

# D R A F T

## PEOPLE DIRECTORATE Personalisation and Safeguarding

### Consultation concerning the Future of Day Services

18 August 2014

St Denys Community Centre, Southampton

PRESENT: Cllr Dave Shields, Cabinet Member for Adult Services  
Helen Woodland, Interim Head of Adult Services  
Ricky Rossiter, Interim Service Manager  
Guy Adams, Commissioning  
Gill Lewis-Lee, Centre Manger  
Izzie Clayton, Minutes  
Service Users Families

ITEM	Questions and Answers	ACTION
Q1.	<p><b>We are worried about the children and I can't understand why, all of sudden, this has come up. There's no smoke without fire.</b></p> <p>Why are we looking at these services? It is not because the services are poor, we all agree these are excellent services, and we think our staff are excellent. What you tell us is that you really like the staff and your loved ones also really love them. But we have a challenge. The population is getting older and we know that people with severe and complex difficulties are living longer. We know that more people are going to need our services in the future and we will have less and less money to provide these services. We have to look at different ways of delivering equally good services, but the difficult thing is, it will need to change.</p>	
Q2.	<p><b>What kind of changes, what do you mean by this?</b></p> <p>That is another challenging thing when we are talking about day care services. One of the reasons that we are holding our co-production events that there are a lot of things we can do. It will probably be a mixture of a number of different things. What we want to do is get your input in designing what those services look like. I can't say to you at the moment what they will change to.</p>	

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<p>Q3.</p>	<p><b>I just heard that it was closing down and I will have to have her home?</b></p> <p>If your loved ones receives a service now and is eligible for a service they will continue to receive a service. How that service looks and where it is based might be different, but they will continue to receive a service.</p>	
<p>Q4.</p>	<p><b>Our children love their routine and they know the people here and to suddenly be somewhere different with different people. I don't know how it will affect them?</b></p> <p>This feedback is consistent with Adam's experience at the co-production meetings. Everybody we have spoken to, said that their loved ones struggle with change. Change is clearly a big issue. How we change a service is very important. I know that people are concerned, because when we have made changes in the past, we have not done them particularly well. This time we want to make sure that you are fully involved from the word "go". We really want your feedback and input and we want you to come to the co-production events.</p>	
<p>Q5.</p>	<p><b>May I just ask you a question? You spoke about people and their routines. From your experience with your son, do you worry about the Council making changes to the staff that he sees, or the buildings that he goes to, or both of these?</b></p> <p>It's all about routine, he knows everyone here and he comes in and he smiles. But if he was to come in here with strangers I don't know how he would react. He can't talk and I am on my own now. It would be very sad if he couldn't go somewhere he was comfortable and happy.</p>	

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Q6.	<p><b>If there are to be changes, what will the differences be between now and some place in the future?</b></p> <p>I encourage you to go the co-production events because that is where we talk about the things that we can do differently. One of the things we are talking about, for example, is direct payments. But as Adam has fed back, some people don't want them, while others don't know what they are. We have the job of explaining direct payments and what you can do with them. We will not force you into direct payments.</p> <p>We know that some people want more flexibility in how they access the community. In particular our young people coming through from Children Services. They want more choice on how they spend their day.</p> <p>For example within our day centres we have friendship groups that have common interests. What we can do here is rather than give direct payments to an individual, we can work with a friendship group. It might be that we have a group of people who want to use the money to get a season ticket to go and see Saints. We can support them to do that. So direct payments can be given to an individual or to a group.</p> <p>Going forward there are various possibilities that we need to look into. It is important to know that in Southampton we have 39 providers of day services that are not owned or operated by Southampton Council.</p> <p>Our staff have made some suggestions about how they could organise themselves into a privately operated service which would give them more flexibility and control.</p>	
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Q7.	<p><b>Direct payments were introduced when our son was at Bishopstoke, but we decided not to take that option. Our reason was that if you went into the direct payment system and then found that it was not beneficial, you could not go back into the care system? Also the people who wanted their children to do different courses found that due to cutbacks courses were cancelled. There were also problems arranging specialised transportation. Sometimes the children were stuck at home because the courses were stopped and the transport was hard to arrange.</b></p> <p>You can stop direct payments and go back into core services. That is always an option and we do that quite regularly.</p> <p>With regard to funding for higher education, one of the things we can do if we have a group of people who want to do a specific course is use that money to make sure the college run a dedicated programme. What we want to know from you is the types of things you want to access.</p> <p>At the moment there may not be the courses or activities out there for you and that's where we can help. If you come to me and say we want to do a particular course then our commissioning colleagues can help develop that with you. That is why co-production is so important.</p> <p>There is no difference between direct payment or the normal service in that your Social Worker or Care Manager needs to work with you to produce a support plan. That support plan should set out your needs, including transport options, and how you pay for and access the service. As with any aspect of care, if that breaks down or is not working you need to come back to us so we can help resolve it.</p>	
Q8.	<p><b>I agree with you that young people often don't want to do what older people do.</b></p> <p><b>What will happen to people who are so disabled they are not able to get out to community and access leisure activities? In the day centres different activities are found for them to do?</b></p> <p>When we look at redesigning our system we will always need an element of building based day service for those people with the most severe and complex needs. At the moment we don't have a broad enough range of things for people with severe needs. This is where your feedback is really</p>	

