



Remodelling of Day Opportunities

Consultation Report

February 2015

Table of Contents		Page
1	Introduction	3
2	Results at a glance	3
3	The consultation and engagement process	5
4	Results from consultation	11
	○ Questionnaires including equality breakdown of data	
	○ Service User events	
	○ Carers events	
	○ Young people preparing for adulthood events	
	○ Meetings/events with other interested parties	

Appendices:

A – Results from phase 1 of the consultation	39
B1 Phase 2 Question 2 comments	44
B2 Phase 2 Question 4 comments	54
B3 Phase 2 Question 5 comments	79
B4 Phase 2 Question 6 comments	90
B5 Phase 2 Question 7 comments	96
C - Day Care meeting sessions transcriptions of Q&A	118
D –Carers meeting session’s transcriptions of Q&A	162
E - Young people in preparing for adulthood	232
F - Other contacts/events/meetings and documents	248
G –Phase 1 and 2 questionnaires	251

1 Introduction

In July 2014 Cabinet agreed the proposed approach associated with Remodelling of Day Services and noted the intention to commence consultation.

This report details the results of the analysis from the remodelling of day opportunities consultation. The consultation commenced on 16th October 2014 and finished on 29th January 2015. There were two phases within this consultation period. The first, from 16th October 2014 to 13th November consulted on the future vision, model, and the service user's travel arrangements. Also the kind of activities people wished to participate in as part of their daily routine. This was a shorter phase to obtain information and views to frame the second phase on the proposed changes. The first phase results were provided for Cabinet Member of Older People and Health and the Community Service Project Board (management group) to influence, design and to approve the commencement of phase 2. The second phase, which consulted on proposed changes to both buildings and travel, was from 27th November 2014 to 29th January 2015.

2 Results at a Glance

Phase 1 showed:

- Total questionnaire responses of 429
- From those responses 80% agreed with the vision.
- 62% of the respondents agreed that the model, as described, supported the vision

For the results from phase 1 see appendix A

Phase 2 Showed:

- Total questionnaire responses of 404 (not all those responding answered all questions), of which 302 were service users of day centres or their carers.
- 381 people responded to the question on modernisation and expanding some buildings and closing of some other buildings. Of which 79% agreed and 21% disagreed.

- 365 people responded to the question on if public and other transport should be used before the Council provides a service. Of which 52% agreed and 48% disagreed.
- 321 people responded to the question on how the potential removal of Council transport would impact on them. Of which 49% indicated that they were able to travel with alternative methods and 51% felt that this would impact on their ability to attend a day centre.

For full results of phase 2 see section 4 below.

Conclusion:

On the whole the consultation and the engagement were positively received. Feedback from the presentations and subsequent question and answer sessions at day centres with service users and carers and at specifically organised carer's events proved informative and stimulated a number of questions. This gave the key stakeholders an opportunity to understand more and be able to express their views.

There is a clear indication that people support the vision, model and modernisation. There's a majority view that people should use alternative transport if they have the ability rather than a reliance on Council provided funds and transport. However, when people responded concerning their own situation, there was more of hesitancy and anxiety around whether or not they would be able to attend a centre.

At this stage service users and their carers were not provided with information on how individuals can travel as an alternative. An anxiety therefore is naturally expected. However, given that, there was strong support in that 49% of people agreed with this approach.

3. The Consultation and Engagement Process

What were the aims of the consultation and engagement process?

The main aims and purpose of the consultation and engagement process were:

- To provide information to the people who currently utilise day centres, their carers (as appropriate), also local people and communities, service providers, and staff on the vision, model and objectives and potential changes. Also linking in the challenges facing the Council in seeking to modernise adult social care services against the issues faced by the Council with a reducing budget.
- To assist the people who currently utilise day centres, their carers (as appropriate), also local people and communities, service providers, and staff to give us their views on how remodelling can to achieve the objectives as described within the questionnaires and engagement events.
- To engage with other specific groups such as young people preparing for adulthood and users of Day Care who have difficulty understanding, to get their views on the modernisation proposals, all the changes and seek views on alternative options.

What we did and why

There was a wide range of methods utilised as part of this consultation to ensure that all interested parties could exercise their views. The range of methods used included:

- Meetings with specific hard to reach groups assisted by the VCF networks.
- Meetings and workshops with partners, providers (internal and external), VCF, professionals and professional bodies.
- Engagement events at Sefton New Directions day centres with independent advocates available to provide advice and support to service users and carers.

- Communication with private providers of day care to invite them for discussions and to offer Council officers and independent advocates to attend their centre if they wished.
- Responding to individuals requests for 1 to 1 meetings and discussions.
- Responding to written correspondence and emails.
- Making available a helpline and responding to all enquiries.
- Specific engagement events with carers in the North and South of the Borough. These were held in the Sefton Carer's Centres with independent advocates available to provide advice and support carers in addition to senior Council officers.
- 'Lesson time' at special schools (Merefield, Rowan Park and Thornton College) to capture thoughts of young persons preparing for adulthood (aged 14 and over).
- Web based communications such as the website and twitter.

Specific processes were developed for young people preparing for adulthood and their parents/carers to ensure young people could give their views on what a good day would look like for them and what they think the future day centre should look like.

Specific measures were taken to ensure that people who have additional needs such as Learning Disability (for example) could exercise their voice and influence the outcomes of the consultation process.

The methods were supported by a number of approaches/tools, which included the following:

- Easy Read questionnaire, letters and documentation sent to all service users in addition to a questionnaire
- Telephone discussions
- Frequently Asked Questions published
- Question and answers updated continually and made available on the website and at day centres following the engagement events
- Press & Media briefings.

The targeted audience were:

- Service users and carers
- Local People and Communities
- Young People preparing for adulthood (14 years and over)
- Elected Members
- Providers of services (Sefton New Directions and all other providers)
- Sefton VCF groups
- Professionals
- Professional bodies
- Hard to reach groups.

To ensure that the consultation was robust, fair and unbiased and to provide as much independent support and advice for the service user and carer as possible, VCF and action groups were involved in the planning and design stage of the consultation and also played a major role at the engagement events – assisting service users in understanding and completing questionnaires or giving views, if required. The VCF and action group organisations were also part of a working group taking the consultation forward and part of an information/briefing group that was chaired by the Cabinet Member for Older People and Health and the Director of Adult Social Care.

The organisations that were involved and collaborated were:

- Sefton Council for Voluntary Services
- Sefton New Directions
- Sefton Partnership for Older Citizens
- Sefton Pensioners Advocacy Centre
- Sefton Carers Centre
- Sefton Carers Action Group
- People First Sefton
- Sefton Advocacy
- Health Watch
- Age Concern.

How did we engage?

As the changes mainly affected those currently using day centres, their carers, the day care service providers, potential future users, and alternative service providers (primarily the Voluntary sector) they were subject to the targeted consultation and considered a priority. As it would be a subject of general interest to tax payers, we also made available, within reasonable resource constraints, the opportunity for the public to comment either via Sefton's website or questionnaires located in public buildings. This option was advertised through Sefton Council's main webpage and on Twitter through VCF organisations.

Engagement with service users was as follows:

- An introductory letter and questionnaire (with an easy read alternative) was sent to all Sefton service users and their carers (regardless of which day centre they attended).
- Engagement events were held at New Direction day centres throughout December 2014 and January 2015.
- Invitation sent to all private (non New Directions) day centres offering an event at their centre.
- Director of Adult Social Care gave an appropriate presentation at each New Directions day centre; some carers also attended, with support from Council officers and independent advocates.
- Question and answer sessions at each day centre.
- Independent advocates attended the day centres and supported with understanding and, if required, completion of questionnaire.
- Group or 1 to 1 support sessions.
- People First Sefton and Sefton CVS held specific drop-in sessions to assist with understanding and answering issues.
- Carers were not barred from attending if service users wished to have their carer with them.
- Telephone calls received from service users.
- Emails received.

Engagement with carers of service users was as follows

- Letter to carers inviting them to specific carer drop-in sessions. These were held over two days at the Carer's Centre in both Southport and Waterloo. There was an option to attend mornings, afternoons or up until 7pm in the evening. Senior Council officers

and the Director of Adult Social Care attended the sessions answering questions and taking views.

- Carers were allowed in day centres to attend the service user sessions.
- Question and answer sessions from the events have been published and shared through the website and sent to individuals on request.
- Independent advocates and the Sefton Carers Action Group were available at the session for advice, sign posting and to offer further assistance.
- Telephone, email and letters were received and responded to.
- Visits to homes of carers were offered and Council officers did attend.

Engagement with young people preparing for adulthood was as follows:

- Focussed on young people aged over 14 years old – contact was made through their teachers at school. Their parents/carers were advised by letter that also offered them an opportunity to attend at the carer's sessions (above) and to give their views through the questionnaire.
- Within a specially organised lesson at the schools/college the teachers asked the young people:
 - What does a good day look like for you?
 - What activities would you like at future day centres
 - What barriers do you face?
- The sessions were recorded on DVD and some art work was produced.

Website and other access to Questionnaire and information

Sefton's website enabled the questionnaire to be completed on line if people had internet access. The information they might need to inform their comments was also available online. This made use of Sefton's e-consult technology which processed the responses and provided a report of the results. Also on the webpage was information on and access to:

- Background information and Frequently Asked Questions
- Question & Answers from phase 1 & 2 written comments from the questionnaire

- Question & Answers from service user and carers events
- Access to the questionnaire – Phase 1 and 2
- Linked information to Adult Social Care services and associated partners

A paper version of the questionnaire (with easy read version) was provided for those people who do not have access to the internet. This was distributed through:

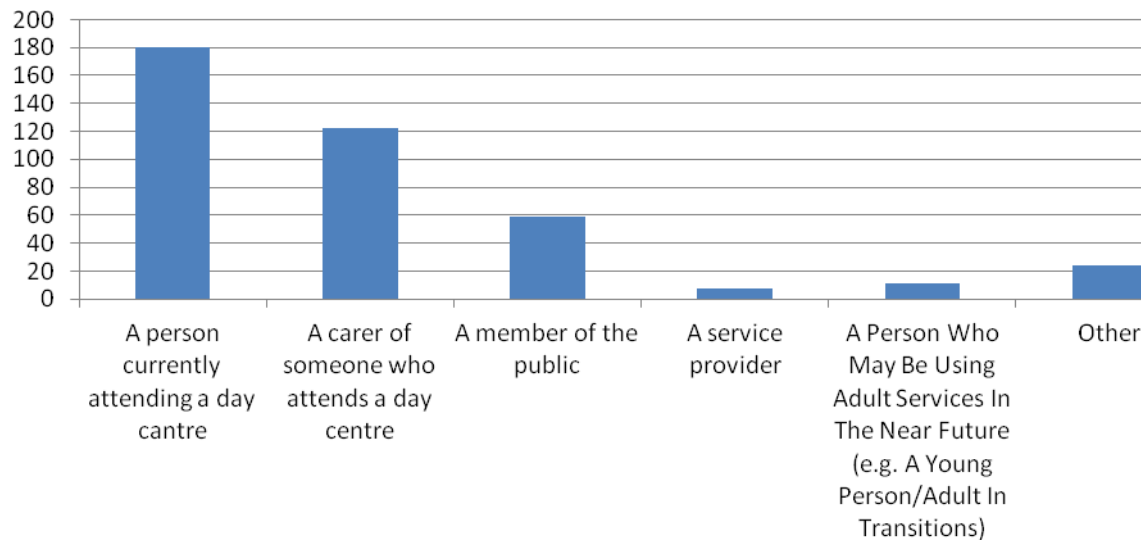
- Posted to all service users of day care (and carers) direct to their recorded address
- Day Centres
- Libraries
- Leisure Centres
- Art Centre
- Town Halls

4. Results of the consultation and engagement:

Phase 1 results are in appendix A. This report focuses on phase 2 of the consultation, the proposed changes.

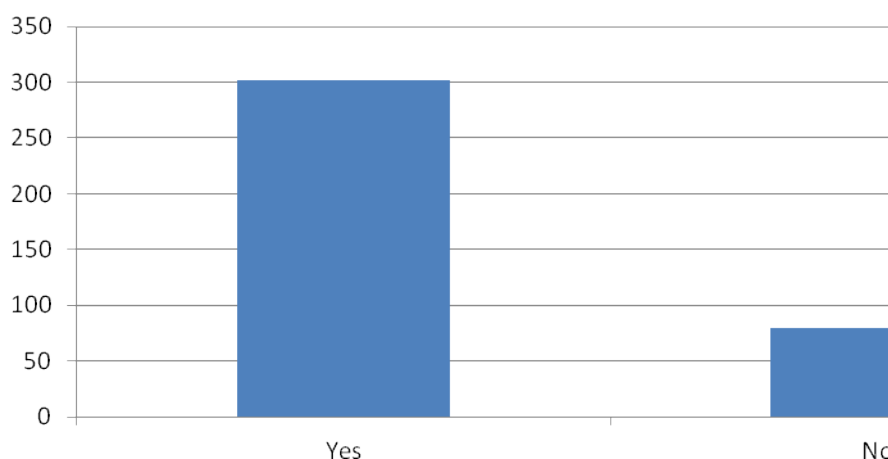
There were 404 responders, from those, not all have answered all questions or made additional comments. The results from the responses on the questionnaire are as follows:

Q1: I am responding as:



The two largest groups responding were service users (180) and carers (122). The category for 'others' covered, for example, service user siblings and care workers.

Q2: Do you agree that we should modernise and expand some of our buildings to better meet needs and close those that are too big and costly to maintain?

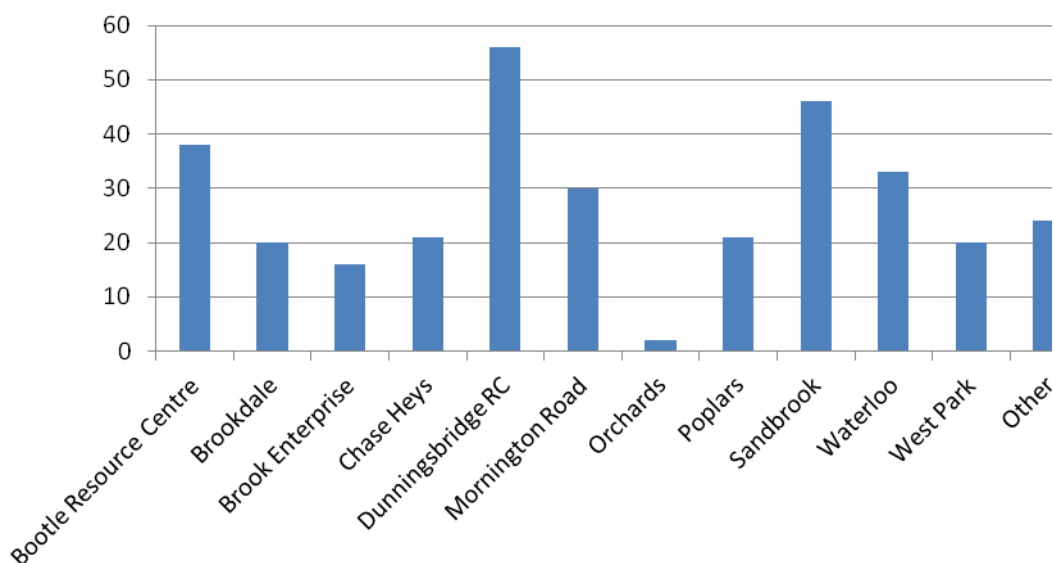


381 people responded to the question on modernisation and expanding some buildings and closing of some buildings. Of which 79% agreed and 21% disagreed. Of those 21% who disagreed there were 6 common themes as follows (All the comments are at appendix B1):

1. **Comments on the proposed solution** (10% of people leaving a comment left a comment of this nature) – this is where respondents added their views on how the Council should address the future development of day care, examples of these comments are:
 - a. “As the population of old age is vastly increasing if you sell off buildings and land it will cost twice as much to buy back”
 - b. “Break too big down into smaller units. The need for these centres is growing due to people living longer”
 - c. “Most buildings could be adapted to meet the needs of service users without the need to rebuild”
2. **Comments on opposition to the closure** (30% of people leaving a comment left a comment of this nature) – this is where respondents expressed their outright opposition to modernisation or closes mainly of a particular day centre. Brookdale was particularly highlighted in these comments, examples are:
 - a. “I feel this is wrong and they keep the centres open”
 - b. “All buildings should be kept fit for purpose”
 - c. “Keep the centres and improve them”
3. **Comments on keeping everything the same** (15% of people leaving a comment left a comment of this nature) – this is where people didn’t comment on the modernisation or closures but commented that everything should be kept as it is now, examples are:
 - a. “Everything is OK the way it is”
 - b. “Leave things as they are”
 - c. “I am not sure. My son finds change and routine extremely difficult. It would cause a dramatic upheaval for my son. If it doesn’t need fixing, leave well alone. A fixed day care provides routine and stability for our disabled son”
4. **Comments that supported the proposals** (22% of people leaving a comment left a comment of this nature) – respondents commented in favour of these proposals, however, some added that there must also be a quality reassessment, examples are:
 - a. “The buildings and service should be fit for purpose – cost should be efficient but not prohibited to service”
 - b. “If too big and costly close it and go to a lesser size building so everyone has the care they need close to home”

- c. “If not fit for the needs of so many in the new century must go and build appropriate edifices”
5. **Comments on the procedure and process** (5% of people leaving a comment left a comment of this nature) – this is where people felt as though they didn’t have enough information to make a decision or they felt that a decision has already been made, examples are:
- a. “Not enough information given. Which buildings? Which areas? To make an informed decision I have no knowledge of the conditions/size of buildings you want to close
 - b. “This is a loaded question, the way it is phrased, there can only be a positive response, but that does not consider all the possibilities”
6. **Statements not related to the question** (18% of people leaving a comment left a comment of this nature) – this is where respondents left a statement that wasn’t related to the question, examples are:
- a. “I have a lot of friends here”
 - b. “Would like to stay at the centre”
 - c. “People who want to stay at the centres should be allowed to”

Q3: If you have said you are currently attending a Day Centre or are a carer of somebody who attends a day centre, please tell us which centre or centres you, or the person you care for, go to:



A response has been received covering all New Directions day centres. Those in the 'other' category included service users attending a day centre other than one provided by New Directions (e.g. 1-2-1 in the community)

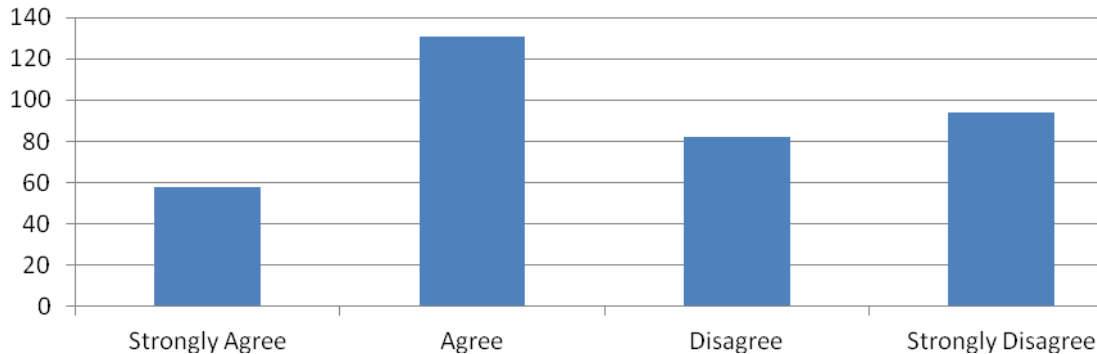
Q4: How do you think this proposal will impact on you? Please let us know in the box below:

This was a free comment box for people to comment on the above question. 263 people responded to this question leaving a comment sometimes covering a number of issues/topics. There were 6 common themes as follows, (All the comments are at appendix B2):

1. **Comments that there would be no impact, a positive impact or they didn't know if there would be** (33% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. "If the changes go ahead at Dunningsbridge we will be happy"
 - b. "I've met lovely friends since coming. I am happy that other people may come here in the future. Happy that the building may be modernising"
 - c. "It will positively affect me and my service as we provide a modern community based service and more people will be given the opportunity to access all community based services"
2. **Comments on people's concerns on not being able to deal with the change or becoming isolated, away from their friends** (29% of people leaving a comment left a comment of this nature) – examples of these comments are:
 - a. "I don't want not to see my friends and I enjoy activities. I do drama, cookery etc. This is important to me"
 - b. "I think this would affect me very much as we all get on very well and I think going to a strange place would upset me"
 - c. "The service user is used to these places and finds it difficult to deal with changes of faces and places"
3. **Comments on people expressing serious concerns around the possibility of a lack of support, and/or their condition getting worse and lack of alternative opportunities** in the advent of their centre closing or their reassessment needs being met elsewhere away from a centre (28% of people leaving a comment left a comment of this nature) –examples of these comments are:

- a. "I can become anxious and withdrawn. May breakdown in friendships"
 - b. "My daughter's anxiety/depression may escalate. She will get very upset and may become more challenging at home her communication can be affected. She needs continuity as she has a lot of disabilities"
 - c. "I would be stuck all day in my flat with no one to socialise with. It would have a knock-on effect on my well-being, my confidence and self-esteem"
4. **Comments on people's concerns on safeguarding and having general concerns** (15% of people leaving a comment left a comment of this nature) –examples of these comments are:
- a. "To stop transport would prevent me going to my day Centre. I am housebound"
 - b. "They would affect me greatly I feel safe and secure and I know all the staff and service users and they know my needs"
5. **Comments on people's concerns on increase of costs** (3% of people leaving a comment left a comment of this nature) – examples of these comments are:
- a. "Hopefully I will be able to attend day services without having to pay as my savings will not last much longer and I will no longer be able to afford to pay for any day care"
 - b. "My brother has learning difficulties and is currently transported to Dunningsbridge every day. He cannot use public transport as he suffers panic attacks but also does not qualify for mobility benefits. He would therefore need to use taxis which would be very costly and a huge chunk of his money would be used for this which may impact his living costs"
6. **Statements not related to the proposals** (12% of people leaving a comment left a comment of this nature) – this is where respondents left a statement that wasn't related to the question on the proposals –examples of these comments are:
- a. "I think they are already good"
 - b. "More funding to be put into the centres that get used a lot, such as an IT suite for the members to use, creates more opportunities for all of the members"

Q5: Do you agree that people who attend a day centre use available alternative transport options if they are able (e.g. transport from family or friends, bus, taxi) before the council provides a specialist service?

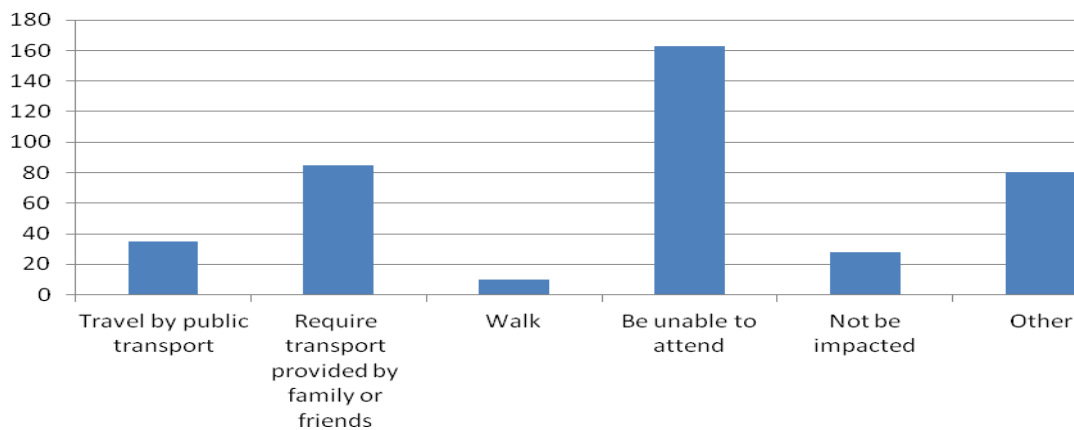


365 people responded to the question on if public and other transport should be used before the Council provides a service. Of which 52% agreed and 48% disagreed. Of those 48% who disagreed there were 6 common themes as follows, all the comments are at appendix B3)

1. **Comments concerning that this would incur extra cost/time** either by costing more in money or taking more time from the carer. (14% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “Could not afford private travel as only have my pension”
 - b. “I can’t use public transport. If I had to make my own way I would have to come by taxi and pay £5 each way. My mum would have to come with me and then make her way home. When it is time to leave my mum would have to come for me and we would then have to return home together by taxi. That is a lot of time out of her day and stops her from making plans also it would cost too much”
2. **Comments on people believing the Council should pay for transport costs regardless** (16% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “Should get free transport”
 - b. “I strongly believe that the Authority should and must provide transport”
3. **Comments on people giving a general statement not relating to the question** (17% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “Give people the opportunity to decide for themselves”

- b. “You have already made your minds up about Council transport in Southport, so this is time wasting again”
4. **Comments on people’s concerns that it would be difficult to attend a day centre** (29% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “I would have to rely on my support at home to bring me in. People are often off sick or on holiday so staff shortages often happen. I would not be able to go in if this happens”
 - b. “Us older people have not the means of getting to a day centre”
 - c. “My mother is not capable of using transport and I would not be able to take her due to work”
 5. **Comments on people’s concerns on safeguarding, risk or health and safety issues** (12% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “Taxi are not really safe as the wheelchair is not anchored down sufficiently and in some cases not at all”
 - b. “Would require an escort to travel with them. Due to epilepsy/total dependence on others”
 6. **Comments stating no impact or already have switched to non-Council transport** (12% of people leaving a comment left a comment of this nature) – this is where respondents left a statement that wasn’t related to the question –examples of these comments are:
 - a. “I have a mobility car and my carer drives”
 - b. “We need lots of travel training and then maybe some of us could travel ourselves”

Q6: If you, as the person attending a day centre, are required to use other transport rather than a Council provided specialist service, how do you think this would impact on you, or if you are their carer, the person you care for?



321 people responded to the question on how the potential removal of Council transport would impact on them. Of which 49% indicated that they were able to travel with alternative methods and 51% felt that this would impact on their ability to attend a day centre. Of the five categories on transport, that provided by family or friends is the most common alternative selected, followed by public transport. Note that the 'other' category, when analysed, was used by people to give examples of how they would either travel to the centre or the detail of why they couldn't get to a centre. As such, that category was used as an explanation to support their selection, and didn't add to the weight of the analysis. We have discounted this from our considerations. (All the comments are at appendix B4)

Q7: Is there anything else that you would like to tell us about our plans for the future of day opportunities in Sefton? Please tell us what in the box below:

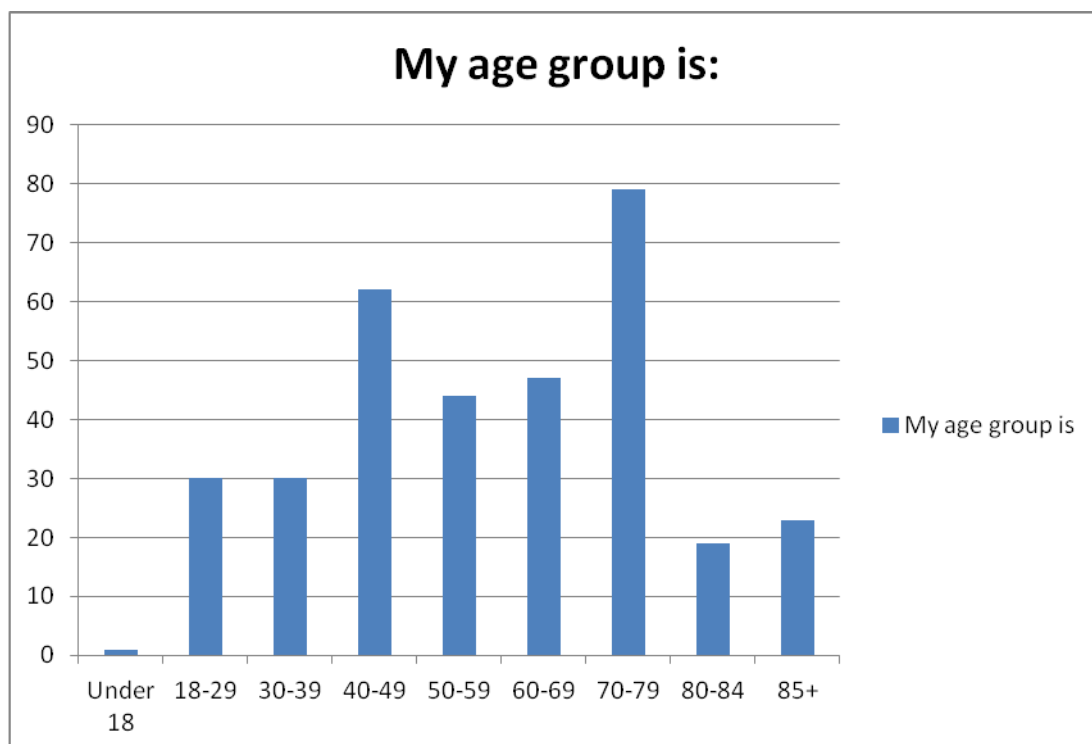
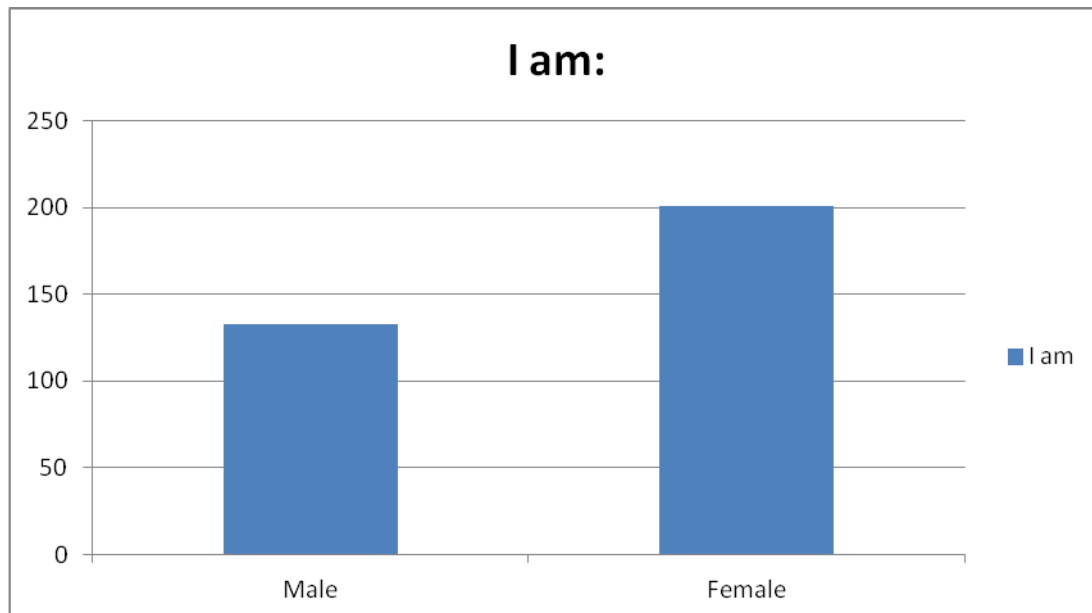
This was a free comment box for people to comment on the above question. 172 people responded to this question leaving a comment, sometimes, covering a number of issues/topics. There were 5 common themes as follows. (All the comments are at appendix B5)

1. **Comments on anxiety about moving and change** (31% of people leaving a comment left a comment of this nature) – examples of these comments are:
 - a. “Not to lose. It's needed so much. Lots will become ill and isolated”
 - b. “I feel it's all changing and it's all new. I feel a bit nervous about it”
 - c. “When you close centres it has an effect on users and carers and may cause further needs”

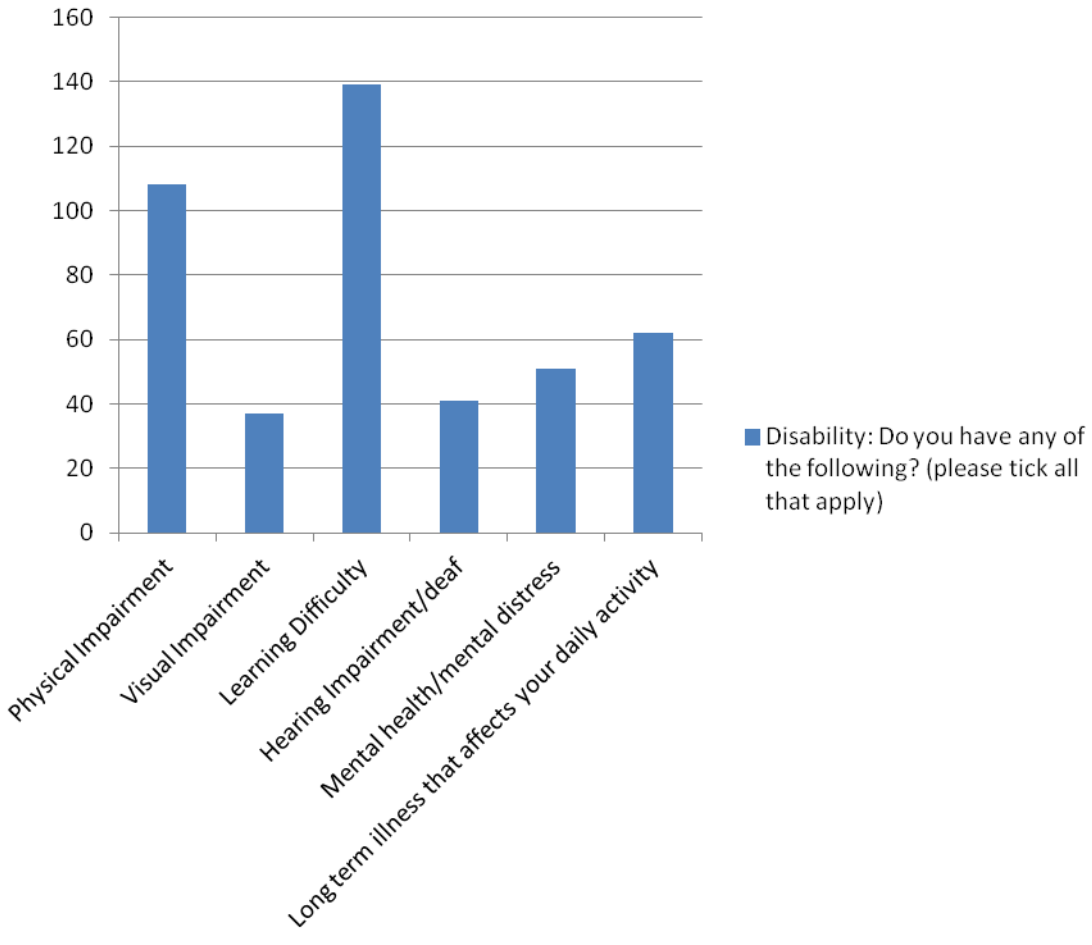
2. **Comments on identifying special aspects of the service with a positive comment** (12% of people leaving a comment left a comment of this nature) – examples of these comments are:
 - a. “Brookdale as the only Advanced Dementia Centre in North Sefton, and it would be very difficult to replicate the same facilities into another building. Especially an older building where you would just be adding a smaller unit, probably without outside space. Caring for these particular patients is a very specialised area, and is done extremely well by dedicated staff who are fully trained”

- b. “It is important to provide a service for those that need it and to give carers a break (they have a difficult job). People at the centre get a lot of support from each other. This is vital for their well-being. They also gain from stimulating activities and therapies”
 - c. “On the whole it’s a good plan”
- 3. **Comments on disillusionment with the proposals and the process** (13% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “I won’t be filling in any more stupid questionnaires we know where this is going”
 - b. “I think the Council already knows what will happen. I am sad because I think I will have to sit looking at the 4 walls and not see my friends and the staff”
- 4. **Comments on keeping everything the same with no change** (33% of people leaving a comment left a comment of this nature) – examples of these comments are:
 - a. “If Brookdale is underutilised what are you going to do to increase public awareness of this invaluable service? Surely advertising/informing people of Brookdale would be more cost effective than closing it and rebuilding/extending another site”
 - b. “Please leave the people using the centres to be able to stay or leave the centre the decision – not yours”
 - c. “The system we have at the moment is perfect for our needs and would not like any change”
- 5. **Comments on offering other/additional recommendations to improve the service** (11% of people leaving a comment left a comment of this nature) –examples of these comments are:
 - a. “I want to be able to go shopping, do drama, go to the theatre”
 - b. “We need at least one day centre in Maghull”

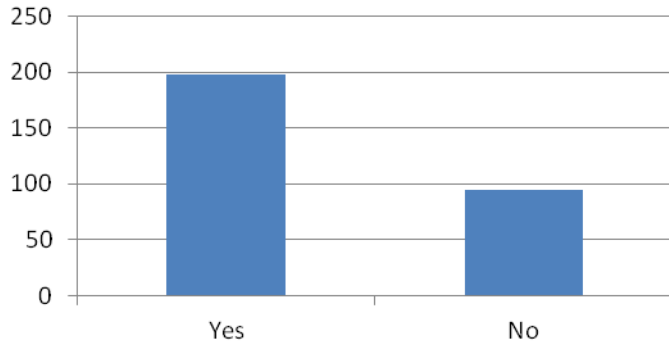
Equality Breakdown of people who responded and completed this part of the questionnaire:



Disability: Do you have any of the following? (please tick all that apply)

