

Consultation pack



Consultation on a new model of Day Opportunities for people with learning disabilities in Royal Greenwich

Have your say!

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Subject: *Consultation with adults with learning disabilities and their families and carers on the proposed model of the Day Opportunities Service*

Purpose: *To actively consult on the plans for service re-design*

I. Introduction

The Council wishes to consult with a range of stakeholders regarding the proposed model of Day Opportunities in the Royal Borough of Greenwich and to coproduce the model as it is developed.

We are committed to ensuring that people with learning disabilities get the best services possible, tailored to their individual needs.

We want genuine partnership working, where people with learning disabilities currently or potentially accessing Day Opportunities services and their family carers' voices are listened to and acted on so that local services deliver better outcomes for people with learning disabilities in Royal Borough of Greenwich.

Previous coproduction and engagement work facilitated by The Ideas Alliance looked at people's experiences of Day Opportunities services. They recommended the model which we are now consulting on before implementation.

Partner agencies from across the health, social care, provider services, and voluntary sector listened to people with learning disabilities, their families, and carers accounts of their lives; what support they believed was available, and more importantly, what they wanted, and they needed from the council to achieve their aspirations and meet their needs.

These proposals align with the public sector equalities duties by building on strengths, making services more inclusive, and fostering good relations with people with learning disabilities and their families.

The consultation on the proposed model will run for 11 weeks.

2. Our commitment to run a fair and open Consultation

- The consultation meetings with residents and families should be face-to-face; however, we will also offer Zoom sessions as an option for those who are not able or willing to attend in person. We will need take into account COVID-19 regulations as appropriate and adapt the way we consult if necessary.
- Complete and transparent information about the proposed model will be made available to all stakeholders with a learning disability.

- Due attention will be paid to residents' needs and expectations and to the responsibilities we have to persons with protected characteristics as part of the Public Sector Equality Duty. We will consider diversity and diverse contexts, including people's location and living circumstances.
- If the recommended changes are implemented we would need to review each resident affected by the changes, report on any disproportionately disadvantaged groups, and take action to mitigate any disadvantage. e.g., if someone does not have a family member to manage a direct payment and cannot do so themselves, or if someone wishes to receive digital support and cannot arrange access to a digital service but wish to do so.
- We will ensure that our approach is specifically tailored to the needs of residents and will involve professional support services to facilitate the participation of people who will find it challenging to participate.
- We will develop specific guidance that is relevant to the facilitation of each consultation meeting with: -
 - a) All Day Opportunities residents and their carers
 - b) Social care partner agencies, including health colleagues and provider organisations
 - c) Managers, staff, and their trade unions
- Materials with a high visual content will be developed, and information presented in easy read format for residents
- All stakeholders will receive a letter from us with regards to the consultation
- We will formally record people who have participated
- We will include Citizens Forums run by the MP's
- We will provide an accessible briefing document for the MP's.

3. Care Act requirements

- The Care Act 2014 requires people to be assessed as individuals and for their needs to be determined in terms of their personal 'wellbeing'. The Act focuses on looking at people's strengths, what they can do and what outcomes they want to achieve, which is described as a strength based approach.

- No current resident is likely to experience a change in their service beyond what is necessary.

4. What are we consulting about?

The model we are consulting on will result in the provision of a mixed economy of services and will place the in-house service at the heart of local provision for people with learning disabilities. It will build a solid third, independent, and voluntary sector presence, together with providing complementary and sustainable services for people with a learning disability.

The Multi-use Hub model will consist of a centre for people with complex needs, and the hub will be available as a touchpoint for some people before accessing other PA group support. It may also be used for sessional therapeutic activities. The multi-use hub will provide a comprehensive range of meaningful activities for people with learning disabilities, including younger adults.

‘The Spokes’ of the model builds on the recommendation for an out-of-hours service, including accessible evenings and weekend activities.

The ‘spoke’ will also address the recommendation for more volunteering and employment support by adding this to the list of possible services delivered via personal budgets (Direct Payment and Individualised Service Funds) or commissioned and provided by 3rd sector providers.

We will work with commissioned providers to develop and deliver taster sessions when the commissioning of their services begins.

The Garden ‘spoke’ currently based at Goldie Leigh will be expanded to enable more outdoor activities for those who wish to take up this option.

What will the new service look like?

Outlined below is a summary of each element of the model

5. The proposed model

See table background papers on page 10, section vi.

6. What this means for you

The two centers at Abbeywood and Boyle House in Charlton will close, leaving the in-house service with the 'Hub' currently at Sherard Road and a facility at "Goldie Gardens." This will enable resources to be concentrated in the hub.

The multi-use hub will be expanded to offer a service to people with complex and profound disabilities, supported by skilled staff. The hub will offer a broader range of support than at present. People with mild and moderate learning disabilities would be supported within community settings but may use the hub as a touchpoint.

