

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**9 SEPTEMBER 2014**

**REPORT OF THE STRATEGIC DIRECTOR ADULT CARE**

**DAY OPPORTUNITIES FOR OLDER PEOPLE AND PEOPLE WITH LEARNING  
DISABILITIES IN ASHBOURNE AREA & DISTRICT**

**1. Purpose of the Report**

- To update Cabinet on progress of the new Joint Multipurpose Day Service at Ashbourne Library.
- To update Cabinet on the outcome of the public consultation on day opportunities for older people and people with learning disabilities in the Ashbourne area and district, for which authority was given by Cabinet on 25<sup>th</sup> March 2014.
- To seek approval to implement an integrated model of day opportunities for older people and people with learning disabilities in Ashbourne and the surrounding area which would be located in Ashbourne Library and Waltham House, Wirksworth.
- To seek approval therefore for the closure of Bankcroft Centre and declare the property surplus to the requirements of Adult Care Department and notice be given to Derbyshire Dales District Council to terminate the rental agreement.
- To seek approval to commence discussions with the current staff team about a revised staffing structure which would support this integrated model.

## **2. Information and Analysis**

In January 2013 the Adult Care Senior Management Team agreed a new model of day opportunities in the Ashbourne area. The new library in central Ashbourne, which includes a purpose built day facility, opened in April 2013 and older people who had received services at the Henmore centre moved across to this building at this point. These clients are very satisfied with the new facilities.

A recent project has been undertaken to determine the best possible use of facilities in the area and has concluded that social care, health care, the voluntary sector and other agencies should work together to integrate services for older people and people with learning disabilities based at the library and elsewhere.

The vision is to create an integrated day service model using the new library building in Ashbourne and Waltham House facility in Wirksworth. The service will offer a varied menu of building based and community activities to older adults and adults with a learning disability. The activities offered will be specifically designed around the individual identified needs. It is envisaged that there may be certain activities that are appropriate for both older adults and individuals with a learning disability and we could run this activity for both to participate in jointly and this will be fully supported. However mostly there will be separate sessions/days for the two service user groups in-line with their specific support needs.

We are currently looking at a range of opportunities to fully utilise the buildings including specific re-ablement/life skills sessions, drop-in sessions and opportunities for carers to meet.

Bankcroft currently provides a day service to 16 people. The service provided at Bankcroft could be accommodated within the proposed integrated service model and it should be noted that no-one would lose a day service as a result of this transfer.

Older adults have already transferred from the Henmore centre to Ashbourne library and Waltham House and it should be noted that nobody lost a service. There are currently 8-10 older adults who attend the day service 3 days a week at Ashbourne Library. This is an increase in numbers compared to numbers which attended Henmore.

It is proposed, therefore, that Bankcroft Day Centre should close and the services transfer to become part of one integrated service provided from Ashbourne library. We may also operate a more local service to some current Bankcroft service users who currently travel from Wirksworth to Ashbourne for their day care by providing a day service on some days of the week from Waltham House, Wirksworth.

As described earlier as this integrated model will have specific building based and community sessions this will mean that the buildings will have capacity to provide up to 30 places per day. This would offer an increase in the current numbers which attend the day service.

The new service model ensures both overall financial efficiencies and increased levels of support for service users.

Formal consultation with clients and family carers has been undertaken. This took place between 29th April to 9th June 2014.

The consultation concentrated on qualitative ways to gather people's views about the proposed changes. All clients who have received a service from Bankcroft in the last year received an easy read letter posted to their homes on the proposed changes inviting them to attend a meeting at Bankcroft on Thursday 15 May during the day time.

All carers of people receiving a service from Bankcroft in the last year received an invite to two meetings. Letters/emails were also sent to other stakeholders such as local voluntary organisations, the local Learning Disability Partnership Board, local NHS, Derbyshire Carers and Personal Advisers in Children and Younger Adults who work with young people in transition.

A total of 24 people attended meetings held at Bankcroft and a further 3 families were visited at home to express their views on the proposals. 9 clients, 6 carers and, 9 staff representatives were present at these meetings at which the consultation was discussed with a member of the Stakeholder Engagement and Consultation Team. At the meetings many questions were asked about the proposed changes which allowed people to have a better understanding and so helped them to provide their comments. In summary people said:

**Clients:** Most clients had been to visit the library and were happy with the space. The overwhelming concern was that the service programme remained the same, and that staff remained the same.

**Carers:** Carers recognized that there was a need to move the service due to the fabric of the building. In principle Carers were happy with the move but wanted assurance that the service and staff would be the same. They asked for assurances that some operational niggles were sorted out before the move e.g. the poor design of the toilet. In particular, Carers of PMLD clients were very anxious that there was no quiet room at the library.

**Staff:** In principle they were happy with the move but held the same concerns and anxieties that carers held about the day to day operational issues.

The consultation identified some adverse impacts which are set out below together with the officer's response

Actions 1: The Service needs to look into the comments raised about the toilet facilities.

#### Response

There are currently two toilets within the Day Service building which are suitable for people with disabilities. There is also the option of a third toilet in the changing place facility in the corridor. If one of the toilets were removed from Ashbourne Day Service to create more space there would still be two toilets available.

It is also possible for all individual service users to be assessed for any additional aids which are required in order to reduce any assessed risks when using the toilet facilities.

Actions 2: The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation.

#### Response

We will ensure we communicate with clients and carers about the new transport policy and all the resulting new procedures by a wide variety of means e.g. notice boards, reviews etc.

Actions 3: The Service needs to look into the comments raised in the consultation and improve the signage and public awareness of the building.

#### Response

There are signs in the building which direct people to where the day opportunities facilities are. We will explore with the appropriate staff as to how this can be improved.

Actions 4: The Service needs to reassure carers and clients that the current standards of care and support will continue to be delivered and that the gradual introduction of the new facilities also continues.

