





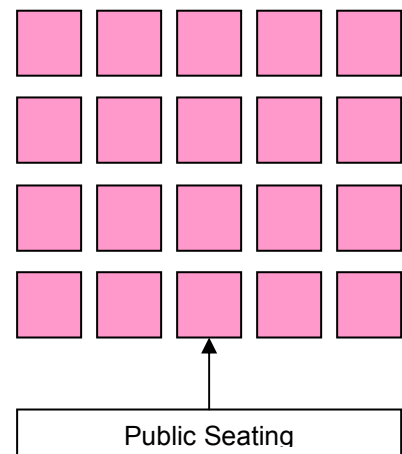
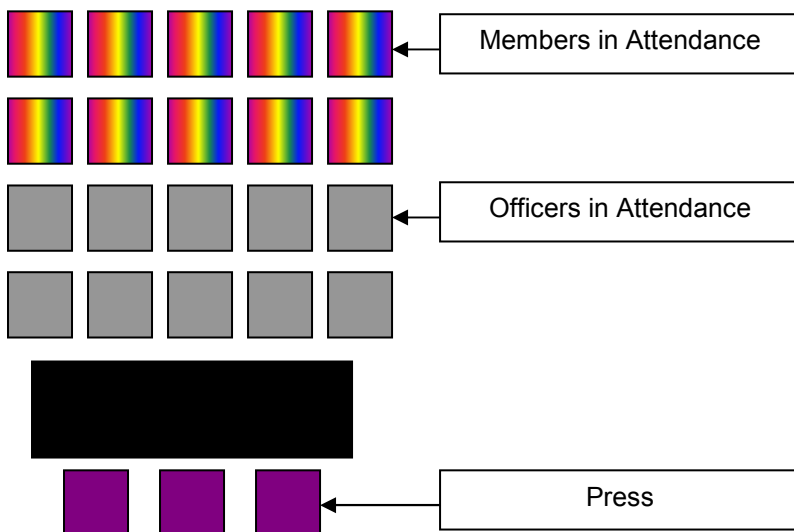
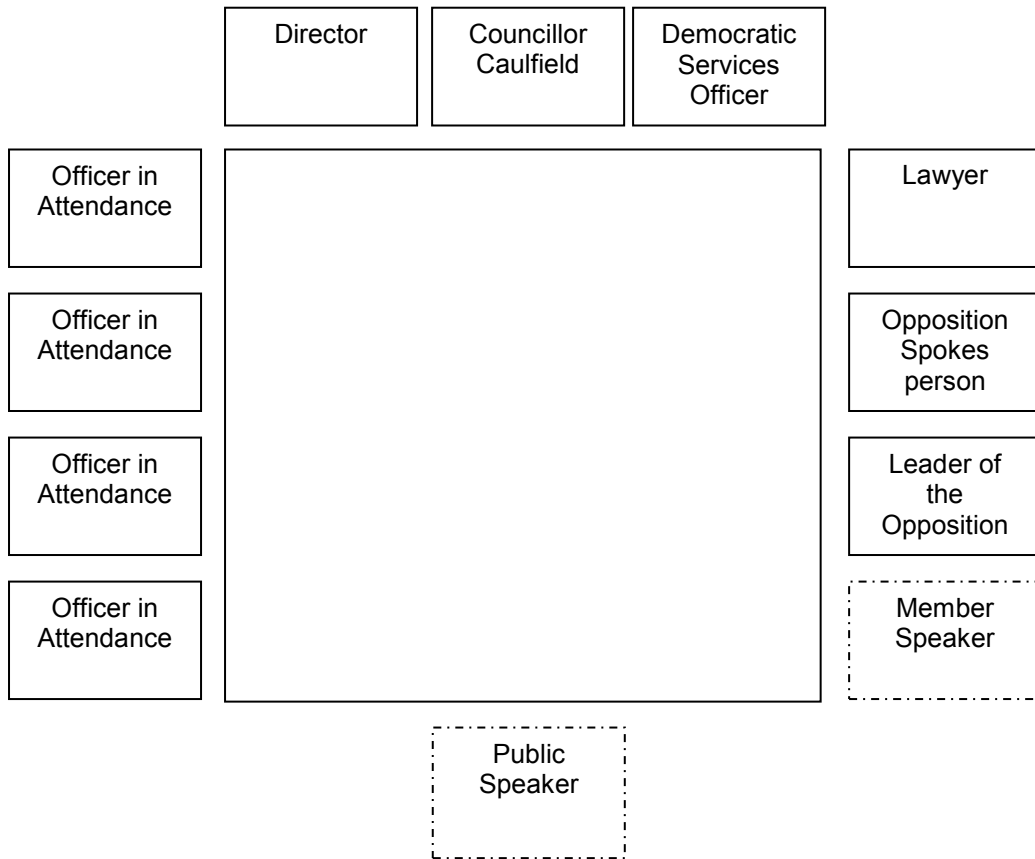
Brighton & Hove
City Council

