

### 1. SUMMARY AND ANALYSIS OF THE FINDINGS FROM THE CONSULTATION

- The Consultation process ran from the 21<sup>st</sup> October 2013 to 12<sup>th</sup> January 2014. There was a good level of involvement in the Consultation process. 573 Consultation papers and questionnaires were sent out, as well as the Consultation papers and process being made available On-line. A copy of the Consultation paper can be seen under **Appendix 1a**. The paper copies were sent directly to Day Care Clients, Relatives, Staff, Unions, Advocates and other key professionals. In total 295 (51.48%) responses were received to the questionnaire, through various routes.

Questionnaires and Distribution	Amounts
Relatives and Carers of Avro/Project 49 by post	164
Relatives and Carers of Viking by post	48
Service Users from Avro/Project 49 (by hand)	174
Service Users from Viking (by hand with support)	42
All staff in Avro/Viking and Project 49 by post	73
LD Day Care Providers by post	15
Councillors by post	51
Unions by email	2
Southend Clinical Commissioning Group by email	1
South Essex Partnership Foundation Trust by email	1
Local MPs by email	2
<b>Total</b>	<b>573</b>

Questionnaires received by end of consultation	Amounts
On Line Questionnaire (varying respondents)	77
Viking Service Users Easy Read Questionnaire	29
Avro and Project 49 Service Users Questionnaire	136
Viking Staff	34
Avro and Project 49 Staff	19
<b>Total</b>	<b>295</b>

- It is important to recognise throughout the Consultation when we refer to Project 49, we mean the three sites of Ambleside, St James and 49 Alexandra Street.
- Day Centre Service Users were given the opportunity to be involved in the Consultation through the Council appointing Independent Advocates from BATIAS. Their remit was to support and be available to ensure the voice of Service Users was heard. They were available varying times through the Consultation period.
- BATIAS also attended Relatives, Residents and Public meetings throughout the Consultation process. In addition to this, they attended any other meetings that were needed through the process. Staff in the Day Centres also played a big part in ensuring the Consultation process was discussed with the service users along with their families.

## 2. BACKGROUND TO THE CONSULTATION

Due to significant changes driven by the National Social Care Transformation Programme and other key drivers such as 'Putting People First' and 'Valuing People Now', the promotion of independence, choice and control are at the heart of current and future services. As a consequence we have reviewed all local authority Learning Disability Day Services in Southend to identify what, if any, changes may be required to ensure that Service Users have a genuine ability to exercise more choice and control, and in particular those service users currently attending the Council run Avro and Viking Special Care Unit.

The further promotion of Direct Payments and Self Directed Support, as required by the government, is also driving change with Service Users increasingly choosing who provides their services. As the uptake of greater choice increases, change is having an impact on the number of Service Users choosing to use Avro/Viking, particularly younger adults going through transition as, by and large, most younger people are getting their day support from other sources.

The Government had set a target that by April 2011, 30% of all adults in receipt of social care will get their support either from a Direct Payment or from a Council managed personal budget. In Southend, we have exceeded the Government's expectations.

As of 31<sup>st</sup> December 2013 there were 34.1% Service Users receiving their support via a personal budget. The breakdown is as follows:

Age	Direct Payments/Service Users	Equals %
18 to 64	156 Direct Payments out of 425 Service Users	36.7%
65+	6 Direct Payments out of 50 Service Users	12%

The intention of individual budgets is to give Service Users much greater choice and control over what support they need and for this support to be delivered in more flexible ways.

On the 10th July 2012, the Council's Community Services and Culture Scrutiny Committee supported in principle the idea that the Council should explore possible future developments for the Avro Unit.

To oversee this process, the Council appointed a Project Lead and established a project board whose membership consisted of Service Users, Carer representatives and professionals.

This Project Board has overseen the work during the pilot period. The Council agreed in addition to appoint some independent consultants. Alders were appointed in June 2013 to assess the progress of the project and report to Council.

The Consultants Alders and the Council Officers report was subsequently agreed by Cabinet on the 14<sup>th</sup> June 2013, which recommended that formal consultation, could commence on the future provision of Day Services for people with Learning Disabilities **Appendix 2**. In addition a copy of the Alders report is under **Appendix 3**.

## 3. HOW WE CONSULTED AND RESPONDED TO REQUESTS DURING THE CONSULTATION PERIOD

Having a structured and transparent process on how the Council would communicate throughout the consultation process was important. The chart below shows what was completed, in addition to the on-line questionnaire as part of the consultation process.

Example	Purpose	When	Who	How Many	Time taken	Evidence
Media Briefing	To inform the all involved and the community of Southend	21 <sup>st</sup> Oct13	Southend Borough Council Carol Cranfield Simon Leftley Katharine Marks Katie Best Cllr Salter  6 External Media Companies	8	11:00 to 12:00	Media briefing in papers and on radio.
Briefing Papers either posted, emailed or hand delivered	To keep people informed	21 <sup>st</sup> Oct13	All Next of Kin Staff Service Users	573	1 day	Spreadsheets recording information.
Staff Meeting with Avro Staff/ Project	To keep people informed	17 <sup>th</sup> Dec 13	Carol Cranfield	Several staff	16:30 To 17:30	Minutes taken and distributed.
Staff Meeting Viking Staff	To keep people informed	3 <sup>rd</sup> Dec 13	Carol Cranfield	Several staff	16:00 To 17:00	Minutes taken and distributed
Staff Meeting Viking Staff		12 <sup>th</sup> Dec 13			11:00 to 12:00	
Relatives Meeting for both Avro/ Viking	Listen and answer questions	25 <sup>th</sup> Nov13	Carol Cranfield Katharine Marks	1 Councillors 5 Staff 2 Advocates 14 Relatives 4 Providers	13:30 to 15:00	Minutes recorded and distributed.
Public Meeting	Provide an overview of what has happened to date, listen and answer questions	3 <sup>rd</sup> Dec13	Carol Cranfield Katharine Marks	1 Councillors 5 Staff 2 Advocates 2 Relatives 1 Unions 0 Public	18:00 to 19:00	Minutes recorded. Frequently Asked Questions and Answers distributed and placed on the Intranet. PowerPoint presentation distributed and available On-line.
Relatives Meeting (Viking Only)	Provide an overview of what has happened to date, listen and answer questions.	13 <sup>th</sup> Dec13	Carol Cranfield Katharine Marks	2 Councillors 9 Staff 1 Advocates 11 Relatives	13:30 to 15:00	Minutes recorded and distributed. PowerPoint presentation distributed and available On-line.
Relatives Meeting Avro/Viking	Provide an overview of what has happened to date, listen and answer questions	19 <sup>th</sup> Dec13	Carol Cranfield Katharine Marks	1 Councillors 7 Staff 1 Advocates 3 Relatives	13:30 to 14:30	Minutes recorded and distributed. PowerPoint presentation distributed and available On-line.