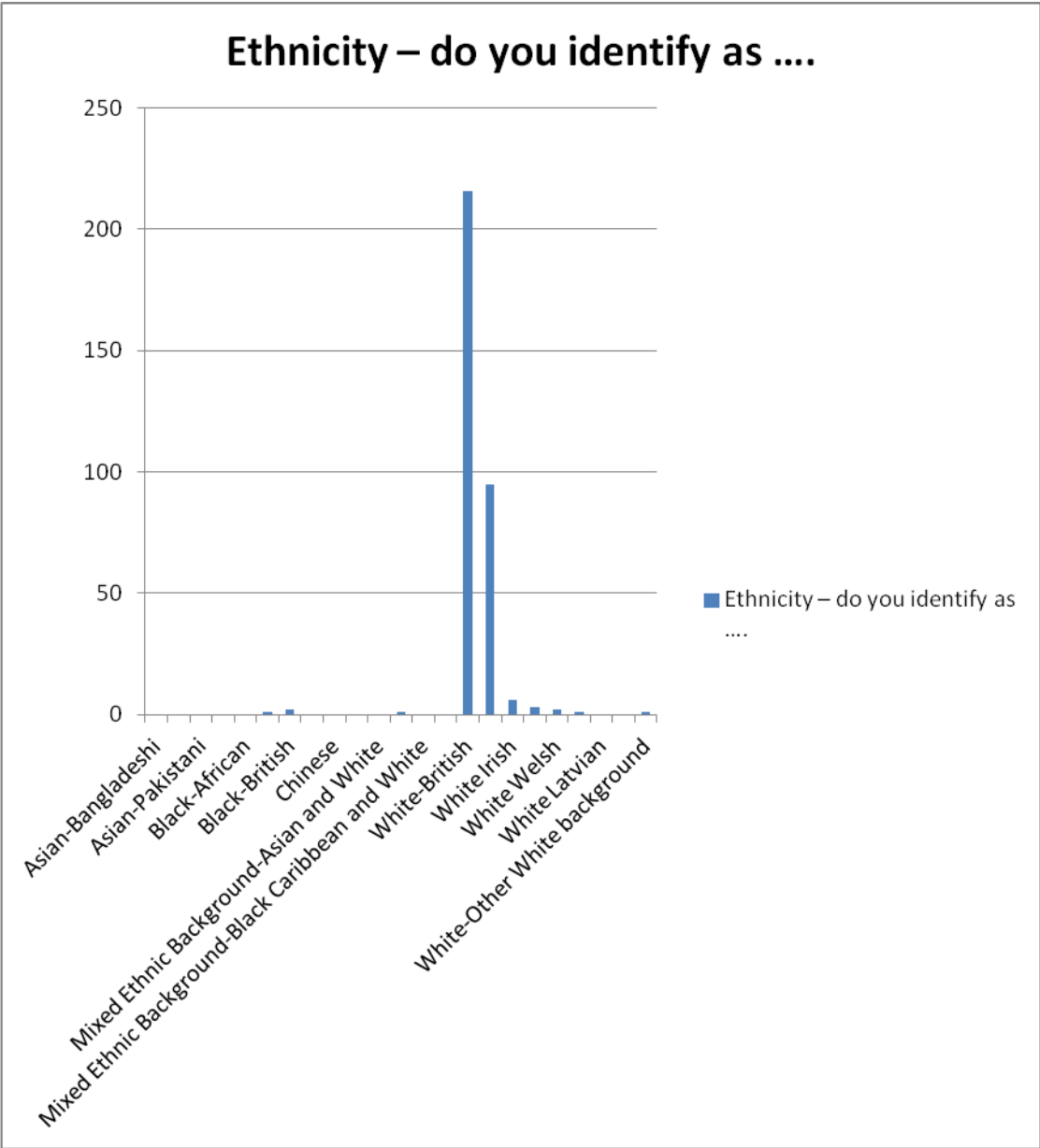


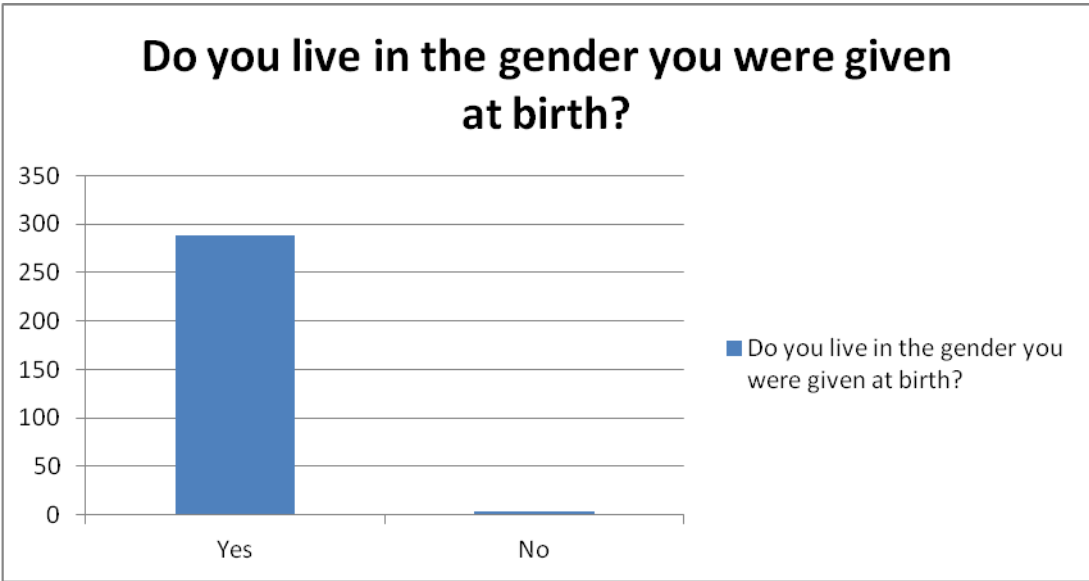
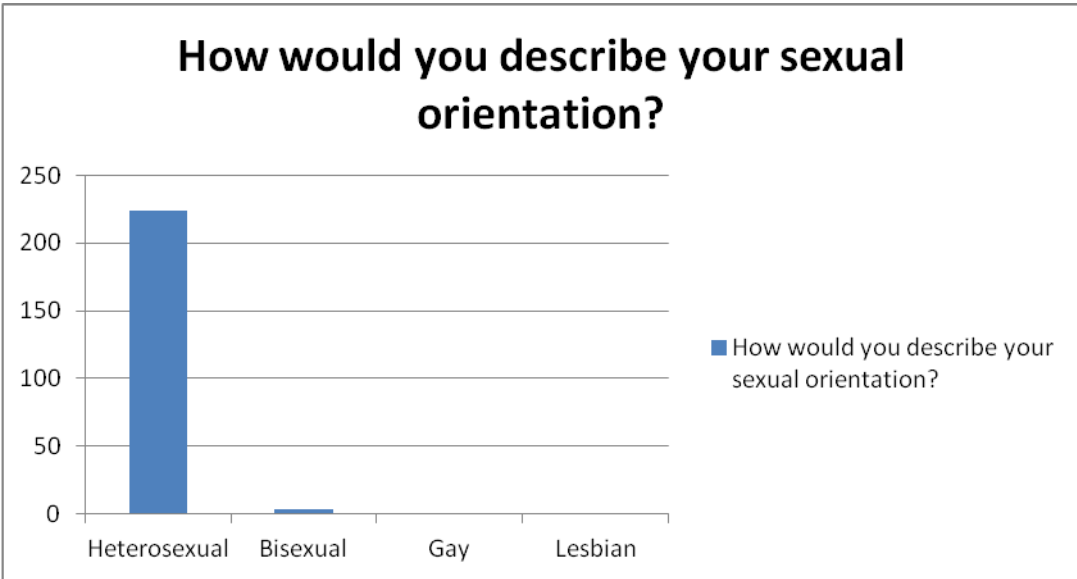
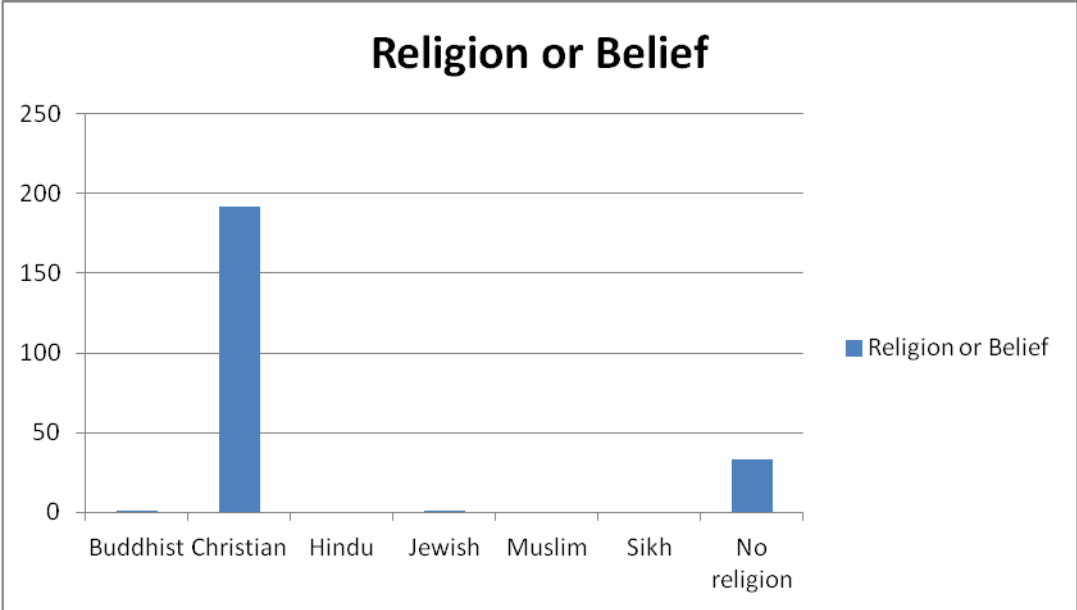
Please read the following statement ... If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'?



■ Please read the following statement ... If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'?

Ethnicity – do you identify as





Equality data - disaggregated.

As part of the equality analysis process, all answers to the key questions of.....

Q2: Do you agree that we should modernise and expand some of our buildings to better meet needs and close those that are too big and costly to maintain?

Q5: Do you agree that people who attend a day centre use available alternative transport options if they are able (e.g. transport from family or friends, bus, taxi,) before the council provides a specialist service?

Q6: If you, as the person attending a day centre, are required to use other transport rather than a Council provided specialist service, how do you think this would impact on you, or if you are their carer, the person you care for?

.....are disaggregated to see if there any views from particular protected characteristics that may be hidden by the 'majority view' of collated data.

In examining the data in this way it can reveal fundamental issues that may need to be addressed to meet particular needs.

In selecting what data to disaggregate, the focus has been on 'age', 'male /female' and 'disability' as these are the key protected characteristics that have the biggest influence and effect on the proposed changes.

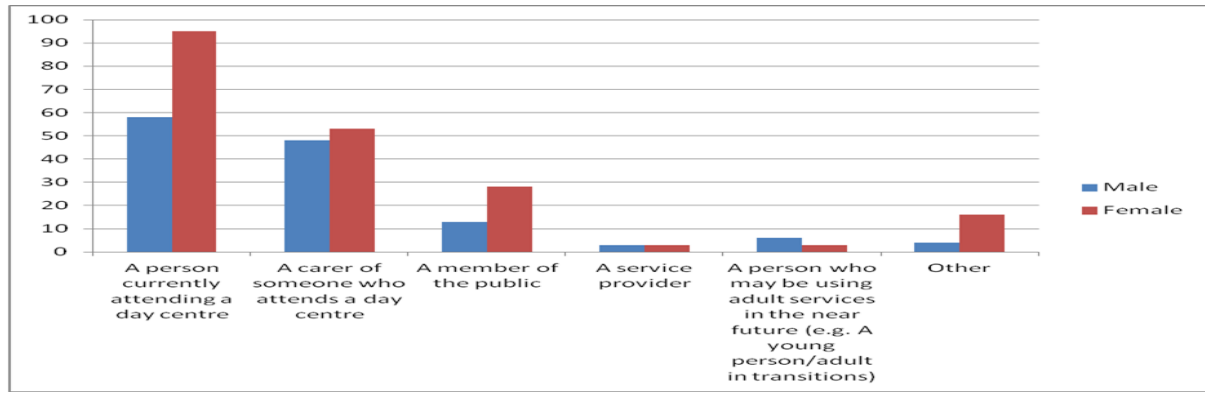
Whilst the other protected characteristics are important to the individual, the data has not been included here due to the extremely small percentages recorded.

The data below is simply a 'reporting of the data' as a product of the consultation process – the Equality Analysis report will pick up any issues identified and address them.

Protected Characteristics – Phase 2

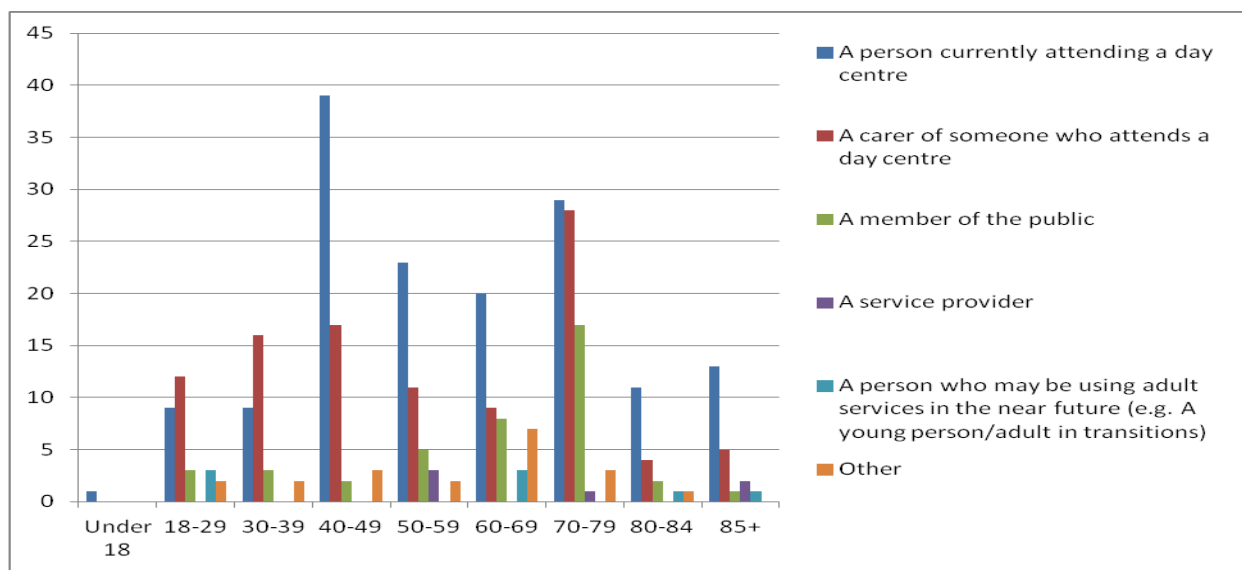
Chart 1 and Chart 2 show the breakdown of those responding to the questionnaire.

Chart 1 - 'I am...' by male/female



More females responded than men. Both sexes are present at every category.

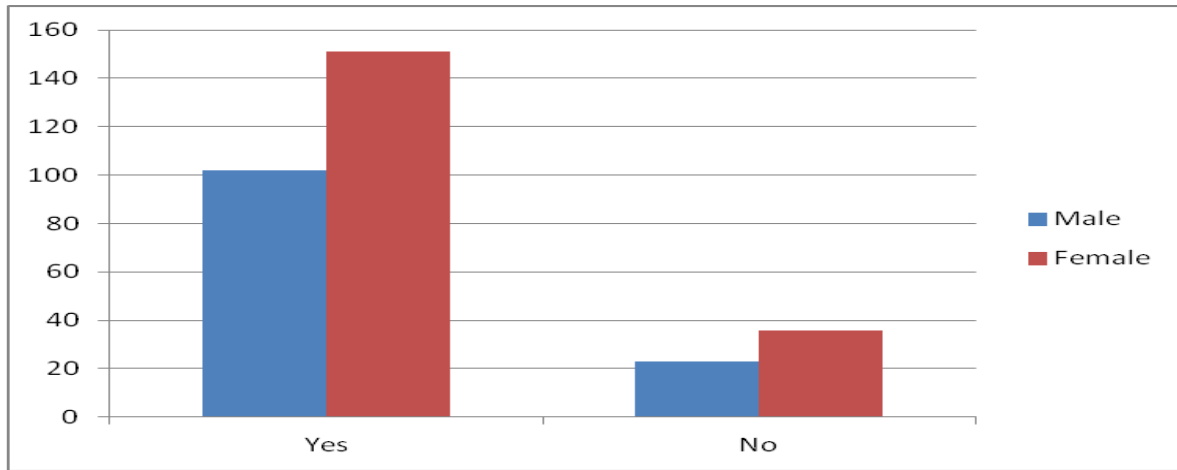
Chart 2 'I am' by age group.



Most responses came from the age groups 40 -59 and 70-79. All age ranges have responded.

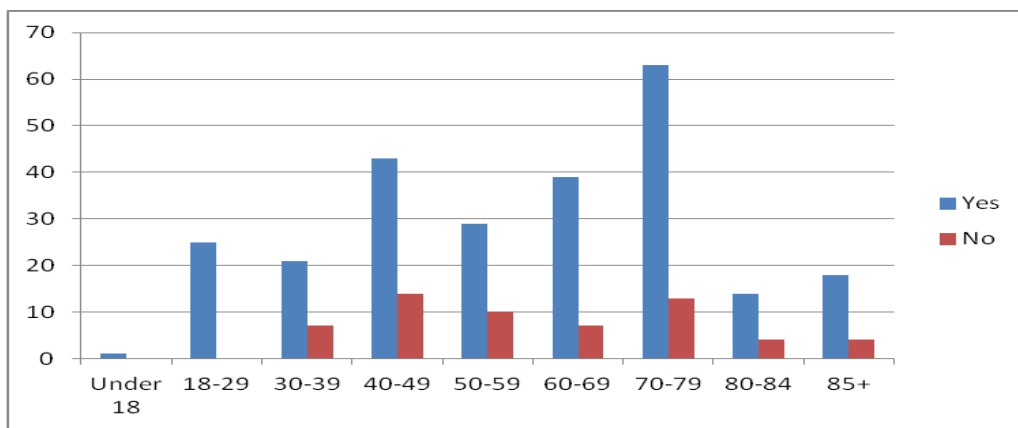
Q2 Do you agree that we should modernise and expand some of our buildings to better meet needs and close those that are too big and costly to maintain?

By Male/female



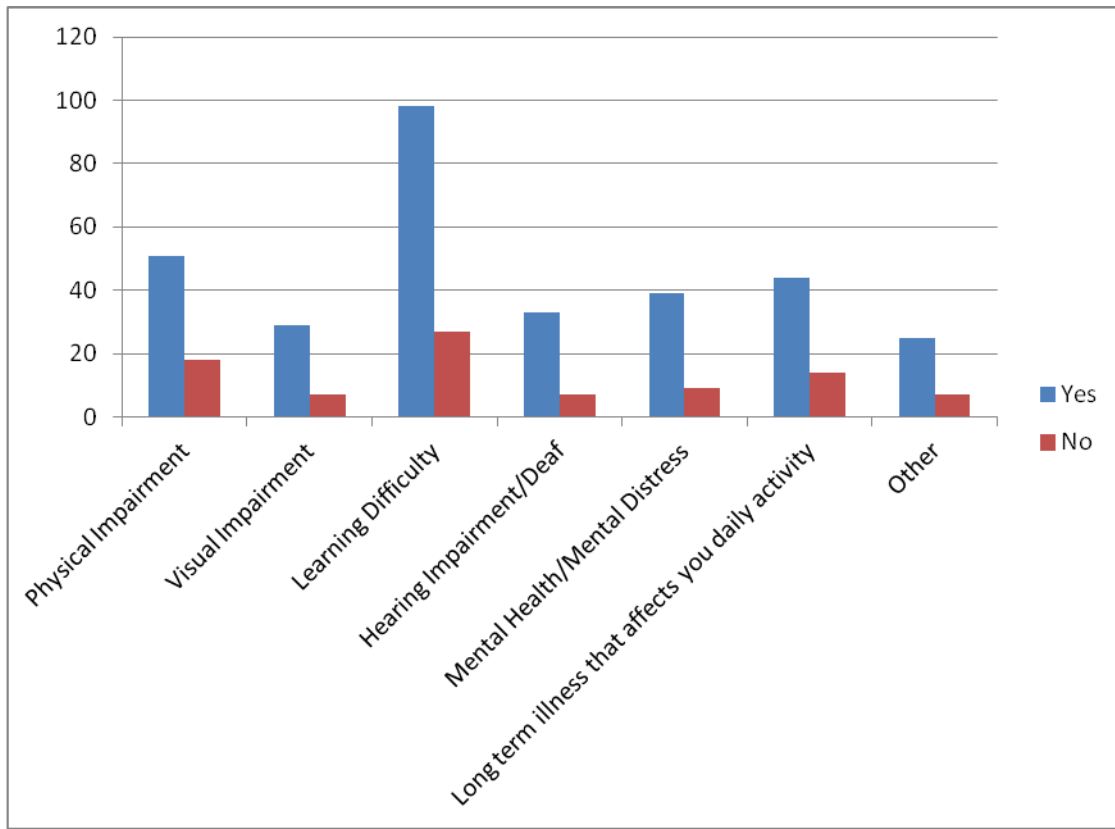
Both sexes are present in each response. Women outnumber men on both opinions of 'yes' and 'no'.

By Age



All age ranges are represented and all agree with the proposal. Strongest agreement is with the 40-49 age group and 70-79 age group.

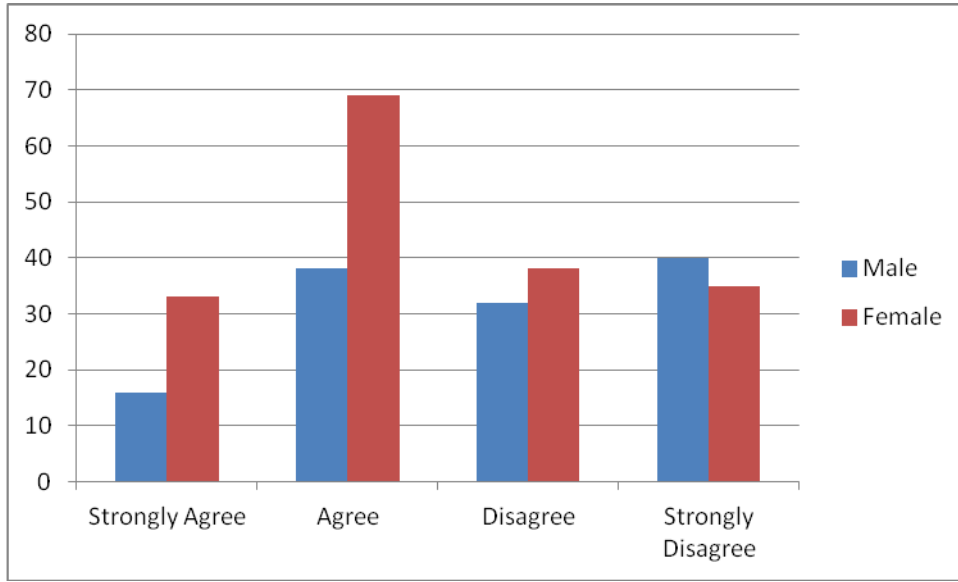
By Disability



This chart is a key chart as it shows that all categories of disability are in favour of the changes to the building.

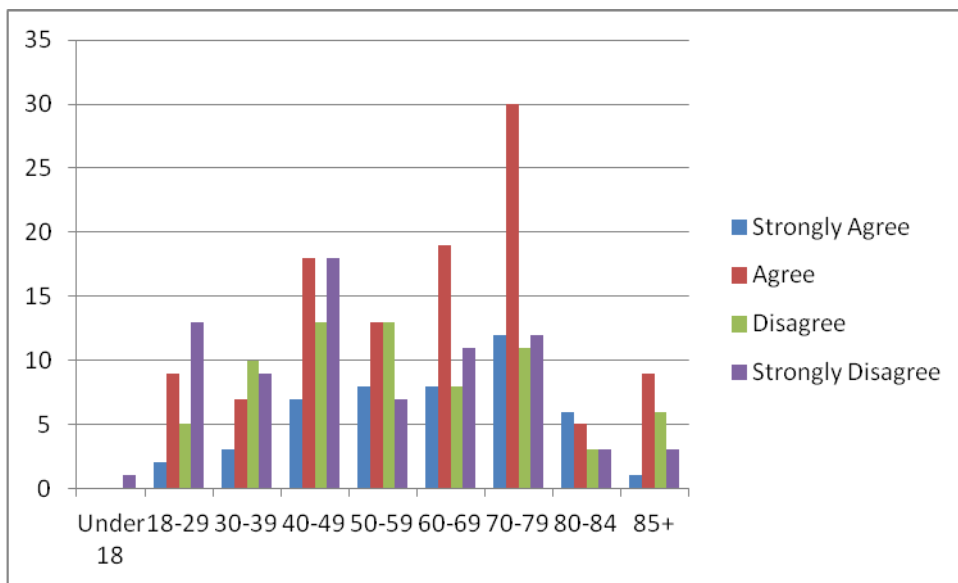
Q5 Do you agree that people who attend a day centre use available alternative transport options if they are able (e.g. transport from family or friends, bus, taxi,) before the council provides a specialist service?

By Male/female



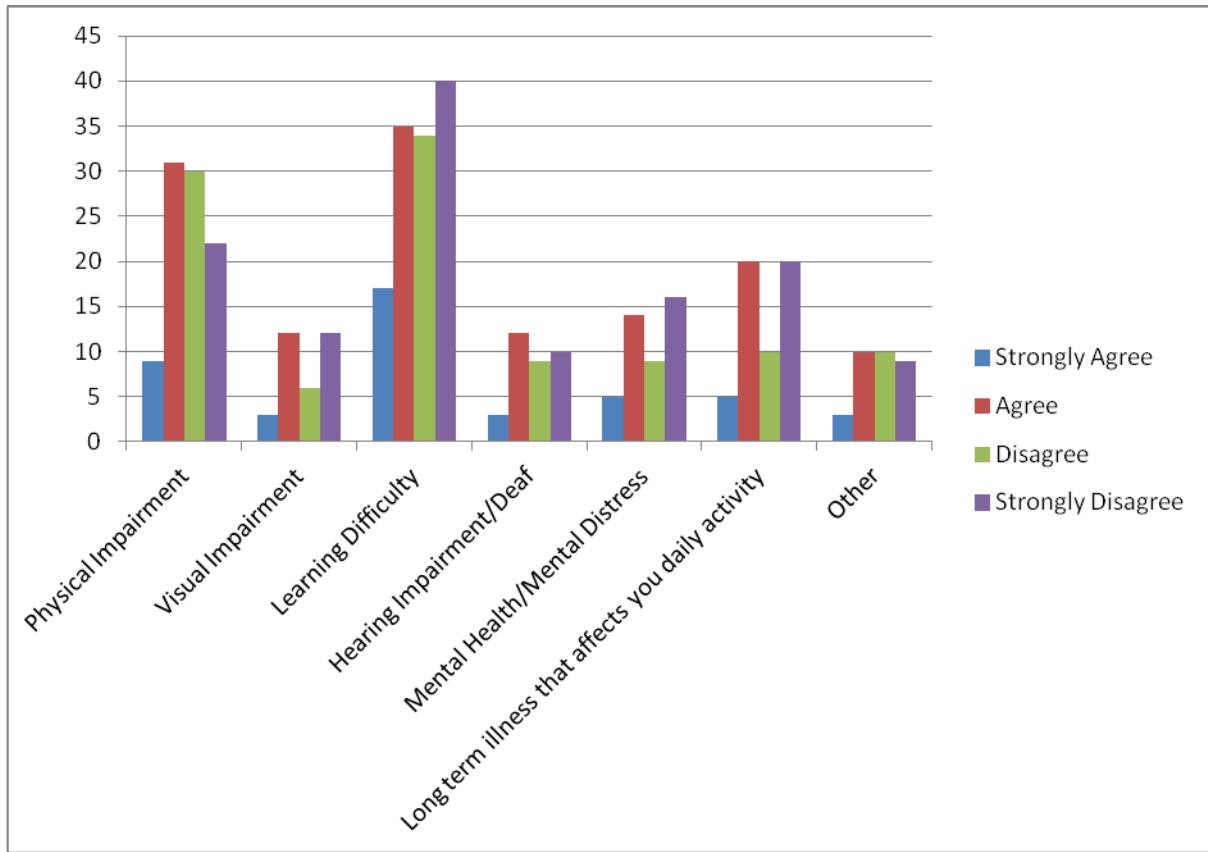
Both sexes have a clear showing in each category. The men are more prone to ‘strongly disagree’ than the women – who on all other counts outnumber the men in their views.

By Age



The 18-29 age group and 40-49 age group strongly disagree the most to the principal of making alternative transport provision. The strongest agreement comes from the 70-79 age group.

By Disability

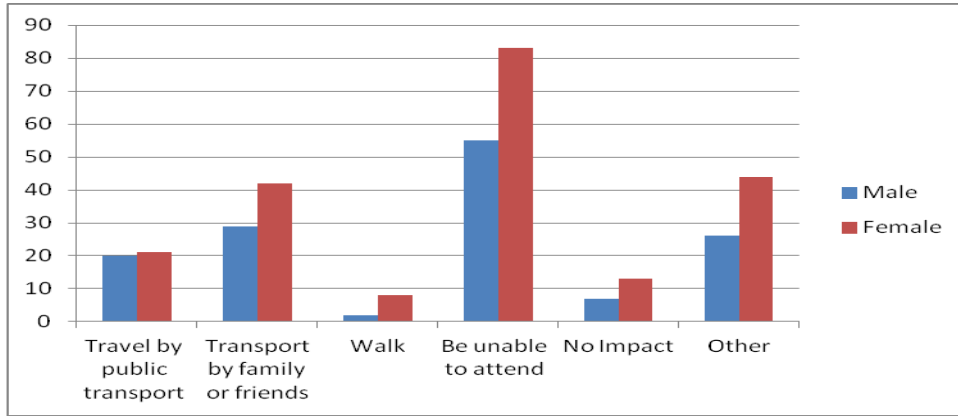


The strongest disagreement to the principle of alternative transport provision is within the category of ‘learning difficulty’. All categories have responded.

Q6 If you, as the person attending a day centre, are required to use other transport rather than a Council provided specialist service,

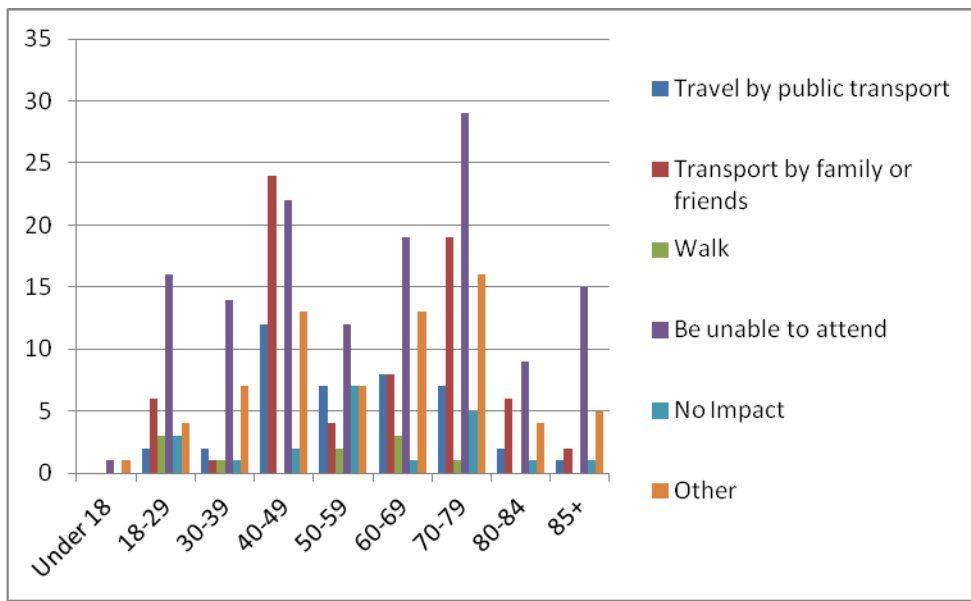
how do you think this would impact on you, or if you are their carer, the person you care for?

By Male /female



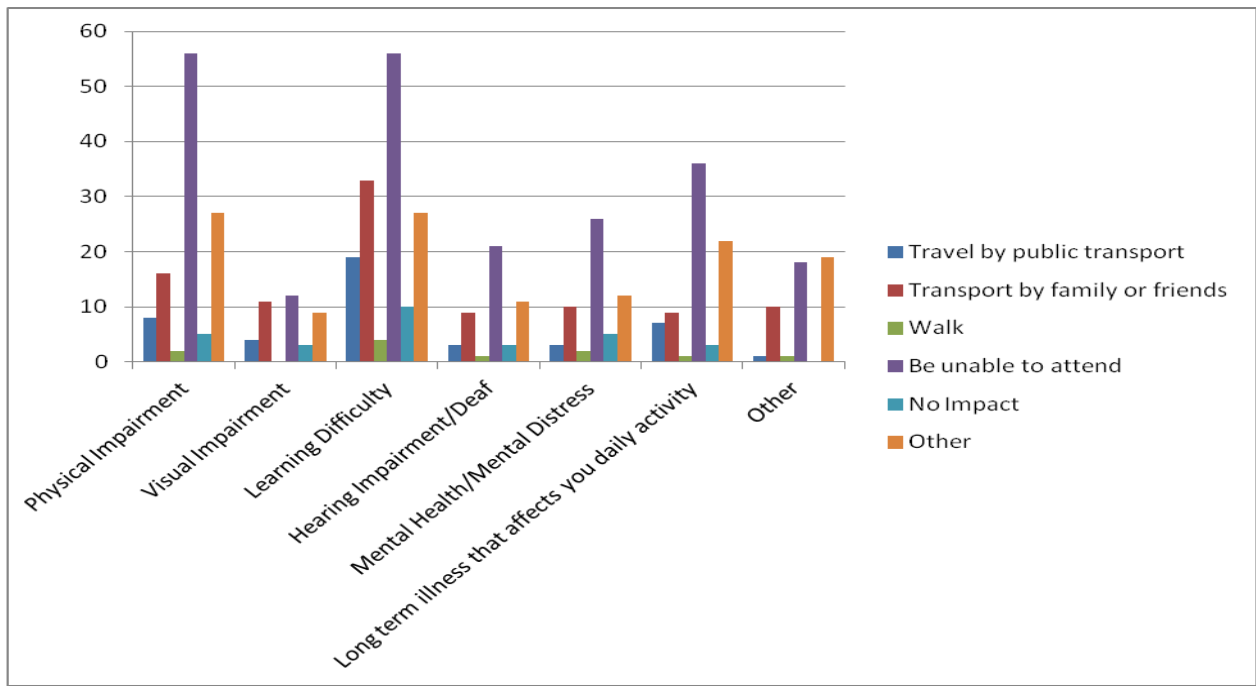
Females are clearly identifying that lack of Council transport would be a clear barrier to accessing the day centres.

By Age:



The 40 -49 age group and the 70-79 age group are the most likely to worry about being unable to attend.

By Disability:



Of those expressing concern, ‘physical impairment’ and ‘learning difficulty’ are clearly indicating problems.

Service User Events

In addition to the questionnaires, which every day service user was sent and had access to, Sefton staff and the Director of Adult Social visited a number of Sefton New Direction day care centres. The Director gave a presentation on the consultation, covering phase 1 and phase 2 proposals. Day care centres belonging to New Directions were the focus of visits to their centres. Although invited, no requests were received from the private sector providers

The events revolved around a short but appropriate presentation followed by a question and answer session. Independent advocates were present at all events to assist service users understanding and completion of questionnaires if required.

The day centres visited were as follows:

- 4th December 2014 – Sandbrook Resource Centre
- 10th December 2014 – Mornington Road Resource Centre
- 17th December 2014 – Bootle Resource Centre
- 22nd December 2014 – Dunningsbridge Resource Centre
- 5th January 2015 – Chase Heys Resource Centre
- 5th January 2015 – West Park Resource Centre

9th January 2015 – Brookdale Resource Centre
14th January 2015 – Waterloo Park Resource Centre

(Note – those who attend Brook Enterprises were invited to the Dunningbridge meeting; Poplars Resource Centre was not visited due to the nature and capacity of the service users).

The key findings from these events can be summarised as:

The service users asked many questions and wanted to discuss anxieties and worries as well as their views in support on a number of issues. The main conversations revolved around the following topics:

1. **Remodelling** (main topic of conversation); conversation revolved around how it would affect them and where would they be going to.
2. **Consultation**; conversation ranged from the detail in the questionnaire to how decisions will be made.
3. **Assessments**; conversations revolved around will there be reassessment and who will be involved and will carers be considered.
4. **Opportunities**; conversations revolved around wanting to stay with friends and not knowing what was available in the community.

The full transcript of the questions and answers can be found in appendix C of this report.

Carers Events

Drop-in sessions were available for carers to express their views and to find out more on the proposals. All carers known to the Council were invited to the sessions by a letter sent to their home address. The events were also advertised in the Carer's Centre.

The drop-in sessions were:

- 15th January 2015 from 2pm until 7pm at Waterloo Carer's Centre and at the Living Well Centre in Southport.
- 16th January 2015 from 10am until 1pm at Waterloo Carer's Centre and at the Living Well Centre in Southport.

The Director of Adult Social Care attended at Waterloo on the 15th and at Southport on the 16th January. Other senior Council officers attended the other events. Also present were members from the Carer's centre, Sefton CVS representatives and a member from the Sefton Carer's Action Group.

The carers asked a number of questions on many issues, often wanting clarification or to add to the discussion, their key topics of conversation were:

1. Quality of assessment, and the need for a robust and consistent approach to assessment including their views and abilities.
2. Concerns over consultation, being kept informed of the detail and the anxiety of not knowing many of the details yet to come.
3. Worry over lack of opportunities, either at the 'new developed centres' or 'out in the community'.

The full transcript of the questions and answers can be found in appendix D of this report.

Young People Preparing for Adulthood Event

Consultation with this cohort focussed on young people preparing for adulthood (identified through the Council's Transitions Team) who are aged over 14 years old. The engagement was through their teachers at their school (Rowan Park, Merefield and Thornton College). Their parents/carers were advised by letter that this was happening and that they were also being offered an opportunity to attend the carer's sessions on the 15th/16th January and to give their views through the questionnaire on the webpage (or indeed to request a paper copy).

