

## (Appendix 3)

### CONSULTATION REPORT ON THE FUTURE OF LEARNING DISABILITY DAY OPPORTUNITIES SERVICE REDESIGN IN DERBYSHIRE

#### 1. Purpose of the Report

A report was presented to Cabinet on 10 March 2022 which sought approval of:

The programme of formal public consultation on the future of the Learning Disability Day Opportunities Service Redesign as set out in the report.

Cabinet were asked to approve the undertaking of a public consultation on two options concerning the future delivery of day opportunities for people with a learning disability and/or who are autistic.

The options for consideration were:

- **New Model – Option 1**

More clients are choosing alternatives to DCC day centre provision either for part or all of their services. The proposal is to support more people within the community. Those with complex needs could access building-based day centres where appropriate.

Enhancing the Community Connector service to help support people with learning disabilities and/or who are autistic to use all opportunities available to them; this may include travel training, employment opportunities, social activities, direct payments, private voluntary and independent provision, voluntary work, digital support, relationship building, community groups, education, learning and work experience. Increasing them from 18 to 25 full time connectors as well as an additional manager.

Introducing a new Support Service Team, who would work alongside Community Connectors to provide more intensive support to people and their families for up to two years.

Dynamic Commissioning. Being proactive in identifying gaps in provision for day opportunities. Working closely with the private, voluntary, and the independent sector to encourage the development of creative ideas. Encouraging micro providers and people using pooled budgets through direct payments to access local, shared support where appropriate.

Discontinue using eight day centres in a three phased approach and consolidate the remaining building-based day services across four centres:

- Alderbrook (High Peak)
  - No Limits (Chesterfield)
  - Outlook (Erewash)
  - Parkwood (Amber Valley)
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- **Option 2.** The alternative to the proposed new model is continue with the current twelve traditional building-based services.

## **2. Methodology and Approaches**

The report was presented 10 March 2022 to Cabinet and the consultation was approved. This consultation took place between the 28 March 2022 and 19 June 2022. This report will summarise views and opinions submitted by the people of Derbyshire during this period.

### **Who was encouraged to participate?**

Current and previous service users and their carers. The carers of those young people with Special Educational needs. Private and voluntary organisations offering day care across Derbyshire.

Staff from the Adult Care Stakeholder Engagement and Consultation Team arranged 9 face to face meetings (two were subsequently cancelled due to lack of demand) and 5 virtual meetings (1 was cancelled due to lack of demand). These were hosted by the Service Director of Adult Social Care Transformation and Partnership, and participants were given the opportunity to comment on the proposals.

### **Derbyshire Webpage**

People were directed to the Derbyshire Consultation webpage which gave information about proposals and links to either the standard on-line questionnaire or an easy read version.

The consultation used quantitative and qualitative approaches to gather people's views about the proposals. Officers enabled as many people as possible to take part, by offering a range of ways in which they could share their views:

1. Current and previous attendees together with their carers received an introductory letter detailing the arrangements for undertaking the

consultation and the proposals for consideration

2. Carers of young people identified as having Special Educational Needs and Disability (SEND) were sent a letter detailing the consultation and the ways in which they could share their views
3. Private and voluntary sector day care providers in Derbyshire were sent an email informing them of the proposals and ways to take part in the consultation
4. Offering the questionnaire in different formats, such as an easy read version if this was more appropriate
5. Completing the questionnaire online (both in easy read format and standard version)
6. Requesting a paper copy of the questionnaires via the Stakeholder Engagement and Consultation Team and sending in comments using the standard or easy read postal questionnaire
7. Opportunity to write to the Council via a letter or a dedicated email address
8. Telephone interview for those people having difficulty completing the questionnaire
9. Being signposted to further information on the Derbyshire County Council website <https://www.derbyshire.gov.uk/council/have-your-say/consultation-search/consultation-details/the-redesign-of-day-services-for-adults-with-a-learning-disability-and-or-who-are-autistic.aspx> which gave an outline of the proposals and the ways in which people could share their views
10. Media releases which were issued at the start of the consultation and news releases were published on the Derbyshire County Council website. We also promoted the public consultation on a variety of corporate channels.
11. Virtual meetings using Microsoft Teams. 4 virtual public meetings took place at various times of the day/early evening to enable as many people as possible to share their views and ask questions about the proposals
12. Current attendees their carers were invited to face to face meetings. There were 7 meetings across Derbyshire giving people an opportunity to ask questions and express their views to the Service Director, Group

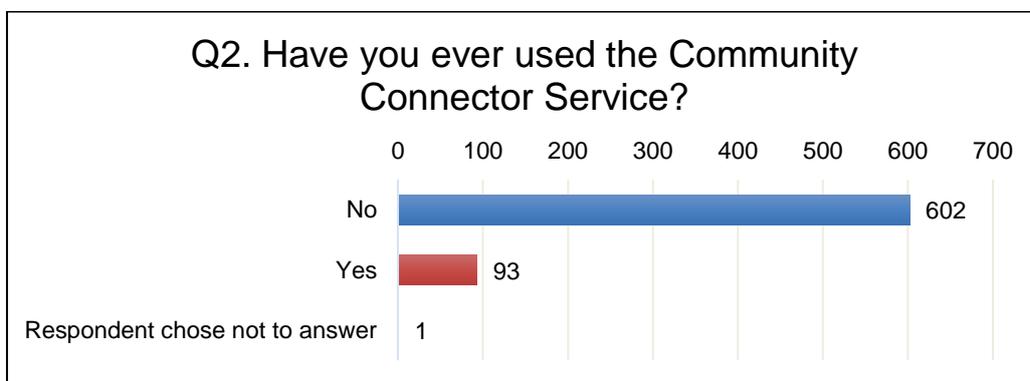
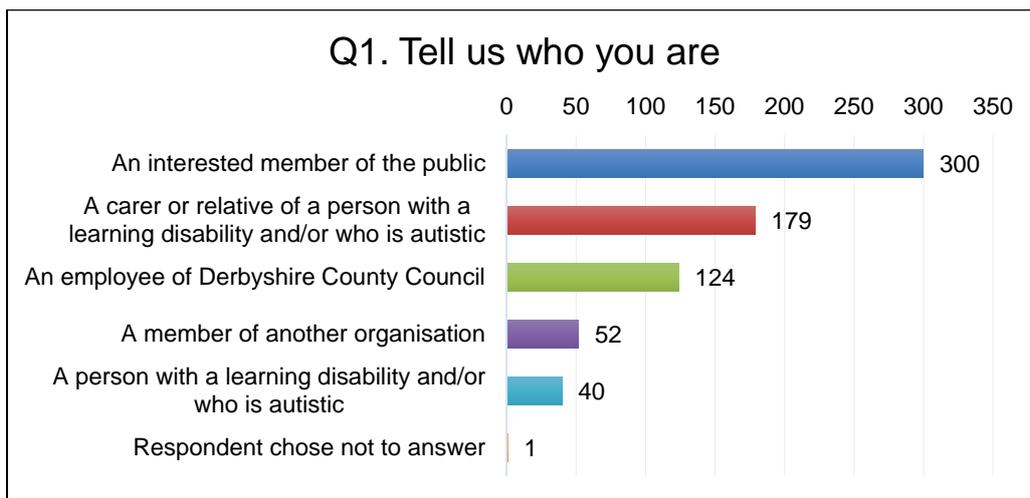
Manager and members of the Stakeholder Engagement and Consultation Team.