During the relatives meetings there were many questions asked and we provided answers. These can be seen under **Appendix 4**.

#### **4. METHODS USED FOR THOSE DIRECTLY AFFECTED BY THE PROPOSALS**

##### **Mental Capacity Act**

All adults are assumed to have capacity to make decisions unless it can be shown that they lack capacity at the time they need to make the said decision.

##### **Avro / Project 49 Service Users**

- There were 19 Service Users from Avro that we felt needed to have a review of their day services, and this involved the Social Worker, Day Opportunities staff, Service User, families and or Advocate where needed.
- These reviews were carried out as they were people who appeared at the start of the Pilot, to not be in favour of any change.
- People with a Learning Disability sometimes cannot conceptualise how a new service will work, or if the service they are using is no longer there what would it be like for them.
- Through these reviews some Service Users have started to attend Project 49, and have said if Avro were to close they would be happy to use the services of Project 49.
- Some families helped to support their loved ones and felt sure that if Project 49 was to become permanent so long as the staff were with them for continuity, they would adjust and would settle into the new service.
- There were 2 Service Users that have decided through their review they would like their services elsewhere and are being supported to pursue this.
- The reviews did not give concern that if we moved any one this would be detrimental to any of the Service Users Health and Well-being.

##### **Avro Service Users**

In order to get the views of the Avro/Project 49 service users during the consultation meetings, the Assistant Managers of Avro/Viking devised an interactive model similar to that which had been used when the Pilot was launched. This process involved the service users `building` a town map and locating the different services used by all those attending Avro/Project 49. It illustrated to the service users, the proximity of Project 49 to resources in Southend and the fact that Avro is not located near to the same amount of resources.

In arranging the consultation meetings, the advocates endeavoured to get groups together, varying the time and days so as not to disrupt their personal activity programmes; in some cases there would be 10 Service Users and on other occasions just 3, however the same interactive format was used for all people. Obviously the capacity of the Service Users had to be taken into account and communication was used that reflected the individual person's needs ensuring that their participation was as inclusive possible.

As the advocates have been visiting Avro and Project 49 on a frequent basis, when approached about the consultation meetings and if asked questions outside of the meetings, they have answered the questions and talked on a 1 to 1 basis to alleviate any stress the Service Users may be experiencing about the process. 6 Service Users were supported this way.

Many of the Service Users talked about how they have become more independent since attending Project 49 as it is more local to their home and they can access the town and the many resources it offers. At the beginning of the Pilot there were 12 independent travellers, now there are 28. During these meetings which were facilitated alongside the Assistant Managers of both centres, the advocate, with Service User's permission, captured some of their comments, both positive, and areas where there were concerns.

### **Viking Service Users**

Due to the complexity and capacity of the service users it was decided that the interactive model that had been used for the Avro consultation would not be accessible enough. It was agreed that the advocate would meet with the key worker and the Service User. All of the Service Users had individual meetings, to facilitate and illustrate their opinions so Service Users could make informed decisions. The advocate used the photos and for one Service User used an iPad with communication software.

The Advocate also used the Watching Brief model taking into consideration the eight domains (non-instructed advocacy) if the Service User was not able to give their own view. A copy of the Watching Brief can be found on Page 23.

The questions were asked in an accessible format.

The Advocate looked at the Service User's current programme and what would be important if there were changes.

The Advocate and Keyworker used signs and gestures to facilitate the communication needs of the particular Service Users they were meeting with.

The Full BATIAS report is available on Page 19.

### **General Analysis of the Day Services**

The charts below show a detailed breakdown of the Age Range of all Service Users. Currently there are approximately 179 Service Users attending the service on varying days.

In Avro there are 102 people whose age ranges between 18-55 and a further 42 whose age is between 56-76 plus.

In addition in Viking there are 35 people attending the service on varying days with a higher proportion being younger. There are 31 people aged 18-55 and only 4 over the age of 56.

### **Age Ranges and Gender of Service Users from Avro/ Project 49**

<b>Age Range</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>
18-25	19	10	9
26-40	35	18	17
41-55	48	19	29
56-65	21	12	9
66-75	17	12	5
76+	4	1	3
<b>Total</b>	<b>144</b>	<b>72</b>	<b>72</b>

## Age Ranges and Gender of Service Users from Viking

Age Range	Total	Male	Female
18-25	7	4	3 Includes 1 Essex
26-40	11	6	5
41-55	13	3 Includes 2 males Essex	10 Includes 3 females Essex
56-65	4	0	4
66-75	0	0	0
76+	0	0	0
<b>Total</b>	<b>35</b>	<b>13</b>	<b>22</b>

## Attendance

Some of the Service Users have attended the services in excess of 30 years. Attendance can vary between one and five days.

Each day there will be an amount of none attendance due to various reasons. We also support some Service Users who attend Viking, that are funded by Essex County Council.

