

From: Graham Gibbens, Cabinet Member for Adult Social Care & Public Health

Andrew Ireland, Corporate Director Families & Social Care

To: Social Care and Public Health Cabinet Committee – 4 October 2013

Decision No: 13/00066

Subject: Future of TRACS Community Day Service, Longfield, Dartford

Classification: Unrestricted

Past Pathway of Paper: DMT on 28/08/13

Social Care and Public Health Cabinet Committee on 04/10/13

Electoral Division: Longfield, Dartford

Summary:

A report on the outcome of formal consultation undertaken at TRACS Community Day Service seeking feedback on the proposal to move the TRACS Service from its existing base at Longfield and to continue the Service as a more inclusive, accessible community based Service that operates from a range of community hubs.

Recommendation(s): The Social Care and Public Health Cabinet Committee is asked to consider and either endorse or make recommendations to the Cabinet Member for Adult Social Care and Public Health on the proposal to move the TRACS Service from its existing base at Longfield and to continue the Service as a more inclusive, accessible community based Service operating from a range of community hubs.

1. Introduction

- 1(1) This report outlines the views expressed during a 12 week formal consultation regarding TRACS Community Day Service.
- 1(2) The Consultation focussed on the proposal to move the Learning Disability Service away from its segregated and relatively inaccessible leased site at Longfield, to a range of community facilities within Dartford.
- 1(3) The proposed model has already been implemented in other districts by The Good Day Programme and has afforded people with learning disabilities greater access to mainstream activities and enhanced community networks.

2. Financial Implications

2(1) Capital

The Good Day Programme has identified and secured capital to support the remodelling and enhancement of Dartford Learning Disability Services over the next three years- having obtained Project Approval Group (PAG) approval to spend in December 2012.

The capital will continue to be invested in a range of local community facilities (see main body of report) to develop meeting spaces and changing places that will not only open up the service to those with additional physical needs but also enable existing Service Users greater community presence.

It is important to note that Changing Place facilities in public buildings such as the Library will also benefit other Dartford residents as well as visitors with disabilities.

2(2) Revenue

a) The 2011/2012 **Property Subjective Outturn** for the current TRACS building (as supplied by corporate landlord) totalled £64,055.79 including rental and utility costs.

This property revenue budget is already held by Corporate Landlord and in remodelling the Service the property revenue subjective will need to be re-badged against the proposed new hubs. At this stage the exact level of efficiencies is unknown as there is a need to complete further Day Service modernisation across Dartford and indeed the county.

b) It is anticipated that remodelling the TRACS service and transferring to the town centre will reduce the dependence on in-house transport and enable a reduction in the transport fleet and its associated staffing.

Therefore it is reasonable to suggest that some **FSC revenue** will need to be transferred from use on mini-buses and their associated costs, to the local commissioning team who will oversee any revised transport needs.

c) In terms of FSC staffing revenue, it is important to note that the Staff have already been restructured.

However it is recognised that in the transition period (whilst promoting a full range of community options), there will be a shift in the way revenue is utilised, which may result in some initial double-funding for a short period.

Ultimately it is anticipated that as TRACS is moving to some already existing KCC buildings, the remodelling will prove cost neutral.

3. Bold Steps for Kent and Policy Framework

3(1) a) Bold Steps for Kent – The Medium Term Plan to 2014/15

Remodelling Dartford Learning Disability Services and relocating TRACS Community Day Service to Dartford is in line with KCC's Bold Steps Strategy in that it will:

- **Tackle disadvantage** – The new community model is based on a strong commitment to be inclusive, specifically ensuring that its facilities meet the

needs of people with a range of disability and are located in more accessible venues.

- **Put the citizen in control** – The proposed hubs including The Bridge Community Campus and Dartford Library have a real willingness to embrace all members of the local community, young and old. They are sited in convenient locations and aim to be responsive local resources. Relocation will open up more opportunities and enable the Service to be more person centred in its approach.
- **Grow the economy** – The new developments will open up new economic and employment opportunities and will support the needs of local residents living in Dartford.

b) Valuing People - March 2001 / Valuing People Now 2009

Valuing People is the government's plan for making the lives of people with learning disabilities, their families and carers better. It was written in 2001 and it was the first White Paper for people with learning disabilities for 30 years.