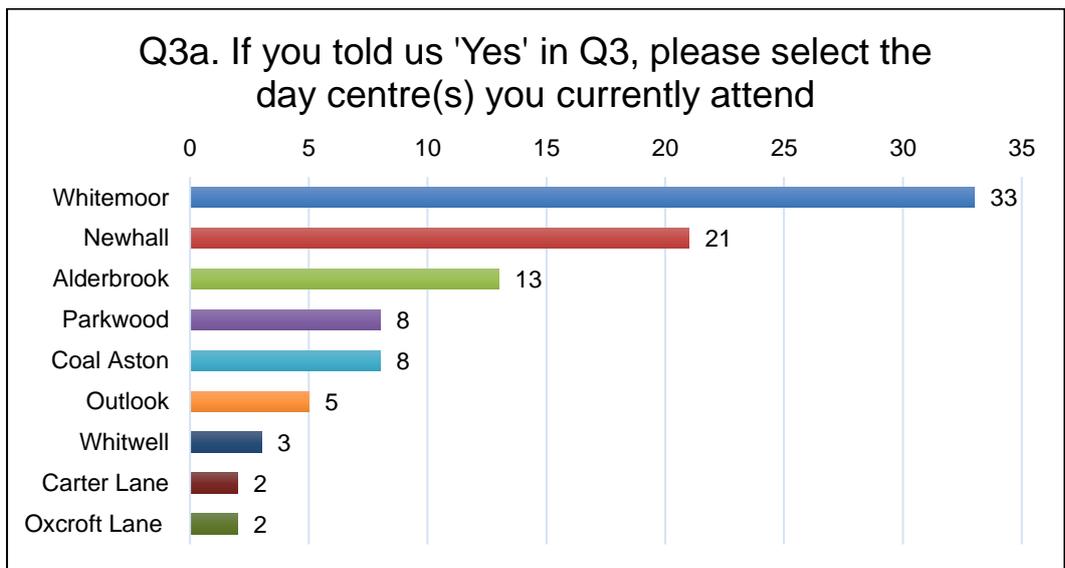
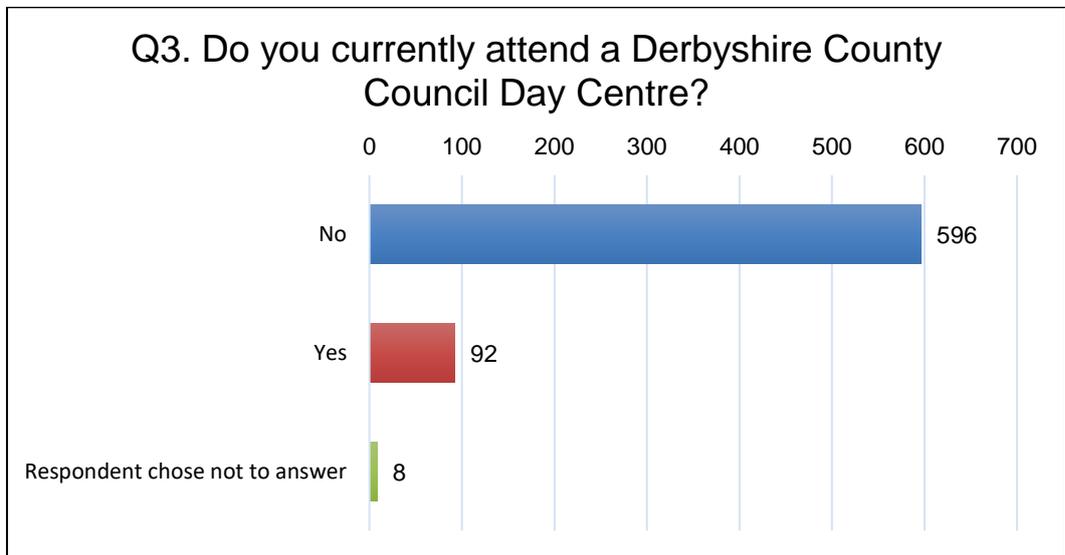
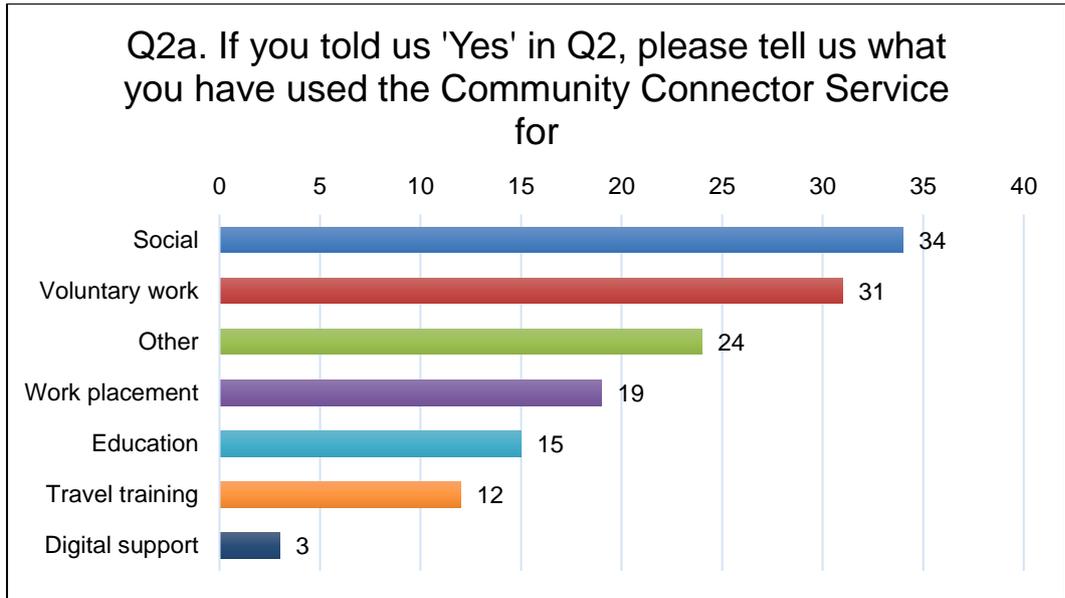
### Qualitative Approach

There were three distinct approaches to the analysis of the qualitative material.

1. information gathered during face to face and virtual meetings
2. information gathered from letters, emails, and telephone calls
3. qualitative information contained in the online and paper questionnaires, both the standard and easy read versions.

The following 5 charts show the respondents by categories





**Combined Analysis of the Qualitative Information**

In total 2269 comments were received about the consultation. SECT themed the responses from all qualitative information, from the questionnaires, letters, emails, telephone calls, and meetings.

Overall, 667 standard questionnaires and 29 easy read versions were completed.

## **Scope of the summary themes used within the qualitative approach**

SECT analysed the responses, theming them under the following categories in alphabetic order:

### **Agree with proposal**

Some respondents agreed with the proposal to redesign the day opportunities; retain four; to increase the community connectors; and develop a Support Service Team. Whilst some respondents agreed with the proposal, a number agreed but with some reservations. This was largely in favour of retaining all twelve of the centres for those still wishing to attend, including those wishing to return, but run this along-side the proposals to increase the number of Community Connectors and the development of a Support Service Team.

### **Alternative suggestion**

Some respondents utilised the open text boxes to make alternative suggestions to the proposals.

### **Barriers to change**

Some respondents wished to inform of the issues they as carers and/or people with a learning disability and /or autism would face, rendering the first proposal unviable for them.

### **Consultation**

Some respondents indicated that they considered the consultation was not inclusive enough.

### **Covid**

It requires noting that there has been within the consultation response some blurring of the proposals laid out in the Cabinet Report and what people have experienced during lockdown with Covid restrictions.

### **Disagree with the proposal**

Some respondents simply disagreed without an explanation , with the proposals.

### **Finance**

Some respondents felt that these proposals did not consider the financial implications for the County Council going forward.

### **Future viability**

Some respondents were concerned that should redesign be agreed, this would in their opinion bring into question the long-term viability of the four remaining centres.

### **Impact on people with a learning disability and /or who are autistic and carers**

Some respondents told us of the negative impact that these proposals would have on them as carers and/or people with a learning disability and / or who are autistic using this type of support. However, it was clear that a proportion of the impact was based upon the experience people with a learning disability and / or who are autistic, and carers have had during lockdown with Covid restrictions.

### **Impact on physical health**

Further and as with impact on people with a learning disability and / or who are autistic and carers, some were more specific in reporting the impact on physical health, experienced during Covid.

### **Impact on colleagues**

The consultation was not directly involving colleagues, however, as members of the public staff have a right to voice an opinion on the proposals. Some participants identified themselves as colleagues working in day centres. However, some used the opportunity not to voice opinions on the proposals but rather talk about the impact the proposals would have directly on them as a colleague.

Further there was some concern from other participants for what would happen to colleagues if proposals were approved.

### **Lack of information**

Some respondents of reported feeling unable to answer some questions as they had not been given enough information to make an informed response.

### **Lack of other opportunities**

Some respondents reported that in their experience and understanding, there was not enough and good alternatives in the PVI to make the proposal of closing eight centres viable.

### **Length of support**

Some respondents, in particular those who have already had experience of being supported by the Community Connector Service, felt that 12 weeks was not an adequate length of support.

### **Loss of community resource**

Some respondents reported concern for the loss of a community resource, in particular where garden centres were part of the day service.

### **Loss of social support**

Some respondents spoke about the social support that both people with a learning disability and / or who are autistic, and carers received from peers and staff whilst attending the day centre and feared that this would be lost under the proposal to redesign the support.

### **NAQ – Not answering the question**

There were many responses in each of the open text boxes on the questionnaire that did not directly answer the question. SECT analysed the responses and coded them as a response to the consultation rather than a response to a question. However, there were some responses that were unrelated to the question or context of the consultation and so have been simply coded as Not Answering the Question.

### **Negative previous experience**

Some respondents based their feedback and comments on negative previous experiences. Falling under two categories. 1) Experience of being supported through the Community Connector Service, and 2) Experience of lockdown and covid restrictions.

### **Reduction in service**

Some participants reported already having seen a reduction in service and this having a negative impact. Fearing under the proposal to redesign , that this would lead to a permanent reduction for them.

### **Respite for carers**

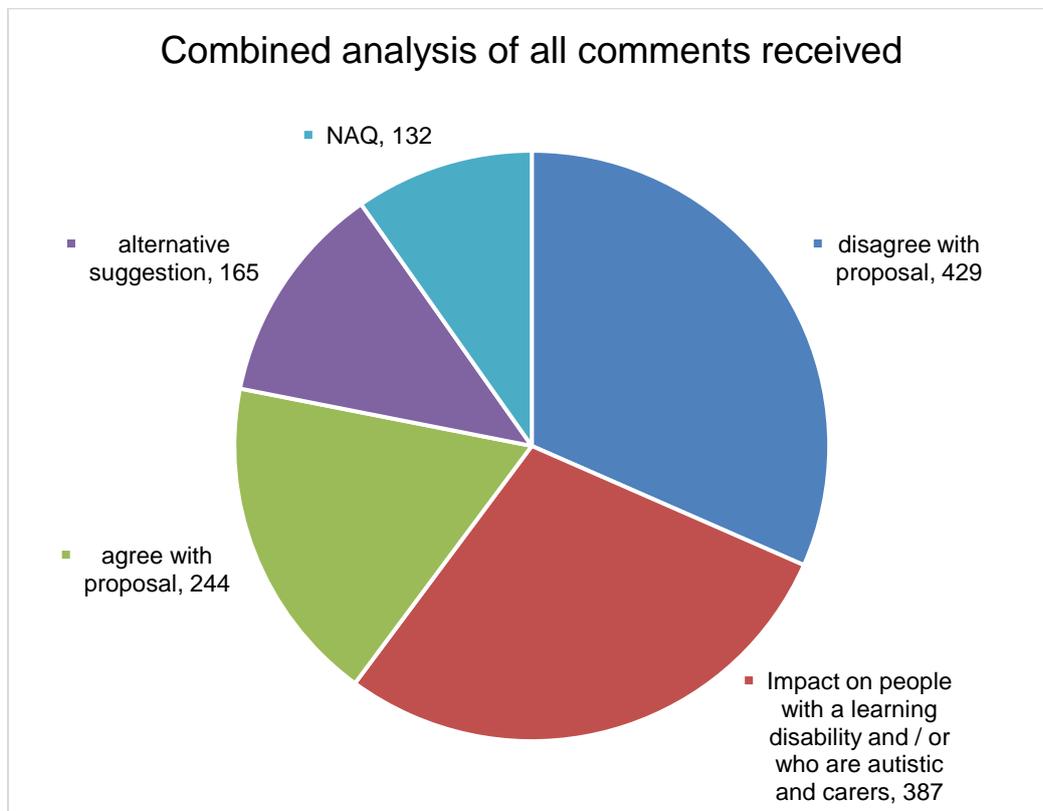
Some respondents reported the importance respite plays in the lives of carers and told us that day centres are an integral part of respite.

