

Cabinet – 29 April 2015

Outcome of the Consultation Listening Exercise with Staff and Service Users of the Recovery College at the Broadway North Resource Centre – PART A

Portfolio:	Councillor D Coughlan
Related portfolios:	Councillor M Nazir; Councillor K Hussain
Service:	Social Care and Inclusion
Wards:	All
Key decision:	Yes
Forward plan:	Yes

1.0 Summary

- 1.1 At its meeting on 17 December, the Cabinet approved a consultation exercise on the nature and location of mental health services currently provided at the Broadway North site. The purpose of the consultation was to review the needs of current users with a view to determining how they may best be met in the future. No specific financial savings were required from this exercise and the intention was to determine how outcomes from the service may be improved at the Broadway North site or elsewhere. Possible alternative uses for the site should any change in provision be approved were not material in the service consultation.
- 1.2 Given the outcome of the consultation exercise and the resulting officer recommendations set out at section 2 of this report, it became necessary to address the property implications and therefore these are set out in part B of this report.
- 1.3 The current provision includes services for adults experiencing mental health problems in the form of a Recovery College which provides formal education and training courses, and which aims to move people through the recovery pathway to either employment or vocational opportunities. The service also works closely with the Service User Empowerment Group for peer support and self help from the same venue.
- 1.4 There is also provision of therapeutic interventions provided by Dudley and Walsall Mental Health Partnership Trust. This is a nurse-led service that provides therapeutic interventions for specialist mental health service users such

as anxiety management, and personality disorder assessment. Broadway North is also the base for some Park Hall Community Association facilities.

- 1.5 Part A of this report outlines the feedback from consultation to date, and potential options for considerations.

Recommendations

- 2.1 That Cabinet approves the relocation of the mental health services from their current location at the Broadway North Resource Centre;
- 2.2 To delegate to the Executive Director for Social Care and Inclusion in consultation with the Portfolio Holder, to negotiate a suitable option for the mental health services to continue from alternative venues based on the outcome of the consultations carried out;
- 2.3 That Cabinet declares the site, shown edged bold on plan no. EPMS 3549 and extending to 8,267 square metres or thereabouts, as surplus to requirements and approves the disposal of the Council's freehold interest in it, once the mental health services and Park Hall Community Association have vacated.
- 2.4 That, to facilitate disposal, Cabinet approves the termination of Park Hall Community Association's licence to occupy at an appropriate point prior to sale.
- 2.5 That Cabinet delegates approval of the terms for disposal to the Executive Director for Regeneration, in consultation with the Portfolio Holder.
- 2.6 That Cabinet notes the receipt for a nomination of the site as an Asset of Community Value on 17 April 2015.

3.0 Report detail

Broadway North Resource Centre

- 3.1 The residential respite and crisis care service at Broadway North was subject to efficiency savings in January 2014 by being transferred to the independent sector under contractual arrangements with Walsall Council. At this point, the day service at the centre was also transformed from a traditional 'day centre' where the majority of people took advantage of the social aspects of the service, to being more focussed on vocational training and therapeutic education for a time limited period. This service has become known as the 'Recovery College'.
- 3.2 The people who access the Recovery College meet the eligibility criteria to receive support from social care, and follow a pathway of recovery from specialist mental health services as part of their support plan towards recovery and independence. The service currently delivers a programme of activities which includes vocational, recreational and educational courses that are all aimed at improving wellbeing, and recovery to independence. These activities include:

- ICT courses, both basic and advanced
- Numeracy and Literacy classes
- Art classes Peer led groups e.g. friendship groups, art and craft groups
- Volunteering opportunities
- Employment support
- Basic cookery activities 'food and mood'
- Gardening activities 'roots to wellbeing'
- One to one sessions and tailor made life skills support
- Problem solving courses
- Confidence building courses
- Mindfulness courses
- Evolve course to promote healthy lifestyles and the impact that good physical health has on mental health
- Employment resilience courses i.e. employment retention group
- Expert patient programme
- Health walks
- Seasonal Crafts
- Relaxation
- Mental health first aid
- Recreational art
- Supported catering employment placements
- Cafe for social contact and social inclusion
- Signposting for additional individual support

3.3 The Recovery College has supported the development of community based friendship groups, both in the daytime and in the evening. The service is currently developing a hearing voices group and support network. The staff team regularly support and signpost individuals who present in a crisis or need additional support.

3.4 The Service User Empowerment (SUE) service is also accommodated within Broadway North. This voluntary peer group supports service users to seek employment opportunities through peer support. SUE has helped support users into paid or unpaid employment, and getting people in to university places. The group offers up its services to various statutory bodies as expert patients by experience (EPE) in areas such as;

- Health Watch
- Learning Disability Partnership Board
- Key Ring (Voluntary support service for people with learning disability)
- Criminal Justice and Liaison
- Crisis car (training for police, CPNs and paramedics)
- Mental Health Crisis Concordat

3.5 They also support various social aspects to prevent isolation for those users who do not require mental health input from specialist mental health clinicians, but who without the interventions from a peer support would most likely relapse and require more costly input from health and social care services.