It is based on the principle of people with learning disabilities:

- exercising their rights as citizens
- being included in local communities
- having choice in daily life
- having real chances to be independent

The modernisation of day services for people with learning disabilities is seen as a major part of the implementation of Valuing People.

c) Think Local, Act Personal - Next Steps for Transforming Adult Social Care

This is a proposed sector wide partnership agreement moving further towards personalisation and community based support. This document sets down the thinking of policy direction in adult social care. The priority for adult social care is to ensure efficient, effective and integrated partnerships and services that support individuals, families and the community.

It requires commissioners to reduce duplication across the system, improve outcomes, engage in targeted joint prevention interventions and provide information and advice for people using the services to make the most appropriate choices to meet their outcomes. Commissioners should draw upon voluntary and community action and facilitate an environment where various models of commissioning and purchasing can emerge to support people to make more personalised choices.

The two main focus of reform are:

- A community-based approach for everyone
- Personalisation

d) The Good Day Programme - KCC's strategy for improving days for people with learning disabilities.

In 1999 and 2008, Members agreed to a Kent wide strategy (in line with national strategy) to move away from segregated centres for people with learning disability to a range of services in the community. The Good Day Programme was devised in order to deliver this across Kent and its vision statement 'Better days for People

with Learning Disabilities in Kent' 2008 looks at how individuals can be supported to be part of their local communities and have the same opportunities as others, in employment, education and training, leisure etc.

4(1) Background

Families and Social Care Directorate is engaged in a process to modernise the way it carries out its responsibilities in order that the service outcomes for the people of Kent are improved. In 1999 and 2008, Members agreed to a Kent wide strategy (in line with national strategy) to move away from segregated centres for people with learning disability to a range of services in the community. The Good Day Programme was devised in order to deliver this across Kent and its vision statement 'Better days for People with Learning Disabilities in Kent' 2008 looks at how individuals can be supported to be part of their local communities and have the same opportunities as others, in employment, education and training, leisure etc.

In line with other districts, TRACS Community Day Service has been working towards community inclusion for a number of years, partnering with a range of local organisations in order to promote opportunity and participation for people with learning disabilities across the Dartford and Gravesham area;

4(2) Community Capacity

Prior to consultation, The Good Day Programme had already invested Capital and Social Care Reform Grant in order to ensure new opportunities are accessible and sustainable for not only existing service users, but other members of the community;

- Cascades Leisure Centre - A Mobile hoist and steps were funded for use with the trampoline in Rebound Therapy sessions for both adults and children with disabilities.
- Training for both KCC and Leisure Centre staff has been funded across West Kent in order to support sustainability.
- Cyclopark – The Good Day Programme funded and commissioned a range of accessible bikes, outdoor accessible adult gym equipment, sensory garden and a changing place.
- Wheels for All training was commissioned for West Kent Day Service Staff, OTs, Physios and volunteers in order to promote use and greater flexibility at Cyclopark.
- Fairfield Pool - The Good Day Programme funded Boccia equipment and training for both Leisure Centre and Day Service Staff

In order to support the priorities of Valuing People and Valuing People Now, individuals accessing TRACS have (over the last few years) also had the opportunity to take advantage of a number of key innovations:

- Person Centred Planning (PCP)
£25k was secured from the Transforming Social Care Reform Grant to fund a PCP worker based at TRACS and employed by CVS. With this support TRACS Service Users have had the opportunity to develop and action their personalised plans.