Within the specially organised lesson at the schools/college, the teachers asked the young people:

- What does a good day look like for you?
- What activities would you like at future day centres?
- What barriers do you face?

The sessions were recorded on DVD and some art work was produced.

The key findings from these events can be summarised as:

What is important to make your day go well?		What would you like to do?	
Friends	21	Swimming	14
Music	11	Disco	9
Busy	7	Bowling	8
Football	7	Football	8
Relax	7	Horse riding	8

The main aspirations listed by the young people at Merefield School best sums up expectations of all the youngsters: 'a life of my own' 'meet up and relax with friends'.

The full transcript of the questions and answers can be found in appendix E of this report.

Meetings/events with other interested parties:

There were a number of meetings and discussions throughout the Borough during the consultation period. This was a mix of adding agenda items on to existing meetings, providing information on the consultation and also attending meetings and events that were being held specifically about the consultation – these are listed below.

In addition to this, appendix F of this report details some more specific contact with service users and carers, in particular visits to carers at their home to discuss in details the proposals and taking their views.

Date	Meeting	Event
16/10/14	Preparing for Adulthood	Strategy meeting for 2, 3 and 5

Date	Meeting	Event
	provider, parent and professionals	year priorities – consultation promoted
20/10/14	'Making it Real' Personalisation event	Consultation promoted
11/11/14	SPOC - Sefton Partnership of Older Citizens Forums Bootle meeting at Linacre Mission	Presentation – Phase 1 Number of attendees – 15 Currently Non Users / Carers of users/future users Older People – potential future users Questionnaires issued
26/11/14	SPOC - Sefton Partnership of Older Citizens Forum Southport meeting at Christ Church Southport	Presentation – Phase 1 Number of attendees – 26 Currently Non Users / Carers of users/future users Older People – potential future users Questionnaires issued
27/11/14	Health and Social Care Forum Meeting Crosby Lakeside Activity Centre	Remodelling day opportunities. 1 st phase completed now looking to 2 nd phase VCF partners attended – consultation promotion and questionnaires issued
28/11/14	Carer's Rights drop-in event at West Lancs golf club	Stand providing information and officers attended to answer questions. Questionnaires issued.
03/12/14	Health Watch steering group	Consultation promoted. Q&A.
09/12/14	Ability meeting	Consultation promoted. Q&A. Questionnaires issued
11/12/14	Provider forum	Consultation promoted. Q&A. Questionnaires issued
19/12/14	Health and Social Care Forum Extra ordinary meeting (specifically for consultation) Crosby Lakeside Activity	Presentation VCF partners attended. Question & Answer session

Date	Meeting	Event
	Centre	
08/01/15	SPOC - Sefton Partnership of Older Citizens Forum – Southport	Presentation – Phase 2 Consultation promoted. Q&A. Questionnaires issued
13/01/15	SPOC - Sefton Partnership of Older Citizens Forum – Bootle meeting at Linacre Mission.	Presentation – Phase 2 Number of attendees – 25 Currently Non Users / Carers of users/future users Older People – potential future users
13/01/15	CVS disability network forum special meeting (Sing Plus)	Presentation and Questionnaires issued and independent advocacy helping complete questionnaires
16/01/15	LD Get Involved Group Ainsdale Community Centre	Day Services Consultation. Questionnaires issued and independent advocacy helping complete questionnaires
27/01/15	SPOC - Sefton Partnership of Older Citizens Forum – Maghull at St Andrews Church Hall	Presentation Phase 2 Number of attendees – 43 Currently Non Users / Carers of users/future users Older People – potential future users
28/01/15	SPOC - Sefton Partnership of Older Citizens Forum – Southport meeting at Christ Church Southport.	Presentation Phase 2 Number of attendees – 62 Currently Non Users / Carers of users/future users Older People – potential future users

Finally we would like to acknowledge and thank all the people of Sefton who contributed to this report.

APPENDICES

APPENDIX A

Phase 1 Questionnaire results

Question: I am responding as:

Answer option	Response (number)	Response (%)
A person currently attending a day centre	191	49.7
A carer of someone who attends a day centre	152	39.6
A member of the public	23	5.6
A service provider	11	2.9
A person who may be using Adult services in the near future	7	1.8
Other	0	0

Question: Do you agree with the vision:

Answer option	Response (number)	Response (%)
Yes	336	80.3
No	25	6
Not Sure`	57	13.6

Question: Do you think that the model supports our vision for day opportunities:

Answer option	Response (number)	Response (%)
Yes	247	61.6
No	69	17.2
Not Sure`	85	21.2

Question: Please tell us what the main benefits of attending a day centre should be? (Note multiple choices)

Answer option	Response (number)	Response (%)
Developing skills to maintain independence	259	60.3
Meeting friends	368	85.7
Taking part in activities	362	84.3
To give the carer a break	279	65
To enable the carer to remain in employment, training or education	144	33.5
Hobbies	179	41.7
Social activities	189	67.3

Question: If you currently attend a day centre, how do you travel?

Answer option	Response (number)	Response (%)
Council provided transport	245	70
Own or family or friends vehicle	86	24.5
Public transport	19	5.4

Question: When you are not attending a day centre, how do you normally travel within your community to, for example, the shops, to friends and family, to a café?

Answer option	Response (number)	Response (%)
Public Transport	82	18.7
Own or family or friends vehicle	213	48.6
Family or friends collect me	95	21.6
I walk	48	10.9

Question: In order to support you and others to remain as independent as possible and live a fulfilling life do you think that the Council and its partners should:

Answer option	YES		NO		NOT SURE	
	Number	Percent	Number	Percent	Number	Percent
Make sure access to good quality information is available to you	375	97.4	3	0.8	7	1.8
Help people access independent travel planning	199	60.3	60	18.2	71	21.5
Make sure travel training is accessible to help with independent travel	215	67.2	46	14.4	59	18.4
Encourage self-help and self-assessment	132	70.1	22	11.8	32	17.2
Encourage you to keep active and alert by promoting access to local leisure, cultural and community activities	293	84.9	24	7	28	8.1
Work with bus, train and taxi firms to help them understand your needs and provide safe travel journeys	275	81.6	39	11.6	23	6.8
Encourage early discussions in families or groups about planning for your care needs in the future	333	90.7	13	3.5	21	5.7

Question: What would you like to be doing in 12 months time?

Answer option	Response (number)	Response (%)
In employment or self employment	16	4.5
In education	14	4
Being more independent and being able to do things for myself	144	41.1
Being able to meet my friends and do things like going to the cinema, using leisure centres, parks and open spaces etc	154	44
Volunteering	22	6.2

Key findings from Phase 1:

A key part of this process is to engage with service users, their carers and the community to get feedback about what the changes should be in relation to 'day centres' and alternative opportunities.

Phase 1 of this consultation (fact finding on service use and views on the vision and model) details the key messages and the things that was told to us were important and have been taken into account when looking at the changes that may take place with regard to day opportunities in the future. This is summarised below.

- Total responses: 429 – 46% (out of targeted issue of over 900 which includes current users of day centres and their carers)
- From those responses 80% agreed with the vision, of the 20% who said 'no' or 'not sure' to the vision the key reasons were as follows:
 - Felt they needed more information so they could decide (25 people from 429 responses)
 - Outright opposition (15 from 429 responses)
 - Agreed with the vision but doubted application (11 from 29 responses)
- 62% of the respondents agreed that the model, as described, supported the vision, of the 38% who said 'no' or 'not sure' to the model the key reasons were as follows:
 - Didn't comment on the model but did emphasise that they still wanted day care for themselves (43 from 429 responses)

- Outright opposition to the model (40 from 429 responses)
- Felt they needed more information so they could decide (16 from 429 responses)
- Worry over the quality of assessment when applying the model (14 from 429 responses)
- The top two responses on the benefits of why somebody attends a day centre were:
 - Meeting friends (86%)
 - Taking part in cultural/leisure/community based activities (84%)
 - Note people could tick more than one activity in the options
- In response to the question on “in order to remain as independent as possible and live a fulfilling life” the top responses were
 - To have good quality information
 - Early discussion with family and carers and groups on good planning of care provision
 - Encouragement to keep active by promoting leisure/cultural and community activities
- We asked how people travel to a day centre, with the majority travelling by council provided transport (70%); with 25% being transported by their family or friends and 5% by public transport. We also asked about how users of centres travel within the community. Responses showed us that 82 people travel by public transport and over 300 are transported by family or friends.

The key themes arising from the final open comments box were:

- This is an exercise on saving money
- Worry over the availability of alternative community facilities

In summary the overall picture was one of acceptance for both the vision and the model, where concerns were raised it very much focussed on concern for them or the person cared for in relation to the service they receive.

This shows two things: (i) people are uncertain on how to classify themselves and (ii) a natural tendency to be extremely cautious on a sensitive issue.

APPENDIX B1

Phase 2 Questionnaire comments from question 2:

Do you agree that we should modernise and expand some of our buildings to better meet needs and close those that are too big and costly to maintain? If you said no please tell us why

Why expand some if you are saying that others are too big. That would surly cost more and upset more people who need the facilities. Just close down the one that you would expand and fill the one that you say are too big.

If buildings are too big and not fit for purpose yes. But smaller buildings built fit for purpose and working well, should not be closed. e.g. Brookdale, this being the only Advanced Dementia Centre Day in the North Sefton area.

You already have under used and derelict buildings in Southport to look after either use what you have before modernising other property.

I think that Brookdale is a very good place with excellent staff.

Most buildings could be adapted to meet the needs of service users without the need to rebuild.

Everything is ok the way it is.

Would like to keep it the way it is now, just the right size.

As long as the user does not lose out and all facilities are moulded to meet needs.

Not enough information give - Which buildings? Which areas? etc. To make an informed decision I have no knowledge of the conditions/size of the buildings you want to close.

Break too big down into smaller units. The need for these centres is growing due to people living longer.

I understand things have to change, in view of the economic climate, but some people find it difficult to adapt to change and are unable to make concrete decisions for their future. So I feel if done correctly can be

beneficial, but mistake can be disastrous for the vulnerable.

You have closed other centre. Don't feel we can trust you. You come out with what looks sensible and practical. Turns out it's just a way to change more and give less care. E.g. changing times, packed up until about 9:30am home by 4:30pm. (This = less hours) It's such a waste of money assessing people again. This causes a lot of worry to clients and carers. Especially older carers. We live year to year we should be relaxing at our age. Not the worry over the person we care for.

There are two questions but only room for one answer. The buildings and service should be fit for purpose - cost should be efficient but not prohibited to service.

Service users don't like changes. Are happy with the way their centre is now. Know where everything is. Modernise them of course.

I like coming here to meet people. I have been coming here since Dec 06. It is close to my home. I am very happy here as I have my friends around me.

Need more information on how many the new building will hold and what facilities there will be and location.

Some of the buildings should be modernised and maybe expanded however, "closing facility" that are too big doesn't make sense? Why expand on building to make it bigger, yet you are saying that other buildings are too big - would it not be better to condense the service in the larger building? No closures that would affect disabled people and their carers should be allowed. Services are being squeezed as it is.

Not sure do not know any

Please consider many who use day centre have done so for many years and have built friendships. Could be lost if people are fragmented in the community

Maybe - My daughter has attended this centre that she attends for over 25 years. She has autism and a learning difficulty with challenging behaviour and this means changes are hard for her to manage which can mean she can become more anxious, depressed or challenging

behaviour could increase. I agree that some buildings need the above but I feel that you need to make sure changes are done slowly and that the new centres are not going to be unsuitable.

I think in some cases it is better not to close some buildings and let the people who are happy where they are stay as they are settled.

Service user finds that the new modernisation of buildings is better.

Keep them all open. We have a growing elderly population who have paid taxes all their lives and should be looked after in their old age.

Although mum used to attend The Orchards - Ainsdale, now attends Westpark. The Orchards is closer to her home and more convenient as I'm sure this is the case for many service users.

I feel this is wrong and they should keep the centres open

I believe the needs of the users should come before costing issues and measures should be taken to make centres more cost effective. My mother has dementia and at least 2 of the centres you propose to keep open were not suitable and wouldn't take her because they are not appropriate or secure. To disrupt dementia sufferers is downright cruel and unethical... They should be able to continue to attend the centres where they are happy. Familiarity is key and if my mother has to move she will deteriorate rapidly as will many others.

People need this building for learning/courses also company gives lots in wheelchairs we need space to move around safely.

I agree that some buildings do need modernising but as a service user in the Bootle area, I feel that the day centres should not close. There is nowhere close for us to go to.

Because it will mean that many people will not be able to continue to use their day centre

Update other buildings. Not enough as it is.

Leave things as they are.

Because people get used to their own space and building changes can

cause a lot of trauma to people who use the day centres.

I am not sure. My son finds change and routine change extremely difficult. Would cause a dramatic upheaval for my son if it doesn't need fixing, Leave well alone. A fixed Day centre provides routine and stability for our disabled boys/girls.

This is a loaded question, the way it is phrased, there can only be a positive response, but that does not consider all possibilities.

NOT SURE!

It would cost more to build a new day centre

The service I attend in the building is the best opportunity for me to be in. I'm an independent traveller and it's close to home, and my carer is in poor health and I need to be close to her. I also need my space in a safe environment.

Not at the expense of people losing a much needed place to go. Their disadvantages in life is bad enough without the loss of such facilities, be it profound disabilities or others, they all need stability.

Because I think all the rooms in the building I attended are used to their full potential. It is a waste of money building or modernising buildings when we have a decent one already.

Sandbrook should not be closed, it should be modernised and more service users if you think it is under-used. But ask any service user and they will tell you, they love going there and the staff are wonderful.

This is 2 questions! You are tricking people in to saying yes. The answer to the first question about modernisation is yes. The second question needs more detailed information e.g. what is "too big and costly"? How is that judged and what would happen if more people would use these centres if they were, for example, upgraded? I therefore cannot say yes to that unqualified question.

If too big and costly close it and go to a lesser size building so everyone has the care they need close to home.

Personally it would
But be aware of the current facilities already in place. Do not dismiss things to save money. These people need activities and things to stimulate their minds as things are at the moment the standards are not good enough.
No building should be closed
BUT with no reduction of current provision. In particular the excellent staff at Brookdale should be utilised to provide a dementia Care facility in Central Southport. New Directions should also be allowed to market/promote the services on offer (via GPs/churches, etc.) as many of my parents' contemporaries remain either unaware or uncertain of how to access this support.
This is such a contradiction! You modernise and expand buildings that are big enough or throw away and start from zero several smaller venues to accommodate all who need it and they may access far more easily
Brookdale must continue to provide specialist care for dementia patients
I am not sure. My son finds change and routine change extremely difficult. It would cause a dramatic upheaval for my Son. If it doesn't need fixing, leave well alone. A fixed Daycare provides routine and stability for our disabled
Only if it is in clients best interest. Sometimes the familiar and convenient is preferential to new and modern
Can't possibly say as I've no idea what these buildings are like. Closing lots of buildings that have formerly housed people with Special Needs cant ever dictate a yes/no answer
Don't know full range of centres etc. Only management can make this judgement. Dunningsbridge does appear to be shoddy when we visit. Is it time to spend the previous savings made by lack of maintenance?
There must always be enough places to meet the needs of the members of the population who need them

Disagree with modernisation for the sake of modernising. Some day care centres run very well. As a smaller specific to their cause centre bigger is not necessarily better

Not sure if this guarantees all that need a Day Centre Place get one. Major concern is that closing centres will result in lack of places or increase the travelling to and from a day centre for vulnerable people who don't cope with change

Not if it means people who want to stay at the centre are not able to

There should be enough day centres within easy reach of Service Users i.e. local to where they live, otherwise a lot of time will be spent transporting them from home to Day Centre

But not necessarily close them as we need more in the Bootle and Crosby area

Gyms fine the way it is no need for change

BUT with no reduction of current provision. In particular the excellent staff at Brookdale should be utilized to provide a dementia care facility in Southport. New Directions should also be allowed to market/promote these services (via GPs, churches etc) as many of my parents contemporaries remain either unaware or uncertain of how to access this support.

I don't think there should be a reduction in available sites. With the enormous increase in autism spectrum disorders in recent years, there is likely to be a vastly increased need for specialist facilities. Closure of sites is a false economy, because if people do not have access to day centres, there will be more pressure on families, which may well lead to earlier application for residential placements, which are far more costly.

I can't agree with a proposal when no specific details are provided as to which buildings you are referring to and why they are 'too big' and 'costly to maintain'

Possibly some of the larger units which do not now meet requirements should be closed, but not the smaller units which work efficiently. To close smaller units and then incorporate them into other buildings is not

necessarily the best way forward. You are then making a building for all uses instead of specialities, e.g. Brookdale which is the only Advanced Dementia day centre in the North of Sefton and therefore should stay open and be better promoted, putting out more information.

Not if this is at the detriment of the current service users. If there are assurances that service users needs can be met in a more cost effective environment to the same level of care and stimulation then it would be prudent to relocate. However, if by moving to smaller premises or premises that would incur an additional transport cost to the service user then I would not support such a move.

Because it will be selective centres chosen by a select few at Bootle not as needed and required.

If closing buildings then must build new ones. Can't close and not replace! There will be a shortage.

We should have day services local to service users and old buildings should be closed and new ones found.

Service user expressed desire for improvement not closure.

It's not for me to decide whether those buildings are to be closed. Improved yes.

I enjoy going to centre I go to now to see my friends.

Not if I cannot go to my day centre

No response to this question

Would like to stay at the centre.

It depends on just how you intend to 'make them better for people to use?'

Less day centres, more money in disable people's pocket.

Don't know.

I have a lot of friends here.

I go to the Sandbrook Centre in Ainsdale which I can walk to every

Thursday and this is where all my friends go.
My daughter and I are happy with the centre she uses as it is.
People will not have places to go and may not see their friends at any of the new facilities.
I am too disabled to use any of the above, I am left and forgotten I need more care?
But I would still need to attend the Day Centre. If it was to go to another building if it was unfit.
Expense
I would like all day centres to stay open because I would not like it to be my centre that closes.
Have the new centres ready people to go to as one closes down?
I enjoy coming to the day centre, and I get a hot meal and I like to social with other service users.
These buildings are needed for disabled people, so they can talk with other service users while there.
Some carers have to go out to work, and may not have time to take anyone to and from the day centre.
Bootle centre has just had new floor fitted.
Not enough resources should upgrade the buildings which need attention.
I agree to modernise buildings but I want + need a centre.
This centre is suitable for my needs and it is safe for all the equipment.
Sandbrook has a lot to offer, having a large Hall used by drama group putting on plays + shows, also meeting + dining room. Also a sensory room, computer room, craft room all well used.
Keep the centres and improve them.

The centre is suitable for my needs and it is safe for all my equipment
I don't believe that any should be closed. I am disgusted with the Government. Why should you close our Centres and get Pay Rises?
If not fit for the needs of so many in the new century, must go and build appropriate edifices
I think that it is just an excuse to close us down
I have been going to a day centre for 12 years. It is an important part of my life. My Mum and Dad are 78 and 80 years old. My Mum can't get about much. I value the activities I get at the centre and I would not be able to replace them partly due to the lack of other services and partly due to confidence. I look forward to my 2 days
Can those that you are choosing to close be updated for those people that have been using it for some time?
I don't agree with clients paying for transport and Day Centre
Happy to close building if I still get my day service and see my friends
I will miss my friends
New building would be great but I still want to see all my friends
No - should repair them
They should do up the buildings and fix them
Everything needs to be done with care - as these are the most vulnerable members of our society
I agree in principle but please be honest - you already have plans to build houses on the land of Sandbrook Day Centre this is nothing to do with the state of the building
Can improve the buildings but not close them for the people who need them, Some may not have the mobility or accessibility to others
All buildings should be kept fit for purpose
Should improve buildings but not close any

People who want to stay in the centres should be allowed to

There needs to be enough good quality day centres in the local area with special facilities, amenities and garden

Work smarter to save money

Only if these three new buildings are guaranteed to go ahead

As the population of old age is vastly increasing if you sell off buildings and land it will cost twice as much to buy back

APPENDIX B2

Phase 2 Questionnaire comments from question 4:

How do you think this proposal will impact on you?

My parents one is 89 the other 86 both still live in there own home and look after them selves with the help of family. But Dad goes to the Brookdale Centre for one day a week to give mum a break, he also pays the full price for this and does not use the transport as one of us take and pick up. Without this, mum would not get the break that she needs so one of us would have to reduce our hours at work. My dad saved up all his working life so that he and mum could be as independent as possible in their old age and the stress to him moving to another place would be very upsetting to him.

If Brookdale should close I would need to travel further to take my husband to a Centre. At present I know I can leave him at the centre and be sure in the knowledge he is safe, secure and well looked after by expert staff. I would not like him to be in a larger building without secure outdoor space, which would be very confusing.

Not at all.

100%, because of your transport policy and Sandbrook to close you have already decided on what you are going to do. It will affect meeting and assist me in social skills will be reduced. Different aspects of my learning curve will finish decisions being made before consultation.

I hope xxxx stays in the Poplars as we think it meets all his severely handicapped needs.

My brother has learning difficulties and is currently transported to Dunningsbridge RC everyday. He cannot use public transport as he suffers panic attacks but also does not qualify for mobility benefits. He would therefore need to use taxi's which would be very costly and a huge chunk of his money would be used for this which may impact his

living costs.
As choices it not on the list, then I am hopeful that this proposal will not have a direct impact on my father. However, I do have concerns for other users.
It would affect me a lot. The closure of Brookdale would be a disaster for me. I would not know where to take my wife.
Unable to say.
n/k
This service user is used to these places and finds it difficult to deal with changes of faces and places.
It might affect her going to a Day Centre, and that is the only place that my Nan goes to. Apart from when we take her out.
I hope the proposals do not impact on my mum. Her attendance at such a caring place helps her socialise, remember good times and keep active. Funding will always be an issue and I have had to reduce my working week to be with her more. It would benefit her if she could attend more sessions but budgeting costs both my own and council provision are always paramount.
I would become isolated if the centre was not available to me.
I hope you the impact on my brother will be minimal. He enjoys attending Sandbrook and as long as similar facilities are available elsewhere in Southport.
Not sure please ensure that day centres are still accessible for those that need it. I value my place at the day centre.
n/a
I am happy with my Centre Dunningsbridge
More opportunities for the members a lot more activities, space to do things.
Both these centres cater for the extremely complex needs required by

my daughter (physical and mental) Anything less than this care would be unacceptable and inappropriate.

I'm not sure. I am worried that the changes will lead to a one-size-fits-all attitude and I will be forced into cheaper alternatives to the independent arrangements I have.

As I do not know what you're planning for Waterloo Day Centre It is difficult to answer.

As Fernley is not one of the proposed closures I don't know? When xxxx went into adult services her needs were assessed as being too complex for her to attend any of the local authority day centres. I acknowledge that she has a costly care package, just without her day centre provision she would not be able to access any of the things that she enjoys, as the provision does not exist in the community. Xxxx is like a 9 old month old baby, only the size of a 30yr old. She hates her wheelchair. She cannot walk; she crawls and is able to crawl around the day centre and experience activities that she would never be able to access without the support of what she has.

As our son is at Dunningsbridge at present and as it is not proposed to close at present this proposal should not be too much of a problem to him.

Not sure.

I don't think this will impact on me personally.

Not at all.

If transport is not provided I can't travel above, I live in supported living, and require staff at all times so that would impact on my house and social service would have to pay for support at home. Which might be a problem.

All ready done that back one page.

Time will tell. Very poorly if choice is reduced. What's the point in direct payments if there is nowhere to spend the money?

We will see won't we, we are living with difficulty 24/7 You just give us

another problem.
It would make me feel sad if I could not come to Sandbrook I would miss my friends if we went to different places.
I attend the centre, I don't want to not have a day service that meets my needs, I enjoy the things I do e.g. drama, craft, jewellery making and computers. I enjoy spending time with the staff and my friends. I am comfortable with the service my daughter gets at Sandbrook and people are so helpful and I would no want to lose this. I want my daughter to continue getting a service that meets her needs.
I do activities like gardening, I like the day centre BRC. If it is closed I would be isolated.
My daughter enjoyed being in a large building with lots going on and people to interact with.
Not at all.
Xxxx loves mencap and the carer's there, she likes going out with them and doing lots of things with them, a sad day when it is no longer there, Thank you, xxxx. xxxx's sister carer
As far as I can see, none of the proposals except for transport issues would affect me or my daughter. However, I am against any proposals that will adversely affect any disabled people or their carers and no matter how you try to dress this up, this is a cost cutting exercise. As was the reviews of respite + day centres will in the long run affect the council as carers will be unable to care for their family members + people may have to be placed in authority care.
Don't know
It will not be any different
Chase Heys. Hopefully improvements made where needed to meet with everyone's needs.
As day centres close, presumably there will be less places available. This will impact on my husband and I as carers - there will be less opportunity for our daughter to attend as and when her condition

progresses to the point where she needs day centre provision.

I have heard that Sandbrook is proposed shutting, but not when. This will affect me a lot due to worry for my daughter. She has autism, challenging behaviour, a learning disability, comilla de lange syndrome and has a history of anxiety/depression which has a huge impact on her lift. If this centre is to shut this will upset us both. She has trust in the staff and they know her well and encourage her to do all the activities/sessions she likes to do. My daughter might go into a depression if she can no longer attend unless the changes are managed well and the staff she knows are going to move with her as they know how to support her anxieties with changes.

I don't think it will.

I do not know if it will impact or not or if you have plans for where my son goes - I hope no changes are planned as he is happy where he is and does not want upheavals.

No effect to service user

Sandbrook was fantastic - you closed it under the pretence that the building was being refurbished. All lies.

As explained in question 2, please see.

I would do very little, just stay at home with my mum who wasn't getting any respite then we would get under each other's skin.

I would do very little just stay at home with my mum who wont get any respite then we would get under each other's skin.

Our son has respite in Poplars.

My mother has dementia and becomes distressed when faced with new faces and surroundings. It is impossible to explain change to her. She is settled and happy attending Brookdale because of the atmosphere and staff... Not one of the other centres we viewed came close... Frankly they were neither suitable nor as pleasant as Brookdale. It is likely I will have to keep mum at home and give up work if Brookdale closes as I'm reluctant to put her through the stress that a change of environment will

cause her. I'm so angry that people who sit in offices have the power to destroy the lives of such vulnerable people and all in the name of 'money'.

I couldn't bear sitting looking at 4 walls, I need the service for company, friends, help and learning courses.

I will have no social life as I cannot get out and meet other people.

It may mean that I will not be able to continue at a day centre, which I would find extremely upsetting.

I would not be able to go out, I would be home all day

Greatly

I worry that talk of closure in any way may eventually to no day centres left. What would the difference in cost be - closing bigger centres and expanding others? In the end I realise money is the bottom line.

We have not been informed about any changes to us.

Please read box 2. Thank you, Don't like to repeat myself and bore you. My son loves his Day centre has never refused to go.

I don't know.

As long as the person I care for still maintains a place at a day centre and that it is still in each locality, I as the person I care for has complex and profound disabilities hopefully, I do not see a huge impact on me.

I have no idea. Later you say Chase Heys remains open but will be extended this may result in temporary closure.

Moving Day Care Centre will have a great impact on the service user having attended Brooklea since its opening. Service user will have to travel further from home if placed beyond Brooklea via public Transport.

I would have to pay more for more and is with staff or go to the learning room.

I don't like change and have already been to three day centres and two have closed but if I have to attend a new day centre I will. Hopefully it

will be long term.
Day Centres are a life line for the person attending and also for the carer
Increase pressure on me and mum as I would not be able to afford transport to a different area. I need this service plus the staff know my needs and they know all about me and my disability.
Without the day centre as a carer my life would be very restricted. My son does not go out alone due to his disabilities and social problems. His life would become very isolated.
I am very happy with the provision provided for my son at 1-2-1 in the community and would not like any interference in their aims and objectives. They are a wonderful caring and sincere centre and always there for me in an emergency. There is no where and no one in sefton I can turn to for help in any way.
I would be stuck all day in my flat with no-one to socialise with. It would have a knock on effect on my well-being, my self confidence and self-esteem. Also it's like a family atmosphere in the day centre where I meet loads of my friends. So If I didn't come to the centre I would lose contact with my friends and would not be able to see them.
The thought of so big a change makes me dread what is coming. It will not be a happy time at all.
I have changed from going to Mornington Road because I feared it would close.
Brooklea is not a day centre for our son - it is part of his therapy. Without it his mental health is likely to go backwards. Changing to another centre (or even changing staff) will have a significant impact on him.
I hope there will be no change in day care for my mother. Dealing with Alzheimer is very stressful and I don't want more stress.
If the willows remain open we will obviously be unaffected.
Hopefully my husband will still attend Brookdale when changes are

made. The travel by coach is long and weary but that is the way it is.
I/we will only know when the Council have made the decision.
I think my daughter will lose contact with all the friends she has made at the day centre as most of her friends will not be assessed to be in the same need level as her
Day Centres are a life line for the person attending and also for the carer
Increase pressure on me and mum as I would not be able to afford transport to a different area. I need this service plus the staff know my needs and they know all about me and my disability.
Without the day centre as a carer my life would be very restricted. My son does not go out alone due to his disabilities and social problems. His life would become very isolated.
I have changed from going to Mornington Road because I feared it would close.
It would affect my life greatly in many ways. Mostly my mother who attends and loves and looks forward to going on her chosen days.
When my husband attends one of the day centres after the proposals I expect him to have more things to do, not sitting in a chair all day. There needs to be somewhere for people who cant stand much noise. These things will only be possible if there are enough staff. My husband was told in the summer you can't sit in the garden as we don't have enough staff.
My mother attends the day centre. She looks forward to her visits there twice a week. It gives the family some respite.
I couldn't get here if they were to stop the buses
Creative Alternatives and other providers must have access to appropriate space and privacy to concentrate on their class, tasks, healing. Healing sessions (relaxation, stress busting) should have no noisy distractions at all.
My wife is very happy going to Day Centre and it gives me the chance to

do shopping and any other chores, as I cant leave my wife on her own now and I need to take her out in the wheelchair if we go out which is getting more difficult as I am 89 years old. If I take her out we can't stay out for long as she is always asking for the toilet. At Brookdale the staff understand the needs of people with dementia and that is why my wife loves to go there. She can also have a bath at the centre as at home she has to just have a wash which I have to help her with and this is difficult.

Devastating for my Husband. A specialist dementia centre i.e. Brookdale has helped my Husband live with and help in fending off the disease. Also, as xxxxs wife and full time carer I need at least 3 days respite a week for myself given that I am 90 yrs of Age

Unable to comment as I don't know what the proposals are, only vague suggestions

Dont know yet

Please read box 2. My son loves to go to Day Centre he has never refused to go

Not at present but could do as a future user

Not on me personally, but on my service user, she may find herself travelling further to unfamiliar surroundings & People. Some users will not have the social skills to adapt easily

I hope that this proposal will not impact on me. I live only five minutes from Chase Heys on Cambridge Road and would not like any change in current arrangements

It would affect my life greatly in many ways. Mostly my mother who attends and loves and looks forward to going on her chosen days.

When my husband attends one of the day centres after the proposals I expect him to have more things to do, not sitting in a chair all day. There needs to be somewhere for people who cant stand much noise. These things will only be possible if there are enough staff. My husband was told in the summer you can't sit in the garden as we don't have enough staff.

My mother attends the day centre. She looks forward to her visits there twice a week. It gives the family some respite.

I couldn't get here if they were to stop the buses

Creative Alternatives and other providers must have access to appropriate space and privacy to concentrate on their class, tasks, healing. Healing sessions (relaxation, stress busting) should have no noisy distractions at all.

Im hoping as Embrace is independent that this wont affect him

My wife attends a day centre 3 times a week. This helps with her mood, stimulates her mind, helps her to meet others and interact with other people where she does not and cannot in any other setting. I am concerned that the removal of the day centre will also impact on me as her full time carer. I use this time to shop, clean and rest. This will undoubtedly impact on us and leave no alternative for my wife but to go into full time care

No impact, I'm assuming similar service provision at Dunningsbridge

If the SRC closes, a move to Mornington Road would not cause my daughters routine to be disrupted too much since she is familiar with the surroundings. If the same staff and her Service User friends also relocate there, it shouldn't cause too much of a problem

The possible impact on my son is unclear as I have seen no reference to St Josephs in any information that I have received. I am aware that St Josephs is privately run and that Sefton "buys in" its services. I hope this remains the case, , as I feel at the moment that nowhere else meets my needs which are very individual

My son xxxx now lives in a Supported House - Alternative Initiatives but will still be attending St Josephs on a daily basis- he has been attending St Josephs for nearly 13 years (since the age of 19) . I hope that funding will still be available after ILF finishes

Devastating effect, difficult enough dealing with Advanced Dementia let alone a complete upheaval to another (not so local) site that wouldn't be

specifically designed with Dementia people in mind
There is a huge demand for these centres to remain open. Special needs persons enjoy attending these units and the closeness of group therapy within. There are only a very small percentage of the People would be able to enter Main Stream activities, I speak from experience , having been associated with Special Needs for close to 50 years - do not reduce further
Very uncertain if/where her day centre place will be. Not easy for our Daughter to deal with change and as this is over a 2 year period the level of care/building of facilities are likely to deteriorate during this period. Her quality of care now, the next two years and in the future are our priorities and your proposal will have a huge impact on this. We feel we have little if any control over what is available for her
My Daughter would be devastated if she was not able to go to the centre
Negatively!! - The proposals are heading for a closure of Day Centres. As it is the Day Centre provisions are very poor indeed. People just sit there with little or no activity or stimulation. Perhaps people with time, skills and patience could come into our Day Centres to help and support users
With less funding for hours for people to be supported at home and the closure of the Day Centres, this will leave fewer placements and individuals losing out on limited Social time and learning Skills. Putting pressure on support workers to co-manage more than one individual
With less funding for hours for people to be supported at home and the closure of the Day Centres, this will leave fewer placements and individuals losing out on limited Social time and learning Skills. Putting pressure on support workers to co-manage more than one individual
Very little impact
There will be more available locally to people in the community
It will not affect me
Will I still be able to do my woodwork and LITES if the Brook centre

closes

If Sandbrook closes it will be dependant on where Sandbrook is relocated Mornington or north of the borough is OK but my daughter couldn't manage the long journey to Dunningsbridge so would not be able to attend at all

N/A

If Sandbrook closes where will the new centre be if it is in the north of the borough that will be OK?

May affect me if I become a future service user

My brother currently attends a day centre 5 days a week. This is necessary because although I have some caring responsibilities I do not live locally and his main carer is our 81-year-old mother, who cannot care for him full-time. An assessment by a social worker a little while ago confirmed that he needs to continue his existing arrangements and I would expect that to be honoured. I understand that some centres need to close but he would need a place at another convenient centre. Also, any lack of transport will have a serious impact because my brother cannot use buses etc. and there is no possibility of him getting a lift from family or friends. Taxis are not always reliable and my mother cannot be expected to accompany him.

I am concerned that when my son reaches adulthood, there will be no suitable day care centre for him to attend, which will put more pressure on myself and my husband.

As a Carer I feel very confident in leaving my husband in the care of Brookdale staff. He is in a secure environment and the encouragement, and nurture he receives is excellent. Should Brookdale close and I would have to travel further and would need a lot of assurance that his needs would be met in a different place.

I believe that Waterloo Day Centre is not one of those that you are proposing to close. As for any changes that you may be proposing for Waterloo Day Centre, without any details of these changes I can't assess how this will impact my mother.

It will positively affect me and my service as we provide a modern community based service and more people will be given the opportunity to access all community based services. Thus enabling the service to grow and expand

I am very confident that when I leave my husband at Brookdale he will be secure and extremely well looked after by qualified and caring staff. I would have to travel further should he be moved into Southport. Why try and move a unit that does its job and add it to a building caring for a number of other illnesses.

My mother-in-law attends 5 days a week and if her facility was to close this would be devastating to her. His daily routine and social interactions are an essential part of her day. Without this I would think her health would deteriorate very quickly.

By modernise and expand I believe it is more important to concentrate on the existing purpose built facilities, for example Brookdale in Ainsdale. My father (xxxx, Sinnott House in Birch St. Southport was named after his father, xxxx) attends there three days a week. He has been diagnosed with Vascular Dementia. The Nurse I/C xxxx is amazing and all of her staff are conscientious, trained to the best of their ability. They treat all the clients who attend with Respect and Dignity, remembering to include the families in daily communication. There is a beautiful garden and outdoor space at Brookdale, which allows clients who like to potter around outside in a safe enclosed environment. I feel there is little advertised support for the carers of people with 'Dementia' in the Southport area. It also takes time for patient and carer to build up a trust relationship with new environments and situations. Which is an added stress in itself. My mum pays out of her own pocket, takes him there and picks him up. There is little advertising on the website for this fantastic facility. More advertising would let people know of this wonderful place!! My sister and I contacted them of our own volition. At present (as I live in Australia) I have the piece of mind that my Dad is being cared for at Brookdale and so is my Mum with time that she knows her Husband is in safe hands. I Know there is a Geriatric Consultant available for any medical issues which need attending to. I can phone them anytime and they are always helpful with any worries/queries I may

have.
N/K
Not all
They will affect our son 100% As these decisions have already been made again by the chosen few that have no real concern for these students. No meeting place, social skills and assisted by caring staff to improve quality of life in the real world.
Updating in Providing Day Centres is important. However closure of Day Centres can be devastating for service users who have grown in confidence due to familiarity a routine. Closure must be the final resort.
To stop transport would prevent me from going to my Day Centre. I am housebound.
Hopefully I will be able to attend day services without having to pay as my savings will not last much longer and I will no longer to be able to afford to pay for any day care.
Unable to say,
They won't affect me.
If the changes go ahead at Dunningsbridge we will be happy.
Unable to say
More funding to be put into the centres that get used a lot, Such as an I.T suite for the members to use, creates more opportunities for all of the members.
Bordeom, Interacting with friends and carers.
N/A
I don't want to not see my friends and I enjoy activities. I do drama, cookery etc. This is important to me.
I have a place in a home for the elderly, even though I am young and I use a wheelchair. I am frightened that I will only see the people at my home. I need to be with other people, my friends and do interesting

things. If the council decide that they cannot afford to fund my place at home and for a day service.

