

## Analysis and Recommendations

The Stakeholder Engagement Team analysed the responses received from the consultation, theming them under the following categories in alphabetic order.

### Agree with proposal

Some respondents agreed with the proposal to condense the day centres; 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.

We would not be able to make the investment into Community Connectors and the Support Service Team without reducing our building-based provision. Numbers within some of these centres are extremely low and continue to reduce, resulting in the actual cost of running the service increasing exponentially. We believe the investment into community-based support better reflects the current and future demand.

### Alternative suggestion

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

These have been noted and have influenced work we will undertake regarding promoting community provision for inclusive activity and our Connectors working alongside community groups, for example Thriving Communities the approach. We are also establishing 4 Learning Disability and Autism Advisors posts. This is a newly created role to support the Council in our offer to people with a learning disability and/or who are autistic from those with lived experience. They will help to shape the way we approach the redesign roll out and the way we support people in the future by working closely with our Community Connectors and our Support Team. Linking with our Learning Disability Partnership Board for peer support.

## 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.

We do acknowledge that to move away from traditional building based provision is not suitable for everyone especially those with very complex needs and also this is a huge cultural change for some people in Derbyshire. However, we believe the model we are proposing to include a Support Service team will address some of the barriers whether individual or wider, and work to remove these where appropriate. The Support Service which will be made permanent will work with individual, carers, family, other professionals involved to produce a person centred co-produced plan. They will also work closely with Community Connectors to shape provision, increase accessibility of existing opportunities, and find alternatives that may be more suitable.

## Consultation

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

We wrote to everyone that currently attends and have previously attended a Council run day centre. We also promoted the survey with carers of young people with special educational needs and the private, voluntary, and independent sector. The survey was on our website with standard and easy read versions available. We held face to face consultation meetings in each locality and virtual meetings including evening sessions for those unavailable during the day.

## 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.

We have written to carers separately regarding covid restrictions throughout the pandemic and have also responded to individual enquiries. During the consultation meetings we separated out the issues related to covid and current situation before discussing the cabinet proposals and seeking views on this. We do not currently have covid restrictions in place in terms of capacity for attendees.

### Disagree with the proposal

Some respondents were simply disagreeing with the proposals.

Please see response to Barriers to Change.

### Finance

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

Financial implications for both options have been considered and weighed up alongside current and future demand, direction of travel and good practice to support people with a learning disability and/or who are autistic. We have also considered the long term needs of people living with older family carers and how we can support with future planning, contingency arrangements and avoiding admissions to residential care.

### Future viability

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

The four remaining centres would support those with complex support needs who have historically attended a County run day centre as part of their support plan. We would also look at new referrals from Community Connectors for those who we are unable to support with alternatives.

### Impact on clients and carers

Participants told us of the negative impact that these proposals would have on them as carers and/or clients. However, it was clear that a proportion of the impact was supposed, based upon the experience clients and carers have had during lockdown with Covid restrictions. Further and as with impact on clients and carers, some were more specific in reporting the impact on physical health, again supposed, and experienced during Covid.

The pandemic was an extremely difficult time for carers, and we acknowledge that people are recovering from this period. We always take into account the views and needs of informal carers when completing the assessment and support plan. We have worked alongside Derbyshire Carers Association to

keep people informed and answer any queries. We will continue to seek views of carers and mitigate against concerns raised. The Support Service will also focus on working alongside carers using a “Thriving Community” approach to explore how we ensure carers remain connected and have opportunities for peer support and breaks from caring.

### Impact on staff

The consultation was not directly involving staff, however, as members of the public staff have a right to voice an opinion on the proposals. Some participants identified themselves as staff members 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 staff member. Further there was some concern from other participants for what would happen to staff if proposals were approved.

We understand this is an anxious time for our experienced and highly valued colleagues in the day centres. If the proposal to condense the building-based provision goes ahead we will immediately start to work with and support our colleagues in the day centres. The Council will always endeavour to redeploy to other services within Adult Care.