### Response

People attending the day service will continue to have individual personal service plans outlining their individual needs and the outcomes they want from attending the day service. It is our aim to meet all individual outcomes. The standards of care and support will be enhanced once the new staffing structure is in place and we aim to offer a wider range of opportunities for all service users.

The service also has a regular quality visit which looks at the general care/ support/ programme of activities provided to ensure that standards of care and support are always monitored and improved.

Action 5: The Service needs to ensure that they look at ways of making people's day opportunity experiences even better (particularly around concerns of staffing levels) whilst also continuing to assure people's safety.

### Response

The standards of care and support will be enhanced once the new staffing structure is in place which will increase staffing levels. We aim to offer a wider range of opportunities for all service users.

Action 6: Client and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities.

### Response

Managers and staff will continue to talk to relatives and carers on a daily basis.

We also plan to have a number of carer meetings throughout the year which will provide a forum for consultation/progress and debate.

Action 7: The Service needs to consider carers and clients concerns about the future integration of day services and sharing of the day service facilities. Again client and carers need to be kept informed of progress and to be involved in these on-going developments.

## Response

We plan to utilise the 2 buildings i.e. Ashbourne Library and Waltham House, Wirksworth in the most effective way possible. Our plan is that for most of the time older adults and adults with a Learning Disability will attend different sessions/days, however there may be some specific groups/activities during the week where it will be appropriate for people to join the same group/activity meeting individual outcome/interests. When this happens appropriate risk assessments will be in place to ensure the safety of all involved.

Managers and Staff would discuss this with the service users and their carer/relative prior to commencement

Action 8: The Service needs to take into consideration the need for quiet areas in the new facilities and the concerns around using Waltham House as a new day service venue.

## Response

We will be looking into the best options of using the available space across the two buildings. The menu of activities will offer a range of specific sessions to all service users. We will try to match individuals to activities which best meet their agreed outcomes. We will also use local community facilities when appropriate.

Action 9: The Service needs to ensure that current clients are helped to be kept in touch with friends made at the Bankcroft Centre and that carers (in particular elderly carers) are also helped to feel informed and part of the new day opportunity arrangement.

## Response

It is not intended that anyone will have a change to their service/friendships because of the transfer from the Bankcroft Building into the Library building.

Service users will continue to have their individual personal service plans, which outlines what they want to do, who they want to be with and what is important to them.

Managers and staff will continue to talk to relatives and carers on a daily basis

Action 10: The service needs to consider the option of developing a snoezelen area at the Ashbourne Library site in order to address the concerns raised by two family carers at the potential loss of this facility should the Bankcroft building close.

### Response

The Adult Care Department will look at the available options to develop a snoezelen facility at the Ashbourne site, and will move this forward if possible, subject to financial limitations.

In addition to and following on from the consultation comments an Equality Impact Assessment has been undertaken which can be found at Appendix 2. Actions that are proposed to be taken in mitigation of potential impact are identified at pages 27-8 of Appendix 2.

### Proposals for service model

Taking in to account the outcome from the consultation and the EIA, it is proposed that the components of the new service will be

### Management and Staffing

- The management and staffing can be used by all services and the combination of budgets will deliver efficiencies.

### Delivery Model

- The service will have a personalised approach (adults with complex needs, not learning disabilities or older people specific) and be outcome focussed.

### Activities

- There will be a menu of activities both inside and outside the buildings at the Library and Waltham House, designed to meet the needs of all clients.

### Opening Times

- A 5 day service to start with, with the potential to offer a 7 day service in future if there is a demand.

### Partnership working / stakeholder engagement

- The building to be used by partner organisations and other community groups with the scope to generate income from this.

## Transport

- Transport arrangements to be reviewed.

### **3. HR Considerations**

An integrated model of day opportunities for older people and people with learning disabilities in Ashbourne and district will require a revised staffing structure which would be based across two locations; Ashbourne Library and Waltham House and staff will run the integrated service at both these locations.

The current and proposed structure can be found at Appendix 4 and Appendix 5. The staffing changes from the old to the new structure with cost and saving implications is shown in Appendix 6.

In the new structure there will be a combination of Day Service Workers (grade 7) and Care Workers (grade 5). The Day Service Workers will have responsibility for the planning and preparation of activities; linking in with the local community to access facilities and ensuring activities are person centred. The Care Workers will have more responsibility for the 'hands on' care and the running of activities. This structure will enhance the number of front line staff available and will improve the quality of delivery. Activities will be person centred and activity groups may have Older people and people with a learning disabilities or both.

The staffing structure and the HR implications are summarised below:-

- In the current structure there is a 37 hour Unit Manager, Grade 11 post at Bankcroft. In the proposed structure there will be a requirement for a 37 hour Unit Manager, Grade 11 post to manage the service across Ashbourne and Waltham House. This also includes continuing to manage service provision at the establishments at Hurst Rise, Grove Place and Springfield Avenue.
- There are currently two Deputy Unit Manager posts. One 37 hour post based at Bankcroft, and one 37 hour post, based at The Leys. Within the proposed structure there will be a requirement for one Deputy Unit Manager post.
- There are currently 7 Day Service Worker (Grade 7) posts (4.40 fte) based at Bankcroft. (The number has recently reduced by 1.7 fte through Voluntary Redundancy and natural turnover). The integrated service will require 4 fte Day Service Workers to work across the service at Ashbourne and Waltham House. It is not anticipated that it will be necessary to make compulsory redundancies due to anticipated future staff turnover and workforce planning arrangements.



- The revised structure proposes to have 5 Care Worker (Grade 5) posts (5.0 fte), to work alongside the Day Service Workers. Hours in these posts would be ring fenced as opportunities for the 3 existing Care Worker (Community) employees (1.3fte) who have been providing this service until now.
- A cleaner from the Corporate Resources Department has a 10 hour contract at Bankcroft. Redeployment opportunities in the area will be sought for her.

