

Further Consultation Summary Outcome Report: Proposed Development of a Disability Hub and the Ending of the Lease for Queens Road Day Centre

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

An analysis of the comments and feedback expressed three key concerns, primarily from service users, family members and carers of service users attending The Camden Society run day centres at Riverside and Queens Road. These were that:

- i. Sufficient opportunity had not been given to object to the closure of the Queen's Road day centre
- ii. Not enough information had been provided about what the Disabilities Hub would look like
- iii. The development of the disabilities hub would lead to the closure of the Riverside day centre

Because of this, the council extended the consultation to provide additional information to clarify its intentions and to provide further opportunity for service users, families and carers of those attending the Riverside and Queens Road day centres to respond to the council's plans.

A further four week targeted 'consultation on the proposed development of a disabilities hub for people in Southwark and the ending of the lease for Queens Road day centre' was released on 19 September 2017 and closed on 17 October 2017.

The second consultation document was sent directly to a combined total of 211 service users, family members and carers of those attending the Riverside and Queens Road day centres across 165 households. To ensure receipt, the consultation documents were sent by Royal Mail guaranteed special delivery, with free-post return addressed envelopes provided. Hard copy consultation documents were also made available at both the Queens Road and Riverside day centres, again with free-post return enveloped provided. The consultation documentation was sent electronically to the Camden Society and Camden Society parent carer group representatives for further distribution to the target audience. Social work support was offered and provided where requested to support completion of consultation documents, and an 'open day' held at Southwark Resource Centre.

Consultation Responses

The Council received 41¹ completed responses to the further consultation on the proposed development of a Disability Hub and the ending of the lease for Queens Road Day centre. This included:

- Of the 211 consultation documents sent directly to service users families and carers across 165² households, 39³ responses were received. This represents a response rate of 18%.
- An additional 2 responses were received from staff members of the Camden Society.

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 establish a disability hub which would result in the closure of Queens Road Day Centre?	6	33	2	39/41
Q2. Do you agree that the council should provide structured day services for people who have complex care needs from the Disabilities Hub at Southwark Resource Centre?	15	23	3	38/41
Q3. Are there any alternatives that you consider should be pursued by the council?	26	8	7	34/41

The responses to the further consultation are set out overleaf and are reported by service users (with day centre), carers and family members and others.

¹ A further 35 responses were received after close of business on 17 October 2017. An additional analysis of these responses is included at the end of this report.

² 11 consultation documents were returned / undelivered via Royal Mail. To facilitate receipt of documentation:

- 2 sets of consultation documentation were sent to responders known email addresses
- 8 responders were followed up via telephone
- 1 responder's documentation was returned via Royal Mail after closing of the consultation.

³ 74 responses received in total. Revised response rate of 35%

Respondents	Day Centre	No of people	Q1. Do you agree with the proposal to establish a disability hub which would result in the closure of Queens Road Day Centre? ⁴		Q2. Do you agree that the council should provide structured day services for people who have complex care needs from the Disabilities Hub at Southwark? ⁵		Q3. Are there any alternatives that you consider should be pursued by the council? ⁶	
Service Users	Riverside Day Centre (RS)	15	Yes	2	Yes	6	Yes	10
			No	11	No	8	No	2
	Queens Road Day Centre (QR)	13	Yes	4	Yes	7	Yes	8
			No	9	No	5	No	5
	Queens Road / Riverside	1	Yes	0	Yes	1	Yes	0
			No	1	No	0	No	0
All Service Users	Total	29	Yes	6	Yes	14	Yes	18
			No	21	No	13	No	7
Carers/ Family	Riverside Day Centre (RS)	5	Yes	0	Yes	0	Yes	4
			No	5	No	5	No	0
	Queens Road Day Centre (QR)	5	Yes	0	Yes	1	Yes	3
			No	5	No	4	No	1
All Carers/Family	Total	10	Yes	0	Yes	1	Yes	7
			No	10	No	9	No	1
Others	QR/RS	2	Yes	0	Yes	0	Yes	1
			No	2	No	1	No	0
All responses	Total	41	Yes	6	Yes	15	Yes	26
			No	33	No	23	No	8

⁴ 39 of the 41 respondents answered this question.

