SEC

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

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

2012	2014	2016	2018	2020
2372	2535	2670	2796	2901

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

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

A. Response from Transitions Team:

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

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

A. Extract from Cabinet report 8th Nov 2012:

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

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

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

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

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

A. Response from Accommodation & Resources Team:

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

It is used on evenings by other community groups.

If the consultation is successful there will be negotiations for a formal arrangement which may bring the price down further. We have not got costs for updating the premises – from the walk round we had, there are improvements to be made in terms of toilet provision/painting/door widening or automation/storage space/desks and networking for WCC staff. No costs will be available until:

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

b) We have a dialogue with the land lord

If investment in their premises is required the hire costs need to come down.

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

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

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

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

A. Response from Accommodation & Resources Team:

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

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

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

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

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

Fence works/roof repairs/redecoration of internal areas/flooring replacement to various areas/upgrade of cupboards and benches/additional loft insulation/replacement extractor and ventilation fans/various works to distribution boards/ fire alarm upgrade/ lighting replacement in various areas. Also work required on windows.

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

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

- Savings on equipment
- Maintenance
- Staffing

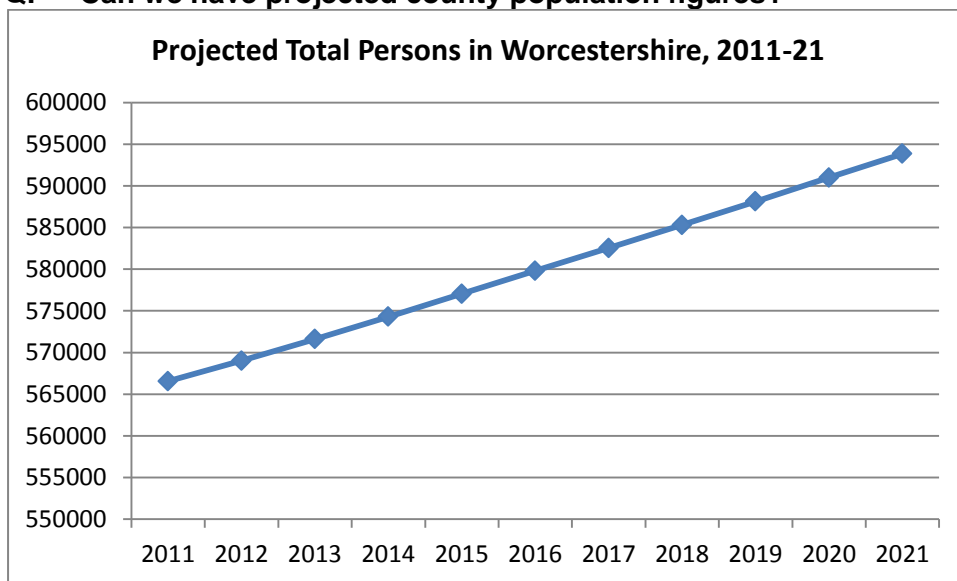
Q. Where are the Councillors, why haven't they attended this meeting?

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

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

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

Q. Can we have projected county population figures?



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

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

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

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Appendix 4: Analysis of Options

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

Needs	Has appropriate personal care facilities and equipment to meet the needs of people with a learning disability.	Has personal care facilities and equipment to meet the needs of people with a learning disability.	Suitable for people who require Connect services	Suitable for people who require Connect services	Suitable for people who require Connect services	Suitable for people growing older with a learning disability.	Suitable for people who require Connect services
Safety	Safe location. It is used by people with a learning disability.	Safe location. It is used by people with a physical disability.	Safe location. Dedicated space. Dedicated access if required. Already used by people with a learning disability.	Safe location. Dedicated space. Dedicated access if required. Already used by people with a learning disability.	Safe location. It is used by people with a physical disability.y	Safe location. It is used by people with a learning disability.	Safe location. Dedicated space. Dedicated access if required. Already used by people with a learning disability.
Space	Large enough to be used as a Resource Centre.	Large enough to be used as a Resource Centre.	Dedicated space for Connect users	Dedicated space for Connect users	Space for Connect users	Space for service users	Dedicated space for Connect users
Transport links	Accessible and parking	Accessible and parking	Very good – town centre position	Very good – town centre position	Very good – town centre position	Out of town centre but on transport network	Very good – town centre position
Additional note	Owned freehold by WCC	Owned freehold By WCC	Owned freehold By WCC	Owned freehold By WCC	Leased with a break clause in 2017	Lease which will expire in 2016	Can be booked on a sessional rate.

