

By: Oliver Mills, Managing Director, Kent Adult Social Services

To: Adult Social Services Policy Overview Committee –  
29 January 2008

Subject: **“WHAT MAKES A GOOD DAY?” A PLAN TO IMPROVE DAYS FOR PEOPLE WITH A LEARNING DISABILITY IN KENT – CONSULTATION UPDATE**

Classification: Unrestricted

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Summary: This report:

1. Reminds Members of the current agreed strategy (1999) for the Modernisation of Learning Disability Day Services.
2. Reminds Members of the refreshed and accessible strategy for consultation and a questionnaire
3. Provides detail of the consultation programme and outcome from questionnaire
4. Requests support and suggestions on the publication and launch of new strategy for Kent

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## Introduction

1. (1) In March 1999 Members were advised of the outcomes from an extended consultation on Day Services for people with a learning disability. Since the report Kent Adult Social Services has implemented many changes to the services it commissions and runs to meet the strategic objectives and address the identified shortcomings.

(2) Kent has a range of services that are well developed, forward thinking and active but at the same time other services that have not recognisably changed over the past few decades. It is accepted that there needs to be greater consistency across services in Kent to ensure all people with learning disabilities are able to have greater choice and lead fulfilled lives.

(3) In April 2007 a presentation was made to the Adult Social Services Policy Overview Committee detailing a refreshed and accessible strategy to improve days for people with learning disabilities in Kent. The strategy has implications not just for Kent Adult Social Services (KASS) but also on all directorates of KCC especially Communities and Children, Families and Education.

(4) A consultation on the strategy “What makes a good day?” took place between August and November 2007.

(5) Both the strategy “What makes a good day?” and accompanying questionnaire “Your say on what makes a good day?” were designed and checked with the assistance of people with learning disabilities.

## **Policy Context**

2. (1) A re-launch and a well-managed implementation of this refreshed strategy will support KASS/KCC to achieve a number of its aims within the following documents/policies.

- Our Health, Our Care, Our Say
- Valuing People
- Active Lives
- Towards 2010
- Supporting Independence Programme
- PSA 2 target 9 (employment)
- Individualised Budgets and Self-Directed Support
- Employment Strategy (LD)
- Modernising Learning Disability Day Services in Kent

(2) Ensuring people with learning disability are able, as full citizens, to access mainstream services including leisure, adult education and work opportunities is the responsibility of all parts of the Local Authority and its partners.

(3) Consultation on “What makes a good day?” has taken place just prior to the launch of the governmental consultation document Valuing People Now. What Makes a Good Day has a large number of similarities to Valuing People Now and will help inform Kent’s response to this document.

## **Consultation**

3. (1) The consultation involved
- Presentation and discussion at District Partnership Groups
  - Two large workshops for East and West Kent
  - Two members briefings
  - Agreement of Partnership Board
  - Presentation to ASPOC and Chief Officers Group
  - Support of people with learning disabilities to ensure all documents were accessible
  - Distribution of 4,500 draft documents and questionnaires
  - Creation of online questionnaires
  - Events at most of Kent’s day services
  - Events with a number of advocacy organisations
  - Discussion with commissioning teams

(2) The work was undertaken by the Business Change Manager/Project Team/ County Project Board in conjunction with Kent Partnership Board, lead individuals and organisations.