I meet my friend.

I think I would miss Sandbrook. I would miss drama. I would like to go out for coffee or tea.

I don't like change

I think I will be angry, I will miss my friends. My only friends come to Sandbrook. I met my boyfriend at Sandbrook and I see him here. Been coming for 20 years.

I would miss going to Park Lodge. Miss being with friends.

I have been at Sandbrook since 1966. I like coming to Sandbrook. I want to know that I can go out. I travel to Sandbrook on a specialist bus.

I live in supported living. My staff at home decide what I do when I am home. I am scared that if I can not come to the centre, which I love, I would not see my friends or do interesting things with them.

I live in supported living. My staff at home decide what I do when I am home. I am scared that if I can not come to the centre which I love, I would not see my friend or do interesting things with them.

As I am blind I would find it difficult to get around a new building. Would not be happy because she can't get here.

Want to keep contact with my friends and keep active - Tai chi, music, art. Staff are important as they know me and my needs. I don't use words to speak but people who can help me communicate are very important.

I would like to find more activities to do at different places. I would like to learn to make jewellery. It would be harder to see my friends if I wasn't attending day centre.

I would be very sad if Sandbrook closed. I like coming here.

It won't have a bad affect because I now know I might do something else

which might be good.
I don't agree it's quite sudden. I would feel upset going outside my centre. I think the other activities sound bad.
I would be upset if my centre was not here. I would need someone to help and support me to find other activities away from the centre I'm not sure how I would get together with my friends if I didn't have the centre I don't go anywhere on my own and I would worry about having enough support in the community.
I don't think it would affect me?
As long as I am able to carry on going to a Day centre in a near locally + access all activities as before with the same level of care and respect I do not see a huge impact on me.
I want the Day centres to stay open.
Not sure.
I think I will be sent to Brookdale EMI and I am worried as I need the toilet all the time and cannot manage longer journeys.
Not sure
I think you wouldn't let me come to the new day centre and that would upset me a lot as I have friends here, I get the opportunity due to finance to get 2 days already.
I could become anxious and upset with the changes and this may mean I will become challenging on a day to day basis. As change doesn't always agree with me. I will need extra support from staff who know me.
I would miss my friends.
I am in shared lives and lost my place. I buy one day because of my mental health issues I need to keep active and involved and have the day centre as part of my routine. Important to me to be safe - Hidden vulnerabilities.
I would find it difficult to get used to new buildings and different people.

Would like to have new centres.
TERRIBLE.
I am not sure but worry about my friends. I am also panicking about being able to get to my Day Centre if travel is stopped.
It would be difficult for me not seeing my friends, at the Sandbrook Centre as I have low confidence and would find it very hard to start a new centre. PLEASE don't close my centre down, If it needs to be modernised please do that.
For the better hopefully, although great great service already.
It will not make any different.
I don't think they will.
No immediate change.
My daughter's anxiety/depression may escalate. She will get very upset and may become more challenging at home her communication can be affected. She needs continuity as she has a lot of disabilities and autism.
I understand that the changes will lead to an improvement in the Mornington RD Day Care Centre. If this is correct then I support these changes.
If Mornington Road is staying open there will not be much change it will affect me if it closes.
Until I have had my assessment I am not sure how it will affect me. I am on my own so would need help with this. Not sure if I can still come Mornington Rd.
I would be very lonely and I would be left at home with my Dad all day. I would not be learning new skills.
Pramatically. My son cannot easily cope with change. He is (Autistic) and Anophthalmic (Without eyes)
Probably not a lot, as a carer I am able to take my husband to the Day Centre. My husband has Dementia and as his full-time carer I need the

two days a week respite at the Day Care centre. So whatever you do to keep this service going is okay by me.

If I am not allowed to come to Morning Road I will only be sitting at home and miss all my friends.

If Mornington Road stays open I would still want to come 2 days per week as the other 5 days I am at home alone.

This change won't really affect me as my centre is not going to close and I already get the bus.

I may have to travel further to my day centre.

Not too much. Still would come to Mornington Rd as I have complex needs and I would still have to pay for transport as I live in West Lancs. My wife drives me in Motability car here but I get minibus home.

The money day centres should get more to help us. I worry my centre will shut where will people go. I worried that that's it and I won't be able to come anymore. I would have to find somewhere else.

I've met lovely friends since coming. I am happy that other people may come here in the future. Happy that the building may be modernising.

Until I have had my assessment I would want an advocate at this. So I am not twisted around. And until I know what is happening I cannot judge how I will be affected.

If the centre was too close, there could be no way for me to interact I see or socialise with my friends there, I could be stuck at home with nothing to do. If it was to stay open it could give my mum and dad the break they need as well as getting to see and spend time with my friends.

Can become anxious and withdrawn. May brake down in friendships.

I live on my own and have a neurological problem. I do lots of activities which keeps my brain working also I couldn't bear to be looking my 4 walls all day I need company.

I would miss the social interaction with others, the hot meal, and going to the gym. I have been for over 12 months, I really enjoyed going.

My younger sister is also my carer and my days at the centre give her some time to herself to do housework, any shopping and her own needs. If I did not have the day centre to go to my sister would not be able to do any of these things.

I would have to stay at home all day, and I would lose contact with my friends and staff at the centre.

I would possibly have further to travel and I need STU to take me to the centre and home again as none of my parents have a car.

I have no idea as it has not settled my mind even after visiting today I am very disturbed and I am going to be totally lost. I find that the talk raised more questions more I had before. Where will I go, who will look after me as I need carers what will I do what is the point of life.

I enjoy Arts, as long as friends follow.

Activities are important to me. Gardening at the Centre cooking. As long as I can be involved in these activities I'm happy. Use to do work the college (Hugh Baird) Photography and Computers would be good. I would like to try new things. Improve my reading, spelling. Things I can carry on with at home.

I don't want to go to Dunningbridge because that's for people with HD. I've come here for over 25years. I'm not bothered about the changes; I might get the chance to do new things. People have different reasons why they come here.

I would have to find another day centre. As I attend here 5 days a week. This would be upsetting for me. I know all of the staff and I have been coming here for many years.

I attend 2 days and have been attending for 11 years.

As a Dad of nearly 80 years old + a widower + with my own health problems I would find it extremely difficult to cope looking after my son 24x7 without the respite of attending a day centre.

They would effect me greatly I feel safe and secure and I know all the staff and service users and they no my needs.

Do not require ANY changes am very happy in my position presently and do not want any changes!!

My daughter gets so excited going into the centre; the idea fills me with fear of what her future holds. Change is not a good thing for us. Staff know how to handle her mood change is not a good thing.

Without my mother going to the day centre I could not keep her at home and I would not be able to work.

If the Willows Day Centre closed we would have to find an alternative

I/We Will only know the effect when the Council have made their decision, and put it in force. If it works don't fix it, just trim what you've got. Down size LARGE OLD BUILDINGS cut other costs not this one.

I will not be with my friends.

I don't like change. I get worried in case I don't get a place in another day centre.

Making me very unsettled

I like coming to Waterloo Park 3 days a week. I like playing skittles and Bingo. I don't want the changes to affect me. I want to keep attending the centre

It looks alright. I feel better that its not closing

I will go with the Majority, the centre is on my doorstep and I like coming here

It makes me happy that they are not closing Waterloo. They know me here, I would trust these ladies with my life

It would not really affect me as I would continue to use Chase Heys after it is redeveloped

They would affect me greatly. I feel safe and secure and I know all of the Staff and Service Users and they know my needs.

Very very happy that they are not closing Waterloo. I am happy about this consultation , I would trust my life to these staff

Hopefully it will not make a difference
I think they are already very good
I hope that it doesn't affect me and my centre
I come to Waterloo 3 days per week and hope that it will not affect me
I don't think it will affect me , no complaints of the Centre
Hopefully if done with determination and considerable thought and empathy
Transport - currently my husband brings me but if his health changes this would have to be looked at again
I do not know, I enjoy going to Mornington Road Day Centre and meeting up with friends. I need to attend a day centre because I care for my daughter with Aspersers, she relies on me a lot, I need respite by going to day centre
You have not given enough information at this stage and until decisions have been made we will not know the impact that these changes will have
They wouldn't. My Mum would continue to attend (using your criteria of change
Really badly if the place closes down because I wont be able to come anymore. I have been coming since 1938. I will lose all my friends and mates and I would miss the staff
This will affect the Service User who attends day centre five days per week
If My day centre would close. If I had to change to Dunningsbridge I would possible lose some of the activities that I enjoy and also possibly my friends. If I was assessed as not needing day centre I would lose my social life. I don't go anywhere on my own and I need my two days at day centre.
They might close Chase Heys but I am prepared to go to West Park

Hopefully it will not affect me
Im happy with Chase Heys being made bigger. I like Chase Heys , good company, lovely food and a break from my daughter
If Westpark remains open. It is possible changes would not affect me. I am very happy there.
No significant impact as West Park would remain open
If more people come to the centre we will need more staff to help. If transport changes I have no relations who cold help me to get here. This would be a problems for me
If more people come to Westpark we will need more staff to make sure that everyone gets the attention they need. If transport changes I have no relations who can help me so this would be a problem for me
Im assuming that as Embrace (Progressive Lifestyles) hasn't been mentioned that this wont affect my son
It would upset me to change day centre. I would worry if there was no medical care available to meet my complex needs. I would lose my friends, become isolated, Mum would be unable to go to work
I don't think it will affect my son other than transport to and from the day centre
I like my Husband to attend because it is an outlet for him to have friends and also it is a break for me
Changes are always difficult for my daughter, she depends on routine, her needs are complex but when understood she responds and she has a small amount of control over her life. Without this her behaviour can be challenging and difficult. I think she will respond well if her needs are met and understood
Well quite obviously if you don't live in Southport you are going to suffer. The cost of a taxi for many Sefton residents may be too expensive. There should be at least 4 centres located in Sefton in areas that make it accessible to all. This should not be a problem if investigated thoroughly

My brothers day centre has been selected as one of the day centres that will close
Centres to be local to where I live
Greater Elderly population, many living to 80+ , will need some support in future when needed
I think that this would affect me very much as we all get on very well and I think that going to a strange place would upset me
To close the Centre down would be disastrous as I depend on this service, socialising and making me more independent after losing my Wife 3 years ago. This is a form of release to talk to people and not being penned between four walls on my own
This depends on the changes. If it means I could not attend the day centre I would not see my friends. All of them I have made since attending. My old friends I do not see anymore as we now move in different circles since my illness
The person I care for has been attending the day centre for a long time, years in fact. Changes are needed but, can be unsettling not only for the person I care for but for other as well
I am worried that I will lose my days- I like seeing my friends and enjoy the things I do there , Drama, Art, Lites - Cafe
I am worried that I will lose my days. I like seeing my friends and enjoy the things I do there Drama, Art, Lites, Cafe
I might have to stay at home and my sister goes out to work. This worries me
I am worried because my dad is worried about what I will do. I love going to the centre and being with the staff. I learn things there
I will have nowhere to go and I will stay in bed
I will be upset I only go one day a week now so I miss my friends. I often stay at home for the rest of the week

I will miss my friends and staff. I will miss my Drama and I will miss Lites
It depends on if am assessed out of the centre
My Daughter absolutely loves her Day Centre and all the staff there. People like my Daughter love routine and dealing with people she knows so can relate to. I am sure all her friends are the same. I wish you would yell the truth and say your need for changes are money based and not the needs of the disabled people and their carers.
I do not know
I have been to a centre in the past this was with a friend and they found it difficult to get a job. If I were in this position this would be a bad choice to make
If places are closed the stress on Carers/ Family will incur further needs
May not be a centre in my local area
My daughter would be devastated if the centre closed
I will have to go to a new centre. I am worried about where that will be - I don't cope well with change and I am a bit scared what this will mean for me - e.g. more travelling? Different carers?
I don't like the sound of it at all. Things are not going to get better. Ideas will not translate into real situations. Too much talk too little action. Not your fault Sefton Council its the Central Govt
Perhaps in the future
Improve but too few of them
N/A
Not at the moment but the ideas seem to be the most cost effective
Hopefully facilities in Maghull would be made available for locals to use
At the moment they don't affect me
Would not affect me now

Not at the moment. It would be good to have local facilities in Maghull

The population of Sefton is Aging , these may be services that a lot more people will need

They don't affect me personally at the moment

No affect but will be glad to offer services which may be helpful - thank you

Distance and cost to a different place. Any DLA is presumed to be attached to a money tree. To be used for help at home and any service that is deemed necessary. It is used by people to keep their home warm i.e. people with severe chest problems etc. A basic state pension is used to provide adequate healthy fresh food and also to enable people to take taxis to go out i.e. helping with loneliness, i.e. ready meals can now be purchased now that meals on wheels have stopped.

Not at the moment

If my centre closes I will be at home all day playing on my computer. As I have epilepsy and left side weakness I need support outside of the centre. I would not get to see my friends and socialise with them. I live on my own and the centre has taught me some life skills, I would need this to continue, I cook meals at the centre and bring them home for my tea. I also have a hot nutritious meal at the centre which I wouldn't have at home.

I would need to go to another day centre. But I am not too happy about this as I am settled where I am and have many friends there and I would miss my friends if we go split up as we are a happy family.

APPENDIX B3

Phase 2 Questionnaire comments from question 5:

Do you agree that people who attend a day centre use available alternative transport options if they are able (e.g. transport from family or friends, bus, taxi,) before the council provides a specialist service?

No reason to stop Council Transport just change management it will be more economical than possibly changing a (0151) company. (Old Pals Act?)

If client had to use public transport he would have to travel on 2 bus's each way. Time consuming need to have higher staff levels to accommodate.

I agree if this is possible. However this would not be viable for my brother who has panic attacks on public transport and does not understand money - He needs escorted transport.

I agree but also need consider that the Council Specialist Service should be available as needs change and although family may have transport the carers needs need to be considered as well.

If the person is able to use public transport.

Most service users to use public transport and do not have family available to transport them to Day Centres as with this user.

It's expensive for them to pay taxis, My Nan couldn't get bus on her own and we all work so we depend on council bus to pick her up.

Many carers are getting older and are unable to take students to centre.

Only a few people have private means.

Politics and budget cuts to councils are always a concern for many services the council provides but (and it may sound old fashioned) mum

and dad have paid into the system and never claimed benefits or handouts. They have aid in but do not see a fitting return.

I would need to get 2 buses to get to my centre.

Some people don't have a car or family or friends to rely on. So transport is vital (Especially in our case) There are 3 disabled people in our home our son (who goes to a centre) Has Down's Syndrome with behavioural problems and is registered blind, doesn't like change myself with spinal problems and my husband who's in a wheelchair (Both legs amputated)

Where appropriate and feasible.

I think obviously the needs of every individual come first. For some it's too easy to see alternative transport because provided, as better. It puts too much responsibility on other people. Safety nets must be in place.

By relying on friends and family takes away my independence bus stops is too far away and I am nervous getting a taxi on my own.

As a family we have mobility provided vehicle, both my husband and I work full time and it takes both of us to transport her anywhere. If you were to insist that her mobility vehicle is used to transport her to Fernley you would need to provide a driver and escort and same way of lifting her into the seat as it is not a wheelchair accessible vehicle.

The bus provided by the council is part of the community, It provides jobs also.

Alot of parent carers are now getting older (As in our case) and have problems of health or mobility themselves and may not be able on a daily basis to transport their charges to the centre.

Obviously in some cases it is preferable to have provided transport.

I saw the bus with empty seats so I pay to put my husband on it. But if would rather I take him in the car that is no problem. Some people are not so lucky.

I'm sure some people can use public transport but xxxx is unable to use public transport and has no sense of direction would know where he is,

can't read, falls asleep everywhere.
Any chance to close centre.
Specialist transport is always necessary
My daughter uses social service buses to transport her of an evening and weekend. But there are occasions when I'm unable to do so due to ill health.
I think, if they can use transport with help. But if family help to provide it, but some may need help from day centre transport to get them there.
This is a disgrace. Those that travel using the councils transport do so because they are either socially vulnerable, have learning difficulties, mental health issues etc. NOT BECAUSE THEY WANT A TAXI SERVICE, may come from low income families i.e. people who don't have cars - and who will pay the extra cost to carers i.e. Bus fares. This is totally nuts in my opinion.
My parents are old and I might not get to day centre. They have appointments and some people work.
Our daughter cannot access public transport easily. If we are tied to taking her to and from daycentre we really don't benefit from much respite on days she might attend day centre in the future.
I do agree but my daughter struggles on public transport and she also struggles to leave the house to use my car, she is used to specialist transport picking her up and this is her cue that she is going to the day centre which she loves to do.
I take my son - so it doesn't affect him in the going and coming back. My son is dependant so cannot go on i.e. public transport unless with a carer. He enjoys his mobility car.
Families should support each other and assist in transport or they should pay for taxis etc. out of their own money coming in each month then families with parents working, and they have no rent or mortgage costs!!
These people who attend the day centres have paid taxes (inc. Council

tax) formany years and now they are an inconvenience
But, where my brother is concerned, he has been going on a bus since he was 3 years old and it is part of his routine as he stands at the window, waiting for it to arrive, he is now 29 years old.
I cannot get into a car/taxi and rely on the buses to get to the day centre.
I disagree because I have no one who could take my husband.
Transport should be provided free of charge.
Not everyone has mobility cars and parents are getting older.
Having council provided transport as a reliable safe consistent and regular provision which is very convenient and useful for getting to and from a day centre, if a charge is to be made. I not drive.
Providing the carers needs are taken into consideration.
I strongly disagree because we have escorts on our bus which most people need. Also it's difficult to use alternative transport because of their disabilities.
As a carer I drive my husband to the day centre
Its not safe for people and their needs on public transport
These young people and their families are very vulnerable and should have a choice as to how they feel and given as much help as possible. That is why transport is vitally important.
Financially people cannot afford to use a taxi daily. Also they may not have family members with a car, or friends.
I agree, depending on how far she has to go.
We have no choice but to drive our son to and from Brooklea (or pay someone to do it for us). His condition makes it unsafe or fearful for him to travel with others. But people should not be forced to put on their families.
Only if they are able

It is not always possible to take someone if it is a distance there and back twice a day

I/we use our own transport

I as a carer do not drive and rely on the transport because I live some distance from the day centre.

It is totally unrealistic to expect service users of Day Centres to be able to safely travel independently. It is also unfair to place transport responsibility with family/carers (where they exist) as this is often the only respite they get. Clients need to have a reliable, safe, escorted transport service in order to access the day centre.

The STU buses are the best way to get to the centre. They are reliable.

Many do not have the finances, the health, the carer, the social stability to use public transport. For just this purpose transport must be provided. It is also Social

Without Council transport my wife would not be able to attend as I would not be able to take her and she would not be able to use a bus or taxi on her own

My Husband, due to dementia could not be left to travel alone. I am his carer, full time (his Wife) and at 90 years of age could not face the 20 mile round trip twice a day on buses and trains

depending on their disability and if they have family available at the time transport is needed

Sometimes I would be good for carers to have a transport service provided when they are really tired as they don't have to get dressed to go out but can really have time at home

Currently transported to and from Chase Heys in my wife's car

My son is severely disabled. I work for the money - fulltime I would not be able to hold down a job if I had to transport him

Depends on the definition of "if they are able" for instance my wife is unable to be on public transport alone. She does not know where she is

and this would be unsafe. We have family who work full time and wouldn't be able to help
Depends how "able" is interpreted .Taxis and unaccompanied transport have not worked previously
My daughter is currently in receipt of ILF and does not have to pay for transport, would she, therefore, receive a direct payment to cover transport costs if transport is not provided by the Council in the future?
Where possible. Xxxx has a mobility car but needs someone to drive him to and from Day centre. This is not a problem now but if his carers are working, have to get to place of employment this would cause major difficulties if transport could not be provided by the council.
Yes if you are able to make your own way, but feel there will always be a requirement for specialist service
You are not making individual assessments. My daughter cannot travel on her own and without council I transport would have real issues
Only if they are mentally and physically able to. Mum is not able to use public transport. Taxi firms would not have the patience required I feel
Too much red tape and crossed wires, not matching individuals together who use the services
I think that making their own way will allow them to maintain their independence and give them confidence to use alternative transportation to other places giving freedom
Only if they are able if not, transport should continue to be available to them
It is totally unrealistic to expect service users of Day Centres to be able to safely travel independently. It is also unfair to place transport responsibility with family/carers (where they exist) as this is often the only respite they get... Clients need to have a reliable, safe, escorted transport service in order to access Day Centres.
Although not stated, it is clear that the main rationale for why council-provided transport is to be stopped other than to save money. People

shouldn't be expected to have to use taxis, which are expensive.
I think the option for a specialist service should be available to all.
No-one at Brookdale could use public transport.
the individuals situation and that of their carer also need to be taken into consideration many carers are elderly and may not have access to transport especially if it is further to travel.
You have already made your minds up about council transport in Southport, so this is a time wasting question (again)
Question 5 is ambiguous
Yes I agree but feel that people should have option to use council provided transport.
A lot of people will not be able to go to their centre and mix with others. Not all people are independent to use public transport.
Depends on circumstances of that individual person.
I do not travel independently only with my sister who looks after my money
I would like to travel in a taxi.
I would have to rely on my support at home to bring me in. People are often off sick or on holiday so staff shortages often happen. I would not be able to go in if this happens.
Too messy and busy, much more of it reliable, convenient and consistent service if run by the council - If charges were to be made.
But us older people have not other means of getting to a Day Centre.
My mum doesn't drive.
This is not fair - It upsets disabled people and every one is different - You cannot think we are all the same.
I have a mobility car + my carer drives.

I have started to use taxis now, so I would still come to the centre.
Part of routine other transport a treat when at Daycare.
I need special transport as there is no bus stop near where I live and I cannot walk far because I have had a stroke.
Likes to travel independently but stranger danger is a big problem.
If people can walk they should use their bus passes and people in wheelchairs can use taxis or transport.
Mum + Dad are in there early 80's, even if they drove this could be a lot to ask of them each day! And plus getting picked up by xxxx/Hartley's is a day off interacting and having banter.
People should have a choice if they want to use council provided transport.
I think people with disabilities should be aloud to use transport provided by new directions.
I could not get my husband to day care without council transport.
I live by myself so the company is invaluable. I use council transport choice is invaluable door to door and my only means of getting here I cannot use any other way.
Should be free transport.
If they've got a car, use it that's what it is there for.
The staff on STU transport knows my condition. If I was to travel on Public Transport they would only call an ambulance which I would only be observed by the staff in the hospital and I would be there for hours on End!
Give each individual the opportunity to decide for themselves (OR their carers)
Mum has Alzheimers and is not capable of using public transport or using a taxi.

Able bodied can make their own arrangements
People may find it difficult to use other forms of transport
The Transport staff know my condition. If I was to travel on Public Transport they would only call an ambulance where I would only be observed by the staff in the hospital and I would be there for hours on end!
I need this help
Only if they can afford it
I like coming on the bus as it helps me mix with other people
Taxis can be unsympathetic, angry, annoyed. Bus trouble, I have written a very strong letter. The public are annoyed but try to be polite, not good enough
Transport needs to be available for people who need it
Some people are not able to travel independently on a bus or in a taxi and do not have friends/family available to take them
Not all users would be able to manage.
I am not an independent traveller
I can't use public transport. If I had to make my own way I would have to come by taxi and pay £5 each way. My Mum would have to come with me and then make her way home. When it is time to leave my Mum would have to come for me and we would then have to return home together by taxi. That is a lot of time out of her day and stops her from making plans also it would cost too much.
I travel from Birkdale and it would cost an extra £15 - £20 per week to come for three days
BUT- the only way I can get here is by the Council provided transport
I think that the council should continue to provide transport unless it is mutually agreed that there is a more suitable alternative (not necessarily cheaper)

some people do depend on your services
But should be individually assessed as some people don't have family and friends that can assist at the times needed, some may be too disabled to get public transport
For those who cannot use the bus their only option is a taxi. If my brother had to use a taxi to and from his day centre he would have little mobility money left to fund the other five days of the week. Many family members work fulltime so cannot provide transport
Transport is necessary
People who receive Disability Living Allowance should pay for Council provided transport that is why they receive the allowance for to help with getting around
People who are on DLA should make their own way to the Centres instead of using Council Transport
If in receipt of DLA, and could possible look at Private Transport Services
Many can't use public transport anymore as buses are impossible. Taxis are not really safe as the wheelchair is not anchored down sufficiently and in some cases not at all. As for families, if a member has family many are working or if they do not work they do not have transport for wheelchairs
I travel on my own but lots of my friends can not do thins so I am worried what will happen to them
We need lots of travel training then maybe some of us could travel ourselves
My staff take me already
I get a taxi but I think that people should get transport
I can travel myself but my friends cant
Lots of people are not able to manage the daily runs to Day Centres and

back

People should be asked to use their own transport rather than Council funded transport only if they can afford to and are confident enough to use public transport

A lot of people who use these services need to be escorted. It is unfair to expect family to do it on a regular basis

Because of my epilepsy I use STU as they know my disability. If I use alternative transport and have a seizure they will call an ambulance which is a cost to the NHS and they could be going to another person who needs it.

APPENDIX B4

Phase 2 Questionnaire comments from question 6:

If you, as the person attending a day centre, are required to use other transport rather than a Council provided specialist service, how do you think this would impact on you, or if you are their carer, the person you care for?

Are you worried?

My brother would have to use taxis and the cost would be prohibitive.

I strongly believe that the authority should and must provide transport. This could leave so many people who are vulnerable unable to access services.

Could not afford private travel as I only have my pension.

As above would make a huge change and impact on us.

If I attended day centres in the first place, it would depend on day to day ability and health. I know most like I, would require being accompanied so that would affect my ability to attend.

Xxxx cannot access anything without support. As previously stated she is developmentally like a very strong, very large and sometimes aggressive 9 month old with very large teeth!!

If I did not have a car he would not use the transport to day centre.

Xxxx has to be taken.

Transport is already provided by parent to and from the centre

So people need help to go to some places, in wheelchairs or frames they need help to go out.

I am a disabled person caring for a disabled daughter who is 26. Without transport, my daughter would not be able to attend her day centre which

is in Southport. I believe disabled and vulnerable people with learning difficulties in particular could end up in danger if this is imposed.
Would affect attendance
This would have a great impact service user would not be able to attend, no other forms of transport.
You will have to provide transport. The lady I care for has dementia and her son is blind.
Too costly when don't receive enough income.
See above
My mother is not capable of using transport and I would not be able to take her due to work.
In our case I have MS and would not always be able to drive there and back twice a day
Clients who benefit from Day Centre provision are already experiencing a range of limitations - bereavement, loneliness, confusion, physical and mental impairment. Too many are incapable of using public transport or walking and if you expect them to you have little understanding of their situation.
Simple! , after a certain age or after caring a long time, Public Transport is too much. Must prepare too early , all the day taken with public transport, not accessible to all near residence
see above
or a taxi if able to travel unaccompanied
There is a risk element e.g. if the person suffers seizures
As currently used
Would require an escort to travel with them. Due to epilepsy/ total dependence on others
The cost of a carer to accompany my Brother to the centre would use up to 3-4 hours of 1:1 time and that would result in loss of opportunities at

other times. This would be detrimental in terms of his emotional and Social Needs. Travel requires full support due to incapacity and urgent need to visit the toilet and health issues relating to a heart condition. My Brother is always accompanied and receives 24hr care (shared with another gentleman)

My Husband and I are both nearly 80 and not getting any younger! It would be difficult for us to get our daughter to St Josephs and back every day

Transport provided by Supported Living Staff s part of a duty of care (using clients own motability vehicle)

Mum is unsteady on her feet. Needs assistance from an escort to get from front door to vehicle. I would not trust a taxi driver to provide such a service. No family/friends available to provide assistance and support

Use own personal money to provide transport beyond what mobility provides

Already driven and picked up by wife (my mum)

It would affect other service users, travelling a lot harder.

As stated in phase 2

I use a wheelchair and need support at all times. I fear that the money would not be available or the support available for me to go as I need a special bus to go anywhere

Travel on my bus.

My sister would not be able to bring me as she looks after my disabled nephew

Staff shortages and staff who cannot drive would be unable to go. I need support at all times to keep me safe. I live a long way from Southport so people may decide that they do not want to spend the money for me to get to the centre.

I cannot use public transport as I use a wheelchair. My uncle and aunty use a mobility car to help me get around. We would have to look at this

<p>in the future. I enjoy using the bus it is the part of my day where I chat to my friends.</p>
<p>I rely on my bus to get to Day Centre I cannot travel on my own. It's not safe.</p>
<p>Walk but only to the Sandbrook centre any other I would have to use public transport.</p>
<p>This can be a problem as my daughter is used to travelling in on the specialist transport she understands where she is going then and they are able to manage her behaviour which can be disruptive etc.</p>
<p>I would come in by taxi, sometimes if my Dad can't bring me in OR I could not come in on Transport.</p>
<p>Try to walk, I would have to try to walk. I would need a taxi booked for me as I cannot use a phone.</p>
<p>Taxi. Use a taxi, family could support me when they are not working.</p>
<p>I could not afford cost of taxi's or buses. I have a bus pass but cannot travel on my own. There is no one to travel with me and if there was they would have to pay as well.</p>
<p>Mum and Dad can't drive and I'm unable to get public transport or taxi due to my speech problems I could feel really uncomfortable on my own.</p>
<p>My wheelchair would not fit into a taxi/bus</p>
<p>My carer who works for New Directions brings me to the centre (Supported living)</p>
<p>I already travel by car.</p>
<p>Being picked up + returned home is so part of the daily activities joining his friends on the bus to their centre. He gets very upset when his routine is changed + doesn't like it when I take him to 1-2-1 due to an appointment etc.</p>
<p>I/We do not ask the Council for transport, 'To and from', care centre, we use our own transport.</p>

I am dependent on Hartley Travel and Transfer, Good drivers and carers to take me to the day centre in Waterloo I call it "The Club" PP Son in Law, xxxx.

My mobility is declining. I would ask someone to bring me in the car (possibly xxxx)

No change for me as a family member brings me here

If I did get the bus it would be too dangerous crossing the roads

My Family and Friends are not able to help me

I need the special transport. I would be unable to attend the centre without it

I would have to get a taxi

Not in winter, not at all appropriate to use Public Transport in the winter of all times. These staff are not trained, not responsible, too uncomfortable for user and the poor carer is not a beast of burden. These providers are very rude, tremendously upsetting, better to stay home. There is no contact socially

such a wonderful place to come, it help me, it would be awful if it was only due to transport problems getting here that stopped me coming

It would be no change for me as I already travel by taxi to the centre

I find the comments regarding Part 1 "People want to be more independent and improve their travel skills" absurd! , If people don't want to use the transport provided they don't have to but don't use that quote as an excuse to withdraw transport facilities from those who genuinely need it.

I would not be ably to come myself

I do not have a mobility car

I don't use transport , my daughter brings me

I make my own way to day centre at present by private transport so this is not a problem

The bus provided by the Council is my only means of getting here
Such a wonderful place to come that helps me, it would be awful if it was only by the problems betting here that I would be prevented from coming
As my sons main carer I would not be able to continue in full time employment if I was expected to provide transport for him too
Would not be able to afford to attend or would be housebound for the other 5 days of the week as no money would be available for any more taxis. Currently taxis are my brothers only form of transport (unable to access buses/trains) and these use up all of his mobility funds. He can only access the day centre as transport is provided
Conditional to transport available
Taxi if awkward for bus
Many would be unable to attend
What will happen to my friends?
I do not use a day centre at present but I envisage if and when I need that service that I would need help to get to wherever it is

APPENDIX B5

Phase 2 Questionnaire comments from question 7:

Is there anything else that you would like to tell us about our plans for the future of Day Opportunities in Sefton?

The people that you are targeting do not understand what you are doing and why and moving them can be very traumatic, stability and familiarity are what they need at this time.

Brookdale as the only Advanced Dementia Centre in North Sefton, and it would be very difficult to replicate the same facilities into another building. Especially an older building where you would just adding a smaller unit, probably without outside space. Caring for these particular patients is a very specialised area, and this is done extremely well by dedicated staff who are fully trained.

How does your plans for the future using Council Transport to stop (Not financially needed) closing certain ATC to suit council needs. I.E Sandbrook, Ainsdale not offering an alternative solution we believe all these decisions have been made, have the various staff been informed? And is it necessary to have a photo of a director of older people and cabinet member printed, they serve no use or purpose to this questionnaire.

The system we have at the moment is perfect for our needs and would not like any change.

I enjoy going to my Day Centre and have a lot of friends there and hope I can continue to attend.

NONE.

As mentioned before you are bound by budgets and not the needs of your service users. In an ideal world a needs based assessment for the good of the individual would be the way forward but you and similar services are bound by your ever decreasing budgets. I am just grateful at this present time to the work Chase Heys do and that I can afford to

provide some care for my mum. Thank you to everyone concerned.

Leave it alone. It is alright the way it is now.

What will be the alternative to the day centre being closed? I wouldn't want to go to an alternate location in case they can't mould around the care. Would be anxious!!

Our son goes to a Liverpool Centre because Sefton didn't fit his needs (He has been risk assessed) so because Sefton's Carers were old and not safe (A lot had open door policies) so he is quite happy in his centre in Liverpool and we know he is very safe and has a 1 to 1 when outside and equally inside. Most days - So it's just the transport which is provided and xxxx has always paid his DLA Care component toward the ILF backing.

As stated not enough info provided. I do not feel I can discuss other centres and agree you should close them as this affects other people who attend these day centres.

I would like to say that without her day centre xxxx's life would be horrific. She has friends, which she wouldn't have in the community. She experiences activities that we cannot support her to do; the evidence of which I provided with the previous form she has missed out on so many experiences that young people have in their lives and we feel that without the opportunity to attend Fernley her quality of life would be non-existent. My husband and I both work; I work flexible hours and sometimes leave work very early so that I can be home for xxxx at 4pm. I would not be able to work if I had to transport xxxx, and neither would my husband, as it takes both of us to get her into the car, and both of us to lift wheelchair into the back. We don't have a WAV as we can't afford down payment. As we need a car that can transport more than 2 people and the wheelchair user. Xxxx can't travel independently at all. Her learning difficulties are too severe.

Just an excuse to close down units.

Disabled people need person centred plan needs driven - provided by well trained, constantly reviewed and motivated staff who feel valued and appreciated. This is highly unlikely in a private facility where there is

a profit element. Why does the local authority feel impotent and pointless when offering care to vulnerable people so they outsource to cut-throat cash driven private sector cowboys.

I would prefer for the services to stay as they are now. I like coming to Sandbrook.

Parents view, I would like consultation of the process and to be kept updated on the process of change if it is to have effect on my daughter's day care service.

More communal activities at the Day Centre would be nice.

The transport issue I believe can and will severely impact on many carers and disabled people. Most vulnerable adults with learning difficulties, autism etc. only receive the lowest amount of mobility allowance. They will in my opinion be put into a dangerous situation very easily. The council would then become liable for the safety of these people. My daughter is 26 and has never been able to travel unassisted. There are lots of people like her who attend day centres. She cannot travel anywhere without someone with her - how can working carers take over this role? How can disabled carers take over the role of transporting the disabled person to and from day centres? How can elderly or infirm carers take over this role? As to the council can get help with benefits? How? 99% of those using the service have already been (Assured?) by the government/DWP. Most learning disabled are on the lowest mobility section. Plus the government is also reducing disability benefits. You need to rethink this, it's dangerous.

Not sure

I feel that on behalf of my daughter, if you do not provide her the daycentre in Southport she may become extremely anxious and her communication may now be effected as she goes into herself. Her behaviour would become challenging and disruptive both at home and in the centre that she attends. I feel that if it is a must that her centre shuts, that she gets to attend another centre within Southport with staff moving over to support her that she knows, and feels safe with knowing they can support her anxiety etc. so that it doesn't escalate more as it could if you take the centre/staff away from her completely. I feel that my daughter

knows she comes to Southport for her centre and Liverpool would have an impact on her anxiety etc.

I hope you don't close Sandbrook where my son goes as he is settled there and enjoys going, to uproot would be upsetting and emotional.

You should use public libraries more. They are non threatening environments with professional trained staff who can work with partner agencies to provide activities and engage with public. Groups can and do meet and friendships are made. This reduces social isolation, LIBRARIES ARE THE FUTURE.

N/A

It is important to provide a service for those that need it and to also give carers a break (they have a difficult job). People at the centre get a lot of support from each other. This is vital for their wellbeing. They also gain from stimulating activities and therapies.

I think you should keep the day centres open instead of spending millions on gym equipment for the parks etc. - I have never seen anyone using the equipment.

I do agree it's good to look to the future and modernise buildings and I know my brother will benefit from that. I just worry that if everyone doesn't get a place, will they just be left in their family home with no interaction from their friends on a daily basis. Also, any issues regarding a service user can be picked up and dealt with immediately, but not so quick if they're just at home.

All I can say is that it would be a grave concern if all the centres closed. I am a full time carer of my mother and the centre enables me to have some respite whilst she is there. I don't know how I would cope.

As I said before, I want to still attend the day centre as all my friends are here. I couldn't keep in touch with any of them if I never come to the day centre. I would miss the staff who help me with my personal care. Also the centre manager who I can talk to about anything. Also the nurse can come to the centre and wheelchair services when my chair needs repairing. I am very happy here as it's like home to me. I would miss my

key worker who I can tell my personal issues to.

Your changes will impact on the vulnerable in the most negative of ways... People who need day care require stability, care and familiarity. Those with physical needs can understand and have circumstances explained to them... Dementia sufferers cannot. To take away a resource like Brookdale from the most needs is cruelty; I would like to see people who are mooting closure to come and (try) to explain to Brookdale clients what is happening and why everything that is familiar is being taken away. Clearly the people making these decisions neither understand nor care about dementia sufferers.

Not to lose, it's needed so much. Lots will become ill and isolated.

I think keeping day centres open is of vital importance to the users. Many of us would be unable to to avoid ourselves of alternatives. It is a day out for us, where we can meet people and make friends which otherwise not be able to do.

