

Good Day Programme Advocacy for All

report about
Swale Day Services and
Crawford Day Centre



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Advocacy for All

Advocacy is when one person helps another person talk about their needs and wishes.



Advocacy for All helps people in Kent when they need an **advocate**.

An **advocate** is someone who helps you **speak up** for yourself. They make sure other people **listen** to what you say and respect your **rights**.



Good Day Programme

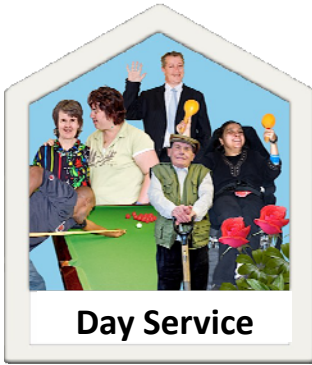
The **Good Day Programme** is run by **Kent County Council**.



It works with people to help them

- **choose** what to do during the day
- be part of their **community**

Swale Day Services



Swale Day Services offers activities for people in **Swale** during the day.

One of the bases is **Crawford Day Centre**.



46 people use the Crawford Centre at the moment.

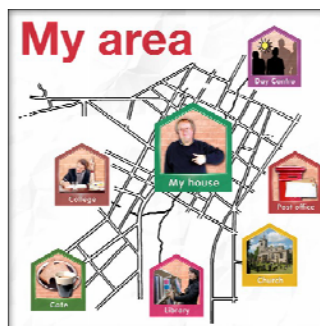


The **Good Day Programme** think it would be good to **close Crawford Day Centre**.

They want to **move Swale Day Services** into **smaller places** in the **community** called **hubs**.



This will mean



- people will **not** need to **travel** so far
- people will be **part** of their local **community**
- people will have **more choice** about things to do in their **local area**



the consultation



A consultation is when you find out what someone thinks about something.



The **Good Day Programme** wanted to find out what people think about



- **closing** Crawford Day Centre



- moving Swale Day Services into **smaller places** in the **community** called **hubs**.



They asked **Emma** and **John** from **Advocacy for All** to help.

what happened in the consultation



1. the council had a big **meeting** about **Swale Day Services**.
They gave a **talk** about the **plans**.
Emma and **John** went to the meeting and **met** some **people** who **use** **Swale Day Services**



2. **Emma** and **John** ran **workshops** for **people** who **use** Crawford Day Centre.
People **talked** about the **plans** and said what they **think**



3. **Emma** and **John** went to **information events** for **parents** and **carers**.



4. **Emma** and **John** **met** people on their own in **1 to 1 meetings**.
They **talked** more about the **plans**.
They filled in a **form** saying what they **think**



big meeting

There was a **big meeting** on Tuesday 6 May 2014 at **Swale Community and Voluntary Services (SCVS)** in Sittingbourne.

Different people went to the meeting



- members of **Parliament**
- people from **Kent County Council**
- **people** who use **Swale Day Services**
- **parents** and **carers**
- **support workers** and **staff**
- people from **workers' unions**

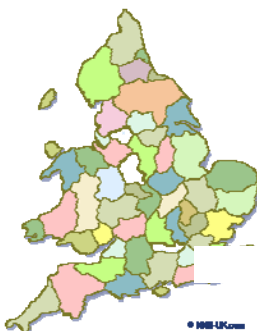


Lots of people who use **Swale Day Service** could **not go** to the meeting because of the **stairs** in the building.



Councillor Gibbens from Kent County Council talked about the **plans** for **Swale Day Services**.

He said that **Crawford Day Centre** would stay **open** until **all the people** were using **new places**.



He said that the **same** sort of **changes** are happening to **day services** all over the **country**.

what people said



There was a chance for people to ask **questions**.

people asked



- what will happen to the **buses**?



- what will happen to the **Crawford Centre building**?



- have you **already found** the new **hubs**?



- is this only happening because the **council** need to **save money**?



visit to Crawford Centre

Emma and John visited Crawford Day Centre on Monday 12 May.

They **chatted** to the **people** who **use** the **centre** and the **people** who **work** there.



Lots of people said they leave the centre to go to **activities** out in the **community**.



Some people were **worried** that the **day centre** was **closing** and their **activities** would **stop**.



Emma and **John** said that **activities** would **carry on** even if people were going to a **different base** first.

workshops



Emma and John ran **workshops** at **Crawford Day Centre** on Tuesday 20 May.