Cabinet Member Meeting

Title:	Housing Cabinet Member Meeting
Date:	14 January 2009
Time:	4.00pm
Venue	Committee Room 1, Hove Town Hall
Members:	Councillor: Caulfield (Cabinet Member)
Contact:	Martin Warren Senior Democratic Services Officer 01273 291058 martin.warren@brighton-hove.gov.uk

	The Town Hall has facilities for wheelchair users, including lifts and toilets
	An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter and infra red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival.
	FIRE / EMERGENCY EVACUATION PROCEDURE If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions: <ul style="list-style-type: none">• You should proceed calmly; do not run and do not use the lifts;• Do not stop to collect personal belongings;• Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and• Do not re-enter the building until told that it is safe to do so.

Democratic Services: Meeting Layout



AGENDA

71. PROCEDURAL BUSINESS

72. MINUTES OF THE PREVIOUS MEETING

1 - 10

Minutes of the meeting held on 12 November 2008 (copy attached)

73. CABINET MEMBER'S COMMUNICATIONS

74. ITEMS RESERVED FOR DISCUSSION

(a) Items reserved by the Cabinet Member

(b) Items reserved by the Opposition Spokesperson

(c) Items reserved by Members, with the agreement of the Cabinet Member.

NOTE: Public Questions, Written Questions from Councillors, Petitions, Deputations, Letters from Councillors and Notices of Motion will be reserved automatically.

75. PETITIONS

No petitions have been received as of the date of publication.

76. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 7 January 2009)

77. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 7 January 2009)

78. LETTERS FROM COUNCILLORS

(The deadline for receipt of letters from Councillors was 2 January 2009)

No letters have been received as of date of publication

79. WRITTEN QUESTIONS FROM COUNCILLORS

(The deadline for receipt of written questions from Councillors was 2 January 2009)

None received by date of publication

HOUSING CABINET MEMBER MEETING

80. NOTICES OF MOTIONS

No Notices of Motion have been received as of the date of publication

81. REPORT OF THE HOUSING MANAGEMENT CONSULTATIVE COMMITTEE - 4 NOVEMBER 2008 11 - 16

Report of the Director of Strategy & Governance (copy attached)

Contact Officer: Martin Warren *Tel:* 01273 291058

Ward Affected: All Wards

82. LEARNING DISABILITY DAY SERVICES 17 - 34

Report of the Director of Adult Social Care & Health (copy attached)

Previously deferred – 12 November 2008

Contact Officer: Naomi Cox *Tel:* 29-5813

Ward Affected: All Wards

83. ST. GABRIELS 10-YEAR LEASE

Report of the Director of Adult Social Care & Housing (to follow)

Contact Officer: Sylvia Peckham *Tel:* 293318

Ward Affected: Hanover & Elm Grove

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Martin Warren, (01273 291058, email martin.warren@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Tuesday, 6 January 2009

BRIGHTON & HOVE CITY COUNCIL
HOUSING CABINET MEMBER MEETING
4.00pm 12 NOVEMBER 2008
COMMITTEE ROOM 1, HOVE TOWN HALL
MINUTES

Present: Councillor Caulfield (Cabinet Member)

Also in attendance: Councillor Simpson (Opposition Spokesperson)

Other Members present: Councillors Fryer, Mears and Randall

PART ONE

50. PROCEDURAL BUSINESS

50a Declarations of Interests

50a.1 There were none.