Appendix 5 Service User Tracker.

Cabinet Member Decision: 16th March 2015

Council provided day services for adults with a learning disability: Assessment and support planning assurance (Malvern)

Current day service	Number of current users	Future day service and number of users				
		The Cube Community Centre (Connect)	Cherry Orchard (Resource Centre)	Alternative service provision (Connect)	Left service	Total for future service
Malvern SEC	30	10*	9**	10	1	29

* Includes 1 who wishes to exercise a preference once all services are finalised, but their needs can be met as above

**Includes 3 who are wishing to exercise a preference once all services are finalised, but their needs can be met as above

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WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT

Background information:

Name:	Kay Parry
Job Title:	Commissioning Manager
Service area:	Learning Disabilities
Directorate:	DASH
Telephone:	
Email address:	kparry@worcestershire.gov.uk
Date assessment commenced:	13/12/2013
Date assessment completed:	15/12/2014

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

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

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

Aims/Objectives:	<p>Worcestershire County Council is considering where Day Opportunities are provided for people with Learning Disabilities. This is following the Cabinet decision of November 2012 which supported the rollout of the pilot project that had taken place in Wychavon and requested "consultation on the location of buildings to deliver component parts of the redesigned service be authorised, and the outcomes of these reported back to Cabinet for decision". (Cabinet report November 2012). The change in the use of buildings is due to the new services requiring a town centre location and the number of service users declining and the current buildings being under utilising.</p> <p>At its meeting on 21 July 2011, the Cabinet agreed that a pilot be undertaken to explore the transformation of the County Council's direct provision of daytime support for adults with learning disabilities. The planning phase was August 2011- March 2012, with the pilot commencing 2 April 2012.</p> <p>There were 72 service users attending the three day services prior to the pilot. This reduced to 56 during the pilot.</p> <p>The components of the pilot were that:-</p> <p>(i) A Specialist Resource Centre was established for service users with more complex</p>
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	<p>needs;</p> <p>(ii) People in 24 hour residential care, across the county, would receive support from their residential care providers, rather than utilising local authority day care;</p> <p>(iii) People with learning disabilities were facilitated to make greater use of community resources enabling them to access community hubs. Two staff, who had previously worked in the day centres, were identified and developed to undertake the role of Community Bridge Builders. These staff sourced over 86 activities within the community and undertook negotiations to ensure that reasonably priced and free opportunities were identified;</p> <p>(iv) People with learning disabilities use an increasingly diverse range of facilities. These include mainstream leisure, sporting and educational facilities, coupled with an increased range of work and employment opportunities.</p> <p>(v) People's access to independent transport is increasingly being improved, thus reducing the use of County Council transport.</p>
<p>Intended outcomes:</p>	<p>To rationalise the use of buildings in Malvern while providing:-</p> <ul style="list-style-type: none"> • Improved support for people with profound and multiple disabilities and complex needs in specialist resource centres. • Specialist support for older people with a learning disability including those with dementia. • Community-based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services
<p>Please summarise how these outcomes will be achieved?</p>	<p>As part of the planning and consultation process the council has offered a range of opportunities to meet with Family Carers and Service Users and discuss the options they are considering at a series of meetings. They are in the day and evening across a number of dates. The commissioner repeated the process 4 weeks later to answer any questions and take feedback. The consultation lasted 3 months. A further report will be presented to Cabinet.</p> <p>Following the closure of the formal consultation, the Lead Commissioner for Learning Disabilities has regularly met with carers, to ensure any changing need is understood and reflected in ongoing future commissioning intentions.</p>
<p>Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?</p>	<p>Day opportunities in Malvern will change in the future. A town based Connect service will be available to better meet the needs of people who are able to access community based activities. It also means that service users with more complex needs will still be able to access a suitable resource centre, but this will not be in Malvern. People will have the option of attending any of the county's resource centres including Worcester City and Pershore.</p>



