

Further Consultation on the proposed development of a Disability Hub for people in Southwark and the ending of the lease for Queens Road Day Centre

In June 2017 the council consulted on its proposals to develop a Disabilities Hub and the changes this would make to day centre provision in Southwark. An analysis of the comments and feedback told us that some of you were concerned that:

- (i) you had not been given sufficient opportunity to object to the closure of the Queens Road Day Centre,
- (ii) you had not been provided with enough information about what the Disabilities Hub would look like, and
- (iii) the development of the disabilities hub would lead to the closure of the Riverside Day Centre.

Because of this the council has decided to extend the consultation to provide additional information to clarify its intentions so you have another opportunity to tell us what you think about the council's plans.

The Proposal

The council is proposing to not renew the lease for Queens Road Day Centre because it has other services that it wishes to provide at this site. This means that the service delivered from Queens Road Day centre would need to be provided from elsewhere. The council is taking the opportunity to develop and propose a new model for services for people with physical and learning disabilities at the Southwark Resource Centre. It is proposed the hub will provide two different types of services.

The first is a free service where people with a disability, their families and carers can obtain information and advice, short term support or be signposted to other services that are available to support them.

The second part of the hub would provide structured day support and activities similar to those provided at Queens Road for people with more complex disabilities and who have been assessed to need this type of support.

The Impact of the Proposal on Queens Road Day Centre

The Camden Society currently runs a day centre for people with learning disabilities at the Queens Road Day Centre in Peckham. The lease between Southwark and the Camden Society for the use of this property has come to an end. The council is considering that the Queens Road site is redeveloped for use by Southwark's own staff and service users. If this option is adopted the council will not offer a new lease to the Camden Society for this building. This would mean the closure of the Queens Road Day Centre.

Reasons for the Preferred Option for Queens Road Day Centre site

The council has developed a two centre accommodation strategy based at Tooley Street and Queens Road, Peckham. Staff and services that used to be based in buildings throughout the borough are now based in one of these two locations. By concentrating staff and services in two centres the council is able to achieve efficiencies by reducing the number of properties it has to run and maintain (some of which are in a poor condition of repair or unsuitable). It is also able to sell properties it no longer needs to raise money. This model of working also supports efficiencies and improvements in the way that the council operates. For example it is possible to integrate the workforce – so that the different parts of the council work together better and office space and systems such as IT can be shared.

The reason the council wants to include the Day Centre site in its Queens Road campus is because it is not possible to relocate the remaining services within the current capacity of the Queens Road development. Queens Road Peckham is the preferred location for these services as it is in the centre of the borough and therefore reasonably accessible to the entire community.

The services looking to relocate to Queens Road look after some of our most vulnerable residents and children, including fostering and adoption, youth offending and housing options. The day centre site could be redesigned for public access and use by these services. These services receive more than 1000 visits per week to 600 staff in current buildings that are not generally fit for purpose. In deciding how to

manage its resources the council does need to take into account the interests of all those it provides services to.

We did carry out a thorough review of other options for the development including the utilisation of other existing council buildings but this was the most suitable and affordable site. Queens Road Day Centre is owned by Southwark and the current lease is at an end. It is located within the immediate vicinity of the Queens Road Campus. This campus is in the centre of the borough and has a direct rail link taking about 12 minutes travelling time to the Tooley Street campus – enabling staff to move quickly and easily between the front line services provided in Peckham and the administrative centre of the council at Tooley Street. It also provides an excellent transport hub including buses and London Overground services for use by service users as well as staff travelling to and from work from all over London and the surrounding areas which is a key issue in the recruitment and retention of staff.

Alternatives to the proposed development of the Queens Road Day Centre site would be (i) to maintain the status quo or (ii) adopt one of the other accommodation options. These alternatives are not preferred because maintaining the status quo would not realise any of the benefits set out above; the council does not own other properties in the Queens Road area that would be suitable for development to realise the same benefits. Procuring alternative property on the open market would involve significant additional expenditure and there are no suitable properties available at present.

The Impact of the Proposal on Riverside Day Centre

It is **not** proposed that the Riverside Day Centre should close. The council is working with the Camden Society to renew their lease of the Riverside Day Centre so that the charity can continue to provide services from this centre.

Alternative Services

The council is satisfied that if Queens Road Day centre closes that the assessed needs of the current users of the day centre can be met through the hub model and other locally available services.

Benefits of New Service

Southwark Resource Centre has been purpose built to support adults with a range of physical disabilities and facilities are available to cater for people with more complex physical and learning disabilities. Further details of the facilities are provided in the 'Information about the Hub' section of this form. Only minor alterations would be

required to enable people with learning disabilities to access day services from the centre similar to those provided from the Queens Road Day Centre.

The centre was built with a capacity for up to 100 people. It is currently used by significantly fewer people and so the opportunity exists to make better use of the available space and facilities and to provide a structured day service to people who need this type of care and support. The development of the hub would also enhance provision available to people with disabilities and those who care for them. It would do this by providing services to those with disabilities and offering improved access to information, advice and support in the same place.