### **Travel implications**

Respondents were concerned that should the proposal to redesign the offer be approved, there would be travel implications with people with a learning disability and / or who are autistic having long journeys and distances to travel to access day opportunities.

Further comments described poor transport links that exist in parts of the county.

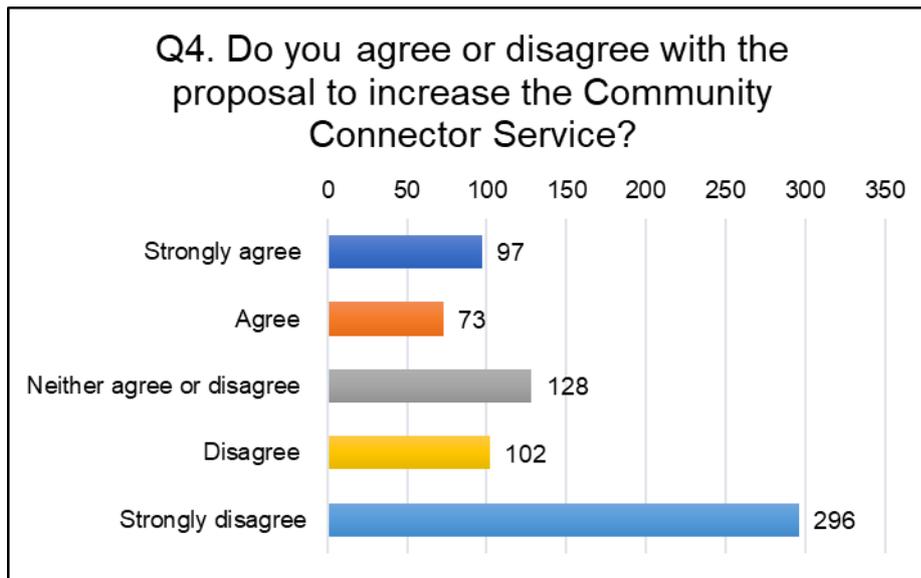
The chart below is a representation of the top 5 themes for the qualitative information, from the questionnaires, letters, emails, telephone calls, and meetings



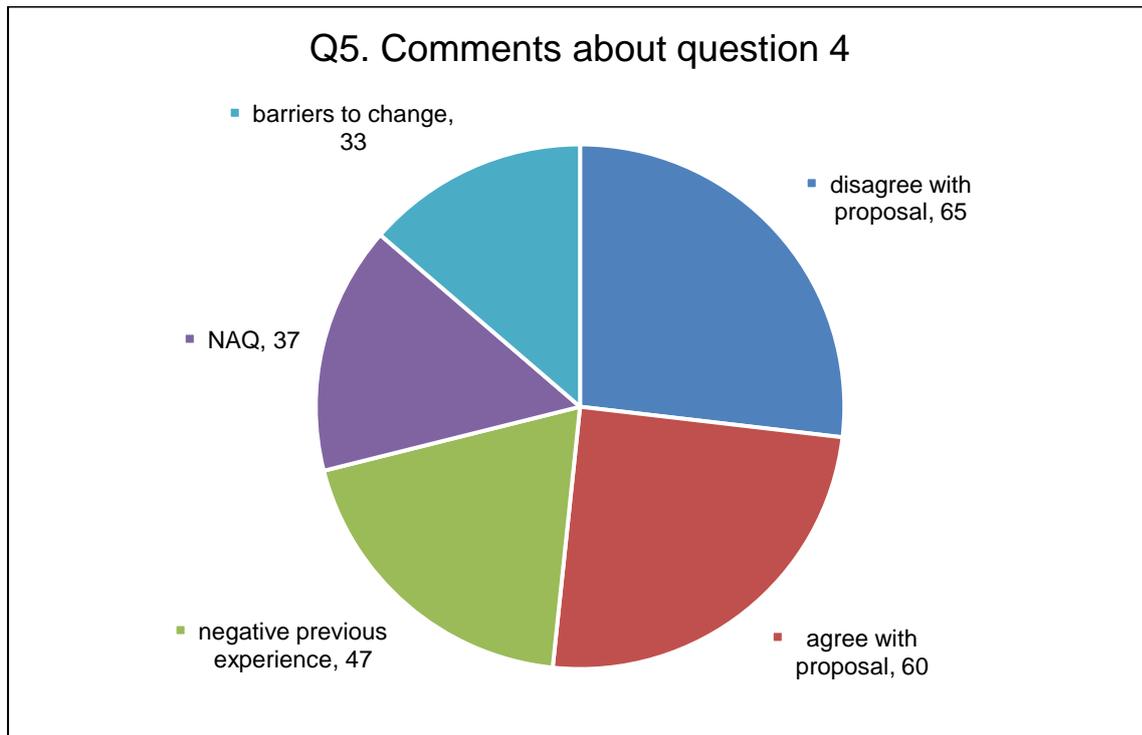
## Analysis of the Qualitative and Quantitative Material within the Questionnaires

The following highlights the quantitative and qualitative responses for the questions within the two questionnaires. The free text boxes following questions that requested an explanation of the respondent's choice of answer, were analysed and coded by the SECT to establish themes from the individual questions.

### Question 4



## Question 5



Overall, 320 respondents gave an explanation for their choice. The top themes are as follows:

### **Disagree with proposals** with 65 comments such as:

- Community Connector Service is not suitable for everyone. Some service users need a building-based service due to their vulnerability and safeguarding issues. They are unable to access the community without someone accompanying them at all times. They are unable to access public transport alone. Any work-based service would need one to one support at all times in a sheltered environment where providers are trained to understand and relate to people with Learning Disabilities and Autism
- I strongly disagree with the proposal to increase the community connector service. From contact with the community connector scheme, there seem to be issues with lack of opportunities for clients to be connected to, sometimes a lack of in depth understanding of a client's needs, and a lack of opportunities that can offer the level of support that many clients require. For the community connector service to be offered as an alternative service to a day centre feels inadequate

**Agree with proposals** with 60 comments such as:

- I want the Community Connector Service to find me worthwhile long-term activities to replace my pre-covid day centre placement
- Members of the local community are in need of the Community Connector Service to help individuals and families to access appropriate facilities and activities to ensure that all live an enriched and fulfilling life. Part of this is being part of a larger group, meeting outside of the home in a safe, nurturing environment. The CCS should be expanded, in that more people are informed about what is required to match their needs, enrich their lives and help deliver a well-rounded support service

**Negative previous experience** with 47 comments such as:

- I think the service is good but currently is only a time limited intervention. Once the service is withdrawn individuals often disengage with the community activity as they require ongoing support to maintain engagement
- Proved to be ineffective due to short allocation of 12 weeks and lack of suitable activities in most areas.

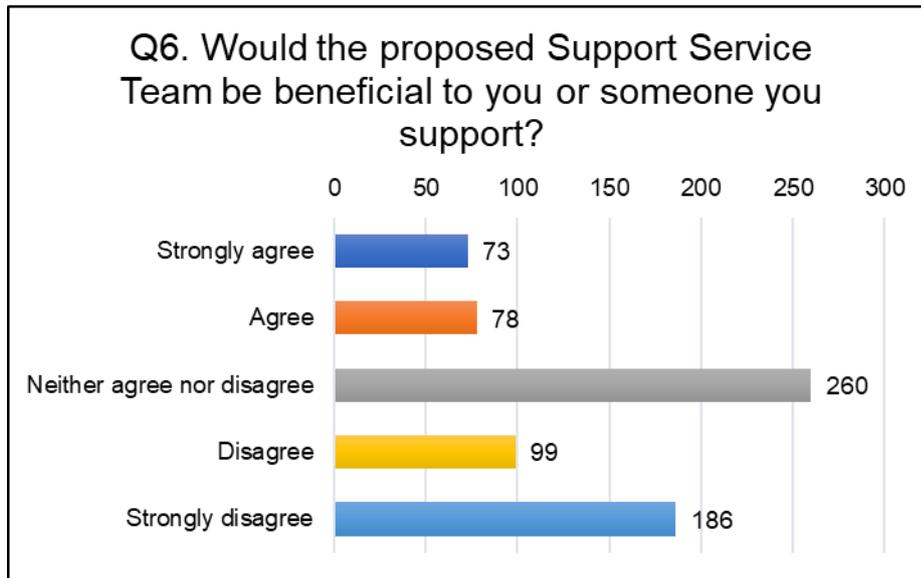
**Not answering question** with 37 comments such as:

