

**CONSULTATION ON THE FUTURE OF LEICESTER CITY COUNCIL'S DAY  
CARE FOR PEOPLE WITH PHYSICAL AND SENSORY DISABILITIES**

Table of Contents.....	1
Part 1 – Introduction.....	2
Part 2 – Methodology.....	3
Part 3 – Summary.....	8
Part 4 – Consultation Meetings.....	9
Part 5 – One to One Meetings.....	36
Part 6 – Provider event.....	37
Part 7 - Analysis of questionnaire.....	39
Part 8 - Written comments and meetings.....	44
Part 9 – Acknowledgements and thanks.....	45

## PART 1 – INTRODUCTION

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

Proposal: **The council is proposing to stop running Douglas Bader Day Centre**

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

## Part 2 – Methodology

The following methods were used to consult on the proposal:

### **a. Briefings**

The Cabinet Lead, Councillor Rita Patel informed the Labour Group on the 16 September that the Council was going out to consultation 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 be receiving 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 16 December 2013.

Officers were present at the day centre to inform service users, face to face 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 on 25 September, 2pm
  - Douglas Bader on 26 September, 2pm
  - Douglas Bader on 24 October, 5pm
  - Douglas Bader on 20 November, 2pm
- The web address for the council's website giving more 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 Councils 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 care centre. Letters were also sent in large print for those with a visual impairment.

Day centre staff were briefed as part of the collective consultation exercise. They were also provided with a letter explaining that the council was going into statutory consultation. Staff were briefed on their responsibilities to help service users and their families to understand the letter and information sent to them. They were crucial in ensuring that service users were not unduly stressed or upset by the various documents sent out.

A letter and information about the consultation were also sent to organisations representing the interests of people with physical and sensory disabilities. The organisations were asked to send their views

and to use their networks to ensure that as many people as possible had an opportunity to comment on the proposal. They were also invited to attend all consultation meetings.

City Councillors and local MP's were sent information about the consultation.

A further letter was sent inviting people to the provider event being held on the 31 October and the consultation meeting held at Douglas Bader on 27 November with City Mayor, 11am.

After the meeting a letter plus a list of all those providers who attended the event were sent to service users and carers.

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

The purpose of the interview was to discuss, in a private setting, individual or group concerns and issues about the proposal and obtain people's views. 11 people took up this method of giving us their views. Individual interviews were offered to all 56 service users, families and carers attending the day centre.

Before carrying out the one-to-one meetings, pen pictures (brief written description of the service users) were completed. This highlighted the best way of involving each service user in the consultation. Each pen picture was confidential, and was used only by the staff of the day centre and the Transformation team.

Responses from the meeting were read out. A draft record of each meeting was recorded, and a final record was sent to the service user.

Officers visited Douglas Bader on a weekly basis to talk and listen to individuals if they were feeling anxious at all.

### **d. Questionnaires**

A questionnaire was developed to find out people's views about the proposal affecting the day centre. A paper copy of the questionnaire was made available to service users, family or carers at the day centre, at

consultation meetings and through contacting the Transformation team help line.

35 individuals completed the questionnaire with a further 10 responses that came in from the general public.

An overall analysis of views on the proposal is provided below. A more detailed analysis of the questionnaire responses for the day centre can be seen in part 7.

**Breakdown of questionnaire received -**

Day Centre	Relative/ Carer	Service user	organisation	General public	Grand Total
Paper copy	9	26			35
Webpage			4	6	10
Grand Total	9	26	4	6	45

**Breakdown of questionnaires received by ethnic background**

Ethnic background	Douglas Bader Day Centre
White British	24
Irish	3
Asian	14
Prefer not to say	4

**e. Service user (families and carers) consultation meetings**

Five consultation meetings were set up by the Transformation team at the day centre. Three meetings were especially for service users and two for carers to attend. The service user meetings were supported by Mosaic and Leicestershire Centre for Integrated Living. The Carers Centre attended both the carers meetings and where available to support the 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 put forward.

There was also an opportunity for people to ask questions about the proposal. The meetings were attended by a large number of service users and their views were recorded as one group.

We also held a provider event and invited organisations who offer day care services and support individuals in activities to come along and showcase what they provide. This event was attended by 13 organisations from the Voluntary and Independent Sector with 12 service user and 16 carers attending.

A copy of the documentation from the consultation meetings can be seen in part 4 of this document. The names of service users and carers are not included.

### **f. Written comments**

Part 8 of this document details the two emails received from carers, alongside the responses they received.

A letter was also addressed to the Ombudsman and received through the Councils Customer Services section.

A letter was received from MP Liz Kendall on behalf of a carer.

## PART 3 – SUMMARY

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

One proposal was consulted on which is explained in full in Part 1 of this document. We have used different channels and methods of communicating information and have invited wide-ranging comments and views.

**Proposal:** The council is proposing to stop running Douglas Bader Day Centre.

The proposal raised concerns because people felt that if the day centre was to close they would have nowhere to go. They were concerned they would be isolated and remain at home. Some service users had been attending the day centre for a very long time and had developed friendships and viewed themselves as a family.

There was a general view that service users wanted to continue attending the day centre and felt that Douglas Bader Day Centre met their needs. Friendships with other attendees were a key factor in the feedback. The building was also important to people who attended. If the decision is made to close the service, carers asked that the council support them in finding alternative services.



PART 4 (a)

**DOUGLAS BADER DAY CENTRE, CONSULTATION MEETING  
MINUTES**

**Wednesday 25th September 2013**

The People present at the Meeting introduced themselves:

Service users - 19

Carers - 2

TR - Tracie Rees (Director for Care Services' and Commissioning Adult Social Care)

YS - Yasmin Surti (Lead Commissioner Mental Health/Learning Disabilities)

JH - Julian Holt (Team Leader, representing Care Management)

MM - Mary Mccausland (Head of Care Services)

DKS - Dominic Kingsmill Stocker (Leicestershire Centre for Integrated Living LCIL)

Representative from Mosaic

JHA - Justin Hammond (Transformation Team)

SB - Swarsha Bhalla (Transformation Team)

**What people said**

**Service user:** Do you know why they don't come to the centre? They can't afford it.

**TR:** People don't want traditional services any more. Younger people are choosing to do mainstream things and to be in the community for example they are going to college. Therefore the consequence of this is there are less users attending, while we still have the same staff and buildings costs.

**Service user:** Where does Soulsby get his money for King Richard? He never comes here, he just goes on TV! He doesn't come here, he hasn't got the bottle!

**TR:** I can ask the City Mayor to come down to the centre and speak to you.

**Service user:** Where's J? He attends the 'I am Able' project. Where's he getting the money from? Why is J only attending and not allowing others to attend?

**TR:** 'I am Able' is a good thing to do. You will need to ask J about getting involved. We are providing transport.

**Service user:** -Mr Soulsby is only interested in spending money on what he wants.

**TR:** I can't answer for politicians; I am an officer and can only tell you what the savings are for Adult Social Care. We are looking into the future. The Councils budget is limited and we are looking at the Community Inclusion Team to support the work we are doing and give people an opportunity to access activities in the community.

**Service user:** You talk rubbish! Why has the City Mayor got two vice Mayors?

**TR:** He has a Deputy and 6 assistants.

**Service user:** Why doesn't the Council rent the place out for parties, weddings and things like that to make money?

**TR:** The building needs a lot of capital money spent on it and functions would not cover the costs.

**Service user:** Come on be truthful with us, how long until you kick us out?

**TR:** There is a 3 month consultation period followed by a report with recommendations and consultation findings put together for the Executive to make the decision. This is not an officer decision. Scrutiny is meeting on the 10th October at 5:30pm you are welcome to come.