- Taster sessions and new opportunities
£10k funding was also secured to fund taster and discovery sessions; new activities that were identified through person centred planning.
- Employment Support
£23k Transforming Social Care Reform Grant funded dedicated employment support from Kent Supported Employment, with the aim of supporting TRACS individuals in pre-employment skills and work experience. A number of individuals have been supported to secure voluntary work and work experience placements, valuing the opportunity to make a difference to the lives of others; sustaining placements in organisations such as The British Heart Foundation Charity Shop and Dartford Football Club.
- Sports development
A Sportslink post was funded in partnership with Sencio Leisure and covered West Kent helping develop partnerships with local leisure centres.

Within the local community there have been links with Adult Education, Libraries, Churches, Community Centres, Youth Services, Voluntary Groups, etc.

4(3) Implications for KCC's Property Portfolio and the identified community venues

The current TRACS building is leased, with a full maintenance and renewal lease that is due to end in December 2013. As such, transferring the Service to existing centrally located KCC facilities is considered both efficient and timely. It represents value for money and is in line with local and national agendas.

Prior to Consultation, alternative more inclusive "bases" were identified to support TRACS transferring to a community based model, these included the following:

a) The Bridge Learning and Community Campus

Completed in 2010 at a cost of £9.5million, The Bridge Learning and Community Campus includes a Two Form Entry School, Childrens Centre, Youth Service, Local Church as well as 135 sqm of space designed to meet the needs of people with learning and physical disabilities (which includes a sensory room, changing place and accessible kitchen).

TRACS have fully embraced use of the building as a community hub, with up to 7 service users going each day and enjoying travel training, independent living skills and sports. It is therefore anticipated that this resource will continue to be a vital facility in any new community based model.

b) 2 Essex Road, Dartford

2 Essex Rd, Dartford is a detached KCC freehold building that not only offers a convenient town centre location but also residential proportions; making it attractive and informal to both people with learning disabilities and their carers. With over **£100,000 Capital** having been approved for investment in Essex Rd, works are due to be completed the end of September 2013.

Once completed the building (previously known as Dartford Family Centre) will have an accessible kitchen and meeting space for up to 15 people a day, as well office accommodation and further rooms on the first floor.

It has enough space for people to meet up and plan the things they want to do in town, hold special activities and also be able to get away from the busy town centre, if needed.

It will also facilitate a good administration base, enabling staff and management to be in the centre of things and providing a base from which staff and Service Users are supported and activities co-ordinated.

c) Dartford Library

Libraries and registration have commissioned and completed a feasibility to appraise remodelling options for Dartford Library which include the possibility of a changing place and access works, as well as good meeting and activity space for TRACS Service Users.

The feasibility confirmed that meeting space, a changing place and an accessible kitchen are viable additions to the library and discussions are taking place as to the next steps.

Dartford Library is considered a vital component of the Dartford Learning Disability Day Service remodelling strategy. It is a community building that offers an excellent location and genuine opportunities for partnership and community inclusion.

As an existing KCC resource, careful redesign will ensure that the Library makes more effective use of its space, and enhancements (including improved toilet facilities and a Changing Place) will benefit both people with Learning Disabilities and other residents and visitors to Dartford.

At this stage of the project, the proposed level of capital investment from The Good Day Programme is **£125,000**.

d) Lowfield Street

Although significantly delayed, this new mixed retail and residential development in Lowfield Street could still prove valuable in delivering the Learning Disability Dartford Town Centre Strategy.

This development involves the adoption of a previously agreed land transfer agreement that will secure 278 sqm of space for KCC, on a 99 year lease. Tesco are developing a mixed use site with a large retail store, additional commercial retail units and residential units.

The space being offered to KCC could offer a part re-provision for Learning Disability Day Services along with a new Occupational Therapy Assessment Suite for older people.

Recently the developers revised their planning application, which has caused delay. However Dartford Borough Council have made it clear to Tesco (and their developers) that the development needs to get underway and KCC legal and Estates teams are following this up.

In terms of facilities for Learning Disability Services, this new community venue could facilitate meeting/activity areas, a large fully accessible kitchen with space for people to both cook and eat, as well as a full changing place with hoist and changing bench. In addition, it is proposed that there is a shared reception area and a full OT assessment suite used by Older People, as well as hot desking facilities for FSC staff.