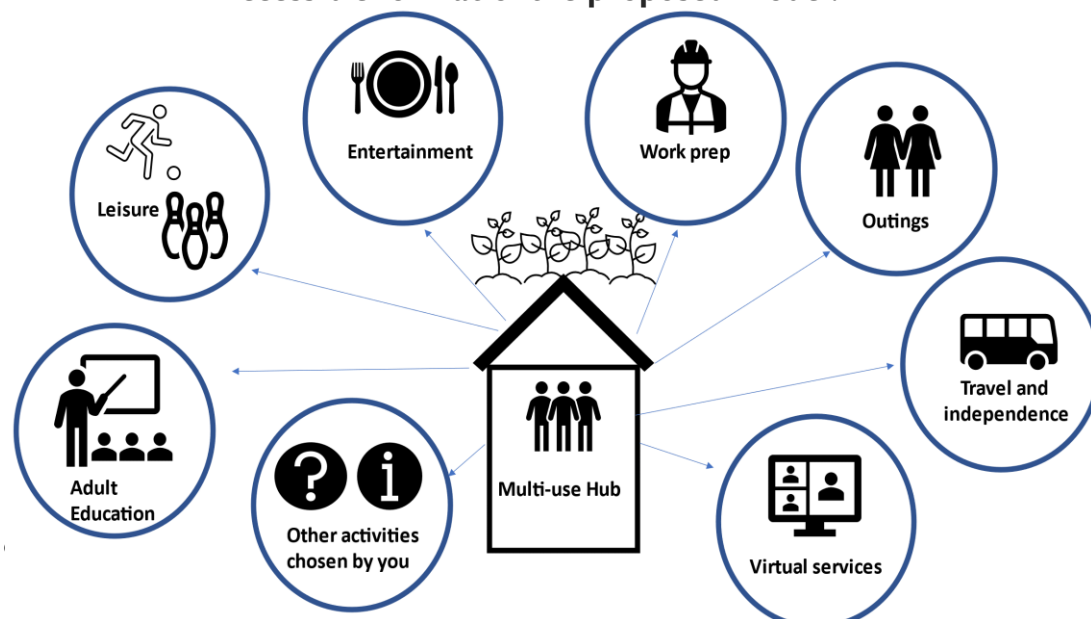
The model will offer a broader range of community assets, such as supported and substantive employment opportunities and volunteering services. This would be an area of significant growth and improvement in partnership with local organisations.

There will be more choice and self-determination through self-directed support, informed by fair and equitable arrangements for determining personal budgets.

The 'spoke' will be the commissioned services, marketplace, businesses, and universal services that are not ordinarily available in the traditional service.

- There will be more opportunities to engage in leisure-based outings with support from a personal assistant to public spaces or other spaces of choice, such as centres for specific activities or outdoors, to parks, and other amenities.
- Services already delivered elsewhere, such as adult education, placements such as volunteering or work placement, and providers who offer a wide range of social and recreational activities will be promoted.
- Availability of specialist services such as clubs run by third sector organisations in their own buildings or out in the community
- A travel training service provided by a partner agency where individuals can use their direct payment to purchase independent travel training skills
- Virtual services which people can access via Zoom as an individual or in a group
- Flexibility in using a personal budget or ISF or other third-party arrangements for buying the service people wish to commission.

Accessible format of the proposed model.



The choices of ‘**spoke**’ services that are available will be discussed during the reviews of your care plan, and you will be able to change these as your wishes and needs change.

How will transport needs be met?

We aim to develop a service that is more accessible and personalised. Your Care Manager will discuss any needs on an individual basis. Your travel needs will be identified through a care review and options discussed with you.

Are these changes being made to save money?

These changes are not about saving money; they are about working with other service providers to modernise and improve the range and quality of provisions to people with learning disabilities in the Royal Borough of Greenwich.

We aim to use the current budget differently, which means that it will be used to support people more flexibly, and reduce fixed costs including building costs. The proposal brings Royal Borough of Greenwich into line with the expectations placed on us under the Care Act 2014 and more in line with service models in other London boroughs.

7. Who will we consult with?

Eligible adults

- People who access day services in the borough.
- People accessing other day services in the borough funded through a personal budget (including Direct Payments, third party arrangements, and managed accounts)
- People whose day activities are delivered within or by the Royal Borough of Greenwich via other providers
- Young people living in the borough and who fall into the eligible group and transition into adult services

Carers

- Parent/carer of those in the eligible adult group above
- Parents/carers approached by the Community Learning Disabilities Team (CLDT)
- Parents/carers approached by other local organisations, e.g., Carer's Support Greenwich

Other stakeholders

- Social workers within the CLDT and other professional staff working with them
- Voluntary sector organisations and groups that support carers
- Staff who work with residents who attend the settings referred to above

We will be seeking as much feedback as possible from adults with a learning disability, parents/carers, and other stakeholders participating in the consultation.