FURTHER INFORMATION ABOUT THE HUB

As we have outlined above the hub is proposed to provide two different types of services. The first a free service where people affected by disability can get information and advice, short term support or prevention services and/or be signposted to other services available to support them.

The second type of service would be more structured day support and activities similar to those provided at Queens Road for people with more complex disabilities and who have been assessed to need this sort of building based service.

General services at Southwark Resource Centre

- A café & reception area
- An IT suite
- Space for information and advice surgeries
- Accessible toilets

Structured day service space at Southwark Resource Centre

- 2 multi purpose activity rooms
- An art and craft studio
- Music and exercise studios
- An independent living kitchen
- An IT suite
- Quiet space
- 2 fully adapted accessible change spaces with hoists and accessible bathing facilities and a number of accessible toilets.

A plan of the building is attached to this document to help people see what space is available.

Accessibility

The building was designed specifically for people with physical disabilities, and is fully accessible.

There is safe, off-street access for drop-off and parking and the centre is located in a quiet residential area. People would be supported to travel to the centre where needed.

Staff at the Southwark Resource Centre are fully trained to support people with disabilities, including those with complex physical disabilities. The staff team would design and plan services and activities that meet individual needs. Any training required to support individuals newly accessing the service would be organised and provided.

Security at Southwark Resource Centre

Activity areas and rooms are located towards the rear of the building, away from the open-access / café areas, allowing for security and privacy needs to be accommodated.

There would be different access and security controls within the hub that allow access within and around the building to be safely controlled.

Individual support plans would be used to make sure that everyone who accesses the hub is safe, and that the building itself is made secure and safe for more vulnerable people.

Southwark Resource Centre does not currently require this level of access control; however, plans have been identified to ensure any modifications can be implemented if the change goes ahead.

Concerns about the capacity of Southwark Resource Centre

Southwark Resource Centre is only one of a number of options for people who access Queens Road to attend if the centre closes. The building was designed with a capacity of up to 100 people, but the number of people accessing the building at any one time will depend on the levels of need and support requirements of those using the service.

Individual service user assessments indicate that only around 12-15 people from Queens Road would need to attend the Southwark Resource Centre to access structured day services.

Other people have been identified as being able to access different services that have capacity to meet their needs, including the Riverside day centre.

Other Concerns about the changes

Everyone who is eligible to receive a service will continue to receive one.

If a decision is made that results in Queens Road day centre closing, service users' social workers will help them to develop support plans that meets their individual needs. It is anticipated that some people would access different services, and others would meet their needs in different ways. The service user and their social worker would work together, with families, to agree a plan that works for the individual.

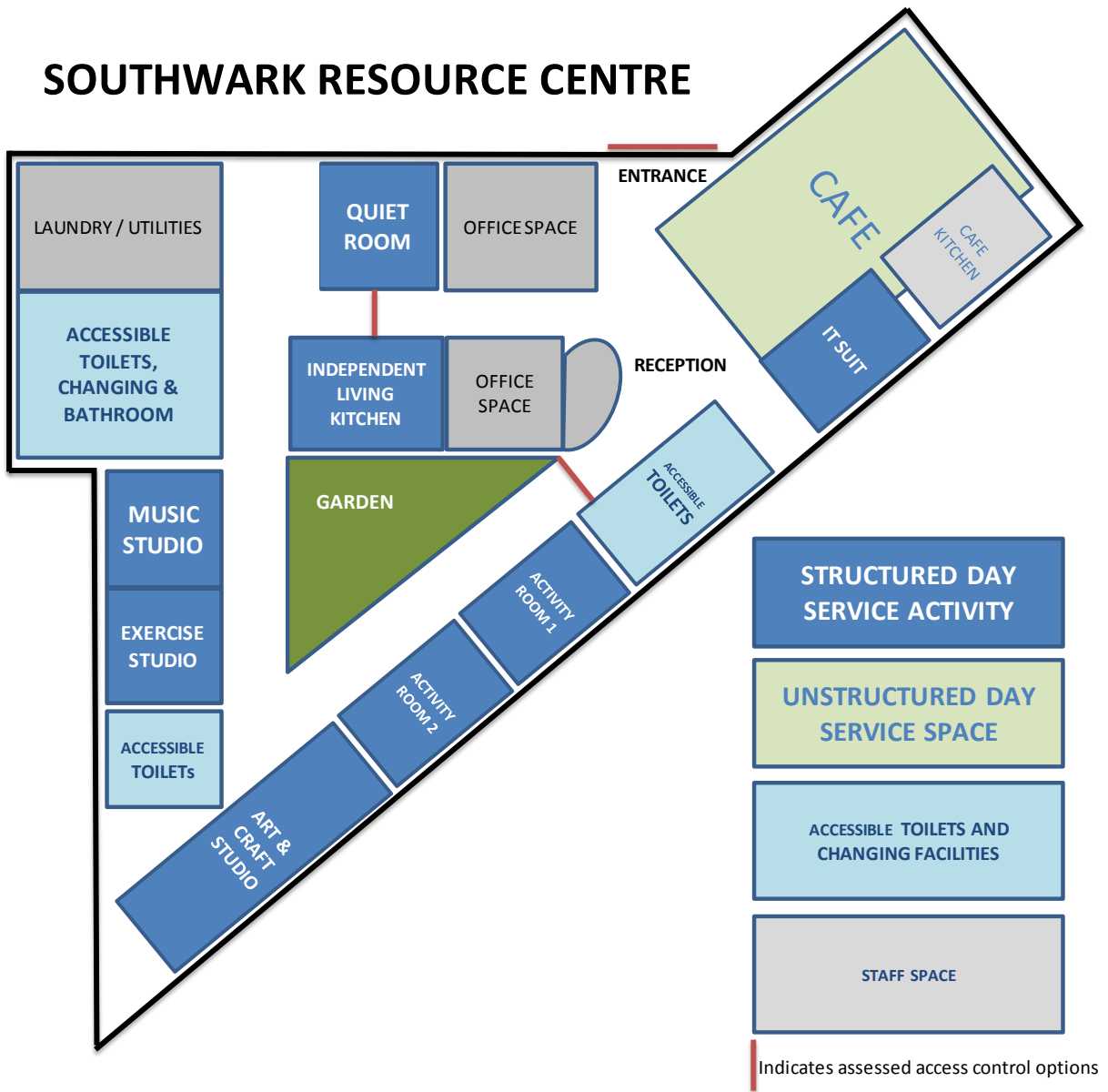
The council also recognises that change can be very hard for people who need support. Any change would be carefully planned and supported to minimise the impact on individuals. Well managed, change can also lead to positive experiences and outcomes for individuals. Managing any change and the necessary support required would be considered as part of an individual support plans.

