



Southend-On-Sea

Presentation on Independent Evaluation of the Hub Pilot by Alder

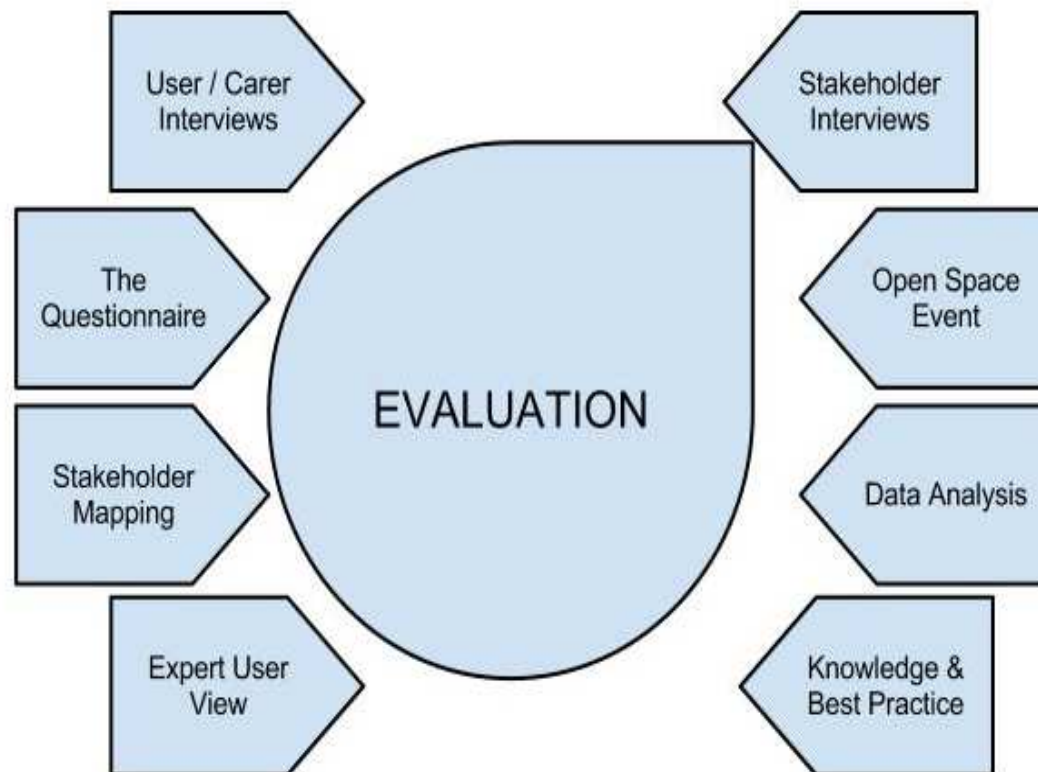
June 4th 2013

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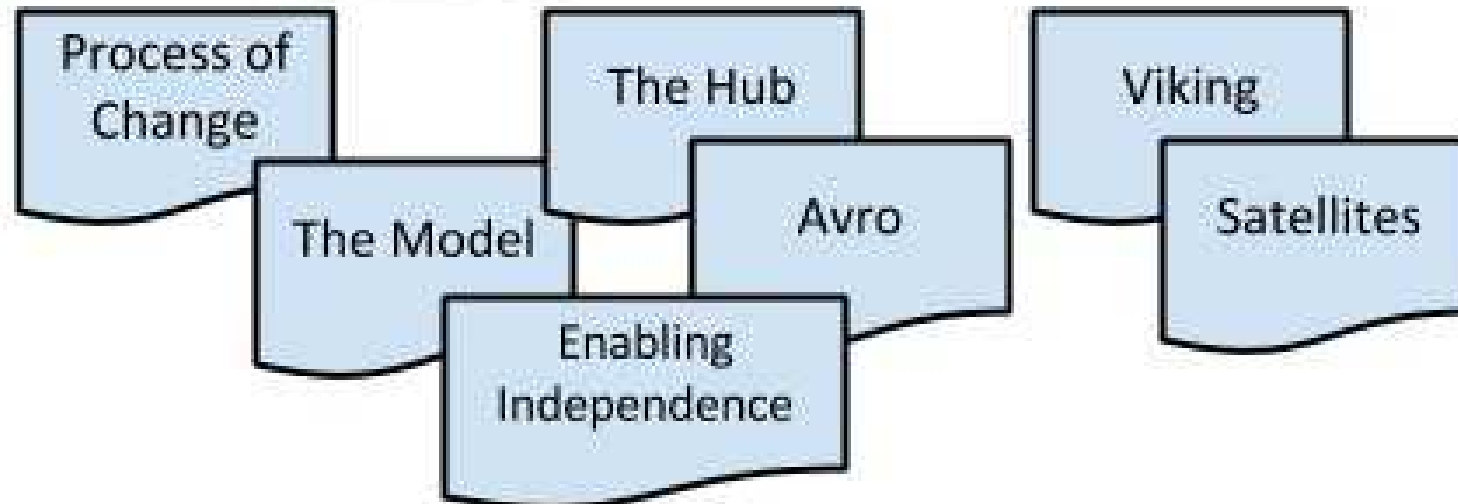
A full report has been provided:

- Background
- Evaluation and Recommendations
- The Changes So Far
- Methodology
- Findings
- Models
- Appendices

Methodology



The Seven Evaluation Points with Recommendations



Process of Change – Evaluation

- The process of change has been very well managed.
 - Users often commented on this, and
 - Users specifically praised the role of the Day Services Manager.
- Future challenges need to be similarly well thought out e.g. Viking provision in future.