The proposed Lowfield Street development could prove a crucial town centre facility, but as it is not due to be completed in the immediate future it is therefore considered one part of a coordinated learning disability remodelling strategy that includes a range of community hubs designed to meet the needs of current and future Service Users and particularly those with complex disabilities.

Once delivered, all identified community venues will deliver enough facilities and floor space to re-design LD day services in Dartford, facilitating a much needed coordinated community-based service model.

4(4) Consultation Process and timetable

The purpose of the TRACS consultation was to:

- Find out from service users and other interested groups what they valued about their existing service.
 - Explore how we might enhance the service
 - Identify any gaps either within the service provision or community infrastructure.
- a) The Variation of Service Procedure was invoked on 21st May 2013. A twelve week consultation period followed, ending on 13th August 2013.
- b) Consultation has been extensive, with information and questionnaires cascaded to all relevant groups and individuals. This included Service Users, Parent/Carers, Staff, Trade Unions, Advocacy Groups, Residents, Community Partners, Integrated Teams, Parish Councillors, Borough Councillors and KCC Members.
- c) A number of individual and group meetings have been held to talk through the proposal, promoting involvement and collating feedback.

Consultation Timetable:

Action	Date
Approval from Corporate Director – Families & Social Care	W/C 6th May
Approval to Consult agreed by Cabinet Member for Adult Social Care	W/C 6th May
Decision included on Forward Plan	21st May
Letters informing Service Users, Parents/Carers, Staff and Unions and all Stakeholders of the start of the consultation process. Communication via website / newsletters to be available	21st May

Borough and County Members briefed on proposals Service User briefing meeting Staff and Union briefing meeting	21st May
12 Week consultation period formally commenced Website live with proposal and questionnaire	21st May
A range of meetings held during the 12 week consultation period with <ul style="list-style-type: none"> • Carers • Services Users • Staff • Wider Stakeholders 	
12 Week consultation process ended	13th Aug

4(5) Outcome of the Consultation and Issues raised during the Consultation

- a) 272 people were written to as part of the consultation and invited to give their views on the proposal.
- b) 41 people attended the briefing meetings held on the 21st May September 2013.
- c) Advocacy services undertook thorough consultation with Service Users, working in a variety of ways; with individuals, as well as group workshops, ensuring that Service Users not only understood the proposal but have had a very real opportunity to develop their own viewpoint and to express this. They visited individuals in a variety of settings include their homes, in the TRACS building at Longfield, The Bridge Community Campus, Cyclopark, Hesketh Park etc
- d) Views have been collated in a variety of ways, including adapted questionnaires, flip charts, verbal feedback, etc.
- e) A Total of 44 completed questionnaires were received

4(6) Service User Feedback

- a) Advocacy for All were commissioned to provide independent support to those currently attending the TRACS Service. Two advocates worked with Service Users in group and 1:1 sessions to promote understanding and gather feedback.
- b) Advocacy worked in an unbiased way, using photographs and drawings to ensure people understand what is being proposed and are able to give their views. Using a range of communication mediums and styles, the majority of responses were surprisingly accepting, keen to get involved with design elements, keen to visit the proposed new hubs and keen to undertake a range of activities.

- c) Service Users told Advocacy Services that they would value having a broader range of choice of activities. Many said that they value increased independence, particularly bus travel, and the opportunity to meet wider social networks. Surprisingly, and unlike many other consultations, several individuals noted that they would be keen to change some of the group dynamics, keen to be in smaller groups and get away from personality clashes that can occur in large groups.

Whilst people value friendships and “get togethers” there was a distinct theme that people were keen to “regroup”, which the new model can facilitate.

- d) Individuals expressed concern about the “unknown” elements including wanting to know what the new hubs will be like, how transport will work and the content of the revised timetable.

As a result, visits to the various sites have been arranged, minibus routes reconsidered to improve travel arrangements and the management are working in partnership with staff and Service Users to update the timetable.