50b Exclusion of Press and Public

50b.1 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

50b.2 **RESOLVED** - That the press and public be not excluded from the meeting.

51. MINUTES OF THE PREVIOUS MEETING

51.1 **RESOLVED** - That the minutes of the meeting held on the 10 September 2008 be approved as a correct record.

52. CABINET MEMBER'S COMMUNICATIONS

52.1 There were none.

53. ITEMS RESERVED FOR DISCUSSION

53.1 All items were reserved for discussion.

54. PUBLIC QUESTIONS

54.1 There were none.

55. WRITTEN QUESTIONS FROM COUNCILLORS

55.1 There were none.

56. DEPUTATIONS

56.1 The Cabinet Member reported that one Deputation had been received. It concerned the draft housing strategy 2009-13 and the Cabinet Member invited Ms Helen Russell, as spokesperson of Cooperative Housing in Brighton & Hove (CHIBAH), to address the meeting.

56.2 Ms Russell made the following statement and tabled supporting supplementary information.

56.3 'CHIBAH welcomes the new Housing Strategy, particularly because we share its objectives. CHIBAH's response to the Housing Strategy consultation expanded on the underlying principles of the strategy, making the following points:

56.4 A Healthy city - we have observed that housing co-ops can help their tenants transform their lives through returning to education, getting into work, or holding their families together, all contributing to improved physical and mental health. Co-ops have a direct positive impact on people's quality of life.

56.5 Reducing inequality - CHIBAH's member co-ops consistently receive applications from homeless or inadequately housed people, who are drawn to the principles of co-operative housing, and who have to be turned away due to the scarcity of its provision. Co-ops directly tackle discrimination through their open membership policy, and equal opportunities are embedded in all policy areas.

56.6 Improving neighbourhoods - Housing co-ops experience little or no anti-social behaviour, members support and look out for each other, and children grow up in safe environments. Co-ops impact on their surrounding neighbourhoods and often become the desired place to live. A good example of this is the Burrowes Street Co-op in Walsall. Local examples are Two Piers and Dryad co-ops.

56.7 Accountability to local people - The co-operative way of life builds members' capacity through improving their skills, and equips them to actively participate in the decision making process across all areas of housing management, including tenant welfare. Co-ops therefore offer a deeper level of accountability, as the people making the decisions are the service users themselves, and are therefore accountable not only to wider decision makers, funders and regulators, but to each other. These people will become a valuable resource in a rapidly changing world, which poses serious social challenges.

- 56.8 Value for money - Co-ops consistently deliver Value For Money, through the provision of high quality well maintained housing, and reduced costs through self-management, and produce low rents and low grant levels through partnerships between large RSLs, tenant training organisations, the community and the co-ops.
- 56.9 Partnership working - Brighton & Hove housing co-ops have almost two decades experience of working together, and of involvement with the national movement at officer level. Elsewhere, partnerships between RSLs (both co-operative and housing association) are demonstrating the capacity to deliver Parker Norris standard housing on low level grant rates and yet produce rents for low-carbon 2-bed houses of £68.20 per week.
- 56.10 Partnership at the local strategic level has the capacity to bring together the private, public and voluntary sectors to invest time and resources in the development of tenant managed housing in the city, bringing overarching social benefits to the city.
- 56.11 Since 2004, CHIBAH has been active in the CVSF and has represented the sector at the LSP. During this period, CHIBAH has offered workshops at CVSF events, and ran its own event explaining the Redditch model. The support was overwhelming.
- 56.12 The draft Housing Strategy refers to the subgroups set up by the Strategic Housing Partnership, one of which has been “looking at the role of housing co-ops”. The draft states that the “findings of this group have been used to inform the draft strategy”. CHIBAH, having been involved in this process, made a presentation to the SHP in Jan. 2007 and put forward three concrete proposals. Since then, these proposals for the incorporation of co-operative housing into mainstream affordable provision in Brighton & Hove, were submitted as part of the consultation process but were not included in the draft strategy. Despite CHIBAH receiving positive informal feedback from senior Councillors, we have not received any formal feedback. We wish to know how the Council will put the findings of the subgroup into effect, and what CHIBAH can do to facilitate this.
- 56.13 The proposals are:
1. co-operative management of properties being developed by RSLs;
 2. the development of a Community Land Trust (in February the Council agreed to look at the feasibility of a CLT in the city);
 3. to replicate the Redditch Co-operative Homes model, which delivers high quality housing at very low grant rates with rents of £68 for a two-bed house. Accord Housing Association, which partners Redditch Co-op Homes, has agreed to work with CHIBAH on a similar scheme in Brighton & Hove. Accord is part of the Matrix Housing Partnership responsible for 20,000 dwellings in the Midlands.