Should provide transport and proper care package and take the old disabled people out for breaks. Start up meal on wheels home visits for lonely people provide back up for stairs lifts. Etc if this help was provided there would be less hospital visits? Also better trained care workers, who love there jobs, and give the best service to all concerned?

Are you going to tell us if Sandbrook centre is closing or not. It's on my mind all the time.

After listening to the meeting held in our centre on 17th it sounded like a decision has already been made about our future service, down to numbers, area building in, who will qualify for this service. The service given to me at present the staff know me and my circumstances, they are supportive to me and my family especially my mum who is in poor health. I fear this will not happen if new service, new staff and new buildings.

The proposed new build to only accommodate 70 people is very short sighted. Physical disability should be a separate place like it is at Bootle Day Centre.

I think that they should rethink their plans for the future of the Day

Opportunities in Sefton. We have lots of tutors who come to the Centre to teach us new skills such as art history, horticulture, active discussion and flower craft. We may not be able to continue with these sessions if we go elsewhere. The day centre is convenient to where I live as my carer brings me in on the days I attend. If I went elsewhere I could not do this as I would need to get a bus which I would be very distressed about this. I feel too nervous and stressful about using public transport. I wish to continue in the Centre I attend as this would cause the least disruption to my life in general.

I have little knowledge about what you plan to do. Have I missed the details? Or have you just not said?? Nobody should be asked these questions without a very good understanding of the options - in detail. I have looked at the Sefton.gov.uk website. Some information there but it is too vague.

By splitting people into three categories means that a lot of friendships will be broken and the lives of the most severe disabilities will be very boring as the more able people will not be with them. Life is full of people of mixed abilities - not all the same.

I am very grateful to Brookside and Westpark for all the care and support they gave to my parents. Also Chase Hays for the respite care. I know that these services go a long way to enhance and extend the quality of life for local elderly residents. I hope that the Council is willing and able to continue to fulfil its obligations to this very vulnerable section of society.

Spaces allocated properly to special venues, Creative Alternatives, Light Therapy, Reflexology, Music, Games etc, no distraction from staff and visitors. Specialist Transport to and from venues at all costs Where there if a will, there is a way. Initiative is lacking. Target the super-rich, they like to posture as assisting the community

Brookdale is a very good centre and the staff are excellent and very caring. It would be a shame to close this centre which provides a very good service. It would be very difficult to manage caring for my wife 7 days a week as I cant leave her on her own now. I am relieved to know that she is in good hands on the days that she goes to the centre.

Yes they are too Southport focussed. We know a lot of elderly people live in Southport but there are so many people throughout the borough of Sefton who need the service, particularly those who are disabled or those who are just elderly and very alone. I understand new daycare allocations goes to those who have dementia but what about those who have had a stroke, who struggle to communicate and end up very isolated. Day care should help the very people who can't help themselves. More needs to be done for Stroke victims

Integrating into the Community can only be progress. However I believe there will always be some where this would not be in their best interest or even possible if disability is severe

Would not like to see any change in current arrangements at Chase Heys

All I could say is talk and listen to the carers!! I had a letter for my son asking him to attend a meeting where carers were not required. My son cannot communicate on any level!! I hope that the people making changes have a genuine insight into the diverse needs of the users. The "old system" may not give 100% to ever user but i can't imagine that cutting down on centres and transport can help improve the situation. Being a carer is hard enough for most of us its full time, for life. Don't make it more stressful

This will impact the most vulnerable people the most, and potentially lead to more people in full time care. For people like us the Day Centre is a lifeline. It lifts her mood and provides some free time to catch up on household chores, shopping (and my own hospital Appts)

15th Jan Consultation meeting point made by xxxx & xxxx to director at Consultation meeting. My brother is in Supported Living with 1 carer for himself and another gentleman. They receive continuous 24 hr care. Attendance on one day a week on separate days for both men allows them time apart. Thus attendance at the centre should not be valued just for what is on offer at the Centre but for the respite each man gets from a day which would otherwise be spent with his housemate. In the budgeting for my brothers care plan the "day centre" day is far cheaper than if the separation times were to be achieved through

outreach provider by the Care Provider. Loss of the centre could put at risk the opportunity for the men to have respite from each others company. This would be detrimental to my brother's mental, social and emotional wellbeing.

When the change takes place will Park lodge, Rotten Row still be available for Service Users

Whilst I agree with the principle that Day Care Services need to be modernised and be made more cost effective, the information provided regarding proposed plans is insufficiently detailed for me to be able to support plans without reservations. My son is a very vulnerable young man and he needs to be safe and cared for in a suitable environment. I feel this is what he has now and do not want this to change unless it is for the better

I hope that day care would be accessible to all in appropriate age/need settings and the care provided would continue to be excellent. We moved to Sefton from Liverpool as we wanted to continue to attend St Josephs which has continues to meet xxxxs needs since he started there

If Brookdale is underutilised what are you going to do to increase public awareness of this invaluable Service? Surely advertising / informing people of Brookdale would be more cost effective than closing it and rebuilding/extending another site. I cannot understand how you did not include paying service users in your calculations they are just as important and still using the service. Information and Advice Service - Care Act 2014 I don't believe extending and building such as Chase Heys will keep up with increasing demand

Your proposal has huge impacts on individuals. At the earliest opportunity the carers need assurance on future practise. What will happen in the next 2 years? If my Daughters Day Centre is to close, what will you do to maintain the facilities etc so she does not have a poorer level of care during any transition? Your plans give little real chance for individuals and carers to make key decisions on their own care options/facilities; little attention is being paid to previous personal independence plans or carers assessments. Why not use information

you have to help your planning?

I think that you are using this as an opportunity to close all the centres, you keep telling us that Care in the Community is the way forward, not if you visit my local shopping centre its not. You see people with Learning and Physical Disabilities wandering aimlessly around. People who have attended day centres since they left school should be allowed to stay at the centre if they wish

More Day Centres are needed that specialise with specific disabilities. These day centres could be used as Youth Clubs in the evenings, bringing in private funding. They could also be used at weekends for discos for people to socialise and interact with others, again this can be privately funded and gives individuals more choice

You have my best wishes. The most important thing is that we all resist the Government cuts

I believe the service could be more streamlined with modern easy to look after buildings so long as the money is available from the sale of the land at Sandbrook and is spent on a good replacement building/venue in the north of the borough and I hope it's not planned to have one big centre in the south. The transport is a big issue as I work and my wife does not drive my daughter is in the critical band so can't jump! On a bus or taxi by herself so if my wife has to do the job of transport that is now provided by the white council buses her respite would be drastically cut the transport is a very important part of the service provided.

Clients who benefit from Day Centre provision are already experiencing a range of limitations - bereavement, loneliness, confusion, physical and mental impairment. Too many are totally isolated, are incapable of walking and using public transport and have few family and friends to support them. Day Care centres are their lifeline and do much to extend their lives in a meaningful way. To limit or curtail this service to the most vulnerable of Sefton is abhorrent.

How can you possibly publish these proposals without discussing this with the staff who work in these centres and the people who attend? You have not even given them a heads up like any normal caring employer would. How do you think people feel reading this without even

any idea this was your thought process? Uncaring, disrespectful and badly planned, you are messing with people's lives, well done I hope you can sleep at night.

I need accessible day care to give my mum a break and need council transport as I can't walk, talk have severe epilepsy and need the care of dedicated transport provided by the council.

Just to make sure you are able to provide for the needs of the community as it is a two way need for the carer for respite and the cared for to be in a safe independently supported environment that gives a break with peace of mind for the caregiver

You are still somewhat unclear about who will be entitled to daycare under the new arrangements. And although this is not only money-saving exercise that is clearly the main motivation. It is good to encourage people to be more independent, but this must not happen at the expense of the most vulnerable disabled people, for whom daycare is vital.

As I pointed out before, I think the plans could be a false economy, as there is likely to be an increase in applications for residential placements as a result.

Brookdale is the only place in North Sefton to cater for Advanced Dementia, it is a secure building, with access to a secure outside space. This being very important for people with Dementia, especially those who walk around most of the time. None of the other day centres specifically deal with advanced dementia and would not have the necessary facilities, due to inadequate space.

As stated above, without any specific details it is impossible to form an informed opinion on your plans.

The council needs to actively support organisations who are setting up new services to ensure there is a good cross section of services available.

I feel very confident leaving my husband at Brookdale, he is in a secure environment with extremely caring and qualified staff. Should there be a necessity for him to move he would lose the security I am sure he feels

now, losing the familiarity of the Staff and people who attend the centre. To move to a larger building with different types of illness would not be beneficial. In this case the care for the dementia patient should come first.

The needs of people with the most complex needs have to be fully considered. As well as people who will need support in the future. Carers needs must also be considered

Are you mad closing brook dale and keeping a main stream day centre open E.g.(west park)

The last questions seem totally irrelevant as you have ceased to provide a specialist service as of Christmas Eve. This service is now provided by a taxi service. I understand that cuts need to be made but you are hitting the most vulnerable people within our community. Some of whom will not have a voice because they have no extended family and all additional care is provided by outside agencies again sub-contracted out to private companies.

Having reread Phase2 I am concerned as to what will be available for my Dad within the local area. 1. Have the amount of responses taken into consideration current day users and their inability to read, understand and form fill such questionnaires? 2. Day care underused? Try advertising and enabling people to access the underused facilities. There are plenty of carers out there who would be willing to pay for these facilities if only they knew they are available. 3. Closure of daycare centres...? Where is available alternative? Dunningbridge, Poplars, Waterloo day service not for dementia folk. Mainly learning disability and autism Westpark - early stage dementia - how is this assessed?? Chase Heys ... How many clients on daycare basis? Cost of rebuild/modernise. Is there and outside area/garden. 4. Brookdale (purpose built dementia daycare centre) Sandbrook and Orchards are geographically in-between Bootle and southport. On an OS map. That looks like a geographic spread of the borough rather than either end of the borough. 5. Evaluation of daycare centre and travel important especially for those whose bladder can only tolerate that short journey.

The day opportunities a very gradually reducing you are once again

trying to judge these students needs to make things uniform. Plus you have almost duplicated these forms is this to keep more people employed at Bootle?
NO
No
No thank you.
I'm happy the council are funding day centres as this creates more opportunities for all the members.
N/A
Good ideas but change needs to be done with lots of consultation.
Your plans need to include people like me. I do not want to spend all my time with people at the old people's home. I need interesting things to do and to be with people of my own age group with supporters that understand me and who I trust.
New building.
Doesn't understand question. I want to carry on doing my drama and going for coffee or tea.
Doesn't understand question
I want Sandbrook
I would like the chance to take up woodwork again (I used to go to Brooklea and before that Pinewoods). Would want to continue with gardening (Like at Parklodge). Love dancing (line dancing etc.). Want to keep seeing his friends. (known for 20+ years) Don't really understand the questions or the plans for the centre but have just mentioned a few things I want to do.
I want to be able to go shopping, do drama, and go to the theatre.
Do not leave me out. I need interesting things to do and to be with my friend. I need the support of people who know me and who I trust.
I don't want to lose contact with my friends. I still want to do the same

sessions with the same stuff.

I don't mind building changes but what I do and who I do it with is very important to me. If something like the day services is not available, I would not be able to cope and my mental and physical health would.

It is stated in your reports that service users will not lose their places in a day centre. It would be an advantage to carers to receive information on your assessment for service users. e.g. what are the criteria to be met to enable a service user a place in a centre?

I like the activities here. I would be very sad if those activities were taken from me. I would miss my friends here.

I just hope they keep the activities going that I'm used to and enjoy. Like my drama and jewellery making. I would be so lost without this in my life. Please don't take these activities away from my friends and me at Sandbrook RC. This has been a big part of my life since I was 16 years old and I am not 53 years old. I enjoy my time here and would be very lost and unhappy without Sandbrook, friends and Key workers here.

If it was to happen as it has been discussed at the meeting. Change would be okay.

No I do not.

I would like to know if my centre Sandbrook Rd is closing or not it's on my mind all the time.

Why not open at weekend, for a small charge? Your buildings are expensive to run for just 5 days a week. Why not also add a few bedrooms if you're modernising the buildings. This would give you the opportunity in the future to offer respite.

I want to be able to come to the centre as I get to mix with people my own age instead of just were I live in a community home. I want to be able to continue to do my sessions I really enjoy as I feel they are important to me.

I want my family to be included to talk about the changes as it also affects them. I live outside Southport but would still want to be able to

attend a centre in Southport.
Would prefer to stay with my friends to do art and swimming and other lessons.
I won't be filling no more stupid questionnaires we know were this is going.
Please do not stop the bus's all of us have different needs but I worry people will get hurt or lost if no transport bus is allowed.
My daughter is happy attending the Sandbrook centre and doesn't want to change this but if this has to happen she needs extra support to manage this change and I need her to have people/staff she trusts and likes to do the sessions/activities with there with her and other service users she has attended with around her in a new building to allow her to adapt as best as she can and then I know she will continue to manage her anxiety etc.
I would like to see improvements in the range of activities available in my day care centre.
We need to get more people into the day centre and love more choice in things to do.
I would like to carry on coming and meet with others people who are in the same category as myself. Gives me something to do to look forward to.
I think Sefton should provide home visits and help disabled people with there some one to talk to provide meals, help with cleaning, etc, toilet calls I do not think Sefton's Elderly get a very poor service?
If I didn't come to the centre I would be bored and lonely.
I think Day care centres are absolutely crucial in the care for Disabled folk. Never mind closing. We should have more we educate until 18yrs old, OR uni/colleges longer etc. For able bodied people then they are on their own and get jobs. The disabled should ALWAYS have a proper Day Centre, with relevant activities. Please listen. Life is hard enough for them. Do not make cuts on the less fortunate in our society. Treat with

respect, it could be one of us, who knows, one day.
Very worried that after my assessment I might not be able to attend I think the New assessments need to look at the reasons why they attend to service as I have been coming here 18years it's been a big part of my life which I don't want to lose.
I like coming to Mornington Rd to meet my friend xxxx.
This centre is my life, I have been coming here for 32 years - I enjoy the pottery and art.
no
Am concerned that there'll be more service users in day centres and there will be too much demand for toilets.
I feel like its all changing and it all new. I feel a bit nervous about it.
Really enjoy coming to Mornington Road - 5 Days a week. Nothing but praise.
I am worried about being told I can't here anymore. I would not see my friends.
The Day centre should stay open and how it is because it is my day off speaking to friends, In the centre I feel comfortable to make my own decisions and take part in sessions. Joining other centres I could be nervous and uncomfortable around new people and staff. Would feel as though I can't make my own choices.
Having different types of centres are best. Some structured with set activities and some less structured with different ones daily.
I couldn't live without a service I need company. The service has really helped me and I'm still gaining a lot also I've got friends there I've now a bit of a social life, I don't want this to go.
I would like to keep the service as it is I am quiet happy with the day centre the way it is. I have been coming to this for seventeen years, and I have all my friends here, and I don't know what I do with out it.
I suffer with epilepsy which is unpredictable. At least here in the day

centre I will be looked after appropriately if I took a seizure. I have been coming here 20 years and would be very upset if the centre closed. I come 2 days a week and it is another branch of the family.

A centre near by and will try out new centre.

Not worried about anything. I would try anything sometimes I do my own things in the house I need support outside the house. I have had incidents in the past where I have been followed - I felt scared. So I am nervous about being out my own. Dad rang the police.

The building I'm in is cold, I feel angry for other people and what they are going to do.

Try and keep this place open.

I am concerned about the cost implications. I would like one bill to be sent monthly.

The loss of Day Centre care would impact severely on both myself and my son.

Last year we had to go to a leisure centres hat was totally unsuitable for my needs, it's took away a little bit of my independence I had as I have to have a member of staff to escort me everywhere I go in the building as I could not open doors or access the lift.

I think it is a tragedy to close Sandbrook. You could put more service-users in if it is under used. It could be upgraded, most windows have recently been replaced with double-glazed windows is seems more wasteful to build new.

The day centre has proved invaluable to me as a carer. It has allowed me to carry on working and keep my mother out of a care home, which is very important to me.

Help and support should always be available for anyone who has either physical or mental health problems! If a person was housebound for 7 days a week it would obviously only add to their problems as well as those of the family neighbours and immediate community. Many thanks for all that you do!

PLEASE, Do not forget, and overlook, that all of these Day Care Centres are needed, For all the people who attend them, also for all the carers, Who need a break from there 24/7 UNPAID care that they ALONE provide to these people, who they care about, and who they care for. Thank you. "Sorry but you did ask".

I am totally dependant of being taken to + from the day centre and without this service I could not stay in my home I have lived in since 1942 xxxx(Son in Law) "The alternative would be to put my mother in law into 24/7 home which would cause her great distress" She has a routine with her carers and any disturbance to this routine would be very stressful xxxx xxxxxxxxxx xxxx (Daughter

On the whole it is a good plan

Last year we had to go to a Leisure Centre which was totally unsuitable for my needs. It took away a little bit of my independence as I have to have a member of staff to escort me everywhere I went in the building as I was unable to access the lift or open doors

I enjoy the service I get and value it.

I enjoy my time at the centre

I wouldn't like any to be closed, people need centres

I like coming to Waterloo Park. It gets me out of the house. I get my hair and my nails done. We have lovely food. We play bingo

I seriously think that you need to recognise that "sticky plastering" old habits and prescriptions onto alleged new ideas will fail all concerned. This is a multi cultural society whether you like it or not, what or their likes and dislikes? They obviously must conform a bit but not losing their identity or else madness ensues, variety , variety please

If other people come here it needs to be suitable for them both inside and outside. The staff are wonderful, the activities are good, everyone is lovely. I am very happy here and id be lost, I love coming. No complaints at all the service is wonderful

I understand that things have to change sometimes but it can be very

hard for disabled people. It can affect their health.
Daycare opportunities should be available to any person who needs it. For a lot of people this is a lifeline and helps with their emotional wellbeing. To remove facilities would cause loneliness and depression. It is their choice to be independent even though they are technically being "looked after" Also with dementia being brought to our attention more and more due to an increase in aging population., provisions/activities should be factored into new plans
It sounds okay but this will always be the worry that someone will not be assessed regularly enough and may not be getting the day care they need
No
Do not want the charges to go up anymore. Want the Services to carry on and attend activities as normal
I feel very angry about the changes. I think you are taking something away from me that I have come to depend on. I will miss the people here if I have to leave. I've been coming here for 12 years and it is part of my life.
No Opinion
Hopefully it will not affect me as Chase Heys is staying Open
If the number attending my present day centre increased I would find it a little difficult
If other people come here then it needs to be suitable for them both indoors and outdoors. There is a risk of falling on the uneven ground. It is good to get out of the house instead of staring at the four walls and throwing things at the TV. I still need transport. I love the activities. wonderful staff, everyone is lovely and very happy. I have no complaints at all
My son has complex needs and requires the skill and expertise that is presently given. He also needs transportation to and from the centre to enable me to continue working

If it improves things for everybody it seems fine

Some people need that special service you provide

I think if charges are planned, one needs to realise mature vulnerable adults mostly will find change difficult and will need lots of help and reassurance about what is going to change for them. It will cause the more able a lot of stress about their future needs and they need to know as soon as possible what the outcome will be. It will open new opportunities for many and if followed through gently could be a success.

Some centres are underused, you need to look at why. Is it because it is such a dismal place to be that lonely, disabled people prefer to stay home? Do you have the right staff who care? Are the activities good? Are those in need encouraged to attend? Are they helped in terms of how they can get there? Why do a few centres thrive? I will be very interested to attend a few in the near future simply to assess the quality of provision although; unless you have a place there I doubt you could just call in. I also understand that unless you have dementia you can no longer get a day centre place

Sandbrook centre is due to close. My brother has many friends here and loves spending time with young people in a lively social environment. It has been identified that if eligible he was go to Chase Heys with one other Service User and all his friends will go elsewhere. He is 34 years old and very sociable, loves to be around people and is always in the middle of any action. He has profound learning disabilities and cannot speak (developmentally 18months old). How a very sociable 34 year old man can be taken away from all his friends and placed in a care home for the elderly is beyond belief. Activities here are chair based, reminiscence therapy and bingo. The "vision" for Adult Services is to help people to be more independent and provide the support they need to achieve this. This is a perfect example of "de-skilling" a Young Adult by placing him in a very inappropriate environment and not very "Person Centred"

A good plan if could advise and help with problems etc

How are the empty buildings to be used? Sold off to make money

available for the future or left to fall into further decay which would be a crying shame

I would like to know what you are going to do with the empty buildings. If they are left the vandals will get in to them and they will become an eyesore

Anything to update the system must be good

As the ideals to help people in the Community longer (providing the funding is sufficient) Day Centres will become part of Elderly Living

A few years ago my Wife passed away. I wanted to go to Christopher Grange as I am totally blind. I was assessed at home due to my needs but unfortunately I had to pay. I could not get any support as I own my own home. My daughter tried to appeal but in vain. At the moment I go to a day centre, I go by public transport as there is no bus service to take me to the building. This would be a disadvantage to me as I am settled in, it's made me feel welcome. To close this would mean that you are not meeting the needs for me and other individuals who are in the same boat. I would be left. abandoned, isolated as this is my only way of socialising

We all understand changes need to be done to improve service. The issue we have to think about is that individuals who attend day centres get attached to people and it becomes familiar to them. When there is a possibility of a centre closing that the individual which we care for goes to wee are worried that they will not get a place any where else! It is a concern

Where will everyone go if the centres close? What will we all do? We will miss seeing our friends and learning new skills. Things in the community cost lots of money and I don't have any

Where will everyone go if the Centres close? What will we all do? We will miss seeing our friends and learning new skills. Things in the community cost a lot of money and I don't have any

This is important to me , I want to carry on seeing my friends

I think that the Council already knows what will happen. I am sad

because I think I will have to sit looking at the 4 walls and not see my friends and the staff

I will miss my friends and my Drama and Lites - these make me happy - confident and I learn things plus speak my mind

Miss my friends and going to Lites group which makes me happy and confident

If centres close I will miss my friends. I like doing what I do at the centre and can travel myself so would be happy to go to a new building

I just wish you would be honest when you say you are closing certain Day Centres to provide better facilities for people like my daughter when you are closing Sandbrook so that you can use the land for building houses. You say that you are consulting us and listening to our views but in my opinion you have already made all your decisions

There have been far too many cut backs in the past and up to the present time. The requirement is for more placements not less. Special Needs Personnel enjoy the close group activities on a daily basis, most are never going to be able to integrate into mainstream activities on a daily basis as much as they would like to.

When you close centres it has an effect on users and carers and may cause further needs

Please leave the people using the centres to be able to stay or leave the centre the decision is NOT YOURS

I agree that there needs to be some change, I would like to attend somewhere locally with better facilities but I need a day centre as I cannot cope, I am unable to choose other options like college or placement. Very worried about transport changes you suggest, my special needs mean I can't travel on my own. I need 1 to 1 support, your proposal doesn't properly recognise, not everyone can learn Travel Skills and need a lot of help/support

If users could be helped by the Council with transportation costs (e.g. wheelchair taxi) then users could get to Day Centres much quicker than by using the Councils bus which takes ages to pick everyone up and

drop everyone off. So more quality time could be spent by the users at the day services undertaking stimulating activities of which there are few and far. Users need to be stimulated, engaged, motivated, supported and helped in their activities. None of this is going on at the Day Services as the users just sit and vegetate

Needs to be more centres Maghull/Lydiat

I strongly recommend that the reassessments are carried out fairly

Cae should be given to Carers more as they are the invisible means of savings to all Health Departments

I think it is a good idea. At the moment it does not apply to me

We need at least one day centre in Maghull

Insufficient knowledge of the system/position to make a decision

People looking after people with Dementia need a break so Day Centres are very important

I think that it is wrong to cut care for vulnerable people. Cancel the High Speed Train instead!

I think that your plan as far as I have been acquainted with it is a good plan

I trust that day centres will be conveniently situated for users rather than far away, hence convenience

I feel it is just about cutting costs not caring for people but a lot of NHS and Local Government Services need to be modernised

A service is needed for people with physical disabilities, The option is to close the centre I attend but keep the one open in Southport which is unfair.

The day centre I am attending now has all the facility's I need and is more appropriate travel wise. I would not be happy if the day centre was to close.

APPENDIX C

Service user events – transcript of Question & Answers

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Activities	A service user has painted pictures on these walls – all of this work will have gone down the drain.	It won't – similar activities will continue.	Bootle Resource Centre
Activities	We don't want the activities to stop.	The activities will be undertaken in another centre.	Bootle Resource Centre
Activities	Do you have a list of opportunities other than use of libraries and gyms?	We are looking at other options with SND currently.	Bootle Resource Centre
Activities	Brooklea (now Brook Enterprise) generates money from woodwork and threads. It could be self sufficient.	I don't know what it does with the money but the money would not be sufficient to cover the costs needed to keep it open.	Dunningsbridge
Activities	Brooklea (now Brook Enterprise) has drama - will the drama continue?	Yes drama will continue if there is a need.	Dunningsbridge
Activities	Where will drama be held if Brooklea (now Brook Enterprise) is closed?	It will continue and will be held somewhere else – that will need to be looked at further.	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Activities	Don't stop what we like doing.	If you do drama – we will not stop it. We will carry on with the things that you like but they may be done in a different place.	Dunningsbridge
Activities	I have a five day service. I like going to Brooklea (now Brook Enterprise) to do art. I want to carry on doing art.	Art will continue but may be in another place.	Dunningsbridge
Assessment	You spoke about 3 levels of care. Is there a plan to reassess? What will the effect be of the reassessment?	Reassessments will happen anyway as directed by the Care act 2014. Assessments will be carried out on all individuals, so some will change. We do not wish to reduce the level or quality of service.	Brookdale
Assessment	My husband came here at 55 years of age - he had a form of dementia. The only other option was to go to Mossley Hill.	We are not saying we will not support same users or those with dementia/LD and PD.	Brookdale
Assessment	People are staying at home; I would want to know why people aren't being referred here.	The first thing I did when looking at this was enquire about why there are such low referrals. However, there was no clear answer.	Brookdale
Assessment	Will another assessment take place?	Yes in 2015.	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Assessment	Social Workers did assessments last year. Lots of people who had the assessments got no feedback from those assessments. The only ones that got feedback were the people who are here at the centre. What happened to the previous assessments – will they be used?	An assessment team has been identified and new assessments will be undertaken next year. In 2013 I believe some people were assessed and some were part assessed but new assessments will be undertaken.	Dunningsbridge
Assessment	As we were never given feedback from the last assessments. How will your assessment be different?	I will do this properly. A team of social workers will carry out the assessments and have an understanding of peoples' needs.	Dunningsbridge
Assessment	When is the assessment process of clients starting?	If agreed and supported by Elected Members the very earliest will be mid-Feb 2015. Most assessments will be carried out throughout 2015.	Mornington Road
Assessment	How are the assessments done?	1-1 basis.	Mornington Road
Assessment	What are the plans for people in supported living?	Depending on their personal plan – if their needs are identified as complex it will be a Day Centre. If not assessed as complex then other services.	Sandbrook

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Assessment	People in residential, any plan for them for day care?	It is about their needs which will be addressed by a person centred plan.	Sandbrook
Assessments	These people have already been assessed.	New assessments will be carried out on a 1-1 basis. From February Social Workers will be in touch with you and your carers over person centred plans.	Bootle Resource Centre
Assessments	What happened to the previous assessments – will they be used?	An assessment team has been identified and new assessments will be undertaken next year. In 2013 some people were assessed and some were part assessed but new assessments will be undertaken.	Bootle Resource Centre
Assessments	We were never given feedback from the last assessments. How will your assessment be different?	I will do this properly. A team of social workers will carry out the assessments and have an understanding of peoples' needs.	Bootle Resource Centre
Assessments	It is imperative that carers are involved in the assessments. Also what are the criteria for these assessments?	It is new criteria from the government.	Bootle Resource Centre
Assessments	I am concerned about how the assessments will be carried out. Some of these people will say they can do things and they can't. Someone who	Yes, we need to get this right and if we need an advocate or clinician etc then this will happen. We will work with SND.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	lives with them should be at the assessment.		
Assessments	The system is complicated enough. I don't believe this will run smoothly and it can't happen and all assessments will happen on time. I think it will be carnage.	We would not want that to happen and we will plan accordingly.	Brookdale
Assessments	People with personal care plans – how are you going to do that. It is not as needs led as it should be?	A small team of social workers and carers will work with the people who use the services. Advocacy organisations and the Voluntary sector.	Sandbrook
Benefits	SPAC – What is the financial cut off for getting help from the Council? People worry about this. If people cannot afford to come here and have to reduce their days – this then causes social isolation.	The issue is that the Council cannot afford to continue to provide transport. In terms of detail and costs we have not got that far yet. At the moment, if you have £20,000 and you pay for your own transport – this will continue. I believe it is currently £1.50 each way. This will increase. The higher charges will have an impact upon people.	Chase Heys
Building/costs	How much will the changes cost?	£4m. We believe this is a better than modernising current buildings. We have had a Health & Safety check. This building needs new wiring,	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
		windows, roof work and has high ongoing utility costs. We need more economic buildings and lower costs.	
Building/costs	You could just modernise the buildings that have disabled facilities already.	We have looked at this. We would have to spend £2.6m as the buildings are not economic – could need wiring, new windows etc – it would cost too much money to redevelop these sites.	Bootle Resource Centre
Building/costs	It doesn't make sense what you are saying – it costs less to modernise.	The Council hasn't got the money for ongoing repairs. The buildings have to be more economical.	Bootle Resource Centre
Capacity	Can we have access to the figures on occupancy rates and costs of building repairs?	Yes, you can.	Brookdale
Capacity	I can't believe that you can't fill these centres now.	It is true we can't fill them. All are vastly underutilised.	Brookdale
Capacity	Will there be the same capacity and space for the future?	Yes, we have looked at centres and looked at numbers now and provision for the support. We have a market position statement that identifies for the next 5, 10 and 15 years what our client groups will be and how many people may require support.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Capacity	So are you saying that this building is under used now but not for the future?	It is underused now and will be for the next 12 to 18 months. Nobody knows about this building. The Social care process is a nightmare anyway. There is no clear information to inform you what route to go down. It will close - dementia is not mentioned on any forms. You didn't use the word in the last 20 minutes. This place is centralised. Southport isn't and it will be longer to get to on bus or any transport.	Brookdale
Capacity	It's a fact that this place isn't well known. This place needs more publicity and the Council need to acknowledge this and something is lacking between social services and others for support to help. Makes you wonder why someone isn't asking, why. This place was full 5 years ago. It's odd that you want to close this all of a sudden.	From my perspective the social workers do know about Brookdale.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Capacity	How many people will be catered for?	70 per day in Dunningbridge. The use of centres has reduced.	Dunningbridge
Capacity	When it is revamped you say you can accommodate 70 people – what happens to the people from Brooklea (now Brook Enterprise) and Bootle Resource Centre?	We can accommodate complex needs in these numbers.	Dunningbridge
Consultation	I note from the feedback you give from the consultation that you only give positive feedback you don't mention anything negative.	The only negative feedback would be that people don't want the Centre to close. 80% of people agreed with the proposed model. The model is based on need.	Bootle Resource Centre
Consultation	Why is this service not advertised more? I found this place after months and months of searching and then by accident. Doctor's surgeries and many clinics don't advertise.	My understanding is that places like these centres are available and know to all that meet the eligibility criteria.	Brookdale
Consultation	You can't proceed on a basis of a 46% response. There is no credibility.	What you're referring to is the first phase of the consultation in October/November 2014. This current phase is open until 29 th January 2015. We have written to everyone and New	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
		Directions have also been involved.	
Consultation	What is the second phase?	The first phase was on the vision and model and the second on the proposed changes.	Brookdale
Consultation	What I don't understand is people in this situation are caring for dementia 24 hours a day. To get the best response in terms of consultation is this best method at a care home? It should be done in a better environment.	We are having events for carers and you will have received a letter advertising these events. If you haven't received a letter or a questionnaire I will ensure you get copies.	Brookdale
Consultation	Your questionnaire didn't mention dementia once.	I will take that back and reflect on this.	Brookdale
Consultation	Is there a good chance that Brookdale may stay open? Is it worth fighting for? To me it sounds as though the decision to close has already been made.	It hasn't been decided and you do have time. Decision will be at the end of February at Cabinet.	Brookdale
Consultation	One of your letters classifies diabetes as a disability – this is not true of everyone.	Yes I agree, it depends on the circumstances of the person with diabetes.	Chase Heys/West Park

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Consultation	We want concrete information not pie in the sky. Why haven't you come here with concrete information?	We are still consulting over proposals. Our ideas are not hairy fairy they are based on one year ago and the needs of individuals. The people who go to centres are not just in wheelchairs they have other disabilities – everything will be about meeting complex needs now and in the future.	Dunningsbridge
Consultation	A lot of people didn't know about this consultation. My son didn't know.	We wrote to everybody so that everyone has an opportunity to come to the meeting. We sent letters, publicised through staff and also asked SND to publicise. We have the questionnaires here and support to enable everyone's views to be put forward.	Dunningsbridge
Consultation	As carers we should know more about what you are proposing.	Carers' events are planned for January 2015.	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Consultation	Your results can't be used. Some people can't read or understand. Only a minority here can understand.	Events have been in different centres. Carers' events are being held in January. We had to send letters to be inclusive – if we had not sent letters to everyone then we would have been criticised. Not everyone lives with their mum and dad.	Dunningsbridge
Consultation	How many people have been contacted for this consultation?	Approximately 900 letters and information packs sent out.	Dunningsbridge
Consultation	How many have you got back?	Approximately 500.	Dunningsbridge
Consultation	Why have service users got no representation?	Advocates are independent they have nothing to do with the Council.	Dunningsbridge
Consultation	Questions are biased to get the answers you want.	Advocates are trained, experienced people and independent. Whatever you say will go on this questionnaire. We have asked you what you think of our proposals.	Dunningsbridge
Consultation	They like their lives now – the questionnaire is worded so they are not responding about the future.	We are asking for your views and feedback on our proposals.	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Consultation	Can you provide us with the information received back from Phase 1 so that we can scrutinise it?	Yes, a member of staff will meet with you after this meeting and get your details.	Dunningsbridge
Consultation	.A letter has been received saying that this road is being widened so what you are saying won't happen.	The road will not affect us doing this building. I have spoken to senior members from the Council over the road plans.	Dunningsbridge
Consultation	I work here and we haven't been told anything.	I have met with SND – together SND will answer staff questions. I am looking with SND for opportunities. A lady called Mel is coming in to help on this. She has experience around opportunities. Any staff queries should be addressed to SND.	Dunningsbridge
Consultation	Has the decision already been made for closures? (Service user)	No – these are proposals. We want to hear from you through consultation. We will consider options.	Sandbrook
Consultation	Phase 1 and Phase 2 – I have difficulty in understanding how I fill this in. It is not clear to me whether I am completing for the service user or myself.	On the form there is a tick box which says who you are responding as.	Sandbrook

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Direct Payments	People should forget about direct payments – we are just doing the job for the finance people.	There are two ways for direct payment. You can do it or you can ask the Council to do it for you.	Bootle Resource Centre
Direct Payments	You are pushing people towards direct payments.	Direct payments have been in since 1996 – The Government is encouraging Councils to use the money we previously used.	Bootle Resource Centre
Direct Payments	I am paying Sefton MBC £200 month but the real cost is £265. I can only afford 2 days.	We can undertake a welfare rights assessment.	Bootle Resource Centre
Model	You are not about giving choice – you are about saying “this is where you are in a category”.	You will have a personal plan.	Bootle Resource Centre
Model	Can you give an alternative example for those people who may be assessed as level 3 in the model?	Looking at people with LD and focussing on employment and learning. With those who have LD and PD we are looking to stimulate the market to do this. There are more benefits to being in the community.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Model	Would there be a continuation of service standards for dementia care?	Yes and it would have the skilled staff you have here. The dementia service users would not be mixed with other users.	Brookdale
Model	It is worrying when I read the information on the website. You are saying you are trying to move people into the community to do more for themselves.	Yes we wish to develop more services within the community but that won't be relevant to everyone.	Brookdale
Model	SPAC - The examples that you gave in expanding how the model will work for service users at Levels 1-3 were for younger people with LD or PD – can you give more examples for older people and the effects on them?	70/80% of change is for younger service users and LD and PD. For older people there is not much of a change – only a location change for the older generation.	Chase Heys/West Park

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Model	Brooklea (now Brook Enterprise) is earmarked for housing. You say you will redevelop this. You are saying complex needs. Are all these complex needs people going to be put here? Complex needs are not just wheelchair users.	This building will be designed to meet complex needs.	Dunningsbridge
Model	Where will people go if they don't have complex needs?	We are working with SND to provide other opportunities. In terms of what is going on now – we will keep these activities going. Another Council, Widnes, have an example of other activities in place. The changes work in Widnes.	Dunningsbridge
Model	Okay, you say that level 1 people will attend here. You say that level 2 people can travel. Who will keep an eye to those people who are not at level 1? Will SND be supporting in the community.	Service users will be safe – assessments will be undertaken. We are still working on potential opportunities.	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Model	Level 2 and 3 people – you have got rid of them in these categories – what happens if they go worse?	They will be accommodated in a centre. We will accommodate – we are flexible with numbers.	Dunningsbridge
Model	We have people with complex needs. Needs also change over time. What plans have you got to mitigate for change? People are in categories – have you got flexibility in the system to re-categorise?	Yes – the proposals for the future Centres will be for people with complex needs. For less complex needs – SND will provide opportunities.	Sandbrook
Model	Will some people lose a service?	In general, people with complex needs will attend a new or adapted centre. They will be much smaller e.g. Dunningsbridge will reduce from 130 places to 70. There will be reduced places in Day Centres. Other services will be provided by SND.	Sandbrook
Opportunities	How many people would go to a leisure centre in here – hands up?	No show of hands from service users.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Opportunities	If you are putting people out into Leisure Centres – what support will they get? Where are the trained people at these centres? People need to be occupied and not left.	This is dependent on their personal plan and dependant on the assessment with the individual and carer. We will not be making situations unsafe.	Bootle Resource Centre
Opportunities	You mentioned opportunities in leisure centres. We tried it out. I went to the leisure centre on a bus to try out a session. When we got to the leisure centre, the room we were in wasn't very nice. I struggled to go to the toilet as there were that many doors and I had a problem opening them. I had to go back and ask the staff to open the doors for me. The doors opened outwards. Staff had to take people to the toilet so that they could open the doors. Other staff were left to take care of the remainder of the group.	That was a trial about 18 months ago. That was not appropriate for you. An option could be through a personal budget and 1-1 session. I don't want to push people into activities that they don't want to do.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	The time at the leisure centre was limited and it was difficult.		
Opportunities	Will you be providing a list of options available for people in the community?	When we have the options – yes we can do this.	Bootle Resource Centre
Opportunities	Can we have a guarantee that the new community activities won't close because of cuts.	When we know about the options we will talk to you about them.	Bootle Resource Centre
Opportunities	What kind of things can we do in the community?	We are meeting with SND – horticulture, developing new businesses, working with the voluntary sector.	Dunningsbridge
Opportunities	What opportunities are you proposing and have you got this in hand?	New Directions will be working on new options.	Sandbrook
Opportunities	Will the Council fund the proposals?	We haven't seen them yet. The options will be confirmed in 2016.	Sandbrook
Opportunities	People need a place to go. How do they stay with friends? For example – not everyone will want to go to a gym.	A gym is an example only. Could be other things for example a library, employment. We want to keep people together but want to move away from day centres. The new model works.	Sandbrook

