

# **Appendix 1**

## **Viking Unit Supporting Evidence For New Service**

## Background from Consultation

Through the consultation that took place from 21<sup>st</sup> October 2013 to 12<sup>th</sup> January 2014, regarding Day Opportunities for people with a Learning Disability, there were clear views of the things people who were using the service and carers of what they would like a new service to look like.

573 consultation papers and questionnaires were sent out, as well as the consultation papers and process being made available on-line. The paper copies were sent directly to Day Care clients, relatives, staff, unions and other key professionals. In total 295 (51.48%) responses were received to the questionnaire. This was consulting across Avro / Viking and Project 49.

The key questions that were consulted on for Viking are:

- How strongly do you support the Viking Special Care Unit to stay where it is and the Council seek to find other services to use the other part of the building if financially viable?
- If an alternative location and facility for the Viking Unit could be identified within the local community to allow this service to move from the current site, how strongly would you support this? This would be a change of site but retaining the same staff.

There was not a negative view with either of the options above, but acknowledged that a newer more modern facility was essential to continue the excellent service that was already provided.

Comments from Consultation
Need to consider the friendships and interaction between Avro and Viking, if changes are made. We must ensure this interaction continues.
Keep the excellent staff support and interaction.
If new or adapted facilities for Viking Unit, we require: <ul style="list-style-type: none"><li>➤ Hot meal provision needed.</li><li>➤ If a new build then parking is premium and needs to reflect the size and turning needed for the wheelchairs.</li><li>➤ If a new service, ceiling track hoist would be essential to meet needs of many.</li><li>➤ If a new service, to have an accessible garden and if possible a light conservatory area.</li><li>➤ If a new Viking service, a designated quiet area would be needed.</li><li>➤ If we move to a new Viking Unit, an accessible kitchen area would be needed.</li><li>➤ Improved sensory area, including hydrotherapy or water, sensory opportunities, music including multimedia.</li><li>➤ Lighter areas.</li><li>➤ More space.</li><li>➤ New service to have automatic doors for accessibility and wider door frames.</li><li>➤ DDA compliant.</li><li>➤ Rooms with sole use: separate bathroom and toilets / changing areas.</li></ul>

➤ Same flooring throughout and non slip.
<p><b>Location</b></p> <ul style="list-style-type: none"> <li>➤ There were mixed feelings about location both for a more central place and somewhere on the periphery.</li> <li>➤ A central location could offer more opportunities but thought to be given as to where, to be able to protect these vulnerable people, so privacy is paramount.</li> <li>➤ Some people requested that they were not left out on their own at its current location. Needs to meet all needs and the equipment that needs to be used. Continuity of staff is paramount. Even better if the current excellent service can be improved by updated environment.</li> <li>➤ We do support service users to have access to their local community but this would be in the area they live i.e. Westcliff, Leigh, Shoebury, not central Southend.</li> </ul>
➤ If there are changes shorter travelling times would benefit some.
➤ Transport system the buses are relied on as public transport would never be able to accommodate these service users.