- 56.14 To sum up, housing co-ops deliver affordable housing in a way that strengthens and empowers communities, is popular and does not have any stigma, where people look after their community. Pride of place and pride in one's home are essential to well being. Replacing dependency with self help is a key factor in healthy communities. Brighton & Hove has an opportunity to develop a pioneering model of community creation. In a city where variety, enterprise and vision are highly valued, co-operative housing has a place in the city's Housing Strategy.
- 56.15 The Cabinet Member invited Councillor Randall to speak in support of the deputation.
- 56.16 Councillor Randall echoed the sentiments expressed and supported the deputation. He felt that there was an unmet demand in the city and supported the approach taken in Redditch. He recognised the difficulties in terms of funding and noted that a meeting was due to be held between the Chief Executive of the National Housing Federation and the Prime Minister about this subject.
- 56.17 The Opposition Spokesperson noted the long history of co-operatives in the city and supported the stance taken by CHIBAH. She appreciated the positive opportunities that housing co-ops offered local communities and suggested further investigation of the Redditch model.
- 56.18 The Cabinet Member thanked everyone for their contributions. She noted that consultation in regard to the draft Housing Strategy was ongoing and requested that a separate report was brought to a future meeting considering the issues raised by the deputation.
- 56.19 **RESOLVED** – That a report be brought to a future Housing Cabinet Member meeting considering the issues raised by the CHIBAH deputation.

57. PETITIONS

- 57.1 There were none.

58. LETTERS FROM COUNCILLORS

- 58.1 There were none.

59. NOTICES OF MOTIONS REFERRED FROM COUNCIL

- 59.1 There were none.

60. MATTERS REFERRED FOR RECONSIDERATION

- 60.1 There were none.

61. REPORTS FROM OVERVIEW & SCRUTINY COMMITTEES

- 61.1 There were none.

62. REPORT OF THE HOUSING MANAGEMENT CONSULTATIVE COMMITTEE - 23RD SEPTEMBER 2008

62.1 The Cabinet Member considered a report of the proceedings of the Housing Management Consultative Committee, 23rd September 2008 (for copy see minute book).

62.2 **RESOLVED** – That the report be noted.

63. LEARNING DISABILITY COMMISSIONING STRATEGY

63.1 The Cabinet Member considered a report and of the Director of Adult Social Care & Housing that presented the Learning Disability Commissioning strategy for Brighton and Hove 2009 - 2012 and explained how the council would commission social care services for people with learning disabilities over the next 3 years (for copy see minute book).

63.2 The Cabinet member considered a supplementary paper, tabled at the meeting that explained the reasons for the report and an evaluation of alternative options (copy available online).

63.3 The Opposition Spokesperson welcomed the strategy noting the housing options, increased health care, increased independence and 'extra choice' afforded recipients of care. She was concerned however that improvements in some areas should not be at the expense of other services.

63.4 **RESOLVED** – That having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:

(1) That the Learning Disability Commissioning Strategy for Brighton and Hove 2009-2012 be agreed.

(2) That, in support of the Valuing People Now policy, the amount estimated by the council for the transfer of learning disability social care funding and commissioning from Brighton & Hove City Teaching Primary Care Trust to Brighton & Hove City Council of £6,150,498 in 2007/8 (as set out in Appendix 1 of the report) be noted.

64. REVIEW OF LEARNING DISABILITY DAY SERVICES

64.1 The Cabinet Member made an opening statement to the effect that she was aware of erroneous information circulating about the purpose of the report. The Cabinet Member was aware that persons unknown had been issuing statements in her name giving incorrect information about Day Centres.

