

By: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health

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To: Adult Social Care and Public Health Policy Overview & Scrutiny Committee – 10 January 2012

Subject: **INTERIM REPORT OF FORMAL CONSULTATION ON A NEW SERVICE MODEL FOR LEARNING DISABILITY DAY SERVICES IN THE SHEPWAY DISTRICT**

Classification: Unrestricted

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Summary: This report provides the Adult Social Care and Public Health Policy Overview & Scrutiny Committee with an interim account of the formal consultation that is currently underway on a new service model for learning disability day services in Shepway.

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## Introduction

1. (1) A fourteen week formal consultation period on a New Service Model for Shepway Learning Disability Day Services commenced on 22 November 2011; with a series of consultation meetings held for the main stakeholders. Although the consultation process is in the early stages, 8 completed questionnaires have been received.

(2) In line with “Valuing People Now” and KCC’s “Active Lives” and “Bold Steps” the New Service Model for future services will be based on personalisation, with everyone having choice and control over the shape of their support through the use of direct payments and personal budgets. This person centred approach will uphold the principles and standards of the Good Day Programme.

*The principles for the new service model are to develop services which will enable people to:*

- Choose what they do during days, evenings and weekends
- Have the right flexible support
- Be equal citizens in their community
- Have opportunities to lead a full and meaningful life.

The new service model will offer people a range of facilities, activities and opportunities in their local community within inclusive settings.

Full details of the proposed New Service Model for Learning Disabilities Day Services in Shepway are detailed in (Appendix 1)

## Formal Consultation

### Process

2. (1) Consultation packs have been distributed to 420 stakeholders including, Service Users, parent/family carers, guardians, independent living scheme managers, local businesses, local providers (voluntary and private sector), professional carers, the local MP, KCC Members and Shepway District Councillors, staff and unions.

The consultation pack contains:

- The proposal for the New Service Model
- A Consultation Questionnaire
- Copy of the presentation delivered at the consultation meetings.
- Timetable of consultation meetings and events.
- Better Days leaflet - setting out the principles and aims of the Good Day Programme

(2) An additional reminder letters to encourage people to feedback their comments and views will be sent out 2 weeks prior to the close of the consultation period on 13 February 2012.

(3) The consultation project team are recording all enquiries, comments, risks and concerns' regarding the consultation to ensure all information is captured. In addition, a comprehensive series of communication activities will continue throughout the consultation period to ensure all stakeholders are able to contribute fully (please see table below).

### Communication Activities

Consultation Launch Event	22 November 2011
Other Stakeholders Event	29 November 2011
Information Road Shows	7 December 2011
	12 January 2011
	6 February 2012
One to One Meetings	Available throughout the consultation period
Shepway District Partnership Group Presentation	5 December 2011
	12 February 2012
Staff meetings	Throughout the consultation period.
Voiceability (Service User advocacy) Workshops, Group and one to one meetings.	23 November 2011 to 28 February 2012
On line information available at: <a href="http://kent.gov.uk/learningdisability">kent.gov.uk/learningdisability</a>	22 November 2011 to 28 February 2012
Reminder letters for close of consultation	13 February 2012
Close of consultation	28 February 2012

## **Core themes emerging from consultation**

### **3. (1) Family Carers**

- Requested reassurance Service Users attending the new community hubs will be looked after in the same way as before e.g. if a family/carer is late picking up a service user, would the same protocols be put in place to ensure the person is in a safe environment.
- Assurance transport will be sustained to access community facilities
- Family/carers attending the launch event said the initial work with Service Users that attend The Bridge Resource Centre and community activities has been very successful.

### **(2) Service users**

- Voiceability (advocacy service) commenced working with Service Users on 23 November 2011 to ensure they fully understood the processes and the consultation meaning.
- Voiceability will deliver an interim report by 23 December 2011.

### **(3) Staff**

- General HR enquiries have been raised regarding employment continuity
- Staff want assurance all the work with Service Users person centred planning will be sustained to ensure people have full access to a variety of community activities.

### **(4) Other Stakeholders/providers**

- Local businesses surrounding the Shepway Resource Centre have not responded to the consultation to date
- Local providers have expressed an interest in finding out more about how the new community hubs will be upgraded and how local providers can be supported to deliver community activities in the future.

## **Conclusion**

4. (1) The formal consultation period on a New Service Model for Shepway Learning Disability Day Services ends on 28 February 2012. All views and comments will be gathered and responses brought together in a report. This report will be presented to Adult Social Care and Public Health Policy Overview & Scrutiny Committee for consideration and the Cabinet Member for Social Care and Public Health will be asked to approve the implementation of the new service model.

## **Recommendations**

5. (1) Members of the Adult Social Care and Public Health Policy Overview and Scrutiny Committee are asked to NOTE the feedback gained to date during the consultation.

*Background documents:* None

Appendix 1 - Shepway Learning Disability Day Services Consultation Document

Appendix 2 – Shepway Learning Disability Day Services Consultation Questionnaire

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