## **Findings**

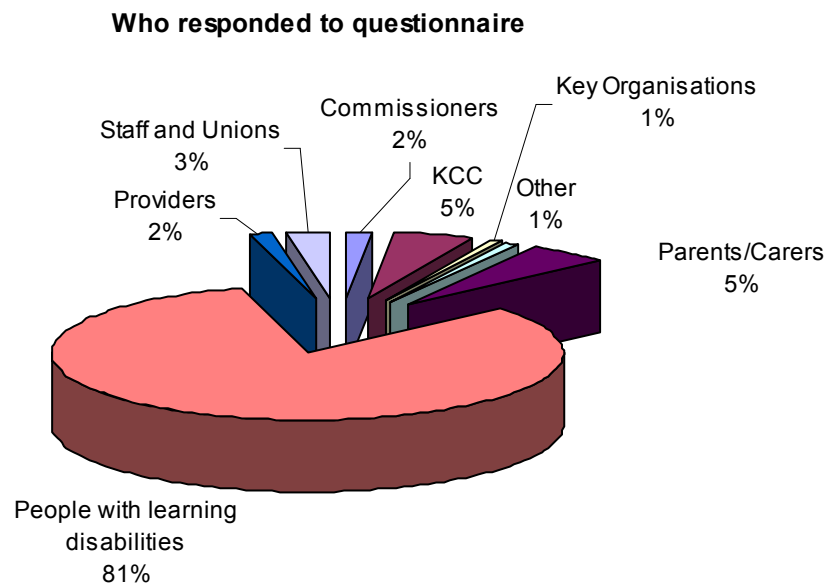
4. (1) 4,500 copied of the draft document “What makes a good day?” were circulated to day services, District Partnership Groups, Member of KCC, District Councils, Integrated Teams, all Departments of KCC, Schools, Adult Education, Voluntary Organisations, PCT’s, Providers of day and residential services, Advocacy Services, and Carers groups

(2) We received 375 questionnaires complete. It is believed that a number of these were completed as group activities but they have only been counted as a single entry unless it has been stated otherwise.

(3) The strategy and questionnaire seem to have been very welcomed on the whole, however, there were 7 spoilt returns and 15 returns saying that they found the document difficult to understand. Most of these individuals have been supported to complete the form.

(4) 4 people refused to complete the questionnaire as a sign of protest, this protest as been registered as part of the consultation.

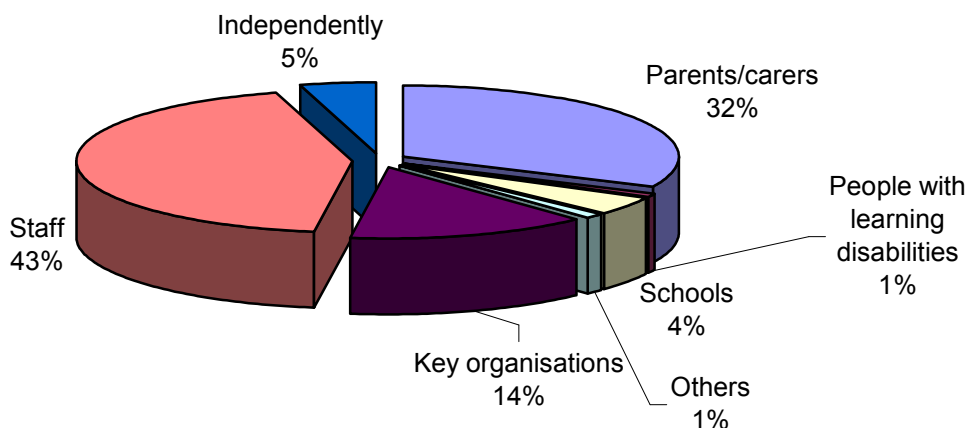
(5) The following pie chart shows the breakdown of the 375 responses



(6) Many people were supported to complete the questionnaire, this was as follows