Approval is sought to commence consultation with staff and trade unions after approval of this report. As part of this process employee briefings and individual consultation will be undertaken at appropriate junctures.

It is envisaged that the proposals for the new service will provide suitable alternative employment for those employees who may be displaced by the closure of current services, in line with the provisions set out in the Council's Redundancy, Redeployment and Protection of Earnings Policy. Those employees who are slotted into a post in the new structure or are redeployed into an alternative post, will be provided, as necessary, with pay protection support as outlined in the above policy.

Positions which are not be filled by existing staff through slotting arrangements will be appointed to in accordance with the council's existing recruitment and selection processes.

#### **4. Financial Considerations**

Amalgamating the two service structures and realigning the staffing model as proposed will bring initial efficiencies of £6,800 in staffing and £6,500 from the rent on Bankcroft. This gives an immediate saving of £13,300. There will also be further efficiencies gained through reduced building maintenance, utility costs and transport.

#### **5. Legal Considerations**

In reaching a decision the Council has a duty to read and give conscientious, genuine consideration to the responses to the consultation process set out in the report (including its appendices). In assessing these proposals, the Council should also have regard to its statutory duties under the Equality Act 2010.

Insofar as the Equality Act 2010 is concerned Cabinet Members are reminded that they are under a personal duty, when considering a decision, to have due regard to, in short, the need to protect and promote the interests of persons with protected characteristics (e.g. people who are vulnerable on account of age, gender reassignment, pregnancy or maternity, race, disability, religion or belief, sex, sexual orientation).

In order to discharge this duty, Cabinet Members will wish to give careful consideration to what is said in the report, the consultation feedback document (Appendix 1) and the Equality Impact Analysis (Appendix 2) about any potential adverse impacts of the proposed change.

## **6. Property Considerations**

Property Services will need to take action should cabinet approve the closure of Bankcroft Centre and declare the property surplus to the requirements of Adult Care Department and notice be given to Derbyshire Dales District Council to terminate the rental agreement.

In preparing this report the relevance of the following factors has been considered; prevention of crime and disorder, equality and diversity, environmental, health, property and transport considerations

## **7. Key Decision**

No

## **8. Call-in**

No

## **9. Background Papers**

No

## **10. OFFICER'S RECOMMENDATION**

- 10.1 Cabinet approve the new integrated service as outlined in this report.
- 10.2 Cabinet approve the closure of Bankcroft Centre and declare the property surplus to the requirements of Adult Care Department and notice be given to Derbyshire Dales District Council to terminate the rental agreement.
- 10.3 Cabinet approve the revised staffing structure as detailed in the report above, subject to consultation with staff and trade unions.

**Mary McElvaney  
Strategic Director Adult Care  
County Hall  
MATLOCK**

## **APPENDICES**

Appendix 1	Formal consultation on closure of Bankcroft.
Appendix 2	Equality Impact Assessment
Appendix 3	Current Staffing Structure
Appendix 4	Proposed Staffing Structure
Appendix 5	Implications, costs and savings of new staffing structure

**CONSULTATION REPORT on Day Services for People with Learning Disabilities in  
Ashbourne Area and District – Bankcroft Centre**

**1. Purpose of the Report**

On 25 March 2014 Cabinet approved commencement of formal consultation for the new integrated service and closure of Bankcroft Day Centre and the transfer of the services to Ashbourne Library Hub. This report explains the detail of the consultation and outcomes.

**2. Methodology and Approaches**

The period of consultation about providing a flexible service for people with learning disabilities at the new facility at the Ashbourne library and Waltham House at Wirksworth with an outreach component in both locations took place between 29<sup>th</sup> April to 9<sup>th</sup> June 2014. This report will summarise views and opinions submitted by the people of Derbyshire during this period.

The consultation concentrated on qualitative ways to gather people's views about the proposed changes. We planned for as many people as possible to take part by offering different formats i.e. we sent easy read material to people with learning disabilities. We also offered a range of ways in which people could share their views, see below:

1. All clients listed on our database who have received a service from Bankcroft in the last year received an easy read letter posted to their homes on the proposed changes inviting them to attend a meeting at Bankcroft on Thursday 15 May during the day time. (See Appendix A)
2. All carers of people receiving a service from Bankcroft in the last year received an invite to two meetings on Monday 12 May one during the morning at Bankcroft and one in the evening to ensure inclusion from carers who may work. Within this letter was also an invite to contact the Stakeholder Engagement and Consultation Team (SECT) to discuss the proposals directly. As a result of this offer 3 carer families were visited at home by SECT to discuss and record their concerns/opinions.
3. Letters/emails were also sent to other stakeholders such as local voluntary organisations, the local Learning Disability Partnership Board, local NHS, Derbyshire Carers and Personal Advisers in Children and Younger Adults who work with young people in transition.

## **The Analysis**

### **Qualitative Approach**

At all the meetings held, notes were taken and these have been analysed for the purposes of this report. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.

### **Who Participated?**

Staff from the Adult Care Stakeholder Engagement and Consultation Team attended 2 meetings at Bankcroft Day services: one for parents and carers and other interested agencies; and one for clients who currently use services provided in the Ashbourne area. The planned carers' evening meeting was cancelled as there were no carers who expressed an interest in attending. However we did receive requests from 3 carer families who asked that they have a home visit to discuss the issues. This request was facilitated and the views captured are included in this report.

### **Response Levels**

#### **Meetings**

A total of 24 people attended meetings held at Bankcroft and a further 3 families were visited at home to express their views on the proposals. 9 clients, 6 carers and, 9 staff representatives were present at these meetings at which the consultation was discussed with a member of the Stakeholder Engagement and Consultation Team. At the meetings many questions were asked about the proposed changes which allowed people to have a better understanding and so helped them to provide their comments.

