Day opportunities

Co-designing our proposals
Transforming our services

- Our services deliver good outcomes for people and are well rated by the people who use them.
- But there is significant population growth, particularly amongst older people.
- And there is less money available for health and social care.
- So we need to change how we deliver our services.
Co-designing our options

- We wanted the people who use our services to help design our future options
- We felt it was important to hear their voices
- We wanted to know what matters most to them
Who we spoke to

- People at each of our day opportunity services
- Learning Disability Partnership Board
- Mulberry Lodge carers group
- People supported by:
  - 1NE
  - Age UK Redbridge, Barking and Havering
  - Redbridge Forum
  - Uniting Friends
  - Redbridge Concern
  - Action on Hearing Loss
  - Pensioners’ Forum
What people told us they need

- Independence
- Choice and control/ personalisation
- Skills development/ sense of purpose
- Sense of wellbeing
- Equitable outcomes
Independence

- To be independent as long as health permits but may need help to do this

- Ability to lead a life that is as near normal as possible, with support as required

- Increasing emphasis on self-care

- Want to make use of facilities or services in the local community including public transport, recreational facilities or services
Choice and control

- Individual (or their carers/ families) is the expert in their own life – let them decide what’s best for them
- Want a choice of services that best meet their individual needs
- Want to be able to make informed decisions about the support they receive
Skills development/ sense of purpose

- Want to have a role in life, whatever their disability/ age
- Want positive social interactions and be part of meaningful activity
- Want to establish and maintain relationships
- Need support to access and engage in work, training, education or volunteering or being able to carry out their caring responsibilities
Sense of wellbeing

- Want to live as well as well as possible (with health conditions), physically active and emotionally resilient
- Want information, advice and resources about how to stay healthy
- Want to feel confident in managing and maintaining their own health and wellbeing
- May need support to manage their care needs as independently as possible
Equitable outcomes

- Want mainstream services available to all individuals with support for people with additional needs

- Those with complex support needs may be missing out on community-based opportunities and support with current, traditional models of provision – people who need high levels of support should be given the opportunity and support they need to lead ordinary community based lives
Feedback on the proposals

- People told us they wanted ideas to discuss and build on

- Originally had 6 ideas but people told us that there was too much overlap and they were too complicated

- We refined our ideas to three key ideas which we discussed with many different people
Option 1 – community based services

- The Council won’t provide any services. There will be no day services.
- Services will be provided by the community or charities.
- The Council will give you a list of the services and you would choose which service you would use.
- You will have to pay for them yourself.
Feedback on option 1

- **What people liked**
  - Opportunities to choose what they want to do when they want to do it
  - Meeting new people/ new experiences
  - Skills development/ volunteering opportunities
  - Makes people feel independent
  - Can spend their money where they want to
  - Preferred by active older people and those with low support needs

- **What people didn’t like**
  - Lack of a base for those who need one
  - Might not see friendship circles
  - Concern that opportunities might not be available
  - Concern that their specific support needs might not be met
  - Don’t know what services are available
  - Least liked by people with learning disabilities or complex support needs
Option 2 – mixed hubs

- We would have day centres for people who need support, whatever their disability
- We would not have separate day centres for people with different disabilities like we do now
- People would still need to pay like they do at the moment.
Feedback on option 2

- What people liked
  - Will still have a base to go to
  - Mixed usage is ‘more like a family/more natural’
  - Can retain friendship circles
  - Will still have access to skilled staff who can support specific needs
  - Like idea of learning from others
  - Most popular option amongst most groups

- What people didn’t like
  - Concern for some that there would be too many people in one place
  - Want to stay with ‘people like me’ and not mix with others
  - Concern for some that staff wouldn’t have the specialist skills to look after their own specific needs
  - People with complex support needs struggled most with this option
Option 3 – specialist and community services

● We have centres for people with a lot of support needs who need a lot of help.

● People who need less help will be able to choose from services in the community.

● We won’t have day services for people who need less help.
Feedback on option 3

- What people liked
  - Choice of community services or a base
  - Specialist support for those with most complex needs
  - Opportunities to engage with the community for those able to do so
  - Support for those who most need it
  - Liked by those who are able to access the community services and those with most complex needs

- What people didn’t like
  - How would we define complex needs?
  - Who would decide whether they could access the service or not?
  - What will happen to those who don’t qualify?
  - Concerns about support available in the community for those who weren’t able to go to the hub
  - Difficult for some people to see how this would work
Some quotes

I need to be with my friends so I’m not lonely or insecure

People might get left out if in one (mixed hub) centre

I want to go out in the day and evening and weekends.

[option 3] – good that there will be more support for those in need

Would adapting bases (to meet specific needs) cost more money?

I want more choice

[option1] – I like this idea as I will be able to make new/ more friends in different places

Charitable services wouldn’t be able to cope

I like trying lots of activities

It’s important that I have a schedule and can plan ahead

I like trying lots of activities

I want more choice

People might get left out if in one (mixed hub) centre

I want to go out in the day and evening and weekends.
What we have done with the feedback

- Shared feedback with Cabinet as part of paper on 17 October

- Refined ideas to ensure concerns/questions were addressed

- Will ensure these continue to be addressed when implementing final recommendation following consultation
Next steps

- We have developed the options using the feedback we received
- We will be consulting on these options to get more feedback
- We will then make a recommendation to Cabinet in February 2018.