**Service user:** Some of us will have to stop at home.

**TR:** If the decision is made to close the service we will not have people sat at home. We are aware that carers need a break. We will work with you to ensure your needs are met. As you will be aware we ran a pilot from September last year to support people in the community and had the opportunity to try different things. If people want to do things together we will try and keep friendship groups together. Younger people are telling us they don't want to attend a day centre.

**Service user:** We want to stay together; you don't know what it's like to sit in a wheelchair. There isn't access to other places in the City.

Douglas Bader holds a lot of memories for us.

**TR:** I understand people feel attached to coming here as they have lots of memories and feelings but what do we do if people don't want to come to the day centre. If you have suggestions I am happy to listen and feed into our consultation exercise.

Leicester College and other colleges in the City still run courses. If people want to go to college we will help you to look at that.

**Service user:** Wherever we go we need care and equipment.

**TR:** We will make sure you get the support you need to access mainstream activities if that is what you want. We are investing in buildings across the city to make them more accessible i.e. Curve and Phoenix.

**Service user:** Why don't you invest in this building? If you sell this building you will find money to make it better.

**TR:** As I explained, younger people don't want to attend day centres and the numbers attending are dropping. We have no plans to move people into the building due to the condition of it. The building is in poor condition. It is not worth anything in its current state and until a decision has been made no building decisions will be made.

**Service user:** If it is not in a good condition that is the Council's fault. You sound like a politician. Oh shut up you sound like a politician!

**TR:** There has not been the money to invest. I am telling you the facts. I am only telling you what you want to know, some people may want to do other things, like volunteer or work. If the decision is made to go ahead with the proposal there are a number of things to do. We will work with you on an individual basis.

**Service user:** We have been together a long time and we all get on.

**Service user:** At the new facility how will toilet calls be dealt with (require 2 carers)?

**TR:** That would be dealt with as part of your Care Package.

**Service user:** If there is nowhere to go will care be provided at home?

**TR:** Yes, again your needs will be assessed.

**Service user:** When the facility is eventually closed I require toilets that accommodate my needs

**TR:** The decision has not been made to close the service. If the decision is to close the day service we will make sure your needs are met.

**Service user:** Currently I have a hot midday meal; will the new place I go to offer this?

**JH:** If you need a hot meal during the day you could have that arranged. If you are accessing activities, for example, in the community and you need a hot meal, we would ensure that this happens.

**Service user:** What activities will be available?

**TR:** We are not expecting you to stay at home; we are putting Changing Places across the city. For example, a service user is using his Personal Budget to go out across the city to do other things; he only comes here for half a day. We have talked about art at Richard Attenborough Centre, Curve, Changing Places and different venues, if that's what you want. Volunteering is an option for some of you.

**Mosaic:** We do look at people's needs and then help them to do the things they want to. Our main centre is off Ratby Lane and a few groups meet there but we have groups that meet across the City as well.

**Service user:** Do you run groups near Beaumont Leys?

**Mosaic:** Yes we have groups that meet across the city and county. We will carry out the risk assessment and plan with you. We have different services all over the place so you wouldn't necessarily need to go to Ratby Lane. Mosaic support individuals and groups. Mosaic is just one organisation that offers support. There are a number of similar organisations out there.

**Service user:** I don't want to be near my mum. We like going on shopping or trips on Fridays, could this continue? We like going shopping for Jewellery, perfume and handbag shopping.

**JH:** We can make sure if that's what you want to do you can. Options for day trips and holidays can be picked up in your support plan.

**LCIL:** Direct payment as part of your support plan can offer you flexible support. A gentleman we have been supporting has used his direct payment to go to Skegness each week with support from his worker.

**Service user:** I would like to go to the seaside.

**TR:** There are organisations out there that can help you access any service you wish to.

**Service user:** What will happen to Transport? A reliable taxi service is very expensive

**JH:** Part of the assessment is to look at transport and get you to where you want to be for example the group who use to come to the day centre are now using dial a ride or a taxi to get to community venues. Justin will be picking up the issue of transport with the officers responsible for the yellow buses.

**Service user:** I have my own car and transport is not a problem for all of us.

**Service user:** Closing the day centre could result in isolation from friends of 30 years plus.

**TR:** You don't need to meet here at the day centre. You can arrange to be together and meet elsewhere. Whether you are disabled or not you should be able to do what you want.

**Service user:** Where do we go from here? We don't know where we are going. We are all in the same boat. Will you come to everyone's house to assess their needs?

**TR:** Yes if that's what you want. Nothing will happen before Christmas, the consultation finishes on the 16th of December, and if the decision is to close you will be allocated a Care Management Officer from Julian's team. They can visit you at home if that's what you want.

**Service user:** What if we all refuse to go where you want to put us, will the centre close anyway? Have you got a date? You are not going to keep it open. Half the people have disappeared.

**TR:** During the consultation we will not actively review cases, but if your needs change during the consultation period then yes we will be required to look at your change in circumstances. If a decision is made to close the service then we will be contacting you all on an individual basis.

**Service user:** When will the day centre close?

**TR:** We don't know. We are currently carrying out consultation. No decision has been made. If a decision was made to close we have to assess everyone and support them to find other things. It can take several months. We don't want to rush things we want to get it right.

**Service user:** Where will staff go?

**TR:** We are looking at Community Opportunities (now known as Community Inclusion) and we need staff to help people to access activities in the community. The staff could do those jobs but we cannot guarantee anything.

**Service user:** My sister and mum work with people with learning disabilities, we are different to those people. My mum has said that people with learning disabilities should not be with people with physical disabilities.

**SB:** We are going to hold a provider event at the end of October for you to come along to, if you want to meet other organisations that provide services. This will help you understand what is available. We are asking a number of organisations, for example, like Mosaic, to talk about the services they provide. You will have an opportunity to talk to these organisations and learn about what activities they can offer and the type of support available.

**Service user:** Why are you coming tomorrow?

**TR:** Because people who couldn't come today can come tomorrow. You can come tomorrow if you want to, if you have more questions you would like to ask.

**Service user:** You should have thought of us in case it closes down. Where are people going to go?

**TR:** We are thinking of you and you will be able to speak to a team of social workers about what you and want to do. We will meet with you individually if you want to give your views about the consultation or if you just want to talk to someone about your concerns.

Tracie thanked everyone for attending and offered to talk to people individually. Julian from Care Management was also available for any questions people had at the end of the meeting.

PART 4 (b)

**DOUGLAS BADER DAY CENTRE, CONSUTLATION MEETING  
MINUTES**

**THURSDAY 26 September 2013, 2PM**

The People present at the Meeting introduced themselves:

Service users - 20

TR – Tracie Rees (Director for Care Services' and Commissioning - Adult Social Care)

YS - Yasmin Surti (Lead Commissioner Mental Health/Learning Disabilities)

JH - Julian Holt (Team Leader, representing Care Management)

MM - Mary Mccausland (Head of Care Services)

N - Nikki (Mosaic)

DS - Dominic Kings mill Stocker (Leicestershire Centre for Integrated Living)

SB - Swarsha Bhalla (Transformation Team)

JHA - Justin Hammond (Transformation Team)

**What people said**

**Service user:** If the day centre closes can I go to the day centre in Melton Road?

**TR:** We won't do anything during the consultation period but Julian and the Care Management Team will work with you to identify your needs and ensure they are being met. You will be offered 1:1 meetings.

