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To: Adult Social Care and Public Health Policy Overview and Scrutiny Committee – 30 March 2012

Subject: **UPDATE ON THE GOOD DAY PROGRAMME – INCLUDING:  
AN INTERIM REPORT ON THE FORMAL CONSULTATION ON A NEW SERVICE MODEL FOR LEARNING DISABILITY DAY SERVICES IN THE SHEPWAY DISTRICT  
THE DECISION MADE FOLLOWING THE FORMAL CONSULTATION ON A NEW SERVICE MODEL FOR LEARNING DISABILITY DAY SERVICES IN THE THANET DISTRICT.**

Classification: Unrestricted

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Summary: The purpose of this report is to provide the Adult Social Care and Public Health Policy Overview and Scrutiny Committee (ASCPHPOSC) with an update on the Good Day Programme (GDP) and the position of two districts currently in different stages of transition:

- An interim account of the formal consultation on a new service model for learning disability day services in Shepway. An initial interim report was presented to ASCPHOSC on 10 January 2012.
- The decision made following the formal consultation on a new service model for learning disability day services in Thanet along with an update on the current position on the implementation of the new service model.

The results and outcomes of the consultation on a new service model for learning disability services in Thanet were presented to ASCPHOSC on 10 November 2011.

Recommendations: Members of the Adult Social Care and Public Health Policy Overview and Scrutiny Committee are asked to:

- (a) NOTE the continuing progress of the GDP and the decision made following the outcome of formal consultation on a new service model for learning disability day services in Thanet.
  - (b) CONSIDER the feedback gained to date during consultation on a new service model for learning disability day services in Shepway.
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## Update on the Good Day Programme

1. (1) Kent County Council's (KCC) modernisation of Day Services for Adults with Learning Disabilities is an integral part of the transformation towards more personalised services reflecting the vision and strategy contained within "Valuing People Now" and KCC's "Active Lives". In 2008 following consultation of "What Makes a Good Day" - a plan to improve days for people with learning disabilities, a decision was made to refresh previous strategies with a new strategy; to improve services for people with learning disabilities during the day, evening and weekends. The Good Day Programme (GDP) was set up to implement the new strategy by providing a countywide framework and support for the local programme of change to improve services for people with learning disabilities.

(2) With the implementation of 'Bold Steps' KCC is keen to see the development of sustainable community resources in partnership with the private, voluntary sector and social enterprise; and aims to evolve fully into a commissioner of community care services rather than a facilitator or provider of them. The Good Day Programme has incorporated these aims and objectives in the planning of proposed future service models, assisting in fulfilling these desired outcomes.

(3) 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.

(4) 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.

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

(6) An example of the proposed New Service Model for Learning Disability Day Services is detailed in **Appendix 1** – New Service Model for Shepway District.

(7) The table below shows the traditional style day centre buildings that have already been closed and a new service model implemented.

Traditional style day centre buildings already Closed
Maidstone SEC
Ashford DOS
Canterbury DOS

(8) The Council is required to undertake a consultation with Service Users and other relevant stakeholders on the impact of a change or variation to a service and consider the findings of the consultation before coming to a final view.

The consultations through the GDP are carried out to:

- (a) Inform people about the details of the proposed New Service Model for Learning Disability Day Services.
- (b) To invite the views and comments of Service Users, their Family/ Carers and other relevant stakeholders who have an interest in the services.

(9) Consultations are extensive and include Service Users, Family Carers, Staff, Trade Unions, Advocacy, Residents, District Partnership Groups, Community Partners, Integrated teams, Parish Councillors and KCC Members.

### **Future steps for the GDP**

(10) The GDP continues to progress with an increasingly wide range of collaborations between KCC and a variety of community partners to offer people a range of facilities, activities and opportunities in their local community within inclusive settings.

(11) With this the GDP will ensure that appropriate mutual legal agreements and licences are in place to protect both KCC's financial investment and the interests and needs of people with learning disabilities.

(12) The table below illustrates current and planned GDP projects throughout the remaining timeframe for the programme.

Current and planned GDP projects 2011 to 2014	
Dover	Gravesend
Swale	Sevenoaks
Dartford	Tunbridge Wells
Riverside (Tonbridge)	

### **Interim report on the formal consultation on a New Service Model for Learning Disability Day Services in the Shepway District.**

2. (1) A fourteen week period of formal consultation 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.

(2) Consultation packs, containing a questionnaire have been distributed to 420 stakeholders including, Service Users, Family carers, local providers (voluntary and private sector), professional carers, the local MP, KCC Members and Shepway District Councillors, staff and unions. To date 22 completed questionnaires have been returned.

(3) An independent Advocacy service has been involved throughout the consultation period for all Service Users offering a range of workshops, group meetings and individual 1:1 meetings. These arrangements have supported Service Users to understand the proposals and to develop and express their viewpoint.

(4) The consultation project team have recorded 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 in to the final stages of the consultation period to ensure all stakeholders are able to contribute fully.

## **Core themes emerging during the consultation**

### **Family Carers**

- Family carers have voiced praise regarding the existing community based activities Service users have been engaged with
- Requested reassurance that 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.
- Family carers attending a Road show have expressed mixed views regarding the proposals; these concerns have been allayed through extensive information and offering 1:1 meetings.
- Two people have taken the opportunity to have a Family Carer 1:1 meeting to clarify elements of the consultation.

