

## APPENDIX 4

### CONSULTATION ON THE FUTURE OF LEICESTER CITY COUNCIL'S Physical and Sensory Disability Day Service 17 September 2013 – 16 December 2013

#### EXECUTIVE SUMMARY

##### Introduction

Statutory consultation was carried out between 17 September and 16 December 2013 on the future of our day service for people with physical and sensory disabilities.

The proposal – **The council is proposing to stop running Douglas Bader Day Centre**

The consultation was led by ASC Strategic Commissioning and the ASC Transformation Team at Leicester City Council.

A **full report**, detailing all the comments gathered during the consultation, is available at:

[www.leicester.gov.uk/DouglasBaderdaycareservice](http://www.leicester.gov.uk/DouglasBaderdaycareservice)

This summary document is designed to give an overview of the main opinions that have been aired during the consultation.

##### Consultation Methodology

The following methods were used to consult on the proposal:

###### a. Briefing

The Cabinet Lead, Councillor Rita Patel informed the Labour group on the 16 September, that the council was carrying out a three month consultation exercise on the future of Douglas Bader Day Centre.

Officers visited the day centre on the day that consultation went live to inform the Douglas Bader Client Committee members and service users about the consultation. They also informed service users that they would receive a letter in the post advising them that a consultation exercise was underway on the future of the day centre. The consultation would run from the 17 September to the 16 December 2013.

Further briefing meetings took place during the week of consultation as follows:

17 September with 21 service users present  
18 September with 21 service users present  
19 September with 21 service users present  
20 September with 4 service users present  
23 September with 1 service user present

## **b. Letters**

A letter was sent to all service users attending Douglas Bader Day Centre and their carers or families, to let them know that a 3 month consultation exercise was underway on the future of the day centre.

The following information was sent with the letter:-

- An information booklet explaining the reason for change, the proposal being consulted on, answers to frequently asked questions and how people could tell the Council about what they thought about the proposal;
- Details of the four consultation meetings that people could attend to talk through the proposal and make their views known:
  - Douglas Bader 25 September, 2pm
  - Douglas Bader 26 September, 2pm
  - Douglas Bader 16 October, 5pm
  - Douglas Bader 20 November, 2pm
- The web address for the council's website giving information about the consultation and an opportunity for those who use the service and carers to respond using a private web address.
- The web address for the council's website giving more information about the consultation and an opportunity for the general public to respond to the consultation.
- A generic email address and a telephone helpline number for people to contact the Transformation Team.

The letter, booklet and questionnaire were made available in Gujarati, Urdu and Punjabi. Information was sent by post to the people in their preferred language identified through the pen pictures provided by the staff of the day

centre. Letters were also sent in large print for those with a visual impairment.

Letters and information were sent to organisations representing the interests of people with physical and sensory disabilities. The letter asked the organisations such as VISTA, Action Deafness and Leicester Deaf Action Group to inform their networks of the consultation and the opportunity to share their views on the proposal. Emails and letters were also sent to the Chair of Scrutiny, Elected Members, Local MPs, Trade Unions and staff at the day centre.

A further letter informing people of the provider event was sent out. After the event which was held on the 31 October at the Peepul Centre from 5pm – 7pm, all service users and carers were sent a letter with a list of the organisations that attended the event on the day.

On the request of service users, the City Mayor was asked to attend a consultation meeting with them. A letter was sent to service users informing them that the meeting was being held on the 27 November at Douglas Bader Day Centre at 11am. The meeting gave the attendees the chance to tell the City Mayor their views about the proposal and what the day centre means to them. The City Mayor listened and responded to their questions and statements. He also had a tour of the centre.

### **c. One-to-one interviews**

Individual one-to-one interviews were offered to all 56 service users in the day centre and their carers/relatives, however, only 11 people took up this offer. The Transformation team made contact with service users by visiting them at the day centre or at their home. Other service users gave their views directly by completing the questionnaire.

The draft record of each meeting was read out at the end of the interview, the contents agreed and subsequently sent to the service user.

An overview of people's views and comments from all of the one-to-one meetings conducted can be found in the full report.

### **d. Service user (and carers/families) consultation meetings**

Meetings were set up at the day centre for service users and carers. The meetings included an explanation of why the council needs to change the way it delivers services to people with physical and sensory disabilities in the city and the proposal being consulted on.

Mosaic, Leicestershire Centre for Integrated Living and CLASP the Carers Centre representatives were made available to support service users who needed it due to a lack of capacity or because they were without a family member or friend to represent them. Staff members from the day centre were also available to provide support to service users during meetings.

At the first consultation meeting with service users, they asked if they could have a meeting with the City Mayor to give their views on the consultation proposal. This meeting was held on the 27 November, 11am at Douglas Bader (as previously stated).