### General Information

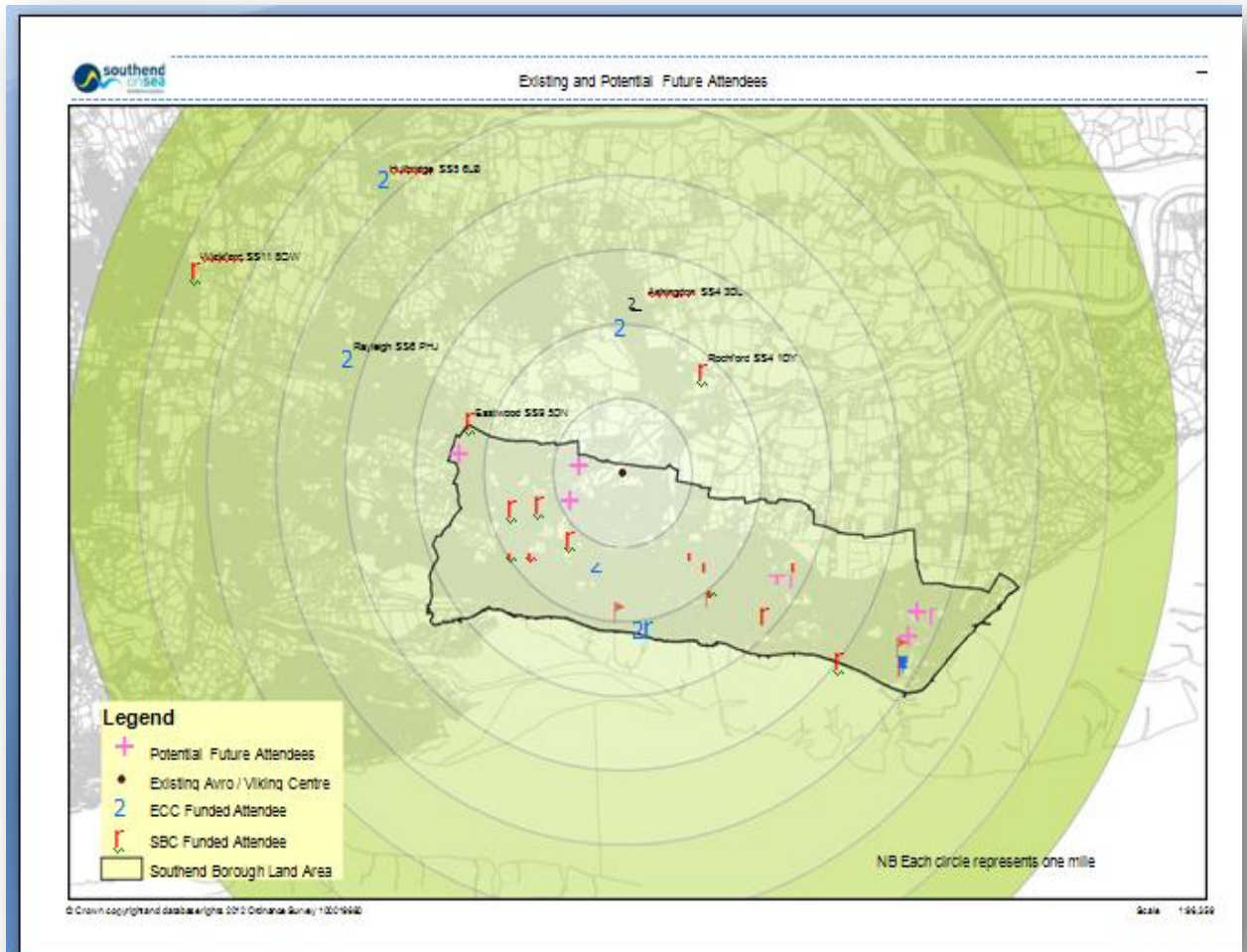
Viking Day Service provides support to people with profound and multiple disabilities. It offers 34 places over five days and supports some of our most vulnerable service users.

There is a need to increase our service in the longer term to meet the needs of people coming up through transition and also other areas outside Southend that may want to purchase a service from us.

Current Age Range of Service Users:

Age Range	Total	Male	Female
18 - 25	6	4	2 includes 1 Essex
26 - 40	10	6	3
41 - 55	14	4 includes 2 males Essex	10 includes 3 females Essex
56 - 65	5	1	4 includes 1 Essex
66 - 75	0	0	0
76+	0	0	0
<b>TOTAL</b>	<b>34</b>	<b>15</b>	<b>19</b>

This diagram shows the Existing and Potential future attendees and where they live, it is worth noting that more people live closer to the existing site that do not.



## Funding

It is worth noting that we attract 7 service users from Essex and they are charged a daily fee of £126.18 per day and this includes transport when needed, if no transport required then the cost is £96.75.

We now have 19 people in Southend that attract CHC funding, 2 service users that are joint funded by Health and Social Care, 6 people funded by Southend Borough Council and 7 funded by Essex.

The costing that we have invoiced for service user attendance with Continuing Health Care Funding from April to the end of September was £170,834.

Based on figures of 7 Essex people attending April to the end of September we have raised invoices for £84,444.72. We invoice for actual attendances, if they do not attend we do not charge.

The amount will vary from week to week as attendances can vary according to health and whatever else might be happening in their lives.

### Transition considerations

There are a number of people with severe learning disabilities and mobility issues, due to leave school, over the next 3 years.

It is really important to note that some may choose alternatives to Viking so it's very difficult to predict the number that will end up making use of the new service.

Year	Number of Students	
Year 14	11	2015 leavers
Year 13	10	2016 leavers
Year 12	7	2017 leavers

### Direct Payments

The promotion of direct payments and self directed support is driving change with service users increasingly choosing who provides their services and how they are supported. This means that increasing numbers of younger people are choosing to be supported outside of traditional day services.