### Lack of information

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

It was important that we sought feedback during the consultation and listened to people’s ideas, views, and suggestions to help us shape the new offer going forward. We have gained very valuable feedback during the consultation process which has been taken into account for the recommended new model, for example local information and suggestions for making inclusive opportunities. We have carefully thought through the proposal to reduce building-based provision based on data, national guidance and feedback from the last engagement My Life, My Way.

### 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 the redesign viable.

We do acknowledge that in some areas there are less opportunities and the new model will prioritise growing local activity in our communities. We have already done this in High Peak and South Derbyshire but would need investment into more Connectors to roll this out elsewhere. There are also lots of new and exciting opportunities developing that Connectors are linking people up to. Connectors are also proactive, rather than a menu of options, they start with the persons interests and aspirations, seeking to find opportunities that reflect this or support groups to become more accessible to everyone. The Council is promoting inclusivity in our communities therefore not all groups need to be learning disability and/or autism specific. We have received lots of interest from employers, community groups and the PVI in regard to being more inclusive and breaking down barriers for access.

### 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.

For a high number of people, the twelve-week model works well, and people have been connected to opportunities within this time. However, we do acknowledge that some people need longer, and we will consider this on an individual basis in certain circumstances. In addition to this, the Support Service team will stay involved for a longer length of time and can link in with Connectors as required. The Support Service will co-produce a personalised plan that reflect the individual's needs and timescales that work for them.

### 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.

As part of the consultation, we have been approached by established local community groups, who are interested in working with us to create community spaces, particularly our garden centres, which would be inclusive and accessible to all. Using the "Thriving Community" approach we would look to see where this is viable.

### Loss of social support

Some respondents spoke about the social support that both clients 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.

We want to support the friendships and relationships that have formed as part of the day centres and we will work with people to do this. This is something that can be explored as part of Community Connectors and the Support Service as they will work with people to identify how we can support sustainable social opportunities.

### 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.

The pandemic has been a very difficult time and understandably effected people's experience. Community Connectors did experience restrictions during the Covid restrictions when connecting people as many group activities were limited and reduced during the pandemic. With an increased Connector service we will be able to have several link workers for each area to build up relationships with the community.

### 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.

The reassessments were never intended to reduce people's support, the aim being to complete a person-centred assessment and outcome focussed support plan. This involved exploring people's aspirations such as meaningful relationships, increased independence and housing needs. We have pledged to review support plans for everyone that currently attends a day centre following the outcome of cabinet decision.

### Respite for carers

Carers, clients, and others reported the importance respite plays in the lives of carers and told us that day centres are an integral part of respite.

We acknowledge and appreciate the needs and views of carers and these are taken into account in the individual assessment and support planning. However, respite for carers can take different forms and needs to be balanced

with the outcomes for people with a learning disability and/or who are autistic, the Support Team will work with carers to explore respite.

### Travel implications

Respondents were concerned that should the proposal to condense the day centres be approved, there would be travel implications with clients having long journeys and distances to travel to access day opportunities.

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

We have pledged to provide transport for anyone currently attending a day centre that would be impacted under the proposal and would need to travel to another Council run day centre. There are areas of the county where transport is limited and this can hinder people's opportunities. However, there are more localised opportunities developing so that people can integrate and socialise with people that live in their area without the need to travel for long distances. In these areas we historically had people travelling long distances to a DCC day centre where there are now local groups and opportunities which are removing this need.

### Petition

A spreadsheet of names and partial addresses signed by 2279 individuals of whom 1155 could be identified as residents of Derbyshire was received by the Council 16 August 2022. Due to previous wider communication received by the Council it was concluded that this document was intended to be a list of people who wished to indicate their view that the Whitemoor Centre should not close.

The list received did not fulfil the requirements of the Petition Scheme as set out within the Council's Constitution due to the limited numbers of persons signing the petition who lived, worked, or studied in the Council's area.

The new model would result in the Whitemoor Day Centre merging with Parkwood Day Centre to become the Parkwood & Whitemoor Day Centre in Amber Valley. Parkwood is the more suitable building and whilst approximately 7 miles from Whitemoor the pledge to provide transport at no cost remains. There will be a careful and robust plan in place to enable as smooth a transition as possible for people moving over