### **Present Position**

It was explained at the meetings that the Bankcroft building was not owned by Derbyshire County Council but rented. It was identified that the Bankcroft centre had some limitations which included access and its layout. Officers also pointed out that the building had already been looked at to see if it could be adapted and the layout changed but unfortunately this was not possible.

Ashbourne Library building was completed over a year ago with a 'day opportunities' section as part of the complex. The 'day opportunities' part of the Ashbourne Library has level access and toilet facilities on the same level and is located in the town centre. Currently the day opportunities section of the library is available for 6 days per week. At the moment the day service facility is only being used 3 days per week providing daytime activities for older people. Planning will need to take place around how to mix the groups who are to use this space for specific activities e.g Art and Cookery. It is hoped that in the future a greater menu of activities will be on offer together with extended opening times and the opportunity for an evening social club. Assurances were given that risk assessments would be put in place and staff will be skilled to manage any identified risks.

Waltham House in Wirksworth also has a small day opportunities section as part of the building complex. Adult Care wish to offer this facility to people living in the Wirksworth area in addition to Ashbourne library.

### **What people said?**

#### **In Summary**

**Clients:** Most clients had been to visit the library and were happy with the space. The overwhelming concern was that the service programme remained the same, and that staff remained the same.

**Carers:** Carers recognized that there was a need to move the service due to the fabric of the building. In principle Carers were happy with the move but wanted assurance that the service and staff would be the same. They asked for assurances that some operational niggles were sorted out before the move e.g. the poor design of the toilet. In particular, Carers of PMLD clients were very anxious that there was no quiet room at the library.

**Staff:** In principle they were happy with the move but held the same concerns and anxieties that carers held about the day to day operational issues.

#### **In more detail**

At both meetings a set of photographs were shown to the attendees

#### ***What will the new facilities offer?***

##### ***About the Toilets***

Four carers commented about the toilets asking questions and commenting about them:-

*'How many toilets?'*

*'There is no handrail for the toilet to washbasin?'*

*'Query why the changing places toilet was put in this building and not the main toilets in Ashbourne?'*

*'It was also pointed out that the electric bed does not have electricity to it so is reliant on being charged overnight to allow use.'*

*'The toilets are not designed appropriately.'*

The Service Manager explained that there are toilets on both floors with lift access and one in the bathroom in the day opportunities section.

##### ***About the Garden:***

Three clients and two carers made comments about the garden including:

*'Will clients be allowed to plant in the garden?' (carer and client)*

*'Who is responsible for keeping the garden tidy and can clients help?' (carer and client)*

*'Would like a barbeque in the garden' (Client)*

It was confirmed that clients would be able to plant in the garden and it was also confirmed that a greenhouse had been ordered to encourage this.

**About other facilities:**

Three carers and one client commented about various other facilities including:

*'Will there be a quiet/sensory room?' (carer)*

*'Can you confirm that there is a kitchen in each room to encourage life skills' (carer)*

*'Will it be possible to personalise the building?' (carer and client)*

*'Is there a room for a pool table as my son likes pool?' (Carer)*

Again the Service Manager explained that the opportunities for activities such as this would be looked into and if not available on site then day service workers would assist clients to visit nearby facilities.

**About Transport:**

One carer was concerned about how clients would get to the new centre.

It was explained that at the time of the Bankcroft consultation the Adult Care Department was awaiting a decision by Cabinet (attended by County Councillors) on the proposal to bring in a new transport policy which included an assessment and new charge for transport. The decision has now been taken to implement the policy in terms of encouraging clients to make their own way to day opportunities but that charging for transport will not start until April 2015 to allow more time for the policy on charging to be developed further.

**About the Signage:**

Two staff members and a carer raised issues about the signage of the new Ashbourne library building and of its presence and purpose:

*'Could we have clarity on the name of Ashbourne Day Opportunities and signs inside and outside the building and also ensure that Call Centre staff are made aware of what the building is and what it is called? (carer and staff)*

*'Concerns were also raised about the lack of signage to notify people that this facility is available.' (Staff)*

**About Waltham House:**

One staff member talked about the work to explore other activities available in the Wirksworth area for both people with learning disabilities and for older people in addition to those available at Waltham House.

**Overarching Risks and concerns:**

During the meeting four carers raised their concerns about the safety of the person they care for and questioned the viability and suitability of the suggested model of day opportunities offered. These included:

*'We are concerned that our son will not be able to continue with a service every day as we cannot cope with him at home.'*

*'Concerned that people with learning disabilities will not naturally fit in with elderly clients.'*

*'The automatic doors don't close immediately and someone could follow other people out. '*

*'I don't want my son having to mix with older peoples groups especially those with Alzheimer's he has enough to put up with and problems of his own without having to put up with everyone else's. '*

### **Concerns about Staffing levels**

There were various issues which were mentioned about the future staffing of the service. Carers were concerned that the current levels of staffing would struggle to support clients to fully access their communities and the facilities within it. It was pointed out that one client is currently spending more time in the day centre because of reduced staffing. There were also concerns raised about the continuity of staff and how any changes would be introduced to clients.

### **Concerns over mixing Older Adults with people with Learning Disabilities**

Concerns were raised over the possibility of clients with learning disabilities not being fully aware or understanding the needs of some of the older adults using the centre. The need for thorough risk assessments being in place were emphasised. It was also raised that clients from both groups like to have quiet areas and that this would need to be considered for the future plan of the services if they are to both use the space.

It was also raised that the pace at which the change is being introduced has allowed the clients with learning disabilities to go and look at the facilities and gradually become familiar with this space. Importance was placed on this gradual familiarisation to continue to ensure that the older people who also use this space were not subjected to sudden change.

The amount of physical space that is in place in both Waltham House and Ashbourne would require excellent planning to ensure that the space was used well and that there were not too many clients requiring the space at any one time.

