

Graham Gibbens – Cabinet Member for Adult Social Care and Public Health

Andrew Ireland – Corporate Director Families and Social Care

Subject: **Outcome of Formal Consultation to re-provide services for People with a Physical Disability using The Bridge Resource Centre, Hythe**

Classification: **Unrestricted**

Summary: This paper outlines proposals for alternate provision of services to those people with a physical disability currently using the Bridge Resource Centre, Hythe.

Recommendations:

To agree the provision of the service for people with a physical disability at The Bridge via alternate providers or a direct payment.

1. Introduction

- a) The Bridge Resource Centre is a shared service for physical disability and learning disability clients in Hythe, Shepway.
- b) Learning Disability proposed as part of the Good Day Programme that the centre become a community hub which will specialise in the delivery of services for learning disability clients with high support needs.
- c) A full public consultation was completed on this proposal beginning November 2011 – January 2012. Service users with physical disability were involved in that consultation, but at the time details of alternate provision for them were not available.
- d) In May 2012, Cabinet Member for Social Care and Public Health agreed the Learning Disability proposal for the Bridge to be used as a community hub for people with learning Disabilities five days per week.
- e) Currently, 14 people with physical disabilities use the centre. There are two sessions per week, 4 hours on Tuesday (drop-in and rehabilitation exercise) and 2 hours on Wednesday.
- f) On average 11 places are booked at the centre on Tuesday with an average of 9 people attending. On Wednesday an average of 4 places are booked with an average of 2 people attending. (Based on attendance figures July – September 2012).

- g) Two people are charged for attending the centre under KCC Charging Policy. They are charged £24.83 each.
- h) This service was reviewed October 2011 and determined that is underutilized and does not offer value for money.
- i) The centre will be closed for 12-14 weeks for essential building work. During that time all service users will use alternate venues. People with physical disability will move to Summer Court, Hythe for the duration of the building works. Staff will move with them as will equipment used for maintenance exercises.
- j) The proposal for people with physical disability is that the service will be re-provided through one of the following options:
 - a. Summer Court, Hythe
 - b. ARRC, Folkestone
 - c. Direct payment

2. Financial Implications

The current net expenditure on The Bridge is £59k. This represents total costs attributable to the centre and covers both Learning Disability and Physical Disability client groups.

- a) Staffing costs associated with PD service users is £22k.
- b) The cost of the new service will be dependent on individual choices that service users make regarding their future service.
- c) This change does not expect to deliver any savings.

3 Bold Steps for Kent and Policy Framework

(1) Bold Steps for Kent:

- Empower social service users through increased use of personal budgets
- Improve services for the most vulnerable people in Kent

(2) Vision for Kent

- Improve the health and the physical and mental wellbeing of the population and reduce inequalities
- Enable people to receive the support they need to maintain their safety and independence within their local community
- Move towards preventative social care
- Enable people to take greater control of their lives and live safely and independently in their own communities, through engagement with Kent County Council and its social care partners

The Report

- a) Legal advice from KCC Legal Services was sought to clarify the process for consultation for people with physical disability, given that a full consultation process was undertaken as part of the Good Day Programme.
- b) Legal Services advised that:
- a. A full 90 day formal consultation be completed with service users and carers in accordance with KCC procedure regarding the proposed change to their service.
 - b. That district and parish councillors are informed of the proposal, but given that they have already been involved in a 14 week formal consultation regarding the learning disability proposal it is sufficient to write to them and invite them to comment if they wish to.
- c) In accordance with this advice the following actions were taken:

Date	Action
11 July 2012	KCC Local Cabinet Member Briefing
12 July 2012	Letters sent to people with physical disability using the centre and their carers inviting them to meeting
24 July 2012	Letters and information regarding the proposal for people with a physical disability sent to Hythe Parish Council and Shepway District Councillors.
24 July 2012	Formal consultation begins
24 July 2012	First consultation meeting with service users and carers:
28 Aug 2012	Second consultation meeting with service users and carers. Advocate attended.
18 & 19 Sept 2012	Advocate meetings with service users and carers
26 Sept 2012	Third consultation meeting with service users and carers. Advocate attended.
16 Oct. 2012	Consultation ends

- d) Attendance for each of the consultation meetings was as follows:
- a. 24 July 2012: 6 service users, 1 carer
 - b. 28 August 2012: 6 service users, 6 carers
 - c. 26 September 2012: 3 service users, 5 carers
- e) All responses have been submitted through Advocacy for All (see Appendix 1). Overall, 14 service users and carers submitted their response to the consultation via this route. .
- f) No feedback has been received from local or district councillors.

g) Comments, questions and concerns are listed below alongside KCC responses or actions taken to address.

Comment	Response
<p>There was no consultation over the building before the Learning Disability decision was made. The initial meeting should have been in March, the group said that they were not told until July and felt that this was unfair.</p>	<p>Everyone who uses The Bridge was consulted on the Learning Disability proposal including people with physical disabilities and had the opportunity to submit feedback.</p> <p>We needed to complete additional work to determine the alternate options for people with physical disability, hence the delay.</p>
<p>The group said that Case Manager who did their reviews, did not know about the Bridge Centre and were not able to answer questions about the alternate options. This has added to the general confusion and anxiety about the future.</p>	<p>Case managers have been sent information regarding the proposal and options several times.</p>
<p>No new members have joined the group for several years. Staff who used to be there to facilitate activities and outings have left and not been replaced.</p>	<p>People have been assessed as needing the type of support available at the centre, but have decided to access other services or take a direct payment. People have not wanted to attend the centre.</p> <p>Staff are Learning Disability staff and staffing levels have reflected the number of people using the centre.</p>
<p>The group would like to stay together.</p>	<p>This is possible. One of the proposals for the future is to move the service to Summer Court as is.</p> <p>Staff would be provided to support activities if needed.</p>
<p>The group asked if they could stay as they are, sharing the centre with people with Learning Disabilities because they wanted to have the same staff and be able to use the</p>	<p>This is an option.</p> <p>However, there is no guarantee that staff will remain the same.</p> <p>The equipment can be moved to</p>

