

Consultation Summary Outcome Report: Proposal to Develop a Disability Hub

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**Children's and Adults' Services
September 2017**

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Appendix 1: Demographic Analysis

Consultation Summary Outcome Report: Proposal to Develop a Disability Hub

Southwark Council consulted on proposed changes to develop a hub for people with disabilities in the borough between 26 June and 7 August 2017.

The consultation proposed a change to the way people with disabilities access support in Southwark via the development of an accessible hub to provide information, advice, care and support to individuals whose lives are affected by disability, and a change to day centre services in Southwark.

1. Executive Summary

The following report is based on a public consultation that was launched during summer 2017 to seek views around Southwark Council's proposal to develop a 'Disabilities Hub' as a main entry point to access information, advice, signposting and referral to both statutory and non-statutory services.

This summary report provides:

- An overview of the consultation approach used;
- An outline of the range of stakeholder engagement sessions held;
- The consultation data and analysis of responses;
- Key themes identified from the responses received; and,
- The council's response to issues raised.

The consultation was open to individuals, families, carers whose lives are affected by disability as potential users of the hub services, as well as members of the wider community. A number of opportunities were promoted to capture views either in person, or through a representative bodies or individuals, using a combination of posted correspondences, information sessions, surveys or workshops and also online followed up by telephone calls to enable individuals to participate remotely. Central to this was issuing a consultation document which asked respondents to answer four key questions which would assist the council in gaining a better understanding of the issues facing this population and in guiding the development of the hub service.

The Council received 191 completed responses to the consultation exercise with between 82%-88% responses disagreeing with the proposals presented. These included objections to the development of a Disability Hub in Southwark, disagreeing that service user needs would be met and that the Southwark Resource Centre would be an inappropriate location for the Hub. It is noted however, that against all questions, Riverside Day Centre service users were 85% or above against the proposals; with family members / carers being 95% or above against the proposals. This was primarily due to concerns the development of the Hub would lead to the closure or withdrawal of the Riverside & Queens Road day centres and services.

Additionally concerns were raised that the consultation did not focus on the proposed changes to Queens Road day centre or that the hub would not provide the correct environment, level of support or security required for service users who need higher levels of supervision during the day.

In considering the feedback received a further consultation has been launched (19th September – 17th October 2017) on the proposed development of a disability hub for people in Southwark and the ending of the lease for Queens Road Day Centre. This has been issued to service users and families/carers of both Riverside and Queens Road day centres to address the key concerns held by this group and provide further information on the proposals; including how the hub would operate and give the opportunity to comment on the associated ending of the lease for Queens Road day centre. At the time of this report, this second consultation phase is in progress so has not been included in the context of this analysis.

2. Purpose of Consultation

The consultation on the proposal to develop a Disability Hub for people in Southwark introduced a proposed change to the way people with disabilities currently access support across the borough. In doing so, the Council sought to gain a better understanding of the issues facing this population and guide the decision to develop of an accessible hub to provide information, advice, care and support to individuals whose lives are affected by disability, extending to structured day services in Southwark.

With the significant financial challenges all councils face in meeting adult social care needs, with increasing demand for adult social care services, Southwark Council needs to look at the services provided in Southwark to ensure appropriate resources are available to protect its most vulnerable residents. Through the duties placed on local authorities under the Care Act 2014, it is proposed that the Council will support adults with social care needs via the establishment of community ‘hubs’ for people with disabilities, people with lived experiences of mental health, older people and carers.

These hubs will deal with initial contacts and questions and, where required, will put individuals in contact with a range of universal, preventative and targeted services.

In Southwark, many individuals with disabilities currently meet some of their needs by attending a day service, either run by the Council, or by an independent organisation and paid for with a personal budget.

The Camden Society previously leased two buildings from the Southwark Council at Queens Road in Peckham and Riverside in Bermondsey to use as day centres for disabled adults. These leases have now ended and the Council has been working with The Camden Society to renew the lease at the Riverside Day Centre. The Council’s preferred option for the Queens Road site is its redevelopment for Southwark staff caring for some of the most disadvantaged children in our community. For this reason the Council does not propose to renew the lease at Queens Road and as a result, the day centre would close.

The Council already has a modern and purpose built centre for people with disabilities at the Southwark Resource Centre in Walworth. It is proposed to develop this as a potential site from which to operate a Disabilities Hub. This centre has been designed and adapted to provide services for adults with physical disabilities with the potential to expand and offer a wider range of services and support suitable for people with learning disabilities.

The Council recognises that if the Queens Road day centre closes this will result in a disruption to people currently accessing services at the centre. However, all individuals with an eligible need accessing Queens Road will continue to receive services that are appropriate to meet their needs. By bringing together a range of services into one hub, the Council is able to maximise choice and minimise cost.

3. Consultation Approach

The consultation identified a target audience of people whose lives are affected by disability, either individually, or as family members, friends, providers and carers of people with disabilities, as well as wider community members, in order to seek their views regarding the proposed changes. This included people with physical disabilities currently accessing the Southwark Resource Centre, those with learning disabilities currently accessing learning disability day centres, family members and carers of these individuals, as well as providers and the wider Southwark community.

In order to ensure all views, concerns and ideas were heard, a range of opportunities were offered to capture views either in person or to be able to participate remotely or through a representative(s). This included a combination of information sessions, surveys and workshops through the following channels:

- **Consultative Stakeholder Group** established with representation from:
 - Camden Society service users, parent carer group, families and staff
 - Southwark Resource Centre service users, families and staff
- **Southwark Council's on-line Consultation Hub**
- **245 hard copy and 'easy read' questionnaires** sent to physical and learning disabilities day service users.
- **Distributed to 97 providers** of services to Southwark learning / physical disability service users
- **Southwark Council Local Offer website and Twitter page**
- **Parents and Young People consortium**

Additional promotion included attendance at a service user led group meeting and targeted telephone calls.