64.2 The Cabinet Member stated that suggestions that three Day Centres were to close were untrue. She noted that approaches had been made in this respect to users of those centres and to their families and staff, the Cabinet Member felt this was inappropriate and unhelpful.

64.3 The Cabinet Member was minded to defer the report to afford time for those with genuine queries to make them known. The Cabinet Member offered anyone present at the meeting to ask questions in relation to the report.

64.4 The Opposition Spokesperson asked if any day centres were to be closed.

- 64.5 The Cabinet Member explained that new services were being developed in recognition of the requests of service users. The deployment of these new services might mean that some services no longer needed to be provided at day centres. This did not mean that those centres would necessarily close. The future use of buildings might be reconsidered once it was clear what the consequences of the delivery of the new services were.
- 64.6 The Cabinet Member invited Councillor Fryer to speak.
- 64.7 Councillor Fryer supported the principles of the report but was concerned about funding; in particular that budgets for individuals were spent in their best interests and that support was offered to those who required it in managing their budget. She also asked if persons living in residential care would be able to attend day services.
- 64.8 The Cabinet Member explained that the move to personal budgets would be supported by the transition to 'Day Options'. The move away from services delivered from buildings to personalised services demanded sophisticated support for persons trying to manage their own budget.
- 64.9 The Opposition Spokesperson asked about the long-term future of 80 Buckingham Road.
- 64.10 The Cabinet Member explained that the building was not suitable for all of its users. The future of the building and the services provided therein would be managed much like the situation with Pioneer House. This building had been deemed unfit for purpose; better and more appropriate services had been re-provided at the Westbourne Centre.
- 64.11 The Opposition Spokesperson requested that trade unions be made aware of the report.
- 64.12 The Cabinet Member explained that the trade unions had been consulted in the compilation of the report and were fully aware of its implications.
- 64.13 The Cabinet Member deferred the report until a future meeting in order to allow additional time for any other representations to be made direct to her.
- 64.14 **RESOLVED** – That the report be deferred.

65. HOUSING REVENUE ACCOUNT 2007 / 08 FINAL OUTTURN AND FORECAST OUTTURN FOR 2008 / 09

- 65.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that provided information about the Housing Revenue Account (HRA) 2007/08 final outturn and the forecast outturn for 2008/09 as at Month 4 (for copy see minute book).
- 63.5 **RESOLVED** – That having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:
- (1) To note that the final outturn for the HRA for 2007/08 was an underspend of £1.310 million compared to the budgeted position of a small surplus of £0.129 million. This represents a variance of 2.99% of the gross revenue budget of £43.463 million. General

HRA revenue reserves have increased by £1.439 million to £5.615 million as at 31 March 2008.

(2) To note that the earmarked revenue reserves for the Estate Development Budget (EDB) were £34,000 at 31st March 2008

(3) To note the forecast breakeven position for 2008/09 as at Month 4 which included an additional contribution from HRA reserves to fund additional energy costs.

66. VALUE FOR MONEY REVIEW OF HOUSING SERVICES

66.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that provided an overview of the findings of the Value for Money review of Housing Services (for copy see minute book).

66.2 **RESOLVED** – That having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendation:

That the findings of the Value for Money Review of Housing Services be considered and the value for money action plan be approved.

67. DRAFT SERVICE IMPROVEMENT PLAN FOR THE HOUSING REVENUE ACCOUNT 2009-2012

67.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that gave information regarding the consultation draft of the Service Improvement Plan (for copy see minute book).

67.2 The Assistant Director, Housing Management reported that tenants would be made aware of the plan via the Citywide Assembly and Housing Management Consultative Committee.

67.3 **RESOLVED** – That having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendation:

That the consultation draft of the Service Improvement Plan for the Housing Revenue Account 2009-2012 be approved.

68. HOUSING MANAGEMENT PERFORMANCE REPORT

68.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that gave information on current performance within Housing Management services and on general policy initiatives underway to improve performance. The appendices to the report summarised the key performance results for the first financial quarter of 2008 (for copy see minute book)

68.2 **RESOLVED** - That the report be noted.