There has only been one Service User pass away whilst using these services over the last year.

ATTENDANCE PRE PILOT (information taken from Monday 26<sup>th</sup> March 2012)

Site	Monday	Tuesday	Wednesday	Thursday	Friday
Viking	22	21	27	25	26
Avro	95	95	96	96	96

ATTENDANCE DURING PILOT (information taken from Monday 25<sup>th</sup> March 2013)

Site	Monday	Tuesday	Wednesday	Thursday	Friday
Viking	23	22	24	22	Easter Bank Holiday Typical Friday 26
Avro	45	47	49	45	38
Project 49	38	34	30	35	44
Ambleside	-	-	6	7	
St. James	9	-	6	-	9

At Ambleside and St James, Services Users will have the ability to access 10 sessions a week at both sites, if the proposals go ahead. Currently we use in the region of 3 sessions at Ambleside and 6 sessions at St James. It will be easier to use more sessions when the staffing levels are over 4 sites and not 5.

## Transport

Before the Project 49 Pilot there were 12 Service Users that could travel to the services independently and now there are 28 which is excellent progress. This was assisted by the change of venue for day opportunities as Project 49, is much closer to the main bus station, and project 49 is more central to all amenities to make this easier to train service users to travel independently. In a typical week there are approximately 142 single journeys made independently.

Transporting Service Users on a weekly basis is a massive task and takes a great deal of planning. A total of 1750 single journeys are carried out on an average week, this excludes all the Independent travellers. All these journeys not only cover the journeys to and from the chosen base, but journeys out to other activities through the week.

The diagrams below represent various journeys throughout the week for Project 49, Avro, Viking, Ambleside and St James.

<b>Project 49 Single Journeys</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Total</b>
Buses In /Out	67	44	49	52	43	255
Transfer Bus	4	4	8	3	6	25
Groups	66	94	70	60	106	396
<b>Total</b>	<b>137</b>	<b>142</b>	<b>127</b>	<b>115</b>	<b>155</b>	<b>676</b>

<b>Avro, Ambleside and St James Single Journeys</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Total</b>
Buses In /Out	71	80	86	95	71	403
Transfer Bus	0	0	0	0	0	0
Groups	77	69	81	63	37	327
<b>Total</b>	<b>148</b>	<b>149</b>	<b>167</b>	<b>158</b>	<b>108</b>	<b>730</b>

<b>Viking Single Journeys</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Total</b>
Buses In /Out	52	48	50	52	46	248
Transfer Bus	0	0	0	0	0	0
Groups	18	12	26	20	20	96
<b>Total</b>	<b>70</b>	<b>60</b>	<b>76</b>	<b>72</b>	<b>66</b>	<b>344</b>

<b>Summary Totals Single Journeys</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Total</b>
Buses In /Out	355	351	370	345	329	1750



## Analysis of the findings from the Survey

### RESPONSES TO OVERALL PROPOSALS

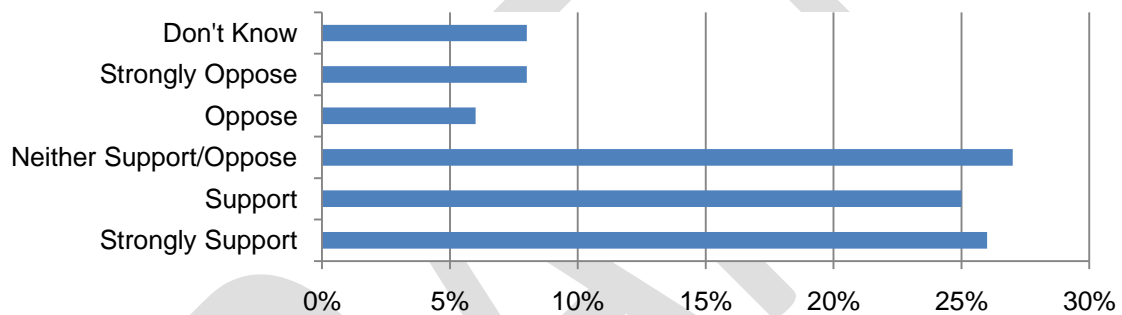
There were 77 recorded questionnaires completed On-line.

Please note in each box below it identifies how many responses were received to each question. Not all questions were answered.

1. How strongly do you support the adoption of Project 49: that 49 Alexandra Street and the two Satellite units are the permanent / preferred alternative service for Avro Service Users?

#### Support for the adoption of Project 49

(77 respondents)



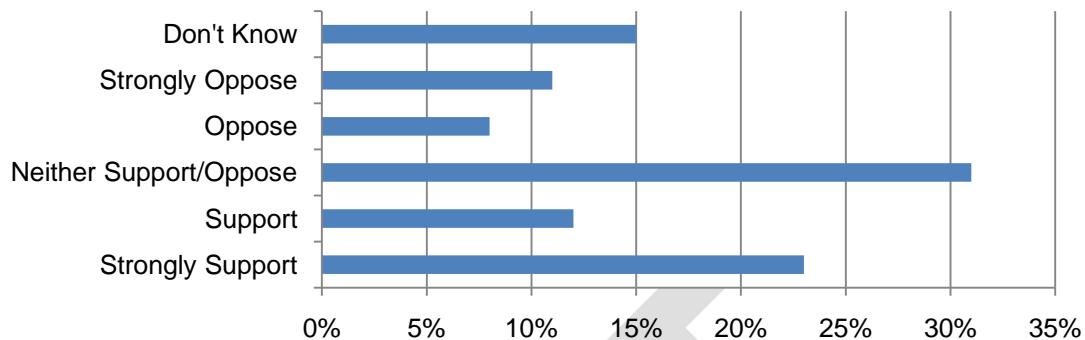
	Strongly Support	Support	Neither Support/Oppose	Oppose	Strongly Oppose	Don't Know
Support for the adoption of Project 49	26%	25%	27%	6%	8%	8%