- The proposal does not set out the cost of the new proposed structure compared to the present. It is not credible to consider this question in isolation. It is certainly not preferable to the closure of centres vulnerable people rely upon
- If we don't have enough staff to have assessments how can we go ahead with a plan as it will leave hundreds of people without adequate care and respite for families

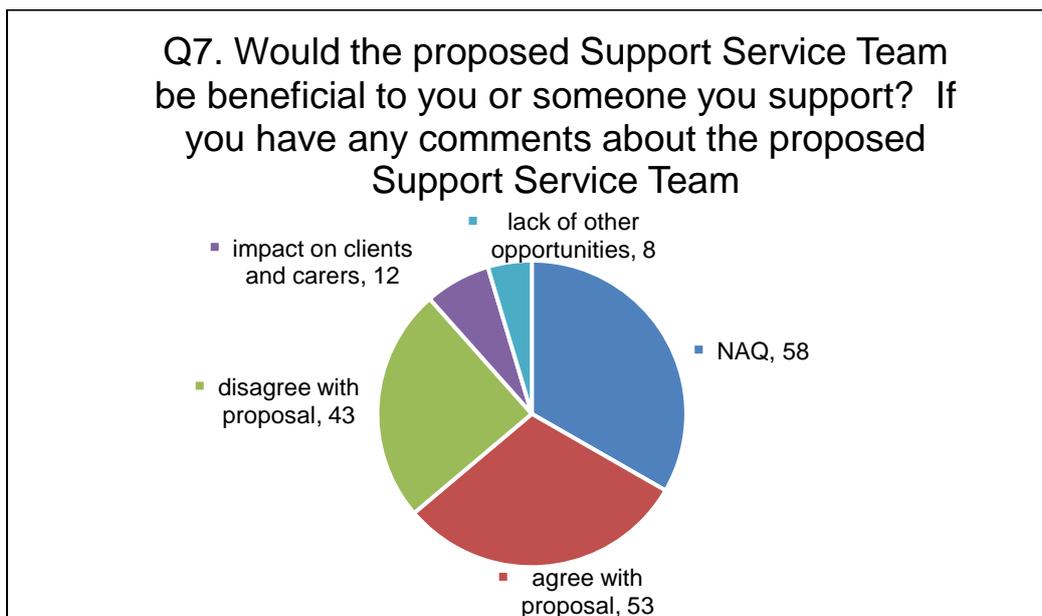
**Barriers to change** with 33 comments such as:

- Day centres have an important role to play for some people, these people who cannot cope with change. The community groups cannot cope with the challenging behaviour my son displays
- Whilst it is possibly true that some adults with learning difficulties don't wish to use day centres and want to pursue a more independent life, even moving into the world of work, there are still - as far as I've been made aware so many adults who would prefer the communal experience that a day centre offers. These are people like my Down's daughter X who needs her day centre as she regards it as her second home. She needs that sense of belonging.

### Question 6



### Question 7



Overall, 196 respondents explained their choice. The top theme was Not Answering the Question (NAQ), and this was not helpful in ascertaining a quality response so therefore the next top themes relevant to the questions were as follows:

**Agree with proposal** with 53 comments such as:

- This is vital and needs to be ongoing not just during the period of change. The "placements" will need to be managed and evaluated to ensure they continue to meet the needs of each service user and that their carers are supported
- We feel that this would be beneficial if this was a continuous support service.

**Disagree with proposal** with 43 comments such as:

- Centres are good way of bringing people together. New proposal is isolating people
- Keep the centres open and add extra support in the community.

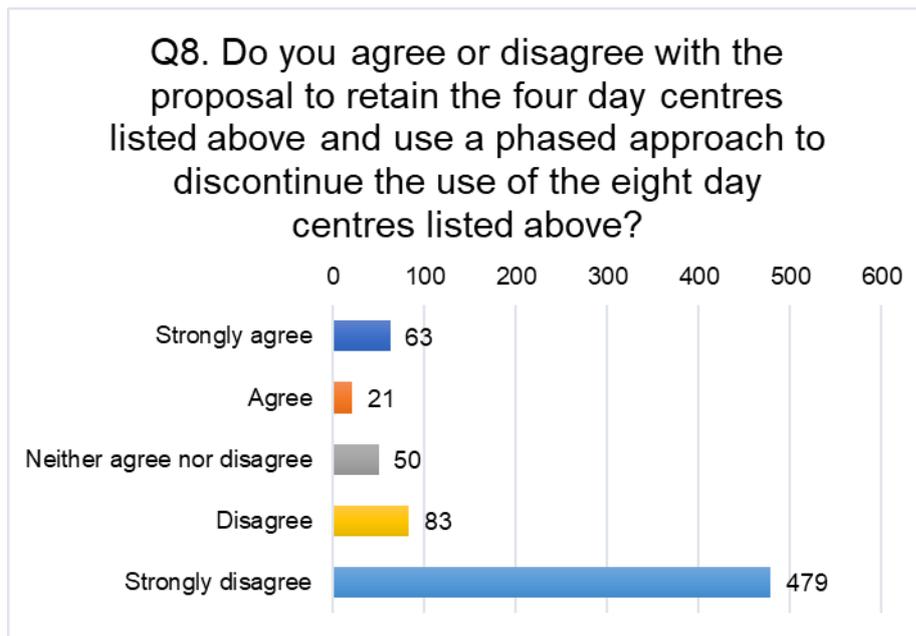
**Impact on people with a learning disability and / or who are autistic and carers** with 12 comments such as:

- I'm not convinced by this service. Where will respite care come from for families? As this is largely what the day centres provide for families
- The clientele are aging and do not want proposed changes, they have been with their peer group for 30 years or more and suddenly they don't see or socialise with them and have no contact whatsoever and also their parents are elderly with no support at all!!! DISGUSTING BEHAVIOUR DCC.

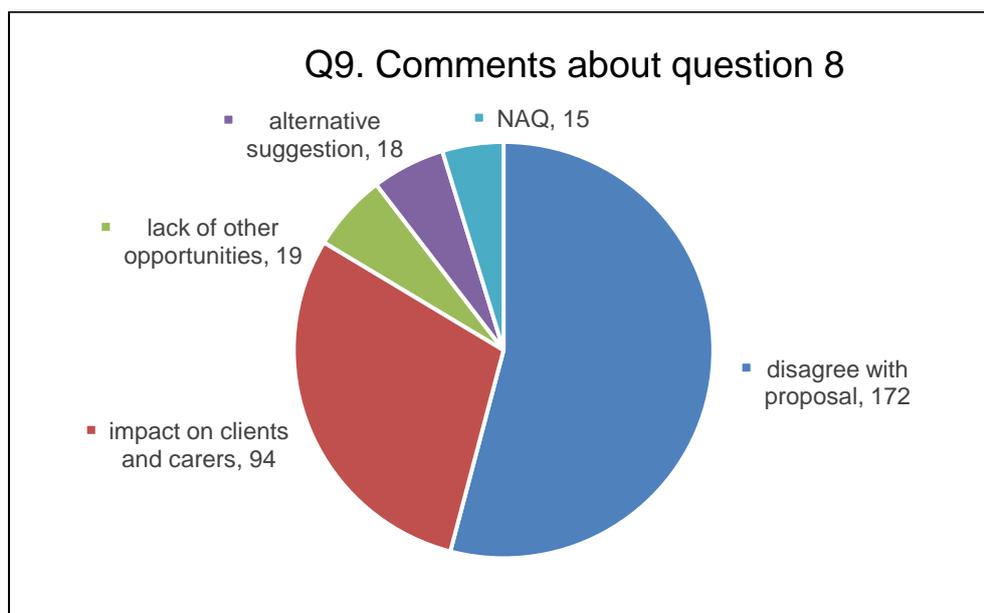
**Lack of other opportunities** with 8 comments such as:

- Potentially, but with no experience of how the Team would operate in practice it is difficult to judge. I do question whether there are sufficient opportunities available in the PVI sector now to accommodate service user who are and will be assessed as non-building based and be directed away from Day Centres
- I am one of the lucky ones in that I get a direct payment for a PA and was doubly lucky to find a good match for my son after 2 attempts to recruit. The number of people interested in this type of work is very small and carers will struggle to find suitable people.

## Question 8



## Question 9



Overall, 348 respondents gave an explanation for their choice. The top themes were as follows:

**Disagree with proposal** with 172 comments such as:

- People should be able to access a day centre within their local area, so they can be supported by day centre staff to make connections and friends in their own locality
- These 4 day centres are not for the people who now attend the other eight. These centres were set up so that people could integrate into their

surrounding community, become more independent within that community and be accepted by the community they live in, not bussed out to on a thirty minute journey and over 20 miles away from where their community is. This is going back to how it was 30 years ago.

**Impact on people with a learning disability and / or who are autistic and carers** with 94 comments such as:

- Some have now lost their friends and regular activities which they loved, having attended their Day Centre for many years. New opportunities are not the best way forward for everyone, it has left many feeling isolated and missing the friends they've known for many years
- There are a large number of clients with a learning disability who require specialist support and can't manage without this, which day services provide. Families need to work and have carer relief, and this cannot be achieved through a low level service. Clients need to maintain relationships with their peers they already know with support as well as having other opportunities.