4. Stakeholder Engagement

Date	Activities
30 th March 2017	Invitation to Southwark Resource Centre and The Camden Society to seek representation from the day centres, including existing service users, families/carers, to participate in a consultative stakeholder group to develop a Disability Hub.
24 May 2017	Introductory meeting of the Consultative Stakeholder Group attended by families/carers, service users and staff representatives of Southwark Resource Centre.
25 May 2017	Introductory meeting of the Consultative Stakeholder Group attended by representatives from Queens Road and Riverside Parent and Carers group, service users and staff representatives of The Camden Society.
14 June 2017	Joint Consultative Stakeholder Group meeting attended by families/carers, service users and staff representatives of Southwark Resource Centre and The Camden Society.
26 June – 7 August	Public Consultation on the proposal to develop a Disability Hub opens.
26 June 2017	Consultation questionnaire live on Southwark consultation hub (https://consultations.southwark.gov.uk/), including a downloadable 'Easy Read' version with access to free translation and interpretation services.
28 June 2017	Distribution of letters and information with Easy Read alternative posted to Queens Road Day Centre service users - 46 recipients.
28 June 2017	Distribution of letters and information with Easy Read alternative posted to Riverside Day Centre service users - 106 recipients.
27 June 2017	Distribution of letters and information with Easy Read alternative posted to Bede Day Centre service users - 33 recipients.
27 June 2017	Distribution of letters and information with Easy Read alternative posted to Southwark Resource Centre service users - 60 recipients.
5 July 2017	Consultation publicised on Southwark Local Offer website (http://localoffer.southwark.gov.uk/) and via Southwark Council's Twitter pages (https://twitter.com/lb_southwark).
11 th July 2017	Consultation proposal presented at the Parents and Young People Consortium meeting.
29 June 2017	Consultation proposal presented to Service User led group at Southwark Resource Centre.

Date	Activities
29 June 2017	Consultation distributed to providers of Disability services with link to Consultation Hub web pages - 97 organisations contacted.
2 August 2017	Disabilities Hub Consultation Workshop event for providers of Disability services delivered in partnership with Community Southwark - 20 attendees.
Week commencing 31 July	Telephone consultation follow up with family carers with cared for person living at home who were identified by the Consultative Stakeholder Group as being less able to have time to complete consultation - 18 follow-up calls.
7 August 2017	Public consultation on the proposal to develop a Disability Hub closed.

5. Consultation Responses

The Council received 191 completed responses to the proposal to develop a Disability Hub for people in Southwark. This included:

- Of the 245 consultation documents sent directly to service users, 66 responses were received. This represents a response rate of 27%.
- An additional 3 responses were received from service users accessing Riverside who did not receive the hard copy consultation, equating to a total service user response rate of 28%¹
- A further 5 responses were received 'other' service users.
- An additional 117 responses received from carers, family members and friends, and others.

The responses are set out below against the questions presented in the questionnaire and indicate the number of respondents who either agreed or disagreed with the Disability Hub proposal.

Question	Yes	No	No response	Number of responses
Q1. Do you agree with the proposal to develop a hub for people with disabilities in Southwark?	34	156	0	191
Q2. Do you think your needs will be met if this change went ahead?	24	167	0	191
Q3. Do you agree that Southwark Resource Centre would be an appropriate location for the hub?	31	160	0	191

¹ 69 responses from combined 249 QR/RS/SRC/BD service users

The responses to the Disability Hub consultation are set out overleaf and are reported by service users (with day centre), carers and family members and others (professionals and members of the public). A percentage is given where there are more than 50 people in a category.

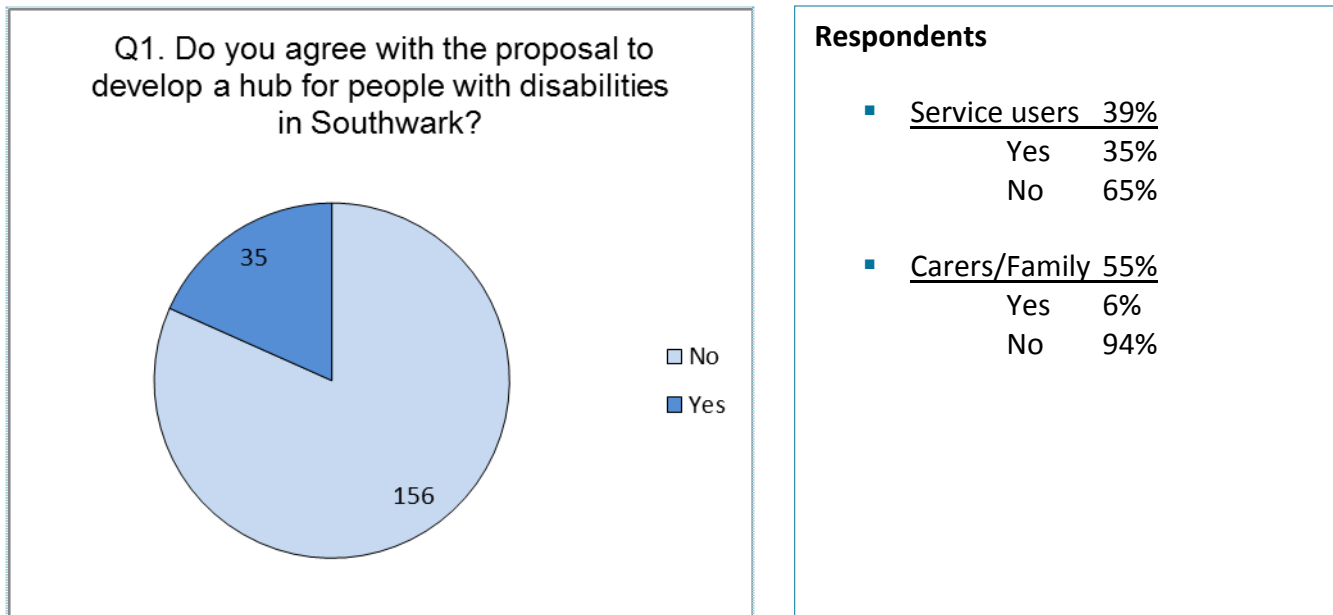
Respondents	Day Centre	No of people	Q1. Do you agree with the proposal to develop a hub for people with disabilities?		Q2. Do you think your needs will be met if this change went ahead?		Q3. Do you agree that SRC would be an appropriate location for the hub?	
Service Users	Riverside Day Centre (RS)	40	Yes 8 No 32	Yes 6 No 34	Yes 6 No 34	Yes 6 No 34	Yes 6 No 34	
	Queens Road Day Centre (QR)	16	Yes 6 No 10	Yes 4 No 12	Yes 4 No 12	Yes 4 No 12	Yes 4 No 12	
	Southwark Resource Centre (SRC)	9	Yes 5 No 4	Yes 2 No 7	Yes 2 No 7	Yes 5 No 4	Yes 5 No 4	
	Bede Day Centre (BD)	4	Yes 4 No 0	Yes 2 No 2	Yes 2 No 2	Yes 3 No 1	Yes 3 No 1	
	Others/None	5	Yes 3 No 2	Yes 3 No 2	Yes 3 No 2	Yes 4 No 1	Yes 4 No 1	
All Service Users		74	Yes 26 (35%) No 48 (65%)	Yes 17 (23%) No 57 (77%)	Yes 17 (23%) No 57 (77%)	Yes 22 (30%) No 52 (70%)	Yes 22 (30%) No 52 (70%)	
Carers/ Family		105	Yes 6 (6%) No 99 (94%)	Yes 5 (5%) No 100 (95%)	Yes 5 (5%) No 100 (95%)	Yes 4 (4%) No 101 (96%)	Yes 4 (4%) No 101 (96%)	
Others		12	Yes 3 No 9	Yes 2 No 10	Yes 2 No 10	Yes 5 No 7	Yes 5 No 7	
Total		191	Yes 35 (18%) No 156 (82%)	Yes 24 (13%) No 167 (87%)	Yes 24 (13%) No 167 (87%)	Yes 31 (16%) No 160 (84%)	Yes 31 (16%) No 160 (84%)	