69. DELIVERY OF SUPPORT SERVICES FOR COUNCIL SHELTERED HOUSING TENANTS

- 69.1 The Cabinet Member noted that the report had been taken to the Housing Management Consultative Committee on 4th November and deferred to allow for more time to consult with sheltered housing residents and their representative groups.
- 69.2 The Cabinet Member had considered convening an additional Housing Management Consultative Committee prior to the Christmas break to reconsider the issue, but there was not enough time to facilitate this adequately.
- 69.3 The Opposition Spokesperson accepted that there would not be time to hold an additional meeting and was pleased to note that the final decision was being deferred until satisfactory consultation had been achieved.
- 69.4 **RESOLVED** – That the report be deferred.

70. ESTATE SERVICES REVIEW: CLEANING SERVICE FOR GENERAL NEEDS COUNCIL HOUSING

- 70.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that proposed changes to the cleaning service in the communal areas of council flats (excluding sheltered accommodation), following recommendations made by the Estates Service Focus Group to the Housing Management Sub Committee on 15 January 2008. The report also included a review of the service charges that residents who live in flats paid for this service (for copy see minute book).
- 70.2 The Cabinet Member and Opposition Spokesperson noted the warm reception that the report had received at the Area Housing Management Panels and congratulated officers on their achievements.
- 70.3 **RESOLVED** – That having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:
- (1) That the proposed changes to the cleaning service be noted.
 - (2) That the proposed service charges for communal cleaning, as shown in Table 1 in paragraph 5.4.3 of the report be approved with effect from 6 April 2009.
 - (3) That the Director of Adult Social Care & Housing be authorised to implement the new charges, with authority to make minor amendments which may appear to be appropriate in particular cases.
 - (4) That the proposal to carry out benchmarking of the cleaning service in 2009/10 so that a value for money assessment can be made of the restructured service be noted.

The meeting concluded at 5.15pm

Signed

Chair

Dated this

day of

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

3.00pm 4 NOVEMBER 2008

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Caulfield (Chairman); Allen, Davey, Fryer, Mears, Pidgeon, Simpson (Opposition Spokesperson), Simson and Wells

Tenant Representatives: Chris El-Shabba (Brighton East Area Housing Management Panel), Stewart Gover (North & East Area Housing Management Panel), Ted Harman (Brighton East Area Housing Management Panel), Heather Hayes (North & East Area Housing Management Panel), Chris Kift (Central Area Housing Management Panel), Beryl Snelling (Central Area Housing Management Panel), Tina Urquhart (West Hove & Portslade Area Housing Management Panel), Muriel Briault (Leaseholder Action Group), Tom Whiting (Sheltered Housing Action Group), John Melson (High Rise Action Group), Sue Hansen (Tenant Disability Network) and Beverley Weaver (Foredown Estate Residents' Association)

PART ONE

33. PROCEDURAL BUSINESS

33a Declarations of Substitutes

3a.1 There were none.

33b Declarations of Interest

33b.1 There were none.

33c. Exclusion of Press and Public

33c.1 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

33.4 **RESOLVED** - That the press and public be not excluded from the meeting.

34. MINUTES OF THE PREVIOUS MEETING

34.1 **RESOLVED** – That the minutes of the meeting held on 23rd September be approved and signed by the Cabinet Member.

35. CHAIRMAN'S COMMUNICATIONS

35.1 The Chairman welcomed Sue Hansen who had been elected to represent the Tenant Disability Network. The Chairman thanked the previous representative, John Stevens for his work.

35.2 The Chairman welcomed Beverley Weaver who had been elected to represent the West Hove & Portslade Area Panel following the retirement of Joan Westmoreland. The Chairman recognised Kay Densley as the deputy representative for the West Area.

35.3 The Chairman reported that all four Area Panels had elected interim representatives to the Local Delivery Vehicle Board. These positions would be ratified or reconsidered by Area Panels in February 2009.