3.6 The Recovery College and SUE work in partnership to support the recovery pathways for adults with mental health problems. Those who successfully move

through the Recovery College can receive social support from SUE and could also be offered the opportunity to move on to employment. The Recovery College team has already delivered a number of successful outcomes to support people into work, or back to work.

- 3.7 The team have also developed a partnership approach to employment with Dudley and Walsall's Mental Health Partnership NHS Trust. The Trust has operated a successful Employment and Vocational Service for 12 years and is one of 13 National Centres of Excellence (Centre for Mental Health) in the UK, and the only one in the West Midlands that delivers a recognised Individual Placement & Support (IPS) Service. The team has seen the number of successful employment outcomes rise to 51% since adopting this model. The service also supports employers to maintain employment of service users in times of sickness or crisis.
- 3.8 Although Broadway North Recovery College has only been operational since its redesign in April 2014, a number of additional key activities have been developed around employment, training and volunteering.
- 3.9 The Trust's Vocational Specialists work directly with clients as part of their employment pathway and any care planning process that may be in place and agree a variety of vocational goals that are reviewed regularly. The Recovery College has adopted this approach and link in with various partners in the community to encourage more service users to access meaningful activity such as voluntary work. One of the Recovery College's part time posts has been changed to a Vocational Recovery Support Worker so that more focus can be given to this area of work.
- 3.10 This partnership work will continue to combine the evidence bases for IPS, the Recovery College and Employment Retention to offer a model of holistic support that will tackle a number of barriers to sustainable employment for this client group

Consultation to date

- 3.11 A number of consultation listening exercises have been undertaken to obtain the views and expectations of the current users of the service in the event that the council takes the decision to realise the sale value of the Broadway North site.
- 3.12 The planning team which designed the listening exercise was made up of the commissioning team within the Joint Commissioning Unit, consultation and engagement officers from the Council, staff of Broadway North, and SUE (Service User Empowerment) to ensure involvement of users and carers in the planning phase.
- 3.13 The SUE group and current service users of the Recovery College were asked what factors were important to them in areas such as;
 - The building and environment
 - The Cafe

- The staff
 - The current service and facilities
 - The friendships and peers support
 - The accessibility
 - The outcomes they get from attending
- 3.14 They were also asked to consider what would be the important factors if the service were to be delivered from alternative site/sites. The management team for the recovery college has examined some possible alternative sites against criteria for office space, kitchen facilities, accessibility, bus routes, and parking. Identification of an alternative site must also be within the affordability envelope for the Council.
- 3.15 The planning team undertook two formal listening events where views of users, carers and SUE were collated. This was followed up by an informal engagement event where Cllr Coughlan Portfolio Holder for Adult Social Care and the Executive Director of Social Care Keith Skerman provided information about the intentions of the Council, and gave the users, carers and SUE the opportunity to ask relevant questions, and challenge any assumptions.
- 3.16 A final informal listening event was then offered to the service users and carers by the planning team to gather any final comments.
- 3.17 The SUE group took the opportunity to have a separate listening event so their own service area needs can be built into any future consultation on taking options forward as this group peer supports users when they have been discharged from service and offers on-going social and vocational opportunities to prevent isolation.
- 3.18 A final informal listening event took place in the first week of April where Cllr Coughlan and senior officers from the Joint Commissioning Unit provided further feedback on the outcome of the listening exercise and an opportunity for service users to comment further.
- 3.19 In addition to the above listening events, a questionnaire has gone out to all service users and carers of the Recovery College and a separate one to the SUE group to ensure there is a voice from those who do not have the confidence to speak out in an open forum.
- 3.20 The next steps in this exercise is for the council to make a formal decision on the future of the site known as Broadway North and for the formal consultation on the delivery of the service is planned and undertaken.
- 3.21 The outcome of the consultation listening exercise and the examination of possible alternative sites is reported under section 11.0 below.
- 3.22 The outcome of the consultation listening exercise has demonstrated that service users of the Recovery College, the Recovery College Service, and the Service User Engagement service are willing to consider alternative sites for the provision of the Recovery College. The Recovery College will continue to work in partnership with other stakeholders particularly Dudley Walsall Mental Health Partnership Trust.

4.0 Council priorities

- 4.1 Relocation of the mental health social care services in a way that continues to meet the needs of current and future service users with mental health problems meets the Council priority for sustaining the independence and well-being of the population in line with the Marmot principles. The potential sale of the site at commercial value is in line with improving the built environment.