As of 30<sup>th</sup> September 2014 there were 37.7% service users receiving their support via a personal budget, this is a slight increase on last year.

The breakdown is as follows:

Age	Direct Payments / Service Users	Equals %
18 to 64	170 Direct Payments out of 426 Service Users	39.9%
65+	9 Direct Payments out of 49 Service Users	18.4%

### Project Board work on Positive and Negative Consequences

We looked at location in terms of positive and negative consequences for a new site being on the existing site or somewhere in town. Each member of the team contributed to this.

This was used in addition to the consultation feedback and helped to determine the criteria for the Options Assessment.

**Viking Location  
In Town Centre**

Positive Consequences	Negative Consequences
Closer to other services, less distance from transport storage yard at Tickfield.	Air pollution, limited outdoor spaces, security and safety requirements higher and more expensive, clients may react badly to a move and change in environment. Traffic and access difficulties for vehicles and clients, build costs higher due to access and space constraints, In the community , travel times longer giving less useful time at centre.
Assuming that the site meets all the footprint requirements i.e. Large enough site/ fit for purpose building which is not over looked / adequate parking / garden area / pleasant environment /area i.e. not industrial / Easy Access to community areas.	Site may not meet footprint lack of any aspect of footprint. Lack of large enough site.
Meets footprint.	Unsavoury area giving rise to Health & Safety Issues , and maintaining service user dignity
Closer to Community Facilities	Possible Lack of parking
Easy Access to Community facilities with out public transport	More expensive site Lack of funds
More Inclusive Experience.	More traffic/ longer access times
Able to access seafront without public Transport.	Lack of large enough site.
Closer to Project 49.	
Greater community presence in populated areas improving the wider community's understanding and acceptance of adults with severe LD and mobility issues. Normalisation/ reduced segregation.	Depending on the area there would be a need for a higher level of security both during the day and especially at night. Vehicle may not be able to be parked on site at night, an alternative may be Tickfield. This may mean transport staff needing additional time to collect vehicles and drop them back at the end on the day. The location would impact the day to day running of a unit due to the congestion effect within a town centre setting. Journey times for service users would increase.  Adds to congestion in the town centre is this is a problem.
Potentially reduced travel time due to the central location however increased levels of traffic in the area may counteract this.	The unit may be over looked from buildings that are in the surrounding area. Due to the variable service user group this may mean that frosted glass would be appropriate. This would obstruct sunlight coming into some activity areas. We would have to build a new relationship with our new neighbours this can sometimes take considerable time.

Less impact on homeowners due to the location being primarily an area of business.	To due the complex health needs within the service user group it would be detrimental to individual's health if we look them into the community during the winter months or in inclement weather.
Travel time from a new unit would be reduced when accessing the local area in relation to distance.	Due to the amount of visitors and the various transport providers visiting the unit there may not be the space needed for appropriate parking provision.
More potential support from the voluntary sector as more accessible in the town centre. An overlapping community.	Due to the level of profound disability of the service users group a town location may expose people to increased levels of noise and pollution, and some community ignorance.
More products and services to choose from with a personal budget because more available in the town centre.	This area provides and important therapeutic element for peoples service. The options for supporting service users in this sensory environment would be totally different in a town location. If is town the garden space is essential.
Could stimulate more reasonable adjustments in a wider range of services for who us the service.	The plot might have restricted space and not allow the provision of a new hydrotherapy pool.
The development of a centre could include changing places toilets in the centre of town where it would be needed outside of 'day centre' hours.	More difficult to access for those out who come in from outside Southend-on-Sea
Maintenance of shared connections with the Avro population and possibly shared activities.	Possibly a more expensive site. The more attractive the site is, the more expensive it is.
More freedom to do individual things and not group things as not reliant on group transport in the town centre to do things.	

**Viking Location  
On periphery of Town / Borough**

Positive Consequences	Negative Consequences
Easier access for transport, less air pollution (?), land cost is lower, space to build in whilst minimizing disruption to the services provided, tolerated / accepted by neighbours (mostly) in existing location, space for gardens.	A bit isolated from wider community.
Site meets all the footprint requirements except easy access to community i.e. Large enough site /rebuild would be fit for purpose building which is not over looked / adequate parking / garden area / pleasant environment /area i.e. not industrial.	Isolated away from community resources.