Brighton East -	Ted Harman & Chris El Shabba
North & East -	Heather Hayes & Ian Tinlin
West -	Tina Urquhart & Roy Crowhurst
Central -	Chris Cook & Chris Hadleigh

35.4 A number of representatives had also asked to be trained on the LDV.

35.5 The Chairman had attended a meeting convened by Tenant Representatives the previous week to listen to concerns about increases in the cost of fuel. Particular concerns had been raised about the cost of communal heating and the Leader had instructed the Director of Adult Social Care & Housing to develop an action plan in response.

35.6 The Director of Adult Social Care & Housing explained the actions to be taken (see Appendix A).

35.7 Tenant Representatives congratulated Nick Tew for convening the meeting and thanked the Leader for her swift response.

36. CALLOVER

36.1 **RESOLVED** - All items were reserved.

37. PUBLIC QUESTIONS

37.1 There were none.

38. WRITTEN QUESTIONS FROM COUNCILLORS

38.1 There were none.

39. DEPUTATIONS

39.1 There were none.

40. PETITIONS

40.1 There were none.

41. LETTERS FROM COUNCILLORS

41.1 There were none.

42. ESTATE SERVICES REVIEW

42.1 The Committee considered a report of the Director of Adult Social Care & Housing that set out proposals to make changes to the cleaning service in the communal areas of council flats (excluding sheltered accommodation), following recommendations made by the Estates Service Focus Group to the Housing Management Sub Committee on 15 January 2008. The report also included a review of the service charges that residents who live in flats paid for the service (for copy see minute book).

42.2 Members and Representatives welcomed the report and congratulated officers on the comprehensive and detailed consultation that had been undertaken.

42.3 **RESOLVED** - To recommend that the Housing Cabinet Member meeting:

- (1) Note the proposed changes to the cleaning service outlined in the report.
- (2) Approve the proposed service charges for communal cleaning, as shown in Table 1 in paragraph 5.4.3 with effect from 6 April 2009.
- (3) Approve that the Director of Adult Social Care & Housing implements the new charges, but with the power to make any minor amendments which may appear to be appropriate in particular cases.
- (4) Note the proposal to carry out benchmarking of the cleaning service in 2009/10 so that a value for money assessment can be made of the restructured service.

43. DELIVERY OF SUPPORT SERVICES FOR COUNCIL SHELTERED HOUSING TENANTS

- 43.1 The Chairman noted that the report would be deferred in recognition of a request from the Sheltered Housing Action Group to be afforded more time to consider the proposals.
- 43.2 In order that the Committee be able to consider any amendments made to the report before the New Year, the Chairman suggested that an additional meeting might be called.
- 43.3 **RESOLVED** – That the report be deferred.

44. HOUSING PROCUREMENT PROGRESS REPORT - PRESENTATION

- 44.1 The Committee were made a presentation by the Interim Head of Repairs and Maintenance regarding the progress of the procurement of new longer-term repairs and maintenance contracts (see appendix B).
- 44.2 Representatives of the Asset Management gave a presentation on their input into the procurement process (see appendix C). They reported that the presentation had been well received by the Area Housing Management Panels.
- 44.3 Opposition Members were keen for further opportunities that might enable them to be more involved. The Chairman explained that information would primarily be provided to Members at the Housing Management Consultative Committee, but specific briefings could be made available. The Leader noted that she hoped to develop an open and broader opportunity for Member involvement as the process developed.
- 44.4 Concerns were raised that a single contractor would be able bid for the entire contract. Officers clarified that the contracts could be bid for in various permutations. The Leader noted that the ambition was to provide a better and most cost effective for service for Tenants and that contracts would be monitored closely.
- 44.5 **RESOLVED** – That the presentation be noted.

45. LOCAL DELIVERY VEHICLE - PRESENTATION

- 45.1 The Committee were made a presentation by the Head of Housing Strategy and Development & Private Sector Housing regarding the development of the Local Delivery Vehicle (LDV) and its developing board (see appendix D).
- 45.3 Stewart Gover felt that tenants should be provided with a budget to procure their own independent legal advice. He referred to several cases of law that he had researched. The Chairman offered tenants the opportunity to meet with the councils legal advisors should they have any concerns.