At the workshops people could

- **talk** about the **plans**
- ask **questions** and **find out** more
- get their own **voice** across

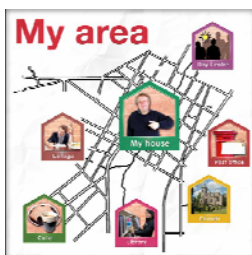


Day Service

People were **worried** that their **services** would **stop** when the **building closed**. **John** and **Emma** said that would **not** happen.

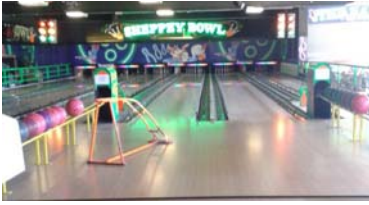


Some people were still **sad** because they **like** the **building** and the **community**. **Some people** said there is **nothing wrong** with the **Crawford Centre** building so **why** should it **close**?



People talked about using **smaller places** **closer** to where they **live**.

Most people said that **local places** with **new rooms** and **equipment** would be **good**.



People talked about the **activities** they do. They said what **places** they go to and what they **like doing**.

Most people do **activities outside** the day centre. They said there is a **good choice** of things to do.

Lots of people **like** the **staff** who help with the activities. They are **worried** that **staff** might **change**.

what people said

archery - we'd like to do more

Octopus club!

We like tai chi at Minster

soft sports at the leisure centre

silly to change the building

like curling in the gold room

stairs at the Gateway too hard now. Some people enjoyed this before and been stopped because of the stairs

We like Castle Connexions and Gateway at Queenborough



1 to 1 meetings

John and Emma had a 1 to 1 meeting with every person who uses Crawford Day Centre.



John and Emma talked to people about the changes and found out what they think.



Some people had **complex needs**. This means that they had different **disabilities** and **health problems**.

John and Emma worked with day centre **staff** and used things like **DVDs** and **person centred plans**.

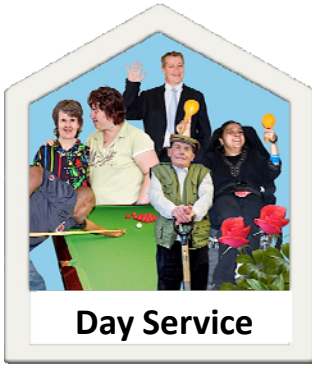
This **helped** them **communicate** with people with **complex needs**.

A graphic of a survey form. At the top left, it says "Tell us what you think" in bold. To the right is a small photo of a woman with a thought bubble containing a question mark above her head. Below the title is the question: "1. Do you think the idea is a good one?". There are three checkboxes: "Yes" (unchecked), "No" (checked with a blue checkmark), and "Not sure" (unchecked). A hand holding a black pen is shown at the bottom right, as if filling out the form.

They **helped** people fill in the **form**.

There is a **big sheet** with everybody's **answers** on it.

Some of their **answers** are on **pages 13 to 21**.



questions and answers

1. what do you like about Swale Day Services?

What do you not like about it?



Most people **like** the **activities** they do. Some people are waiting to **try out new activities**.

Favourite activities are:



- archery at Queenborough
- cooking
- going for walks
- photography and island history
- shopping in town
- swimming



One person said she does **not like** being in the **centre** when she **cannot get out** of her **chair**.



One person said she does **not like** it when her **activities change** or **stop**.

learnt some really good office skills

going out on the bus with others bowling and swimming

I like what they've done here



2. What do you like about services in Swale?

What do you not like about them?



Most people like **community activities**, like

- **Gateway**
- **archery**
- **bowling**
- **Tai Chi**
- **swimming**
- **walking**
- going to the **leisure centre**



Lots of people said that the **buses** make it **hard** to get into the **community**.

The **buses** do **not** go **often** and they are **too small** for **big wheelchairs**.

I like going to cafés and restaurants for coffee and cake

Gateway - nothing to do over there

Like the John Graham Centre

like going out rather than being in the building



3. Will the changes make a difference to you?

Lots of **activities** happen **outside** the **Crawford Centre**.



Most people said they **like going out** into the **community** and doing different things.