Where needed, a programme of transition, staff-shadowing and handover would be developed to ensure that essential skills and knowledge gained by staff supporting individuals is maintained and transferred to new providers.

People who need support to maintain relationships with friends and others would be supported to plan this as part of their support plan.

Proposal to develop a Disability Hub for people in Southwark

SOUTHWARK RESOURCE CENTRE



What Happens Next

Thank you for reading this proposal and providing your feedback. Once the consultation ends, the results of the consultation will be carefully considered and a decision will be made.

Consultation Period

Your response on the above change is needed during the consultation period which will run for 4 weeks from **Tuesday 19th September – Tuesday 17th October 2017**.

We would like you to tell us what you think of the change being suggested. You can do this by:

Completing the enclosed questionnaire and posting this back in the freepost envelope provided to:

FREEPOST RSCE-TGHU-CUZB
Southwark Council
Adult Social Care Disabilities Questionnaire (4/1)
160 Tooley Street
London
SE1 2QH

If you, your family member, or the person you support would like support to complete these questions you can ask your key worker, social worker or carer to help you.

Alternatively, you can contact our Performance, Development & Quality team on 020 7525 3655 or at chloe.wellings@southwark.gov.uk to arrange for someone to help you complete the form.

Translation and Interpreting Service

The council provides a free translation and interpreting service to those residents who need it to access essential council services and who cannot get help from family and friends. If you need this service contact 020 7525 2333.

Please return your comments by Tuesday 17th October 2017.

Consultation Timetable

Date	Action
19th September 2017	4 week further consultation commences
17th October 2017	Consultation closes
17th October - 31st October 2017	Period to consider the results of questionnaire and decision
November 2017	Communications to stakeholders

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Further information has been attached to assist you in answering these questions.

About you or the person you care for:

Name:	
Address:	
Who are you? (please tick one)	
<input type="checkbox"/> Service User <input type="checkbox"/> Family member/carer <input type="checkbox"/> Other (please tell us) _____	
Which day centre do you attend? (please tick one)	
<input type="checkbox"/> Queens Road Day Centre <input type="checkbox"/> Riverside Day Centre	

1) Do you agree with the proposal to establish a disability hub which would result in the closure of Queens Road Day Centre?	
Yes	No
Please tell us why?	Please tell us why?

2) Do you agree that the council should provide structured day services for people who have complex care needs from a Disabilities Hub at Southwark Resource Centre?	
Yes	No
Please tell us why?	Please tell us why?

3) Are there any alternatives that you consider should be pursued by the Council?

Yes	No
Please tell us what?	Please tell us why?

4) If you have any other questions or comments about the proposed change, please provide these in the box below. Thank you.

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Data Protection Act 1998

The personal information on this form will be kept safe and is protected by law. You can see more information about data protection at our website at:

http://www.2.southwark.gov.uk/info/200031/freedom_of_information_and_data_protection/4068/fair_processing_notice