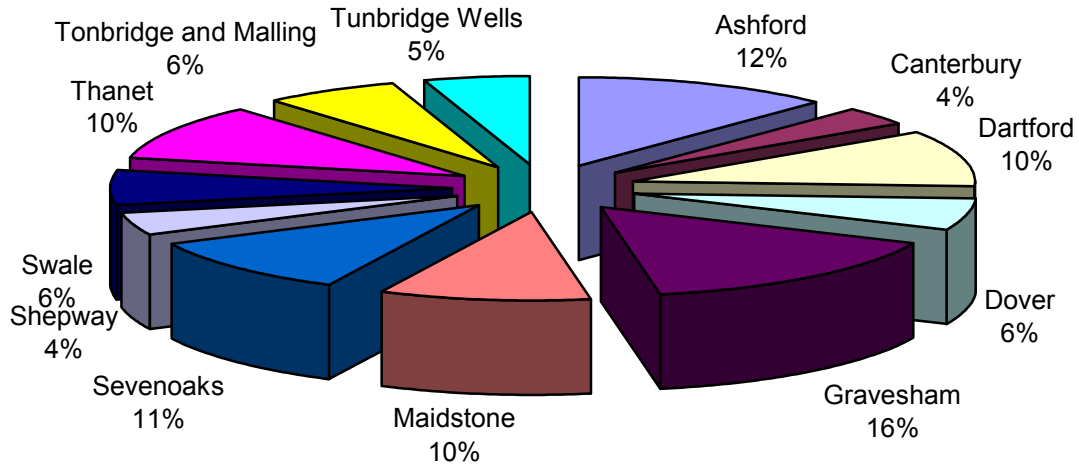
(7) Responses came from across all Kent as below

