Good Day Programme
Advocacy for All

report about
Swale Day Services and
Crawford Day Centre
contents

3 Advocacy for All
3 Good Day Programme
4 Swale Day Services
5 the consultation
6 what happened in the consultation
7 big meeting
9 visit to Crawford Centre
10 workshops
12 1 to 1 meetings
13 questions and answers
22 main points
Advocacy for All

Advocacy is when one person helps another person talk about their needs and wishes.

Advocacy for All helps people in Kent when they need an advocate.

An advocate is someone who helps you speak up for yourself. They make sure other people listen to what you say and respect your rights.

Good Day Programme

The Good Day Programme is run by Kent County Council.

It works with people to help them

- choose what to do during the day
- be part of their community
Swale Day Services offers activities for people in Swale during the day.

One of the bases is Crawford Day Centre.

46 people use the Crawford Centre at the moment.

The Good Day Programme think it would be good to close Crawford Day Centre.

They want to move Swale Day Services into smaller places in the community called hubs.

This will mean

- people will not need to travel so far
- people will be part of their local community
- people will have more choice about things to do in their local area
the consultation

A consultation is when you find out what someone thinks about something.

The **Good Day Programme** wanted to find out what people think about

- closing Crawford Day Centre

- moving Swale Day Services into **smaller places** in the **community** called hubs.

They asked **Emma** and **John** from **Advocacy for All** to help.
what happened in the consultation

1. the council had a big **meeting** about **Swale Day Services**.
   They gave a **talk** about the **plans**.
   Emma and John went to the meeting and **met** some **people** who **use** Swale Day Services

2. Emma and John ran **workshops** for **people** who **use** Crawford Day Centre.
   People **talked** about the **plans** and said what they **think**

3. Emma and John went to **information events** for **parents** and **carers**.

4. Emma and John **met** people on their own in **1 to 1 meetings**.
   They **talked** more about the **plans**.
   They filled in a **form** saying what they **think**
There was a **big meeting** on Tuesday 6 May 2014 at **Swale Community and Voluntary Services** (SCVS) in Sittingbourne.

Different people went to the meeting:

- members of **Parliament**
- people from **Kent County Council**
- people who use **Swale Day Services**
- parents and carers
- support workers and staff
- people from **workers’ unions**

Lots of people who use **Swale Day Service** could not go to the **meeting** because of the **stairs** in the building.

**Councillor Gibbens** from Kent County Council talked about the **plans** for **Swale Day Services**.

He said that **Crawford Day Centre** would stay **open** until all the **people** were using **new places**.

He said that the **same** sort of **changes** are happening to **day services** all over the **country**.
what people said

There was a chance for people to ask questions.

people asked

- what will happen to the buses?

- what will happen to the Crawford Centre building?

- have you already found the new hubs?

- is this only happening because the council need to save money?
visit to Crawford Centre

Emma and John visited Crawford Day Centre on Monday 12 May.

They chatted to the people who use the centre and the people who work there.

Lots of people said they leave the centre to go to activities out in the community.

Some people were worried that the day centre was closing and their activities would stop.

Emma and John said that activities would carry on even if people were going to a different base first.
Emma and John ran workshops at Crawford Day Centre on Tuesday 20 May.

At the workshops people could
- talk about the plans
- ask questions and find out more
- get their own voice across

People were worried that their services would stop when the building closed. John and Emma said that would not happen.

Some people were still sad because they like the building and the community. Some people said there is nothing wrong with the Crawford Centre building so why should it close?

People talked about using smaller places closer to where they live. Most people said that local places with new rooms and equipment would be good.
People talked about the activities they do. They said what places they go to and what they like doing.

Most people do activities outside the day centre. They said there is a good choice of things to do.

Lots of people like the staff who help with the activities. They are worried that staff might change.

what people said

- archery - we’d like to do more
- Octopus club!
- We like tai chi at Minster
- soft sports at the leisure centre
- silly to change the building
- like curling in the gold room
- stairs at the Gateway too hard now. Some people enjoyed this before and been stopped because of the stairs
- We like Castle Connexions and Gateway at Queenborough
1 to 1 meetings

John and Emma had a 1 to 1 meeting with every person who uses Crawford Day Centre.

John and Emma talked to people about the changes and found out what they think.

Some people had complex needs. This means that they had different disabilities and health problems. John and Emma worked with day centre staff and used things like DVDs and person centred plans. This helped them communicate with people with complex needs.

They helped people fill in the form.

There is a big sheet with everybody’s answers on it.

