

## **BRIEFING NOTE**

**TO: Health and Social Care Scrutiny and Performance Panel**

**DATE: 24 September 2015**

### **Review of Adult Social Care Supported Employment and Day Services - Consultation process and update.**

#### **1. Summary**

- 1.1 Following the decision of the Cabinet 24<sup>th</sup> June 2015 (see the attached report), Scrutiny is invited to consider and provide comment as part of the consultation process on the options contained in the Cabinet Report. A further report on the consultation feedback and recommendations will be made to Cabinet in December 2015.

#### **2. Recommendations**

- 2.1 For noting and feedback and comment as part of the consultation.

#### **3. Report detail**

- 3.1 Outline proposals for a review of Learning Disability Provider Services were included in the Medium Term Financial Plan 2016/2017. As part of the 2015/16 Corporate programme of budget consultation service the public were asked on how savings could be made, in particular their views on proposals for day services for people with learning disabilities and proposals for supported employment services for people with learning disability.
- 3.2 On 24<sup>th</sup> June 2015 Cabinet approved formal consultation on the proposals. This report outlines the consultation process used to inform and shape the proposals for discussion in the autumn of 2015.
- 3.3 An inclusive programme of consultation is being undertaken, designed to gather the views of service users, their carers and families and stakeholders i.e., voluntary organisations, housing and health partners. It will be particularly important to understand the views of:
- Current day service users, their Carers and families
  - Links to Work clients, their Carers and families
  - Stakeholders e.g. Walsall Disability Forum, Carers Network, Learning Disability Partnership Board and Carers and users in transition.

- As a statutory consultation anyone can have their say and will be provided with means to do so i.e. individual advocacy and group advocacy.

### 3.4 Initial Phase of Listening and Engagement

Week commencing 13<sup>th</sup> July 2015 an initial and short phase of listening and engagement was conducted. This phase involved inviting carers and families to meet informally with senior managers to discuss the proposals.

These meetings provided the opportunity to explain the proposals and answer any questions or concerns Carers and families had.

Sessions were held at each Community Satellite Centre, Goscote Centre and Links to Work.

Findings from this initial phase have been used to structure the formal phase of consultation. This approach worked well when used for consultation on Fallings Heath in 2014.

| Site                      | Registered Users | Category of Attendees        | Attendees  | Percentage Attendance |
|---------------------------|------------------|------------------------------|------------|-----------------------|
| Manor Farm                | 17               | Carers                       | 10         | 58.82%                |
| St John's - Pleck         | 23               | Carers and Service Providers | 13         | 56.52%                |
| Chart Centre - Willenhall | 18               | Carers and Service Providers | 14         | 77.78%                |
| Moxley Peoples Centre     | 10               | Carers                       | 9          | 90%                   |
| Links to Work             | 51               | Carers and Service Providers | 28         | 54.90%                |
| Blakenall                 | 14               | Carers                       | 10         | 71.43%                |
| Pier Street - Brownhills  | 17               | Carers                       | 9          | 52.94%                |
| Goscote                   | 21               | Carers and Service Providers | 15         | 71.43%                |
| Goscote Greenacres        | 57               | Carers and Service Providers | 17         | 29.82%                |
| <b>TOTALS</b>             | <b>228</b>       |                              | <b>125</b> | <b>54.82%</b>         |

### 3.5 Formal consultation

Formal consultation began on 3 August 2015 and will close on 31 October 2015 a twelve week period, allowing sufficient time for people to fully consider the options and have their say.

Consultation focuses on:

- Seek people's views of each of the options relevant to them
- Understand the potential impact and benefits for service users the proposals may have on Carer's and their families
- Understand any concerns people may have
- Invite suggestions for alternative options or solutions for both individuals and friendship groups.

Consultation will take the form of both quantitative and qualitative methods.

### 3.6 Postal Questionnaire

A questionnaire has been sent to carers of people who use day services (237 people). We will track responses and seek to encourage those who have not responded to do so; particularly BME groups need to be monitored and encouraged to participate.

Support to complete the questionnaire has been offered via telephone supported by advocates if required, easy read versions are available.

Questionnaires have been circulated from 10<sup>st</sup> August 2015 the closing date for questionnaire will be 21 September 2015, to allow sufficient time for data entry, analysis and reporting to Cabinet / CMT prior to autumn Cabinet.

So far we have received 96 replies from a total of 250 circulated (38%) the initial information has been inputted into the local consultation data base. Corporate consultation and customer feedback officers are supporting us in the process. There is a further two weeks before the closing date for questionnaires 21 September 2015.

### 3.7 Carer workshops

In order to understand views and concerns in more detail, four discussion sessions for carers, families and stakeholders will be held in early October 2015. These meetings will be led by the Executive Director of Adult Social Care, and Senior Adult Social Care Managers. These sessions will be an opportunity for carers and their families to hear further about the proposals and to express their views face to face.

An emphasis must be made throughout the process in relation to individual carer's assessments and there availability.

### 3.8 Service user consultation sessions

At the request of service users, separate site specific sessions have been arranged for them to have their say. These sessions will be facilitated by Making Our Choice (MENCAP Independent Group Advocacy). Making Our Choice will be provided with clear and detailed guidance for leading the discussions and reporting outcomes.

| Site                      | Registered Users | Category of Attendees | Attendees | Percentage Attendance |
|---------------------------|------------------|-----------------------|-----------|-----------------------|
| Manor Farm                | 17               | Service Users         |           |                       |
| St John's - Pleck         | 23               | Service Users         |           |                       |
| Chart Centre - Willenhall | 18               | Service Users         |           |                       |
| Moxley Peoples Centre     | 10               | Service Users         |           |                       |
| Links to Work             | 51               | Service Users         | 45        | 88%                   |
| Blakenall                 | 14               | Service Users         |           |                       |
| Pier Street - Brownhills  | 17               | Service Users         |           |                       |
| Goscote                   | 21               | Service Users         |           |                       |
| Goscote Greenacres        | 57               | Service Users         |           |                       |
| <b>TOTALS</b>             | <b>228</b>       | Service Users         |           |                       |

### 3.9 Consultation with Stakeholders

Meetings to discuss the options will be held with disabled groups including Disability Forum, Making Our Choice, and Learning Disability Partnership Board, care providers, housing, health partners and care homes.

Findings from the research will be analysed and reported alongside the results from the questionnaires to give a full and detailed picture of opinion to inform decision making.

The Consultation will be promoted via the local press, the Council's website and social media and at the venues themselves as well as direct mail to service users, carers and their families.

### 3.10 Enabling Meaningful Comment

Sufficient background information on the proposals and the options, as well as any earlier options that were discounted, will be published online and made available on request. Easy read versions will also be provided with alternative formats on request. This transparent approach supports intelligent consideration and meaningful comment. All letters and sessions will be designed with the needs of individuals in mind.

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