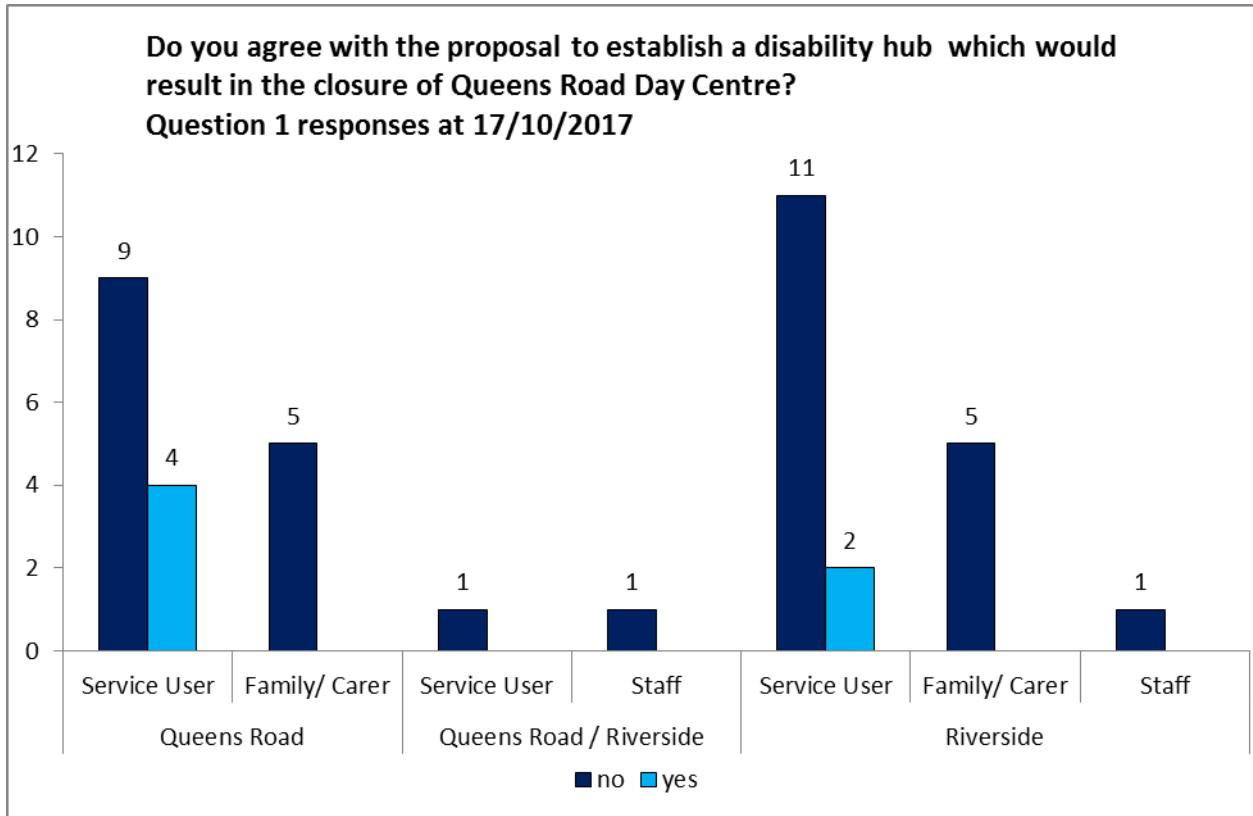
⁵ 38 of the 41 respondents answered this question.

⁶ 34 of the 41 respondents answered this question.

Proposal 1

Q1. Do you agree with the proposal to establish a disability hub which would result in the closure of Queens Road Day Centre

39 of the 41 respondents answered this question.



Observations

- A total of 27 out of 29 service users answered this question. Overall, the majority of service users were against the proposal – 21 against and 6 in favour.
- The number of service users both for and against the proposal was broadly consistent across both Riverside and Queens Road centre service users.
- All 10 responding family members / carers were against the proposal.

Q1. Do you agree with the proposal to establish a disability hub which would result in the closure of Queens Road Day Centre?

Comments & Themes

36 comments were identified against the proposal that were consistent with previous themes of concern raised, including:

Key Themes	Responses
<i>Not Enough Info</i>	2
<i>Objections to Change</i>	21
<i>Consultation Process</i>	1
<i>Individual Need</i>	7
<i>Safety</i>	1
<i>Human Rights</i>	0
<i>SRC Suitability</i>	3
<i>SRC Capacity</i>	1
<i>Cost Cutting</i>	0

3 comments were identified in favour the proposal that were consistent with previous themes of concern raised, including:

<i>Better Services</i>	0
<i>SRC Accessibility</i>	0
<i>Better Access</i>	0
<i>Improved Outcomes</i>	3