**2. How strongly do you support the Viking Special Care Unit to stay where it is?**

**Support for the Viking Special Care Unit to stay where it is**

(74 respondents)

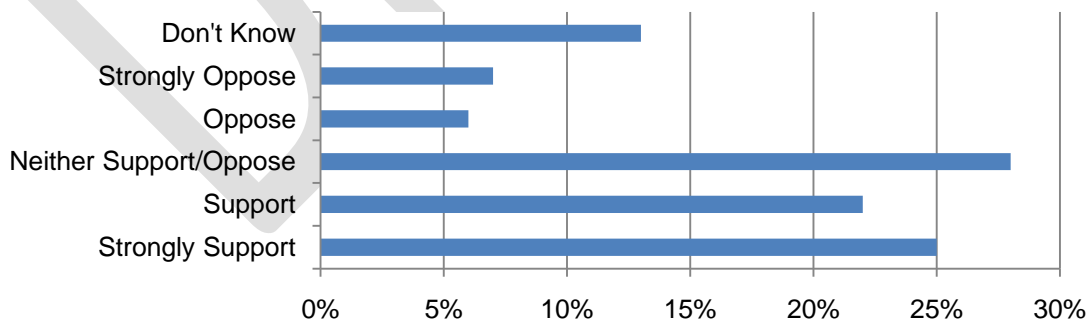


	<b>Strongly Support</b>	<b>Support</b>	<b>Neither Support/Oppose</b>	<b>Oppose</b>	<b>Strongly Oppose</b>	<b>Don't Know</b>
<b>Support for the Viking Special Care Unit to stay where it is</b>	<b>23%</b>	<b>12%</b>	<b>31%</b>	<b>8%</b>	<b>11%</b>	<b>15%</b>

**3. How strongly would you support an alternative location and facility for the Viking Unit?**

**Support for an alternative location and facility for the Viking Unit**

(72 respondents)



	<b>Strongly Support</b>	<b>Support</b>	<b>Neither Support/Oppose</b>	<b>Oppose</b>	<b>Strongly Oppose</b>	<b>Don't Know</b>
<b>Support for an alternative location and facility for the Viking Unit</b>	<b>25%</b>	<b>22%</b>	<b>28%</b>	<b>6%</b>	<b>7%</b>	<b>12%</b>

## Respondent Profile

The table below shows the composition of the On-line survey sample.

<b>*Which best describes you</b>	<b>Number</b>
Day Services User of Avro	5
Day Services User of Viking	4
Day Services User of Project 49	4
Relative of someone who uses Avro	20
Relative of someone who uses Viking	13
Relative of someone who uses Project 49	17
Member of staff from Avro	3
Member of staff from Viking	4
Member of staff from Project 49	6
Advocates	4
Public	10
Union	2
Other (un-stated)	10
<b>Gender</b>	
Male	23
Female	40
Prefer not to say	1
<b>Age</b>	
18-24	0
25-34	4
35-44	10
45-54	14
55-64	10
65-74	10
75-84	8
85 and above	2
Prefer not to say	5
<b>Ethnicity</b>	
White British	57
White Irish	0
Gypsy or Traveller	0
Any other white background	0
Mixed White and Caribbean	0
Mixed White and African	0
Mixed White and Asian	1
Any other mixed background	0
Indian	1
Pakistani	0
Bangladeshi	1
Chinese	0
Any other Asian background	0
Black / Black British	0

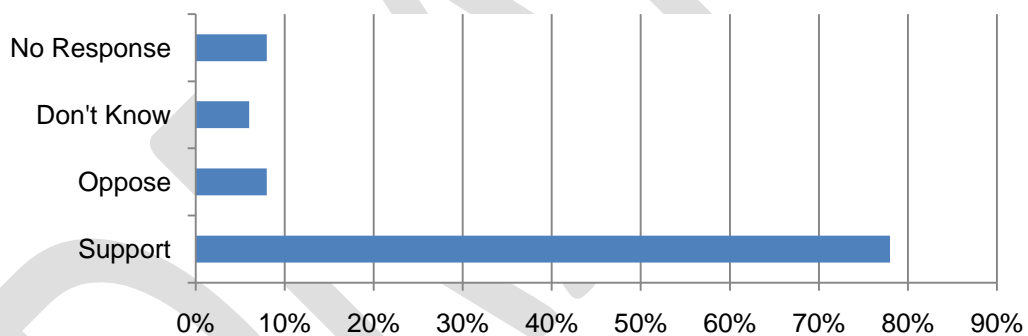
Black African	0
Caribbean	0
Any other Black background	0
Arab	0
Any other ethnic group	1
Would rather not answer	3

There were 134 recorded easy read questionnaires.

Please note in each box below it identifies how many responses were received to each question. Not all questions were answered. Some Service Users also completed the online questionnaire with support from their families so additional comments were captured above.

- How strongly do you support the adoption of Project 49: that 49 Alexandra Street and the two Satellite units are the permanent / preferred alternative service for Avro Service Users?**

**Support for the adoption of Project 49**  
(134 respondents)

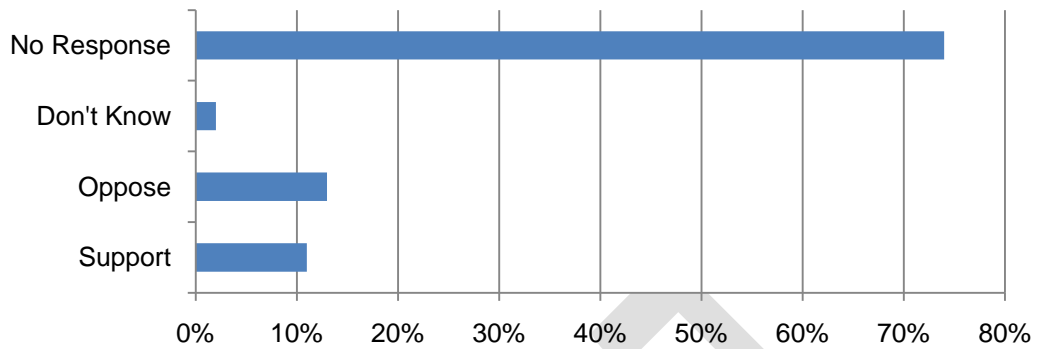


	Support	Oppose	Don't Know	No Response
<b>Support for the adoption of Project 49</b>	<b>80%</b>	<b>6%</b>	<b>6%</b>	<b>8%</b>