**Service user:** Who is Peter Soulby? I would like to meet him. What does he look like?

**TR:** He is the City Mayor. Yesterday's group asked if he could come down and talk to you as a group.

**Service User:** What will happen if the proposal goes ahead?

**TR:** If the decision is to stop running the centre you will have an assessment. JH, who is here today from Care Management, will ensure someone from his team contacts you. Prior to this happening we will contact you once a decision is made.

**Service User:** Will I have an allocated Social Worker and will they be based at Grey Friars?

**TR:** Yes you will have an allocated social worker or care management officer. Our social work teams are based in a number of offices and not just Grey Friars.

**Service user:** Where will I go if the proposal goes ahead?

**TR:** Everyone will have an allocated social worker (care management officer) who will discuss your needs with you. They will make sure that your needs are met on an individual basis.

A lot of you have been here for a long time. You will want to do different things for example some of you have said you like cooking or do things in the community.

**Service user:** My relative has been talking to scope and this is all about money

**TR:** As I explained, the costs have been rising as the numbers of people continue to decline, which makes running the service expensive.

**Service user:** I hope the centre won't close overnight

**TR:** If a decision was made to go ahead with the proposal, we would tell people and then plan for the decision. This will take time and won't happen in a rush. Any decision will be communicated with everyone so that we can plan for the decision. The centre would not close overnight.

**Service user:** You moved people out of Douglas Bader in a hurry the last time.

**TR:** That was in relation to a Fire Risk Assessment recommendations and the current proposal does not relate to the fire risk assessment.

**Carer:** My relative is in his 70's.

**TR:** We recognise a lot of carers are elderly and have medical problems of their own to deal with.

**YS:** When JH or his team come and talk to you, he can also talk to the carers. At this point he will talk to you about what you want to do and how your carer can be supported, so the carer don't have to pick up any extra work.



**Service user:** I come here because I want a break from home.

**JH:** The social worker (care management officer) will ask carers or parents about how best we can support their needs so that both service user and carer's needs are best supported.

**Service user:** I don't want my PA with me all the time. I also need a Changing Place.

**JH:** Yes we can appreciate this. We can look at alternatives if the proposal does go ahead. The social worker will talk to you individually and identify your needs and how best to support them including any specialist equipment you may need.

**YS:** There are a number of buildings identified for adult changing places.

**TR** finished by thanking everyone for attending and advised people that she was around for the next couple of hours if anyone wanted to talk to her. YS, JH, MM or staff are available if you wish to talk to someone. YS and JH will be available at the centre regularly and you can speak to them.

**PART 4 (c)**

**DOUGLAS BADER DAY CENTRE, CONSULTATION MEETING  
MINUTES**

**Wednesday 24 October 2013, 5pm**

The people present at the meeting introduced themselves:

Carers - 9

Service users – 3

TR -Tracie Rees (Director for Care Services' and Commissioning - Adult Social Care)

YS- Yasmin Surti (Lead Commissioner Mental Health/Learning Disabilities)

MM - Mary Mccausland (Head of Care Services)

Charles and Jill Huddleston (The Carers Centre)

SB - Swarsha Bhalla (Transformation Team)

JHA - Justin Hammond (Transformation Team)

Debbie Roe – Day Centre Manager

Nicky White – Day Centre Manager

**What people said**

**Carer:** We are told it's definitely closing.

**TR:** No decision has been made. As a Council we have to assess people on an annual basis. This determines the budget you are allocated. Currently Douglas Bader day centre costs £67 per day and because services are cheaper elsewhere, people are choosing other options.

**Carer:** You are targeting vulnerable children and adults. You talk about younger people but my sister had been coming here for over 40 years. Older people have developed bonds and any changes will have a

psychological effect on them. There are a lot of pressures on carers. In fact you should be talking to the users of the service

**TR:** We have been meeting with service users, 2 formal meetings and two of my staff have been visiting Douglas Bader on a weekly basis.

**The Carers Centre:** As well as asking for a Community Care Assessment you can ask for a carer's assessment which is as important as the community carer assessment.

**TR:** There have not been a lot of activities taking place at the centre for a long time. I appreciate change is difficult for vulnerable adults. We will work with people in a planned way if a decision is made to stop running the service.

**Carers:** We disagree

**TR:** A group of ladies, who use to attend Douglas Bader, now meet at the Wolsey building. They have continued with their friendship and their group has now grown. Instead of going to day care they are in the community.

**Carer:** Where will people go in the community?

**TR:** We are working towards a framework in the voluntary sector. We recognise that some people will want a traditional based service.

**Carer:** If the decision is made what is the time frame. Are the Council putting things in place? People need a time scale because they are frightened.

**TR:** No decision has been made. The consultation closes on the 16 December. We don't have a timeframe because it's depends on the time it takes to go through the different decision making processes in the Council.

**The Carers Centre:** It can take a while before a decision is made.

**Carer:** My mum still things she can get a job.

**The Carers Centre:** That is where the Community Care Assessment would pick this up. The carer's assessment is just as important. There is even a section on do you care for someone.

**Carer:** Why are we being pushed by our social worker to find other services and they have reduced my days. Is there a maximum budget for people?

**TR:** It depends on your need. There is no top level. It's only an indicative amount not a final budget.

**The Carers Centre:** Assessments depend on individual circumstances. The carers assessment means that strain is lessened on the carer. We as an organisation can help you with your carer's assessment.

**Carer:** Why has the building deteriorated? The windows are in poor condition. Can the building not be used out of hours?

**TR:** It's not about the building décor. It's about the cost of running the service. Since 2011 only 3 people wanted to come here. People want to be part of the community. The oldest person who attends here is 84 years old. When the service was set up was for people, it was for those aged 18-65 years old. We have kept people in the service longer than we should have.

**Carer:** We would need someone to take the service user to the toilet.

**TR:** People are employing Personal Assistants to help them to be out and about and help with personal care.

**Carer:** In the past if you were disabled there was not much else to do and you were put into a slot. Traditional that's all that was available. Traditions have changed.

My loved one got married here. There is an emotional bond to this place which is important. If they have to leave it will have a psychological effect on them.

**YS:** We understand this and we have been coming to the centre every week to talk to people individually to provide support.

**The Carers Centre:** I gave 4 different people who had attended Douglas Bader Day Centre and doing other things.

- Young lady who never attended Douglas Bader Day Centre. The 20 year old was disabled. She went to University. She found it difficult to get a job but with the right risk assessment and training, now volunteers at the Carers Centre.
- A person with learning and physical disabilities was told when he left school to go to Fosse Industrial Estate. His mother found out about Douglas Bader. The person came to Douglas Bader for a couple of years, until 1995. Left and went to college and moved to supported living. They tried different things and didn't want to come back to Douglas Bader. They made some friends when at Douglas Bader and continued their friendship i.e. crafts and cooking.

- Gentleman who had disabilities. It was suggested he come to Douglas Bader and he did. After a while he got bored and wanted to go into the town. He enjoyed the woodwork whilst it took place at the centre. He left and went to the Salvation Army and enjoyed his day trips. After a while the Salvation Army lost their funding and he moved to Age UK. This met his needs and he was able to go to town and meet new people. He also went to pub lunches. He did other things
- 28 years old with autism. Working together and evidencing his needs. He has been in supported living for the last 3 years. He went to a day service for people with Learning Disabilities but felt it was for older people. The day centre saw his disabilities and didn't recognise his abilities. The social worker suggested he be supported at home. He tried it and the agency helped him into supported living. Achievement is that he is living his life.
- 53 year old lady moved to supported living. She enjoyed Douglas Bader but enjoyed doing other things.