5.0 Risk management

- 5.1 There is a risk that some service users, given the nature of their mental health problems, may find the relocation of the service difficult. The relocation process will be handled in a way that takes this into account with additional support during the transition where appropriate to ensure that users' needs will continue to be met.
- 5.2 Any disposal of the site would be managed by suitably qualified surveyors in the Asset Management service, with support from colleagues in Legal Services.
- 5.3 An application to have Broadway North listed as an asset of community value has been received. This issue, together with other property related matters, is addressed in Part B of the report.

6.0 Financial implications

- 6.1 The 2015/16 net budget for Broadway North Resource Centre service is £176,195. No specific savings for the Social Care & Inclusion Directorate are required from the service and therefore the resources can be used to continue the service at alternative locations. Property and accommodation costs are dealt with in part B of this report.

7.0 Legal implications

- 7.1 The council has carried out a full consultation with all relevant parties affected as outlined above when the proposals were at a formative stage, and have taken into account the consultees' responses in finalising the recommendations to cabinet.
- 7.2 If Cabinet recommend disposal of the site it is likely that it shall be offered for sale by Informal Tender. Any terms agreed will be in accordance with the Council's obligation under S.123 Local Government Act 1972 (as amended) to achieve Best Consideration when disposing of its assets.

8.0 Health and wellbeing implications

- 8.1 The wellbeing of people with mental health needs is the objective of the services supplied from Broadway North. There is no reason why these needs could not be met elsewhere with appropriate consultation, and careful attention to users' needs in any change of venue. The principal aim would be to continue to foster mutual support, staff providing an excellent service and a focal point for the service.

9.0 Staffing implications

- 9.1 Consultation will be required with employees affected by the changes in service. This report has been fully reviewed by the Strategic HR Business Partner and all employment issues are within scope subject to appropriate consultation.

10.0 Equality implications

- 10.1 Social Care/DWMHT shall consider any equality issues when planning the redesigned and relocated service. An Equality Impact Assessment has been prepared.
- 10.2 Disposal of the site on the open market would provide all potential purchasers with the opportunity to acquire the property.

11.0 Consultation

Outcome of the consultation listening exercise

- 11.1 Separate questionnaires were designed for the users of the recovery college and the Service User Empowerment volunteers. 195 questionnaires were sent to users and carers of the recovery college and 64 were returned. 60 questionnaires were issued to SUE with 58 returned.
- 11.2 Full survey results are set out in the appendix. Emerging themes and areas that were of high importance to the users and carers were:
- Café/canteen facilities
 - Health/exercise /weight loss and dance classes
 - Arts and crafts
 - Living with and understanding bi polar disorder
 - Familiar surroundings
 - Social events and ability to 'mix'
 - Volunteering opportunities
 - Advocacy to be available and access to support and advice
 - Not near noise or children

- Access to quiet, personal space
- Skilled and approachable staff
- Disabled access, car parking and public transport
- Peer support
- Relaxing and stress free environment
- Feeling of being safe and secure

Alternative Site Options Appraisal

- 11.3 The users of the Recovery College and Service User Engagement volunteers were asked about suitable criteria for access and known locations that they thought may meet the requirements for both the Recovery College and SUE needs. These were evaluated using the information provided during the listening events and following the evaluation the following four options have been identified for consideration should the council decide to realise the sale value for the site on which Broadway North is currently located. These are shown below:

Forest Arts and WACC site	
Strengths	Weaknesses
<ul style="list-style-type: none"> • Kitchen facilities • Accessible • On bus route • Parking • Building spacious and good location 	<ul style="list-style-type: none"> • Insufficient office space • Unable to commit to permanent arrangements
Bath Street	
Strengths	Weaknesses
<ul style="list-style-type: none"> • Office space • Kitchen facilities • Accessible • Walk from town centre • Parking (although limited) • Spacious and good location 	<ul style="list-style-type: none"> • Rental of £200 per week (not including utilities) • Needs some renovation
Goscote House	
Strengths	Weaknesses
<ul style="list-style-type: none"> • Office space • Small basic kitchen • Accessible • On bus route • Ample parking 	<ul style="list-style-type: none"> • Rental not known - NHS building • Availability not yet known
Manor Farm	
Strengths	Weaknesses
<ul style="list-style-type: none"> • Office space • Accessible • Parking available • Good rooms • Class rooms • Computer suite • cafe 	<ul style="list-style-type: none"> • Kitchen occupied – in use • Not on bus route – a short walk from bus to venue • Rental not known - NHS building

- 11.4 Two of the options listed above do provide viable alternative premises for the mental health services and further work is underway to clarify the arrangements should a decision be taken that the Broadway North site be sold. Other possible alternative sites may also be considered.