**2. How strongly do you support the Viking Special Care Unit to stay where it is?**

**Support for the Viking Special Care Unit to stay where it is**

(134 respondents)

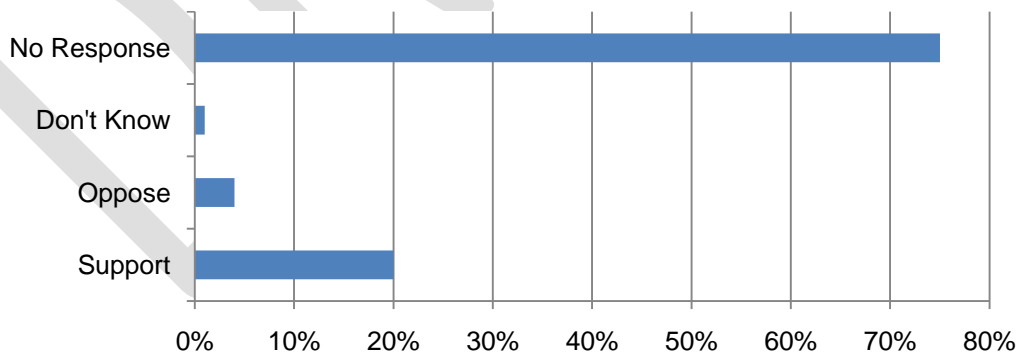


	Support	Oppose	Don't Know	No Response
<b>Support for the Viking Special Care Unit to stay where it is</b>	11%	13%	2%	74%

**3. How strongly would you support an alternative location and facility for the Viking Unit?**

**Support for an alternative location and facility for the Viking Unit**

(134 respondents)



	Support	Oppose	Don't Know	No Response
<b>Support for an alternative location and facility for the Viking Unit</b>	20%	4%	1%	75%

## Viking Soft Data Analysis

Number Key	Soft Data	Total
1	If we move to a new Viking Unit, an accessible kitchen area would be needed.	5
2	Need to consider the friendships and interaction between Avro and Viking, if changes are made.	21
3	If new or adapted facilities for Viking Unit, we require: *More Space *Same flooring throughout and non slip *Lighter areas	60
4	Please do not stop swimming sessions.	11
5	In the changes shorter travelling times would benefit some.	1
6	A central location could offer more opportunities but thought to be given as to where.	11
7	Improved sensory area, including hydrotherapy or water, sensory opportunities, music including multimedia.	29
8	New service to have automatic doors for accessibility and wider door frames. DDA compliant.	2
9	Keep the excellent staff support and interaction.	4
10	Accessing community is important.	11
11	If a new service, ceiling track hoist would be essential to meet needs of many.	6
12	If a new service, to have an accessible garden and if possible a light conservatory area.	14
13	If a new service, a designated quiet area would be needed.	11
14	If there is a new Viking Unit, the phased transition for Service User is important.	3
15	Comments if there were changes to travelling arrangements.	5
16	Keep college sessions.	2
17	If there are changes, hot lunch needs to be provided.	2
18	The current Viking Unit is good	7
19	Miscellaneous (X)	24
<b>Total</b>		<b>229</b>

## On line Soft Data Analysis

Number Key	Soft Data	Total
1	Avro is not the right place for either service next to the airport and not accessible to the Community.	3
2	Need to consider the friendships and interaction between Avro and Viking, if changes are made. Need a large area for socialising.	6
3	Not sure what difference it would make moving Viking to another building or a new purpose built one.	3
4	Not convinced that making Project 49 permanent is the right decision but if it is, the rest of the building needs renting out if Viking stays.	2
5	Keep the excellent staff support and interaction.	12
6	A central location could offer more opportunities but thought to be given as to where.	22
7	Would like to see the Hub open 7 days week.	1
8	Surprised this service is not provided by Private Providers. Ask specialist providers i.e. Hamelin Trust or Mencap to take over the services.	2
9	Please develop St James and Ambleside if Project 49 is made permanent.	3
10	General concerns about if all services move from the Avro / Viking site and how this is managed. People with Learning Disabilities do not like change.	10
11	If the changes are made to accept Project 49, it would not be viable to keep the rest of the building open.	1
12	Could Project 49 be made permanent then utilise Viking building to make this bigger and more purpose built, surely it would be cheaper than a complete new build?	7
13	Viking needs a new building with a more central approach to the town. Do not leave them out there on their own in the 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.	41
14	Leave Avro / Viking as it was, change it back and do not have Project 49. It has the right amount of parking and outside space.	4
15	Project 49 is also used as a drop in centre for Viking Users.	1
16	Project 49 does not suit all Service Users.	4
17	We like the Hub as it's more innovative and progressive service. Excellent Project.	24
18	Concerns about moving from Avro that is all on one level and the disruption this will cause if there are permanent moves to Project 49. It needs to be managed well.	11
19	Miscellaneous or no comment.	43
20	Approx 90 Service Users have used Project 49 and for the majority it has been a positive experience to reverse this would have a negative impact on their lives.	2
21	Would like more activities in the Hub.	1
22	My loved one benefits better from using St James and Ambleside.	2
23	Support from families to move of the Avro / Viking site. If viable and the Service Users benefit.	5
24	Avro is an old fashioned institution, not built for today's needs of offering choice and control.	1
25	Not sure how financially viable to proposals are. They could be seen as a "pipe dream"	2