Don't go into the assessment on your own if you are not comfortable. You have organisations that can support you like LCIL and Mosaic.

**Carer:** I can't see this for my sister. She's always been in a wheelchair. She couldn't go out unless she had someone she knows.

**The Carers Centre:** It's about building a relationship. It's not something that happens instantly. Everyone is an individual.

**MM:** We want to be sensitive and person centred when dealing with service users. Identifying what a good day and bad day is for someone so that we can support them. Staff at the day centre know the person better than anyone and can work with the social worker. Carer: Could we have a list of contact details of who to contact if we need to?

**TR:** Yes we will send out the contact details with the notes.

**The Carers Centre:** Keeping friendships is important. As individuals we may not be able to afford a service, but if you pool budgets you can afford the activity.

**YS:** A group of ladies who attended Douglas Bader now pool their budgets to attend activities in the community.

**Carer:** Sometimes our loved ones are too flexible. If copies of what is sent to them are also sent to us it would help us as carers. I know they want to feel independent. Sometimes people come to visit my sister and we don't know about it.

**TR:** Yes we will make sure this happens

**TR:** I am happy to come and talk to you individually or meet with you again if you want

**Carer:** Yes but after the decision is made please

**The Carers Centre:** You have the option to look at other services if you want, why not?

**TR:** We have a provider event on the 31 October. Come along and look at the services on offer and talk to organisations.

**Carer:** We have heard about the consultation process and your reference to young people. What about the older generation. Is there a gap?

**TR:** We are confident that needs can be met. Go to the Peepul centre provider event and talk to organisations

**Carer:** If there was a gap would the centre remain open?

**TR:** If we thought there was a gap in the market we would look at developing this.

**Carer:** Will friendships be supported?

**TR:** The Council will support friendships if that's what people want. We still have a duty of care as a council.

**YS:** If you can't attend the event we will send you a list of all the organisations that attended and their details. If the organisations don't currently provide what you want then talk to them about what it is you want.

**TR** asked if there were any questions and thanks everyone for giving up their time in attending.

Contact details as requested:

Help line: 252 8301

The Carers Centre: 0116 251 0999 (Charles Huddleston and Jill Huddleston)

YS Lead Commissioner: Mental health and Disabilities: 0116 454 2387

**PART 4 (d)**

**DOUGLAS BADER DAY CENTRE, CONSULTATION MEETING  
MINUTES**

**Wednesday 20 November 2013, 2pm**

The people present at the meeting introduced themselves:

**Carers - 10**

**1. The People present at the Meeting:**

TR - Tracie Rees (Director for Care Services' and Commissioning Adult Social Care)

YS - Yasmin Surti (Lead Commissioner Mental Health/Learning Disabilities)

JH - Julian Holt (Team Leader, representing Care Management)

JHA -Justin Hammond (Business Transition Manager, Transformation Team)

SB - Swarsha Bhalla (Business Change Manager, Transformation Team)

NW - Nicky White (Unit Manager of Douglas Bader)

DR - Debbie Roe (Unit Manager of Douglas Bader)

GH - Gill Huddlestone (The Carers Centre)

Daniel Ashman – supporting carer

**GH** introduced herself and explained about the help and support The Carers Centre can offer. Officers in the room introduced themselves.

**TR:** thanked everyone for coming. TR introduced herself and said she had overall responsibility for day care. The meeting was to give carers the chance to air their concerns about the proposal put forward by the Council.

**Background**

Most of you know the centre has been open for over 40 years and many people have been attending for that time. When it opened, there were not the services in the community there are now. The Disability and Equality Act and duty has improved mainstream services and made them accessible to people who hadn't been able to access them in the past.

We are seeing less people coming to the centre, in the past few years there have only been a couple of new people attending. Most young people want to go to employment and community services. Times have changed and new people are not coming in.

There have been changes in national policy, the 2007 Putting People First programme said that people who need support should have choice and control over their lives and this should not be determined by social workers. In the past the social worker would assess someone and then decide their options, e.g. to go to a day centre. From 2007, the policy said that social workers should not dictate what people could do, instead people should have choice and control with the option to control what services they receive. People would still be assessed under eligibility criteria, but they then get a Personal Budget to say how much money is available to pay for their care. They can take a direct payment or they can choose for the council to buy the service for them. People have more choices available to them and we have now reached a point in time where the number of people attending the centre have dropped and is so low that the service is no longer financially viable and we are consulting to close the centre. The consultation closes on the 16th Dec and then the city mayor will make a decision.

We also ran a community options pilot to support people to access community opportunities, this was for people with disabilities. They accessed a range of activities including volunteering and community activities, people from new parks and Braunstone area. The outcome was very successful and going forward we will provide that support to access services.

As part of the consultation process, we have engaged advocates to support people from LCIL, Mosaic and The Carers Centre.



**Carer:** I have rung age concern and they can meet my wife needs but they have a waiting list. There don't seem to be services out there but my wife's needs are met here.

**TR:** There was a provider event but not all the service providers attended. There is a wide range of providers and if the decision is made to close the centre, the social worker will support you to find the right services.

**YS:** There are other services including residential providers.

**Carer:** Are there a list of providers and names of staff we can talk to. The list needs to be sent out to us.

**TR:** A list will be sent to you with all the detail required.

**YS:** People ask me what happened if the service is closed. We will support people to meet their needs.

**JH:** If the decision is made to close the service, but note no decision has been made, you will be allocated a social worker who will work with the users and their family to find out likes and dislikes and ensure needs are met.

**Carer:** The timescale is a grey area; will you help us to find things before the service is closed? Most people want to know the time scale and buffer zone.

**JH:** This will depend on what type of services people want and meet their needs.

**TR:** We are unable to give you an exact time line on this. The consultation information will be drawn together, followed up with a report, which will go through the executive team and scrutiny. It could take a few months for a decision to be made. Julian's team will then need to assess everybody and that has to be done with family, staff here and advocacy support provided in some cases. So once the decision is made it will take time to get everything done.

**Carer:** So there isn't an end date being aimed for. That's good to know.

**GH:** A carers assessment is crucial as well as the impact on the person. When assessments are done carers needs to think of their own needs and what support they need so they don't end up doing more care than they can cope with. You are providing a cheap service that saves the authority money. You must look at your own health needs.

**JH:** The assessment is only as good as the information you tell us.

**GH:** You have a right to have your own life and think of your own needs as well as that of the person your caring for. It might sound selfish but it's very important. You have to put your needs across.

**Carer:** Will we as carers be involved in the assessments? What bothers me at the moment is that I am only finding things out in bits and pieces. I am not the registered carer. I now have made contact with Justin.

**TR:** We will update our system if you let us know in order to reflect those carers who need to know.

**TR:** Can you explain what a carer's assessment is JH?

**JH:** You have a right to have your own needs taken in to account. And if you're doing a substantial caring role then we need to capture your needs, this includes helping you to maintain any work that you do. You can have a completely separate assessment.

**Carer:** The points of the RAS seemed to be complicated and if we are doing more for someone then they will get less support.

**JH:** The social workers are trained to get information in the right way but we need you to be honest and clear with us about the needs.

**GH:** The carer's assessment is about you, the CC assessment is the person's assessment and your input is needed. When you have an assessment, you could choose to have it done separately and privately away from the person you care for.

**JH:** Don't be afraid to say how you feel about your caring role.

**GH:** A few years ago, I said that I love my son but I want to be his mother not his carer, as this was my right.

**Carer:** What is the problem with Douglas Bader, why do you want to close it down? The place has been left to get run down. A drop of paint wouldn't go a miss; people would be put off coming here by the look of the building.