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Opportunities	Some people don't come because they go to Shared Lives. Because they have to pay, they come less. They are then losing contact with their friends.	Getting people to meeting up is going to be tricky. SND need to work with us. We need to make sure we are developing opportunities for people in different ways. Widnes and Runcorn have hairdressers; brewery and business enterprises run cafes, shop mobility a Resource Centre with an internal café. There are lots of examples to start up our own business.	Sandbrook
Opportunities	Is this what you plan as above?	Some of it. There are lots of things; we can set up businesses together as a group.	Sandbrook
Opportunities	Those things have to be in the community, they have to set up for when change happens.	Agree. In Halton they didn't close three Day Centres until the community stuff was set up. We have a two year window.	Sandbrook
Opportunities	Community Settings – two libraries have shut. The Council keep shutting down local amenities – where do we go?	We are looking at SND and also other Council Services e.g. the Atkinson, Leisure Centres etc. This will be a challenge.	Sandbrook

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Out of Borough	I am one of three people who live in West Lancs – will this affect us? I have been here for 18 years.	This has not been addressed yet. I will have to talk to SND about this.	Mornington Road
Private Funders	At the new centres will there be places for privately funded people?	The service is for people predominantly funded through the Council. We cannot make a promise to provide places for those privately funded.	Brookdale
Private Funders	Are you saying that if you pay you can't have a place?	No I am not saying that.	Brookdale
Private Funders	In terms of equalities, if I am assessed to need a place, but I need to fund and have dementia, what can I do if I can't get help in a centre?	Through financial assessment and assessment of need of level one and requires a centre then circumstance of individual case will be taken into account. In terms of criteria we are saying that if you live in Sefton and you are assessed as having a need that must be met in a centre, money is not the issue.	Brookdale
Private Funders	The proposals for Chase Heys and West Park, does this include paying customers?	Yes	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling	Concerning your business model looking at low numbers and sustainability. What forecasts have you done and all suggested evidence is that dementia is a problem and that more care homes are needed.	You can access and read the Market Position Statement published on Sefton's website. This details these figures. Also people are taking direct payments as a personal budget and suing that payment to find something else. The core purpose of day centres is changing, that is changing the focus from those with LD to those with more complex needs.	Brookdale
Remodelling	When I received your letter about the proposals I phoned around different centres and none will provide the service that is provided at Brookdale.	The changes take into account future requirements and modernisation of other centres will provide for dementia.	Brookdale
Remodelling	Is there any possibility that this centre can remain open? Is it a done deal?	This is a consultation process, and if alternative proposals are to be considered please raise them. No it is not a done deal.	Brookdale
Remodelling	Is there nothing set in stone?	Not yet	Dunningsbridge
Remodelling	Will anyone in this Centre have to go to another Day Centre?	We don't want to split up friends. SND may set up other things. People in this room may choose to go to other things.	Morningson Road

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	It would be nice if you can accept the point that people have said that nobody knows about the building	I do accept what you are saying, but what I can't understand is where people are going.	Brookdale
Remodelling/Buildings	I have a suggestion. I run a children's nursery and having been involved in the new ethos for 2 year olds with integrated services. We need to get this place advertised and get it working. Give us 12 months to do this.	(Chair of SPOC (Independent to Council)) - A new policy from NHS about integrating services effectively. Southport & Formby CCG has started to do so. CCG practices start with a wide approach what can be done for older people. Health Service's point of view is that a health service for long term conditions must have a much more integrated approach. (SPAC - independent to Council) - We need to understand about publicity and awareness. Capacity and transport are issues and is there mileage in a collective effort.	Brookdale
Remodelling/Buildings	I have not been to Chase Heys. What is the parking like?	We would look at car parking arrangements.	Brookdale
Remodelling/Buildings	How large are the new units to be built going to be?	About 30 to 40 places with a mixed provision and the appropriate design.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	I can't see how any of this will make anyone's lives any easier	Individuals, inclusion service users and carers can help to design the centres.	Brookdale
Remodelling/Buildings	Will you close Chase Heys whilst the work is being carried out?	Don't know yet – Planning will make that decision. It may be that we close part or the entire centre.	Chase Heys
Remodelling/Buildings	Director to Centre Manager. Could we use any space here?	Centre Manager: Some lounges are available in the main building.	Chase Heys
Remodelling/Buildings	Are you closing this centre?	The proposal we are consulting on is that we will not close Waterloo Park.	Waterloo
Remodelling/Buildings	This place needs modernising. The disabled toilet is useless and not suitable for disabled use. The back garden is not level and needs levelling – we can't use it.	We are looking at these things. In terms of consultation, we need to get a view from people over our proposals. The comments that you have made are useful for our consultation.	West Park
Remodelling/Buildings	Why are Southport Centres staying open and you are closing more in Bootle?	We are closing more centres in Southport than anywhere else.	Bootle Resource Centre
Remodelling/Buildings	You talk about cost effectiveness of buildings. Some people won't manage being taken out of the environment that they are	We are adapting or building to meet the requirements for complex needs. We will for example make sure that proper provision is available e.g. – quite rooms or other facilities as	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	used to. An example is in Brook Enterprise. They can't cope with busy buildings. If you are looking for efficiencies – how is this going to be efficient if you have to provide a similar environment for these people so they can manage?	necessary.	
Remodelling/Buildings	Do we stay here until the new building is done?	Yes	Bootle Resource Centre
Remodelling/Buildings	What will you do with this building?	I don't know what the plans are for this building.	Bootle Resource Centre
Remodelling/Buildings	What facilities will be extended?	Could be a gym.	Bootle Resource Centre
Remodelling/Buildings	Why don't you close Chase Heys?	Chase Heys provides overnight respite and provision for a variety of disabilities. More money is being spent on Dunningbridge than at Chase Heys.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	I agree that new builds in some circumstances makes more sense. But will it accommodate all who needs spaces in the future?	We did look at future generations compared to current provision.	Brookdale
Remodelling/Buildings	On your proposal s to develop Chase Heys and maybe West Park - neither of these buildings are suitable to accommodate those attending Brookdale.	When we build and modernise we will create the provision to ensure all services that are needed are accommodated. Staff who are here at Brookdale and others will provide the professional support to individuals in the new locations.	Brookdale
Remodelling/Buildings	From what you are saying you want all singing day units in the North that fits all needs. We don't want that. How can we keep this place open? It's in a perfect area and we want this to stay open. What can we do to keep this building open?	This is about all centres and other centres like Chase Heys can be extended.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	The issue here is dementia. I understand about the rationalisation of the estate for cost effectiveness. But also you say building add-ons. This building here is fully adapted and supports dementia users now. It isn't an old building and doesn't need updating. We are happy here and like the service and appreciate the service that is provided. I am not getting that from you that what happens elsewhere will provide the same or better level of specialist care. It isn't one size fits all.	First thing to say is that there is no issue about quality or standards of the service. In terms of the resources we have and the other buildings we want to ensure we can provide good quality services in the future. We did also look at possibilities at Brookdale but there aren't the footprints for expansion like that of somewhere like Chase Heys.	Brookdale
Remodelling/Buildings	If the issue for closing is financial because it is not well attended. What is the point of building something else if that will not be full either?	We are not looking at just this centre in isolation.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	What about the money we waste.	We waste lots of money as the buildings we have are not economic. They are old buildings and some need new roofs, wiring etc – the waste is because of the current state of our buildings.	Dunningsbridge
Remodelling/Buildings	Windows get smashed in this centre.	This is something that will need to be looked at.	Dunningsbridge
Remodelling/Buildings	What are you going to do with this building?	Keep it open. New part will be kept and the old part will be demolished. We will build a brand new section – a modern new building. Level 1 service users from Bootle and Brooklea (now Brook Enterprise) will come to Dunningsbridge. When Sandbrook in Southport is closed a new part will be built on Chase Heys. Centres will not be shut until new buildings are built.	Dunningsbridge
Remodelling/Buildings	Will Dunningsbridge be shut whilst some of the work is being done?	Some of it may be shut whilst the work is being carried out so you might have to go to Brooklea (now Brook Enterprise) or Bootle whilst this centre is being developed.	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	Have plans been drawn up for the new centre?	No. Nobody has been here yet. We want to work with the people who attend. This will help us to design the building. 18 months ago someone surveyed and said you need to do something quick because of repairs etc. If people don't think our ideas are good then they have to tell us through consultation.	Dunningsbridge
Remodelling/Buildings	This building is going?	I haven't said that – it is a proposal relating to the high cost of refurbishment etc.	Sandbrook
Remodelling/Buildings	Morningside Road – what services will be at Morningside Road? It is limited on parking and getting buses in.	We would have to look at adaptations and this.	Sandbrook
Remodelling/Buildings	You could just modernise the buildings that have disabled facilities already.	We have looked at this. We would have to spend £2.6m as the buildings are not economic – could need wiring, new windows etc – it would cost too much money to redevelop these sites. I was at Sandbrook. It started off as a small building and has been built on – we can't improve it further.	West Park

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Capacity	With an ageing population, won't you need more places rather than less?	We know in Chase Heys we need more spaces. Waterloo is half full – we have provision.	Bootle Resource Centre
Remodelling/Capacity	How many people will be catered for?	70 per day in Dunningbridge.	Dunningbridge
Remodelling/Capacity	How many are there now?	90 between Bootle and Dunningbridge. If we need to alter numbers then we will.	Dunningbridge
Remodelling/Capacity	70 places in Dunningbridge – isn't that figure underestimated?	We can flex with that – we are looking at the process with carers and you. We will accommodate the numbers needed.	Dunningbridge
Remodelling/Costs	You keep saying “there is no money” so how are you going to pay?	What the Councillors have said is that repairs will cost £2.6m. To build and adapt buildings it is £4m. The cost of building and adapting does cost more than repairs but if we only carried out repairs then the costs would be ongoing. We don't have the money for ongoing costs and bills.	Bootle Resource Centre
Remodelling/Costs	How much money has been spent on this building? They are still ploughing money in to here.	Yes I think you are right, they are putting money in for health and safety reasons.	Dunningbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Service User	What are the implications for us if this Centre closes?	People with complex needs will go to Dunningbridge if they want to. It will have modern facilities.	Bootle Resource Centre
Remodelling/Service User	If something unforeseen happens here where does the service users go?	We would have to look at needs but we would use Dunningbridge and other centres.	Bootle Resource Centre
Remodelling/Service User	If people are in a day centre then they obviously need to be in a day centre. Today you are talking about irrelevant things to these people.	Under The Care Act – not everyone who is in a day centre may want to remain in a day centre. They may want to do other things. They have choice through a personal budget and direct payments.	Bootle Resource Centre
Remodelling/Service User	People are in a day centre who need to be in a day centre so why the changes?	If the assessment of need says you need a centre, then you will be in a centre.	Bootle Resource Centre
Remodelling/Service User	If Brookdale closes will the other location be ready to pick up the placements?	We will not provide a service to a person that isn't suitable using trained staff at any time.	Brookdale
Remodelling/service User	This is the only centre that supports those with dementia. Why this place as the staff and carers are devastated. Is it because organisations are not referring people here?	No absolutely not. The numbers are low; we are not stopping people coming to the centre.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Service User	Do Sandbrook and Brooklea know they are shutting down?	I have been to Sandbrook, Bootle Resource Centre but not Brooklea (now Brook Enterprise) yet.	Dunningsbridge
Remodelling/Service User	What will happen to those people who go to a closing centre?	We will ensure there are sufficient spaces in the centres that remain open	Waterloo
Remodelling/Service User	How will you do this – what is your plan?	We have specifications for Dunningsbridge, Chase Heys, and Poplars to provide facilities to meet complex needs. We think there may be enough provision and we will only redevelop if needed. So we are clear the focus of all our Centres is complex disabilities	Bootle resource Centre
Remodelling/Service User	The lady is right when she says that these are things that impact on our lives and it's hard to measure that impact. It's at one level for physical well-being but what about the emotional well-being of the service users and carer?	We are assuring all people that we can. I have been to all centres to explain what is happening and what could be in place in the future. I have been assisted by independent advocates and from a social work perspective we do understand support care.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Service User	SPAC – Brookdale accommodates service users with dementia. What impact will this have on service users at Chase Heys?	We will have a facility here that will accommodate all needs of service users. Buildings will be designed to accommodate the needs of people with a range of disabilities and they will be supported on this site. My only concern here is access and Planning are looking at this. We are in proposal stage and we think we have three good facilities. Most people with dementia will be supported here in this facility. There is good respite provision and intermediate care. The staff have good knowledge.	Chase Heys
Remodelling/Service User	If Brookdale Closes – what happens to their service users in the meantime?	I think they have 10 or 11 people per day. They will go to the other Centres we have. Probably Westpark Centre Southport.	Chase Heys
Remodelling/Service User	Brookdale is a specialist Centre.	We would look at this. We may use Mornington Road. We are looking at small numbers.	Chase Heys

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Service User	How will you do this?	We have specifications for Dunningsbridge, Chase Heys, and Poplars to provide facilities to meet complex needs. We think there may be enough provision and we will only redevelop if needed. So we are clear the focus of all our Centres is complex disabilities.	Chase Heys
Remodelling/Service User	You are talking about for example disabled in wheelchairs – what about the people who are not in wheelchairs but have disability?	Dependent on their personal plan – Day Centres and Community Services.	Sandbrook
Respite	My son’s respite was reduced from 28 days to 14 days. Where does respite come in to it? I had to challenge this change and I got the 28 days back.	Respite – I do not know anything about your personal circumstances but I am happy, outside of this meeting to meet with you.	Dunningsbridge
Safeguarding	Are you having carers in the gyms for those people who will be attending – they could be put at risk if not?	We will only set up services with no risk associated to the users.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Safeguarding	That leisure centre had one lift – only one wheelchair could fit in the lift – if there was a fire what would happen to us?	The point is this is not about pushing people to a leisure centre. This is only one option.	Bootle Resource Centre
Safeguarding	If I go out of the room – the staff here know that I am having a fit. Other staff won't know my needs.	Staff will move with people if they need to and want to. We need to work with SND on this we need to look at staff training.	Bootle Resource Centre
Safeguarding	You are talking about people going out – what about safety? We don't need this change. We can take service users out to do these things ourselves.	This is about increasing opportunities for people. We will not provide opportunities where there is any risk to the service user. We are talking to SND about opportunities.	Dunningsbridge
Safeguarding	You talk about outside services – what are the risks to us going into the community?	People will be safe and will get the support in the community.	Dunningsbridge
Safeguarding	Will support still be in place?	Yes if the plan says they need support. Safety of the person is paramount.	Sandbrook
SND	What happens with the staff?	The majority of staff will move to the new centres.	Bootle Resource Centre
SND	You keep referring to SND. They are the Council.	SND is registered as an individual company.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
SND	What about staff and their jobs – what is going to happen?	This is not about getting rid of staff and is not about the quality of staff. If we set up new things in the community - SND staff may go there – I can't guarantee where staff will work.	Bootle Resource Centre
SND	What happens with the staff?	The majority of staff will move to the new centres.	Brookdale
SND	Will this mean that all staff will be the same?	This is up to individual staff members themselves if they wish to move.	Brookdale
SND	Can you explain why the staff who work here heard about this through newspapers?	We have discussed these proposals at fortnightly meetings with New Directions management. In terms of all others we have written to all on our register and those on New Directions register. We have been relaxed about carers and advocates attending these meetings.	Brookdale
SND	You have a meeting with SND – how about the families – you keep referring to working with SND?	I am meeting with Carers – the events are planned for January 2015. I have written to every carer inviting them to these events.	Dunningsbridge
SND	Will there be any job losses?	I don't know. Until SND come up with other proposals – I don't know.	Sandbrook

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
SND	Who will provide carers – will it be SND?	Up to the person with a personal budget. SND will come back to us with what they can provide.	Sandbrook
SND	What does SND stand for? (service user)	Sefton New Directions.	Sandbrook
Timescale	Is this centre staying open for 2 years?	Yes unless there are unforeseen circumstances. An example would be that we had to temporarily shut the Orchards (Southport) but this will not be reopened.	Bootle Resource Centre
Timescale	How long will this take?	Between 18 months and 2 years. The consultation finishes at the end of January. If Councillors agree we will progress with designers etc in November/December 2016 it will be completed. The process is: Consultation this month and January. Four sessions with carers planned for January. If people support what we have put forward, from February Social Workers will be in touch with you and your carers over person centred plans. I have been meeting with SND over opportunities and ideas. Until the consultation is over, we want to hear	Dunningsbridge

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
		<p>from you with your ideas. From Phase 1 consultation you have provided us with lots of ideas for the future – I still want to hear from you. After the consultation period has ended SND will come back to me with their proposals. The majority of proposals won't happen for at least 12 months – 2016. Only transport proposals will be implemented in 2015.</p>	
Timescale	<p>You say two years – is it likely to happen in parts? Will there be interim changes for moving people around?</p>	<p>We would not close this before we adapt other facilities or new build.</p>	Sandbrook
Timescale	<p>2016 is a long time off.</p>	<p>Yes but we need to build and adapt facilities.</p>	Sandbrook

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Transport	Spaces on buses are no longer prioritised for wheelchairs. It's down to the morals of passengers to leave empty those spaces.	Transport Services are not saying they are not going to provide spaces. We will be doing an assessment with people to see if it is appropriate for them to use public transport.	Bootle Resource Centre
Transport	How do we get on to a bus without someone taking us?	You will only use public transport if assessed as a suitable means of transport and if the person feels able and confident.	Bootle Resource Centre
Transport	When the assessment is done will the charges go up?	Don't know yet, we are looking at pricing when the consultation is finished. I will be working with SND. If there is a mobility allowance then you would be expected to use this to get to a centre. We also recognise difficulties for wheelchair users and we will be looking at this.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Transport	The mobility allowance – people think it is their own personal money. When they first got that money it should have been used for transport. Service users have left the centre because they can't afford to come here. They need it explaining what this money is for.	The money is for transport. If people are getting the money that is what they have to use the money for.	Bootle Resource Centre
Transport	I suffer from epilepsy – if I was on a bus the bus driver would ring an ambulance if I had a fit. Sometimes I might have a fit for only 20 seconds but if on public transport they would still ring an ambulance.	They have to do this because of their insurance procedures. An assessment of need with you and a social worker will be undertaken and if it was considered inappropriate that you travel on public transport then you will not be expected to travel this way.	Bootle Resource Centre
Transport	How do people get to the centre?	If people are not on mobility there will be some transport. We can also look at welfare benefits to check about mobility.	Bootle Resource Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Transport	Why can't people from Southport travel here?	It is 45 minutes by bus at a cost to the Council for some people. If we are saying we want people to pay for transport it is a big cost for those people.	Bootle Resource Centre
Transport	I understand where you are coming from about needing efficiencies. I think the consultation is quite poor as you have chosen to consult on transport services and include a question that says if not including transport - this was consulted on 2 years ago. Also, I thought that the 'vision' didn't really give anything to users.	Work was done previously on this and will be included in analysis. Over 80% of people agreed with the vision - I will explain more as I run through the proposals.	Brookdale
Transport	Concerning the proposed changes on transport. This will be difficult if on the cusp in being able to determine if the person is able to fend for themselves. It worries me as to how the question was posed. If a taxi turns up and	When I visited centres a number of people with LD in those centres have high needs and for these people there will be contingencies. We will still have a transport service.	Brookdale

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	takes the person I care for there is no control on speed and general safeguarding matters. It would be especially hard to judge the impact on someone with LD.		
Transport	What about transport?	I mentioned transport earlier and that if a component of DLA is transport then these individuals should make their own arrangements. I recognise that a cohort of people can't use public transport and this will be part of the reassessments.	Brookdale
Transport	Will the Council's buses be stopped?	No. If the individual has a complex disability they will still have access to specialist transport.	Brookdale
Transport	Director asked service users how they currently travelled to the centre. He confirmed that the service users who currently travelled by a council bus may be impacted by the changes	Service users were brought by family members or used a council bus.	Chase Heys/West Park

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Transport	Did you say you were stopping transport – that is not good – people will not be able to afford to come?	Personal assessments will be undertaken and you can have an advocate to support you – you are entitled to this. Transport needs will be looked at the same time. About 1,000 people need assessments which will start in Feb/March and will take about 9 months to carry out.	Chase Heys/West Park
Transport	Director – How many times do you come here and how do you get here?	Service user: 2 days and by Hartley’s transport. I came here from the Orchards Centre and I have been here for four years.	Chase Heys/West Park
Transport	Director – Would you feel okay on public transport?	No. My doctor says I cannot go out on my own.	Chase Heys/West Park
Transport	You are pushing issues around transport on to these people. What happens if their families say “I can’t take you to the centre as I have work to go to?”	We are not ceasing transport totally. We can only provide it in extreme circumstances in the future.	Chase Heys/West Park

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Transport	People here need to stay in Southport. What happens about transport?	Yes they will unless they wanted to move to Bootle. It is the assessment of needs for transport. We would expect people who get mobility allowance to pay to get to a Centre. So we are clear, some people can get to a Centre or other places themselves.	Chase Heys/West Park
Transport	Will the bus and taxi be the same?	No transport will be done in different ways. Some people in a wheelchair may still come to a centre in a bus.	Dunningsbridge
Transport	My son can't travel on a bus – he will go missing.	He won't go on a bus if he is not suitable.	Dunningsbridge
Transport	What price is the real cost of transport?	Don't know yet, we are looking at pricing when the consultation is finished. I will be working with SND. Probably a guess would be the same cost as a taxi. If there is a mobility allowance then they would be expected to use this to	Mornington Road

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
		get to a centre. We also recognise difficulties for wheelchair users and we will be looking at this.	
Transport	Will transport be provided at centres for people to get out during the day?	This will need to be discussed with SND.	Sandbrook
Transport	I am unable to get out and use public transport and I don't get an allowance.	That will be taken into account when the assessments are carried out.	Waterloo

APPENDIX D

Carer's events – transcript of Question & Answers

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Activities	Is Threads in Brooklea going?	If the activity is still needed then it will continue but in another place.	Waterloo Carers' Centre
Activities	My son goes to Dunningbridge and goes to Brooklea (now Brook Enterprise) for art and drama - will the drama continue? Where will drama be held if Brooklea (now Brook Enterprise) is closed?	Yes drama will continue if there is a need. It will continue and will be held somewhere else – that will need to be looked at further. You have to give us your views. This is about choice and independence if possible and complex needs. We link in to the voluntary sector and there are lots of opportunities to be considered.	Waterloo Carers' Centre
Activities	I am concerned that the activities that our children are used to will have to stop as you won't have the space to continue these.	Activities will continue if required but may be carried out in another place. I have some community groups asking if we can use their facilities.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Assessment	Will another assessment take place and will I be involved?	Yes in 2015. New assessments will be carried out on a 1-1 basis. From February Social Workers will be in touch with you and your carers over person centred plans. We can also undertake a welfare rights assessment to see if you can get help with transport.	Southport Carers' Centre
Assessment	What are the criteria for assessment?	FACS and the Care Act Framework.	Southport Carers' Centre
Assessment	Concerned that Social Workers are not available. Son's last review was 2 years ago in March. A social worker was not available to speak to when needed. Rang numerous times from May 14 to August 14 and was given 5 different numbers to call. Call was in relation to continuation of Direct Payments, because economically worse off as money was running out.	Informed that a complaint could be made about the dealings with the social work team and this would not be seen as a negative as it highlights that there is a procedural problem that needs to be looked into and rectified. The telephone number was given for Sefton One Stop Shop and informed about the complaints form on the internet. Information given about Advocacy service, Sefton Advocacy who could help if a complaint is to be made and also to be there when a reassessment takes place – if wanted. Told that a dedicated social work team	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	<p>Respite was messed around by a social worker who had no understanding of son's condition or the family's needs. She herself has health conditions which need to be taken into account when assessing her son.</p>	<p>has been established and they would be in touch regarding this reassessment if the decision is taken to go ahead with proposals.</p> <p>Discussion around the Care Act and the support for carers and extra laws that will enable a carer to be assessed for their individual needs.</p> <p>Situation: Carer whose family member attends Brookdale. Attended consultation event there last week. Rang to speak to council officer who told her about one to one drop in sessions today. Had a list of questions that she was not able to ask would like to go through them.</p>	
Assessment	<p>A result of this austerity farce is supposed to be about giving everyone opportunities – the opportunities that some people have been given are ruining their lives. A lot of the under occupancy in the centres is due to</p>	<p>The feedback from Phase 1 was that people want independence and this is about increasing opportunities for people. Assessments will be undertaken to assess needs. We are still working on potential opportunities to meet these needs. We will not provide opportunities where it is not suitable for the service user.</p>	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	<p>“shared lives” as this takes service users out of this and their lives have gone downhill. Also, adult placement is one of the cheapest ways to pay for people.</p>		
Assessment	Will another assessment take place?	Yes in 2015. A. New assessments will be carried out on a 1-1 basis. From February Social Workers will be in touch with you and your carers over person centred plans. We can also undertake a welfare rights assessment to see if you can get help with transport.	Waterloo Carers' Centre
Assessment	In Dunningbridge Social Workers did assessments last year. Lots of people who had the assessments got no feedback from those assessments. Who decides what is complex – what are the criteria for complex?	An assessment team has been identified and new assessments will be undertaken next year. The decision as to what is complex will be made by a social worker using the Care Act Framework. This group is primarily LD carers but this is about meeting the needs and aspirations of all groups for example PD, EMI, OP.	Waterloo Carers' Centre
Assessment	When you do the assessments it takes one	I cannot talk about personal circumstances; I am not a social worker	Waterloo Carers'

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	hour. You are not looking at what these people need all day. The man who did my brother's assessment was encouraging how he answered – he also said that I was not to be involved as a carer.	but I am involved in approving expenditure for some care packages. The assessments I see do take into account the carer's views and sometimes others involved in providing the care. The assessments can take a long time – they can take an hour here and there and these hours add up to give a picture.	Centre
Assessment	A suggestion could be that you observe over a day. You don't see what is going on properly from a service user sitting in a chair.	The assessment process has gone on for years. In most cases it works well. Assessments have to be undertaken regularly to assess changes and how needs are met.	Waterloo Carers' Centre
Assessment	How about with the assessments of need – you get the staff from centres involved?	I have seen assessments where people are involved. The assessments tend to be worded in the first person.	Waterloo Carers' Centre
Assessment	People in day centres have already been assessed as needing a day centre. If anything, they are going to deteriorate. Also we as	In the previous round of assessments we were not clear on a vision and a model – this time we are clear. Needs can change, some may get worse and some may improve, ways of meeting needs can also change.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	carers are getting older.		
Assessment	Supported Housing people – has anyone assessed these for day centres?	The first thing is that it is about assessing needs and deciding how needs can be best met.	Waterloo Carers' Centre
Assessment	Day care provision – I am expecting my daughter to stay in day care. She has five days now – will she still get five days?	A team of social workers will carry out individual assessments and have an understanding of peoples' needs. If the assessment says she needs 5 days she will get 5 days.	Waterloo Carers' Centre
Assessment	My son has a person centred plan. It is 1.5 pages long. The first page is a picture of him. It's not much use.	An assessment team has been identified and new assessments will be undertaken from February. We are also reviewing the assessment process to improve it	Waterloo Carers' Centre
Assessment	The provision that my family has is "Choices" which is a private facility. My mum goes for dementia two days a week and Sefton pay. Are you going to stop this?	Your mum will have an individual assessment.	Waterloo Carers' Centre
Assessment	Coming back to the word "assessment". You said	We assess to get it right and we then reassess in 12 months' time. Some	Waterloo Carers'

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	earlier on “continuous”. What does continuous mean?	people have changing needs all the time so they will need reassessment in 12 months’ time. For someone who is stable there are different ways to reassess – it could be done online.	Centre
Assessment	Say my son is assessed today and doesn’t need services. How does he get back into the system?	You can ask for new assessment.	Waterloo Carers’ Centre
Assessment	Will everyone’s personal circumstances be taken into consideration under the assessments?	We will see everyone on a 1-1 basis.	Waterloo Carers’ Centre
Assessment	Where will assessments take place?	It may be at home or in a centre. A Team of social workers will carry out the assessments. An advanced practitioner will know about people’s needs and will be involved.	Waterloo Carers’ Centre
Assessment	Gentleman with two sons who attend day centres – one who lives in a supported living setting and attends Sandbrook and has a very high level of need and the other who	XX explained the process involved and the proposals for the future of day opportunities so that we can improve and modernise buildings and services and that the re-assessment process was key to ensuring that everybody gets the right level of support.	Waterloo Carers’ Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	lives at home and attends Bootle Day Centre and has physical disabilities and mild LD. Neither of his sons can be left alone. His biggest concern is that his sons will be left with no day care support and he will be left nothing to do.		
Assessment	She asked if there was choice about who goes where? The lady then asked what would happen if her daughter didn't meet the criteria under the new model what then?	XX explained that this would be decided at the annual reassessment of need by the social workers based on the new model. XX said that it would be up to the expertise of the social workers to identify what level of independence her daughter might have. It may be that following assessment she may have the same level of support as now – but it isn't possible to say until after the reassessment.	Waterloo Carers' Centre
Assessment	He said he wished his son was more capable but he isn't and just wanted him to stay at the day centre. The situation was	XX explained that the proposal was to expand and improve Dunningsbridge.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	<p>frightening for them both – he was picking bits and pieces of information up but it’s being misinterpreted and his son was now acting up. He will always need help and this was a worry and he didn’t want Dunningbridge to close.</p>		
Assessment	<p>If my son doesn’t want a day centre can I use respite? I am worried what will happen to my son if I am not here. I also have concern about “shared lives” as some of the people who offer this service are my age mid-60s.</p>	<p>Again, assessments will need to be undertaken and services will be provided to meet assessed needs.</p>	<p>Waterloo Carers’ Centre</p>
Assessment	<p>I am a provider of shared lives. This person has had his service removed.</p>	<p>A team of social workers will carry out the assessments and have an understanding of peoples’ needs.</p>	<p>Waterloo Carers’ Centre</p>

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	I have to do everything. He can go to a centre as he can pay. What happens if his money goes? My personal life will be curtailed.		
Assessment	I am a provider of shared lives and his assessment has been put from complex to medium his needs are the same.	An assessment team has been identified and new assessments will be undertaken. Again, the social workers will carry out the assessments and have an understanding of peoples' needs.	Waterloo Carers' Centre
Assessment	What are the criteria for assessment?	Currently Fair Access to Care criteria but this is changing to new criteria under the Care Act.	Waterloo Carers' Centre
Benefits	If you get attendance allowance – why can't you get DLA?	The Welfare Rights Team will need to be contacted. Any queries relating to benefits can also be addressed here in the Carers' Centre today.	Southport Carers' Centre
Benefits	One parent asked about ILF and whether it is being transferred to the Local Authority who will have sole responsibility for individual needs. She asked if this was true.	XX replied that he didn't know about this but would find out and let the lady know.	

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Budget	It is obvious that these changes are being made because of cuts?	Day Care has not been put as a savings cut but transport has. Transport is a key change. It is not a statutory requirement for the Council to provide transport. In simple terms, the Council cannot afford to bring people to centres unless they have complex needs. If the service user or the carer is in receipt of mobility allowance then they would be expected to provide the transport to the centres. More use of public transport will be promoted and people will pay the full cost of transport to services.	Southport Carers' Centre
Budget	Is the budget for Older People ring fenced?	No, none of our budgets are.	Waterloo Carers' Centre
Capacity	At West Park how many places are there and what about disabilities?	24 can attend – we have seven now. We will have a facility that will accommodate all needs of service users. We can still have a mix but, have a dedicated unit for people with very complex and specific needs with dementia. Buildings will be designed to accommodate the needs of people with a range of disabilities and they will be	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		supported.	
Capacity	How many people will the unit cater for? 60- 70 were quoted at the consultation event. How were these figures reached? There will also be an increase in the provision for dementia in the future. Will these plans cater for this increase in the future?	There are in addition to the new directions services private services for people to use. There is a commissioning team who look at what is needed and commission appropriately.	Southport Carers' Centre
Capacity	Is there enough provision for advanced dementia as the numbers are increasing? Don't understand how figures have been decided on for current need.	The provision that we have now can be expanded to meet needs in the future. The commissioning department of the council will develop services if they are needed.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Capacity	What is the capacity at Brookdale?	<p>Brookdale is currently on average 45% full. When looking at all of the building in the Council estate and the functions they provided Brookdale was identified as being under capacity but it is not able to be expanded to merge with another centre. Chase Heys is too running under capacity (on average about 40%) but is able to be extended to provide a larger centre that would be able to cater for older people and dementia with access to the respite and intermediate care centre which is also on the grounds.</p> <p>It would take a long time (possibly up to 2 years) to move from one centre to another. If this is agreed then application for planning and physical building will have to happen. Support would be given to those people who will be moving in a way that would reduce any distress.</p>	Southport Carers' Centre
Capacity	You say you are closing Bootle Resource Centre and Brook Enterprise and	We are proposing a number of places but we are flexible with numbers – we will accommodate the numbers we	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	other centres. You have to carry out assessments. How can you predict numbers?	need.	
Capacity	If you find you have too many people for places in centres surely this means that people will be offered less days.	We may have an idea of what we need for planning purposes but when the assessments are carried out – we will know how many places we need and plan accordingly.	Waterloo Carers' Centre
Carer's Assessment	The gentleman agreed that the buildings did need to be improved but that he felt that the staff did marvellous work. The staff know his sons and know what they can do. He was worried about what would happen to his sons if something happened to him. The gentleman also said that he had received a letter inviting him to attend a meeting on 28th January. It was determined that this	XX reminded him that he was also entitled to an assessment as a carer and suggested he speak to staff at the Carers Centre who would be able advise him.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	<p>letter had come from New Directions rather than the Council. He said that the Carers Centre had been very good to him. The gentleman said that he was not entirely convinced about what would happen but that he felt better and easier and that he hoped that there would be improved facilities in the future.</p>		
Carers	How about carers' needs?	Under the new Care Act – we will assess the carer's needs.	Waterloo Carers' Centre
Consultation	Things are phrased as "if" why is there nothing like "when"?	This is at proposal stage only – the purpose of holding this type of event is so that we consult with you on proposals. We have said we are seeking your views. Feedback from another event for example, informed us that people were saying that they want West Park developed. Some of the reasons put forward were: good	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		accessibility, good transport links, car parking facilities, the safe location and the potential for development outside. We still want to hear from you with your views and ideas.	
Consultation	Because these are only proposals, nothing is clear, and so we don't know where our sons and daughters will go.	If the proposals are agreed then it will probably be Mornington or Chase Heys.	Southport Carers' Centre
Consultation	How can we raise public awareness about Brookdale?	Brookdale can only be used by people who are assessed as needing it. If a person has advanced dementia we would hope that a referral for support would be made. XX spoke about support available if a group of people/carers wanted to raise awareness of the potential closure of Brookdale and how the group he works with can help people to speak up about their issues. This would be done as an action group.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Consultation	The forms given out at the Brookdale consultation events were for people with learning disabilities.	<p>A questionnaire was sent to the home address of all people who use a day centre. Those people who have a learning disability were sent an Easy Read version, the parent / carers we also sent a standard version, parents of people with learning disabilities who did not live with them were sent a standard and older people were sent a standard questionnaire.</p> <p>The questionnaire used at all the consultation events were in easy read as this would assist people who had lower literacy levels, poor eyesight and also met the needs the carers whose first language is not English.</p>	Southport Carers' Centre
Consultation	How has this consultation been carried out? The first phase – we filled in questionnaires and sent them back. Did you carry out any meetings before the end of this Phase 1 consultation?	Meetings were not held as part of Phase 1 consultation.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Consultation	I am concerned about the results. There was a meeting of carers and we are all concerned about the results. The questionnaires went out to a lot of people. There were two questionnaires in the envelope. People were then getting help to complete questionnaires in the centres. I wish to challenge this. How is it monitored? I know of people who have completed questionnaires and then they are being helped again in the centre to complete another one. The results are skewed.	At the consultation events we say if you haven't completed a questionnaire then, we can help you to do this. May be a small percentage of people have completed more than one – we cannot control this.	Waterloo Carers' Centre
Consultation	How have you arrived at your conclusions?	Phase 1 was about the proposed vision and model. We asked for your feedback. We had a 46% response rate. 62% agreed with the model and 80% agreed	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
		with the vision. In Phase 2 – we are now saying how we propose to implement the model but assessments will need to be undertaken to assess your needs and then decisions made on how your needs will be met.	
Consultation	In relation to the questionnaire - your results can't be used. Some people can't read or understand.	Events have been in different centres supported by advocacy organisations, centre staff and Sefton staff to help understanding and help people express their views. These Carers' events are being held today and tomorrow in the north and south of the borough.	Waterloo Carers' Centre
Consultation	Carers have not been involved in the design of these proposals – who made the decision to exclude us?	We have tried to be inclusive. As I said before, events have been in different centres supported by advocacy organisations, centre staff and Sefton staff. These Carers' events are being held today and tomorrow in the north and south of the borough.	Waterloo Carers' Centre
Consultation	Nobody was available at the Dunningsbridge event to support those people with hearing problems. Whoever organised this –	Centre staff, Sefton staff and advocacy agencies were available to provide support. But we will take that comment away.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	never thought this out.		
Consultation	The events were not timed well. They took place Christmas week. Everyone was herded in Christmas week.	Several events were scheduled ahead of the Christmas break and other events have happened since. We have tried to involve as many people as possible.	Waterloo Carers' Centre
Consultation	Dwayne Johnson said this is happening?	It is important that we are clear when describing proposals, perhaps this makes it seem more certain but I'm sure Dwayne will have said this is at proposal stage – that is the point of holding these events etc – so we consult with you on proposals. We have said we are seeking your views.	Waterloo Carers' Centre
Consultation	How many people have been invited to carers' meetings?	900 letters were sent to carers.	Waterloo Carers' Centre
Consultation	It is the wording that you have used – you say “we are working towards”. You are not saying it will happen. I am ex Local	We will work with you for a smooth transition. You are right that something could happen but we will have alternatives in place before people are moved from day centres.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	Authority – let's take the case that the person is sat there and something goes wrong.		
Consultation	I raised this question with XX earlier on but I remain concerned about the possible duplication of questionnaire responses. I know some people have completed more than one questionnaire. You will go to the elected members and say for example this is the result of the consultation and we have 400 responses. 100 of those responses could be duplicated. The results are skewed.	At the consultation events we say if you haven't completed a questionnaire then, we can help you to do this. May be a small percentage of people have completed more than one – we cannot control this.	Waterloo Carers' Centre
Consultation	The vulnerable people in Dunningsbridge – the ones with hearing difficulties – no one was there to help those people.	The Lites Team (SND) was present at the Dunningsbridge event.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Consultation	You should have consulted us over what our sons and daughters understood. It should have been done differently. I have had feedback from carers that one service user went home from Dunningbridge and said only the roof. Another service user went home and only said closed. They didn't understand. If I had not attended the event at Dunningbridge, then my son would not have understood anything.	Advocates and the Lites Team (SND) were present at the Dunningbridge event. We are also holding these events for carers so that we can listen to your views.	Waterloo Carers' Centre
Consultation	What is the age range of Older People?	Older People are adults.	Waterloo Carers' Centre
Consultation	Children under 18 years with LD receive fantastic provision – provision for older people is not good.	Young People and Families are reviewing their services. They have some statutory requirements because they have to provide education.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Consultation	In respect of the questionnaire – some of the questions were ambiguous. Some of the people didn't fill in everything. I know that if you input into a system then this is not truly reflective of the results.	This can happen with any survey. We have no control over responses. We can only input what information is available to us.	Waterloo Carers' Centre
Cost	This change appears to be centred on cost savings.	We won't be saving much to create what I am saying. We need more staff to do what I am saying.	Waterloo Carers' Centre
Direct Payments	Are you promoting direct payments?	Under The Care Act – not everyone who is in a day centre may want to remain in a day centre. They may want to do other things. They have choice through a personal budget and direct payments.	Southport Carers' Centre
Direct Payments	I would have to manage the direct payments not the service user.	You can have a direct payment and we as a council can manage it.	Southport Carers' Centre
Direct Payments	One parent asked if the Council supports Direct Payments.	XX replied that it is beneficial for people to be on direct payments as it gives them more choice.	
Model	Does the Care Act show	It is not much different. The new criteria	Southport

