

Good Day Programme Advocacy for All

report about
Dover Day Services



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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**.



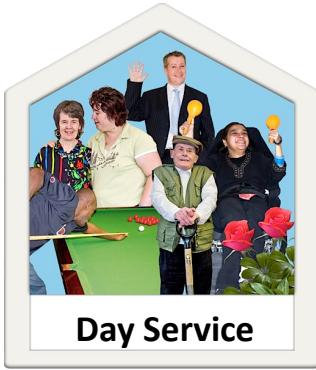
Good Day Programme

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**



Dover Day Service

Dover Day Service offers activities for people in **Dover** during the day.

It is based at the **Walmer Day Centre**.

76 people use the service at the moment.

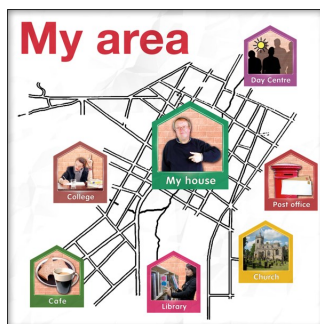


The **Good Day Programme** think it would be good to **close** the **Walmer Day Centre**.



They want to **move Dover Day Service** into **smaller places** in the **community**.

This will mean



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

4





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 Walmer Day Centre



- moving Dover Day Service into **smaller places** in the **community**.



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

what happened in the consultation



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



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



3. **Emma** and **John** went to **information events** for **parents** and **carers**. Parents and carers **talked** about the **plans** and said what they **think**



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



1st meeting

There was a **big meeting** on Thursday 7 November 2013 at **Astor Community Theatre**.



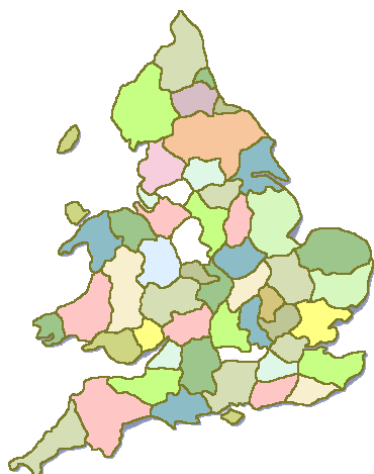
Different people went to the meeting

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



Councillor Gibbons from Kent County Council talked about the **plans** for **Dover Day Service**.

He said that **Walmer 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 **Walmer Centre building**?



- what will happen to **Meadowside respite**?
- will **people at Meadowside** still be able to use **Dover Day Service**?



Emma and John arranged to **come back** in December to do **workshops** and **meet** people **on their own**.



visit to Walmer Day Centre

Emma and John visited Walmer Day Centre on Monday 2 December.



They chatted to the people who use the centre and talked about the workshops and meetings.

Many people only use the Walmer Centre as a base. Their activities are out in the community. People talked about the other places they go for activities.



People were worried about the centre closing. They worried that the service would be ending too.

what people said

what about cooking?
we go to Meadowside kitchen

I like doing art with Becky

are you coming to drop-in?

we do art at the Well.
It is very nice there





workshops

Emma and John ran workshops at Walmer Day Centre and Deal Ability.



Most people went to workshops.



The workshops were in **small groups**, between **6 and 8 people**.

At the workshops people could

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



Most people understood about the **plans**. They were **happy** that their **activities** would **carry on**.



Most people said it would be **good** to have a **place** to go **nearer** to where they **live**. They want to go to **places** that are **new**.



Some people were **still upset** about the **Walmer Centre closing**. They have been going there for a **long time**.



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 range** 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

lots of places more in the community. it will be good.

it is really sad

I'm not sure how I feel about it

I would like to give it a go there
[Dover Sports Centre]

I don't want the Centre to close

Like mixing with everyone here at the Centre

Yeah, that would be all right. I'd try that
[moving to the community]

Be okay. What about here? [Deal Ability]
Can play pool



information events

John went to **3** information workshops that were for **everyone**.

He talked to some **parents** and **carers** about the **consultation**.



John and **Emma** went to **2** information events at **Shepway Sports Centre**.

The events showed people how the **local day service** already use a **community building**.



The **first event** was for **professionals**.



The **second event** was for **parents** and **carers**.

Some **parents** and **carers** gave **John** and **Emma** extra **information** about the **people** who use **Dover Day Service**.



1 to 1 meetings

John and Emma had **1 to 1 meetings** with **65 people** who use **Dover Day Service**.



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**.

