Swale Day Services
Consultation Summary Report
With outcomes and Decision - November 2014

Better days for people with learning disabilities in Kent

www.kent.gov.uk/learningdisability
Background

During March 2014 to May 2014 we have been talking to people about the future of Day Services in the Swale district.


It also takes account of KCC’s Medium Term Plan called ‘Bold Steps’ and the outcomes for KCC’s plan - Facing the Challenge. The consultation was about how to change and improve the way we deliver services in the future. This will let people have a wider range of choice of what they want to do during days, evenings and weekends.

This will give people more control, flexible support and to have a person centred life within their local community.

The existing services are delivered in Faversham and Sheerness.

The main idea was to move towards more community based services, develop Community Hubs in Swale. We would also consider how we might work in partnership to improve other community facilities.
We asked:

- Everybody who uses the services
- Parents, family and carers
- People who may use services in the future
- People from other services
- Staff & Union representatives
- The general public

What happened during the consultation?

446 questionnaires were sent to different people and groups. We received 116 responses.

We held a range of meetings with people who use the services, their Parent/Family Carers, Staff, Elected KCC Members, District Councillors and other people who were interested.

Family carers were offered one to one meetings.

Independent Advocacy supported people who use the service, including those with complex needs to make sure their views were included.

Updates have been given to Swale District Partnership Group.
Information was provided in the Crawford Centre and Faversham Community Day Centre to keep people up to date.

**What did people who use the service say?**

Most people are already accessing community based activities. The favourite activities are going to leisure centres, golf, bowls and bowling.

People like to access the local community and go to interesting places. Some people said they like going to different places.

Most people like the activities they do. Some people want to try out new activities.

**What things worried people who use the Service?**

Most people said they feel alright about having the day service in the community. Some people said they will find the change sad and difficult. People want to make sure social events will still be planned in the future.
What did Parent/Family Carers and other people say?

Some family carers have known the Crawford Centre and Faversham Community Day Centre for a long time. They value the security and safety of the building. They were unsure about what the new service will be like. Some would rather things stay the same. Some wanted to be involved in the changes and help choose community hubs.

Some thought that the proposal to change the use of the centre buildings was about making financial savings rather than improving the service. They also felt happy about the developments and facilities available in community hubs.

Family carers felt supported when the new service was explained, and were happy that levels of support would continue for people currently using the service.

The Swale District Partnership Group was able to share and discuss what was happening with its members. Other community groups were also able to share information about the changes. These were included in the feedback.
Activities

We asked people what they are doing and would like to do. This is some of what they told us and activities they chose.

People going to the Faversham Community Day Centre said their favourite activities are:

- cooking at the centre
- bowling
- photography
- gym and swimming
- golf
- bowls
- art and craft.

People going to the Crawford Centre said their favourite activities are:

- archery
- cooking
- going for walks
- photography and island history
- shopping in town
- swimming
- going to the leisure centre.
What will the new service look like?

The new Community Hubs will have good access for everyone. Some will have a ‘Changing Place’ (a toilet and shower and changing area for people who need assistance with their personal care).

People will have their own space to meet up to talk about what they are going to do. They will have time to rest between activities. People will have time to spend in a sensory room. They will have space to get out of their wheelchairs.

We will also look to develop work opportunities for people in co-operation with our partners in the local community.

We shall pay careful attention to equality.

The aim is to use money differently. This means that it will be used to support people more flexibly instead of spending it on old style day centre buildings.

Money spent on the Swale District day centres buildings will be re-invested into learning disability services and put towards community facilities. These will meet the needs of people with learning disabilities.
From the Community Hubs people will continue to access other facilities including places like:

The Gateway, libraries, swimming pools, cafes and shops.

They will be able to explore more things in their local community. We will do this using a person centred approach.

“I like going out on the bus with others bowling and swimming”

“I like going to cafés and restaurants for coffee and cake”

“I Like photography group. Got bored in the centre”

“I don’t like sticking inside. Would rather be out in the fresh air”
What will happen to the Crawford Centre and Faversham Day Centre?

Community hubs will be set up across Swale. When they are in place and being used the day service will move away from the Faversham Day Centre and the Crawford Centre. The Crawford Centre might be changed and still be used for some activities.

Things that are important to people will be kept or moved to another location e.g identified equipment or resources.

Consultation

The consultation has been really important; people have been supported by independent advocacy to understand what has been proposed. People have given their views through group meetings, face to face meetings, questionnaires and details on the Kent County Council web-site.

We are confident that we can continue to support people with learning disabilities to have Better Days in the Swale District.

We will continue to involve people who use the services so that they are at the centre of all the new developments. They will be fully involved in finding and saying what the Community Hubs need to look like, and what we put in them.
**Decision**

We took people’s views and comments to Graham Gibbens the Cabinet Member for Adult Social Care and Public Health for him to consider and make a decision.

He agreed the development of new resources within Swale to be known as Community Hubs. He agreed that they will be fully developed and used to the satisfaction of people attending the service. He agreed that this will eventually lead to the closure of the segregated services currently run in the Faversham Day Centre and depending what is available in the area the closure or the redesign of the Crawford Centre for some activities.
Thank you to everyone who has taken part in this consultation and given their views and ideas.

For more information please contact:

Lynn HendersonVarlin on 0300 333 5445 or Sylvia Rolfe on 01622 221855.
This questionnaire is available in alternative formats and can be provided in a range of languages.

Please contact us on 01622 221855