Following the third consultation meeting, some carers asked if a further meeting could be held during the day to allow other carers to attend. This was held on the 20 November, 2pm at Douglas Bader.

A provider event was held for service users and carers to attend. This was a drop-in event held on the 31 October at the Peepul Centre and was attended by 13 organisations with 16 carers and 12 service users.

Comments from service users, carers and family consultation meetings can be found in the full report.

#### **e. Written comments and meetings**

Two emails and two letters were received. Two emails were received from carers giving their views on the proposal. One letter was received from a service user and the other from MP Liz Kendall on behalf of a carer. These are detailed in the full report.

Further contact was made with the specialist disability organisations but they did not wish to comment on the consultation.

#### **e. Questionnaire**

Those who use the service were given the opportunity to fill in a questionnaire on the council's website with a private web address.

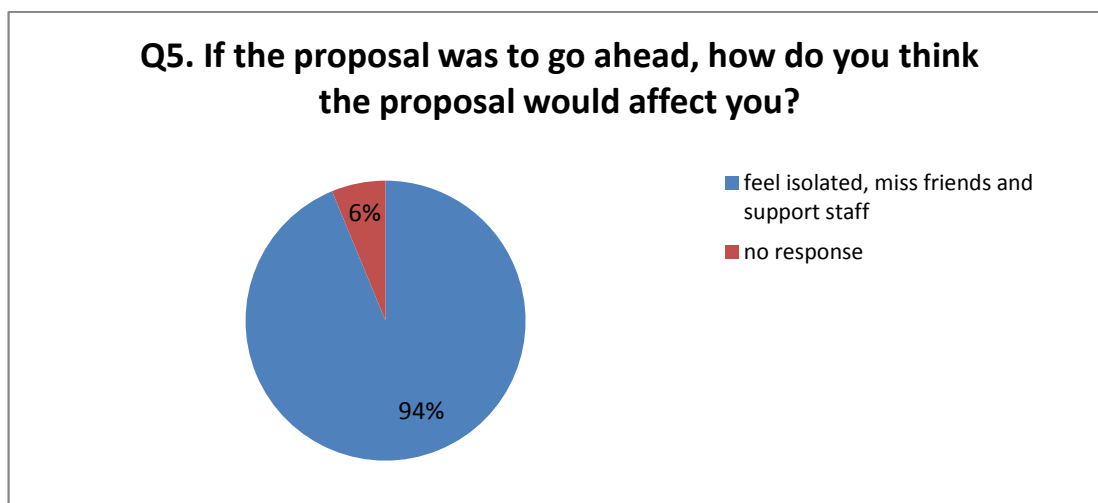
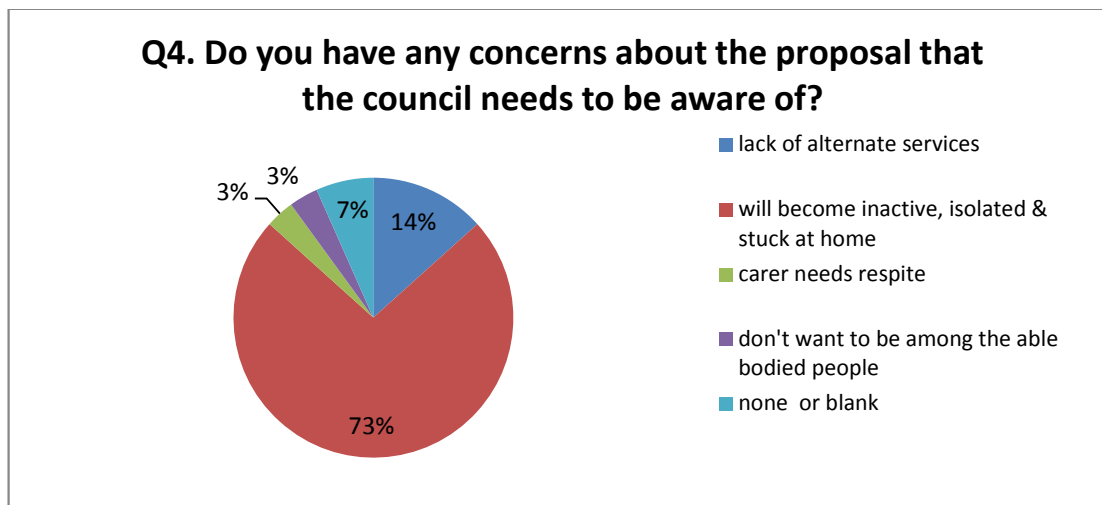
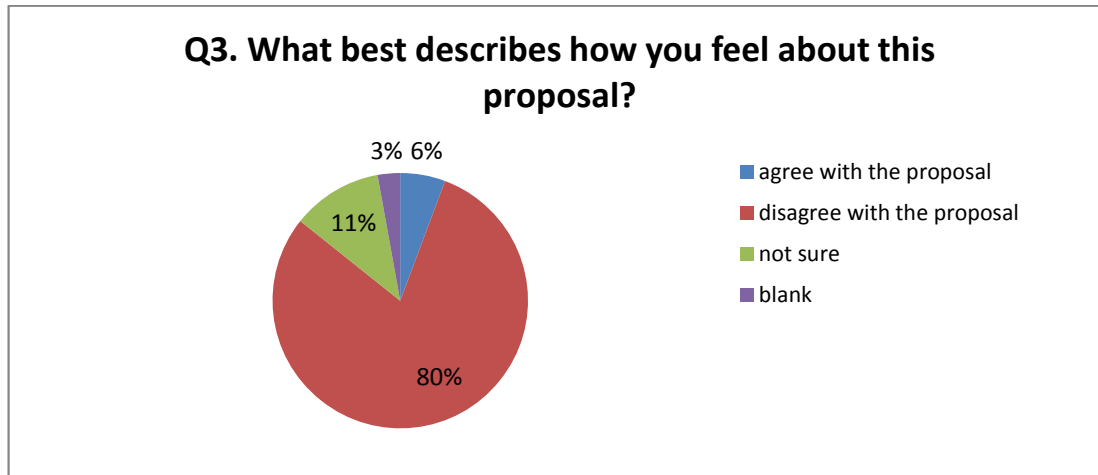
Information and the questionnaire were made available for people to comment on the Council's proposal. The questionnaire was modified to ask the public views on the Council's proposal. 10 people in total responded using the webpage.