Background papers

A review of the options for the future use of Broadway North
Resource Centre, Broadway, Walsall - Cabinet –17 December 2014

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Keith Skerman
Executive Director
Social Care and Inclusion

15 April 2015



Councillor Diane Coughlan
Portfolio Holder
Social Care

21 April 2015

Broadway North Resource Centre: *Appendix* Questionnaire for Service Users Empowerment

Service Users Empowerment at Broadway North Resource Centre

1. Thinking about your use of the North Resource Centre, which of the following applies to you? Tick ONE only.

I am a current Service User Empowerment user.....	50.(90.9%)
I have used Service User Empowerment in the past.....	2.(3.6%)
I care for someone who is a current user of Service User Empowerment.....	2.(3.6%)
I care for someone who has used Service User Empowerment in the past	0.(0.0%)
I nor the person I care for has used Service User Empowerment.....	0.(0.0%)
I support someone with a mental health issue	0.(0.0%)
Other	1.(1.8%)
Other, please tell us	1 (100.0%)

2. Do you attend the Recovery College at Broadway North? Tick ONE only.

Yes	5.(8.9%)
No	51.(91.1%)

3. Which of the following Service User Empowerment services have you / the person you care for or support used / attended? Tick all that apply.

Citizens Advice Bureau	35.(61.4%)
Art class	14.(24.6%)
Counselling	13.(22.8%)
Managing money and benefits	16.(28.1%)
Social events.....	38.(66.7%)
Employment support	11.(19.3%)
Peer support group	9.(15.8%)
Social support	31.(54.4%)
None of these.....	0.(0.0%)
Other	9.(15.8%)
Other, please tell us	13 (100.0%)



4. When accessing and using Service User Empowerment, how important or not important are each of the following factors to you? Tick ONE only on each row.

	Very important	Important	Not important	Not important at all
Welcoming environment.....	48.(82.8%)	10.(17.2%)	0.(0.0%)	0.(0.0%)
Familiar faces (staff)	54.(93.1%)	4.(6.9%)	0.(0.0%)	0.(0.0%)
Skilled staff that understand my needs	56.(96.6%)	2.(3.4%)	0.(0.0%)	0.(0.0%)
Friendly, approachable staff	54.(93.1%)	4.(6.9%)	0.(0.0%)	0.(0.0%)
Interesting and useful courses	29.(51.8%)	23.(41.1%)	4.(7.1%)	0.(0.0%)
Social and peer group support	28.(49.1%)	29.(50.9%)	0.(0.0%)	0.(0.0%)
Close to home.....	30.(53.6%)	24.(42.9%)	2.(3.6%)	0.(0.0%)
Car parking on site	32.(58.2%)	21.(38.2%)	2.(3.6%)	0.(0.0%)
Public transport near by	47.(83.9%)	5.(8.9%)	4.(7.1%)	0.(0.0%)
Disabled access and facilities	49.(87.5%)	5.(8.9%)	2.(3.6%)	0.(0.0%)
Relaxed and stress free environment	55.(94.8%)	2.(3.4%)	1.(1.7%)	0.(0.0%)
Safe and secure environment	57.(98.3%)	1.(1.7%)	0.(0.0%)	0.(0.0%)
Access to outside space	44.(77.2%)	13.(22.8%)	0.(0.0%)	0.(0.0%)
Access to personal space	48.(84.2%)	7.(12.3%)	2.(3.5%)	0.(0.0%)
Shops and other services nearby.....	14.(25.0%)	34.(60.7%)	8.(14.3%)	0.(0.0%)
Opportunity to mix with other people.....	53.(94.6%)	3.(5.4%)	0.(0.0%)	0.(0.0%)
Access to other support services, advice and information	39.(69.6%)	17.(30.4%)	0.(0.0%)	0.(0.0%)

5. Is anything else important to you? Please tell us.

31 (100.0%)

6. Are there other services you would like support with? Please tell us.

16 (100.0%)

7. In what ways, if any, do you feel you or the person you care for / support, benefits from attending Service User Empowerment? Tick all that apply.

Build confidence	52.(89.7%)	Maintain positive mental health	41.(70.7%)
Build independence	51.(87.9%)	Gain new skills.....	34.(58.6%)
Aid recovery	50.(86.2%)	None of these	0.(0.0%)
Avoid social isolation	54.(93.1%)	Other	4.(6.9%)
Other, please tell us	4 (100.0%)		

8. How do you or would you travel to Broadway North Centre? Tick the ONE that makes up the majority of your journey.

Walk	1.(1.9%)
Wheelchair / mobility scooter	1.(1.9%)
Car (drive myself)	17.(31.5%)
Car (someone else drives)	12.(22.2%)
Motorbike / moped	0.(0.0%)
Cycle	0.(0.0%)
Bus	20.(37.0%)
Train	0.(0.0%)
Community transport / Ring and Ride	3.(5.6%)

9. Would you prefer Service Users Empowerment services to be delivered from a single location or multiple locations around the borough? Tick ONE only.