**Support for people with learning disabilities to fill questionnaire**



(8) 96% agreed we consulted with the right people

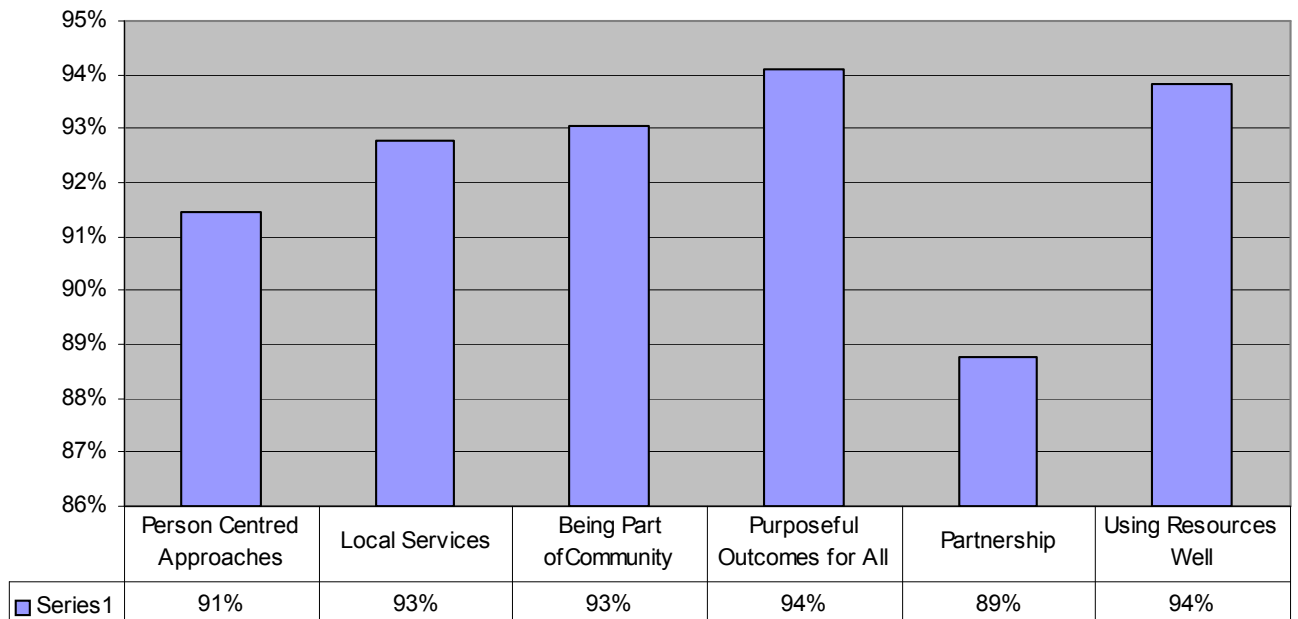
**Distribution of responses**



(9) 95% Agreed with the vision statement

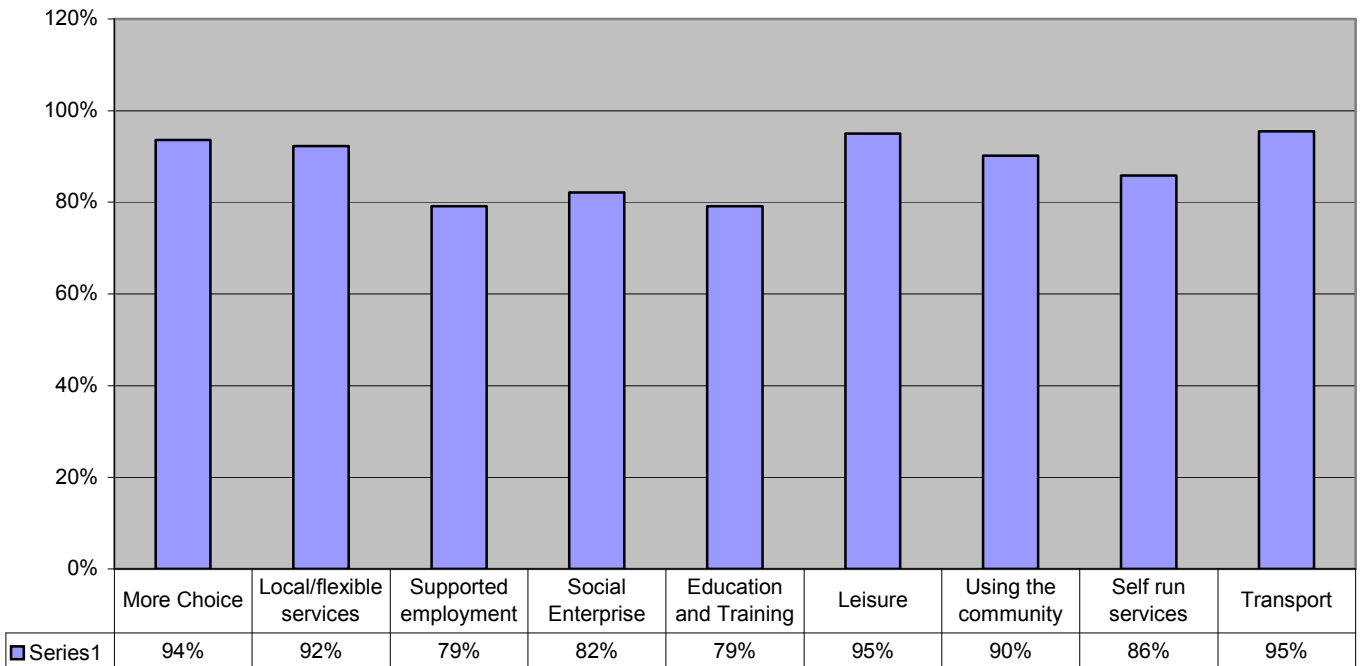
(10) The following shows levels of agreement with the 6 Key Principles

**Over all agreement with 6 Key Principles**



(11) The following shows levels of agreement with the 9 signs of a good day

Overall agreement with 9 signs of a good day



(12) Although agreement levels were high The Good Day Programme will look to improve the strategy document further in line with the comments and feedback we received.

**Comments and Feedback**

5. (1) The consultation generated a great deal of comment and feedback a few examples follow an edited list has been attached (appendix 3)

(2) Some comments on the Vision Statement

*Although we have come a long way in teaching people about accepting us with learning disabilities as "normal" human beings. There is still much more work to do.*

*Having the right information to inform choice is important*

*Improving days should be about whole day/night activities - during the day limits the statement. People should have support to access whatever they want with the support necessary. This doesn't have to be a specialist service.*

*It has been an open secret and obvious for very many years to the parents and carers of people with learning disabilities that our days at the DOS are coming to an end. We as a family would like some honesty for a change let us know the future of the DOS.*

*We need more help in finding out what is out there. Not just talk outcomes/results.*

*We need to make sure everyone even those with high support needs are supported. Need information needs for the wider community.*