**Lack of other opportunities** with 19 comments such as:

- There is not enough community engagement opportunity particularly in rural areas. People miss their day services and the roles and friendships these offer. If graded training opportunities and work skills were available for the more able this may work. For people with PMLD or severe LD, community facilities do not accommodate, too often people are wheeled around cafes. This is not person centred care and often for people with sensory needs this is overwhelming and challenging to say the least
- I feel that South Derbyshire desperately needs to continue to offer day care and respite facilities, albeit change to a more modern and updated service, but the private services we are having to contract with now, are extremely expensive.

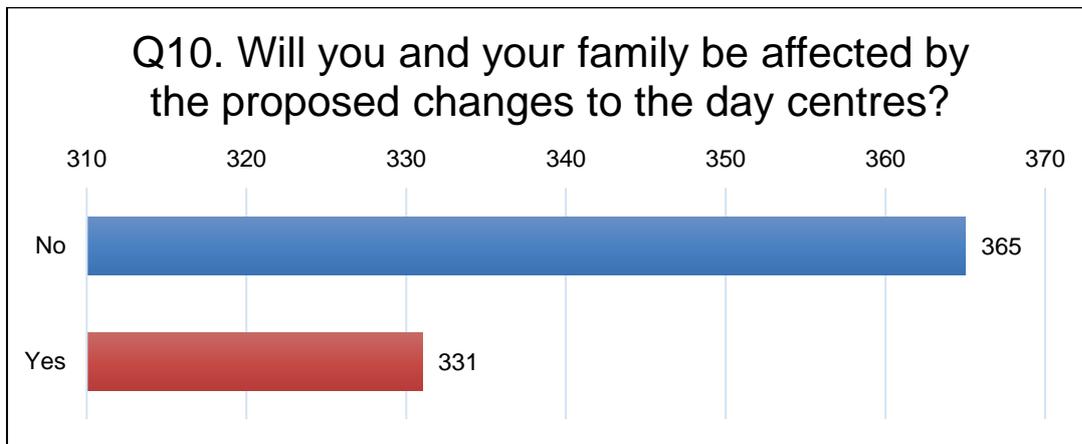
**Alternative suggestion** with 18 comments such as:

- I have no opinion on which centres should close or not, but I would ask do the clients know that there might be an alternative support with shared lives scheme, are they aware of the scheme and what it is. I do think that the day centres should be used only for those clients who have severe and complex needs
- Yes, there possibly is a case for reduction in some day services but there should be more integration and sharing of spaces across the health and care sector so that they become community assets to be used by all local people rather than seen as 'special' places where only certain members of the public go, this will lead to better integration of people.

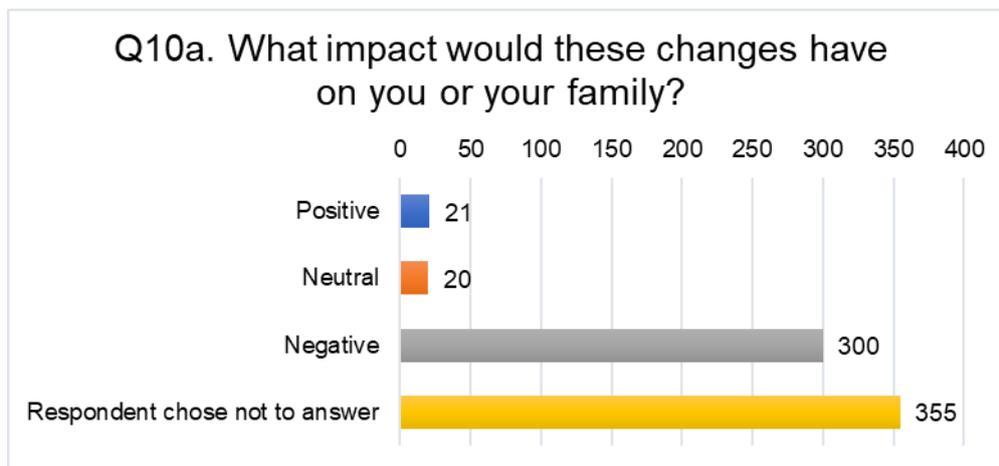
**NAQ – not answering the question** with 15 comments such as:

- This would depend on the recovery period to the day centres following the covid restrictions being relaxed eg face mask and vaccination
- What is going to happen to those buildings that are marked for closure?

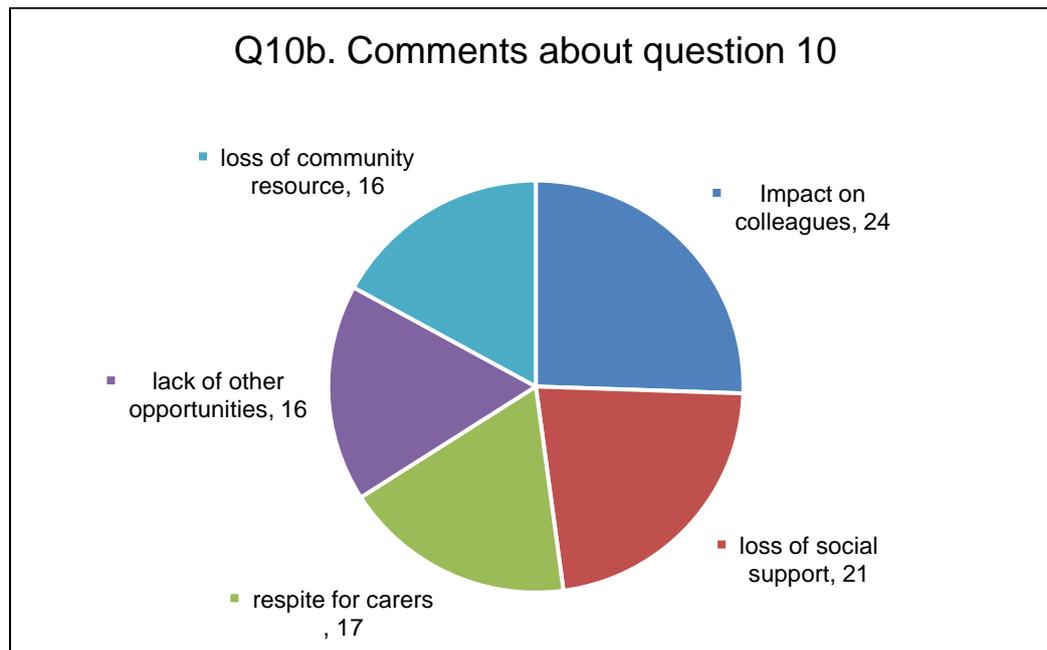
### Question 10



### Question 10a



## Question 10b



Overall, 143 respondents explained their choice. The top themes were as follows:

Colleagues were concerned about the impact the proposals would have directly on them as a staff member and that was the top theme with 24 comments. However, SECT moved to include themes with less responses in the top reported. The reason for this was the public consultation is not to consider impact on colleagues. Impact on colleagues and any consultation in line with such impact would be carried out with colleagues directly as required following a cabinet decision.

**Loss of social support** with 21 comments such as:

- Our son would lose contact with all his friends he has been with since leaving school. He would have no social life and we would not get any break
- I will not meet my extended family which that is what I call my friends at Newhall Day Centre.

**Respite for carers** with 17 comments such as:

- The day centre is the only place my daughter goes out to. She will not leave the house at all so the day centre is absolutely vital to her and her well-being. It is the only time my husband and I manage a few hours of respite from the 24/7 job of looking after her. If this was to change it would be catastrophic for our family
- Serious reduction of day time respite for carers. Serious reduction in opportunities for service users to mix with their friends. Creating stress and worry regarding vulnerability and health and safety.

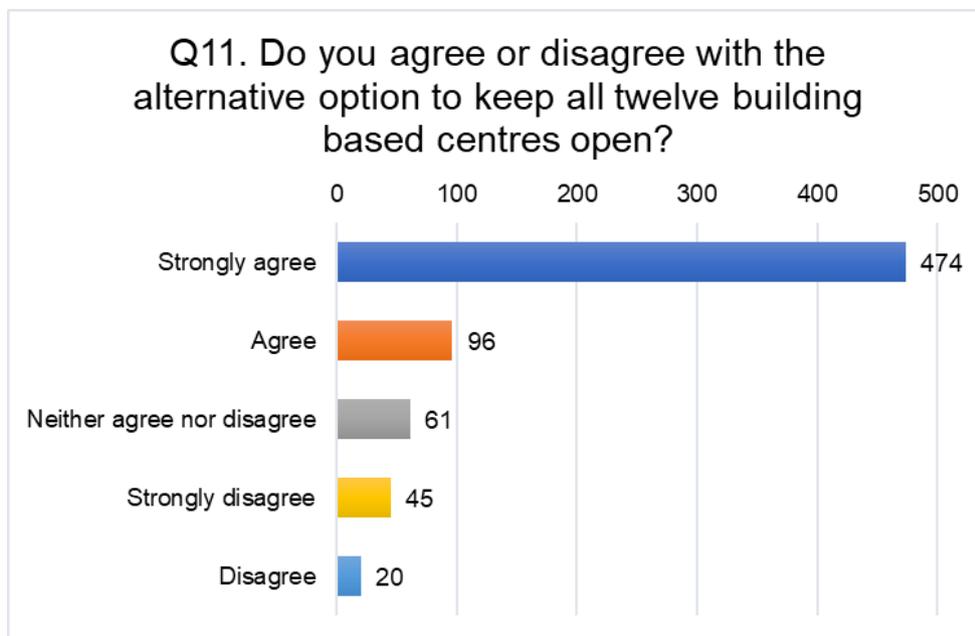
**Lack of other opportunities** with 16 comments such as:

- My son needs a safe space to go outside of the home. Unfortunately, even with direct payments we could not find an organisation or people who were willingly to take him out into the community. So, we were left with no support except the council run overnight respite service. Community based does not work for everyone
- There are NO suitable or effective alternatives to the level of care and treatments offered at day centres. It requires specialist care that outreach or community programmes simply do not come anywhere near delivering. The physical, psychological, emotional health of people with learning disabilities will continue to decline as they have been without the day centres since the covid pandemic began. Families tackle the shortfall themselves experiencing burnout impacting public services more.