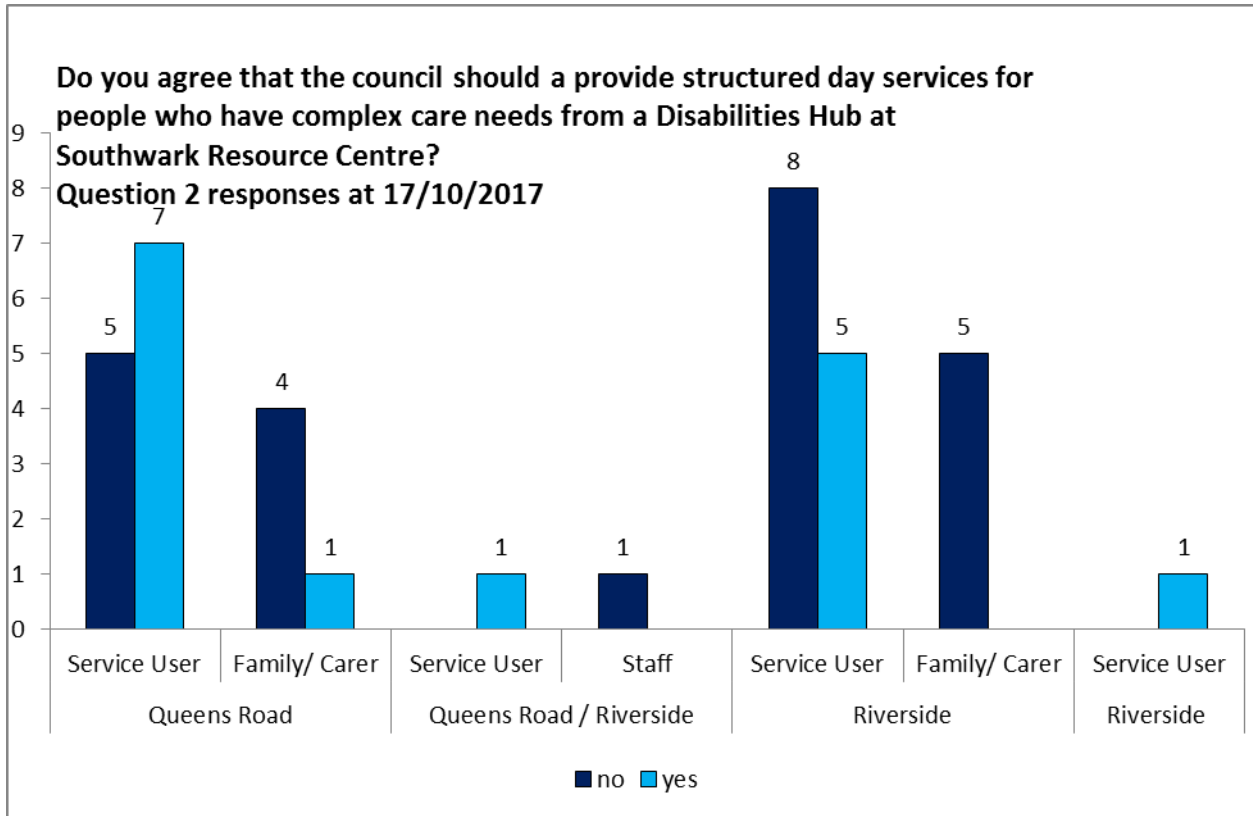
2 Further comments were provided, identifying new areas of concern and support that had not previously categorised as a theme, this included:

1 comment in support of developing a hub to enable continuity of services to meet need, and 1 comment expressing concern about the impact on Riverside Day centre and Service users should existing service users from Queens Road transfer to Riverside.

Proposal 2

Q2. Do you agree that the council should provide structured day services for people who have complex care needs from the Disabilities Hub at Southwark Resource Centre?

38 of the 41 respondents answered this question.



Observations

- A total of 27 out of 29 service users answered this question. Overall, the majority of service users were equally split on this proposal – 13 against and 14 in favour.
- More service users responding from Queens Road day centre were in favour of the proposal than against – 8 in in favour and 5 against.
- More service users from Riverside day centre were against the proposal than in favour – 8 against and 5 in favour.
- 9 out of 10 family members/carers were against the proposal.

Q2. Do you agree that the council should provide structured day services for people who have complex care needs from the Disabilities Hub at Southwark Resource Centre?