Some of their answers are on pages 13 to 21.
questions and answers

1. what do you like about Swale Day Services?
What do you not like about it?

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

Favourite activities are:

- archery at Queenborough
- cooking
- going for walks
- photography and island history
- shopping in town
- swimming

One person said she does not like being in the centre when she cannot get out of her chair.

One person said she does not like it when her activities change or stop.

I like what they’ve done here

I learnt some really good office skills

going out on the bus with others bowling and swimming
2. What do you like about services in Swale?  
What do you not like about them?

Most people like community activities, like

- Gateway
- archery
- bowling
- Tai Chi
- swimming
- walking
- going to the leisure centre

Lots of people said that the buses make it hard to get into the community.  
The buses do not go often and they are too small for big wheelchairs.

I like going to cafés and restaurants for coffee and cake  

Gateway - nothing to do over there

Like the John Graham Centre  

like going out rather than being in the building
3. Will the changes make a difference to you?

Lots of activities happen outside the Crawford Centre.

Most people said they like going out into the community and doing different things.

Some people said they will find the change sad and difficult.

- have more freedom here [at the Crawford Centre]
- easier if there was a hub in Minster. I could get a taxi on my own
- fed up with it now [the Crawford Centre]
- the things I do are more important. As long as I’ve got somewhere to go I don’t mind
- I would like the Crawford Centre to stay open, but I would go to a hub
- the centre will shut. I want the centre open
4. are you worried about the changes?

Only a few people are worried about the changes.

People are worried about missing their friends.

Friends might end up going to different local places in the community if they do not live near each other.

doesn’t really worry me, but I would miss it if it shut

I like change

I think it is a good idea, Emma, it is

sometimes if the centre was closed I don’t know what I am going to do

Don’t want to be in the Gateway - can’t sit in the garden at the Gateway. Can’t bring my walker to the Gateway because there is not enough room

I would be worried if this centre closed and there was nowhere to go, but if there was somewhere to go I would be okay
5. what would make you feel happy about the changes?

Most people did not answer this question.

A few people said that they want to be involved in the changes. They want to visit the new community hubs and see what is going on.

Want the Crawford Centre to stay open
staff could speak to J about the hubs - picture books, photographs, visits

I would be happiest if it stays the same. If I was at the Gateway I would have to leave at 1:30.
maybe could visit another service that has had their centre shut

I am all right as long as my sessions stay the same.
I meet at the Gateway not here.
I walk everywhere
6. what activities do you like?

People gave lots of different answers. You can see all the answers on the big sheet.

These are the most popular things that people would like to try out.

- music
- dance and exercise
- reading and writing
- nightclubbing and evenings out
- snooker and pool
- preparing for work
7. Is there anything else you think is important?

Z is mostly happy with her service at the centre. Z has a 1 to 1 support worker from Blossoms.

seeing friends

M needs suitable transport to and from home. Public transport is not suitable.

being out and about is more important

likes jigsaw puzzles

like to get on the minibus but it is difficult with the times and health and safety for wheelchair users.

nightclub, sailing, cup of tea when I come to the centre.
8. Would you like to work?

Some of the people who use Crawford Day Centre would like to have a job.

You can see all the answers on the big sheet.
9. Do you get a Direct Payment? Would you like to get a Direct Payment?

Most people did **not know** if they get a Direct Payment or not.

10. Do you have any other ideas for Swale Day Services?

- If the Gateway was turned upside down it would work. Other gateways are used in the evening for boxing.
- Making changes, making better, being out and about more.
- Maybe use where we do tai chi more.
- [Octopus club] used to go on a Friday night come back early hours of the morning. Still get information. Been stopped for some reason. Used to be a good night out.
- Swale Day Services working more together. I got bored at Gateway so am going to go to the John Graham Centre more now.
main points

People who use Crawford Day Centre have said what they think about the day services and the changes.

They have had their say

• in workshops
  The workshops helped people talk about the changes together.

• in 1 to 1 meetings with Emma and John
  People carried on talking about the changes in the 1 to 1 meetings.

Emma and John worked in the same way with everybody.
When someone needed more support to have their say, Emma and John worked with their supporter to help them do this.

The staff at the day service helped Emma and John a lot.
Most people who use Crawford Day Centre are happy about the services moving to new community hubs.

Some people are confused about why the Crawford Centre will close.

People who use Crawford Day Centre want to know

- when the service will move
- where the service will move to
- what the new community hubs will be like

They want to get support all through the changes.

They want to know that they will have the same services and activities and be able to carry on seeing their friends.