Clients were concerned about losing their friends that they have made at Bankcroft and wanted a way of ensuring that they were able to keep in touch with them. Clients also raised concerns that the change does not just affect them but also their parents/carers, which in a lot of instances were elderly and fearful of what will happen to support them in future.

Clients also raised concerns about using Waltham house and their communal areas. One client was uncomfortable that school children came into the café.

### **Overall impressions and Recommendations**

Clients and carers have been encouraged over the last few months to visit Ashbourne Day Opportunities and therefore were already familiar with the building. This has had a positive effect on the clients who expressed that they liked the new building and where it was located.

It is recommended that the following actions be taken to enhance the good work already taking place.



Action 1: The Service needs to look into the comments raised about the toilet facilities.

Action 2: The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation.

Action 3: The Service needs to look into the comments raised in the consultation and improve the signage and public awareness of the building.

Action 4: The Service needs to reassure carers and clients that the current standards of care and support will continue to be delivered and that the gradual introduction of the new facilities also continues.

Action 5: The Service needs to ensure that they look at ways of making people's day opportunity experiences even better (particularly around concerns of staffing levels) whilst also continuing to assure people's safety.

Action 6: Client and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities.

Action 7: The Service needs to consider carers and clients concerns about the future integration of day services and sharing of the day service facilities. Again client and carers need to be kept informed of progress and to be involved in these on-going developments.

Action 8: The Service needs to take into consideration the need for quiet areas in the new facilities and the concerns around using Waltham House as a new day service venue.

Action 9: The Service needs to ensure that current clients are helped to be kept in touch with friends made at the Bankcroft Centre and that carers (in particular elderly carers) are also helped to feel informed and part of the new day opportunity arrangement.

# Derbyshire County Council

## Equality Impact Analysis Record

### Form 2014



Department	Adult Care
Service Area	Direct Care Services
Changes or proposals	To move the day service from current location at Bancroft in Ashbourne to The Hub at Ashbourne library
Chair of Analysis Team	
Date of Analysis	July 2014
Version	0.1

#### 1. Prioritising what is being analysed

##### a. Description of current service arrangements

Currently the day opportunities for people with learning disabilities in Ashbourne and district are delivered at Bancroft day centre in Ashbourne.

Day opportunities for older people are delivered at Ashbourne library hub, a new facility which opened in 2013, and Waltham House, an Extracare housing facility in Wirksworth.

##### b. Details of proposals or changes

The proposed changes have all been set out in detail in a Cabinet report considered on 25<sup>th</sup> March 2014. In summary the main points are as follows:

- Bancroft centre would close
- People who attend Bancroft would use either Ashbourne library or Waltham House as a base, depending on where they live.
- The new service would include an outreach component at both locations
- There is no plan to mix the two client groups, but future developments may include the offer of activities which both older people and people with learning disabilities may wish to access at the same time
- The existing staff groups would work with both older people and people with learning disabilities

## C. Rationale for proposed changes

- The Bankcroft building is not fit for purpose. It is built over two floors and people with mobility difficulties are unable to access the first floor.
- The Ashbourne library hub is purpose built day service base on one level with good access to the town centre and the library.
- The Bankcroft building is rented whereas the library building belongs to the county council. Therefore there are efficiency savings to be made.
- Offering a base to people with learning disabilities in Wirksworth will cut down on travel time and provide easier access for those who can make their own way there

## 2. The team carrying out the analysis

<b>Name</b>	<b>Area of expertise/ role</b>
Iseult Cocking	Commissioning expertise
Steve Jenkinson	Direct care expertise
Sharon Edden	Fieldwork expertise
Louise Swain	Consultation expertise
<b>INSERT MEMBERS OF FOCUS GROUP</b>	

## 3. Existing information and consultation based feedback

### a. Sources of data and consultation used

Client data held on the Council's case management system
Population data
Letters sent out to 21 clients and family carers inviting them to two meetings on Monday 12 <sup>th</sup> May. Within this letter was an invite to contact the stakeholder Engagement team to discuss the proposals directly
Letters sent to local statutory and voluntary sector agencies inviting responses
Attendance at two meetings and forums with clients and local people
Three families visited at home by the stakeholder Engagement team to discuss the proposals

Appendix 1 provides a full summary of responses to the consultation.

#### 4. Known impact on different protected characteristic groups

- a. From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?

<b>Protected Group</b>	<b>Findings</b>
Age including children and families, older people	Older people using the library and Waltham House will generally be in separate groups so are unlikely to be affected by the change. Where appropriate some activities will be open to both client groups. This will offer a wider menu of activities to older people.
<b>Disabled people</b> including mobility, sensory, learning, mental health, HIV, and also include carers and relatives	People with learning disabilities will experience a change of building. Experiencing change may pose difficulties in the short term. People using Bancroft have already been involved in activities at the library so the building is known to them This is not the case for Waltham House. However in the medium term people are likely to benefit from a more suitable building and a different style of service.
Gender (Sex) including men and women, boys and girls	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Gender reassignment – including impact if any on Transgender people	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Marriage and civil partnership – also include impacts on lone parents and unmarried couples	Not applicable
Pregnancy and maternity – including new mothers/ parents	Not applicable
Race – including all racial groups, including impact if any on Gypsies and Travellers	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Religion and belief including non-belief, including religious minority communities, Humanists	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Sexual orientation – including the impact if any on LGB people	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.

#### Non-statutory

Poorer and disadvantaged communities and groups, including people who experience financial exclusion	
Rural communities	People who live in the rural areas surrounding Ashbourne and Wirksworth will have the opportunity to travel to their nearest base. The transport policy may increase the number of people being transported by family or travelling independently, in which case a more local service may be advantageous.

## Impact on employees of Derbyshire County Council or prospective employees

The impact on current and future employees is that they will be expected to work generically rather than with either older people or people with learning disabilities. Staff will have training and support to do this and some staff are already working in this way.

