

**Who this paper is from:**



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



Andrew Ireland, Corporate Director – Social Care, Health and Wellbeing

**Who it is to:**

Adult Social Care and Health Cabinet Committee



**Date:**

3 March 2015

**What it is about:**

An update on The Good Day Programme including:



1. What the Good Day Programme does
2. Why we are doing the work
3. What is the plan?
4. What has happened so far?
5. How we make sure the changes work
6. Cost of the programme
7. What people have said about the programme

**Classification:** Unrestricted



## 1. What the Good Day Programme does

The aim of the programme is to support people to:

- Choose what they want to do during the day, evenings and weekends



- Have support when and where they need it



- Feel equal in their local community



- Have opportunities to lead a full and meaningful life



- Ensure the work of the Good Day Programme supports independence and opportunity.



## 2. Why we are doing the work

- Many people with a learning disability living in Kent wanted to see a change in the way they access day services



- To develop services for people with learning disabilities in shared community buildings



- To link with the “Valuing People Now” (2009) plan and Kent County Council’s “Facing the Challenge” plan.



- Better and efficient use of resources, giving modern facilities

## 3. What is the plan?



- The Good Day Programme is working with partners to make sure there is a range of facilities, activities and opportunities locally for people with learning disabilities

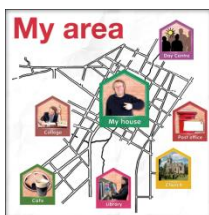


- The plan is always to look to see if Kent County Council (KCC) has buildings that can be used, as well as working with other partners



- When working with outside partners, we always make sure the right legal agreements are in place to protect KCC's money and the needs of people with learning disabilities.
- Our modern day services are located in places where people with Learning Disabilities are alongside members of the public
- The new services are operating in people's local area, so they can build connections

#### 4. What is happening in the community?



- Money is invested for the services to have dedicated spaces in community hubs in shared buildings. Community hubs include a mixture of sensory multi-use spaces and changing places and have improved access
- Each district has helped shape their local community services
- Activities are being set up that involve members of the public alongside people with learning disabilities
- The new services are working with local people to identify where there are gaps in community facilities and they are being active in filling those gaps
- Partners have worked to make their services usable and welcoming for people with learning disabilities.



## 5. What has happened so far?

Our new service model supports smaller groups of people meeting at community hubs in shared buildings, with a day of activities starting from there.



We are taking steps to help people with learning disabilities to live ordinary lives and to take on valued roles in their community. We include family carers as important people in the planning.



- **Ashford:**  
2 new facilities in the town centre  
The old day service building closed in October 2011



- **Canterbury:**  
Moved from the old day centre building in June 2013 to hubs that had been set up



- **Dartford:**  
Moved to one hub in December 2013  
Looking for other hub sites to support the service



- **Dover:**  
A consultation was held in 2014  
3 places are now being considered as hub bases



- **Gravesham:**  
Building began in July 2014 and is due to finish soon  
Looking for another hub site to support the service



- **Maidstone and Malling:**  
Services have moved to 4 hubs across the district  
No further work needed





- **Shepway:**  
Community based services and hubs are in Folkestone, Cheriton, Hythe and New Romney  
The old day service building closed in June 2013



- **Swale:**  
A consultation was held in August 2014  
We are looking at places where hubs can be developed



- **Swanley:**  
Building a hub within the Swanley Gateway  
Work is due to finish by summer 2015



- **Thanet:**  
Work has been delayed  
2 sites developed will continue to be used as hubs  
Looking for another 2 hubs to support the service



- **Tunbridge Wells:**  
The day service is based in 2 hubs and the service is working well



- **Changing places:**  
There are now 22 accessible changing places toilets throughout the county.

### **What is left to do:**

These are the districts we are working with to modernise the service. They have all completed formal engagement and consultation:



1. Dartford (some changes to Dartford may need further consultation)
2. Dover
3. Gravesham
4. Thanet
5. Swale

## 6. How we make sure the changes work



- The programme listens to focus groups, partners and people using the services



- The programme looks at past work to see how things could be done in a better way e.g. special care opportunities in Canterbury were not designed well and the programme will work with the people in the Canterbury Service to improve the service

An internal KCC audit was done during 2014 and it found:



- We need to look at better ways of recording the things that people say about the programme



- We need to find a way of recording risks or things that might go wrong with the programme



- We need to keep good information on what decisions have been made on the programme



- We are good at consulting with all the people who are involved with the services

Through listening to others, we now make sure that:



- Hubs are only on the ground floor of community spaces e.g. the hub on the second floor of the Ashford Gateway was not in use for a long time when the lifts were broken
- We make sure that there is good air flow or air-conditioning in each hub



- We are working with Libraries to develop more hubs in the heart of town centres



## 7. Cost of the programme

- The Good Day Programme was not about saving money but, by working in better ways, savings have been made

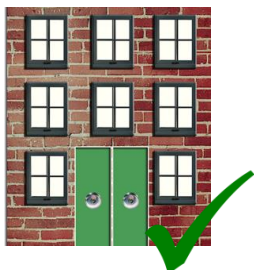
### Capital

- The cost of the Good Day Programme from March 2007 to March 2015:  
Spend to date £2,087K  
Planned Spend from April 2015 £1,810K  
Total £3,897K
- The programme hands back buildings to the Corporate Landlord to gain capital receipts and has made revenue savings by closing the old day centres





- We have been successful in getting £42K investment from Developer Contributions



- Where community hubs are not in KCC buildings, KCC has given money to improve the building and make it better for people with learning disabilities. For this, we get free rent for a period of time, with additional benefits for people attending the service



- Once this period of time comes to an end, KCC will then pay rent. It has been agreed that this money will come from KCC's current revenue budget.

## Revenue



- Changes in how staff work at the In House Day Services have meant that there are now less staff costs



- Transport costs are reduced and the time spent on transport is reduced as community hubs are closer to where people live



## 13.0 Recommendations

Adult Social Care and Health Cabinet Committee is asked to:



a. **comment** on the paper and work undertaken already.



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**Appendix 1:** What do people say about the services after the changes have been made?



**Appendix 2:** What do our community hubs and day activities look like?



**Appendix 3:** Changing Places map

## Appendix 1

What do people say about our services after the changes have been made?



**“This is so wonderful; I can’t believe this is for people with learning disabilities”**

**Parent/family carer looking at community hub facility**

**“I love the library and having it with everything here”**  
**Person accessing our service visiting Ashford Gateway Plus community**



**“Can we have this in Dover please, it’s great”**  
**Parent/family carer looking at hub facilities**

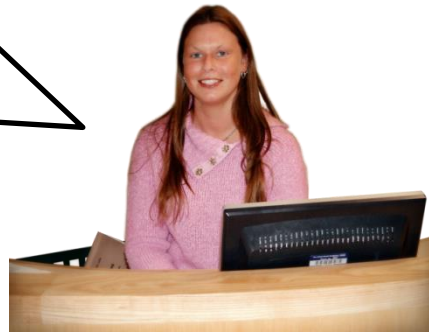
**“The support from Kent County Council and the Good Day Programme particularly with putting in the lift made this happen today”**  
**Staff member from Folkestone Sports Centre hosting the IPC Paralympic Bench Press Championships**