Proposal 1

Q1. Do you agree with the proposal to develop a hub for people with disabilities in Southwark?

All 191 respondents answered this question.

182 Comments were received from service users, carers, family members and other respondents.



Q1	Reponses	% of total	Service Users (SU)					All SU	Carers/ Family	Others
			RS	QR	SRC	BD	Other			
Yes	35	18%	8	6	5	4	3	26	6	1
No	156	82%	32	10	4	0	2	48	99	9
Total	191	100%	40	16	9	4	5	74	105	12

Observations

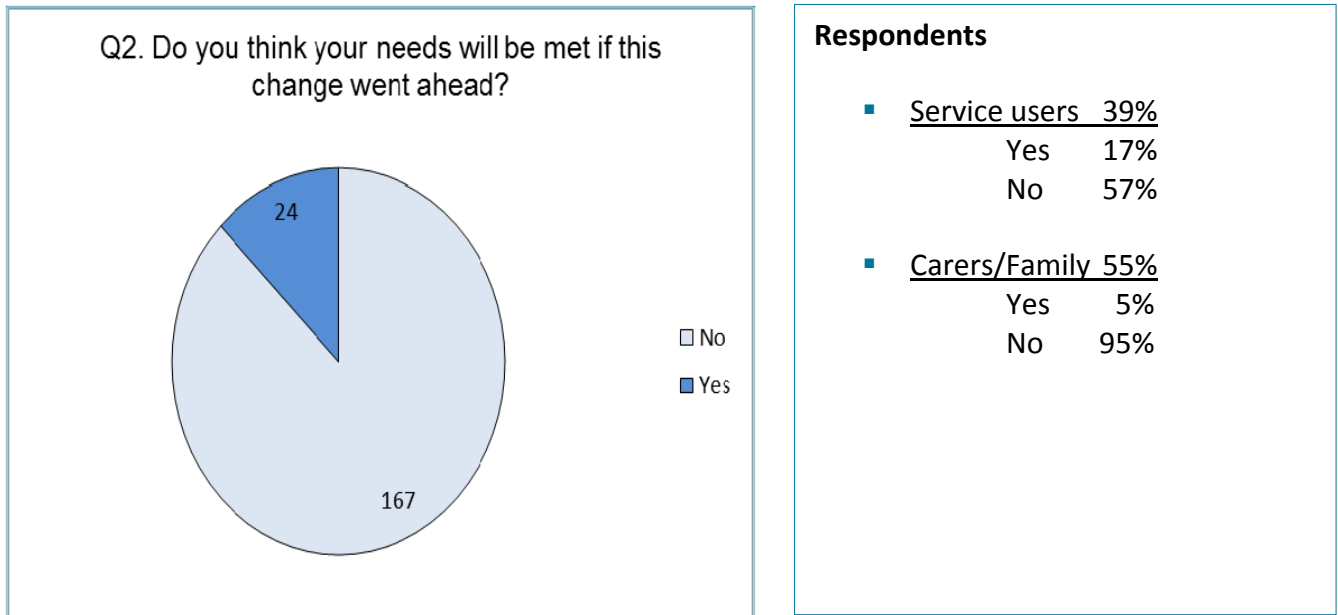
- 82% of total respondents did not agree with the proposal to develop a disabilities hub
- Of the 48 of service users who responded 'No', 42 (86%) attended the Riverside day centre and Queens Road day centre
- 12 out of the 18 respondents attending Southwark Resource Centre, Bede and others/no day service responded 'Yes'
- 94% of carers/family members responded 'No'

Proposal 2

Q2. Do you think your needs will be met if this change went ahead?

All 191 respondents answered this question. Nearly 90% of respondents felt that their needs would not be met.

174 Comments were received from service users, carers, family members and friends and other respondents.



Q2	Reponses	% of total	Service Users (SU)					All SU	Carers/ Family	Others
			RS	QR	SRC	BD	Other			
Yes	24	13%	6	4	2	2	3	17	5	1
No	167	88%	34	12	7	2	2	57	100	9
Total	191	100%	40	16	9	4	5	74	105	12