**TR:** Over the last 2 years, the numbers have dropped to 56, and on any one day there are only around 20 or so people attending. We are experiencing some people don't want to come to a day centre they want to go to work.

**Carer:** My Mrs can't work, she thinks she can but she can't.

**TR:** There are other services, which are less expensive in the Voluntary or Independent sector. In the past, the service we provided was cheaper because there were more people. Now we have to tell people how much the service costs and recharge them for it. This service costs £67 per day yet they can get more from other services away from the council. We can't afford to run this service for so few people. We can support people to stay in friendship groups.

**Carer:** You say people numbers are dropping, so why are people being asked to move away to Mosaic?

**TR:** Some people have been reassessed under a Personal Budget.

**Carer:** I was told by a social worker that we were allowed 2 days here, and then we're told that he needs to go elsewhere.

**YS:** We are being called here to speak to people who are saying they want to go to other services, as they no longer want to attend Douglas Bader.

**Carer:** The meeting we had at the Peepul Centre had providers that weren't appropriate for the age group, most services were for older people.

**TR:** This is why we are doing community inclusion to help people access services in the community, which will offer a range of activities for a range of age groups.

**GH:** What do you get from this service at Douglas Bader to help understand what is important to you?

**Carers:** A lifeline. It's like family for those who attend. The level of support for users and carers is unbelievable.

**Carer:** My brother has been coming here for over 30 years and it's where he has spent most of his life. He can get here easily. Transport is very important. This service works so well. At the Peepul Centre, there was a service from market Harborough.

**GH:** What is unique for this service?

**Carer:** The people who work here, they are really great. You could argue that the people attending here have been institutionalised.

**Rep for Carer:** I work at the Emerald Centre and we can only cater for so many people, the rooms we have don't cater for people with wheelchairs.

**GH:** The space is accessible and the building is well located and has changing places.

**TR:** In terms of accessibility and changing places, we have recognised the need for more facilities to support people with complex needs. We have a programme across the city with an investment of £800K. People will be able to participate in their local community and join in. We also recognise the need for people to stay together as friendship groups. I met with user groups and they said that they wanted to be together as friendship groups. It's sad that people have to come here to be with their friends rather than being in their local community. This service was only set up for working age adults and as people have got older, we've allowed them to stay.

**Carer:** The numbers have dropped because people have been told to go elsewhere. My loved one now has to pay £35 per week. Prices vary with different organisations.

**TR:** Each organisation can charge what they want to. Our service is more expensive because of the terms and conditions of the council.

**Carer:** We understand there is a financial change and that this is out of your hands. Despite us wanting this service to stay open you've said it's not financially viable. What we care about is that our loved one is supported and looked after.

**TR:** We still have a duty of care for those people whichever service they access. We have over 1500 people in the Voluntary Sector and we monitor those services to make sure they are of the right standard.

**YS:** We carry out unannounced visits and check standards are being met and service users and carers are happy with the level of care they receive.

**Carer:** You can't manage attitudes, what you have here are staff that genuinely cares about the people here, but you can't guarantee that elsewhere. We are worried they will get bullied and not get the emotional care they get here.

**GH:** A lot of services do give emotional support, not just those that are run by the council. If the service isn't doing what it should be then you need to let the authority know.

**TR:** The independent providers are given money to support the person, however the person can choose where they go, and if they aren't getting the right service they can go elsewhere. Higher paid staff doesn't always mean a better service. We look after 1000's of people in the independent sector. CQC check the quality of services and we do to.

**YS:** Health Watch go in and check services.

**Carer:** I understand but this is important to us.

**Rep for carer:** What do you understand to be a good living wage for care staff? By outsourcing this you don't have to worry about holiday pay etc.

**TR:** When we contract for a service, we cannot influence what their employees should be paid. We say that if you are going to deliver a service for us, then here is a list of things we expect them to deliver, but what we can't do is tell them how much to pay their staff.

**Rep for carer:** Can you stipulate what staff numbers are required?

**TR:** CQC state what deems to be a safe service, and they regulate this.

**Carer:** You say there are different services available, what we are going to do in the meantime. My loved one attends on a Mon, Wed and Friday but the service from Mosaic only offer Mon, Tue and Wednesday. I need this routine. When I spoke to them they couldn't meet the days my mum needs.

**TR:** We are still in a consultation process, and no decision has been made. They will make a decision based on the outcome of the consultation. I understand the waiting is causing anxiety, but we can't speed the process up. We recognise the needs of carers.

**GH:** I know you have given people information on other services, but sometime it can feel overwhelming, so can you provide some information about who they are, what they offer etc. for example what changing spaces they have, what facilities they have. I have been to see Mosaic and what they have, but other places may not be so well equipped.

**YS:** In terms of trying to do this, it's almost impossible; we can provide the information for who we have a contract with.

**TR:** Once a decision is made then Julian's team will give support to help you find the right service.

**Carer:** We had lots of support from a social worker in the past, and they told me this service was here, I wouldn't know how to find a service on my own. I have my own health problems.

**TR:** When a decision is made, a social worker will contact you.

**JH:** No person will move from their current service until the new service is in place. They won't be sent home they will remain in the centre until a suitable service is found and they are happy with it.

**Carer:** Why are people being assessed now and moved on, this is meaning the service is being run down.

**JH:** There was a decision that no one's assessment would be done while the consultation is happening unless needs have changed or the social worker has been approached by the service user.

**Rep for carer:** Is the end goal to sell this building for redevelopment, or to leave it empty? Would there be an option for consortia to take over the building.

**TR:** No decisions have been made about the building.

**Rep for carer:** What about the staff?

**TR:** If the service was to close, we would support staff through redeployment. No organisation has come forward with a legitimate offer, and there are costs to the building and the service.

**YS:** TUPE applies if the service is taken over; this would mean that the new organisation would have to take on their pension, holiday pay etc.

**Carer:** Is there a cheap way for someone to have support that needs two people to change them, for £35 per day?

**TR:** A person can employ their own personal assistant to deliver their support needs.

**GH:** There are also brokers who can help you find the best service for those people.

**JH:** There are really good brokerage services out there to help people find the right services.

**GH:** If the assessment doesn't meet their needs it can be challenged and if needs to it will go to a panel to decide on the size of the budget available.

**Carer:** The event didn't have enough services to meet everyone's needs; there were only a few organisations there that met my loved ones needs.

**Rep of carer:** Could people have a personal assistant and come here?

**TR:** People could go in the community with the support of their personal assistant but they wouldn't be able to come here.

**Rep for carer:** I was thinking of this building being used by the public. It's hard to build up resources and it would be better to use a resource that's already available, like this building.

**GH:** if you did want to take over this building you would have to consider the health and safety, insurance and lots of other costs that build up before you start. And you might need a lot of people to make it cost effective.

**GH:** People can pool their budgets to buy services or support that they want.

**YS:** A group of ladies who use to come here pooled their budgets to buy support and they access the Woolsey building.

**TR:** This is what the pukka ladies do, how much do they pay for the room?

**YS:** The room is free because they have other residents from the building joining in their activities.

**GH:** But if they paid rent, it would come out of their personal budget.

**Carer:** Who decides what amount of money people get?

**TR:** It's what is called a RAS, It needs = points = £££.

**JH:** This is why it's important for you to say what the person's needs are in the assessment process.

**GH:** But carers need to say what they can do and what they can't do. You must think about the support you give and the impact it has on you. If you say you do everything then the money will go down, but in reality, you may not be able to do everything, so you need to be honest.