Rebuild would meet footprint except easy access to community without transport.	Access for most community activities dependant on transport.
Easy site to access less traffic.	Not Inclusive.
Easier access (depending on final location) for those travelling from outside of the borough.	Noise / pollution from airport in garden area
This location would be easier to access for transport. The problems with congestion on the local road would be reduced. This would reduce the journey time with transport.	All external activities need to be accessed via vehicle – increased costs of providing transport.
In our current location we have an established acceptance from our neighbours. We already have a community presence within our local area.	This location might appear to be isolating from the community. We have to remember that your community is the area that is local to your home location. It is important to remember to support people back to the location were they live, you can do this from any location the unit is situated in.
This location will enable provision on a new unit that will be built to a modern design. It will have the opportunity to provide additional resources with an increase in the physical size of the unit.	Travel distance might be increased, this depends where the person lives and what places people visit from the unit.
This location would allow for a unit that would not be overlooked. This is very important for the service users during sessions/activities.	Can only easily do activities related to what goes on in the specialist centre, so limits choice.
This unit location may provide opportunities for the building to be used during the evenings/ out of hours.	Transport will have to be laid on which may further increase dependency.
This area provides an important therapeutic element for people's service. The options for supporting service users in this sensory environment would be greatly increased.	
People could have short visits into existing gardens; it would be detrimental to individual's health to stay in the community for long periods during the winter months.	
Due to the amount of visitors and the various transport providers visiting this location could allow for appropriate parking provision.	
Vehicle could be parked on site at night, alternative parking provision would not be needed at Tickfield.	
A site is available and can be remodelled /partitioned strategically.	
Less costs of new site development.	
Less barriers to encounter, like Nimbyism if the existing site is used.	
Will appeal to people the existing clientele.	



### **Any future New Build**

The existing footprint of Viking is approximately 340 square meters. In addition, there is an external area dedicated to parking of approximately 1,135 square meters/ 0.28 acres, and grounds of 1,650 square meters/0.40 acres. Going forward, in order to future-proof the service and to manage the increased numbers of service users, the Council would look to increase the overall footprint of the building and still provide car parking and garden.

We would want to extend the footprint to provide services for at least 40 people a week. If the space was configured correctly there should be opportunity to add any additional space at a later date if needed.

In addition it would be logical at this stage to also look at additional facilities for our service users across day opportunities that are getting older in age, and would like to attend somewhere that is quieter.

### **Community Access**

In addition to this we carefully considered the places that service user's access now in the community, places that are important to them, and also places that are local to their home environment as well which is important.

### **List of community venues Viking visit 2014**

<b>Place</b>	<b>Postcode</b>
Alton Garden Centre	SS12 9JG
Asda	SS3 8DA
Belfairs Woods	SS9 4LR
Burnham on Sea	CM0 8AG
Cliffs Pavilion	SS0 7RA
Cock Inn	SS4 1PD
Dick Turpin	SS12 9HZ
Greyhound Retail Park	SS2 5PY
Hadleigh Salvation Army	SS7 2AP
Hanningfield	CM11 1WT
Hockley Woods	SS5 4RH
Hullbridge River	SS5 6ND
Hyde Hall	CM3 8ET
Ikea*	RM20 3WJ
Lakeside*	RM20 2ZP
Lancaster School	SS0 0RT
Last Post	SS1 1AS
Leigh Broadway	SS9 1AW
Maldon Park *	CM9 5BX
Morley's	SS3 0PU

Old Leigh	SS9 2EN
O'Neils	SS1 1LH
Priory Park	SS2 6NB
Rayleigh Lanes	SS6 7EJ
Riverside	SS5 5LE
Roebuck	SS6 7BU
Roots Hall Market	SS2 6NQ
Sainsbury	SS6 3UB
Shaw Farm	CM3 5QS
Southchurch Park	SS1 2XA
Southend Airport shops	SS2 6FW
Southend Beach	SS1 2EJ
Southend Library	SS1 1NS
Strawberry Fields /Tesco	SS2 6GB
Swallows	SS6 9ES
Thaxted Church*	CM6 2RG
The Elms	SS9 3ND
The Lodge	SS11 7QT
The Warehouse	SS6 7UT
Travellers Joy	SS6 9JF
Tropical Wings /Marsh Farm	CM3 5QZ
Uncle Toms Cabin	SS3 9HG
Varsity	SS1 2JY
Victory	SS4 3EU
Waitrose	SS2 4DQ
White Horse	SS2 4XY
Maldon Park* Ikea, Thurrock* Lakeside* Thaxted Church*	Please note that these 4 venues have not been included because they fall outside the geographical area of the licence that we have for making the map below.

### Community Venues