Hard copies of the questionnaire were made available at the day centre for people to access. 35 people in total responded by completing a paper copy of the questionnaire and sending it in to the Transformation Team.

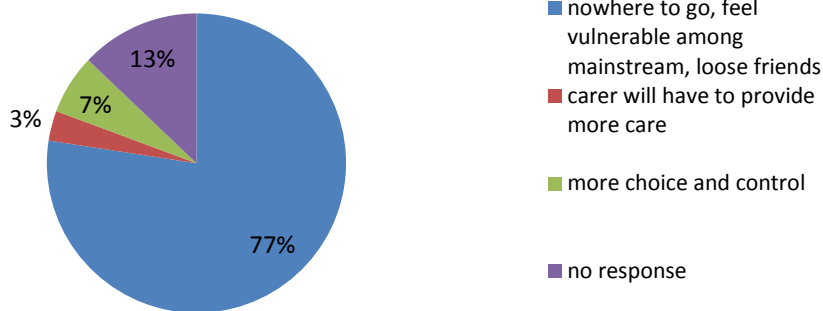
## Analysis

An overall analysis of views on proposal is provided below.

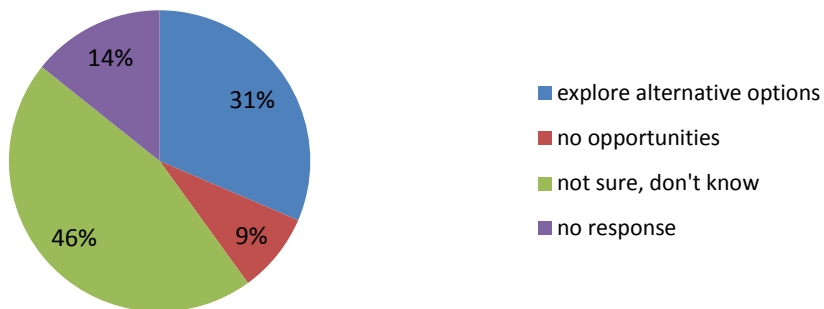
### Paper questionnaire results



**Q6. Do you see any disadvantages that might come about for you as a result of the proposal for change?**

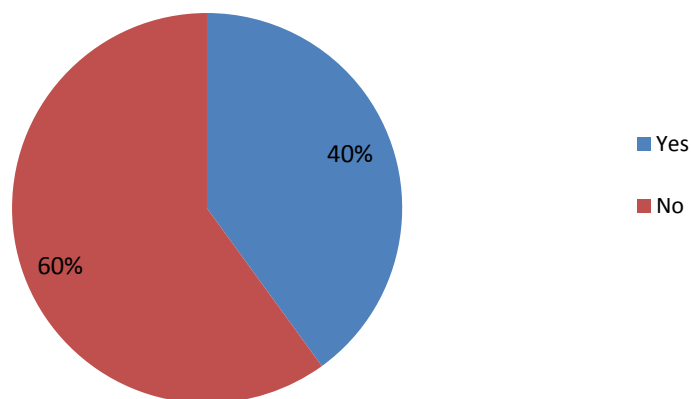


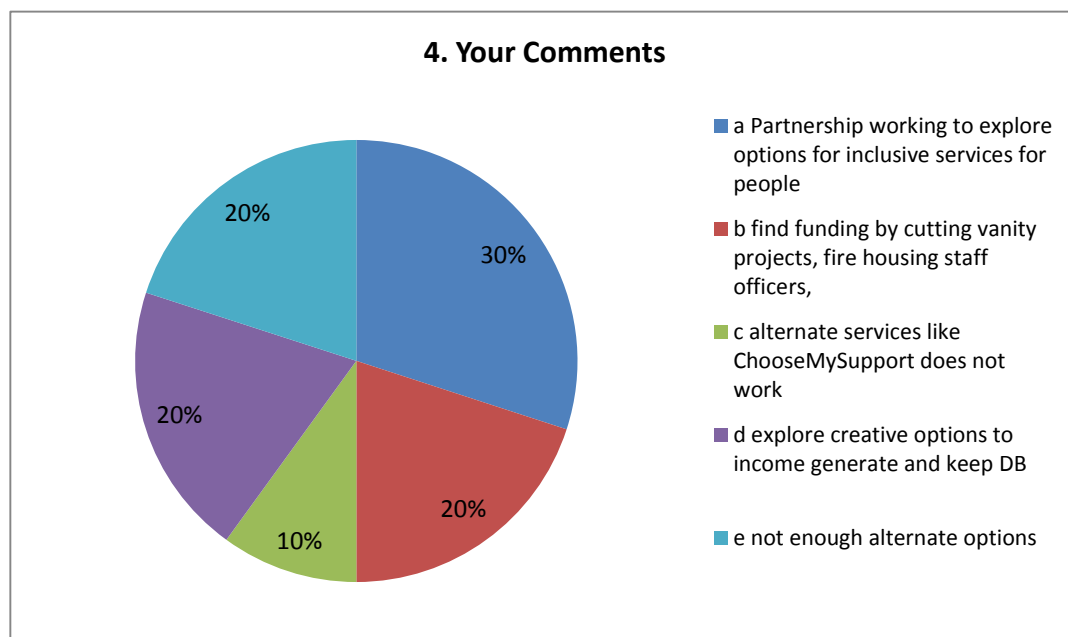
**Q7. Do you see any opportunities or improvements that might come about for you as a result of the proposal for change?**



**Comment for the public**

**2. Are you representing an organisation?**





## Summary of results

The overriding message from this consultation is that **service users and their carers/families do not want the day centre to close. There was the worry that they would be left at home if the decision was made to close the service. However they were keen to find out what other services they could access as an alternative.** Long term friendships with other service users and having a secure and safe environment were key factors in the feedback.

## Typical comments from service users and carers/families

- I have been coming to the day centre for a very longtime and made friends
- We are like a family and don't want to split up
- Scared I will be left at home
- I don't know where I will end up going

For a more complete picture of the views offered by service users and carers/families at the day centre, please see the full report. The comments below are listed as a snapshot:

- The vast majority of service users/carers/families at the day centre

said they didn't want to move, wanted to keep things as they are, or wanted to continue attending the day centre.