<p>physio equipment.</p>	<p>Summer Court.</p>
<p>The group said that they needed staff support to do most aspects of the physio/exercise/therapy sessions.</p> <p>NHS Physiotherapist visits the centre once a month to look at and develop exercise programmes which are supported by the staff who work at the Centre.</p> <p>Equipment has been purchased and placed in the therapeutic Centre for their use and the group want to continue to have access and staff support to continue using.</p>	<p>Staff from The Bridge will move over to Summer Court during the building works to continue to support service users.</p> <p>If the group moves to Summer Court permanently, KCC will fund staff to support the group.</p> <p>Equipment (tilt table, hoist, wall bars) will be moved to Summer Court.</p> <p>The ARRC provides exercise programmes and complementary therapies.</p>
<p>The Bridge is used as a 'drop-in' centre where people can meet friends and share and not as a day centre which is what ARRC appears to be. The group are uncertain how stable ARRC is as a service.</p>	<p>A representative from ARRC met with the group on 9 October to talk about ARRC facilities and activities.</p> <p>If the service moves permanently to Summer Court, the drop-in can continue.</p> <p>ARRC can be used as a drop in, but will offer more of the activities that service users say they want and which they currently do not have access to.</p>
<p>The group were concerned that they have to take a Direct Payment. Their concerns included whether they would have to pay back money for missed sessions and whether the money would increase if charges went up.</p>	<p>Direct payments are a positive choice for many people. However, no-one has to take a direct payment if they do not want to.</p>
<p>Some people feel rushed into making decisions about what they want for the future without really</p>	<p>No-one will be asked to make a decision about the future until the consultation has finished and the Cabinet Member has made his</p>

<p>understanding what the options are. This gives the impression that the decision has been made and the group will be wound up and that people feel they have separated themselves from the group because they are worried they may miss out on alternatives if they do not say now.</p>	<p>decision about the service. This has been communicated to the group verbally and in written form.</p> <p>Options have been identified so that people can contribute to the consultation knowing what alternatives are available to them.</p>
<p>The group said that it would be good to know more details about the alternatives identified in the proposal, including issues like parking and dropping off at alternate sites.</p>	<p>Parking and dropping off at Summer Court will be the same as for The Bridge as it is in the same location.</p> <p>A representative from the ARCC had met with the group and given them more information about that service.</p> <p>Accessibility issues such as transport and parking were considered in identifying alternate options.</p>
<p>Transport is a major issue for all. Many get transport provided as part of the package from the Bridge Centre funded by the case management team as part of their support package.</p>	<p>Transport arrangements for the group will be considered on an individual basis.</p> <p>If people receive the mobility component of their DLA then they are expected to use this to pay for transport.</p> <p>If people have had transport and are eligible for it under the KCC Transportation Policy they will continue to receive it.</p>
<p>The group said that they missed some of the activities that they used to have, including outings, cooking skills, art group.</p> <p>They said that they needed staff to help set up and run these activities.</p>	<p>ARCC provides many of these activities and are directed by what the service users want.</p> <p>Summer Court will work with service users to develop programmes and activities that reflect their needs.</p>

	<p>If staff are needed at Summer Court to facilitate these activities then KCC will provide funding for staff.</p>
<p>The group expressed concerns about whether the residents of Summer Court have been consulted about the PD group using the facilities.</p>	<p>Summer Court said that their residents will be told. However, Summer Court is a community resource and the residents are used to different group accessing their communal areas. Some residents join these groups and people from The Bridge would also be welcome to join existing groups.</p> <p>Residents do have private areas which are not used by the community.</p>

- k) All service users have been reviewed by Care Managers during the consultation period. All current service users are eligible for KCC support.
- l) Equality Impact Assessment was completed on 7th July 2012 and updated on 16th October 2012 following completion of formal consultation. Actions have been identified and completed to address both of these issues. (Appendix 2)

5. Conclusions

- a) The Bridge Resource Centre for People with Physical Disability is currently accessed by 14 individuals for between 2-4 hours two days per week.
- b) The Bridge is being transformed into a community hub for people with Learning Disabilities as part of the Good Day Programme and will operate as such 5 days per week (Monday – Friday).
- c) KCC propose that people with physical disabilities receive services through alternate sites or services.
- d) Feedback from service users and carers has been gathered from three consultation meetings and by an advocate.
- e) The majority of the feedback regards concerns about staff support, keeping the group together and the accessibility of equipment for maintenance exercises.

- f) KCC has addressed the concerns raised and is satisfied that the alternate options are an equivalent or improved service offering individuals increased choice and control.
- g) Families and Social Care Directorate Management Team discussed and endorsed the proposal 17th October 2012.

6. Recommendations

That it be agreed that services for people with a physical disability, using the Bridge resource centre, Hythe be provided via alternative providers or a direct payment.

7. Background Documents

Appendix 1 – Advocacy for All report

Appendix 2 – Equality Impact Assessment Revised

8. Contact details

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