Observations

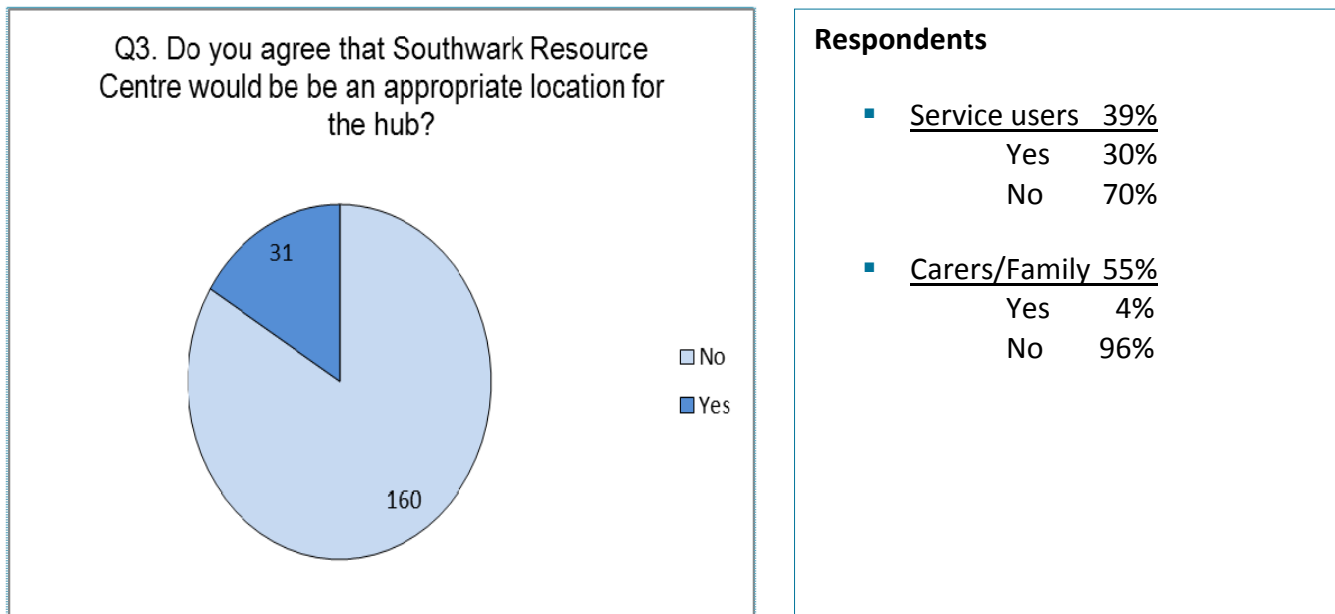
- 88% of total respondents did not agree that their needs would be met if the change went ahead
- Of the 57 service users who responded 'No', 46 (81%) attended the Riverside day centre and Queens Road day centre
- 11 out of the 18 respondents attending Southwark Resource Centre, Bede and others/no day service responded 'No'
- 95% of carers/family members responded 'No'

Proposal 3

Q3. Do you agree that Southwark Resource Centre would be an appropriate location for the Hub?

All 191 respondents answered this question. Nearly 85% of respondents felt that their needs would not be met.

176 Comments were received from service users, carers, family members and friends and other respondents.



Q3	Reponses	% of total	Service Users (SU)					All SU	Carers/ Family	Others
			RS	QR	SRC	BD	Other			
Yes	31	16%	6	4	5	3	4	22	4	3
No	160	84%	34	12	4	1	1	52	101	7
Total	191	100%	40	16	9	4	5	74	105	12

Observations

- 84% of total respondents did not agree that Southwark Resource Centre would be an appropriate location for the Hub
- Of the 52 of service users who responded 'No', 46 (88%) attended the Riverside day centre and Queens Road day centre
- 12 out of the 18 respondents attending Southwark Resource Centre, Bede and others/no day service responded 'Yes'
- 95% of carers/family members responded 'No'

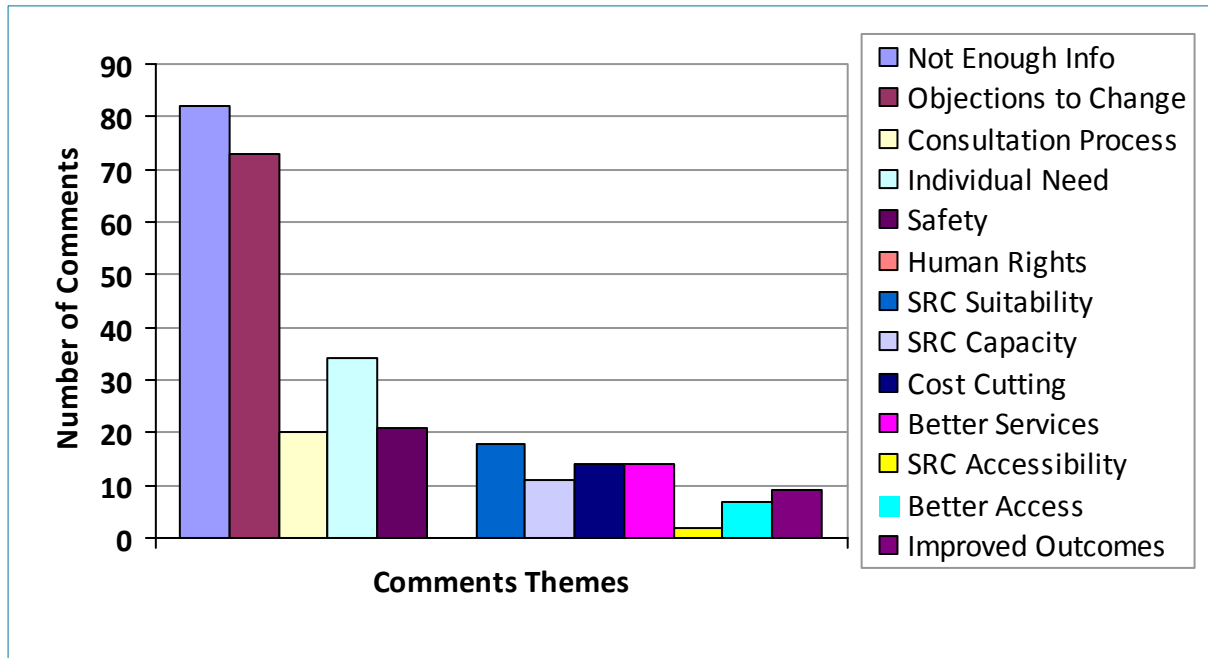
6. Themes Arising from Consultation Comments

The following pages provide an overview of these comments, set against each question and summarised alongside thirteen key theme areas listed below. These have been further refined into key words (shown in brackets) in order to represent the information in graphical form.

- 1 Concerns about not having enough information about the hub and proposed change
(Not Enough Info)
- 2 Concerns and objection about changes/reduction to existing services, staff, relationships
(Objections to Change)
- 3 Concerns about the consultation process
(Consultation Process)
- 4 Concerns that the hub will not meet individual needs of people with physical and learning disabilities
(Individual Need)
- 5 Concerns about safety of vulnerable service users ('open-door'/public access)
(Safety)
- 6 Concerns about infringing on human rights of disabled people
(Human Rights)
- 7 Concerns about suitability of facilities, staff, location and accessibility of SRC
(SRC Suitability)
- 8 Concerns about capacity of SRC
(SRC Capacity)
- 9 Concerns about 'cost cutting' / investment into existing facilities
(Cost Cutting)
- 10 Support for better coordination and planning of services
(Better Services)
- 11 Support for accessibility, location and suitability of SRC
(SRC Accessibility)
- 12 Support for better access to information & advice
(Better Access)
- 13 Support for improved outcomes for people with disabilities
(Improved Outcomes)

Proposal 1

Q1. Do you agree with the proposal to develop a hub for people with disabilities in Southwark?