Stage 2 - Information gathering/consultation

<p>Please give details of data and research which you will use when carrying out this assessment:</p>	<p>Learning Disabilities Day Services Cabinet report November 2012 Service specifications for each component of the service. Suitability survey of each building. Consultation plan and an easy read version</p>
<p>Please give details of any consultation findings you will use when carrying out this assessment:</p>	<p>Record of attendance at each consultation meeting Frequently asked questions Consultation submissions Records from meetings with the carers consultation group and Worcestershire expert members</p>
<p>Do you consider these sources to be sufficient?</p>	<p>Yes</p>
<p>If this data is insufficient, please give details of further research/consultation you will carry out:</p>	
<p>Please summarise relevant findings from your research/consultation:</p>	<p>The main themes from the service user feedback are:</p> <ul style="list-style-type: none"> • Having to go somewhere different • Didn't like St John's Ambulance Centre (This building has now been disregarded) • Liked The Cube Community Centre <p>The main themes from the family carer feedback are:</p> <ul style="list-style-type: none"> • Concerns around the impact of changes for service users and the group maintaining friendships • Worries over increased transport times for service users needing to travel into Worcester or possibly Pershore • Carers questioned the space available at the St John's Ambulance Centre along with concerns around access to the building, poor parking and access to toilet facilities • Carers would prefer a resource centre in Malvern • Carers liked the range of activities offered in The Cube • Query of having to access the dedicated room via external path • Query of availability of secure locker space <p>After the findings from the consultation have been analysed Worcestershire County Council is of the view that Malvern SEC will no longer be required. There will be a Connect service available for the more</p>



	<p>able, which is being proposed at The Cube Community Centre.</p> <p>The resource centres available in the south of the county for those with more complex needs are Cherry Orchard in Worcester and Three Springs in Pershore. This is subject to confirmation that the eligible assessed needs of current service users can be met through such provision.</p> <p>The new day opportunities will provide opportunities for advancing equality by promoting integration of people with LD into the community</p>
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Stage 3 - Assessing the equality impact of the policy

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

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

<p>Please provide details of all positive and adverse impact you have identified:</p>	<ul style="list-style-type: none"> • For those more able service users, the proposal will provide a positive impact, as they will be able to access more appropriate community based activities, than they are able to now. • For those with more complex needs, it will mean a change in location as there will not be a resource centre in Malvern. The nearest resource centres will be Worcester and Pershore and for many, it may mean increased travelling times. • The level of service and staffing will remain the same so there is no negative impact on the service delivery itself. • Concerns have been raised by service users about break-up of friendship groups. This will be addressed by
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	supporting service users to attend drop ins in other services and undertaking activities with their friendship groups. Service users will be supported to be active citizens in the community.
Where possible please include numbers likely to be affected:	If proposals go ahead, 29 service users will be affected, this includes: 9 service users who are more suited to a resource provision will need to travel to Cherry Orchard in Worcester. Also 20 service users who are more suited to a Connect provision will be able to access the Connect service based at The Cube Community.
Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	No If yes, please explain your reasons:
Do you consider that this policy will contribute to the achievement of the three aims of the Public Sector Equality Duty ?	Please indicate which of these aims is achieved through this policy: To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it. Please explain how the policy contributes to achievement of any aims you have selected: The policy will ensure that people with protected characteristics will feel they have been consulted with and that the outcome meets their needs.
The Public Sector Equality Duty has the following three aims: <ol style="list-style-type: none"> 1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010. 2. To advance equality of opportunity between persons who share a relevant Protected Characteristic and persons who do not share it. 3. To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it. 	

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

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

Planned action	By who	By when	How will this be monitored
Centre staff will facilitate meet ups as required between resource centre users and connect users.	Provider staff	Monthly or as required.	In service users reviews in respect to how they feel about their services. To monitor as part of the service review.
Transport requirements and any impacts through change of location of day service will be explored within the assessments.	Social work staff	By end of February 2015.	Annual service user reviews.



Provide a covered walkway to the external path and secure lockers.	Design consultation group	By end of May 2015	Agreement by group before work commences.

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	A carer/service user design group will be facilitated to ensure that plans to provide a covered walkway for the external path and provision of secure lockers in the dedicated room are appropriate.
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Stage 5 - Monitoring & Review

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

Stage 6 - Publication

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

	Signature	Date
Completing Officer:	Kay Parry	15/12/2014
Lead Officer:	Elaine Carolan	15/12/2014
Service Manager:	Richard Keble	