- Several people praised the local authority provision as providing a high standard of care for people with physical disabilities.
- Some of the reasons people gave for liking the day centres were:
  - they've attended the day centre for a very long time
  - staff are caring and friendly
  - they feel they are part of a family
  - people are treated with respect
  - they enjoy the activities
  - the building was important to some people as its physically accessible
  - attending the day centre is part of their routine
  - carers feel confident with the current service
  - It provides carers with respite
- There was concern about being left at home if the day centre was to close.
- There was concern about people losing the number of days they attend.
- Carers and families said they would rather nothing changed, but if it has to, then could the Council support them in finding activities they want to do.
- There were worries about the lack of alternative services for people with physical and sensory disabilities.

#### **Alternative options suggested by carers/families included:**

- Expanding the services offered and attracting new people into the building.
- Allowing other organisations to use the building.

#### **Equalities Impact Assessment**

A full equalities impact assessment has been undertaken on the consultation proposals and endorsed by the corporate equalities lead.

#### **Further information**

A detailed record of people's comments and views on the consultation can be



found in the full report, which will be published at:  
[www.leicester.gov.uk/opmhdayservices](http://www.leicester.gov.uk/opmhdayservices)

The Equalities Impact Assessment is also available at the same web address.

**Contact details for further queries:**

By post:

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By phone: **0116 252 8301 (Internal 29 8301)**