Key Themes	Responses	Service Users (SU)					Total SU	Carers	Family	Other
		RS	QR	SRC	BD	Other				
Concerns for Proposal										
<i>Not Enough Info</i>	82	19	3	1	0	1	24	4	24	30
<i>Objections to Change</i>	73	20	5	1	0	1	27	1	17	28
<i>Consultation Process</i>	20	5	1	0	0	0	6	0	7	7
<i>Individual Need</i>	34	2	2	0	0	0	4	3	9	18
<i>Safety</i>	21	1	0	0	0	0	1	2	10	8
<i>Human Rights</i>	0	0	0	0	0	0	0	0	0	0
<i>SRC Suitability</i>	18	0	4	0	0	0	4	2	5	7
<i>SRC Capacity</i>	11	0	0	0	0	0	0	1	4	6
<i>Cost Cutting</i>	14	1	0	0	0	0	1	0	6	7
Total	273	48	15	2	0	2	67	13	82	111
Support for Proposal										
<i>Better Services</i>	14	2	3	3	2	0	10	0	2	2
<i>SRC Accessibility</i>	2	0	0	0	0	0	0	0	1	1
<i>Better Access</i>	7	2	0	0	1	1	4	0	2	1
<i>Improved Outcomes</i>	9	1	1	2	0	2	6	1	2	0
Total	32	5	4	5	3	3	20	1	7	4

Observations

A total of 273 comments were received expressing concerns about the proposal to develop a disability hub.

A total of 32 comments were received in support for the proposal to develop a disability hub.

The most significant proportion of concerns raised was:

- Concerns around not having enough information about the hub and proposed change
 - 82 comments received for 'Not Enough Info'.
- Concerns and objection about changes/reduction to existing services, staff, relationships
 - 73 comments received for 'Objections to Change'.

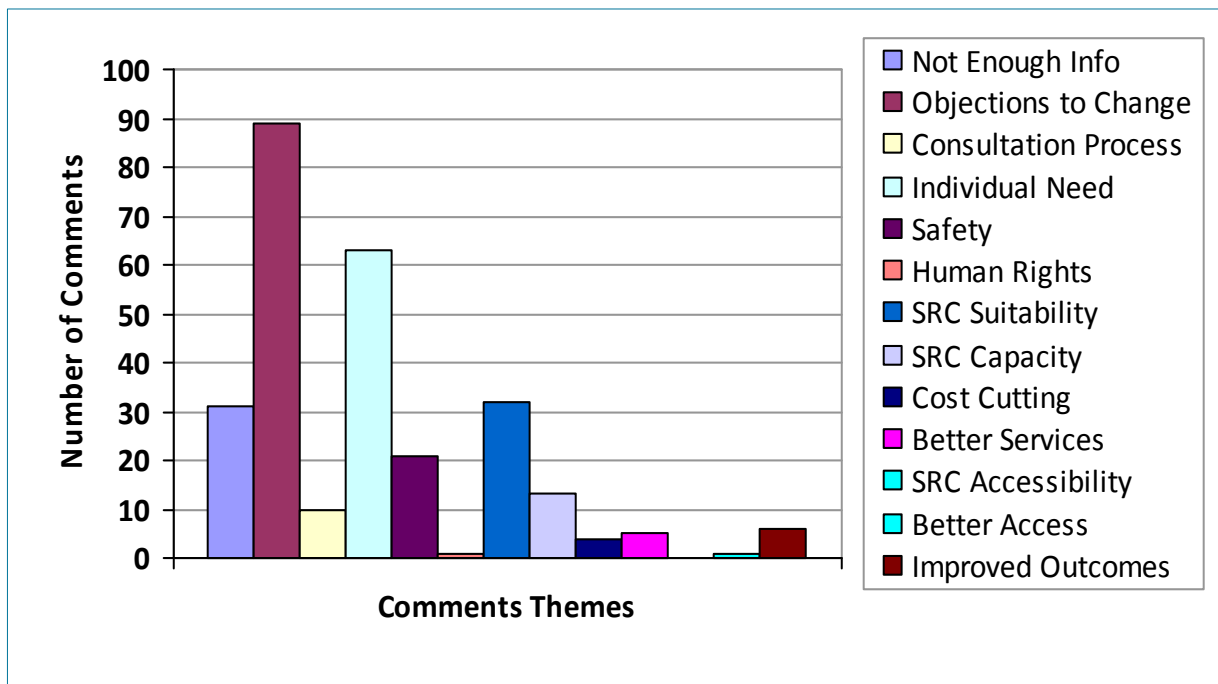
The majority of service users responding with concerns about the proposal were from the Riverside Day Centre.

- Of the 67 responses received from service users, 72% were received from Riverside.
- Of the 58 responses received from non-service users expressing concern about not having enough information, 52% came from 'other' non family or carers.
- Of the 46 responses received from non-service users objecting to change, 61% came from 'other' non family or carers.

The majority of responses in support of the proposal were received from service users around support for better coordination and planning of services.

Proposal 2

Q2. Do you think your needs will be met if this change went ahead?



Key Themes	Responses	Service Users (SU)					Total SU	Carers	Family	Other
		RS	QR	SRC	BD	Other				
Concerns for Proposal										
<i>Not Enough Info</i>	31	5	2	0	0	0	7	2	12	10
<i>Objections to Change</i>	89	24	2	1	1	1	29	3	23	34
<i>Consultation Process</i>	10	1	1	0	0	0	2	0	3	5
<i>Individual Need</i>	63	5	4	5	0	0	14	6	21	22
<i>Safety</i>	21	1	2	0	0	0	3	3	9	6
<i>Human Rights</i>	1	0	0	0	0	0	0	0	1	0
<i>SRC Suitability</i>	32	2	4	0	0	0	6	4	10	12
<i>SRC Capacity</i>	13	6	1	0	0	0	7	1	4	1
<i>Cost Cutting</i>	4	0	1	0	0	0	1	1	1	1
Total	264	44	17	6	1	1	69	20	84	91
Support for Proposal										
<i>Better Services</i>	5	1	1	0	0	0	2	0	2	1
<i>SRC Accessibility</i>	0	0	0	0	0	0	0	0	0	0
<i>Better Access</i>	1	0	1	0	0	0	1	0	0	0
<i>Improved Outcomes</i>	6	2	0	1	0	1	4	0	2	0
Total	12	3	2	1	0	1	7	0	4	1

Observations

A total of 264 comments were received expressing concerns that needs would not be met if this change went ahead.