- b. From existing customer and other feedback – who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?

<b>Protected Group</b>	<b>Findings</b>
Age	.
Disability	<p>Carers of people with profound and multiple disabilities felt that the people they cared for might be adversely affected by the fact that there is no quiet room at the library.</p> <p>There were some concerns about people with learning disabilities mixing with older people and the need for thorough risk assessments to be in place.</p> <p>Some people with learning disabilities were concerned that they might lose friends from Bancroft if they were to attend day opportunities in Wirksworth.</p> <p>There were concerns about the communal areas at Waltham House where potentially people with learning disabilities might be present when school children were in the café leading to harassment and bullying.</p> <p>There was concern that the current snoezelen facility within the Bankcroft building would be lost as there was currently no similar facility available in the Ashbourne Library building.</p>
Gender (Sex)	Not applicable
Gender reassignment	Not applicable
Marriage and civil partnership	Not applicable
Pregnancy and maternity	Not applicable
Race	Not applicable
Religion and belief including non-belief	Not applicable
Sexual orientation	Not applicable

## Non-statutory

Poorer and disadvantaged communities	Not applicable
Rural	Some people may not have to travel so far to a service if they are able to attend a base nearer to their home. This applies to people with learning disabilities.

## Employees or prospective employees

Existing staff working with older people will change their contract from Care worker community to care worker. The job will be on the same grade and staff will have the option whether to take this post. This will only affect 1.3 FTE staff.

c. Are there any **other** groups of people who may experience an adverse impact because of the proposals?

None

## d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

Gaps in data	Action to deal with this
None	

**6. From the consultation you have carried out specifically in relation to proposed changes, what views or issues have been raised by those who have responded? (Include both their views and any issues they have raised which alludes to the likely impact)**

**a) Please summarise the consultation which has been carried out**

The period of consultation about providing a flexible service for people with learning disabilities at the new facility at the Ashbourne library and Waltham House at Wirksworth with an outreach component in both locations took place between 29th April to 9th June 2014. This report summarises views and opinions submitted by the people affected during this period.

The consultation concentrated on qualitative ways to gather people's views about the proposed changes. We planned for as many people as possible to take part by offering different formats i.e. we sent easy read material to people with learning disabilities. We also offered a range of ways in which people could share their views, see below:

1. All clients listed on our database who have received a service from Bankcroft in the last year received an easy read letter posted to their homes on the proposed changes inviting them to attend a meeting at Bankcroft on Thursday 15 May during the day time. (See Appendix A)
2. All carers of people receiving a service from Bankcroft in the last year received an invite to two meetings on Monday 12 May one during the morning at Bankcroft and one in the evening to ensure inclusion from carers who may work. Within this letter was also an invite to contact the Stakeholder Engagement and Consultation Team (SECT) to discuss the proposals directly. As a result of this offer 3 carer families were visited at home by SECT to discuss and record their concerns/opinions.
3. Letters/emails were also sent to other stakeholders such as local voluntary organisations, the local Learning Disability Partnership Board, local NHS, Derbyshire Carers and Personal Advisers in Children and Younger Adults who work with young people in transition.

**Who Participated?**

Staff from the Adult Care Stakeholder Engagement and Consultation Team attended 2 meetings at Bankcroft Day services: one for parents and carers and other interested agencies; and one for clients who currently use services provided in the Ashbourne area. The planned carers' evening meeting was cancelled as there were no carers who expressed an interest in attending. However we did receive requests from 3 carer families who asked that they have a home visit to discuss the issues. This request was facilitated and the views captured are included in this report.

**Response Levels**

**Meetings**

A total of 24 people attended meetings held at Bankcroft and a further 3 families were visited at home to express their views on the proposals. 9 clients, 6 carers and, 9 staff representatives were present at these meetings at which the consultation was discussed with a member of the Stakeholder Engagement and Consultation Team. At the meetings many questions were asked about the proposed changes which allowed people to have a better understanding and so helped them to provide their comments.

- b) Please summarise the feedback received. This should make clear where those who have responded have highlighted any potential adverse impact as well as their opinions on the proposals.

Appendix 1 provides a full detail of the consultation feedback.

In summary people said:

Clients: Most clients had been to visit the library and were happy with the space. The overwhelming concern was that the service programme remained the same, and that staff remained the same.

Carers: Carers recognized that there was a need to move the service due to the fabric of the building. In principle Carers were happy with the move but wanted assurance that the service and staff would be the same. They asked for assurances that some operational niggles were sorted out before the move e.g. the poor design of the toilet. In particular, Carers of PMLD clients were very anxious that there was no quiet room at the library.

Staff: In principle they were happy with the move but held the same concerns and anxieties that carers held about the day to day operational issues and a number of action points were identified to which responses have been provided.

**7. Are there any ways of avoiding or reducing likely possible adverse impact on any groups of people, what are those actions, and how will they assist?**

Older Adults:

To address the impact of different vulnerable groups receiving a service together in the building we have agreed that: Older people using the library and Waltham House will generally be in separate groups so are unlikely to be affected by the change. Where appropriate some activities will be open to both client groups. This will offer a wider menu of activities to older people.

People with Learning Disability:

To minimise the impact of relocation and being aware that

People with learning disabilities will experience a change of building and that experiencing change may pose difficulties in the short term.

People using Bancroft have already been involved in activities at the library so the building is known to them This is not the case for Waltham House. However in the medium term people are likely to benefit from a more suitable building and a different style of service.



Rural Communities: People who live in the rural areas surrounding Ashbourne and Wirksworth will have the opportunity to travel to their nearest base. The transport policy may increase the number of people being transported by family or travelling independently, in which case a more local service may be advantageous.