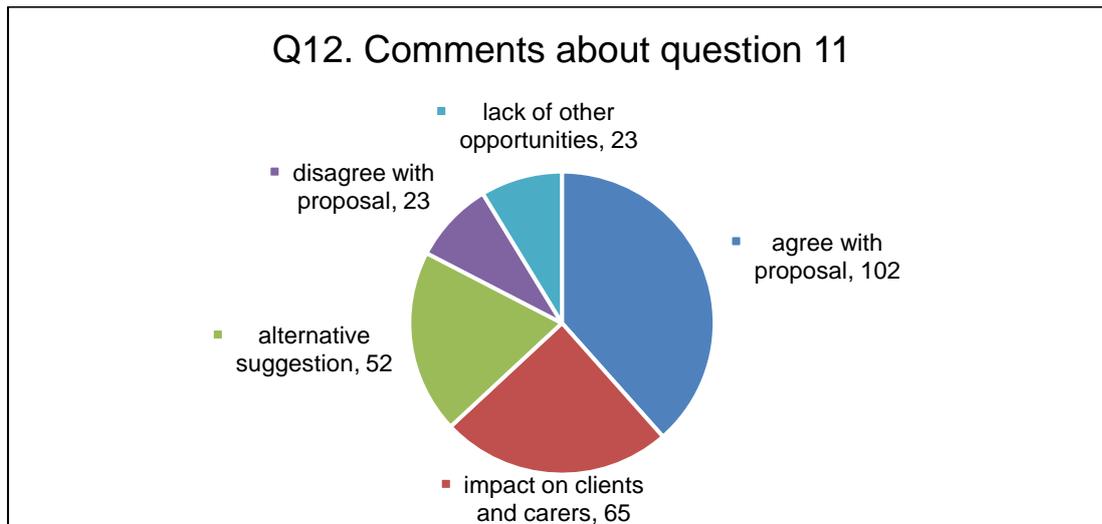
**Loss of community resource** with 16 comments such as:

- Losing an asset to the community and value of bringing people together
- Closure of the garden Centre at Alderbrook would be a huge loss to the community and reduce vital opportunities for both children and adults that work there or use the facilities

**Question 11**



## Question 12



Overall, 293 respondents gave an explanation for their choice. The top themes where as follows:

**Agree with proposal** with 102 comments such as:

- This would be the ideal solution. It has been tried before to change things and make them more community based. It doesn't work due to lack of funding and staff. People slip through the net and are forgotten. Some people with additional needs require the structure of a day centre without the stress of travelling miles
- They are all needed. KEEP LOCAL ACCESS, SO EVERYONE HAS THE CHOICE.

**Impact on clients and carers** with 65 comments such as:

- Why change and make it so difficult for the users and their families to get the help and support they need
- You have got to keep something open for people in south Derbyshire area not fair on people who have nowhere to go or can't get there and plus they don't want to be stuck on transport most of the day as they should be in wheelchairs or in same position for that length of time. Derbyshire are not thinking of clients if they wanted to do community connectors they would of done it years ago when they were younger and where is the respite for carers, this is so unfair.

**Alternative suggestion** with 52 comments such as:

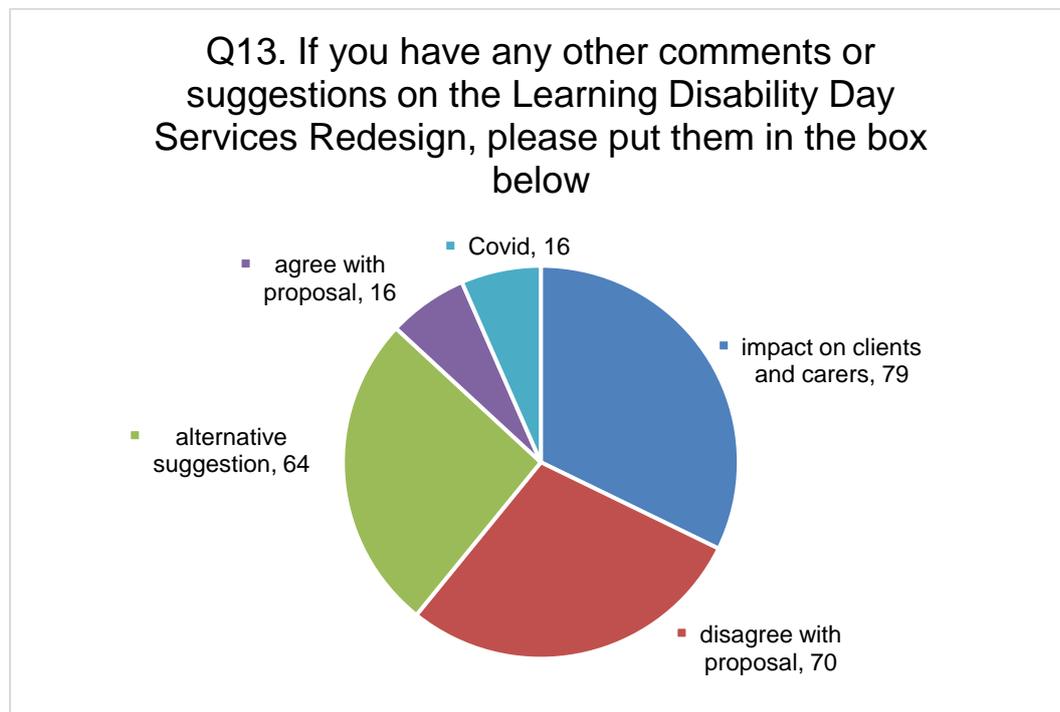
- I agree that they need to stay open whilst there are no alternative provisions. Other options need to be available (new community groups, private day centres etc) need to be available BEFORE the centres shut, otherwise the alternatives will never appear
- My Life My Way resulted in large numbers of people with LD/autism doing things outside of day centres. Are you certain that all these people and their

parents/carers are satisfied with the suitability/quality/duration of these alternatives? This requires a proper determination before this approach is rolled out further.

**Lack of other opportunities** with 23 comments such as:

- As the only centre in the South of the county I think it's vital for clients social/relationship needs
- If there are suitable alternatives in place there should be no need for traditional day services, however there needs to be viable alternatives in place already.

### Question 13



The top themes were as follows:

**Impact on clients and carers** with 79 comments such as:

- Day services if appropriately managed are a wonderful resource for people, where they feel safe, wanted, cared about, safe amongst friends, and supported with fulfilling activities, for a couple of years before the "consultation" Day Centres were dragged into the dark ages, with very little money to spend, making them seem unattractive to people so that the carrot of 'activities of your choice- when you choose' seemed very attractive, the reality is an hour bowling with a PA once a week
- Whilst attending the day centre our son received rebound therapy and physiotherapy provided by trained day centre staff, which formed part of his care plan, this would no longer be available if the day centre was to close. Speech and language therapist could visit the day centre. Whilst our son was there and discuss any concerns and actions with the staff and ourselves. The

day centre was a good contact point for wheelchair services to carry out any repairs/maintenance.

**Disagree with proposals** with 70 comments such as:

- I am outraged that people in 'authority' think it is acceptable to forcibly remove those that attend day service provision. Many have been attending for 20 - 30 years. Their friends attend too, this is where they feel safe, supported, not judged, understood. It is where they feel "part of a family". Families (including siblings) and carers also feel comfortable and supported by the day service provision that their adult/ child/sibling receives
- It is important to keep places open to aid independence and social mixing. It also helps individuals to feel empowered and of value.

**Alternative suggestion** with 64 comments such as:

- Utilise the buildings to enable both community based and building based services. Allow Community Connectors to introduce their service to those more able to explore any opportunities that may be suitable too. Do more skills based and independent skills
- Keep a variation of outdoor activities as this is the creative area which needs to be built up not reduced. If help is needed use community and education facilities to be more engaged and support as many in these locations don't know they exist. Security would need to be upheld but this possible DBS checks etc. Marketing these asking for community support. If people can come together in lockdown they can continue to support and build a much needed community to reduce pressure on council staff.

**Agree with proposal** with 16 comments such as:

- We fully support the principal of giving people with learning difficulties the support and care they need in the best way possible for each individual. The days of putting everyone behind 4 walls when they leave school is long gone and as society's attitudes have changed and the opportunities expanded it is vital that every opportunity is made available. However, this cannot be a one size fits all attitude and great care and attention must be given to satisfy individuals needs and capabilities
- Whilst day centres are not helpful for everyone, I would hope that for those who rely on them would be accommodated. Also, a lot of effort needs to be put in to ensure that there are plenty of meaningful alternatives available for the well- being of all adults with Learning Disabilities and/or Autism. This must be a priority.