Single location	38.(67.9%)
Multiple locations	1.(1.8%)
No preference	17.(30.4%)

10. Why do you say this? Please tell us.

50 (100.0%)

11. Apart from Broadway North, are there any locations or venues you think could be used to support Service Users Empowerment? Please tell us what locations and why.

43 (100.0%)

12. Are there any locations or venues you think should not be used to deliver Service Users Empowerment services? Please tell us what locations and why.

42 (100.0%)

About you

We ask these questions so we can better understand your answers. None of your answers will be linked or reported in a way that could identify you.

13. Your home postcode 56 (100.0%)

14. Are you...?

Male	25.(43.9%)	Female	32.(56.1%)
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15. Your age 52 (100.0%)

The Equality Act 2010 considers a person disabled if: 'you have a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out day to day activities.'

16. Do you consider yourself disabled as set out under the Equality Act 2010? Tick ONE only.

Yes	43.(86.0%)	No	7.(14.0%)
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17. Do any of the following affect what you or the person you care for or support is able to do on a day to day basis? Tick all that apply on each row.

	Myself	The person I care for / support
A physical disability	32 (91.4%)	3 (8.6%)
A mental health condition	37 (94.9%)	3 (7.7%)
A long-standing illness or health problem	45 (93.8%)	4 (8.3%)
A problem with your sight or hearing	5 (100.0%)	0 (0.0%)
A learning disability or difficulty.....	9 (90.0%)	1 (10.0%)
Substance misuse.....	2 (100.0%)	0 (0.0%)

18. To which of these groups do you consider you belong? Tick ONE only.

White - British / English / Welsh / Scottish.....	49 (89.1%)
White - Irish	1 (1.8%)
Any other White background.....	0 (0.0%)
Mixed - White and Black Caribbean	1 (1.8%)
Mixed - White and Black African.....	0 (0.0%)
Mixed - White and Asian.....	0 (0.0%)
Any other mixed background.....	0 (0.0%)
Black or Black British - Caribbean	0 (0.0%)
Black or Black British - African	0 (0.0%)
Any other Other Black background	0 (0.0%)
Indian	1 (1.8%)
Pakistani.....	0 (0.0%)
Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Chinese	0 (0.0%)
Gypsy / Traveller / Roma.....	0 (0.0%)
Any other ethnic background, please state	3 (5.5%)
Prefer not to say	0 (0.0%)
Other ethnic group, please state	3 (100.0%)

Thank you for completing this questionnaire.

Broadway North Resource Centre: Questionnaire for Recovery College service users and carers

The Recovery College at Broadway North Resource Centre

1. Thinking about your use of the Recovery College at Broadway North Resource Centre, which of the following applies to you? Tick ONE only.

I am a current Recovery College user	33.(55.9%)
I have used the Recovery College in the past	12.(20.3%)
I care for someone who is a current user of the Recovery College	3.(5.1%)
I care for someone who has used the Recovery college in the past	1.(1.7%)
I nor the person I care for has used the Recovery College	3.(5.1%)
I support someone with a mental health issue	3.(5.1%)
Other	4.(6.8%)
Other, please tell us	3 (100.0%)

2. Are you a member of Service Users Empowerment (SUE)? Tick ONE only.

Yes	16.(27.1%)
No	43.(72.9%)

3. Which of the following sort of Recovery College courses have you and / or the person you care for attended? Tick all that apply.

Computing.....	30.(48.4%)
Literacy and numeracy	10.(16.1%)
Arts and crafts	23.(37.1%)
Managing money and benefits	4.(6.5%)
Supported work placements / volunteering	3.(4.8%)
Cookery	7.(11.3%)
Gardening	5.(8.1%)
First aid	1.(1.6%)
Health and well being	21.(33.9%)
None of these	2.(3.2%)
Other	18.(29.0%)
Other, please tell us	17 (100.0%)



4. When accessing and using the Recovery College, how important or not important are each of the following factors to you? Tick ONE only on each row.

	Very important	Important	Not important	Not important at all
Welcoming environment.....	48.(76.2%)	15.(23.8%)	0.(0.0%)	0.(0.0%)
Familiar faces (staff)	45.(75.0%)	10.(16.7%)	5.(8.3%)	0.(0.0%)
Skilled staff that understand my needs	47.(77.0%)	14.(23.0%)	0.(0.0%)	0.(0.0%)
Friendly, approachable staff	50.(79.4%)	13.(20.6%)	0.(0.0%)	0.(0.0%)
Interesting and useful courses	31.(53.4%)	27.(46.6%)	0.(0.0%)	0.(0.0%)
Courses that are accredited	20.(33.3%)	26.(43.3%)	11.(18.3%)	3.(5.0%)
Close to home.....	26.(44.8%)	22.(37.9%)	10.(17.2%)	0.(0.0%)
Car parking on site	21.(36.2%)	16.(27.6%)	14.(24.1%)	7.(12.1%)
Public transport near by	31.(54.4%)	13.(22.8%)	5.(8.8%)	8.(14.0%)
Disabled access and facilities	25.(43.9%)	19.(33.3%)	10.(17.5%)	3.(5.3%)
Relaxed and stress free environment	50.(80.6%)	11.(17.7%)	1.(1.6%)	0.(0.0%)
Safe and secure environment	44.(71.0%)	17.(27.4%)	1.(1.6%)	0.(0.0%)
Access to outside space	19.(32.2%)	23.(39.0%)	15.(25.4%)	2.(3.4%)
Access to personal space	26.(44.8%)	24.(41.4%)	6.(10.3%)	2.(3.4%)
Shops and other services nearby.....	16.(27.1%)	14.(23.7%)	20.(33.9%)	9.(15.3%)
Opportunity to mix with other people.....	32.(52.5%)	22.(36.1%)	5.(8.2%)	2.(3.3%)
Access to other support services, advice and information	35.(58.3%)	24.(40.0%)	1.(1.7%)	0.(0.0%)