26	The Council should be able to find Voluntary or Community Sector to lease the building on a commercial basis.	2
27	Project 49 is less accessible.	1
28	As Avro / Viking stands now it is purpose built and plenty of parking. Doubt a comparable building could be found elsewhere.	1
29	Parents all know this consultation is all "window dressing" you have already made up your minds, who is to close. We have all been there before and got the "t-shirt"	1
30	The service that is promoted is important not the location.	3
31	Let the Service Users decide what they want.	1
32	We would like to see what is proposed for a new model for Viking before making a decision. What would the cost analysis be?	2
33	Let other organisations use Project 49 out of hours to generate income for the service, which could be used to improve the services further.	1
34	Take a complete look at the whole service and see if it's fit for purpose. Can it be shared with other providers to lessen the cost?	1
35	If the Service User is not happy at Project 49, they should be offered other alternatives if this is all made permanent.	2
36	Investing existing building and not cutback financially.	1
37	The existing 2 building and people who attend need to be looked at differently as they have different needs.	1
38	You should not be using church halls for services.	1
<b>Total</b>		<b>231</b>

### Views of staff and suggestions

These were additional to people who responded On-line.

#### Avro / Project 49 Staff Comments

Question	Strongly Support	Support	Neither Support/Oppose	Oppose	Strongly Oppose	Don't Know
1	2	2	11	2		
2		10	4	2		1
3		6	11			

#### 1. How strongly do you support the adoption of 49 Alexandra Street and the two Satellite units as the permanent / preferred alternative service for Avro Service Users? (Project 49)

- It is important for a service to develop and move forward and the new opportunities offered to us by using the different sites. Alexandra Street, St James and Ambleside has enabled a greater degree of choice and enabled people to increase their independence. We offer such a range of services to people due to the immense span of age and ability.
- Project 49 seems to work well for those Service Users that are already there however not sure it will be suitable for older/slower Service Users. The lack of provision of hot meals is a concern.
- The provisions at Alexandra Street works for some Service Users, however others may find it too busy and hectic. Also covering amenities in the high street would still have to be done by minibus as some Service Users would find it too far to walk from Alexandra Street.



- I do not believe the comments and consultation will make any difference that a decision, bar the rubber stamp, has been agreed. I do believe staff will do the best they can to support Service Users to adapt to a new environment.
- Project 49 is not suitable for our elderly people because it's in town which is very busy and the roads are busy. Avro is the best place for them because it's nice and quiet.
- Concerns on use of the basement at Project 49, Alexandra Street.
- I think that the whole Project 49 is working very well for all Service Users that receive their services from here.
- I feel that Project 49 has given service users greater independence and self confidence.
- Service Users appear to enjoy this service and have greatly increased their level of independence.
- It should be down to individual service users choices, also feel it is preordained anyway and this is just going through the process of making it feel like a choice.

**2. 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 parts of the building if financially viable?**

- It would be traumatic for Viking Service Users plus the gardens and facilities are very good.
- Viking needs to be bigger, plenty of space to expand here (Avro)
- If Viking were to find a site closer to town for example the Service Users would have an opportunity to access the community without always setting on/off of buses.
- I think it would confuse Avro Service Users if the building was to be used by others and either the building is fit for purpose or not.
- As long as staff are kept on.
- As this is not my service it is difficult to state but I feel that if the proposals went ahead for Avro to close then it would be quite difficult to make sure the Avro building was kept to ensure no vandalism.

**3. If an alternative improved location and facility for the Viking unit could be identified within the local community to allow this service to move off site, how strongly would you support this? This would be a change of site but still the same staff.**

- As long as the new building is fit for purpose, sufficient space and pleasant surroundings. Think it would be hard to find a suitable building without it being purpose built, however maintaining the same staff are essential for consistency of service.
- Don't think it would be possible to find a better building. If Viking is to move they will need a purpose built building.
- Neither support nor oppose. I think that it would be nice for Service Users to have a new building that is purpose built just for their needs.

- As long as the building meets the needs of the Service.
- Viking needs have increased, but feel Viking staff should say what their needs and preferences are.

### Viking Staff Comments

Question	Strongly Support	Support	Neither Support/Oppose	Oppose	Strongly Oppose	Don't Know
1			34			
2			34			
3			34			

#### 1. How strongly do you support the adoption of 49 Alexandra Street and the two Satellite units as the permanent / preferred alternative service for Avro Service Users? (Project 49)

- For a large group of Service Users that have experienced sessions/activities from Project 49 there appears to have been positive experience relating to choice etc. Individual opportunities to visit their local community have increased due to Project 49's location in town.
- Some Service Users have been able to develop their independent travel options as a result of being closer to appropriate bus routes.
- St James appears to offer a location for people who prefer a small unit with a quiet setting. It is important to strike a balance and be aware of the different needs of the older/frail population of Service Users. The three locations should offer a range of sessions/activities to suit everyone.
- Hot meal opportunities are currently available at Avro and provide an important service. If the adoption of Project 49 and the two satellites moves forward this important element of the current service should be taken into account. Would Project 49 need to look at additional life skills sessions if meals are not provided in the future?
- If the adoption of Project 49 and the two satellites is agreed Viking Service Users would have very limited opportunities to maintain their friendships. This is something the Alders report had already indicated. As the Project 49 buildings are not appropriate for Viking Service Users this does affect the opportunities for them to visit the different locations.