Tell us what you think



1. Do you think the idea is a good one?

Yes

No

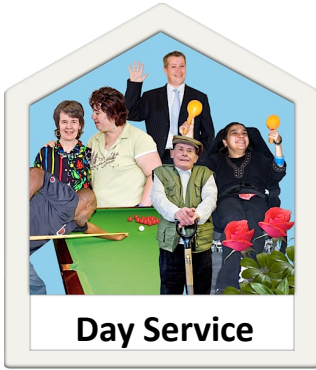
Not sure



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 14 to 21**.



questions and answers

1. what do you like about Dover Day Service?

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:



- **cooking** at Meadowside
- **art**
- the **White Mill gardening** project
- **Riverside Age Concern** drop-in
- **Deal Ability** drop-in
- **Monkton** nature reserve
- going for **lunch** or **tea**
- other **activities** in the **community**

Like coming here,
socialising

I love it here

I like it

Prefer to be on my
own, in my own room



2. What do you like about services in Dover?

What do you not like about them?



Most people like **community activities**, like **art group** and **healthy lifestyles group** at the **Well**.

Lots of people said there are **lots** of things to do.



They said they feel **part** of the **community**.

They use **community services** like the **bus** for getting to the **library**.



They like activities like the **nature group** and **litter picking**. This is doing something for the **community**.

Like reading books

Best day is Wednesday
[Deal Ability and the pub]

Like looking round at shops

Bowling fun with my friends



3. Will the changes make a difference to you?

Most people said they feel **all right** about having the **day service** in the **community**.



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



1 person said she **likes** it when **other people go out** and the **Walmer Centre** is **quiet**.



She said she would **miss karaoke** at the **Walmer Centre**.

All right when move to the new place in Dover

I was here when it first opened. I'd be really upset

I'm always out - that's all right

I have been to Walmer for 37 years. It will be strange at first, will I get used to it?



4. are you worried about the changes?

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



People are **worried** about **missing friends** or **staff**.



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



Some people are **worried** because they do **not know when** the **Walmer Centre** will **close**.



One person is **worried** about using a **wheelchair** in the new community places.

will we eventually have to get public transport to get to the hubs? Because I would find that a job

do you know when it will shut? I like being with my friends

Happy to see how things go

I'll miss my friends

we'll all still have the same staff just a different building



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

There were lots of **different answers** to this question.

Some people did not answer it at all.

People said **these things** would make them **feel better**



- carrying on seeing **old friends**
- seeing what has happened in **other areas**
- the **staff** staying the **same**



Some people and **some parents** and **carers** said they would **feel better** if they could **visit** the new **community places** and be **involved** in the **changes**.

I wouldn't be worried then. I'd be happy [if staff stay the same]

I didn't know Dover Sports Centre was going to be like that with the same staff

I would like to know if I can try at the Sports Centre things like hockey, football, keep fit, trampolining, swimming. I do these already with Jenny and Jo here



6. what activities do you like?

Most of the **activities** people **like** are in the **community**.



People also like **cooking** and **art**.
These are at the **Walmer Centre**.

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



7. Is there anything else you think is important?

People talked about **keeping things** the **same** as much as possible.

I would like it to change, but I like it here too

Having loads of friends coming in here

I like the staff and seeing my friends. I would like to come here more

Like seeing my friends

I really like the Centre. The singing is fun. Sad that is closing

I am quite happy

Like socialising at break times, playing pool

8. Would you like to work?



Some of the people who use Dover Day Service **already** have a **job**.

Some would **like** to have a **job**.

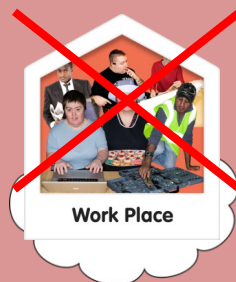
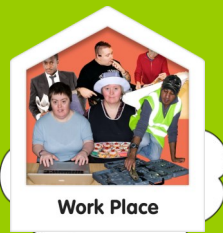
You can see **all the answers** on the **big sheet**.

I do not want to work

31 people

I want to work

15 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 Dover Day Service?

Most people said they have **everything** they **want**.

A **few** people said what their **ideas** are.

Meeting up with my friends
is really important

Deal swimming pool
as a hub?

I like food. I would
like to go out for
food more

Would be good if the
allotments started up
again

main points



People who use **Dover Day Service** have **said** what they **think** about the **day service** 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**.



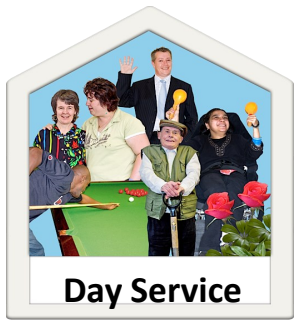
Emma and **John** worked in the **same way** with **everybody**.



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 **Dover Day Service** like it.

They are **happy** about the service moving to **new community places**.



They want to know



- **when** the service will move



- **where** the service will move to



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



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



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