### **Service users Update**

- The advocacy service has supported 80 service users to date to feedback their comments and views and they will continue to offer support to service users throughout the remaining weeks of the consultation.
- The advocacy service has reported that all service users have a clear understanding of the consultation and feel able to voice there opinion regarding the proposals.
- Service users attended a road Show on 12 January 2012 to gain more information and to ensure the community based activities they would like to take part in the future are acknowledged; a member of the advocacy service was present at this road show.

### **Staff Update**

- A representative from Human Resources has visited the Shepway Day Services team, providing additional support and information to staff regarding employment continuity.

### **Other Stakeholders/providers Update**

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

### **Shepway District Partnership Group (DPG)**

- The consultation presentation was delivered at the DPG on 5 December 2011
- An additional short presentation was also given at the DPG on 13 February 2012 as a reminder to those wishing to complete a questionnaire or comment on the proposals.

### **Overall outcome of the consultation to date**

(5) Overall feedback to date has been positive. In general both family carers and service users have expressed relatively few concerns on the proposed changes to the service. Service users have for some time now been experiencing increased access to community activities. Therefore the proposals for future change have not come as a surprise as people are already enjoying being part of their local community.

(6) The formal consultation period on a New Service Model for Shepway Learning Disability Day Services closes on 28 February 2012. All views, comments and responses will be gathered and if necessary the proposed new service model will be revised to reflect the outcome of the consultation. This information will be brought together in a report that will be presented to the Cabinet Member for Adult Social Care and Public Health who will be asked to consider and approve the implementation of the new service model.

### **Decision following formal consultation on a New Service Model for Learning Disability Day Services in the Thanet District.**

3. (1) Consultation on the New Service Model for Learning Disability Day Services in Thanet was undertaken between 7 June 2011 and 27 September 2011; a 16 week period in order to maximise stakeholder involvement. The decision in relation to this new service model was included in the Forward Plan on 17 June 2011, covering the period 1 July 2011 to 31 December 2011.

### **Summary of the outcome of the consultation and issues raised**

(2) 352 consultation packs and questionnaires were distributed to all stakeholders. 115 questionnaires (33%) were returned from the following stakeholder groups:

Person with a learning disability	94 (79 through advocacy) (15 independently or with Carer support)
Family/Carer	17
Staff	2
Blank	1

(3) An independent Advocacy service was involved throughout the consultation period for all Service Users at Thanet DOS: offering a range of workshops, group meetings and individual 1:1 meetings. They supported Service Users to understand the proposals and to develop and express their views. Advocacy support was also available to family carers throughout the consultation; this was provided through a local charity.

(4) People expressed mixed views on the consultation although Service Users were generally more positive towards the new service model. An alternative proposal was also submitted by East Kent Mencap, however this did not represent value for money. A summary of the main findings are detailed in **Appendix 2**.

### **Response to the consultation**

(5) In summary:

- Kent County Council's (KCC) modernisation of Day Services for Adults with Learning Disabilities is an integral part of the transformation towards more personalised services reflecting the vision and strategy contained within "Valuing People Now"
- Where we have implemented community based services in other parts of the county people with a learning disability have valued the new opportunities, embraced the range of choices and felt part of their local communities.
- The advocacy input to all Service Users about the new service model has enabled KCC to be satisfied that increasing the range of community activities is something that all Service Users have requested.
- The EK Mencap proposal is not recommended as a way forward as outlined in this report.
- The future of the Thanet DOS building was raised in all of the consultation feedback. Because of this we must consider the residual use of the building for community use by partner agencies. This could include a part of the building being used as a community hub for people with learning disabilities.
- The results and outcomes of the formal consultation on a new service model for learning disability services in Thanet were presented to ASCPHOSC on 10 November 2011.

### **Current Position**

(6) On 22 February following consideration and endorsement at the Adult Social Care and Public Health Policy Overview and Scrutiny Committee 10 November 2011, the Cabinet Member for Adult Social Care and Public Health made the decision to implement the New Service Model for Learning Disability Day Services in Thanet. The Cabinet Member approved:

- (a) the development of new resources within Thanet to be known as Community Hubs, which when fully developed and used to the satisfaction of service users will eventually lead to the closure of the segregated service currently run in the Thanet DOS building.
- (b) the implementation of the new service model for learning disability day services within the Thanet District, as outlined in this report.

- (c) the commissioning of a feasibility study on the Thanet DOS building and site to ascertain the viability of both capital and revenue investment in terms of using the building as part of the future new service model.

(7) The report on the decision on the new service model for Thanet has been published along with a summery version and distributed to all stakeholders. Arrangements are being made for the interim Director for Learning Disability and Mental Health to meet with the Thanet DOS Carers Forum to provide feedback on the decision and to answer any questions about the decision.

(8) Work is currently underway to commission a feasibility study on the Thanet DOS building and EK Mencap will be fully involved.

(9) Initial negotiations are progressing with external partners, exploring options for Community hubs and facilities, activities and opportunities for people with learning disabilities in the local community.

## **Recommendations**

4. (1) Members of the Adult Social Care and Public Health Policy Overview and Scrutiny Committee are asked to:

- (a) NOTE the continuing progress of the GDP;
- (b) NOTE the decision on the outcome of formal consultation on a new service model for learning disability day services in Thanet;
- (c) CONSIDER the feedback gained during consultation on a new service model for learning disability day services in Shepway.

### *Appendices:*

Appendix 1: Example of the proposed New Service Model for Learning Disability Day Services – New Service Model for Shepway District.

Appendix 2: Thanet Day Services Consultation Summary report.

### *Background documents:*

Report on the Outcome of formal consultation on a New Service Model for Learning Disability Day Services in the Thanet District to ASCPHPOSC, 10 November 2011, Item E7

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