#### 2. 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 parts of the building if financially viable.

- We neither support/oppose this question; as there is no suggestion to who may be able to use the Avro building and for what purpose. We feel that the Viking Service Users safety should always be in the first priority and whoever uses the building must be Disclosure and Barring Service (DBS) checked. The two units are currently connected and accessible to each other, if the Avro building was used by other services it might be appropriate to physically isolate it from Viking.
- If Viking stayed at its current location significant investment would be required to update the unit. There have been assessments relating to the physical layout of the building which highlighted areas of work that needs to be addressed from risk assessments. Viking was originally designed for 15 and now offers places to

35 Service Users; there is a noted lack of space within the unit in some areas. There are currently a number of rooms that have a dual function e.g. toileting areas that have a changing bench, toilet and bath in the same room. Rooms need to be focused on single usage and investment into additional room space would have a positive impact for service users who attend Viking.

- The Avro building does have ongoing problems with the main heating system. Some areas are very cold at times and this would limit the opportunities for Viking to utilise these areas.
- There is a large garden at Viking and this provides opportunities for sessions and activities to be offered outside. This safe environment allows staff to support people to experience the sensory garden etc but have the resources of the unit close to hand if needed.
- Transport and parking should always be mentioned as they are an essential element when supporting people who have profound and multiple disabilities. Viking is lucky to have a large parking area in front of the unit at present; this allows staff to support service users in a safe controlled area. People are supported on and off vehicles in a short period of time especially during extreme weather.
- Physiotherapy is extremely important to all Viking Service Users and the opportunities for swimming sessions are highly valued as they have a positive impact on people's health. If Viking stayed on its current site there would be opportunity to build a designated hydrotherapy room to install a large spa bath. This additional provision would allow every Service User at Viking to use hydrotherapy without the need to travel on a vehicle. At present Service Users travel to the Lancaster School, pool site for the 2 hour session but only have 20 minutes in the water, travel time and getting changed for the session take up most of the time slot. If this was on site the time people had in the water would be at least doubled. If the room was sited correctly it could be isolated and independent from the main unit to allow it to be used in the evenings, this could produce an income if it was used by others in the evenings. We could also look at solar panels to focus on a green approach this may cover the cost of the electricity to run it.

**3. If an alternative improved location and facility for the Viking unit could be identified within the local community to allow this service to move off site, how strongly would you support this? This would be a change of site but still the same staff.**

- A new building would need to be of a size to accommodate the current 35 Service Users and the potential referrals that may come to Viking in the next 5 years. Rooms need to be focused on single usage and investment into additional room space would have a positive impact for service users who attend the new site.
- There is a large garden at Viking and this provides opportunities for sessions and activities to be offered outside. This safe environment allows staff to support people to experience the sensory garden etc but have the resources of the unit close to hand if needed. A new location would ideally have an area of garden to allow this to continue.
- A new building must have the appropriate corridor sizes and door widths to allow service users to be supported around the unit. Appropriate locations to allow storage of equipment should also be identified.
- Transport and parking should always be mentioned as they are an essential element when supporting people who have profound and multiple disabilities. A new site must have this provision, Viking is lucky to have a large parking area in front of the unit at present; this allows staff to support service users in a safe controlled area. People are supported on and off vehicles in a short period of time especially during extreme weather.

- A new site could provide this new and exciting hydrotherapy opportunity on site. Physiotherapy is extremely important to all Viking service users and the opportunities for swimming sessions are highly valued as they have a positive impact on people's health. If Viking stayed on its current site there would be opportunity to build designated hydrotherapy room to install a large spar bath. This additional provision would allow every service user at Viking to use hydrotherapy without the need to travel on a vehicle. At present service users travel to the Lancaster School, pool site for the 2 hour session but only have 20 minutes in the water, travel time and getting changed for the session take up most of the time slot. If this was on site the time people had in the water would be at least doubled. If the room was sited correctly it could be isolated and independent from the main unit to allow it to be used in the evenings, this could produce an income if it was used by other in the evenings. We could also look at solar panels to focus on a green approach; this may cover the cost of the electricity to run it.

### **Other Providers comments**

No other comments were received apart from the ones on the On-line survey.

### **BATIAS Independent Advocates Report**

#### **BATIAS Independent Advocacy Service Report on the Viking Consultation January 2014**



### **Overview**

BATIAS Independent Advocacy Service was commissioned by Southend Borough Council to be involved in the Consultation relating to the proposed changes to day services of Avro and Viking. Two advocates were allocated to meet with Service Users and to get their views and comments on the proposals.

When the consultation papers were sent to parents/carers, a letter was enclosed from BATIAS advising of the organisations involvement in the Consultation; an invitation to contact BATIAS to discuss the process or to get support to complete the questionnaire was also included. In response to this, 3 telephone calls were received and the advocates met with the father of a Viking Service User.

### **Method of Consultation**

#### **Avro**

- Number of meetings held - 13
- Number of Service Users that have participated in the consultation with BATIAS - 120
- Number of individual review meetings attended - 1
- Number of 1 to1 Service User meetings - 1  
(This Service User had been on holiday/sick and uses the bases as a meeting point only)
- Refusal to take part in consultation meeting - 3

- 19 Service Users who did not take part in group consultation had either review meetings with family and social worker or had 1:1 meeting with staff. This was due to their capacity or their refusal to consider any other options apart from Avro/Viking

In order to get the views of the Avro/Project 49 Service Users during the consultation meetings, the assistant managers devised an interactive model similar to that which had been used when the Pilot was launched. This process involved the Service Users `building` a town map and locating the different services used by all those attending Avro/Project 49. It illustrated to the service users, the proximity of Project 49 to resources in Southend and the fact that Avro is not located near to the same amount of resources.

In arranging the consultation meetings, the advocates endeavoured to get groups together, varying the time and days so as not to disrupt their personal activity programmes; in some cases there would be 10 Service Users and on other occasions just 3, however, the same interactive format was used for all people. Obviously the capacity of the Service Users had to be taken into account and communication was used that reflected the individual person's needs ensuring that their participation was as inclusive possible.

As the advocates have been visiting Avro and Project 49 on a frequent basis, when approached about the consultation meetings and if asked questions outside of the meetings, they have answered the questions and talked on a 1 to 1 basis to alleviate any stress the Service Users may be experiencing about the process. Six service users were supported this way.