Process of Change - Recommendations

That, building on the positives from the Hub project, future changes to day services should be carried out with a:

- Clear project plan shared with users, carers and other stakeholders.
- Named project manager who users, carers and other stakeholders can use as a point of contact for information requests and for voicing their concerns.
- Regular stakeholders forum for the implementation of the project plan to be discussed.
- Simple/ regular newsletter about the changes [on-line or hard copy] available to people who request it.

Enabling Independence - Evaluation

- The Hub has helped to increase the independence of some users and it has enabled a greater community presence to be achieved by people who use it e.g.
 - 22 of its users (11%) travel independently to it compared to just 10 or (5%) before, and
 - 39% of all day activities are now in the community compared to 29% before the hub
- Both are things to be proud of.

Enabling Independence - Recommendations

- The positive aspects of having a community presence and enabling independence are taken into account when future plans for Viking, St James and Avro are developed.
- The achievement of improved community presence and independence should be publicised and celebrated, as appropriate, in consultation with service users/ carers.

The Hub - Evaluation

- The Hub is a successful and a vibrant service. People praised its:
 - Staff
 - Location, and
 - Atmosphere.
- It has some physical shortcomings, and is not suitable for everyone.
- A very strong base is in place and further improvements can be built on it.

The Hub - Recommendations

- Recognise the Hub's success.
- Future improvements to the Hub's to be considered in the light of the recommendations re The Model (later).
- Consult with users and carers before any changes to the Hub's clientele and physical layout are decided. This will build on the positive work done so far.
- Decide on a single/clear name for the service for ease of recognition and so the brand can be publicised.

Avro - Evaluation

- Avro was and is a well loved service:
 - 19 people rely on it 100% for day activities
 - 9 have only ever used Avro
- Any move to re-commission it must be carried out with full:
 - Knowledge of the individual support needs and aspirations of affected service users, so replacement provision is tailored to meet individual needs, and
 - Consultation in respect of re-provision with users and carers.

Avro - Recommendations

- A decision over the future of Avro needs to be made as soon as possible and clearly communicated to stakeholders.
- The possibility of Viking taking on a number of Avro users who do not wish to leave Avro can only be worked up after individual needs/aspirations are fully understood.
- Only then can a proposal be worked up for presentation to relevant users and carers.

Viking - Evaluation

- Viking is a valued service with highly valued staff.
- Any relocation or any expansion e.g. to accommodate some ex- Avro users:
 - Must be carried out with a clear consultation strategy and project plan, and
 - Only after the support needs and individual aspirations of each person have been thoroughly re-assessed.

Viking – Recommendation

- Users and carers were grateful for the recent assurance that the Viking service will continue. Now there is a need to decide, as soon as possible, what location will be used and communicate this to stakeholders.
- The process of developing a new site [if that is what is decided] should be in full consultation with users and carers [building on the success of the Hub involvement].
- That accommodation of users from Avro who do not wish to use the new Viking services [if it is decided to make that offer] should be taken on with care and with a full understanding of individual needs and aspirations.
- A clear protocol should be developed to handle requests for such a service from new service users with similar needs in the future.

The Satellites – Evaluation

- St James and Ambleside are both new services, developing in shared environments.
- All seems to be in place for Ambleside to grow and develop.
- Any move of the St James service needs to be carefully considered and consulted on, in the light of new user feedback of improved satisfaction with the service at St James.

The Satellites - Recommendations

- Any relocation of St James to the Hub ground floor or elsewhere be conducted with clear consultation/ communication with user/carers.
 - The first question is "Does St James need to move?"
 - The second question is, "If yes, is the Hub the best place to meet the needs of the user group?"
- If the Hub is chosen as the place to relocate the St James service then the potential for the Hub to develop in line with the model proposals (later) will be limited.
- The original reasons for the St James service to be available in the Leigh area [where many of the clients live] may still be valid. i.e. a move to alternative venue in Leigh may be more appropriate.
- Joint work with Southend College needs to continue to further develop the services at the Ambleside site.