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	<p>important. I think that we need different levels of care that can deal with people at the very highest level of need across to those who are fairly able.</p>	
<p>Q9.</p>	<p><b>My son is in his 50s. The Education Act came in when he was still of school age. However, he was in a care situation for 10 years, not an education system, he was only cared for. They did not teach him things like toilet training and dressing himself. If the children are taught basic skills they will be more ready to go out and live in the local community. Because my son has been able to learn social skills within this unit, he now goes out with this dad and communicates with the neighbours. This centre helps to teach living skills to people. It offers interaction and they develop communication skills.</b></p> <p>Everything you said is very important. How do we deliver these basic skills, potentially, in a different setting? We know that people who regularly attend a day centre over a long period of time can find it very difficult to change the things they do. We need to consider what those people need and how we can provide that. We are looking at everyone in day services and assessing the individual needs. For some people the change will be easier and for others it will be harder. It's about achieving the maximum independence that an individual can achieve. We are all getting older and we need to look at what needs to put in place. There is a whole system to support our loved ones to be as independent as possible. Our approach may be very different for different people and we accept that, but we have to look at changing our system to support that.</p>	
<p>Q10.</p>	<p><b>These basic skills must stay in place. It's these skills that will get them accepted into local family life. Gaining confidence and learning skills by attending this centre is what he needs.</b></p> <p>I am very inspired by the extent to which your neighbours are now involved in your son's life. I know the support here at the centre has been very important but also the support of yourselves, your neighbours, the community and family. I think we should look at how we can help to improve on what has been achieved and I will take that forward with my colleagues here.</p>	

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Q11.	<p><b>At present my son gets his transport through our GP what will happen to that? He is not mobile now so he would need transport.</b></p> <p>Transport is an issue that seems to be of concern to a lot of people and we will confirm the situation as we go forward.</p>	
Q12.	<p><b>If this centre is to close, will other centres be available to go to?</b></p> <p>I am sorry but I can't answer that question yet. We are using this time to think through and design what we are going to deliver in the future. We have not designed the revised service yet.</p>	
Q13.	<p><b>So this centre is definitely going to close?</b></p> <p>Not necessarily.</p>	
Q14.	<p><b>I have looked after my sister for 35 years since my mother died, she can't do anything for herself. We do everything for her, she can't even put her slippers on, and she can't do anything for herself. I am asking you, what is going to happen to her?</b></p> <p>At the moment no decisions have been made. I think that as part of the co-production work we are always going to need building based day care. I can't tell you where that will be or who will be able to access the day care. What is really important is that you give us your personal opinion and we get your views into the consultation.</p>	
Q15.	<p><b>When we had Brookside in Millbrook my sister went to school 5 days a week, then she came here and it went down to one day a week. We couldn't get her in anywhere else. My husband had a serious heart problem in February so they decided to give her another day, Friday. So now she comes here on Tuesday and Friday, she only comes to give me a break, nothing else. I am worried about her and my husband.</b></p> <p>One of the things Adam said was coming through from the feedback is how important the services are to carers, and what the impact would be on carers and we can't ignore that. We are encouraging you to give us all the feedback you can and to get as involved as you can. Carers, to be fair, are telling us different things because you all have different circumstances. Some carers are saying they need more flexibility, some carers are really worried because they don't want changes. We need your personal views so that I can</p>	

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	<p>feed that in.</p>	
<p>Q16.</p>	<p><b>We need to save our residential day care. The basic skills they are taught in the centre help them cope in everyday situations and in the long term that will save on residential care costs. These are the sorts of things that are helping us.</b></p> <p>One of the challenges we face at St Denys, for example, is say on a Tuesday we have 20 people come with different needs. Some of them are younger and some are older. We need to focus on those people who will most benefit from those basic skills, we need to use the centre for the people who need it most.</p>	
<p>Q17.</p>	<p><b>This centre was purpose built and it has a good image. I know that you say it's not closing down and that you haven't made a decision, but if the council decides to close it down that is what they will do. It would cost a lot of money to re-invent these facilities. Why waste the money?</b></p> <p>I understand that there is mistrust of politicians, that we are not the most trustworthy people. We are reviewing the service, no decision has been made yet and we are looking at the options. We are not going to close down this centre. We are looking at the options and considering how to provide the best range of services. You make an excellent point the special design of this building and the amount of thought that has gone into its construction. To re-iterate what Helen said earlier, if people have a need we will ensure that those needs are met even if they are met in a different way than they are at present.</p>	
<p>Q18.</p>	<p><b>Are you saying is that it is not going to close down but you are going to re-invent it?</b></p> <p>I would not use that language. What I am saying is that we are in the process of exploring the options of how we can continue to meet the needs of people. Our biggest challenge isn't the people who are coming through at present. It is how we manage the transition for the people who currently use the services and have done for a number of years.</p> <p>The previous lady speaker made the point that her sister used to come to the centre one day a week and that was increased to two days. As we get older and our loved ones get older, people are going to need to access the service more and more, and at the moment we struggle to meet that</p>	