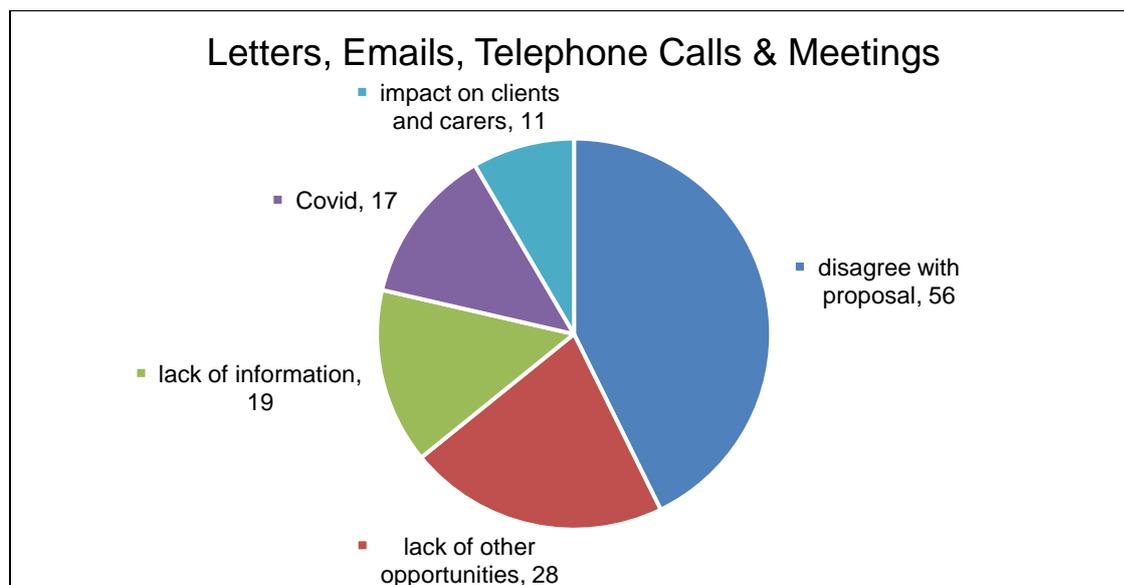
**Covid** with 16 comments such as:

- You have made a statement that we are 'under used' - this now looking true due to being shut because of Covid. This wasn't the case before Covid, our day service was thriving, our clients loved coming. We had 58 client's that attended our day centre before Covid. We have also provided a service to clients from other services since reopening. You have swept this service away from under the client's feet and it's not fair. They haven't been given a choice on whether they can come or not
- Keep the projects open they give them a purpose and valuable experience to join society and be part of the community. They want to be able to mix with their own peers the council have just dumped them for the last 2 years and Covid was the councils dream to cut services using excuse after excuse.

### **Qualitative analysis from consultation views on proposal from Letters, Emails, Telephone Calls, and Meetings**

Overall 334 comments were captured from those who chose to respond via email, letter, telephone calls or participation in meetings.

This chart represents the top 5 themes:



**Impact on clients and carers** with 115 comments such as:

- We liked it when they were picked up in the morning, then went out and about doing different activities during the day and then you brought them home in the evening. We knew where we stood – we are left now not knowing what is happening for the rest of the day. We need planned support so we can plan and co-ordinate our working lives too
- There seems to have been a push towards using PAs but this is stressful for carers. You have to find someone, sort their holidays, make sure they have the right car etc. Then you need to plan activities where there are accessible

toilets – how many changing places are there across the Country? You can't even just pop in and use the ones at the centres. It is so very stressful.

**Disagree with proposal** with 56 comments such as:

- He's not safe to leave the house alone (referring to care in the community). Who will take him to the toilet or make sure he's eating the correct things?
- I feel we have explored all the alternatives to the day centre, but that is where he would like to go.

**Lack of other opportunities** with 28 comments such as:

- The idea that all these people are being offered opportunities in the community, volunteering, PVI – where is the capacity for that? I don't see any of those things out there
- Community Connectors may grow in number but there is a worry if there aren't the activities to access there will be nothing to connect to.

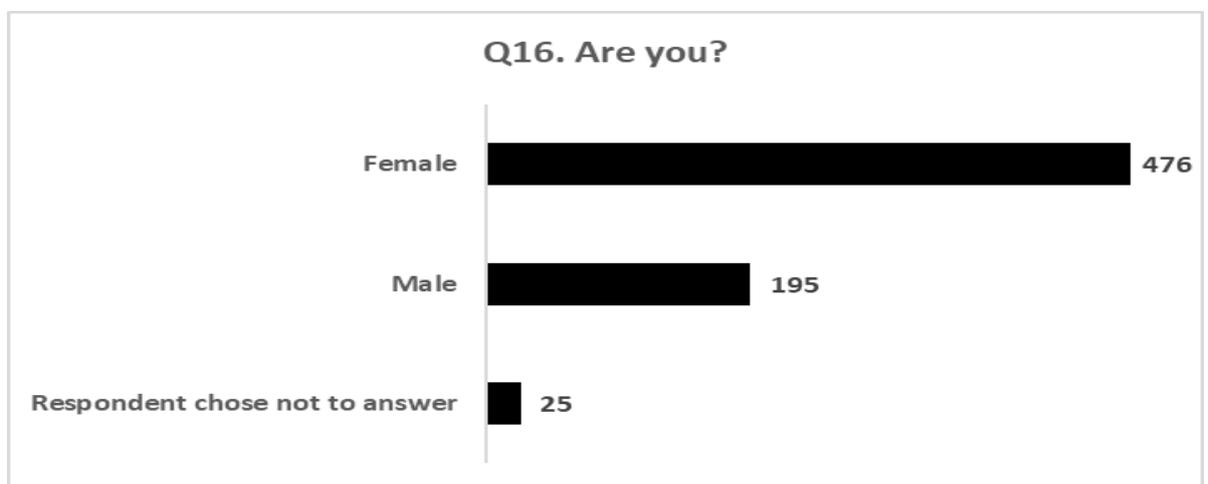
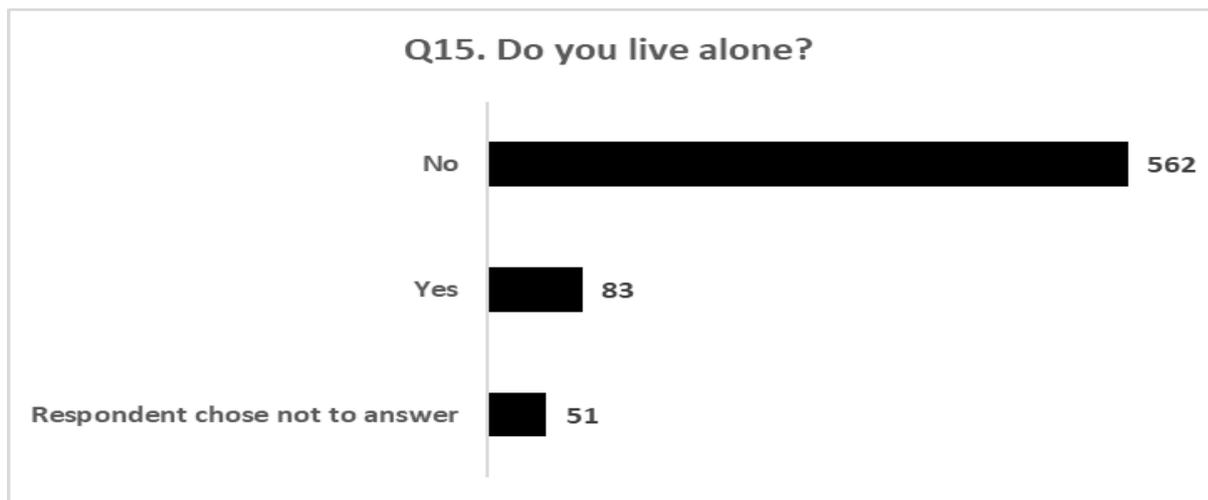
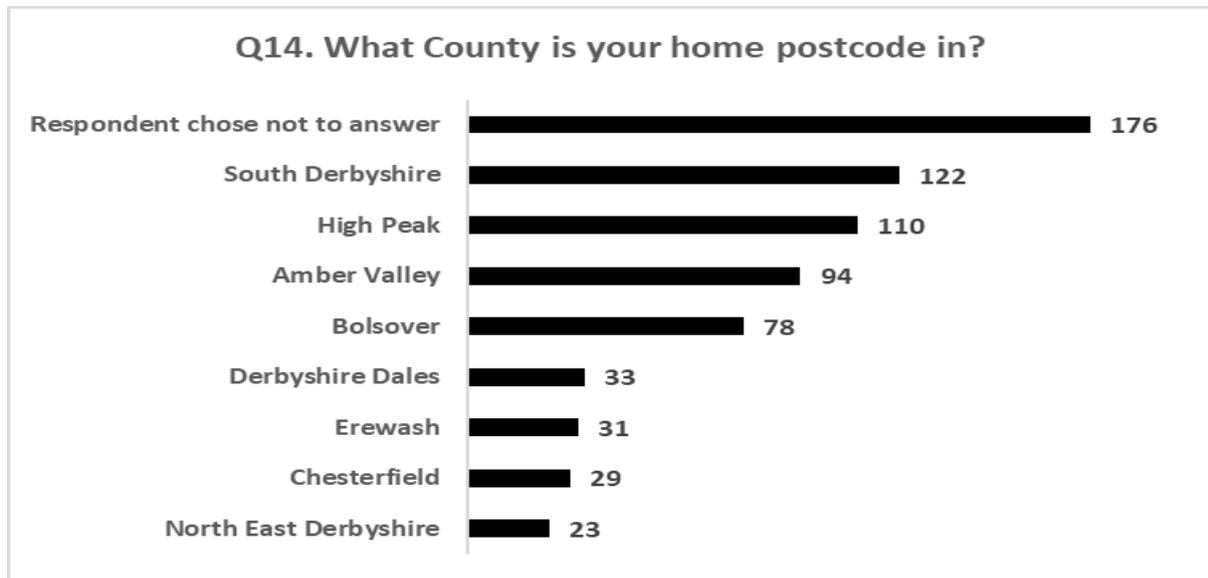
**Lack of information** with 19 comments such as:

- The figures in the paper could change if you haven't finished assessing people in assisted living
- It would reassure people to see evidence of alternative services. I know they don't exist.