**TR:** Has anyone got any other questions? Staff are around to talk to and answer your questions.

PART 4 (e)

**City Mayor visit to Douglas Bader Consultation Meeting**

**27th November 2013**

Present: Some individuals introduced themselves whilst others did not.

**Service users: 25**

Sir Peter Soulsby - City Mayor

TR- Tracie Rees (Director of Care Services)

YS - Yasmin Surti (Lead Commissioner Adult Mental and Learning Disabilities)

JHA - Justin Hammond (Business Transition Manager, Transformation Team)

SB - Swarsha Bhalla (Business Change Manager, Transformation Team)

Staff from the day centre.

Carole welcomed Mr Soulsby as the City Mayor and asked everyone to introduce themselves.

The City Mayor, Sir Peter Soulsby introduced himself and explained he was the City Mayor and not the Lord Mayor. The City Mayor told everyone that it was him with his assistant mayors who will take decision about the future of the day centre. He explained he was present today so he could hear what everyone had to say about the Proposal.

### **Comments from Service users:**

**Service user:** I don't want the centre to close because I have been here 31 years I don't want to leave my friends. I do craft, cook, eat and gardening and other things like relaxing at the day centre. I take part in drama, and do things with my friend like outings and exercise as well. I take part in drama on a Monday mornings; some of our friends have left. My friend has been left and now is at home for 2 days and she's bored. I miss her a lot. I have been here 33 years and it's like a home to me, like others I don't want to lose my friends.

**Service user:** I lost my husband nearly 9 years ago and without this place I would have committed suicide. I live at Danbury gardens, I don't like it but it's a safety net. I understand why the daycentre has to close but what will happen to the money.

**City Mayor:** The reason for change is not just money, it's about recognising that people are no longer choosing to have this type of support, they're doing different things, so we have to ask if this is the best option for them. I do recognise that people are worried about losing contact with friends if they don't come here. The numbers have dropped and less and less people are attending the day centre on a daily basis.

**TR:** Over the last few years there have only been a couple of new people. Young people are not choosing to come here. When the centre opened 40 years ago things weren't accessible, whereas now we have the Disability Discrimination Act and things are more accessible for people. We are having new changing facilities across the city.

**Service user:** We do want to stay together.

**TR:** We do recognise that you have friendships and as part of our Community Inclusion work we want to help people to do things in the community.

**Service user:** But things I do are only for 3 days a week. We don't want to go anywhere else.

**TR:** But you could meet on days in the community for example the café or where you would like to go. We appreciate that people will want to do different things.



**Service user:** In some places they don't have disabled toilets. How would you feel if you needed help?

**City Mayor:** As Tracie said there are some places that do have changing facilities, but there are not enough yet and what we need to do is make sure there are more places so there is more choice available for people. I do understand some of you have been here for a long time and change is worrying. It's not just here that the numbers have fallen, it's across the country.

**Service user:** Does that mean we don't matter?

**City Mayor:** No not all. If you didn't matter I would not be here.

**Service user:** If people are choosing other things then why can't we choose to stay here? It's not just money.

**City Mayor:** Of course it is about the cost but as we have said the numbers have been dropping for a while and people are choosing other things to do.

**TR:** There used to be more than 100 people a day attending the day centre, now you only have about 20 people a day attending, which means that activities we provide aren't as stimulating for people.

**Service user:** I would like to know, I want the answer now, and people are fed up about the silly rumours about the closure after Christmas. Is this day centre going to be closed?

**City Mayor:** What we have is a period of consultation. A decision is only made after the information from the consultation is collated which allows for a decision to be made.

**Service user:** Don't say it will be in the future, people are sick of hearing it. Our parents are elderly and ill.

**City Mayor:** What we have to do is have this time to carry out the consultation and an opportunity to talk to people. The consultation finishes on the 16<sup>th</sup> Dec. We will then consider what we've been told and that will take a few weeks. There will be no rush to make a decision before Christmas.

**Service user:** Why are people losing their days here? My friend is looking days because of you.

**TR:** Now everyone gets a personal budget. You are given a budget to meet your needs, which pays for you activities. With your amount of money you can attend Douglas Bader which costs around £67 per day and for some this only allows a for few days at Douglas Bader. Whereas in the voluntary and Independent sector the cost is half this and people get to do more with their Personal Budget. They are choosing options that are cheaper than attending Douglas Bader. As numbers attending drop it costs more for the Council to run the service. Your budget has to

pay for all the facilities like the day care staff, kitchen staff and building costs.

**Service user:** My mum and dad are very old, they are ill, and what are they going to do with me when I'm at home. Am I going to be locked up in the house.

**TR:** I've made this clear at each meeting that we don't want people to be stuck at home. We want you do things in the community. Sitting in a café doesn't cost money, and this is no different to what you do here.

**Service user:** Those in the wheelchair can't get into cafes.

**TR:** The phoenix is fully accessible for wheelchair users.

**Service user:** She needs someone to take her to the toilet.

**TR:** We will make sure that those needs are taken in to consideration.

**Service user:** I am worried I will always have a personal assistant with me when I don't want that.

**TR:** You don't have to have you pa with you all the time.

**Service user:** I have a carer in the morning, but when they don't come I'm late to get here.

**TR:** Your domiciliary care won't change.

**Service user:** Put yourself in our shoes, would you like it if you had your days cut off and you didn't go to the day centre, would you like it? What I want is a choice.

**City Mayor:** Most people are choosing not to come here. Not you but most people and this gives us a problem. I know it's not true of you, but most people who would have come here in the past do no longer want this type of service.

**Service user:** But that's their choice and we want to stay together, and we choose to come here. You're missing the point, this is one big family.

**City Mayor:** Are you telling me there is not where else you could all come together?

**Service user:** You could probably get a group, but not for all of us.

Would you split up your family, we want to be together. At mosaic they stay in one room all day. At the Brite centre we were in one room all day.

**TR:** We already have the example of the PUKAAR group who come together at the Woolsey building where they take part in art and crafts. They have a carer and other people in the building join them and they have made new friends.

**City Mayor:** I have to meet them and they think it's brilliant. Different people make different choices, and some people are happy with those choices.

**Service user:** I live at the Wolsey, they all speak different languages and I don't like it. It's all for Asians. When you go it's all set up. They were all talking in a different language and did not talk to me.

**City Mayor:** I don't think that's how they see it. There are other residents who were not Asian and were enjoying it. It's about finding out what's best for you.

**Service user:** Douglas Bader is what is best for me.

**City Mayor:** The decision is not made on my own.

**Service user:** You like wasting money for Diwali lights. I bet I wouldn't get a grant for lights outside my house; you won't give it to me.

**City Mayor:** We could go in to a long debate about this but that is not what everyone wants to hear. You're just being rude.

**Service user:** It's my personal opinion.

**Service user:** Our parents are worried about what he's going to do in the future. When he's here he's safe.

**TR:** We have to work with everyone to find out the different things you may want to do and make sure you're safe. We are very conscious that people here do live with elderly relatives, it's important that they get a full carers assessment to make sure their supported. We want to work with your carers to make sure we meet their needs as well, and will do this as part of the assessment process.

**Service user:** You haven't answered my questions: put yourself in my shoes would you be bored not having a day centre to go to.

**City Mayor:** Of course if there was nothing else to do I would be bored, but we need to make sure there are other things to do.