## **8. Main conclusions and Recommendations**

### **CONCLUSIONS and RECOMMENDATIONS**

Based on the analysis the following is believed to be of importance and should be noted by decision-makers:

- The impact on individual people with learning disabilities will be mitigated by the development of individual person centred plans which will highlight what is important to and important for the person. This will include maintaining friendships and links with their locality.
- The points made about the facilities in both the library building and Waltham House will be followed up by the Adult Care Department
- Direct care Managers will ensure that all clients and families will continue to be involved in the future development of the service.
- It is intended that staffing ratios of staff to clients will be maintained/improved.

## 9. Action planning in response to the completed analysis

<b>Objective</b>	<b>Planned action</b>	<b>Who</b>	<b>When</b>	<b>How will this be monitored?</b>
What you want to achieve	What you intend to do	Responsible person or department	Timing of action	Monitoring and review arrangements
Keeping clients and carers informed about progress with the plans. Keeping them involved in development.	Produce quarterly newsletter Produce information booklet Easy Read Menu of activities Everyone will have a keyworker Implement 'This is Me' Set up carers meeting	Direct care	In next 12months	By Service Manager
The Service needs to look into the comments raised about the toilet facilities. To explore the available options for providing a snoezelen facility within the Ashbourne Library building.	Managers to explore the all possible options ( subject to financial resources) to provide a snoezelen/ quiet area within the Ashbourne Library building.	Direct Care	In next 12 months	By Service Manager
The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation.	Managers will ensure that there is appropriate communication to service users and their carers	Direct Care Field Work	In next 12 months	By Service Manager
The Service needs to reassure carers and clients that the current standards of care and support will continue to be delivered and that the gradual introduction of the new facilities also continues.	To continue with current arrangements of gradually introducing new facilities to service users from Bankcroft.  The current standards of care will continue	Direct Care	On-going	By Service Manager
The Service needs to ensure that they look at ways of making people's day opportunity experiences even better (particularly around concerns of staffing levels) whilst also continuing to assure people's safety.	Work is already underway jointly with Field Work colleagues to develop a new menu of activities based on individual assessments and desired outcomes. Also introduction of the MyPlan documentation will assist in recording individual aspirations/choices/outcomes	Direct Care Field Work	On-going	By Service Manager

Client and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities.	Service users and Carers will have direct input into all future developments through service users and carer meetings/groups	Direct Care	On-going	By Service Manager
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## 10. Monitoring and review arrangements

Please outline what steps will be taken to monitor and review the implementation of proposals if they are agreed here:

Clients will be reviewed annually by fieldwork staff which will be a check on whether the service meets their needs.

## 11. Conformation that equality impact analysis (EAI) completed and read

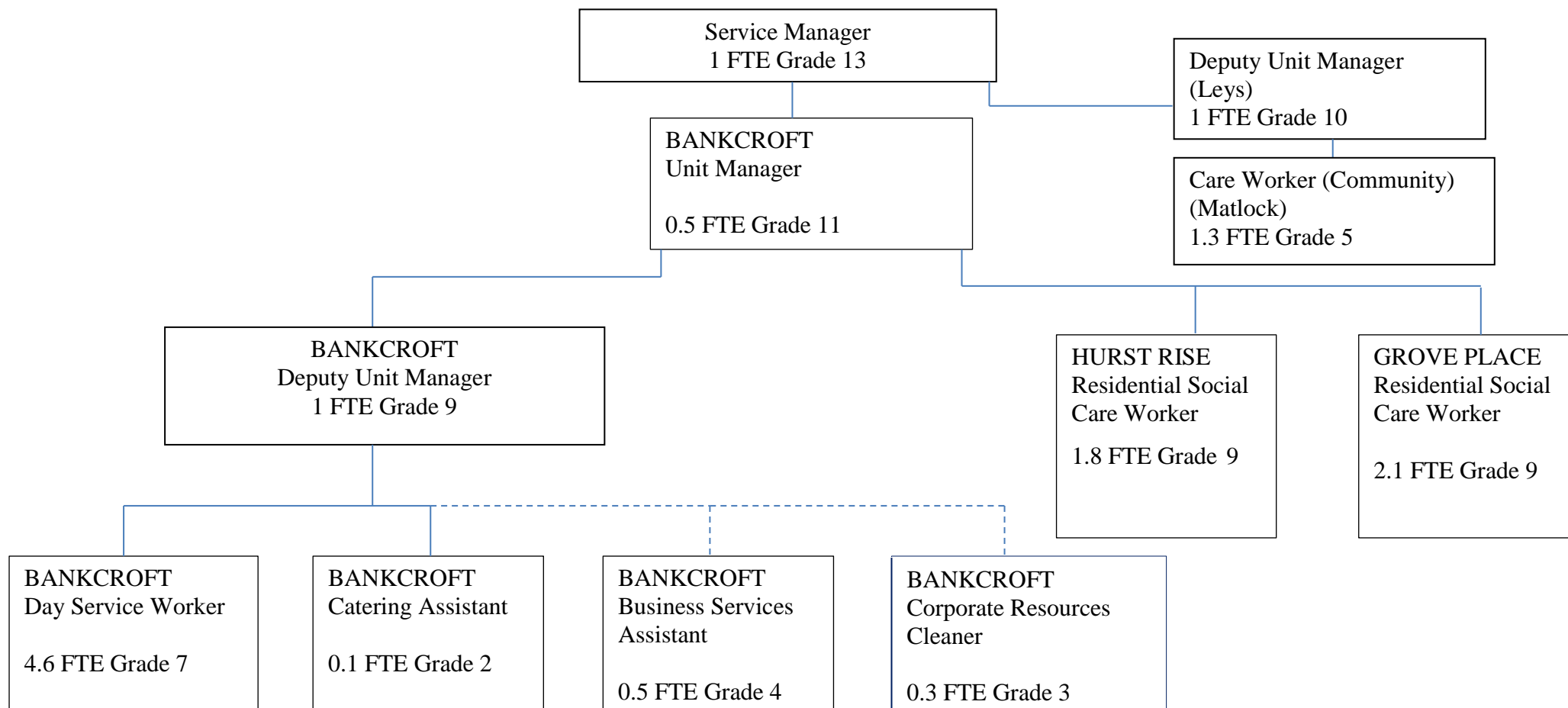
Name of officer signing off EIA as completed