(3) Some comments on the 6 Principles

*As long as the money is spent on the right thing and everyone has a say in how it is spent.*

*Having a good day may just involve having fun with no outcome.*

*I am very much part of my community but live in a very small village with services very limited to none existing.*

*More people to help with person centred planning.*

*Service users WANT full-time day services - not just 3 days per week. Local services not necessarily.*

*There is a lack of supported employment availability.*

*We should decide what to do with the money.*

*Would like more money*

(4) Some comments on the 9 signs of a good day

*"When I sit in by myself all the time, time goes very slowly. When I am left sitting on my own at the centre it makes me feel sad. I would like to go to college but not just to do the course they want me to do like bloody life skills every year!"*

**STOP SEGREGATING PEOPLE**

*Don't understand what something's mean*

*Give us the chance to run our own services with support. We have ideas and wishes just like you. We may be slow but know what we want. We are told we have choice but it is restricted to what is on offer. This is not choice it is take it or leave it option*

*Making ethnic minorities more aware of people with learning disabilities in the local community.*

*Please can I have a job? I worked hard to learn the bus route. I worked hard at work. I enjoyed earning some money to buy Dr Who magazines. I use the public bus service when I used the minibus for day centre it was erratic.*

(5) Some overall comments

*Make this clear to understand*

*Better access to information. PCP needs independence to enable real choice to happen. The PCP needs to be valued and useful for the person - not just a piece of paper. There needs to be flexibility in how and who provides support.  
I agree with what is in this leaflet*

*This seems like a really good plan. I hope everyone can stick to it*

*I think they should be more choice for learning disabilities than a day centre.*

*It was difficult to understand - Big Words*

*Using the community etc..., will this mean KCC intends to close centres and go back in time to the 1950's e.g. using Church Halls, etc...*

*What makes a good day? Being listened to, not dictated to! Good, regular respite to recharge OUR batteries*

## **Finalising Strategy**

6. (1) The consultation has now concluded and the strategy will now be redrafted using the information gained during the consultation period.

(2) The final document will be more accessible and we will look to create a number of different formats – Plain English, Easy Read, DVD, Audio and different languages on demand.

(3) To try to increase the accessibility of the document the rewrite will be undertaken in conjunction with a group of people with learning disabilities.

(4) In the new draft we will include more about better information, how we ensure we include everyone especially those with complex needs, how we will look at rural issues, what should be available for older people and those going through transition from Children's services.

(5) This will be reported to Members for their agreement, together with a full programme action plan, at Cabinet in March 2008.

(6) The final documents will also be presented to full Council following a Member request during consultation.

(7) The final documents will be presented to Kent's Partnership Board for approval.

## **Conclusion**

7. (1) The paper is intended as an information paper to ASSPOC. It looks to provide an update on the strategy "What makes a good day?" and give initial outcomes of the consultation programme.

(2) The refresh of the Strategy is viewed, as that, a refining and redefining of previous strategies in 1999 and 2003. The new strategy provides a countywide framework and support for the local programmes of change and improvement.

(3) Although the majority of the feedback and comments are very supportive there is still a great deal of work to be done to change peoples attitudes and perceptions of people with learning disabilities

(4) Again it has been shown that the best advocates for people with learning disabilities are people with learning disabilities themselves.

### **Recommendations**

8. (1) Members are asked to NOTE and COMMENT on the contents of the report.

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### Appendices (attached)

Appendix 1 – Comments from Consultation

Appendix 2 - What makes a good day?