Comments & Themes

29 comments were identified against the proposal that were consistent with previous themes of concern raised, including:

Key Themes	Responses
<i>Not Enough Info</i>	1
<i>Objections to Change</i>	20
<i>Consultation Process</i>	0
<i>Individual Need</i>	3
<i>Safety</i>	1
<i>Human Rights</i>	0
<i>SRC Suitability</i>	2
<i>SRC Capacity</i>	0
<i>Cost Cutting</i>	2

4 comments were identified in favour the proposal that were consistent with previous themes of concern raised, including:

<i>Better Services</i>	0
<i>SRC Accessibility</i>	1
<i>Better Access</i>	1
<i>Improved Outcomes</i>	3

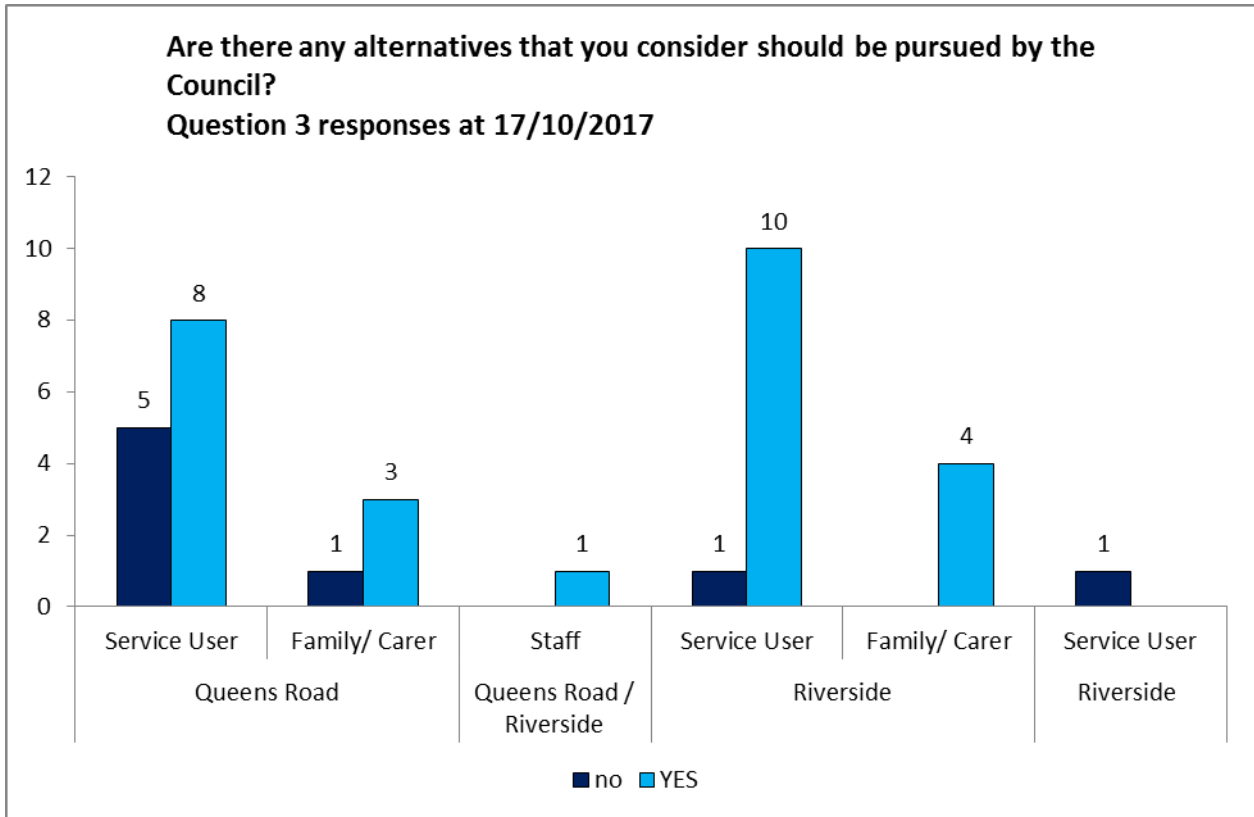
7 further comments were provided, identifying new areas of concern and support that had not previously categorised as a theme, this included:

4 comment in support of developing a hub to enable continuity of services to meet need, and 2 comment expressing concern about the experience and training of staff to support people with learning disabilities at the Southwark Resource Centre.

Proposal 3

Q3. Are there any alternatives that you consider should be pursued by the Council?

34 of the 41 respondents answered this question.