Date:

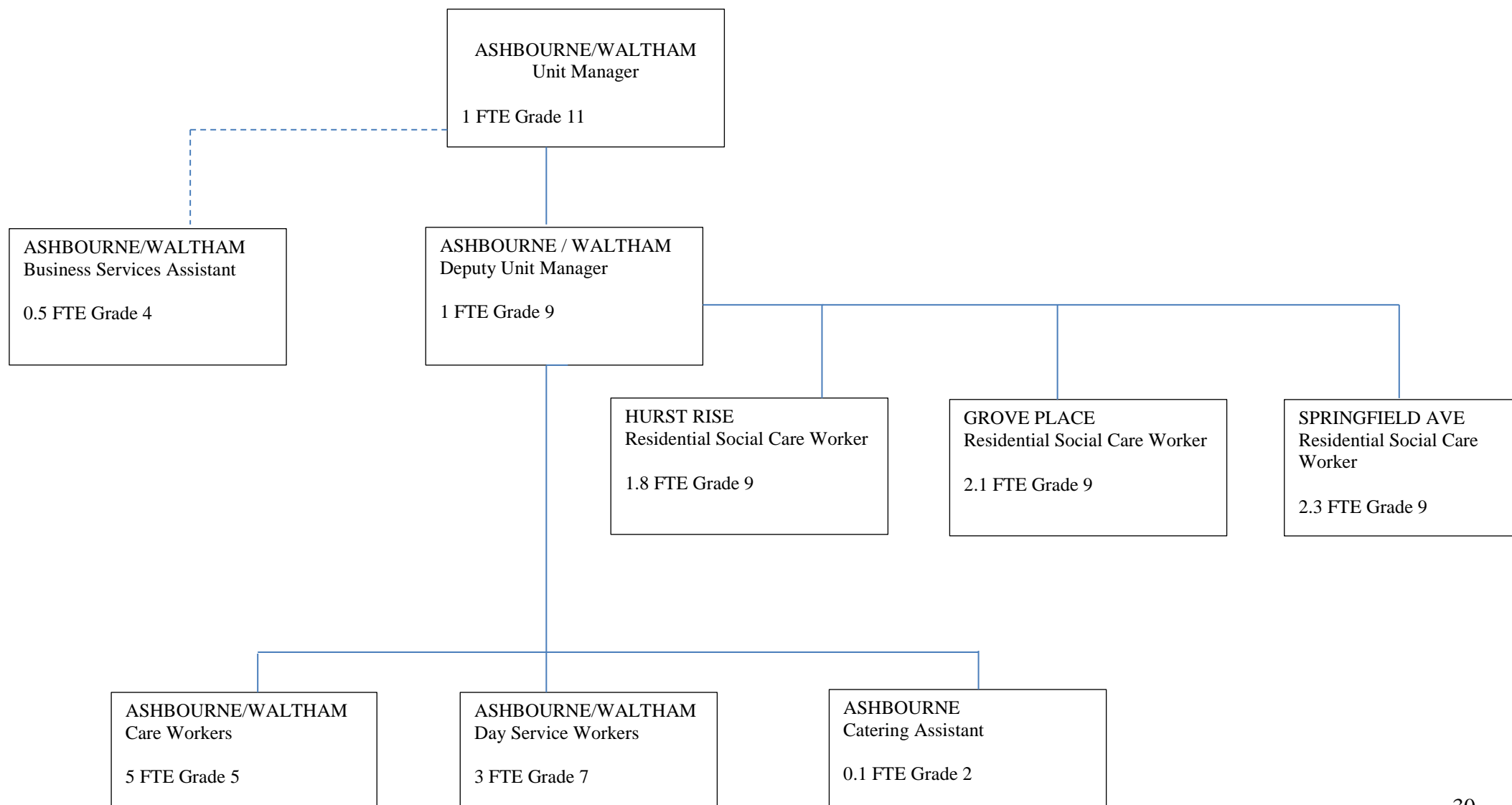
This Equality Impact Analysis has been read by

Name	Date	Position

Where and when published e.g. with Cabinet Report, on DCC website

**CURRENT STRUCTURE**

**PROPOSED STRUCTURE**



## APPENDIX 5

**Table showing Posts required for New Structure, the Changes from the Existing Structure to New Structure and Implications/Savings.**

**Proposed Adjustments to Establishment - Costing Schedule (including on-costs)**

Service Area	Post Title	Justification	Gradings						Annual Costs / Saving	
			Current Salaries			Proposed Salaries			Imm	Ultimate
			Min Point	Max Point	Band	Min Point	Max Point	Band		
Direct Care	Deputy Unit Manager	Currently two FTE positions. Service will only require one FTE Deputy Unit Manager post. Deletion of Deputy Unit position.	£28,654	£30,742	9				-£28,654	-£30,742
Direct Care	Day Service Worker	Previous deletion of 1.7FTE positions in advance of proposed restructure.	£39,240	£42,792	7				-£39,240	-£42,793
Direct Care	Day Service Worker	Deletion of .04 FTE	£9,233	£10,069	7				-£9,233	-£10,069
Direct Care	Care Worker	Service will now require 5 FTE Care Workers. Currently 1.3 Grade 5 Care Worker (Community) employees have been undertaking these duties. Additional costs of 3.7 Grade 5 Care Workers will arise from restructuring proposals.				£70,320	£74,881	5	£70,320	£74,881
		Totals							-£6,807	-£8,723