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	the eligibility criteria?	are for critical and complex needs. I do not think that any Council provides for low needs.	Carers' Centre
Model	The model is ok but you will not know how it is going to affect you until the end.	Feedback from the questionnaire was that people want independence. We need to provide flexible services. There is a need for modern buildings which meet complex needs and are future proof. The buildings also need to be more efficient to reduce bills. Current buildings have under occupancy. There is 58% occupancy in the buildings we have open. Some centres have 30% occupancy. We don't want a straight forward – its Dom care or day centre etc. we want to provide more opportunities and choice for people.	Waterloo Carers' Centre
Model	You say that level 1 people will go to a day centre. You say that level 2 people can travel. If someone goes out they need a carer. Who will keep an eye to those people who are not at	I think some of your concerns may turn out to be unnecessary. Service users will be safe – assessments will be undertaken. We are still working on potential opportunities. My role as a commissioner is to provide opportunities for people if they can and want to do something different.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	level 1? My son can't travel on a bus – he will go missing.	<p>Model - Level1 (complex needs – building based support), if people are already in this category and in day centres – they will most likely stay in day centres if they fall in to this category after assessment.</p> <p>Level 2 (mix of services building based/community); people have a bit more independence and could or may wish to do something different. For example, they may go to a day centre for two days and a different setting for the remainder of the time.</p> <p>Level 3 (low level need, use of community services without support – no longer using day centres). May be these people can travel and want to do something different.</p>	
Model	What is the benchmark for Complex needs? It may be seen as wheelchair users but it is not just wheelchair users there are a number of criteria it could also be mental	The people who go to centres are not just in wheelchairs they do have other disabilities – everything will be about meeting complex needs now and in the future. New assessments will be carried out on a 1-1 basis. From February Social Workers will be in touch with you	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	health. Define “Complex Needs”.	and your carers over person centred plans. The decision as to what is complex will be made by a social worker using the Care Act Framework.	
Opportunities	What are the options in the community?	The feedback from Phase 1 was that people want independence and this is about increasing opportunities for people. Assessments will be undertaken to assess needs. We will not provide opportunities where there is any risk to the service user. We are working with SND and will be looking at pulling together a list of options and also extending facilities. We also have a strong voluntary sector in Sefton. We are looking at alternatives. It could be 1-1 sessions in gyms. Ainsdale Community Centre has approached me over using their facilities. We also want to hear from you with any ideas that you may have. I am also the Director of Social Services in Halton. Halton’s website is a very good source of information. I shut all day centres in Halton (one small unit remains for very	Southport Carers’ Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		<p>complex needs) and developed services. An example would be that we now have a brewery. We started off with a vat and developed the service. One very disabled person puts tops on bottles all day – that is all that he wants to do. We are now starting to make money. We also have hairdressers. I realise that some of the opportunities that I have spoken about might not be suitable for everyone.</p>	
Opportunities	<p>You talk about community services. People who are in day care are happy and so therefore the carers are. If they are moved they become unsettled and then the carers have problems. The service users get used to faces and changes outside of their routine is detrimental to both them and the carer. You have to live this</p>	<p>There are key considerations. All of our services will be safe. We cannot guarantee it but what was good in Halton when service users took up opportunities in the community – friends went with friends.</p>	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	life to understand the situation. Change will not be good for our son and as a knock on for us.		
Opportunities	What are our sons and daughters going to be offered? I don't understand the vision it provides nothing concrete.	An assessment team has been identified and new assessments will be undertaken next year. The decision as to what is complex, Level 1 and Level 2 will be made by a social worker using the Care Act Framework. Model - Level1 (complex needs – building based support), Level 2 (mix of services building based/community), Level 3 (low level need, use of community services without support – no longer using day centres). The Council have had to make cuts to enable savings of £114m since 2011. Another £55m has yet to be saved. In these circumstances, this is about us having services set up in a way that still meet needs.	Waterloo Carers' Centre
Opportunities	You talk about opportunities for people who get better?	I am not saying people are getting better but I am saying that needs change.	Waterloo Carers' Centre
Opportunities	Will we be provided with a	We are working through this but when	Waterloo

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	list of options?	this is to hand you will be provided with a list. The Sefton Directory is currently available and this can be accessed through the Sefton Internet website. The Council is tasked with providing a market place for everyone. The point I am making is that we have a strand to develop the market. We will be running alongside this to develop opportunities. We have a market position statement and we are trying to tell the market what we need. We are advising businesses etc so they can set things up. We tell businesses that we have xx amount of people wanting to do this. Some of this activity will be paid and some will be voluntary.	Carers' Centre
Opportunities	I have a sister aged 57 years. What will the options be for her – what are the alternatives?	I cannot comment on individual cases but we are working with SND and will be looking at pulling together a list of options and also extending facilities. We also have a strong voluntary sector in Sefton. We are looking at alternatives. We also want to hear from you with any ideas that you may have.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Opportunities	What is “shared lives”?	This is where someone lives with another person who also provides care for them, it is a little like an adult fostering placement.	Waterloo Carers’ Centre
Opportunities	Can you give us a list of alternatives in the community?	We are working to provide more alternatives. Currently two sources of information are the Sefton Directory which is on the Council website and Sefton CVS.	Waterloo Carers’ Centre
Opportunities	We have a list of voluntary sector options. Who from the Council is going to confirm that we are now going to get the equivalent of what we had?	As part of the approach we will look at assessments and try to match the services with needs.	Waterloo Carers’ Centre
Opportunities	Can you guarantee the quality of the community services?	Can I guarantee – no – but we have monitoring processes. If we are developing the market we make sure that the providers are aware of what we need.	Waterloo Carers’ Centre
Opportunities	A question was asked about the other opportunities that are available and what they were (other than day	XX replied that this information would be made available so that people could have as many different options available and that these would include private and community facilities.	

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	centres).		
Out of Borough	I am over the border in West Lancs. Is the facility still in place for service users from over the border? My husband comes here as it is nearer for him than a centre in West Lancs.	<p>SND Manager – We are working with the Council SND are very keen to accept private clients.</p> <p>Director of Older People – We will still offer this. An example would be that in the South of the borough, currently Dunningsbridge has the facility to accommodate 130 service users. The capacity in Dunningsbridge will be reduced to 70 places. I want to be clear. Places will be for Sefton people first. After this, it will be discussed with SND as to what surplus places there are for others. So therefore it will depend on what the capacity is in the centres for private clients.</p>	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Private Funders	What about people who pay privately – who will assess them?	<p>Anyone who uses a day centre will have a care assessment – this establishes what care and support a person needs. They will have a separate financial assessment which determines how the place will be paid for. If the person is above the criteria for the Council to fund the place they will pay. This has no affect on whether they are able to have a place or not. That is dependent on a person’s assessment of need.</p> <p>If a person is from outside Sefton there is no guarantee of a place at a New Directions centre in Sefton. They may be asked to find a place within the area they live.</p> <p>There were discussions about the Care Act and the support available for carers.</p>	Southport Carers’ Centre
Private Funders	If someone can pay – can they attend still?	It will depend on what the capacity is in the centres for private clients.	Waterloo Carers’ Centre
Private Funders	Why do some people pay for day care?	We carry out assessments and use eligibility criteria and then financial	Waterloo Carers’

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		assessments. Some people will be assessed as self funders. This is not just for Learning disability it could be for the elderly as an example. We may go through the assessment process and someone may have needs but not at the level to meet the criteria so again they may choose to fund themselves.	Centre
Remodelling	With the cuts you will be commissioning agencies to provide services. Because of what you are paying – you can't get support workers.	Contracts etc will be reviewed as part of this process.	Waterloo Carers' Centre
Remodelling/Buildings	Sandbrook has a snooze room this is really important to our daughter who uses this every visit – are there any more?	We will put these into the Centre. We recognise that this is a key part of the day for service users so that they can relax.	Southport Carers' Centre
Remodelling/Buildings	If the buildings are redeveloped, are you taking into account the use of mobility scooters? There are lots of these in Mornington Road and they	We will look at this. If transport facilities are changing then this is a consideration.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	are already causing problems.		
Remodelling/Buildings	If the numbers of scooters increase because of transport changes – it is an issue that needs to be looked at now. It needs to be built in to your proposals so there is space/room to facilitate.	SND – We don't encourage the use of scooters but we also don't discourage their use either. We will have to manage this for safety etc. Director – Again, we will look at this. If transport facilities are changing then this is a consideration.	Southport Carers' Centre
Remodelling/Buildings	I want to be clear – the scooters that are used inside the centres need to be looked at from a safety aspect.	SND – will look at this issue and the impact overall on the use of scooters at centres. We will take into account that the numbers may increase. Director – Again, we will look at this. If transport facilities are changing then this is a consideration.	Southport Carers' Centre
Remodelling/Buildings	Why have you decided to keep Mornington open when Sandbrook has more space?	There are issues with costs at Sandbrook in relation to repairs and maintenance. I was at Sandbrook. It started off as a small building and has been built on – we can't improve it further.	Southport Carers' Centre
Remodelling/Buildings	The windows have been replaced in Sandbrook –	We carry out work for Health & Safety Reasons. Sandbrook is also under	Southport Carers'

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	why spend this money if you are now proposing to close it?	occupied.	Centre
Remodelling/Buildings	When closing day centres you will disrupt what/who the services users know and their routines.	If we are closing a centre, we will start introducing people to each other gradually.	Southport Carers' Centre
Remodelling/Buildings	Structure of building – not aware of any serious defects to Brookdale building.	The last condition survey showed that nothing was seriously wrong with Brookdale.	Southport Carers' Centre
Remodelling/Buildings	How many of the facilities currently offered at Brookdale will be provided if the service does move?	All of the services currently provided at Brookdale will continue, and there may be more added. Staff will transfer to the new building if they want to. Any new staff will be trained to the same high standard as current staff. Please remember it is an IF and not a WHEN at this moment. XX explained that it is definitely still a consultation.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	Will people who attend Chase Heys who have dementia be separate and secure in the new building?	<p>Brookdale would not fit as it is now into the current Chase Heys so the new building would be able to accommodate the numbers. The building will be developed to meet the needs of the people who will be attending and this would include secured areas and also separate from users who do not have dementia.</p> <p>XX added that the buildings must be fit for purpose and safeguarding is imperative for the Council and New Directions.</p>	Southport Carers' Centre
Remodelling/Buildings	Brookdale is a secure building that also has a secure and safe outside space. My husband gets a lot from being able to use the garden at Brookdale and it is suitable for him. Chase Heys does not have a garden that is secure.	When planning and building the new building we know that the individuals and their families will have a lot of knowledge about what they need. Families will be involved in the planning of the buildings and gardens if the proposals go ahead. Consideration will be given to all ideas given by the families.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Buildings	<p>Worried that Sandbrook is proposed to be closed and knows the building is in disrepair. Can we not demolish the Meadows and Sandbrook centre and rebuild on there?</p> <p>If the building is closed will it just be left to rot or do we have ideas what will happen?</p> <p>I do not want my son wandering the streets as there is no support in the house from 9am – 4pm.</p>	<p>There are over 10 buildings that are in need of significant repair. These include repairs such as new wiring, windows, roofs, boilers and general repairs.</p> <p>Centres are under occupied – some at only 30-40% capacity. We need to rationalise the estate and fill the buildings that we do have in the future.</p> <p>There are no ideas of what would happen to the buildings that are being proposed for closure, we are not at that stage yet.</p> <p>The activities that your son enjoys doing will be continued – they may be in a different building whether within existing New Directions buildings or in a community building with new directions staff support. It will be the reassessment that will determine the level of support your son needs.</p>	Southport Carers' Centre
Remodelling/Buildings	The area that Brookdale is in (Ainsdale) is suitable for both of us to assist with medical appointments and other needs my father	There was a discussion around the location of the people who live around Chase Heys and how many more of the people would be closer to the centre. We understand that the current location	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	may have whilst he is these.	is convenient and if the move happens this would have an effect on their lives.	
Remodelling/Buildings	What needs doing at Brookdale?	Repair to Brookdale include infrastructure to the building.	Southport Carers' Centre
Remodelling/Buildings	You say that the buildings are bad. Go over previous minutes and this has been said time and time again and over many years but the buildings have stayed open.	Money has been spent on buildings for health and safety reasons to enable them to stay open. In moving forward, repairs will cost £2.6m. The proposal to build and adapt buildings is £4m. The cost to build and adapt buildings does cost more than repairs, but if we only carried out repairs then the costs would be ongoing. We don't have the money for ongoing costs and bills.	Waterloo Carers' Centre
Remodelling/Buildings	You don't understand – a lot of space will be needed and there is not enough space in Dunningsbridge. The equipment is static it is not a mobile facility.	This will need to be considered when decisions are made.	Waterloo Carers' Centre
Remodelling/Buildings	Brooklea is earmarked for housing. Brooklea would be safer than Dunningsbridge as	We have proposals. If you think there are better things tell us. If you think we need to consider Brooklea as a better place to build then fill your questionnaire	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	Dunningsbridge has a problem with access.	in and tell us.	
Remodelling/Buildings	Can you guarantee nowhere will shut until the new centres are built?	Yes, the detail will be done after consultation when decisions have been made.	Waterloo Carers' Centre
Remodelling/Buildings	Dunningsbridge is not big enough to accommodate 3 enterprises from Brooklea on it. The enterprises need lots of space.	This is something that will need to be looked at.	Waterloo Carers' Centre
Remodelling/Buildings	I am repeating what has been said earlier to XX. I have concern over traffic issues becoming worse at Dunningsbridge if more people attend. Brooklea is a safer option.	We have proposals. If you think there are better things tell us. If you think we need to consider Brooklea as a better place to build then fill your questionnaire in and tell us. I have received lots of feedback in relation to proposals. A carer said to me that there is potential to develop Westpark. Community groups have approached me to use their facilities. I want to hear from you with your ideas.	Waterloo Carers' Centre
Remodelling/Buildings	If Dunningsbridge was improved where would parents park? There is not enough parking now.	XX indicated that the building specialists had decided that this was a better option than Bootle Day Centre. She said that it was ok now if you just needed to drop	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		people off, but if you need to park to attend a meeting then the car park is already full with staff cars.	
Remodelling/Buildings	<p>Conversation with a group of parent/carers whose children are currently attending day centres – the following comments/observations were made:-</p> <p>One commented that the Council shouldn't have let the buildings get into such a poor state in the first place.</p> <p>When people come out of school they are not offered a place in a day centre they are only being offered education which is not suitable or appropriate for people that are severely disabled. This is why a lot of the day centres are full of older people as younger</p>	XX replied that Dunningsbridge is a bigger site than Bootle Day Centre and that pollution levels in the area are monitored.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	<p>people aren't being offered the opportunity to attend.</p> <p>The day centres have changed too – not as much going on there any more. They don't do woodwork any more or plays. It is more like a minding centre.</p> <p>Why renovate and expand Dunningsbridge when it is such a horrible building? It is on one of the busiest roads with poor access. Why not rebuild on a nicer site? It is also unhealthy with all that traffic. Do you get money for keeping it there because it is a deprived area</p>		
Remodelling/Buildings	One of the parents supported the expansion of Dunningsbridge. It is currently a lot of grassed	XX indicated that the problems with parking had been raised by other people and this would be taken into account in any plans that are made.	

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	areas which aren't used – do away with them and make more parking.		
Remodelling/Buildings	You have said that young carers don't want day centres – where is the sense in having large new buildings when you aren't getting new people in or where following assessment people won't be eligible to attend any more?	XX replied that we have too many buildings, some of them in a poor state, operating at a low level of attendance and that it is more cost effective to have fewer, improved buildings with more people going there.	
Remodelling/Service User	Brookdale accommodates service users with dementia. You mention older people with dementia. I am a parent of a young man aged 30years. You talk about redevelopment – you are talking about buildings. My fear is that my son has complex needs but he is living with a family with	We will not be mixing people with LD and dementia. We will have a facility that will accommodate all needs of service users. Buildings will be designed to accommodate the needs of people with a range of disabilities and they will be supported.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	young children – he is full of life. I don't want him with older people and people with dementia – he will go backwards.		
Remodelling/Service User	My daughter attends Sandbrook; I worry about how this change is going to affect her. The staff at Sandbrook are fantastic. My concern is that this will unsettle my daughter and moving to another environment and a change of staff will not be good for her.	As we are at proposal stage, decisions have not been made over individual service users. We have said that staff can move with the service users but this is something that I cannot guarantee as staff could, out of choice, choose to take up other opportunities. Some staff may choose to work in the community. I closed day centres in Halton and Knowsley and some staff went into the community. The proposal is that when Sandbrook is closed a new part will be built on Chase Heys. Chase Heys will accommodate the needs of OP and LD and PD service users. Brookdale service users will go to Chase Heys or West Park. Westpark will be kept open and will accommodate more people. Mornington Road will be adapted/improved – it may	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		accommodate more people.	
Remodelling/Service User	If and when Sandbrook closes, will there be any choice or will all service users go into Mornington, or all go to Chase Heys or all go to Westpark?	This will be subject to the new assessments which will be carried out on a 1-1 basis and person centred plans – then if the proposals for Chase Heys and Mornington are agreed this could provide multi options and choice.	Southport Carers' Centre
Remodelling/Service User	My husband attends Westpark – he has dementia but he is not at the same stage as the service users at Brookdale. I have been told that because I pay for him to attend he may have to move to Brookdale because of the changes. Brookdale accommodates service users with dementia but my husband is not as far advanced. I don't want him in an environment where he is going to deteriorate fast. He is happy in Westpark.	Westpark will be kept open and will accommodate more people. As the proposal is to close Brookdale – it is unlikely that your husband will go to Brookdale. The proposal at this stage is that service users will go to Chase Heys or West Park.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Service User	I have heard about the changes that are being consulted on and just wanted to know how her son may be affected.	<p>1:2:1 is in independent company and as such the Council does not have any say in how their business is run.</p> <p>If an individual is assessed as having a care need that need will be met.</p> <p>The model that is being consulted on is important. The model will determine what level of service a person will receive after they have been assessed by a social worker.</p> <p>Every person who has any day care will be reassessed.</p> <p>Those people who have complex and profound needs will be assessed and if appropriate determined as level one need. These individuals will receive a buildings based service if that is what they want. If they currently have a non New Directions service this will continue.</p> <p>Transport is provided by 1:2:1 and this is their business model so this will continue as long as that company chooses to provide it.</p>	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Remodelling/Service User	The new building will cost money – how will it save money? Mum and dad live with me and if this service stopped I could not continue to work to pay my bills and continue to look after them.	Your dad will require the same if not more care in the future. It is unlikely that the support you have been assessed as needing will change in the future. A different pot of money is able to be accessed if we are building a centre compared to if we are only repairing a building. The cost savings will come by using the buildings we have to their full capacity and by not spending money on ongoing repairs. Adult Social Care has not been looked at previously to this as other areas of the Council were cut before now. But the time has come that savings still have to be made and adult social care is trying to do this with the least impact on the most vulnerable people who need support in Sefton.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Remodelling/Service User	The day centre presentation was mainly focussed on people with learning disabilities. Dementia users would not be able to be independent. There are very few centres in Southport that support people with dementia.	The presentation was there to tell people about all of the plans for all of the New Directions which includes centres to support people with physical disabilities, learning disabilities, older people and people with dementia. We know that people who attend Brookdale would be reassessed and may continue to need a service. This service may be provided in a different building depending on what the councillors agree as the proposals will be agreed, more information requested or rejected. Any decisions made which would involve building new centres will have invitations to families for full involvement in plans for future buildings.	Southport Carers' Centre
Remodelling/Service User	My son has independent living support which is ending. I will then rely more on day services and I can't afford £500 costs per month.	Again, assessments will be undertaken. The welfare rights team can also look at financial eligibility.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Remodelling/Service User	Give me an example of needs changing.	Some people do travel training etc. This gives them the opportunity to go out and be more independent.	Waterloo Carers' Centre
Remodelling/Service User	I understand change. I can see this for the younger people. I know it has been school and then day centre in the past. You have to consider that most of our children are over 40years. They have lived like this for 20 years. For the new generation these plans are okay but for the people who have been in day centres for so long – change will be detrimental to them. Assessments will be undertaken and needs will be met appropriately.	Model - Level1 (complex needs – building based support), if people are already in this category – they will stay in day centres if they fall in to this category after assessment.	Waterloo Carers' Centre
Remodelling/Service User	Things have to change and I think that a lot of what you are saying is good and will help people.	Decisions are dependent on their personal plan and dependant on the assessment with the individual and carer. We will not be making situations	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	Centres do need upgrading and change is needed. These people from the council are not here to harm our children. I understand that money needs to be spent in other areas as well – the elderly are another example. We think our children won't cope but they will. You have to put your trust in these people to safeguard our children.	unsafe.	
Remodelling/Service User	You need to bear in mind that these people have been in day centres since they were aged 16. Some of them are now nearly 60years. This is a major change for them. It is not always obvious what they have wrong with them.	As I have said decisions are dependent on their personal plan and dependant on the assessment with the individual and carer. After assessment the model will be applied to meet needs. Level1 (complex needs – building based support), Level 2 (mix of services building based/community), Level 3 (low level need, use of community services without support – no longer using day centres).	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Remodelling/Service User	Why do day services need to be changed when people are happy?	Day services are one part of the jigsaw only. We will be looking at other things also to maximise opportunities. If we didn't make changes it may be either we provide this service or that service only. Instead, we are looking at everything to improve and give opportunities with the money we have. Within six years we have lost 45% of the Council budget.	Waterloo Carers' Centre
Remodelling/Service User	If needs become greater is there room for this change in your proposals?	Yes, increased needs will be met.	Waterloo Carers' Centre
Remodelling/Service User	Are you putting LD, PD and other groups in Dunningsbridge?	Yes, but all needs will be met at this facility.	Waterloo Carers' Centre
Remodelling/Service User	I have struggled for ten years with my mum who has dementia. She goes to Waterloo – I am worried about the changes as I have to work.	Waterloo Day Centre is not closing.	Waterloo Carers' Centre
Remodelling/Service User	My brother is at Sandbrook. We have heard that everyone is going to Mornington Road	SND – this information is incorrect. No decisions have been made in relation to service users who currently attend Sandbrook.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	<p>except him and one other. He is supposed to be going to Chase Heys. We are really concerned. My brother is only 30years – he is very active. The service users in Chase Heys are elderly people. A young person does not want to be mixed with elderly people. I am concerned that this will be detrimental to him. He needs to stay with his own age group.</p>		
Remodelling/Service User	<p>My son attends Sandbrook explain to me how this is going to affect him. He is a young man and he needs to be with his own age group. I don't want him putting with elderly people in Chase Heys.</p>	<p>This is at proposal stage only. Decisions have not been made over individual service users. When Sandbrook in Southport is closed a new part will be built on Chase Heys. Chase Heys will accommodate the needs of OP and LD and PD service users. Brookdale service users will go to Chase Heys or West Park. Westpark will be kept open and will accommodate more people.</p>	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		Morningson Road will be adapted/improved – it may accommodate more people. Poplars is a small centre and provide respite services for people with LD and complex PD needs.	
Remodelling/Service User	Are you mixing mental health service users in?	Yes.	Waterloo Carers' Centre
Remodelling/Service User	Will it be separate units depending on disability in one building?	We said we would sit down and talk to people about the design.	Waterloo Carers' Centre
Remodelling/Service User	You are talking about LD and PD. My son has both. It is discriminatory to split these groups	I have spoken to people who have only physical disability and they don't want to be in the same group as LD.	Waterloo Carers' Centre
Remodelling/Service User	My son exhibits many things. I am concerned that he has a great vulnerability. He needs to be in a safe environment. He did for a short period of time, share a house with a young man with a mental illness. The young man	If people have a severe mental health issue – they will not be in a day centre. The people who have a mental issue for example at Morningson Road may suffer from depression. The people who go to our centres have low level mental issues.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	had aggressive behaviour and this affected my son. It is not good to mix mental issues with LD.		
Remodelling/Service User	Chase Heys is for old people. Mornington is better for younger people.	Chase Heys currently provides services for Older People, including residential Respite, Intermediate and Day Care. We have a few options on it. When I have talked to people – they want West Park Developing – they see potential at West Park. I am considering all options as this is still at proposal stage.	Waterloo Carers' Centre
Remodelling/Service User	I remain very worried – I do not want my son to end up with pensioners.	I am also the Director of Social Services in Halton. Halton's website is a very good source of information. I remodelled all day centres in Halton (one small unit remains for very complex needs) and developed services. An example would be that we now have a brewery. We started off with a vat and developed the service. One very disabled person puts tops on bottles all day – that is all that he wants to do. In Halton we link with colleges. For people like your son, we should develop these	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
		things.	
Remodelling/Service User	Lady with daughter in Dunningsbridge. She asked if students from Linacre going to Dunningsbridge? Where in the community are they expected to go?	XX explained that the proposal was for Dunningsbridge to be extended and improved so that it could take on more people with better facilities.	Waterloo Carers' Centre
Remodelling/Service User	Gentleman with son at Dunningsbridge. He asked if personal payments had an impact on the numbers of people going into day centres?	XX explained that we don't have this information to hand.	Waterloo Carers' Centre
Remodelling/Service User	Will there be the same access to consultants that they currently have at Brookdale?	No lessening of service if the move happens.	Southport Carers' Centre
Remodelling/Service User	If my daughter has been assessed for 30 years as needing a day service – is it legal to do this?	Some people's needs may not change but how their needs are met may change.	Waterloo Carers' Centre
Remodelling/Service User	When our services stopped – we were given a brochure and told to get	We are continually learning. Your feedback is important so that we can continue to improve.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	on with it.		
Respite	On July 13 my son was assessed and his respite was reduced from 28 days to 14 days. Where does respite come in to it? I had to challenge this change and I got the 28 days back. I had to get Cllr XX involved.	Respite – I do not know anything about your personal circumstances but I am happy, outside of this meeting to meet with you.	Waterloo Carers' Centre
Safeguarding	You are talking about people going out – what about safety? We don't need this change. We can take service users out to do these things ourselves.	This is about increasing opportunities for people. We will not provide opportunities that are not suitable for the service user. We are talking to SND and the community and voluntary sectors about opportunities.	Waterloo Carers' Centre
Safeguarding	Our sons and daughters are safe in the Centre. Who is going to monitor and police check the people who will be helping them in the community? Our children although adults are extremely	Safety is a key issue. Safeguarding mechanisms will be key. There is a strong voluntary sector in the borough.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	vulnerable.		
Safeguarding	What happens if people go into the community and get into trouble? This has happened to people who I know.	People already have a lot of support in the community. The support will meet needs. This will be done via individual assessment – we will not displace people until other options are available.	Waterloo Carers' Centre
Safeguarding	The people who are voluntary are not going to be as qualified.	Nobody will be put in an unsafe environment.	Waterloo Carers' Centre
Safeguarding	Have you got checks in place?	We have to be realistic about what we can do – part of our approach is raising safeguarding awareness in the Community.	Waterloo Carers' Centre
Safeguarding	I am concerned about safeguarding issues. My son has good health. I found out that he had been absent a lot from Sandbrook. There was no	We will not be making situations unsafe.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	<p>reason for this. This related to another service user whom he was living with and meeting his needs as he did not want to be left alone. I would not have known about his absence but for the staff at Sandbrook alerting me. I am worried that safeguarding will not be the same.</p>		
Safeguarding	<p>You talk about outside services – what are the risks to service users going into the community?</p>	<p>People will be safe and will get the support in the community.</p>	<p>Waterloo Carers' Centre</p>
Self Funder	<p>I am here for a self funder. Will this person lose his place?</p>	<p>No – if a Sefton Resident.</p>	<p>Southport Carers' Centre</p>

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
SMBC Staff	Are social workers qualified?	Yes. Training will also go in place for Care Act changes.	Waterloo Carers' Centre
SMBC Staff	You are the Director of Older People. Your title has brought me to this meeting. I am concerned that "Older People" does not give the right idea in connection with the age of the people you are responsible for. My son is only 30years of age. It doesn't seem to fit that he is this age and you are the Director of Older People.	I have a statutory function. My title was created some years ago. Health & Wellbeing, Vulnerable people and Commissioning sit under this.	Waterloo Carers' Centre
SND	SND is referred to in these consultations as providing opportunities but the Chair of SND is also in the Council.	SND operates as a separate business.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
SND	Throughout this consultation it has only been “SND” – no other providers have been mentioned.	In short, we have told providers what we are doing. It is because of the nature of the proposals (as the majority involve SND). It is about the model, and the Council owned buildings which are operated by SND.	Waterloo Carers’ Centre
SND	If SND can’t meet the needs what happens then? You will be going to other providers. Our sons and daughters will be put out to these agencies.	Not necessarily. We are at proposal stage only and the detail is not yet known.	Waterloo Carers’ Centre
SND	It is known that SND are promoting this as a business. The places could be taken up by self funders.	This won’t happen. If people are assessed to be complex then we will be saying to the provider – I am paying you for xx amount of places. The Council has a legal duty to assess needs. If the person’s needs meet the criteria we need to provide services to meet those needs. We will meet these through a person centred approach.	Waterloo Carers’ Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Timescale	How long will this take?	<p>Between 18 months and 2 years. The consultation finishes on 29 January. If Councillors agree we will progress with designers etc. In November/December 2016 it will be completed. The process is:</p> <ul style="list-style-type: none"> • Consultation ends in January. • If people support what we have put forward, from February Social Workers will be in touch with you and your carers over person centred plans. • We want to hear from you with your ideas. • The majority of proposals won't happen for at least 12 months – 2016. 	Southport Carers' Centre
Timescale	How long will Sandbrook stay open?	Up to 2016	Southport Carers' Centre
Timescale	Will Brookdale be closing in the Spring?	No – it will take a number of months/years before any changes, if they are agreed, are finalised. Brookdale has a reduced capacity and needs repairs.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Timescale	When will the decision be made?	There will be a report written for cabinet that happens on 26/2/15. The documents for this will be on the Sefton Council Website a week before the meeting.	Southport Carers' Centre
Timescale	How long will this take?	<p>Between 18 months and 2 years. The consultation finishes on 29 January. If Councillors agree we will progress with design etc. The process is:</p> <ul style="list-style-type: none"> • Consultation ends in January. • We want to hear from you with your ideas. • If the proposals are approved, from February Social Workers will be in touch with service users' and carers over person centred plans. • New centres would open and other centres close 2016. • Transport proposals will be implemented earlier, in 2015. 	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Timescale	When will the centres be built? Dwayne Johnson said it would be 2 years before people move.	<p>Between 18 months and 2 years. The consultation finishes at the end of January. If Councillors agree we will progress with designs and detailed planning etc.</p> <p>So this is what will happen:</p> <ul style="list-style-type: none"> • Consultation ends this month • If proposals are approved, from February Social Workers will be in touch with you and your carers over person centred plans. • We are looking at opportunities and ideas. Until the consultation is over, we want to hear from you with your ideas. • New centres would open and other centres close 2016. • Transport proposals will be implemented earlier, in 2015. 	Waterloo Carers' Centre
Transitions	Have you given any thought to what people say who 25years of age are for example?	We have had discussions with schools – transitions. The feedback is that they don't want to go to a day centre in the future.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Transitions	Lady with son in transition into possible day care. Lady has had conversations with social worker about future for her son but waiting for the social worker to arrange for the mother and son to visit some day centres to look at options. She has already looked at Hugh Baird College but as her son can't walk or communicate the college isn't appropriate. She needs to look after her other children and needs access to day care to take the pressure off her.	XX agreed to chase this up for her.	Waterloo Carers' Centre
Transport	My daughter goes to Sandbrook on the council	I do not know the detail yet as I am waiting for guidelines to come in.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
	<p>bus. She gets ILF – this ends in June. You have said that transport arrangements will change. Does this mean that I have to pay?</p>		
Transport	<p>When will the transport arrangements change and transport costs?</p>	<p>2015 - Sooner than buildings as the buildings will take longer to build/adapt. . New assessments will be carried out on a 1-1 basis. From February Social Workers will be in touch with you and your carers over person centred plans. We can also undertake a welfare rights assessment to see if you can get help with transport.</p>	Southport Carers' Centre
Transport	<p>I am concerned that if service users have to move, this will give them longer journeys and more expense in getting to centres?</p>	<p>We have Welfare Rights Officers – they will visit people to see if they can get help with transport.</p>	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Sefton Representative on the day	Centre
Transport	Transport – There is an increase in distance for me from Brookdale to Chase Heys. There is concern for people who use specialist transport as they are unable to use public transport.	<p>If all avenues for getting someone to the day centre have been explored and excluded for genuine accessibility and safety reasons then there is a commitment that specialist transport will be available.</p> <p>Over 50% of the users of Brookdale live closer to Chase Heys.</p> <p>Everyone will be reassessed and this reassessment will include transport.</p> <p>Safeguarding and being person centred is the most important.</p> <p>Independent advocacy support will be available and people are very welcome to have this involvement at all stages of the reassessment.</p>	Southport Carers' Centre
Transport	I am worried that my son will not be able to use specialist transport in the future as he does not use a wheelchair, but he is very vulnerable and has been attacked in the past.	If a person is not able to use public transport and there is no other way of that person coming into a centre that they have been assessed as needing then we will look at alternatives that would include continuing to use the specialist transport service.	Southport Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Transport	Explain the transport changes.	<p>This is a key change. It is not a statutory requirement for the Council to provide transport.</p> <p>The Council cannot afford to bring people to Centres unless they need to go and cannot get there themselves.</p> <p>If the service user or the carer has a mobility vehicle or is in receipt of mobility allowance then they would use that to provide the transport to the Centres</p> <p>More use of public transport</p> <p>People to pay the full cost of transport to services.</p>	Waterloo Carers' Centre
Transport	When will the transport arrangements change?	Sooner than buildings as the buildings will take longer to build/adapt.	Waterloo Carers' Centre
Transport	If I am responsible for a service user's transport –	There is no provision for illness – you still have to transport the service user. If you are lucky and you know people who	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	what happens if I am ill?	could help out then maybe you could ask them to assist with the transport.	
Transport	I have a problem because I cannot get my mum in to a car anymore. It takes me at least 30 minutes to get her in.	We will have some transport for people with complex needs.	Waterloo Carers' Centre
Transport	People here have expressed concern over transport changes. When you assess these people – will you take the views of the carers' on board?	Yes. We would assess the needs of the service user and speak to the carer on this.	Waterloo Carers' Centre
Transport	I am concerned that if service users have to move, this will give them longer journeys and more expense in getting to centres?	We have Welfare Rights Officers – they will visit people to see if they can get help with transport.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Transport	I live 5 minutes from Dunningsbridge centre but my daughter has autism and is in Sandbrook. There are three service users with autism in the group at Sandbrook. If Sandbrook closes – and I have to go further, with the transport criteria changes, I have an amount for transport and that amount would not cover the costs.	We would need to look at each situation individually but we would try and looking at something more local.	Waterloo Carers' Centre
Transport	My son goes twice a week to Sandbrook. He travels to Sandbrook by taxi. Any added distance by him moving centre would use his allowance in 2.5days.	Again, each person will be assessed on a 1-1 basis. We have Welfare Rights Officers – they will visit people to see if they can get help with transport.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
Transport	With regard to stopping transport, the lady asked who would decide. She was worried about this as she has arthritis in her feet and it is painful for her to drive, so if she had to take her daughter to the day centre this would be difficult.	XX explained that this was a decision for Councillors.	Waterloo Carers' Centre
Transport	The gentleman expressed concern about transport – his son uses the Council bus. However has seen the figures with regard to cost for transport and felt that these are horrific. The Council bus is certainly not being used in Maghull and he has only seen 3-4 people on it. He	XX explained that an annual reassessment of need would be undertaken by the social workers based on the new model.	Waterloo Carers' Centre

Area of Concern	Question Raising Concern	Response from Representative on the day	Sefton Centre
	used to take his son on the public bus but people are scared of him because he is quite noise so he doesn't do this any more.		
Transport	A lady asked if we were asking for the person to have their own car or does it mean somebody to transport them? Or are you asking people who have their own transport to use it?	XX replied that if people have an adapted mobility car then the expectation was that they should be used to transport people. Similarly if people get a mobility allowance then this should be used to get them to and from the Centres.	