Appendix 3 – Questionnaire

### Background Papers

Review of Day Services for people with a Learning Disability  
Modernisation of Learning Disability Day Services in Kent

March 1999  
May 2003

**Appendix 1 – Comments from Consultation**

**29<sup>th</sup> January 2008**

Subject: "WHAT MAKES A GOOD DAY?" A PLAN TO IMPROVE DAYS FOR PEOPLE WITH A LEARNING DISABILITY IN KENT – CONSULTATION UPDATE

<b>Comment(vision)</b>
Although we have come a long way in teaching people about accepting us with learning disabilities as "normal" human beings. There is still much more work to do.
Having the right information to inform choice is important
Improving days should be about whole day/night activities - during the day limits the statement. People should have support to access whatever they want with the support necessary. This doesn't have to be a specialist service.
Informed choice and unpaid work
It has been an open secret and obvious for very many years to the parents and carers of people with learning disabilities that our days at the DOS are coming to an end. We as a family would like some honesty for a change let us know the future of the DOS.
It means looking after people with severe learning disabilities as well.
Many people with LD are not able to make such choices.
We are told what to do most of the time, as it is best for you!
We don't get the same treatment as everyone else.
We need more day centres, they are boring, we want to be trained and learn new skills and try new things
We need more help in finding out what is out there. Not just talk outcomes/results.
We need to make sure everyone even those with high support needs are supported. Need information needs for the wider community.
With reservations! Some people are unable to make a "choice" because they cannot understand what is being offered. In this case they should be shown and a decision made for them according to the reaction they give.

<b>Comment (Principles)</b>
As long as the money is spent on the right thing and everyone has a say in how it is spent.
Communication and advice on financial matters
Having a good day may just involve having fun with no outcome.
I am very much part of my community but live in a very small village with services very limited to none existing.
I can choose through Direct payments information - a website telling us about the services in my/our area
I like living in sheltered housing in the community Go for it!!! (what my relative means is can we see some action) when do I get a job?
Important to get good information. I do what I want. Partnership can be difficult
More people to help with person centred planning. Need to meet the cost of facilitation. Need to make sure housing needs being met to - less residential homes away from family. Extend the use of the DPG etc.....
Most people agreed to using resources well but only if they has a say as well.
Most people thought purposeful outcomes for all was important but don't want to be forced into thing because it looks good on paper.

<b>Comment (Principles)</b>
Service users WANT full-time day services - not just 3 days per week. Local services not necessarily.
Some people think local services might be good but some said they don't get a chance to use them.
Sometimes we choose to hang out, browse or stroll, this may not be meaningful or planned
There is a lack of supported employment availability. We would like to form a social enterprise for our pottery we have links with local schools. Staff run most of our activities. We need more support with transport. Bus route too far away from the centre
We should decide what to do with the money.
Would like more money
You should plan because it is the first step to putting your dreams together.

<b>Comments (Signs)</b>
"When I sit in by myself all the time, time goes very slowly. When I am left sitting on my own at the centre it makes me feel sad. I would like to go to college but not just to do the course they want me to do like bloody life skills every year!"
A lot of people I work with have said that they like the routine of the services they use, they do not want to work, have any more education or training and like having structured services and feel safe with staff who support them.
All services run by learning disabled people should be for all. STOP SEGREGATING PEOPLE
Bus passes should be before 9 o'clock. There should be more drop-ins so people can make friends. There should be more employment chances.
Choice linked with awareness and information
Don't understand what something's mean
Drop in essential - in form of existing day centre, even if it is a smaller facility available each work day. Transport essential and not just for people with walking difficulties
Easier Transport and information in easy format - photographs or widget
Give us the chance to run our own services with support. We have ideas and wishes just like you. We may be slow but know what we want. We are told we have choice but it is restricted to what is on offer. This is not choice it is take it or leave it option
I am a carer and I think we need to be very careful about giving people choices they are not actually capable of reasoning out - otherwise they would not have learning difficulties. This could become a paper exercise which wastes valuable time and money.
I am too old for work and education
I like my day centre and would like to do more photography.
I would like to have more options for courses and education that I could do.
If this can all be put in practice it would be excellent.
It is important to me to do things for myself and to have choice in what I do.
Making ethnic minorities more aware of people with learning disabilities in the local community.
Many people have not seen drop in services so don't know what they are like.
More short term respite should be given e.g. a day, an evening and emergencies (Drop in). To allow the individual and their carer a "Break". More time needs to be given to individual needs and abilities to make choice and better support given.
More travel training." I don't want to keep doing colouring in!" I want to be able to change my mind-I should be allowed to try things and then decide if we like them or not.