- e) Appendix 1 lists remarks and direct quotes made by Service Users

4(7) Family Carers Feedback

- a) Of the 47 Parent/Carers invited to take part in the consultation only six requested 1:1 meetings, with one family member calling to say she did not require a meeting as she thought the proposal was “clear and marvellous”.

- b) Only 6 questionnaires were completed and returned by Carers.

- c) Of the six Carers who requested a meeting, two specifically wanted to discuss the timetable and were keen to hear that there would be structure to each day and that downtime would be minimised. The management team at TRACS are already looking at the content of the timetable with a view to creating more choice, more person centred activities and less downtime.

- d) Two Carers wanted to discuss their individual circumstances, as one already receives Direct Payments (for morning support) and was keen to ensure that this would not be disrupted, the other works full time and required a carer’s assessment which has already been instigated.

- e) Mostly the feedback (whether verbal or written) has been positive and constructive, with the following range of comments having been made:

“I originally thought it was a cost cutting exercise- now I'm quite keen, everyone seems enthusiastic. I work in Dartford so if anything happens I can be there.”

“I think TRACS using hubs in the community is a lovely idea.”

“Our daughter attends TRACS 3 days a week and has been doing so for some years. She loves it. Has enjoyed exciting days and mixes well with other users. Longfield has in the past been helpful to us as parents as we live quite close. Now she is in care, we are not required as much. We hope this type of service continues and will not be subject to cuts which are the norm these days.”

“It should be a positive move forward”

“We think that what has been put forward has been well documented, but what does concern us is that there are many different needs for the clients. If centres like TRACS are to close, will these other options cover all these needs?”

“I think that a service based in Dartford will be much better for all the people that attend TRACS”

“I would like to think that the needs of all the people that use TRACS will be carefully considered when choosing a new centre”

“Only worries I have are getting to and from different hubs, but we live locally and our daughter can travel on the bus and trained to use different routes. Think it’s a great idea!”

4(8) Staff Feedback

- a) As well as staff members at the meetings there were the following people:
Unison and GMB representatives Human Resources Officers
- b) At the initial briefing staff said they had been waiting for the new model to formally come about, as they want to facilitate community services that are local and ensure the TRACS Service is fit for the future.
- c) General feedback by staff has been positive with the team feeling that their role would not be very different from what it is now. They have said they are keen for the new, more centrally based hubs to be developed.
- d) Staff had questions regarding parking and were informed of the parking available at Essex rd, they also noted how important storage would be in all venues
- e) Staff have embraced the opportunity to assist Service Users in exploring design ideas for Essex Rd as well as scoping yet more partnerships and opportunities across Dartford.

4(9) Wider Feedback

Attendance at the two open information sharing sessions was poor but those that did attend were positive about the proposal:

- Those attending endorsed the proposal as they noted the benefits of relocation and thought it was “ a very positive step forward” and “a positive move for younger people” coming into Adult Services.
 - They were keen to see that existing Service Users are supported with the transition and were keen to hear that Service Users were being supported;
1. By advocacy for All to inform the proposal and give feedback
 2. To take ownership of the changes by getting involved in design choices
 3. To get involved in smaller incremental changes to the Service and its timetable
- Questions were raised regarding transport arrangements, and it was noted that some minibuses may still be used, as well as opening up other opportunities and choices such as travel training and taxis.

5. Legal Implications

- a) The public sector equality duty created by section 1 of the Equality Act 2000 came into force on 5 April 2011. The section provides that:

"An authority to which this section applies [which includes county councils] must, when making decisions of a strategic nature about how to exercise its functions, have due regard to the desirability of exercising them in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage"

- b) Section 149 of the Act provides that:

A public authority must, in the exercise of its functions, have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6. Equality Impact Assessments

- 6(1) The Equality Impact Assessment (EIA) for TRACS Community Day Service is in addition to the overarching Good Day Programme EIA.