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	growing demand.	
Q19.	<p><b>We have twin girls who both come to this centre. If they don't come here we will struggle and we will probably end up having nervous breakdowns.</b></p> <p><b>I can't understand why you can't leave things alone. Everybody is happy here, the children love it, the teachers are lovely, and we are all happy. Why can't you just leave things alone? If it's not broken don't try to fix it!</b></p> <p>The problem I have is that every time I go into a centre every parent, relative or loved one tells me the same thing. How do I meet the all these differing needs?</p>	
Q20.	<p><b>Who wants you to meet these needs? Not you? Is it the council that wants you to meet all the needs? Who is pressing the buttons? Who is making you do this? Why has this come up all of a sudden?</b></p> <p>This has not come up all of a sudden. We have an ageing population and more people are coming through our care services. Meanwhile central government is giving us less money each year. We have to provide all kinds of support to more individuals with less money.</p>	
Q21.	<p><b>We pay for our children to attend this centre.</b></p> <p>A: You make a contribution but that is not the whole cost of attending this centre.</p>	
Q22.	<p><b>Get rid of the Mayor, we don't think he's worth the expense.</b></p> <p>You need to put that forward as a suggestion. In the next three years the Council has to save £76 million.</p>	



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<p>Q23.</p>	<p><b>Are you looking at making savings in all departments? Are you looking at the support given to unmarried mothers? It seems to me that these mothers have a wonderful life. I see them sitting around and having coffees all day.</b></p> <p>You need to put that idea forward as a suggestion. We get a lot of really good suggestions. Our staff have suggested taking less sick pay money. We are looking at absolutely everything. £76 million in 3 years is a lot of money to save.</p> <p>There are some good points here and I think it's really important that I listen to your experiences. There are going to be differences of opinion about how much money the Government gives to local councils to support people with care needs, and we have to work within the law. The Government gives us a Grant and this is gradually reducing, meanwhile we are being told by the Government that we have to meet the needs of more people. We have to look at how we can do things differently. That is the reality we are facing. Every part of the care system is under strain including Primary Care, GPs, and Hospitals.</p>	
<p>Q24.</p>	<p><b>Why don't the Government give us the money instead of sending it abroad?</b></p> <p>I cannot answer that.</p>	
<p>Q25.</p>	<p><b>Surely it would be more expensive if my son was cared for in a care home rather than being cared for at home? Doesn't the Council pay for them in a home?</b></p> <p>One of the things we are looking at is the whole way we support people with learning difficulties in Southampton. We will always need to use some residential care, however, it's not a good model for care. Working with people at a younger age in order to give them basic skills to achieve independence is more easily done if we start at the age of 10 rather than 45. We need a range of options for support for care.</p>	

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<p>Q26.</p>	<p><b>How long will it take you to sort this out before you can tell us what you are going to do?</b></p> <p>The process is that we have a 90 day period where we run our co-production events and we have our meetings. As we go through this process we will come back and update you. There should not be any shocks or surprises at the end. The next time we meet we will give you an update on the co-production meeting that is being held tomorrow. I have to take everything that you tell me and summarise the information into a report so that our cabinet members can see what you have said to me. Then I will have to make recommendations. We will talk to you about the recommendations before the report is submitted. We are not always going to agree but I will be honest and tell you what I am going to say. The Cabinet Report will go to the Cabinet in December 2014 and based your input and my recommendations the Cabinet will make their decisions. You will only know the outcome on completion of this process, so not before December.</p>	
<p>Q27.</p>	<p><b>We are talking about an 18% cutback for Care and Respite, are these cutbacks similar to other council departments?</b></p> <p>In some council departments the cutback is greater and in some less. Let me put this into context. We receive a Grant from the Government, less each year as it happens, out of which we have to fund services. About 20% of the cost of our services comes from the council tax. There are some services that have to be ring fenced. For example the Schools Grant goes directly to the schools and we cannot touch it. Similarly with the Housing Revenue Account, this money for council tenants goes into a separate account and cannot be touched.</p> <p>The amount of savings gets focused on those areas where there is discretion. Successive governments have given us reduced amounts of money to meet the same level of statutory service. They expect us to become more efficient. We are getting to the point now where there are not many more efficiencies that can be made in the present structure. The situation will then arise, do we stop providing some services or do we look to provide them in different ways? The discussions that we are having here today are in that area. I do not wish to see services cut, however, I think in order to get the outcomes that we want we will need to change. This means looking at doing things differently. If we had started down this journey a few years ago when the</p>	