Observations

- A total of 25 out of 29 service users answered this question. 18 service users believed alternatives should be pursued by the council. 7 did not identify alternatives.
- 8 out of 10 family members/ carers answered this question, 7 out of these believed alternatives should be pursued.
- 5 out of the 8 responders who did not identify alternatives were from Queens Road day centre.

Comments & Themes

25 comments identified alternative proposals, including

<i>Develop QR site to include a day centre</i>	<i>Maintain and refurbish Queens Road day centre</i>	<i>Identify alternative /vacant council buildings</i>	<i>Increase non-build based support</i>	<i>Develop a day centre for people with Autism</i>
4 comments	9 comments	7 comments	2 comments	3 comments

Q4. Any other comments?

Comments & Themes

30 of the 41 responders provided additional comments

39 comments were identified against the proposals that were consistent with previous themes of concern raised, including:

Key Themes	Responses
<i>Not Enough Info</i>	1
<i>Objections to Change</i>	11
<i>Consultation Process</i>	4
<i>Individual Need</i>	11
<i>Safety</i>	0
<i>Human Rights</i>	0
<i>SRC Suitability</i>	6
<i>SRC Capacity</i>	2
<i>Cost Cutting</i>	4

2 comments were identified in favour the proposal that were consistent with previous themes of concern raised, including:

<i>Better Services</i>	0
<i>SRC Accessibility</i>	0
<i>Better Access</i>	1
<i>Improved Outcomes</i>	1

2 additional comments were provided expressing concern about the experience and training of staff to support people with learning disabilities at the Southwark Resource Centre.

Additional Themes arising from further consultation

Total additional comments / themes received against all questions:

Additional Themes	Responses
<i>Support for continuity of services to meet need</i>	5
<i>Concern about impact on Riverside day centre</i>	1
<i>Experience and training of staff at Southwark Resource Centre</i>	4

Further consultation responses received after closing on 17 October 2017

A total of 35 additional consultation responses were hand delivered to Council offices at 7 p.m. on the 17 October. As this was post close of business, they were not received for inclusion within the analysis until the 18 October, post closure of the consultation.

The responses have been included below and revise the overall response rate to 35% based on a total receipt of 74 service user, family member and carer responses.

An analysis of those in support or against the proposals is provided below.

Q1. Do you agree with the proposal to establish a disability hub which would result in the closure of Queens Road Day Centre?

All 35 responders answered this question

Responder / Centre	QR/RS	Queens Rd	Riverside	Grand Total
Family Member/Carer	3	7	15	25
Yes	0	0	0	0
No	3	7	15	25
Service User	0	3	7	10
Yes	0	0	2	2
No	0	3	5	8
Grand Total	3	10	22	35

Observations

- 33 of the additional 35 responses received disagreed with the proposal.
- All family members and carers answering this question disagreed with the proposal.
- 8 out of 10 service users answering this question disagreed with the proposal.

Q2. Do you agree that the council should provide structured day services for people who have complex care needs from the Disabilities Hub at Southwark Resource Centre?

33 out of 35 responders answered this question

Responder / Centre	QR/RS	Queens Rd	Riverside	Grand Total
Family Member/Carer	3	7	15	25
Yes	1	0	2	3
No	2	7	12	21
Not answered	0	0	1	1
Service User	0	3	7	10
Yes	0	0	1	1
No	0	3	5	8
Not answered	0	0	1	1
Grand Total	3	10	22	35

Observations

- 29 of the 35 additional responses received disagreed with this proposal.
- 21 out of the 24 responding family members and carers disagreed with this proposal
- 8 out of the 9 responding service users disagreed with this proposal.

Q3. Are there any alternatives that you consider should be pursued by the Council?

32 of 35 responders answered this question.

Responder / Centre	QR/RS	Queens Rd	Riverside	Grand Total
Family Member/Carer	3	7	15	25
Yes	3	7	15	25
No	0	0	0	0
Service User	0	3	7	10
Yes	0	3	4	7
No	0	0	0	0
Not answered	0	0	3	3
Grand Total	3	10	22	35

Observations

- All 32 responders believed alternatives should be pursued by the council.

Themes arising from additional consultation responses

The comments and feedback provided through the additional responses received were consistent with the previous comments and themes.

5 new comments have been identified providing additional feedback, including:

- 2 comments that the council should look maintain Queens Road day centre, and provide additional office accommodation from the Southwark Resource Centre.
- 3 comments suggesting that the Council should establish a structured day service at the SRC for people with learning disabilities prior to making any decisions that would affect Queens Road Day centre, and to allow service users to see the service in operation before making a choice to relocate.