- a) There is a requirement on all public bodies to comply with the 'due regard' duties. To take account of the impact of the decision to implement the new service model and consider practical measures that might lessen the impact on existing and new service users. The consideration of equality issues must inform the decisions reached. The impact assessment can assist in ensuring that the 'decision-maker' comes to a decision with reference to 'due regard' and is able to do so in a considered and informed manner.
- b) In line with equality duty and KCC's Equality Impact Assessment Policy, an assessment was carried out for TRACS Service Users during the formation stage of the new service model. This impact assessment will be revised again at each stage of the remodelling to ensure it addresses the range of need.
- c) Full Adult Changing Facilities will be placed in some of the new hubs to increase accessibility for individuals with a learning disability and the wider community. Designated space will be available within all the identified community buildings to provide an area to maintain privacy and dignity for those requiring additional support.
- d) In addition to this a comprehensive specification detailing all requirements will be adhered to when enhancing community buildings. The specification will be drawn up with a variety of stakeholders, including people with a learning disability and KCC's Access Officer.
- e) It is considered that other specific groups with protected characteristics (based on gender, ethnicity, religion or belief and sexual orientation) will not be disadvantaged by the changes.

7. Risk and Business Continuity Management

- 7(1) With a range of community hubs any risk to business continuity is reduced as the new service model will be able to facilitate a service from within a greater range of facilities and partnerships.

8. Sustainability and Rural Proofing Implications

- a) The new model for future services is based on personalisation, with everyone having choice and control over the shape of their support. Capital investment across the Dartford area (in a range of hubs and partnerships) will also provide sustainability for the future. Sharing facilities will ensure better use of the existing revenue, value for money and greater personalised support.
- b) It is important to note, evidence from “Valuing People Now” and learning disability groups, highlights that a lot of young people leaving school do not want to go to traditional style building based services. In addition we also know that those coming through transition have additional physical disabilities and cannot currently access the TRACS building.
- c) TRACS already supports individuals from across the Dartford, Gravesham and Swanley area and this will continue, with the new service model anticipated to offer greater capacity to those individuals with additional needs.

9. Conclusions

- 9(1) The 12 week consultation has proved beneficial in that it has meant that people with an interest in TRACS have been afforded a sufficient period in which to understand what is being proposed, gather their views, experience community operations and feed back through meetings, questionnaires, website and email.
- 9(2) Over this period the service has had the opportunity to address some of the practical issues raised and to make considered plans for the future. Throughout this, individuals have continued to be encouraged to speak up and inform viable future opportunities. Person centred planning has continued and although two individuals have moved on, this has been circumstantial, one of which moved out of area, to residential care and the other for health reasons.
- 9(3) The number of written responses from carers and other stakeholders has been low but the majority of those that have taken time to feedback have been very positive about the proposal.

In terms of Service User feedback and unlike previous consultations, Advocacy reported a fairly passive response to the proposal with the majority of individuals showing little affinity with the existing TRACS building. Instead demonstrating more interest in future activities, the timetable, group dynamics, the new hub designs and travel. It is anticipated that this is because the Service has already been operating from a range of community locations and some individuals have already become “disconnected” from the Longfield site.

In essence, there has been very little negative response to the proposal, with the consultation period proving a vital opportunity to hear ideas and to mitigate any concerns.

9(4) Staff and Carers have been reassured by the fact that cost saving is not the driver behind the proposal and with both capital and revenue already identified, the model is financially viable and enables FSC to redirect funds away from a leased rural location to a more accessible community focussed service.

Whilst capital is required to make existing and new facilities fit for purpose, this is seen as a worth while longer term investment, as it will;

- 1) Update, enhance and make better use of existing KCC assets
- 2) Make Dartford town centre accessible to a wider range of individuals
- 3) Future proof Learning Disability Services by providing town centre enhanced facilities and creating greater choice and opportunity across a wide range of need.

9(5) Initial indications are that the revised community model is affordable within the existing revenue allocation.