A total of 12 comments were received in support of needs being met if this change went ahead.

The most significant proportion of concerns raised was around:

- Concerns and objection about changes/reduction to existing services, staff, relationships
 - 89 comments received for 'Objections to Change'.
- Concerns that the hub will not meet individual needs of people with physical and learning disabilities
 - 63 comments received for 'Individual Need'.

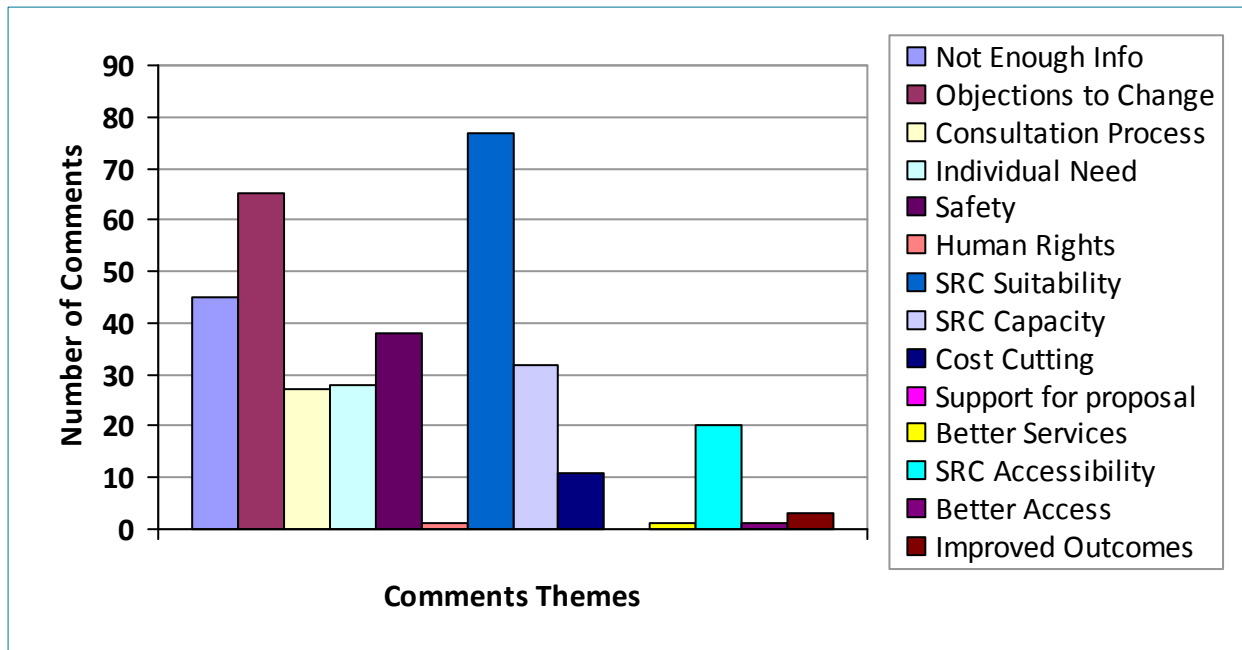
The majority of service users responding with concerns about the proposal were from the Riverside Day Centre.

- Of the 69 responses received from service users, 64% were received from Riverside.
- Of the 60 responses received from non-service users objecting to change, 57% came from 'other' non family or carers.
- Of the 49 responses received from non-service users with concerns around individual need, 45% came from 'other' non family or carers.

The majority of responses in support of the proposal were received from service users around support for improved outcomes for people with disabilities

Proposal 3

Q3. Do you agree that Southwark Resource Centre would be an appropriate location for the Hub? / Q4. Any other comments?



Key Themes	Responses	Service Users (SU)					Total SU	Carers	Family	Other
		RS	QR	SRC	BD	Other				
Concerns for Proposal										
<i>Not Enough Info</i>	45	13	4	1	0	1	19	0	11	15
<i>Objections to Change</i>	65	23	4	0	0	1	28	4	8	25
<i>Consultation Process</i>	27	3	0	0	0	0	3	2	12	10
<i>Individual Need</i>	28	1	4	0	0	0	5	0	9	14
<i>Safety</i>	38	4	3	0	1	0	8	4	11	15
<i>Human Rights</i>	1	0	0	0	0	0	0	0	0	1
<i>SRC Suitability</i>	77	9	7	2	1	0	19	3	29	26
<i>SRC Capacity</i>	32	4	2	2	0	0	8	4	9	11
<i>Cost Cutting</i>	11	1	0	0	0	0	1	1	4	5
Total	324	58	24	5	2	2	91	18	93	122
Support for Proposal										
<i>Better Services</i>	1	0	0	0	1	0	1	0	0	0
<i>SRC Accessibility</i>	20	2	2	5	1	4	14	0	3	3
<i>Better Access</i>	1	0	0	0	0	0	0	0	1	0
<i>Improved Outcomes</i>	3	1	0	0	1	0	2	0	1	0
Total	25	3	2	5	3	4	17	0	5	3

Observations

A total of 324 comments were received expressing concern about the proposal to develop a disability hub at the Southwark Resource Centre.

A total of 25 comments were received in support of the proposal to develop a disability hub at the Southwark Resource Centre.

The most significant proportion of concerns raised was around:

- Concerns about suitability of facilities, staff, location and accessibility of SRC.
 - 77 comments received for 'SRC Suitability'.
- Concerns and objection about changes/reduction to existing services, staff, relationships
 - 65 comments received for 'Objections to Change'.

The majority of service users responding with concerns about the proposal were from the Riverside Day Centre.

- Of the 91 responses received from service users, 64% were received from Riverside.
- Of the 58 responses received from non-service users expressing concerns about the suitability of RSC, 50% came from family members.
- Of the 37 responses received from non-service users objecting to change, 68% came from 'other' non family or carers.