<b>Comments (Signs)</b>
Need more supported employment, Sevenoaks needs a drop in service
P**** found some of these difficult to understand
Paid employment so that we can be more independent and fit into the community better. So that we can enjoy life as much as we can like ordinary people instead of being labelled. Not as cheap labour or free people after all we are PEOPLE.
People with severe learning disabilities
Please can I have a job. I worked hard to learn the bus route. I worked hard at work. I enjoyed earning some money to buy Dr Who magazines. I use the public bus service when I used the minibus for day centre it was erratic.
S***** would like more friends other than paid people.
Some people felt they may be too old for changes, would be bullied and have the micky taken out of them by others if they were in supported employment.
There are place that don't have access or facilities for people with disabilities. MORE JOB OPPORTUNITIES
There needs to be a change in attitudes and beliefs among providers and purchasers e.g. planners need to submit plans that are truly accessible inc communication enviro & changing places. Need to use "ordinary" opportunities for supported employment.
There needs to be more in Kent for blind people
Transport should not be last on the list!
We live in an area with no places for disabled people ( and those with learning disabilities) what so ever. We live right out in the sticks. We have one bus an hour all week except at weekends.
When surveying people with a learning disability at our local partnership group meeting a lot of people said they would like a real job, a real job like other people have. With support I think a lot could achieve this. More effort needs to cont...

<b>Comment (people)</b>
Adult Ed
Advocacy
DPG
Friends
I feel it is my decision who is involved
just people with learning disabilities and commissioners
Sibling involvement to ensure continuity on demise of the parent.
Special schools
We need to know how the community sees us. When we are out together do they see us as BAD, MAD or SCARY

<b>Comment overall</b>
This seems like a really good plan. i hope everyone can stick to it.
Make this clear to understand
All the plans look good on paper but without enough staff and money they will not work. As we have seen many times in the past lots of money is wasted and we end up back where we started.

### Comment overall

As parents of a daughter with learning disabilities we have asked her not to fill in the questionnaire, as the way it is worded every answer has to be yes! What you should be asking is can we close your day centre and leave everything to chance?

Better access to information. PCP needs independence to enable real choice to happen. The PCP needs to be valued and useful for the person - not just a piece of paper. There needs to be flexibility in how and who provides support.

Have not filled in your questionnaire as my brother and I am happy with the day centre service he has at present. We would not like to loose this because KCC is cutting costs.

I agree with the things on this leaflet

I agree with what is on this piece of paper

I am glad to know that people that have learning disabilities are being listened to.

I think they should be more choice for learning disabilities than a day centre.

I think we have the best people in KCC.

I would like more music clubs to go to at night or during the day.

It was difficult to understand - Big Words

It would be very nice to have a centre for myself and my group in this area. Also a local respite care home.

Learning Difficulties not disabilities

Lets get going on community projects. I have been told about this for most of my life. But nothing ever happens. Could it just be a dream - Give us a voice.

Like the centre

More information sent in the post.

Need to start PCP - engage people early - school and CFE need to be involved. Consultation is important but rarely captures everyone - usually those who already attend in house day services.

People agreed with this in principle but worried that all those professionals would have the final say and so things won't be any different that what they are now.

The consultation document is a very good read I do hope it all comes together. Mrs W (mum)

There is a real dead spot for teenagers with LD. just cos u reach 18 doesn't mean we can be responsible as a normal 18 year old, and its so hard for mum to get help and support cos I'm an "adult"

Using the community etc..., will this mean KCC intends to close centres and go back in time to the 1950's e.g. using Church Halls, etc...

We feel it is vital people with learning disabilities are always involved and not isolated from friends at the centre they have known all their lives.

We would like to be more involved with choices that make "OUR GOOD DAYS "

What makes a good day? Being listened to, not dictated to! Good, regular respite to recharge OUR batteries