### **Viking Consultation**

- Number of Service Users who attend Viking - 35
- BATIAS consulted with 3. One Service User was not able to attend due to ill health and 3 questionnaires were completed with the aid of family members.
- Number of meetings held -10

Due to the complexity and capacity of the Service Users it was decided that the interactive model that had been used for the Avro consultation would not be accessible enough. It was agreed that the Advocate would meet with the Keyworker and the Service User. All of the Service Users had individual meetings; the Advocate used the photos on the consultation paper and for one service user used an iPad with communication software.

The advocate also used the Watching Brief model taking into consideration the eight domains (non-instructed advocacy) if the Service User was not able to give their own view. A copy of the Watching Brief can be located on Page 23.

The following questions were asked in an accessible format;

- Q1. If Avro was to move how would this impact on the individual? (losing peer friendships /not being able to use facilities/activities within Avro building)
- Q2. What is important to the individual to have within the Viking building?  
What improvements could benefit them on a personal level?

Q3. If Viking was to re-locate what aspects need to be considered for the person?

The Advocate looked at the Service User's current programme and what would be important if there were changes.

The Advocate and Keyworker used signs and gestures and one Service User used Makaton to indicate her preference. The Advocate revisited another Service User as it was felt he had capacity but needed additional support and time to be involved in the process.

- One Service User with limited communication said it would make them sad if Avro Service Users were to move out of the building.
- One Service User has a friend in Avro and it is important for that Service User to maintain this contact if Avro was to vacate the building.
- For another Service User with poor communication needs, it was highlighted by the key worker that continuity of the staff team is important as opposed to the actual building.
- Another Service User does not interact within Avro or use facilities so it would not affect them if the unit were to re-locate.

### **Avro/Project 49**

Many of the Service Users talked about how they have become more independent since attending Project 49 as it is more local to their home and they can access the town and the many resources it offers. At the beginning of the Pilot there were 5 independent travellers, now there are twenty. During these meetings which were facilitated alongside the assistant managers, the Advocate, with Service User's permission, captured their comments, both negative and positive. See below

### **Positive Comments**

"It would make me feel down if I couldn't come to the Hub anymore"

"I don't miss Avro; I like it here at the Hub"

"I can walk to college and walk to the Hub – at Avro I used the minibus"

"So long as I have a service I am ok"

"I am happy at St. James"

"If I had to go back to Avro I would feel gutted because this (the Hub) is like my second home"

"If we didn't have Avro it would be ok"

"If we didn't have Avro, a bit strange, I have been here at Avro a long time, not good at stairs – if I stay downstairs at the hub and it's nice and quiet it would be ok"



## Areas of Concern Comments

“Here at the Hub is much closer to the shops but we have not got the massive big garden so don't get much wildlife”

“I don't think it's a good idea closing Avro – worried about where to go if it closed”

“If Avro closes and moves to other places, it does not make sense”

The group consultation meetings gave the opportunity for Service Users to listen to other people's views about the services they are using. Some Service Users attend more than one service so they were able to comment more widely. Six Service Users were very vocal about not wanting change in any form and the Advocates listened and noted their concerns.

During the consultation meetings:

- 6 Service Users asked questions about whether hot meals would be made available at Project 49 if Avro was not available.
- 7 Service Users also asked about transport, and also how everyone would fit into Project 49 should the Consultation vote in favour of not using the Avro building.
- 8 Service Users chose to attend more than one consultation meeting and this was positive as they had time to think about the proposed changes and some asked if they could try a taster session and do a visit to Project 49. However, they only completed one questionnaire.

At the end of each consultation meeting, we supported the Service Users to complete their questionnaire and if there were instances where we felt there was a lack of understanding, then we explained again in an easy format. If the Advocate felt that the Service User did not understand at all, then this was noted on the questionnaire.

The questionnaire also included some questions about the future of Viking; as the majority of Service Users who attend Project 49 and Avro do not get involved with Viking, we found that they could not make a fully informed decision or comment about this. They did not therefore complete the questions relating to this service. However there were some Service Users who even though they did not use the service did have opinions and they were supported to answer the questions. One particular service user when asked about Viking said “someone else will have an opinion about that; it's not for me to say”.

## Public Meetings

BATIAS also attended all the Consultation and Public meetings for parent/carers making themselves available to talk to people with concerns. The Advocates also offered to speak up for the parents/carers if they felt they could not do so in a public arena, however, there were no requests for this to happen. BATIAS also explained the work with the Service Users and how it was undertaken.

## Review Meetings

The advocate attended a review meeting for one Service User who refused to take part in the Consultation and who lacked capacity.



## **The 8 Domains of the Watching Brief from BATIAS**

- Skills and Abilities - developing and using your skills to be as independent as possible.
- Community Presence - using, being involved with and contributing to the local community.
- Continuity - having a past, present and future with key people and events in your life.
- Choice and Influence - influencing and making choices about your own life.
- Individuality - being a unique and distinctive person in your own right.
- Status and Respect - being held in esteem and valued for who you are.
- Partnerships and Relationships - having meaningful contact with other people.
- Well-being - feeling physically and psychologically well.

Many people would view these concepts as ordinary life principles and as such they constitute what we all believe to be the basic rights we enjoy as a citizen.

### **Summary**

To summarise, I feel that BATIAS advocates have played an effective role during the consultation process about the future of day services in Southend. The Southend Borough staff have listened to the Advocate's comments ensuring that the information being given to the Service Users has been presented in an accessible format enabling their views to be heard and their choices recorded when completing the questionnaires.

### **Comments from South Essex Partnership University NHS Foundation Trust**

None received through this Consultation.

### **Comments from the NHS Southend Clinical Commissioning Group**

None received through this Consultation.

### **Comments from Councillors**

None received through the Consultation.