Some people said they will find the **change sad** and **difficult**.

have more freedom here [at the Crawford Centre]

easier if there was a hub in Minster. I could get a taxi on my own

the things I do are more important. As long as I've got somewhere to go I don't mind

fed up with it now [the Crawford Centre]

I would like the Crawford Centre to stay open, but I would go to a hub

the centre will shut. I want the centre open



4. are you worried about the changes?

Only a **few people** are **worried** about the changes.



People are **worried** about **missing their friends**.

Friends might end up going to **different local places** in the **community** if they do **not live near** each other.

doesn't really worry me, but I would miss it if it shut

I like change

I think it is a good idea, Emma, it is

sometimes if the centre was closed I don't know what I am going to do

Don't want to be in the Gateway - can't sit in the garden at the Gateway. Can't bring my walker to the Gateway because there is not enough room

I would be worried if this centre closed and there was nowhere to go, but if there was somewhere to go I would be okay



5. what would make you feel happy about the changes?

Most people did not answer this question.



A **few people** said that they want to be **involved** in the **changes**.

They want to **visit** the **new community hubs** and see what is going on.

Want the Crawford Centre to stay open

staff could speak to J about the hubs - picture books, photographs, visits

I would be happiest if it stays the same. If I was at the Gateway I would have to leave at 1:30.

maybe could visit another service that has had their centre shut

I am all right as long as my sessions stay the same.
I meet at the Gateway not here.
I walk everywhere



6. what activities do you like?

People gave **lots** of different **answers**.

You can see **all the answers** on the **big sheet**.



These are the **most popular** things that people would like to **try out**.



- **music**
- **dance and exercise**
- **reading and writing**



- **nightclubbing and evenings out**



- **snooker and pool**
- preparing for **work**

7. Is there anything else you think is important?



seeing friends

Z is mostly happy with her service at the centre. Z has a 1 to 1 support worker from Blossoms

M needs suitable transport to and from home. Public transport is not suitable

likes jigsaw puzzles

being out and about is more important

like to get on the minibus but it is difficult with the times and health and safety for wheelchair users

nightclub, sailing, cup of tea when I come to the centre



8. Would you like to work?

Some of the **people** who use **Crawford Day Centre** would **like** to have a **job**.

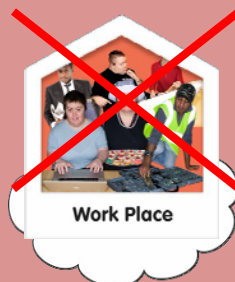
You can see **all the answers** on the **big sheet**.

I do not want to work

15 people

I want to work

8 people





9. Do you get a Direct Payment? Would you like to get a Direct Payment?

Most people did not know if they get a Direct Payment or not.



10. Do you have any other ideas for Swale Day Services?

if the Gateway was turned upside down it would work. Other gateways are used in the evening for boxing

maybe use where we do tai chi more

making changes, making better, being out and about more

[Octopus club] used to go on a Friday night come back early hours of the morning. Still get information. Been stopped for some reason. Used to be a good night out.

Swale Day Services working more together. I got bored at Gateway so am going to go to the John Graham Centre more now

main points



People who use **Crawford Day Centre** have **said** what they **think** about the **day services** and the **changes**.



They have had their say

- in **workshops**

The **workshops** helped people **talk** about the **changes together**.



- in **1 to 1 meetings** with **Emma** and **John**

People **carried on talking** about the **changes** in the **1 to 1 meetings**.

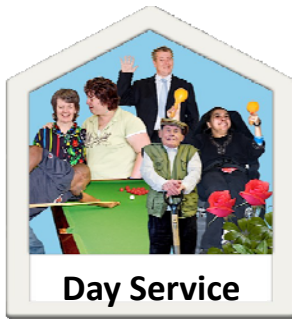


Emma and **John** worked in the **same way** with **everybody**.

When someone needed **more support** to **have** their **say**, **Emma** and **John** worked with their **supporter** to **help** them do this.



The **staff** at the day **service** helped **Emma** and **John** a lot.



Most people who use **Crawford Day Centre** are **happy** about the services moving to **new community hubs**.

Some people are **confused** about **why** the **Crawford Centre** will **close**.



People who use **Crawford Day Centre** want to know



- **when** the service will move



- **where** the service will move to



- what the **new community hubs** will be like



They want to get **support** all through the **changes**.



They want to **know** that they will have the **same services** and **activities** and be able to **carry on seeing** their **friends**.