The majority of responses in support of the proposal were received from service users around support for the accessibility, location and suitability of SRC

7. Adult Social Care (ASC) Response to the Consultation Comments

1. Responses from service users, carers and family members

In total, 179 of the 191 responses received on the consultation came from service users and carer/family members. Over 50% of the responses received from service users (40 out of 74) were from service users who attend the Riverside day centre.

Responses from carers/family members did not always indicate the centre attended by the person they care for, although the majority of comments appear again to have been received from carers or family members of service users attending the Riverside day centre. It was also identifiable that a number of family units had responded individually in relation to their family member; as a public consultation these responses are welcomed and have been analysed equally. However, it is noted these responses will have resulted in a higher proportion of comments being received from carer/family members relating to the Riverside day centre and further weighs the responses towards this response group.

Against all questions, service users from the Riverside day centre were 85% or above against the proposal, this increases to 95% and above for family members and carers.

In most cases, the comments and feedback received indicate that this was due to a perception that the development of a disabilities hub would lead to the closure of the Riverside day centre or withdrawal of services from those who currently attend the centre. Additionally concerns were raised that the hub would not provide the correct environment, level of support or security required for service users who need higher levels of supervision during the day.

1.1. ASC Response

Following a series of meetings with service users, family members, carers and the Camden Society, the Council has offered a new lease on the Riverside day centre to enable the service to continue to operate. The council is currently working with the Camden Society to finalise the terms of this agreement.

Those service users currently attending the Riverside day centre are able to continue doing so, and will not be required to access the disability hub unless they so wish. The council will continue to review the individuals attending the centre in line with the Care Act to ensure that the support received meets eligible needs.

The number of responses received from service users, carers/family and others from other day or no day services (including Queens Road day centre) are not statistically sufficient to analyse, due to the lower response rate. However, the concerns raised were consistent with those raised by service users and carers/families of the Riverside day centre. A response to each of the response themes identified has been provided to outline the mitigating actions available to the council to address these concerns or to further clarify information leading to the concern.

2. Concerns about not having enough information about the hub and proposed change

158 comments were received across all three questions, expressing concerns that there was not enough available information to enable a response in support of the hub to be given.

This does not represent the same number as the total number of responders expressing concern to each question, as many responders identified this concern for question 1, 2 and 3. This means that one responder may have three comments counted for this concern.

2.1. ASC Response

The hub is proposed to provide two different types of services.

The first is a free service where people whose lives are affected by disability can access information and advice, short-term support, and/or be signposted to other statutory and non-statutory services that are available to support them.

The second part of the hub would provide structured day support and activities, similar to that provided at Queens Road, for people with more complex disabilities who have been assessed as being in need of structured, accessible, adapted building based day care.

As the hub model develops, further information will be provided on the full range of service that will be available. The structured day service would be provided by the Southwark Resource Centre staff and utilise the range of activity spaces to provide a safe and secure environment for those attending this part of the hub.

Anyone who is identified as being suitable to receive services from the structured day service would have opportunity to visit, plan and develop a support plan with the service, to ensure they are fully aware of how their needs, or the needs of the person they care for would be met.

3. Concerns and objection about changes / reductions to existing services, staff and relationships

227 comments were received across all three questions, expressing concerns or objections to changes or reductions to services, staff and relationships between service users.

This is higher than the total number of responders (191) as many responders identified this concern for question 1, 2 and 3. This means that one responder may have three comments counted for this concern.

3.1. ASC Response

The council has a legal responsibility to ensure that people with eligible care needs receive services and support that meets these needs.

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

Anyone who needs support will have a support plan that identifies how a person's individual needs will be met. An individual, their family and social worker will work together to agree a plan that works for them.

The council recognises that change can be very hard for people who need support. Any change will be carefully planned and supported to minimise any impact on an individual.

Well managed, change can also lead to positive experiences and outcomes for individuals. Managing any change and the necessary support required will be considered as part of an individual's support plan.

Where needed, a program 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 staff.

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

4. Concerns about the consultation process

57 comments were received across all three questions, expressing concerns about the consultation process.

People responding commented that the consultation did not focus on the proposed changes to Queens Road and Riverside day centres, or that the consultation had not reached the right audience.

4.1. ASC Response

The consultation on the disabilities hub was promoted via the following channels:

- Consultative Stakeholder Group with representation from:
 - Camden Society service users, parent carer group, families and staff
 - Southwark Resource Centre service users, families and staff
- Southwark Council's on-line Consultation Hub
- 245 hard copy and 'easy read' questionnaires sent to physical and learning disabilities day service users.
- Distributed to 97 providers of services to Southwark learning / physical disability service users
- Southwark Council Local Offer website and Twitter page
- Parents and Young People consortium

The feedback given in response to this consultation has helped the council to understand how to better engage with families, carers and service users, as well as how to make sure people understand what the proposals are and what they would mean for them and those who care for them.

We have listened carefully to this feedback and a further consultation has been launched on the proposed development of a disability hub for people in Southwark and the ending of the lease for Queens Road Day Centre.

Concerns addressing any change to Riverside day centre have been responded in **ASC response 1.1**.

5. Concerns about safety of vulnerable service users ('open-door' / public access)

80 comments were received across all three questions, expressing concerns about safety of vulnerable service users.

The concerns were raised primarily in response to concerns that service users may leave the building unaccompanied, causing risk to their safety, or be at risk of abuse from members of the public due to the current freedom of access into the Southwark Resource Centre

5.1. ASC Response

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.

6. Concerns about infringing on the human rights of disabled people

2 responses were received explicitly commenting that the proposed changes to day services for people with disabilities in Southwark infringed on individual human rights of disabled people.

Other comments raised expressing concern over the rights of those who may be affected are responded to against the specific concern raised. For example, where concerns that the building is not suitable for privacy or security, these are responded to in ASC responses 7.1 & 8.1.

6.1. ASC Response

Any proposed changes will be implemented in line with the Care Act. The Care Act requires local authorities to complete assessments for people, including carers, who appear to have a need for care and support.

The local authority must then apply a national eligibility threshold to determine whether the individual has eligible needs.

A local authority must help a person plan how their eligible needs will be met through the preparation of a care and support plan or support plan for carers.