The Model - Evaluation

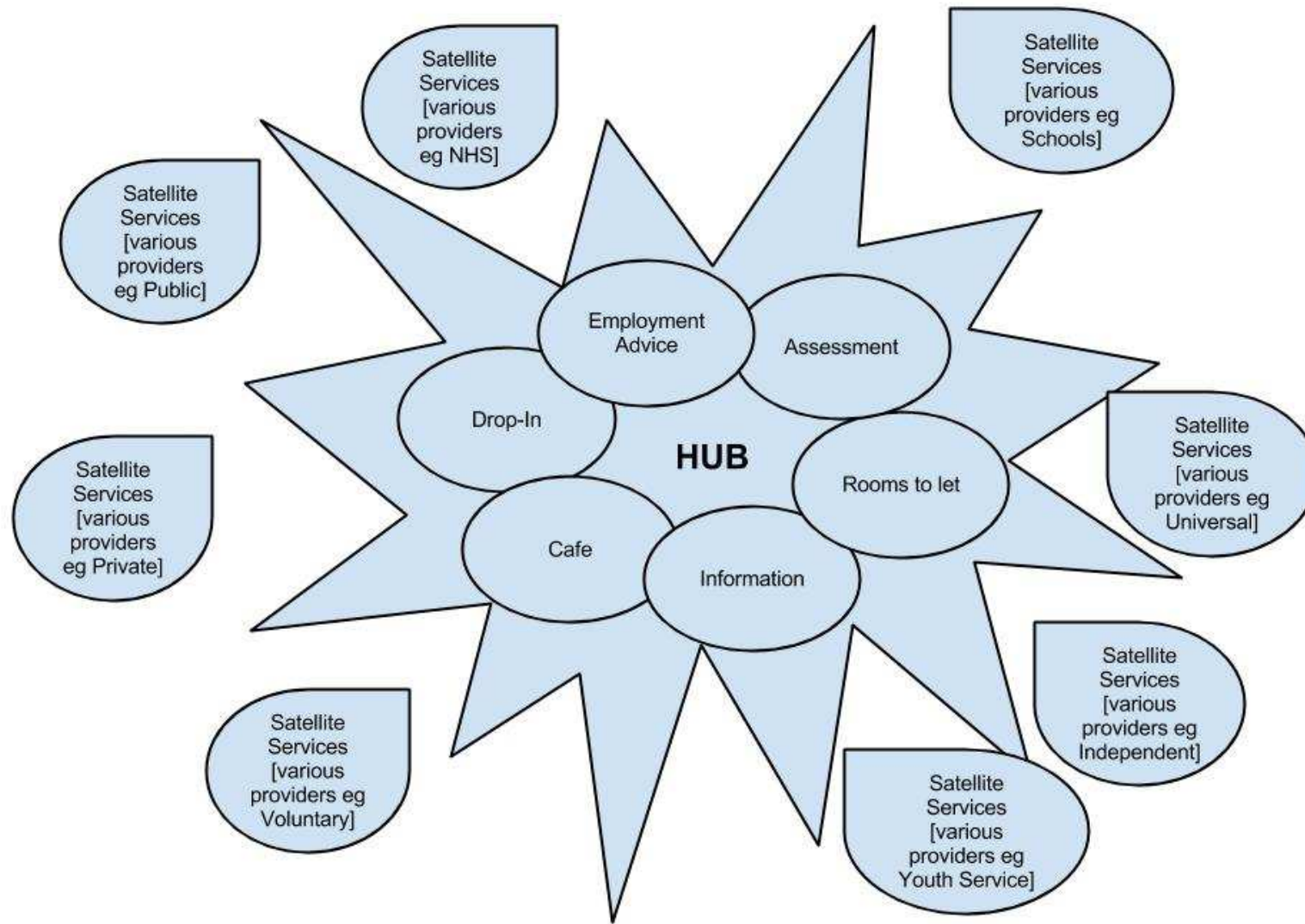
The success of the Hub disguises the fact that the model used in Southend could:

- Contribute to delivering better outcomes for all people with learning disabilities in the borough,
- Regardless of who provides their support.

The Model – Recommendations

- That the Hub and Spoke model in Southend be reviewed in the light of the description in our report of a “Partnership” Model.
- That the following aspects of a “*Hub*” be considered:
 - An "open" drop-in service for people with learning disabilities.
 - An information service.
 - An employment service
 - A supported employment café.
 - The letting of rooms out of hours.
 - The involvement of other agencies in running the service.
- That the following aspects of “*Spoke*” Services be considered:
 - Inviting providers of all services in Southend to be linked informally to the information aspect of the Hub.
 - That new Spoke services be encouraged from a wide range of providers including user-led groups.

The Hub as a Partnership Model



Hub Development – Next Steps

- Reassess the support needs of Viking users and those who use Avro only.
- Map all existing services for people with learning difficulties regardless of provider, including universal services and services currently for children only, where appropriate.
- Hold a provider event to discuss the future role of the Hub and how other agencies could be involved.
- Develop the information service and explore how it could best be delivered, maintained and publicised.
- Explore a membership scheme [open to all people with learning disabilities in the Borough] that would entitle the member to access (1) the Hub information services and (2) the Hub cafe service.
- Hold an stakeholder event on “How Can the Hub be Developed” along the lines proposed above.
- Develop a more detailed design and business case (with costs and benefits) for the new improved model that emerges.