8. Who we will not consult with

- Adults with learning disabilities who are accessing day services in other boroughs.
- Adults with learning disabilities who live in 24 hours residential homes, supported living, and residential colleges elsewhere in the country.
- Adults with learning disabilities who live outside of the borough.

How to take part?

We have planned that this consultation will take 10 weeks, as we want to make sure that as many people as possible are included. The consultation will consist of:

- A questionnaire, in easy read format for residents, will allow individual stakeholders to have their say about the proposed model
- Face-to-face meetings with residents, carers, and other stakeholders as appropriate.
- A postal and email address for stakeholders to send in written comments
- Stakeholders will have the opportunity to engage with the lead members for health and Adult services and other council members during the consultation
- Virtual focus/reference groups
- Surveys (online, paper, and via email/word)
- One to one telephone interviews, virtual face to face meetings, or outdoor meetings
- Visual and accessible materials to engage with adults with learning disabilities
- Guidance packs to support those carrying out engagement sessions
- Adults with learning disabilities and autism will be supported by those who know them best to express their views and wishes using visual aids and the person-centred tools in our guidance packs.

9. Some questions to consider

As per good practice, questions/topic areas will be framed differently to meet each participant's communication and understanding levels.

We want to know if you think the model can be made better or whether we have missed anything out. If you have an alternative option, we will be happy to consider it.

Here are some points we thought you might want to consider:

- What do you think of each element of the proposed model?
- How it might affect residents and family carers
- If it meets with the outcomes, you were expecting when you engaged in the 100 Days Challenge

- Is this a service model which will enable people to build resilience and meet the needs of adults with learning disabilities in the longer term?
- What are the best ways to make sure adults with a learning disability and family carers are well-informed?

The consultation will focus on:

- What people think will work well with the proposed model
- Exploration of future service ideas and pathways that can be built into the model
- Consideration of new ways to meet needs, including urgent needs/crises
- Key priorities for the design of services, including support for carer's needs, such as respite, leisure, and work

10. What will we produce?

We will be talking to people about the model and the future of services for people with learning disabilities until March 2022. All of the feedback we receive will be considered and presented to the council's Cabinet to decide how best to support people in the future

We will produce:

- A detailed report of key findings
- A summary of recommendations
- Collated data in graphs and charts will be accessible if required showing the results of the consultation

Timescales:

- Start 5 January 2022
- The consultation period ends 24 March 2022
- Closure of surveys and completion of consultation sessions 24 March 2022
- Issue of the first draft of the report May 2022

How will we let you know the results?

- Feedback about this consultation will be available by the following methods:
 - Meetings will be held with stakeholders to present findings and answer questions
 - Feedback distributed directly to participants via
 - Our website
 - Letters
 - Newsletter

Materials:

Letters, easy read, reports, I.T. equipment for virtual group meetings, facilitation Materials.

11. Background papers

i.	Cabinet Paper, 15 December 2021	Request to consult on a new Day Opportunities model for adults with learning disabilities following feedback from the 100 Day Challenge
ii.	Easy Read Cabinet paper	Download from online consultation area
iii.	Ideas Alliance Report	Day Opportunities Model Appendix I – Ideas Alliance Final Report Download from online consultation area
iv.	Ideas Alliance Easy Read	Download from online consultation area
v.	Communication: Easy read letter to residents	Download from online consultation area
vi.	The Model	Day Opportunities Model Appendix 3 – The model Easy read version to follow soon.

12. Planned stakeholder meetings

Stakeholder group	Date of meeting	Time	Venue	Link to access
Day opps. managers	12 January 2022	14:00 to 15:30	MS Teams	MS Teams
Day opps. staff	14 January 2022	10:00 to 12:00	MS Teams	MS Teams
Carers	18 January 2022	10:30 to 12:30	Sherard Road / Zoom (subject to covid restrictions)	Meeting ID: 864 7776 7343 Passcode: 336449
Carers	18 January 2022	18:00 to 19:30	Zoom	Meeting ID: 812 6599 4099 Passcode: 678535
Residents	20 January 2022	11:00 to 13:00	London Marathon Playing Fields, Shooters Hill / Zoom (subject to covid restrictions) (awaiting confirmation of booking)	Meeting ID: 850 0661 7188 Passcode: 392596
Residents	20 January 2022	18:00 to 19:30	Zoom	Meeting ID: 854 9972 0326 Passcode: 233491
Stakeholders	25 January 2022	14:00 to 16:00	Zoom	Meeting ID: 817 8971 8589 Passcode: 250866
Stakeholders	27 January 2022	10:00 to 12:00	Zoom	Meeting ID: 810 3851 1908 Passcode: 830915