7. Concerns about suitability of facilities, staff, location and accessibility of SRC

127 responses were received expressing concerns that the facilities, staff, location and accessibility of SRC were not suitable for the hub.

A number of concerns referenced the SRC façade being fully glazed and allowing easy sight into the centre from members of the public. Further details of the centre and space available has been provided below. A plan of the building is provided to show where and how the centre can be sectioned into spaces that allow for both structured and unstructured day activities to take place and ensure the safety and privacy of service users accessing the centre.

7.1. ASC Response

The Southwark Resource Centre has a number of rooms and areas, including:

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

Additional facilities are available to accommodate a structured day service, including:

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

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 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.

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.

8. Concerns about capacity of SRC

56 responses were received expressing concern about the capacity of the SRC to accommodate the proposed changes.

The comments received often expressed concern that the available space at SRC would not be sufficient to accommodate all service users from Riverside and Queens Road day centres.

8.1. ASC Response

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 an individuals' level of need and support requirements.

Individual service user assessments indicate that only less than 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.

9. Concerns about 'cost cutting' / investment into existing facilities

29 responses were received expressing concern that the proposed changes were driven by 'cost-cutting' and queried why the council was not investing in the Queens Road day centre.

9.1. ASC Response

The Council estimates that it would cost £1.4m to bring Queens Road day centre up to standard. In contrast, the council already has a modern and purpose built centre at the Southwark Resource Centre in Walworth. This centre has been designed and adapted specifically for people with complex disabilities, and has the potential to offer a wider range of services and supports than currently provided. Only minor alterations would be required to enable people with learning disabilities to access structured day services from the centre, similar to that provided from the Queens Road day centre.

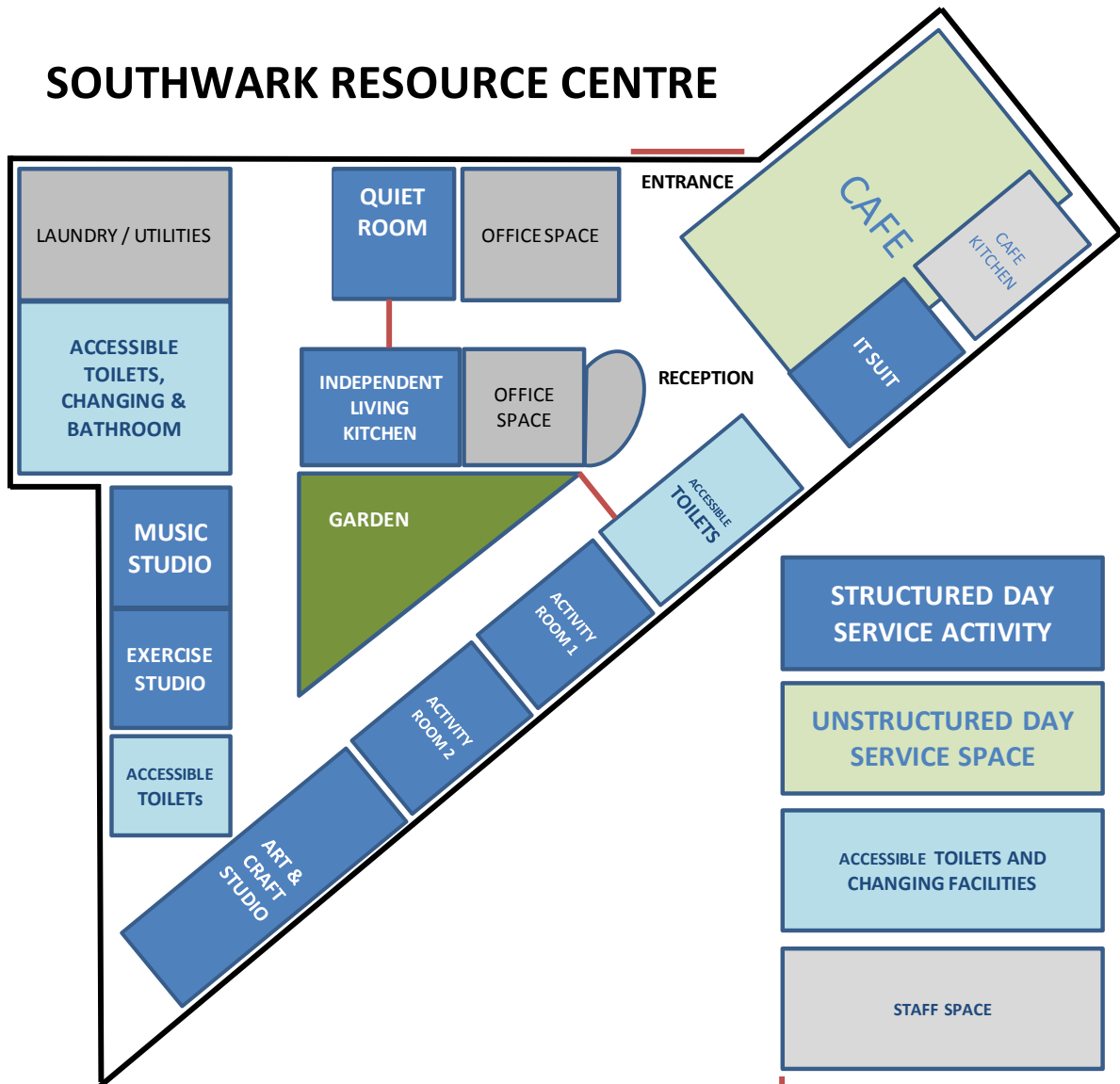
The current utilisation of the building is significantly below its capacity, and opportunities exist to make better use of the available space and facilities and to provide a dedicated structured day service to people who need to access building based day services.

By increasing the use of the building, and offering a wider range of services, including a structured day service for adults with learning disabilities, the council is able to achieve greater efficiencies from the service and maximise the effectiveness and value for money provided to Southwark residents and service users.

Developing the site further to include the provision of access, information and advice to all people whose lives are affected by disability, whether eligible for adult social care services or not, further enhances the opportunity of the centre to meet the council's duty to provide adults in need and carers with information about care and support arrangements, including how the care system operates; the care and support choices they have; how to access this support and how to raise safeguarding concerns.

The location of these services together is what is referred to as the 'disabilities hub' and seeks to act as a central asset for the community to better navigate and access disability support services.

SOUTHWARK RESOURCE CENTRE



Indicates assessed access control options