5. Is anything else important to you? Please tell us.

25 (100.0%)

6. Are there other courses or services you would like the Recovery College to offer? Please tell us.

33 (100.0%)

7. In what ways, if any, do you feel you or the person you care for / support, benefits from attending the Recovery College? Tick all that apply.

Build confidence	54.(85.7%)	Maintain positive mental health	50.(79.4%)
Build independence	44.(69.8%)	Gain new skills.....	46.(73.0%)
Aid recovery	42.(66.7%)	None of these	0.(0.0%)
Avoid social isolation	52.(82.5%)	Other	6.(9.5%)
Other, please tell us	6 (100.0%)		

8. How do you or would you travel to Broadway North Centre? Tick the ONE that makes up the majority of your journey.

Walk	3.(5.2%)
Wheelchair / mobility scooter	1.(1.7%)
Car (drive myself)	21.(36.2%)
Car (someone else drives)	9.(15.5%)
Motorbike / moped	0.(0.0%)
Cycle	0.(0.0%)
Bus	20.(34.5%)
Train	0.(0.0%)
Community transport / Ring and Ride	4.(6.9%)

9. What day and time would you prefer to attend Recovery College courses? Tick all that apply on each row.

	Morning	Afternoon	Evening	Not on this day
Monday	25.(48.1%)	32.(61.5%)	8.(15.4%)	5.(9.6%)
Tuesday	28.(51.9%)	34.(63.0%)	10.(18.5%)	3.(5.6%)
Wednesday	23.(48.9%)	26.(55.3%)	7.(14.9%)	8.(17.0%)
Thursday	27.(57.4%)	26.(55.3%)	6.(12.8%)	5.(10.6%)
Friday	23.(47.9%)	29.(60.4%)	5.(10.4%)	6.(12.5%)
Saturday	15.(45.5%)	6.(18.2%)	3.(9.1%)	15.(45.5%)
Sunday	7.(23.3%)	6.(20.0%)	4.(13.3%)	17.(56.7%)

10. Would you prefer Recovery College courses and services to be delivered from a single location or multiple locations around the borough? Tick ONE only.

Single location	50.(80.6%)
Multiple locations	3.(4.8%)
No preference	9.(14.5%)

11. Why do you say this? Please tell us.

49 (100.0%)

12. Apart from Broadway North, are there any locations or venues you think could be used to deliver Recovery College courses? Please tell us what locations and why.

38 (100.0%)

13. Are there any locations or venues you think should not be used to deliver Recovery College courses? Please tell us what locations and why.

24 (100.0%)

About you

We ask these questions so we can better understand your answers. None of your answers will be linked or reported in a way that could identify you.

14. Your home postcode 64 (100.0%)

15. Are you...?

Male22.(34.4%) Female.....42.(65.6%)

16. Your age 62 (100.0%)

The Equality Act 2010 considers a person disabled if: 'you have a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out day to day activities.'

17. Do you consider yourself disabled as set out under the Equality Act 2010? Tick ONE only.

Yes.....32.(68.1%) No15.(31.9%)

18. Do any of the following affect what you or the person you care for or support is able to do on a day to day basis? Tick all that apply on each row.