**Service user:** When will that be, when I get old?

**City Mayor:** Think of the numbers Tracie was talking about when there used to be a time when over 100 people came here, now its 20 people on a daily basis. That means at least 80 people have found something else.

**Service user:** My dad is in hospital, and had bad pains and had to go in an ambulance. He didn't go to the carers meeting and I gave his apologies. I had to go to oxford on my own because I fell off the toilet and broke my arm. I was born disabled; I need help in my family. This place is like a life line for me and my dad. I'm here from 9-4pm and this gives my dad a rest.

**City Mayor:** I understand that.

**Service user:** We enjoy ourselves here.

**TR:** But you do other things apart from come here.

**Service user:** Yes but we don't do allotments. I have another friend, he's not here. And another but he doesn't come here apart from

Monday. We did drama, and now they don't come here because there are less of us doing it, and it will cost us more.

**YS:** Some of you pay money to do drama and other things, but there are other groups in the city that do similar activities.

**City Mayor:** Can I just say that I do understand why people are worried about the future and we're in a period of consultation? When the consultation is finished we will spend some time thinking about the options and make a decision. I will come back here to talk to you about what the consultation has said before we make a decision. Cllr Patel is ill at the moment, but hopefully she's better by then and I'll bring her with me. I do understand that you are worried and I have heard you today.

**Service user:** Can we say thank you for coming to speak to us.

## PART 5

### **DOUGLAS BADER, ONE-TO-ONE MEETINGS**

One-to-one meetings were carried out with 11 service users.

Below is a summary of the worries service users raised and comments they made:

- Concerns about where they would go if the service was to close.

- Worried they would lose their friendships that had been built over many years.
- Feel Douglas Bader Day Centre makes them feel safe and secure.
- Where afraid that they would be left at home all day.
- Very upset and worried about their future.
- All the people we spoke to mentioned they enjoyed attending the day centre.
- Some service users informed us where they would like to go if the decision to close the day centre is made.

## PART 6

### **PROVIDER EVENT, PEEPUL CENTRE**

**31 October 2013, 5pm – 7pm**

People present at meeting:

Carers/relatives - 16

Service user - 12

Tracie Rees (Director for Care Services' and Commissioning, Adult Social Care)

Yasmin Surti (Lead Commissioner, Adult Mental Health and Older People)

Justin Hammond (Business Transition Manager, Transformation Team)

Swarsha Bhalla (Business Change Manager, Transformation Team)

Below is a list of organisation who attended the event.

No.	Organisation
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1	Adult Education
2	Age UK
3	Anita Jane's Lodge
4	Bangladeshi Youth and Cultural Shomiti
5	Care watch
6	East West Community Project
7	Emerald Centre
8	Gokul Nivas
9	Guru Tegh Bahadur Day Centre
10	HFT organisation
11	Macintyre
12	Mosaic
13	Phoenix Therapies

A number of organisations were written to find out if they provide services or support for people with physical and sensory disabilities. Of those written to, 13 organisations attended the event at the Peepul Centre and shared information with service users and carers/relative.

Each provider was given a table to display their service information and be available to answer any questions people had. After the event some service users and carers response was that they found the event useful after initially being unclear about what other services were available. Since the event some service users and carers have visited alternative service organisations.

## PART 7

### **DOUGLAS BADER DAY CENTRE COMPLETED QUESTIONNAIRE**

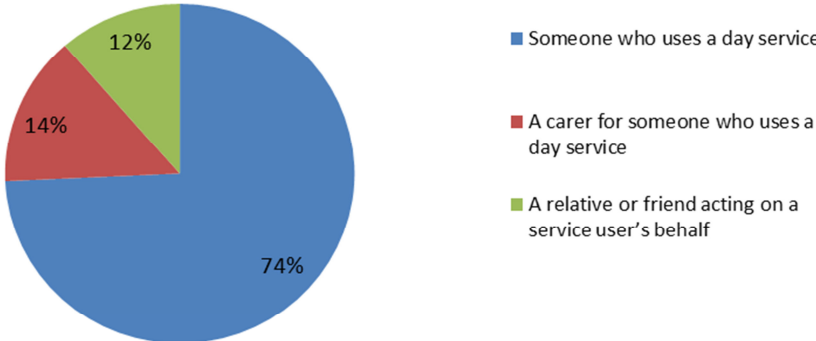
A large percentage of people who completed the questionnaire indicated that they did not want the proposal to go ahead.

A number of options were asked to be considered. Inviting other service users to use the day centre to make it more financially viable or offering the building to other providers to run their service from.

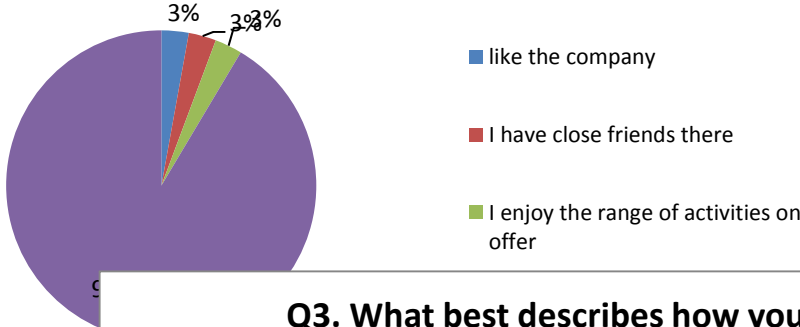
Most people said that they were not happy with the proposal and they did not want to see the day centre close. Comments were made about the perception of the quality of services from the Voluntary and Independent sector. Some people commented about the stress and worry this process was causing them and their carers.

Paper questionnaire results as below:

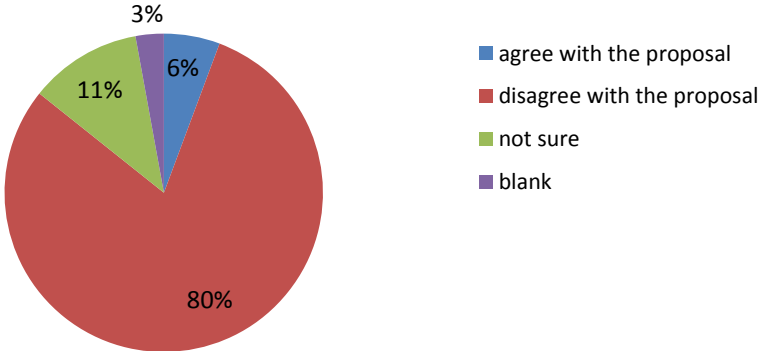
Q1. Are you



Q2. What is important to you about the day service?

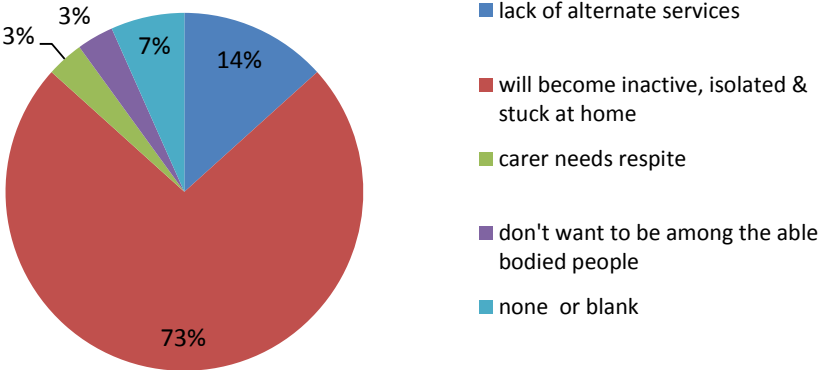


Q3. What best describes how you feel about this proposal?