APPENDIX E

Young Persons preparing for adulthood – lesson records

Who we contacted – how and why?

Young People were consulted through a ‘lesson’ held at their school/college which informed them about the consultation on Re-modelling Day Opportunities. It was explained that any proposed changes will affect Adult Day Centres, not centres providing services for Children and Young People.

Events held for Young People

The Young People were able to participate in this consultation through a ‘lesson’ held at their school/college that focused on their aspirations for the future. It gave the young person an opportunity to provide thoughts on their future. The Young People gave their views by taking part in a discussion.

Main themes coming from 23 Young People

The young people were extremely positive about their futures and wanting to lead as much of an independent life as possible – they identified their top interests and activities they wished to pursue.

What is important to make your day go well?		What would you like to do there?	
Friends	21	Swimming	14
Music	11	Disco	9
Busy	7	Bowling	8
Football	7	Football	8
Relax	7	Horse riding	8
Books	6	Raise money	7
Sensory Room	6	Snooker	7
Peppapig	5	Computers	5
Quiet room	5	Music	7
A safe place to go	3	Sport Activities	5
A life of my own	2	Darts	3
Sport activities	2	Walking	3
Breaks	1	Activities	2
Bowling	1	Eating	2
Computers	1	Intensive Interaction	2
		Busy	1
		Friends	1

What is important to make your day go well?	What would you like to do there?	
	Helping the Community	1
	Relax	1
	Table Tennis	1
	TV	1
	Rebound	1
	Being outside in all weathers	1
	Watching Toy Story and Thomas the Tank Engine	1

All comments from Young People:

This section details all of their comments and also says how, if they were to use a day centre, what they would like it to be and look like and how they would like their 'day' to run.

Merefield School discussion - 3 pupils				
Pupils	My Aspirations	What is Important for a good day?	My favourite things	What are the possible barriers?
1.Pupil	1. a safe place to go 2. Access favourite activities 3. with my peer group	1.routine day 2.transported safely to activities 3.comfortable hub 4.personal care needs met by familiar staff 5.my favourite activities 6.I am physically able and can follow simple instructions but require support and guidance for my safety 7.familiar people	1. Swimming 2. Eating my crisps and chips 3. Going out for a walk 4. All kinds of music based activities	1. Unfamiliar routines: 2.Unfamiliar Surroundings: 3.Unfamiliar Staff: 4.Unplanned Change: 5.Personal Care:

Merefield School discussion - 3 pupils

Pupils	My Aspirations	What is Important for a good day?	My favourite things	What are the possible barriers?
2. Pupil	<ol style="list-style-type: none"> 1.a life of my own 2.meet up with my peers 3.Favourite activities. 	<ol style="list-style-type: none"> 1.Familiar adult support for all daily activities. 2.routine day 3.transported safely to activities 4.a comfortable hub 5.personal care needs met by familiar staff 6.my medical needs met 7.a daily postural management plan 8.favourite activities 	<ol style="list-style-type: none"> 1.Swimming 2.Rebound 3.Music 4.Group activities- Circle time, shared stories 5.Intensive Interaction 	<ol style="list-style-type: none"> 1.Unfamiliar routines: 2.Unfamiliar Surroundings: 3.Unfamiliar Staff: 4.Unplanned Change: 5.Personal Care:
3. Pupil	<ol style="list-style-type: none"> 1. a safe place to go 2. favourite activities 3. with my peer group 	<ol style="list-style-type: none"> 1.a routine day 2.transported safely to activities 3.a comfortable hub 4.personal care needs met by familiar staff 	<ol style="list-style-type: none"> 1.Swimming 2.Eating 3.Walking/Running 4.Intensive Interaction on my own terms 	<ol style="list-style-type: none"> 1.Unfamiliar routines: 2.Safe environment: 3.Unfamiliar Staff: 4.Unplanned

Merefield School discussion - 3 pupils					
Pupils	My Aspirations	What is Important for a good day?	My favourite things	What are the possible barriers?	
		5.favourite activities 6.I am physically able and can follow simple instructions but require support and guidance for my safety. 7. People who understand my medical needs.	5.Being outside in all weathers 6.Watching Toy Story and Thomas the Tank Engine	Change: 5.Personal Care:	
Thornton College - Questionnaire – 20 Pupils					
Number of Pupils participating	What is important to make your day go well?	What should the building look like inside and out?	What would you like to do there?	What facilities need to be there?	School
1. Pupil	Busy Relax Friends	Warm Soft Chairs Big Garage Light Green grounds Space	Cycling Snooker Music	Swimming Pool Sports Hall Garden Gym	Thornton 2 nd Year
2. Pupil	Busy	Warm	Computers	Bar	Thornton 2 nd

	Relax Friends	Big Light Soft Chairs Windows	Darts Table Tennis Snooker Sports activities Music	Cinema Football pitch Gym Wi-Fi	Year
3. Pupil	Busy Relax Quiet time Friends	Warm Soft Chairs Colourful	Computers Snooker Music	Kitchen TV room Garden Wi-Fi	Thornton 2 nd Year
4. Pupil	Busy Relax Friends	Green grounds Space Colourful Busy	Snooker Computer games Sports activities	Sports Hall Swimming Pool Computer Room	Thornton 2 nd Year
5. Pupil	Busy Quiet time Relax Friends	Green grounds Space Big Garage Colourful	Darts Snooker Sports Walking	Shops Sports Football Cafe	Thornton 2 nd Year
6. Pupil	Busy Breaks Quiet time Music Friends	Space Comfortable furniture Bright Colours Lights Ramps Elevator	TV Music Sports Activities	Canteen Sensory room Quiet Room TV room Disabled toilet Changing Room	Thornton 2 nd Year

7. Pupil	Friends Football	Elevator Wide doors and corridors Colours Bright and welcoming reception	Football Bowling Swimming	Canteen Medical room	Thornton 2 nd Year
8. Pupil	Music Friends Peppapig Football Sensory Room Books	Bright colours elevator Wide doors and corridors Welcoming	Football Bowling Horse riding Swimming Disco Raise money	Hoists Musical instruments Canteen Medical room Sensory room Wheelchair ramps and pathways	Thornton 2 nd Year
9. Pupil	Music Friends Peppapig	Bright colours elevator Wide doors and corridors	Bowling Football Horse riding Swimming Disco Raise Money	Hoists Musical instruments Wheelchair ramps and pathways	Thornton 2 nd Year
10.Pupil	Music Football Bowling Peppapig	Bright colours Elevator Wide doors and corridors	Bowling Football Horse riding Swimming	Hoists Musical instruments Wheelchair ramps and pathways	Thornton 2 nd Year

	Friends	Big rooms for wheelchairs	Disco Raise Money	Canteen Medical room	
11.Pupil	Music Friends Peppapig Football Sensory Room Books	Bright colours elevator Wide doors and corridors Welcoming reception Big rooms for wheelchairs	Football Bowling Horse riding Swimming Disco Raise money	Hoists Musical instruments Wheelchair ramps and pathways Canteen Medical room Sensory room	Thornton 2 nd Year
12. Pupil	Music Friends Peppapig Football Sensory Room Books	Bright colours elevator Wide doors and corridors	Football Bowling Horse riding Swimming Disco Raise money	Hoists Musical instruments Wheelchair ramps and pathways Canteen	Thornton 2 nd Year
13. Pupil	Music Friends Football Books	Bright colours elevator Wide doors and corridors Welcoming reception Big rooms for wheelchairs	Football Bowling Horse riding Swimming Disco Raise money	Hoists Musical instruments Wheelchair ramps and pathways Canteen Medical room Sensory room	Thornton 2 nd Year
14. Pupil	Music Friends	Colourful and bright	Horse Riding Swimming	Hoists Musical instruments	Thornton 2 nd Year

	Football Sensory Room Books	Elevator Wide Doors and Corridors Blue Bright and welcoming reception Big rooms for Wheelchairs	Disco Raining money	Wheelchair ramps and pathways Canteen Medical room Sensory room	
15. Pupil	Music Sensory Room	Colourful and bright Elevator Wide Doors and Corridors Blue Bright and welcoming reception Big rooms for Wheelchairs	Swimming	Musical instruments Canteen Medical room Sensory room	Thornton 2 nd Year
16.Pupil	Music Sensory Room	Colourful and bright Bright and welcoming reception	Swimming Disco	Musical instruments Sensory room	Thornton 2 nd Year

17.Pupil	Quiet room Friends Relax	Blue Warm Light Big	Computers Snooker Darts	Computer room Shop Sports Hall	Thornton 2 nd Year
18.Pupil	Quiet room Friends	Warm Big Colourful Windows Lights	Music Computers Snooker	Swimming Pool Bar Football Pitch Sensory Room	Thornton 2 nd Year
19.Pupil	Sport activities Busy Relax Friends	Big Garage Soft Chairs Busy Big Warm	Sport Activities Busy Relax Friends	Sport Hall Bar Football Pitch Cafe Gym	Thornton 2 nd Year

Rowan Park (taken from a DVD of lesson) – 43 Pupils

Year Group	Your Best Day	Hopes Dreams and aspirations for the future What would you like to do in the future?	Number of Pupils Participating
9	Cleaning. Cleaning windows	He likes being outside.	1.
9		spend time with his friends	2.
9		to do cookery	3.
9		to go on a trampoline	4.

Year Group	Your Best Day	Hopes Dreams and aspirations for the future What would you like to do in the future?	Number of Pupils Participating
9		to do gardening	5.
9		To do gardening.	6.
9	Quiet environment Hydrotherapy sensory room music		7.
9		Wrestler Football	8.
9		College Job look after baby Nursery Painting	9.
9	Ipad	College Films Choir Music	10.
10	Reading books Clapping Talking		11.
10	playing with I-pad Listening to sounds		12.
10		Football. Friends Books Board games	13.

Year Group	Your Best Day	Hopes Dreams and aspirations for the future What would you like to do in the future?	Number of Pupils Participating
		Space	
10	Painting Warm Sensory activity		14.
10	Ipad Painting Books	Outdoors	15.
11	Hydrotherapy Swimming	Getting out of chair and move about	16.
11		Look after baby School Computer	17.
11	Chew rattles Music Busy Join in	Outdoors	18.
11		College Work in petrol station.	19.
11		College Sports Ipad	20.
11		College Computer Books	21.

Year Group	Your Best Day	Hopes Dreams and aspirations for the future What would you like to do in the future?	Number of Pupils Participating
		Swimming	
11		Job Hair and beauty College	22.
12	Work on a computer	Job on a computer as an adult.	23.
12		College Change plugs Music	24.
12	Sports Football Music	Hairdressers	25.
12	Sports Football Friends	Office and college Computer	26.
12	Like fish Shave.	Work in a Pet shop Drive Own house	27.
12.		Thornton College Computers and cookery Art and craft. Videos. Own purse and money.	28.
12	Cookery Reading Writing	Thornton College.	29.
13		Job in School and playgroup	30.

Year Group	Your Best Day	Hopes Dreams and aspirations for the future What would you like to do in the future?	Number of Pupils Participating
13	English and maths.	College Cafe Hairdresser	31.
13	Talking	Fashion shop	32.
13	Outdoors Abseiling Outdoors. Music. Hydrotherapy.		33.
13	Outdoors Friends Quiet calm.	Job	34.
13		Leisure. Gym	35.
13		Gym Swimming	36.
13		Gym	37.
13		Go on slide and swings Go to the farm	38.
13		Thornton college Job on Farm with animals.	39.

Year Group	Your Best Day	Hopes Dreams and aspirations for the future What would you like to do in the future?	Number of Pupils Participating
14		Thornton college Youth clubs Friends.	40.
14	Computers	Youth Club	41.
14		Nurse Doctor	42.
14		College Swimming Youth Club Disco	43.

APPENDIX F

Other contacts/events/meetings and documents

Activity	Request/Information	Response from Sefton Representative	Centre
Carer's Home Visit (Mr x) 1-1	<ol style="list-style-type: none"> 1. Information about proposals impacting on Brookdale 2. Emergency Contact number (out of Hours) 3. Carers 'Centre Information 	Council Officer visited carers' home and discussed consultation proposals (with a focus on Brookdale). Information about emergency contact and carer's centre was provided.	Brookdale Carer at home Private Funder
Information Request (From Dunningsbridge Event) (Miss XXX)	Copy of the phase one analysis report and the assessment of care criteria.	Both provided	Bootle Resource Centre Service User
Information Requests (by telephone and email) (Mr XXX)	<ol style="list-style-type: none"> 1. Carers' Events details. 2. copy of the questionnaire 3. Which political party is in overall control of Sefton Council? 	Details requested provided by post.	Brookdale Carer Private Funder

Activity	Request/Information	Response from Sefton Representative	Centre
Unable to attend events (by telephone and email) (Mr XXX)	Carer's 1-1 Home Visit (Requested)	Visit took place on 28/01/15 Time: 1100am – 1215pm	Brookdale Private Funder Carer
Unable to attend Carers' Events Southport (by email) (Mrs XXX)	Copy of the notes from the Question and Answer Session	Provided	Brookdale Resource Centre Carer
Unable to attend events (by telephone) (Mr XXX)	We are on holiday and will miss the events for Carers.	Telephoned and provided information	Dunningsbridge Carers
Unable to attend events (by telephone) (Mr XXX)	Required update	Telephoned and provided information	Poplars and St Joseph's Carers
Information Request From Carer at Carers' Event, Waterloo (Mrs XXX)	Copy of Notes	Sent to carer	Unknown carer

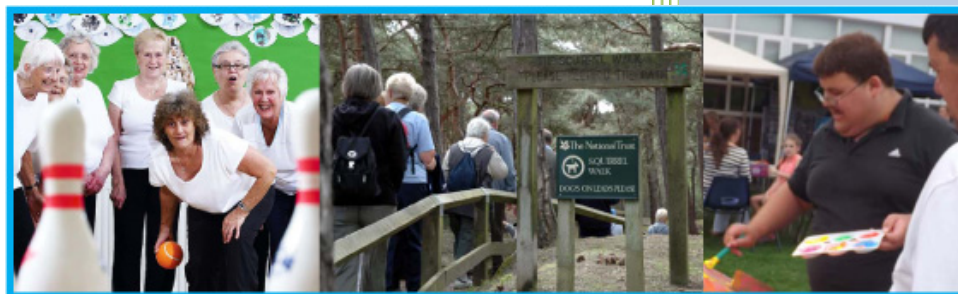
Activity	Request/Information	Response from Sefton Representative	Centre
Information Requests (by telephone and email) (Miss XXX)	Information on being a main carer	Noted for records	Unknown Family Member
Information Request From Carer at Carers' Event, Waterloo (Mr XXX)	Copy of the notes from the Question and Answer Session	Sent to Carer	Waterloo Day Centre Carer

APPENDIX G

Phase 1 and phase 2 questionnaires:

Have your say on Remodelling Day Opportunities

(Day Centres and other alternative opportunities)



**YOUR SEFTON
YOUR SAY**

Introduction

The Council has been committed to person centred planning for many years and it is within this context that we are changing Adult Social Care Services.

The Council want to develop modern, flexible adult social care that supports people and their carers to remain independent, enables them to lead fulfilling lives and is financially sustainable.

What is this questionnaire for?

This questionnaire is part one of a two part consultation. You will need to send your completed questionnaires back to us by Thursday 13th November 2014. We will then look at the answers we receive in part one. The second part of this consultation to ask for your opinion on the changes being proposed will start at the end of November 2014 and finish in January 2015.

The Council also want to know what people need to help them to be as independent as possible and live fulfilling lives. This questionnaire **is not** about personal care needs.

When will the consultation start and end?

The consultation will start on 16th October 2014 and will end on 29th January 2015. This part of the consultation which is about the vision and model will end on Thursday 13th November 2014.

Frequently Asked Questions

As the consultation progresses we will put answers to frequently asked questions on the Council's website. If you do have any questions that you want to ask please use the contact details below to raise questions and review responses.

How to get involved

To give us your views, please complete this questionnaire and return to the address on the following page. Alternatively go to www.sefton.gov.uk and fill in the on-line questionnaire. Copies of this consultation documentation are available in large print and other formats. To request this service please call 0151 934 4604 or e-mail yourseftonyoursay@sefton.gov.uk.

If you require help with completing the questionnaire please contact yourseftonyoursay@sefton.gov.uk or telephone Tricia (0151) 934 3610

What we will do with your feedback?

The information you give us is private and confidential and we will follow the law and the Data Protection Act 1998. The information will be destroyed after it is not needed any more.

Your views and the information that you provide will be analysed and will inform the next part of the consultation.

How will I know the outcome of the consultation?

When the consultation is complete we will write a report which will tell you what comments and views we have received to inform the plans for the remodelling of Day Opportunities in Sefton. This report will be available on the Council's website with an easy read version. The report can be provided in other formats if requested.

Please return this questionnaire to:

Transformation Team

Sefton Council

FREEPOST LV7340

Bootle

L20 1YX

Tell us what you think

1. I am responding as:-

- A Person currently attending a Day Centre
- A carer of someone who attends a Day Centre
- A member of the public
- A service provider
- A person who may be using Adult Services in the near future
- Other (please specify in the box below)

2. Sefton Council has developed the following vision for Day Opportunities in Sefton:-

Individuals and their carers will live fulfilling lives and have appropriate support where required from the Council and its partners

Do you agree with this vision?

- Yes
- No
- Not Sure

If you said “no” or “not sure” please tell us why and what you think should be included in the vision (Please tell us in the box below):

3. This is our proposed model of support for Day Opportunities.
- a) People with the most profound disabilities and most complex needs are provided with a range of opportunities to maximise their potential within a range of physical settings, whilst at the same time have access to provision within the community which is person centred
- This means continued provision at a Day Centre setting***
- b) Individuals and their carers are provided with a mix of settings and community provision
- This means using some opportunities in the community setting and some provision in a Day Centre setting***
- c) Individuals and their carers can independently access a range of support to maximise independence which is founded upon a socially inclusive model within the community for example employment, education and leisure opportunities
- This means using opportunities in the community and no longer attending a Day Centre setting***

Do you think that the model supports our vision for Day Opportunities?

- Yes
- No
- Not Sure

If you said “no” or “not sure” please tell us why? (Please tell us what in the box below):

4. Please tell us what the main benefits of attending a Day Centre should be? Please tick all that apply:

- a) Developing skills to maintain independence
- b) Meeting friends
- c) Taking part in activities
- d) To give the carer a break
- e) To enable the carer to remain in employment, training or education
- f) Hobbies
- g) Social activities
- h) Other – please tell us what these are

If you told us that one of the main benefits is the activities that take place in day centres, please tell us about them (Please tell us in the box below):

5. If you currently attend a Day Centre, how do you travel there?

- a) Council provided transport
- b) Own or family or friends vehicle
- c) Public transport
- d) Other – please tell us what this is

6. When you are not attending a Day Centre, how do you normally travel within your community to, for example, the shops, to friends and family, to a café?

- a) Public Transport
- b) Own or family or friends vehicle
- c) Family or friends collect me
- d) I walk
- d) Other (Please tell us what in the box below)

7. In order to support you and others to remain as independent as possible and live a fulfilling life do you think that the Council and its partners should:-

	Yes	No	Not sure
a) Make sure access to good quality information is available to you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Help people to access independent travel planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Make sure travel training is accessible to help with independent travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Encourage self-help and self assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Encourage you to keep active and alert by promoting access to local leisure, cultural and community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Work with bus, train and taxi firms to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

help them to understand your needs
and provide safe travel journeys

g) Encourage early discussions in
families or groups about planning for
your care needs in the future

8. What would you like to be doing in 12 months' time?

- a) In employment or self employment
- b) In education
- c) Being more independent and being able to do things for myself
- d) Being able to meet my friends and do things like going to the cinema, using leisure centres, parks and open spaces, etc.
- e) Volunteering
- g) Other – please tell us what this is (in the box below):

9. Do you think we have missed anything? If so please tell us what in the box below:

THANK YOU FOR TAKING PART

If you require help with completing the questionnaire please contact yourseftonyoursay@sefton.gov.uk or telephone Tricia (0151) 934 3610

ABOUT YOU

You do not have to complete the next few questions if you don't want to.

These questions help us to understand who is using our services.

You can find more information about why we collect this information in the "What's it got to do with you?" booklet which is available on the Council website and in Council buildings.

1. What is the first part
(the first 3 or 4 letters and numbers

2. Are you

Male

Female

3. What is your age?

18-29

30-39

40-49

50-59

60-69

70-79

80-84

85+

4. Disability: Do you have any of the following (please tick all that apply):

Physical Impairment	<input type="checkbox"/>	Visual Impairment	<input type="checkbox"/>
Learning Difficulty	<input type="checkbox"/>	Hearing Impairment/deaf	<input type="checkbox"/>
Mental health/mental distress	<input type="checkbox"/>	Long term illness that affects your daily activity	<input type="checkbox"/>

Other (please specify)

Please read the following statement ...

If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'?

Yes No

5. Ethnicity – do you identify as

Asian:

Bangladeshi	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Other Asian background	<input type="checkbox"/>

Black

African	<input type="checkbox"/>	British	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Other black background	<input type="checkbox"/>

Chinese

Chinese	<input type="checkbox"/>	Other background	Chinese	<input type="checkbox"/>
---------	--------------------------	------------------	---------	--------------------------

Mixed Ethnic Background:-

Asian and White	<input type="checkbox"/>	Black African and White	<input type="checkbox"/>
Black Caribbean and White	<input type="checkbox"/>	Other mixed	<input type="checkbox"/>

White

British	<input type="checkbox"/>	English	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Scottish	<input type="checkbox"/>
Welsh	<input type="checkbox"/>	Polish	<input type="checkbox"/>
Latvian	<input type="checkbox"/>	Gypsy/Traveller	<input type="checkbox"/>
Other White background	<input type="checkbox"/>		

The following questions are a little more personal and you can choose to stop here if you wish, however it would be really helpful if you would consent to complete ...

6. Do you have a religion or belief?

Yes No

If you ticked yes, please tick one of the following

Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
No religion	<input type="checkbox"/>		
Other – please specify	<input type="text"/>		

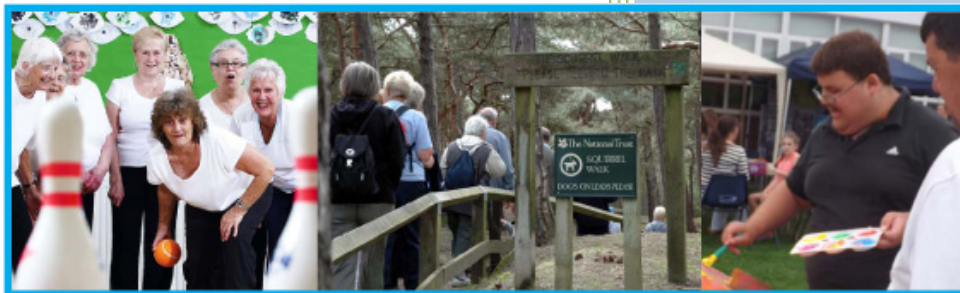
7. How would you describe your sexual orientation?

Heterosexual	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>
Gay	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>

8. Do you live in the gender you were given at birth?

Yes No

Have your say on
Remodelling Day Opportunities
(Day Centres and other alternative opportunities)
Phase 2 – Proposal to reshape day care services



**YOUR SEFTON
YOUR SAY**

Introduction

Sefton Council is facing a number of issues which require a radical approach to redesigning services to meet current and future challenges. These include:

- Modernisation in the context of Personalisation
- New obligations under the Care Act 2014
- Requirements to integrate services with Health
- Demographic pressures - for example an increasing ageing population
- Significant reduction in funding from the Government

To meet these challenges, Sefton has embarked on a change programme which will result in significant changes to the way we deliver care. Previous consultation and engagement processes have taken place in the past.

A key part of this process is to engage with service users, their carers and the community to get feedback about what the changes should be in relation to 'day centres' and alternative opportunities.

Phase 1 of this consultation (fact finding on service use and views on the vision and model) has just ended and the details of the key messages and the things that you told us were important to you have been taken into account when looking at the changes that may take place with regard to day opportunities in the future. Thank you for those responses. We have summarised the results of this below.

- Total responses: 429 – 46% (out of targeted issue of over 900 which includes current users of day centres and their carers)
- From those responses 80% agreed with the vision, of the 20% who said 'no' or 'not sure' to the vision the key reasons were as follows:

- Felt they needed more information so they could decide (25 people from 429 responses)
- Outright opposition (15 from 429 responses)
- Agreed with the vision but doubted application (11 from 29 responses)
- 62% of the respondents agreed that the model, as described, supported the vision, of the 38% who said 'no' or 'not sure' to the model the key reasons were as follows:
 - Didn't comment on the model but did emphasise that they still wanted day care for themselves (43 from 429 responses)
 - Outright opposition to the model (40 from 429 responses)
 - Felt they needed more information so they could decide (16 from 429 responses)
 - Worry over the quality of assessment when applying the model (14 from 429 responses)
- The top two responses on the benefits of why somebody attends a day centre were:
 - Meeting friends (86%)
 - Taking part in cultural/leisure/community based activities (84%)
 - *Note people could tick more than one activity in the options*
- In response to the question on "in order to remain as independent as possible and live a fulfilling life" the top responses were
 - To have good quality information
 - Early discussion with family and carers and groups on good planning of care provision
 - Encouragement to keep active by promoting leisure/cultural and community activities
- We asked how people travel to a day centre, with the majority travelling by council provided transport (70%); with 25% being transported by their family or friends and 5% by public transport.

We also asked about how users of centres travel within the community. Your responses showed us that 82 people travel by public transport and over 300 are transported by family or friends.

Many questions came out of the first consultation and we feel that we should provide you with further information to help you make a more informed decision as you answer this questionnaire. The things we would like you to know and take in to consideration when you are answering the questions are as follows:

Q. Is this just about saving money?

A. No. Money is obviously a part of this as the Council is facing significant reductions in funding from the government and we have to make sure each pound we spend is effective, but there are other reasons driving this change:

- We are finding more and more people want personal payments to give more flexibility in how they meet their needs.
- Many of the buildings that operate 'day-care' are underused and are costly to run on such a basis
- Many buildings are becoming unfit for the purpose we need to use them for.

Q. Are all day care centres going to close?

A. No – many day care providers will continue to operate as normal, however, we are concerned about the buildings and that they need to be modernised. You will see below what we propose to do.

Q. Will everyone who is assessed as needing a day care centre place get one?

A. Yes – we are clear; all service users assessed as requiring day care will receive the service.

Q. Will everyone who is in a day care centre now keep their place?

A. We don't know, we do know that some people have already expressed a wish to leave the service and want to set up their own care arrangements. What we do know is that everyone who is currently in receipt of a place will be assessed to make sure the service they receive is suitable for their needs.

Q. Will the Council continue to provide transport to day centres?

A. The Council has identified, through previous consultation and engagement, that people wish to develop independent travel skills to improve their outcomes. Any changes to the number and or location of day centres will require a change in transport arrangements. We will work with users of transport to identify suitable alternatives that increase independence and only fund transport in very exceptional circumstances. No immediate changes will be made without discussing changes with those people directly affected and as part of the assessment process.

We will be assessing the different options that can meet the transport needs of people who attend day centres. This includes public transport and transport provided by family and friends and making use of mobility benefits. From responses we have received in phase 1 of the consultation there is strong support for more independence for travel and for developing travel skills. This was also what people told us when we consulted on our Strategic Needs Assessment 2012 and our Health and Wellbeing Strategy in 2013.

Q. What will happen if I'm assessed as not needing a place?

A. All assessments are done in conjunction with you and your carers. We have to consider your needs and wishes. We have clear guidelines to follow which are available on the web

<http://www.sefton.gov.uk/social-care/adults-and-older-people/getting-support.aspx>. No one will be 'abandoned' we will make sure that you are appropriately supported according to your assessed needs.

Q. When will this all happen?

A. It will take us about 2 years to get everything in place

Q. Why did you decide to put this proposal forward?

A. We want to develop a modern approach to supporting disabled people, which would be person centred, would expand opportunities for disabled people and support carers. It could provide some efficiency to the costs of care, and expenditure on the estate. It would focus on supporting those with the greatest need and provide more flexible approaches to providing support.

The cost of running underused buildings is an unnecessary expenditure and we want you to help us make the right decisions.

What is this questionnaire for?

This questionnaire is the second phase of the consultation on the future of Day Opportunities in Sefton.

This phase of the consultation will commence on 27th November 2014 and will end on 29th January 2015. You will need to send your completed questionnaires back to us by 29th January 2015.

What is the proposal for Day Opportunities in the future?

We wish to provide services in modern buildings with an approach to supporting vulnerable people that would be person centred, would expand opportunities for disabled adults, adults with a learning disability and older people with mental health problems and support carers, whilst at the same time providing sustained opportunities for future generations. There is an opportunity to expand the service provision and choice. It would focus on supporting those with the greatest need and provide more flexible approaches to supporting people. It will provide some efficiency to the costs of care, and expenditure on the buildings.

This would possibly mean a number of day centres closing as there would not be the requirement to accommodate as many people. The model would be consistent with the aspirations of people and carers, and the values of our care system.

Based upon current usage figures, the maintenance, repair and capital costs, the sustainability of the day centres is also in question - a number have significantly high costs and are potentially unaffordable going forward. We have identified the day centres that potentially are too big and costly to maintain and the centres that could be upgraded and expanded. We also had to consider a 'geographic spread' to make sure they covered the borough.

If we were to move towards this modernisation programme, it is likely that the **New Direction centres to remain open** will be:

- Dunningsbridge Resource Centre - modernising existing site or new build (Bootle area)
- Chase Heys - modernising existing site or new build (Southport area)
- Waterloo Day Service
- Poplars (Southport area)
- Westpark (Southport area)
- Mornington Road (Southport area)

We are not stopping day care; anyone who has an assessed need as requiring attendance at a day centre will still receive it but maybe at a different location.

Day centres that **we think should close** include:

- Bootle Resource Centre
- Brook Enterprise (Bootle area)
- Brookdale (Southport area)
- Sandbrook Resource Centre (Southport area)
- Orchards (Southport area)

We are proposing changing the transport provision for those who are assessed to still require attending a day centre. The proposal is to evaluate transport as part of your reassessment of the care plan to see if alternative transport options can be used. If alternative transport isn't available, we would try to identify benefits which could be available to help meet transport needs.

It is anticipated that the changes will be made within a 2 year timetable. If the proposal, having taken note of the comments from the consultation, is supported, the design and planning could commence during the spring of 2015 and with building works commencing in spring of 2016.

How to get involved

To give us your views, please complete this questionnaire and return to the address on the following page. Alternatively go to www.sefton.gov.uk and fill in the on-line questionnaire. Copies of this consultation documentation are available in large print and other formats. To request this service please call 0151 934 4604 or e-mail yourseftonyoursay@sefton.gov.uk.

If you require help with completing the questionnaire please contact yourseftonyoursay@sefton.gov.uk or telephone Tricia (0151) 934 3610

What we will do with your feedback?

The information you give us is private and confidential and we will follow the law and the Data Protection Act 1998. The information will be destroyed after it is not needed any more.

Your views and the information that you provide will be analysed and will inform the decision making process.

How will I know the outcome of the consultation?

When the consultation is complete we will write a report which will tell you what comments and views we have received to inform the plans for the remodelling of Day Opportunities in Sefton. This report will be available on the Council's website with an easy read version. The report can be provided in other formats if requested.

Please return this questionnaire to:

Transformation Team

Sefton Council

FREEPOST LV7340

Bootle

L20 1YX

A reminder of the proposed vision and model

The vision:

Individuals and their carers will live fulfilling lives and have appropriate support where required from the Council and its partners

The model:

- a) People with the most profound disabilities and most complex needs are provided with a range of opportunities to maximise their potential within a range of physical settings, whilst at the same time have access to provision within the community which is person centred

This means continued provision at a Day Centre setting

- b) Individuals and their carers are provided with a mix of settings and community provision

This means using some opportunities in the community setting and some provision in a Day Centre setting

- c) Individuals and their carers can independently access a range of support to maximise independence which is founded upon a socially inclusive model within the community for example employment, education and leisure opportunities

This means using opportunities in the community and no longer attending a Day Centre setting

Tell us what you think

1. I am responding as:-

- A person currently attending a Day Centre
- A carer of someone who attends a Day Centre
- A member of the public
- A service provider
- A person who may be using Adult Services in the near future (e.g. a young person/adult in transitions)
- Other (please specify in the box below):

2. Do you agree that we should modernise and expand some of our buildings to better meet needs and close those that are too big and costly to maintain?

- Yes
- No - if no please explain why in the box below.

3.

e a
hich

274

- | | | | |
|--------------------------|--|--------------------------|-----------|
| <input type="checkbox"/> | Bootle Resource Centre | <input type="checkbox"/> | Orchards |
| <input type="checkbox"/> | Brookdale | <input type="checkbox"/> | Poplars |
| <input type="checkbox"/> | Brook Enterprise | <input type="checkbox"/> | Sandbrook |
| <input type="checkbox"/> | Chase Heys | <input type="checkbox"/> | Waterloo |
| <input type="checkbox"/> | Dunningsbridge RC | <input type="checkbox"/> | Westpark |
| <input type="checkbox"/> | Mornington Road | | |
| <input type="checkbox"/> | Other (e.g. Parkhaven; 1 -2-1 in the Community); please specify below: | | |

4. How do you think this proposal will impact on you? Please let us know in the box below:

5 Do you agree that people who attend a day centre use available alternative transport options if they are able (e.g. transport from family or friends, bus, taxi,) before the council provides a specialist service?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

If you have any comments to add to this question please do so in the box below:

6 If you, as the person attending a day centre are required to use other transport rather than a Council provided specialist service, how do you think this would impact on you, or if you are their carer, the person you care for?

I/they would

- Travel by public transport
- Require transport provided by family or friends
- Walk
- Be unable to attend
- Not be impacted

Other - please tell us what in the box below

7. Is there anything else that you would like to tell us about our plans for the future of Day Opportunities in Sefton? Please tell us what in the box below

THANK YOU FOR TAKING PART

If you require help with completing the questionnaire please contact yourseftonyoursay@sefton.gov.uk or telephone Tricia (0151) 934 3610

ABOUT YOU

You do not have to complete the next few questions if you don't want to.

These questions help us to understand who is using our services.

You can find more information about why we collect this information in the "What's it got to do with you?" booklet which is available on the Council website and in Council buildings.

1. What is the first part
(the first 3 or 4 letters and numbers)

2. Are you

Male Female

3. What is your age?

Under
18

18-29 30-39 40-49 50-59

60-69 70-79 80-84 85+

4. Disability: Do you have any of the following (please tick all that apply):

- | | | | |
|-------------------------------|--------------------------|--|--------------------------|
| Physical Impairment | <input type="checkbox"/> | Visual Impairment | <input type="checkbox"/> |
| Learning Difficulty | <input type="checkbox"/> | Hearing Impairment/deaf | <input type="checkbox"/> |
| Mental health/mental distress | <input type="checkbox"/> | Long term illness that affects your daily activity | <input type="checkbox"/> |

Other (please specify)

Please read the following statement ...

If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'?

Yes No

5. Ethnicity – do you identify as

Asian:

- | | | | |
|-------------|--------------------------|------------------------|--------------------------|
| Bangladeshi | <input type="checkbox"/> | Indian | <input type="checkbox"/> |
| Pakistani | <input type="checkbox"/> | Other Asian background | <input type="checkbox"/> |

Black

African	<input type="checkbox"/>	British	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Other black background	<input type="checkbox"/>

Chinese

Chinese	<input type="checkbox"/>	Other background	Chinese	<input type="checkbox"/>
---------	--------------------------	------------------	---------	--------------------------

Mixed Ethnic Background:-

Asian and White	<input type="checkbox"/>	Black African and White	<input type="checkbox"/>
Black Caribbean and White	<input type="checkbox"/>	Other mixed	<input type="checkbox"/>

White

British	<input type="checkbox"/>	English	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Scottish	<input type="checkbox"/>
Welsh	<input type="checkbox"/>	Polish	<input type="checkbox"/>
Latvian	<input type="checkbox"/>	Gypsy/Traveller	<input type="checkbox"/>
Other White background	<input type="checkbox"/>		

The following questions are a little more personal and you can choose to stop here if you wish, however it would be really helpful if you would consent to complete ...

6. Do you have a religion or belief?

Yes No

If you ticked yes, please tick one of the following

Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
No religion	<input type="checkbox"/>		
Other – please specify	<input type="text"/>		

7. How would you describe your sexual orientation?

Heterosexual	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>
Gay	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>

8. Do you live in the gender you were given at birth?

Yes No