	Myself	The person I care for / support
A physical disability	20.(87.0%)	7.(30.4%)
A mental health condition	45.(77.6%)	18.(31.0%)
A long-standing illness or health problem	35.(92.1%)	7.(18.4%)
A problem with your sight or hearing	8.(61.5%)	5.(38.5%)
A learning disability or difficulty.....	8.(72.7%)	3.(27.3%)
Substance misuse.....	5.(71.4%)	2.(28.6%)

19. To which of these groups do you consider you belong? Tick ONE only.

White - British / English / Welsh / Scottish.....53.(82.8%)

White - Irish0.(0.0%)

Any other White background.....0.(0.0%)

Mixed - White and Black Caribbean0.(0.0%)

Mixed - White and Black African.....0.(0.0%)

Mixed - White and Asian.....0.(0.0%)

Any other mixed background.....0.(0.0%)

Black or Black British - Caribbean.....2.(3.1%)

Black or Black British - African0.(0.0%)

Any other Other Black background0.(0.0%)

Indian2.(3.1%)

Pakistani.....3.(4.7%)

Bangladeshi2.(3.1%)

Any other Asian background1.(1.6%)

Chinese.....0.(0.0%)

Gypsy / Traveller / Roma.....0.(0.0%)

Any other ethnic background, please state0.(0.0%)

Prefer not to say.....1.(1.6%)

Other ethnic group, please state 0 (0.0%)

Thank you for completing this questionnaire.

Equality Impact Assessment (EqIA) for Policies, Procedures and Services

Proposal name	Relocation of Broadway North Recovery College		
Directorate	Social Care and Inclusion		
Service	Broadway North Recovery College		
Responsible Officer	Andy Rust		
EqIA Author	Andy Rust		
Date proposal started	Oct 2014	Proposal commencement date (due or actual)	2015

1	What is the purpose of the proposal?	Yes / No	New / revision
	Policy	No	
	Procedure	No	
	Internal service	Yes	Revision
	External Service	Yes	Revision
	Other - give details		
2	What are the intended outcomes, reasons for change? (The business case)		
	<p>The Council is seeking to realise the commercial value of the land on the site due to the service not being viable in such a building with the maintenance and improvement to fabric required to sustain the building and surrounds for this service becoming unsustainable</p> <p>The current provision includes services for adults experiencing mental health problems in the form of a Recovery College which provides formal education and training courses, and which aims to move people through the recovery pathway to either employment or vocational opportunities.</p> <p>There is also provision of therapeutic interventions provided by Dudley and Walsall Mental Health Partnership Trust. This is a nurse-led service that provides therapeutic interventions for specialist mental health service users such as anxiety management, and personality disorder assessment. Broadway North is also the base for some Park Hall Community Association facilities.</p> <p>The aim is to continue to meet the needs of Recovery College and Dudley and Walsall Mental Health Partnership Trust on suitable alternative sites.</p> <p>The Park Hall Community Association licence for use of the property will be discontinued and they will need to find alternative accommodation.</p> <p>The relocation of the services will be planned in a way that continues to meet the needs of current and future service users with mental health problems, meeting the Council priority for sustaining the independence and well-being of the population.</p>		

3	Who is the proposal potential likely to affect?																				
	People in Walsall	Yes / No	Detail																		
	All																				
	Specific group/s	Y	Service users of the Recovery College, Dudley and Walsall Mental Health Partnership Trust, Park Hall Community Association																		
	Council employees	Y	Council employed Staff of Recovery College																		
	Other	Y	Other staff within Recovery College																		
4	Summarise your evidence, engagement and consultation.																				
	<p>The people who access the Recovery College meet the eligibility criteria to receive support from social care, and follow a pathway of recovery from specialist mental health services as part of their support plan towards recovery and independence. The service currently delivers a programme of activities which includes vocational, recreational and educational courses that are all aimed at improving wellbeing, and recovery to independence.</p> <p>The composition of people attending the Recovery College consist of:</p> <ul style="list-style-type: none">• x Service users• All Service users have mental health issues and there are X with multiple disabilities• x Service user's from minority ethnic backgrounds• x Female and x Male• Ages groups are are: <p>Consultation</p> <p>During February 2015 separate questionnaires were designed for the users of the Recovery College and the Service User Empowerment (SUE) volunteers. 195 questionnaires were sent to users and carers of the Recovery College and 64 were returned. 60 questionnaires were issued to SUE with 58 returned</p> <p>The equality protected characteristics of respondents were recorded as:</p> <table><tr><td>Protected characteristic</td><td>Recovery College</td><td>SUE</td></tr><tr><td>Male</td><td>34%</td><td>43.9%</td></tr><tr><td>Female</td><td>66%</td><td>56.1%</td></tr><tr><td>Disabled</td><td>68%</td><td>86%</td></tr><tr><td>White - British / English / Welsh / Scottish</td><td>83%</td><td>89.1%</td></tr><tr><td>Minority Ethnic</td><td>15%</td><td>10.9%</td></tr></table> <p>This shows that a high percentage considered themselves as having a disability, and the majority where not from a minority ethnic background.</p> <p>The mode of travel to Broadway North was also recorded and the results showed that</p>			Protected characteristic	Recovery College	SUE	Male	34%	43.9%	Female	66%	56.1%	Disabled	68%	86%	White - British / English / Welsh / Scottish	83%	89.1%	Minority Ethnic	15%	10.9%
Protected characteristic	Recovery College	SUE																			
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Disabled	68%	86%																			
White - British / English / Welsh / Scottish	83%	89.1%																			
Minority Ethnic	15%	10.9%																			

the majority used public transport or were driven as a passenger:

Mode	Recovery College	Sue
Public transport	43%	43%
Driven as car passenger	16%	22%
Driver	36%	32%

The users of the Recovery College and Service User Engagement volunteers were asked about suitable criteria for access and known locations that they thought may meet the requirements for both the Recovery College and SUE needs.