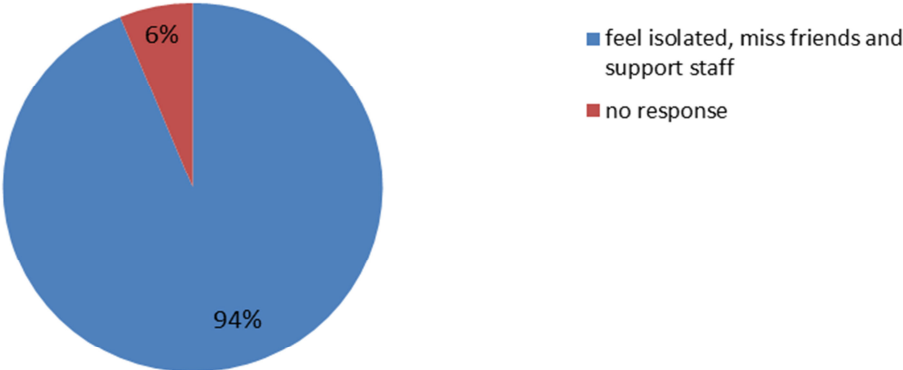




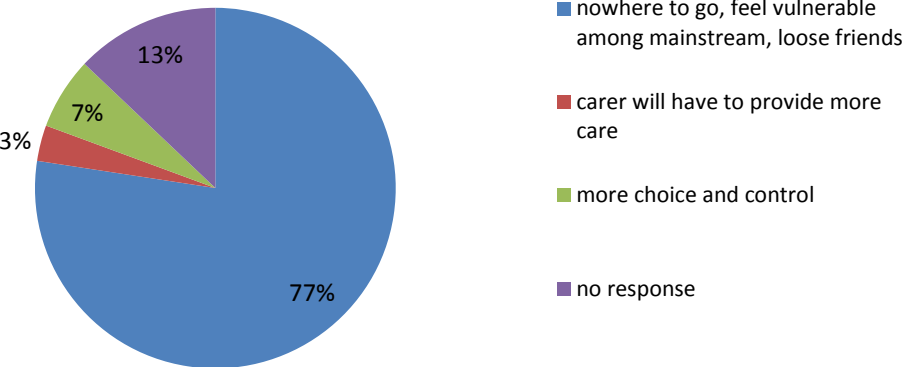
**Q4. Do you have any concerns about the proposal that the council needs to be aware of?**



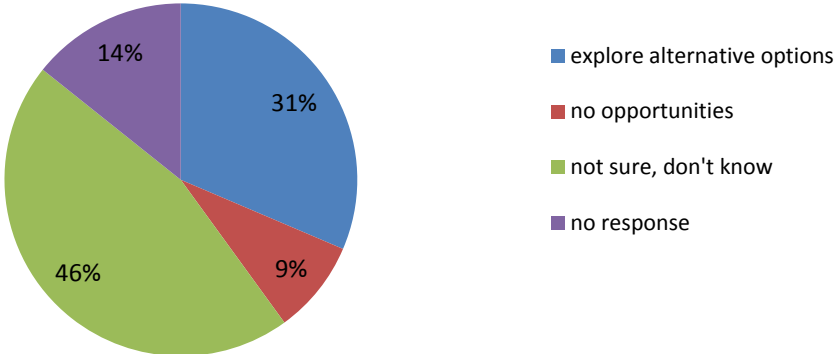
**Q5. If the proposal was to go ahead, how do you think the proposal would affect you?**



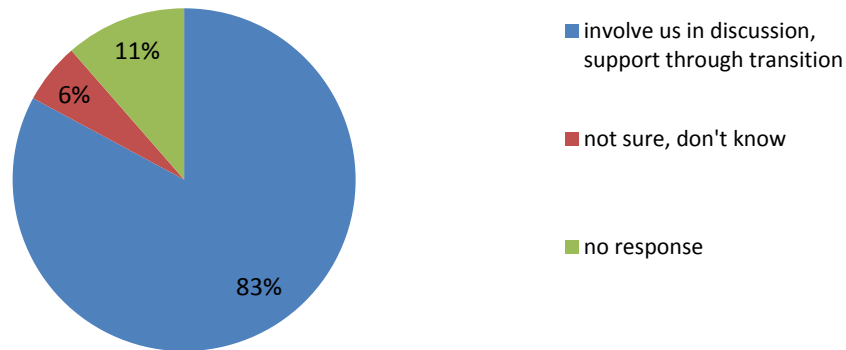
**Q6. Do you see any disadvantages that might come about for you as a result of the proposal for change?**



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



**Q8. If the proposal was to go ahead, how could the council make sure this change was as easy as possible for you - as a service user or carer?**



**Below is a summary of the concerns raised and comments made by people:**

Everyone said they didn't want the centre to close and wanted to keep things as they are. The key points made were:

- Fear of losing friendships.
- Concerned they would be left sitting at home.
- Worried about the extra pressure on their carers if the decision is made to close.
- Could the council provide as much information as possible about other services and activities?
- Worried there was nothing out there for them to access.
- Concerns about not receiving the same level of service in the voluntary and independent sector.
- Very unsure about the future and worried about what will happen to them.
- Will need support in finding something else if the decision is made to close the service.

**Webpage questionnaire response:**

<b>Q1. Are you resident of Leicester?</b>	
Yes	10
<b>Q2. Are you representing an organisation?</b>	
Yes	4
No	6
<b>Q3. Organisation you are representing</b>	
Contact project	1
Douglas Bader Centre Client's Committee	1
L4A	1
Occupy	1
Blank	6
<b>Q4. Your comments</b>	
Partnership working to explore options for inclusive services for people	3
find funding by cutting vanity projects, fire housing staff officers,	2
alternate services like ChooseMySupport does not work	1
explore creative options to income generate and keep Douglas Bader	2
not enough alternate options	2

**Comments on Proposal:**

- work in partnership with council to explore options.
- explore inclusive services for people.
- explore creative options to income generate and keep the building.
- not enough alternate options available.
- Council not directing new people into the service.
- without this activity people life would be very empty.
- Building could be modernised

**PART 8**

**WRITTEN COMMENTS AND MEETINGS**

**a. Individuals**

There were two emails received from carers expressing their concerns about the proposal and the stress it is causing. Both emails were responded to in writing.

**b. Letter**

A letter was received addressed to the Ombudsman at the start of the consultation.

A letter was received from MP Liz Kendall on behalf of a carer. The inquiry asked for a timeline on when the decision would be made on the future of the day centre and if the proposal was agreed, how individuals would be supported.

**c. Meeting**

Staff from the Transformation Team contacted VISTA, Action Deafness and Leicester Deaf Action Group at the start of the consultation and mid-way through the exercise to arrange a meeting to discuss the consultation. Each organisation declined the offer to meet.

**PART 9**

**ACKNOWLEDGEMENTS AND THANKS**

The consultation carried out on the future of our council-run day service for people with physical and sensory disabilities has involved contact with lots of different people and organisations in Leicester. This contact has been through a wide range of channels.

We would like to offer our thanks for the co-operation we have received and for people's openness in letting us have their comments and views on the proposal. In particular, we would like to offer special thanks to service users, carers and relatives who understandably are anxious about how possible change might affect them. Please be assured that we will do all we can to continue to keep any anxiety to a minimum.

We would also like to thank Mosaic, Leicestershire Centre for Integrated Living and CLASP the Carers Centre for supporting service users and carers during the consultation meetings.