## How people would like our service to improve in the future

**“Canterbury isn’t quite right for our people with complex needs, we want to keep improving this for them.”**

**Kent County Council Employee**



**“I want to use the Gateway but I can’t get up the stairs.”**

**Person not accessing the service**

**“I like the library but I don’t like the lift, I don’t like lifts”**

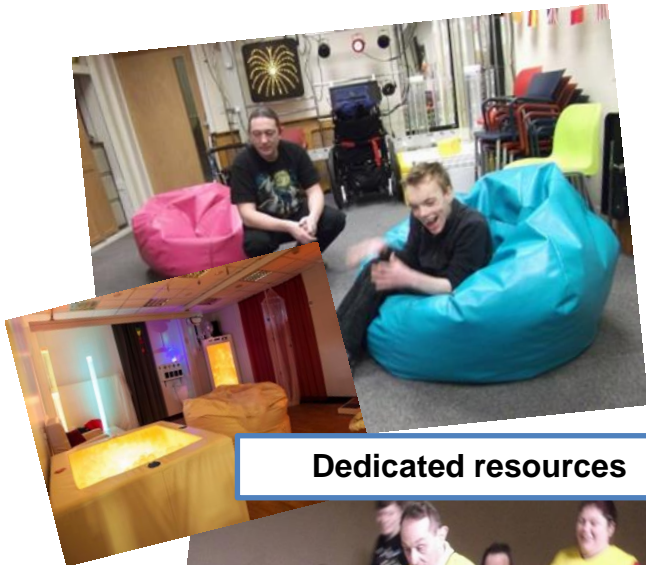
**Person not accessing the service**





## Appendix 2

### What do our community hubs and day activities look like?



**Dedicated resources**



**Community Hub**



**Empowered to make choices**



**Activities**



**Learning new skills**

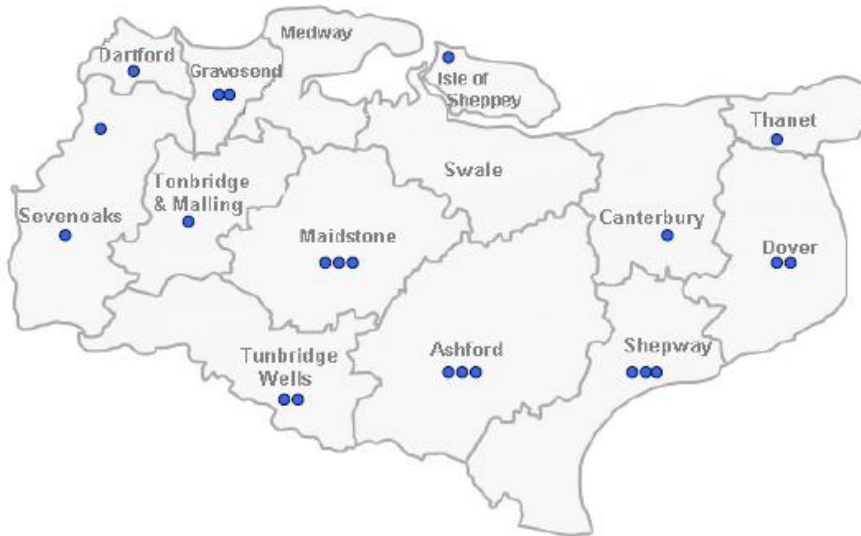


**Activities in the community**



# Appendix 3: Changing Places in Kent

## Existing Changing Places in Kent – March 2014



**Key:**

- Existing Changing Place facilities
- Changing Place in a Gateway
- Equipment Provided in each Changing Place

This document will be updated when other changing places are available in new locations. Updated versions can be found on the Good Day programme Website:  
[www.kent.gov.uk/adult\\_social\\_services/your\\_social\\_services/services\\_and\\_support/learning\\_disability/good\\_day\\_programme.aspx](http://www.kent.gov.uk/adult_social_services/your_social_services/services_and_support/learning_disability/good_day_programme.aspx)



For any feedback/comments please email:  
[gooddayprogramme@kent.gov.uk](mailto:gooddayprogramme@kent.gov.uk)

Ownership is with the Good Day Programme Families and Social Care in collaboration with Gateways.

**Equipment Provided in each Changing Place**

- Height adjustable Changing Bench
- Tracking/Mobile Hoist system
- Toilet with space for 2 carers



**Existing Facilities – Including Gateways**

- Ashford - Gateway Plus, Church Road, Ashford, TN23 1AS
- Ashford – The Stour Centre, Station Approach, TN23 1ET
- Ashford - Gateway, 2 Manor Row, Tenterden, TN30 6HP
- Canterbury – Northgate Community Centre, Military Rd, CT1 1YX
- Dartford – Bluewater Shopping Centre, Bluewater, Greenhithe, DA9 9ST.
- Dover – Deal Library, Broad Street, CT14 6ER.
- Dover- Gateway, 71 Castle Street, CT16 1PD
- Gravesend – Gravesham Gateway, 132 Windmill Street, DA12 1AU
- Gravesend – Cyclopark, The Tollgate, Wrotham Road, Gravesend, Kent DA11 7NP
- Maidstone – YMCA Leisure Centre, Melrose Close, Cripple Street, ME15 6BD
- Maidstone – Trinity Foyer 20 Church Street, ME14 1LY
- Maidstone - Gateway, King Street, ME15 6JQ
- Sevenoaks - Leisure Centre, Stangrove Park, Edenbridge TN8 5LU
- Sheppey – Sheerness Gateway, 38-42 High Street, Sheerness, ME12 1NL
- Shepway – The Bridge Centre, Whitegates Close, Hythe CT21 6BD
- Shepway – Eurotunnel, UK Terminal, Ashford Road, Folkestone CT18 8XX
- Shepway – Folkestone Sports Centre, Radnor Park Avenue, Folkestone CT19 5HX
- Swanley- Gateway, London Road, Swanley BR8 7AE
- Thanet - Gateway Plus, Cecil Street, Margate, CT9 1RE
- Tonbridge - Castle Gateway, Castle Street, TN9 1BG
- Tunbridge Wells - Gateway, 8 Grosvenor Road, Tunbridge Wells, TN1 2AB
- Tunbridge Wells – The Pagoda Centre, St Johns Road, TN4 9TX