Emerging themes and areas that were of high importance to the users and carers were:

- Café/canteen facilities
- Health/exercise /weight loss and dance classes
- Arts and crafts
- Living with and understanding bi polar disorder
- Familiar surroundings
- Social events and ability to 'mix'
- Volunteering opportunities
- Advocacy to be available and access to support and advice
- Not near noise or children
- Access to quiet, personal space
- Skilled and approachable staff
- Disabled access, car parking and public transport
- Peer support
- Relaxing and stress free environment
- Single location (Recovery College 81% and SUE 68%)

Examples of comments made:

- 'It would be less disorientating and confusing if it were in a single place'
- 'Because you can get used to surroundings and people and they get used to you'
- 'Don't want to spread all around Walsall I would get confused'
- 'Accessible services under one roof. I will be able to sort out any issues in one, rather than having to travel between locations'

The users of the Recovery College and Service User Engagement volunteers were asked about suitable criteria for access and known locations that they thought may meet the requirements for both the Recovery College and SUE needs. Their comments included:

- 'Where it is safe'
- 'Walsall local to home and easy to access'
- 'No where more than one bus ride'
- 'Locations familiar to me and accessible by public transport'
- Local schools such as community schools because they already have facilities which could be utilised'

They were also asked for locations that were not suitable and comments included:

- ‘None of the community centres that have noisy children in holidays’
- ‘Not places where there is already too much going on’
- ‘No where they have noisy children or drug users’
- ‘I think private buildings would not be a good choice because with mental health some of us would feel uncomfortable with our scars and unable to go when in high or low mood for fear of being judged by non mental health users who have no knowledge or understanding about mental health’

There were also comments made about retaining the services at Broadway North:

- ‘As we are a group of courses and people who are used to others who attend different things and company is important to us small groups would not supply the safe communal atmosphere that Broadway provides’
- ‘Broadway North is an ideal location and is pleasant with ample parking’

5

**How may the proposal affect each protected characteristic or group?
The affect may be positive, negative or neutral.**

Characteristic	Affect	Reason	Action needed Y or N
Age	neutral	No foreseen impact on this protected characteristic or group	N
Disability	Negative	Potential break in continuity of service (new location, unfamiliar staff, problems with transition to new surrounding, which for some users may be disproportionately distressing and disruptive. Potential lack of access to and accessibility of alternative sites	Y
Gender reassignment	neutral	No foreseen impact on this protected characteristic or group	N
Marriage and civil partnership	neutral	No foreseen impact on this protected characteristic or group	N
Pregnancy and maternity	neutral	No foreseen impact on this protected characteristic or group	N
Race	neutral	No foreseen impact on this protected characteristic or group	N
Religion or belief	neutral	No foreseen impact on this protected characteristic or group	N

	Sex	neutral	No foreseen impact on this protected characteristic or group	N
	Sexual orientation	neutral	No impact on this protected characteristic or group	N
	Other (give detail)	Adults With Mental Health Problems users of the Recovery College		Y
	Further information	The service users and the service provider did not identify that the proposal would affect people with protected characteristics.		
6	Does your proposal link with other proposals to have a cumulative affect on particular equality groups? If yes, give details below.			(Delete one) No
7	Which justifiable action does the evidence, engagement and consultation suggest you take? (Bold which one applies)			
	A	No major change required		
	B	Adjustments needed to remove barriers or to better promote equality		
	C	Continue despite possible adverse impact		
	D	Stop and rethink your proposal		

Now complete the action and monitoring plan on the next page

Action and monitoring plan				
Action Date	Action	Responsibility	Outcome Date	Outcome
April 15	Further consultation and engagement with service users, carers, and relevant organisations on future services	Anet Baker Lead Commissioner		
April 15	Consultation with Park Hall Community Association on future services	Anet Baker Lead Commissioner		
April 15	Dudley and Walsall Mental Health Partnership Trust on future services	Anet Baker Lead Commissioner		
April 15	Identify how provision of the service from proposed alternative sites is as accessible as possible	Anet Baker Lead Commissioner		
April 15	Identify how potential break in continuity of service can be minimised	Anet Baker Lead Commissioner		

Update to EqIA	
Date	Detail



Walsall Council

AREA EDGED RED = 8,267 SQ METRES (OR THEREABOUTS)



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SITE ADDRESS:
BROADWAY NORTH
WALSALL

DRAWING NO: EPMS 3549
DATE : 04/10/2011
DRAWN BY : SSP



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