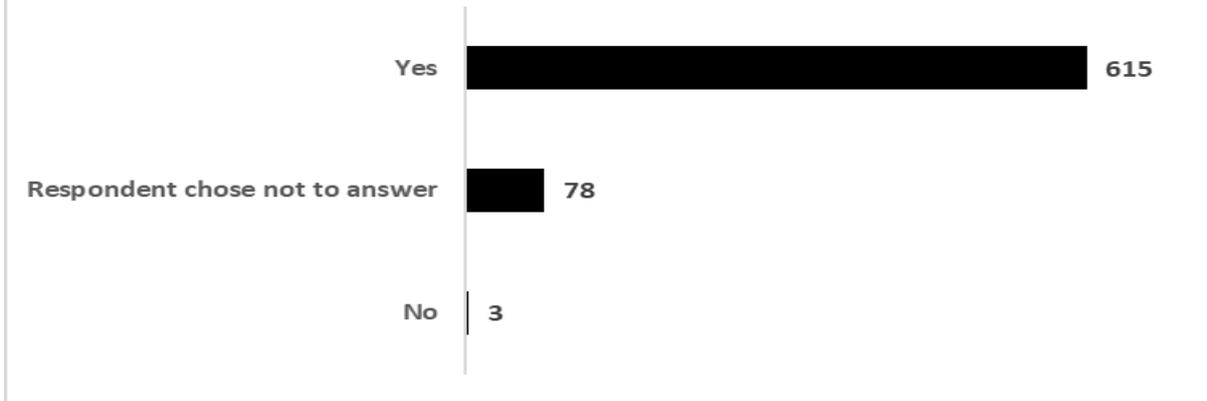
**Covid** with 17 comments such as:

- I'm not sure how you will express the level of true demand in the cabinet paper when people haven't been given the option to return to centres
- An adult with learning disability pre covid was going 4 days a week, and now post covid she can only go once a week and the other 3 days she is at home upset and wants to go to Whitemoor.

## Demographic information



**Q17. Is the gender you identify with the same as your sex registered at birth?**

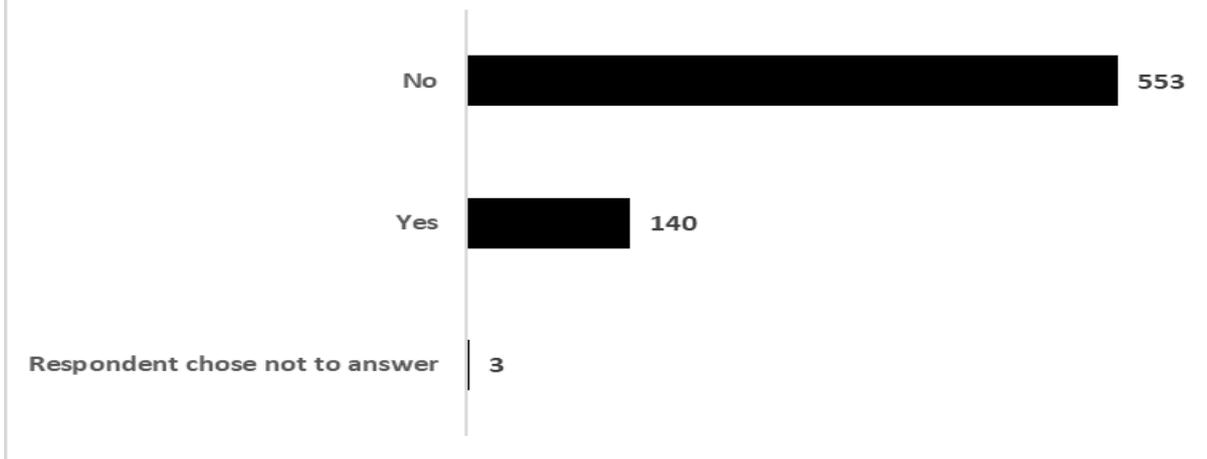


**Q18. What was your age at your last birthday?**

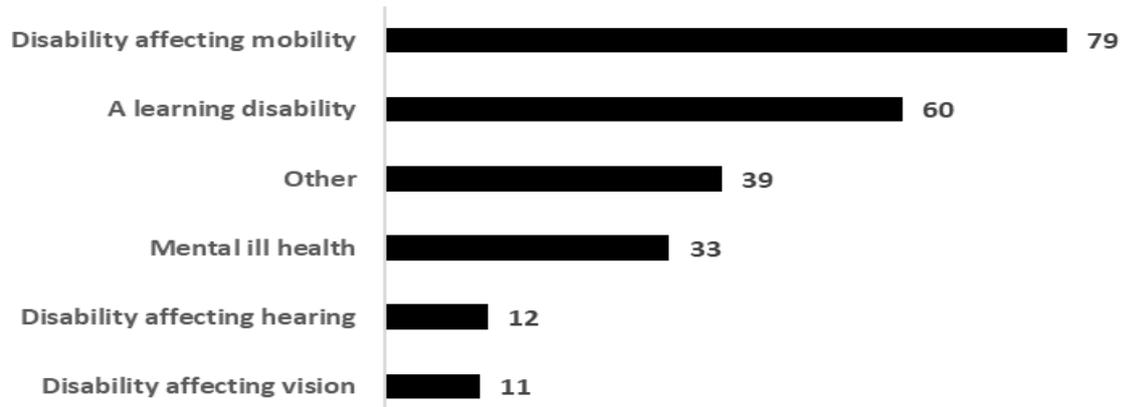
Count	Sum	Mean	Minimum	Maximum	Range
637	33844	53.1	16	89	73

59 respondents chose not to answer

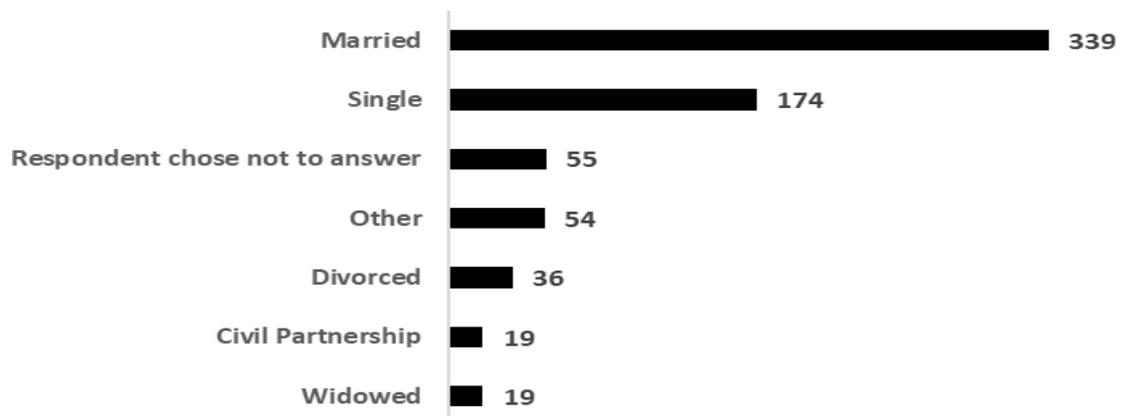
**Q19. Do you consider yourself disabled?**



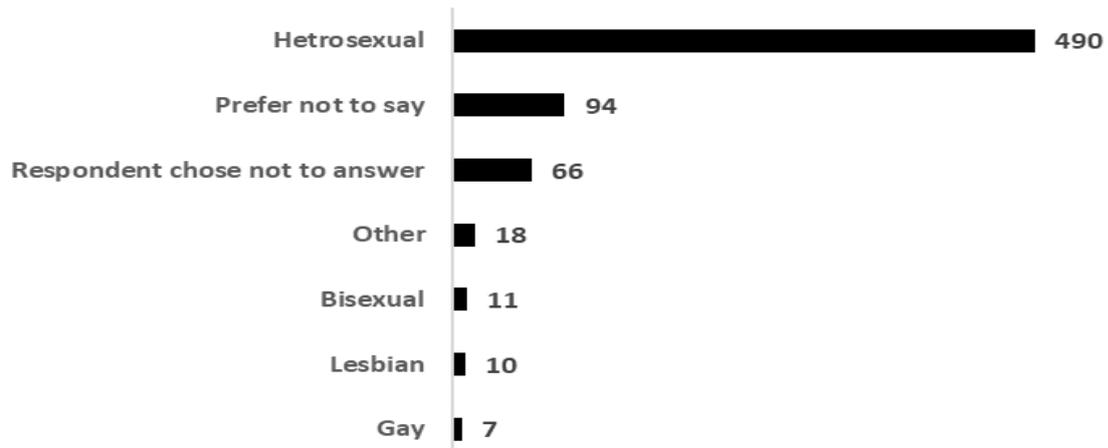
**Q19a. If you do consider yourself disabled, what type of disability do you have?**



**Q20. Which of the options best describes your marital status?**



### Q21. What is your sexual orientation?



### Q22. What is your ethnic group?