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	<p>budget pressure was not so great things would have been easier. We have no choice now. If we can't deliver our services within the budget, the government will send in people from the Ministry to run the council for you. We are doing our best to protect frontline services to vulnerable people.</p>	
Q28.	<p><b>I have had a burning ambition all my life to pack a suitcase for my daughters and take them up to No.10 Downing Street, knock on the door and say you there you are, you look after them.</b></p> <p>I was at a Mencap lunch a few days ago and I wonder whether groups like Mencap could help you to get your voices heard and get your points across?</p>	
Q29.	<p><b>Are you going to continue to provide a service and will it cost money?</b></p> <p>We are not closing the building but how we use it might change. The gentleman over there was talking about an 18% saving, at the moment I do not have a target. I have not been told I have to make a 20% saving which is why we are going through the co-production activity. Until we know what the service looks like I will not know what savings can be made. For some people changing the way they receive services could be more expensive while for others it could be less expensive. We are talking about a lot of people but overall we believe it will reduce our spend.</p>	
Q30.	<p><b>Will they be able to go somewhere similar or do we have to keep them at home?</b></p> <p>I can't answer your question directly because we are relying on you to help design the new service. There will be a service but we do not know what that service will exactly look like at this time.</p>	
Q31.	<p><b>My sister doesn't cost you a lot. All she does is come here and sit down, she doesn't do anything, and she doesn't cost you anything. And we pay for that.</b></p> <p>What you pay is only a contribution. The cost to my department, whether Sue comes for one day or 5 days is much higher than we ask you to contribute. We have to pay staff wages, pensions and the ongoing running and maintenance of the building. These operational costs compared to the amount I pay for people to access private or independent day services is significantly higher.</p>	

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Q32.	<p><b>We pay £220 per month regardless. It does not matter if a person is on holiday, or on staff training we pay that no matter what, week, after week, after week.</b></p> <p>The way that our finance colleagues calculated your contribution is an annual average cost. What you are paying is a yearly amount spread over time.</p>	
Q33.	<p><b>When we downloaded your report it mentioned that: “we might have to go down to a statutory minimum care”.</b></p> <p>I am not sure what document you are referring to. We are trying to avoid cutting our services. My pledge to you is that if your loved one is eligible for a service and is currently receiving a service then they will continue to receive such service. It may be in a different format but we don't want to cut services.</p>	
Q34.	<p><b>Is that the statutory minimum?</b></p> <p>The figure is somewhere in that report but I am not sure if the figure relates to day care or residential care. There was a reference but we will look back and refer to you again on this point.</p>	
Q35.	<p><b>In the report there was mention of 15 different charities who looked at private care services. Their main problem was they couldn't afford to run them and had to close centres. If the charities had this problem back in 2012 why hasn't someone in the council already sorted the matter out?</b></p> <p>Again we are not entirely certain what document you are referring to.</p> <p>I am sure there are a lot more reports and I think they illustrate the crisis confronting the care system across the whole country. The Government likes to compare us to other councils that have similar issues so I have been writing to my other council counterparts and other authorities to see what they have been doing. Some of them have gone down this review path a little earlier than us and have gone through it and come out the other side intact but not without some difficulty. We have not been as quick to respond to some of these pressures.</p> <p>Helen only joined us in April 2014 and Alison our new director, who has a good track record of managing change, joined us about a year ago. We wanted to make sure that we had the right people to help us manage this difficult</p>	

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	change process. Apologies for being later than some others but I think we can learn from them and the difficulties they went through.	
Q36.	<p><b>I am concerned because not only is the Council dropping care services but also a number of charities are reducing some of their services at the same time.</b></p> <p>Charities get much of their income for running their care services from councils. Most of the adult social care we buy is from independent and voluntary organisations. I think that the main issue concerns residential care. We have a number of charities and providers that provide day services for us. We check that they are able to run the service in line with the amount of money that we are giving them.</p>	
	I have feedback forms for you to fill in. There are people here who can help you fill in the forms or you can give us your feedback in whichever way is easiest for you. Please get involved in the co-production events and come back to the next meeting. Please tell us know what is most important to you.	
	Date of the next meeting: 22 September 2014	