9(6) Whilst there have been a small number of reservations, the majority of feedback has been positive and therefore a continued community presence is recommended, in order that people with learning disabilities continue to access and develop a full range of opportunities and networks.

9(7) With current, daily attendance varying from 25 people on a Monday and Tuesday to 18 people on a Friday, we are confident that transferring services away from Longfield will deliver improved outcomes for all.

10. Recommendation(s)

10(1) The Social Care and Public Health Cabinet Committee is asked to consider and either endorse or make recommendations to the Cabinet Member for Adult Social Care and Public Health on the proposal to move the TRACS Service from its existing base at Longfield and to continue the Service as a more inclusive, accessible community based Service operating from a range of community hubs.

Background documents

- Briefing Report
- Consultation Pack
- Presentation
- Appendix 1- Service User Comments

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Comments made by Service Users during TRACS Consultation and activities wanted

- “It’s going to be a good change.”
- “I would like to be involved in choosing the decoration and would like to do social clubs.”
- “The changes in general worry me.”
- “I would like to be involved in what TRACS looks like.”
- “I would like to be able to do different activities every week e.g. first week archery, bridge out and fishing. I like gardening, its important.”
- “I like doing gardening, I like doing my own thing. I dislike the centre being too small.”
- “I like going to the art room sometimes, lovely building, plenty of room, lovely staff, talking to friends. I dislike how far away TRACS is from home, too long walk from art room to reception, Can't use wheelchair, car-park is awkward and it's difficult to get out of the car-park because there's not much space. “
- “I would like to help design the places.”
- “I like being able to be involved in mood boards and helping to design new TRACS. I would like to be involved in deciding on furniture.”
- “I like drama when it's in small groups of people. I would like work experience in a big factory. I would like to be able to do nail and beauty care.”
- “I like travelling by bus, reading in the library, going out and having drinks and cycling.”
- “I would like staff to smile when they are telling me about the changes. I'd like to visit the TRACS building.”
- “I'd like to get a job; I want more activities to do. I would like to help decorate TRACS.”
- “I am very happy about moving to a new centre. I would like to visit the new centre and other facilities we will be using.”
- “Set up a video club so we can watch films. I would like TRACS to support me to have a relationship as I am very lonely. I would like singing to be included in music sessions. I would like to go to the cinema and go bowling with TRACS.”
- “It will be easier to get to. I will be able to use buses to get to the new TRACS.”

- “I’m really worried I could get bullied when TRACS moves. It happened when I was 17 and I’m worried it could happen again.”
- “Going to miss TRACS building... Lockers will need another key but happy about the change.”
- “Give timetables so we know where to go. I would like to know where all the buildings are.”
- “Keep doing BBQ's and group activities!”
- “Change will make no difference.”

Comments made by Service Users during TRACS Consultation and activities wanted

- “I would like ramps to be able to get in and out of buildings in my wheelchair. Proper doors- big enough for wheelchairs to get through. I would like automatic doors. I would like fast track buses to take service users from one of the hubs to the other. Paintings on the walls in each hub. Radio and CD's to listen to in each hub.”
- “I would like to help make decisions about how new TRACS looks. Wallpaper or paint colours. I would like to learn bangla dancing.”
- “I feel a little nervous going to a new building- want someone to show me the new buildings. Talk to me about the buildings.”
- “I’ll be going to new buildings. I won’t have to stay with everyone. New friends.”
- “Know the timetable, know the staff, and know the activities.”
- “I like going to the shops. Going to Asda to do food shopping. I dislike people putting me in a bad mood, I get uptight sometimes.”
- “I’ll be nervous about going to Dartford (hubs) because it’s somewhere different.”
- “I’m worried that some staff might not be coming.”
- “I’ll get to go to the Bridge. New carpets in the new buildings.”
- “I can’t go back to TRACS. It takes a bit of time to get to the Bridge because I live in Gravesend and the school traffic takes a long time. It’s going to be a big step. When I go to Dartford there are a lot of places I get to go to.”
- “I can’t see anything worrying me.”

Activity Wish List