45.4 The Committee debated the timescale afforded the process and noted the tight turnaround in electing Board Members. The rapidity of this part of the process was of concern and the Committee sought reassurance from the Chairman that the process was sound and accountable. The Chairman recognised the pace with which the project was developing and appreciated the need to keep the process open and transparent.

45.5 The issue of charitable status in respect of the LDV was debated; the Chairman noted that there would be an opportunity for the board to consider this.

45.6 The meeting debated the potential of conflicts of interest for Board Members. It was noted that any Tenant Representatives who became Board Members would be able to declare interests at specific meetings and withdraw from that meeting if the conflict was considered too great. There was no overarching conflict of interest in being a Board Member and an active Tenant Representative.

45.7 **RESOLVED** – That the presentation be noted.

46. VALUE FOR MONEY REVIEW OF HOUSING SERVICES

46.1 The Committee considered a report of the Director of Adult Social Care & Housing that provided an overview of the findings of the Value for Money review of Housing Services (for copy see minute book).

46.2 The Chairman requested that a report updating the situation be provided in six months time.

46.3 **RESOLVED** - That the findings of the Value for Money Review of Housing Services, and the value for money action plan, attached as an appendix to the report (Appendix 1) be noted.

47. HOUSING MANAGEMENT PERFORMANCE REPORT

47.1 The Committee considered a report of the Director of Adult Social Care & Housing that provided information on current performance within Housing Management services and general policy initiatives underway to improve performance (for copy see minute book).

47.2 **RESOLVED** – That the report be noted.

The meeting concluded at 6.00pm

Signed

Chairman

Dated this

day of

HOUSING CABINET MEMBER MEETING

Agenda Item 82

Brighton & Hove City Council

Subject: *Review of Learning Disability Day Services*
Date of Meeting: **14 January 2009**
Report of: *Director of Adult Social Care & Housing*
Contact Officer: Name: **Naomi Cox** Tel: **29-6400**
E-mail: naomi.cox@brighton-hove.gov.uk
Key Decision: Yes Forward Plan No: HSG 2189
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT

- 1.1 Learning Disability day services provide support enabling service users to engage in a range of day activities and opportunities. In many cases this support also provides essential respite for carers and family members.
- 1.2 In September 2007 the Adult Social Care and Health Committee endorsed a vision for the future of day services. This vision was of a person-centred service empowering people to pursue day activities of their choice.
- 1.3 A subsequent review of learning disability day services identified areas of improvement to make the services more person-centred, more flexible and more efficient within the current budget. In line with the 'Personalisation' of adult social care services as outlined in the 'Putting People First' concordat published in 2007.
- 1.4 The proposed change has been consulted on during a 12-week formal consultation, the outcomes of which are reported below.

2. RECOMMENDATIONS

- 2.1 That the Cabinet Member for Housing approves that the council's directly provided day services for people with learning disabilities include a team that offers day options advice, guidance and co-ordination. This day options team would be modelled on the successful Voluntary Work Project, which presently coordinates support from a variety of sources to assist people with learning disabilities to find and maintain voluntary work. The day options team would help other support services, such as residential services, access information and opportunities. This provides more choice and flexibility for service users.
- 2.2 That the Cabinet Member for Housing approves that day support services directly provided by the council should be seen as only one of a range of support options available to people with learning disabilities. The day support service would continue to provide an essential respite service for the approximately 90 service users living with family carers. However, in the future it is expected that service

users living in 24-hour residential care would receive more of their day support through their residential provider.

- 2.3 That the Cabinet Member for Housing monitors the progress on the implementation of these changes through regular briefings from the implementation project team.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS

- 3.1 In 2006 the Improving Day Services working group of the Learning Disability Partnership Board completed a self-audit of day services using government toolkits supplied by the Valuing People Support Team. The audit identified several key issues and questions about the current methods of service delivery.
- 3.2 In 2006 the Learning Disability Partnership Board endorsed the recommendation that a review of day services be undertaken to determine a vision and direction for future service delivery
- 3.3 In 2007 the Lead Commissioner for Learning Disabilities hosted two visioning days to consult stakeholders about the future of day services. The vision was reported to the Adult Social Care and Health committee in September of 2007
- 3.4 December 2007 the Learning Disabilities Modernisation Project Board initiated a review of in-house day services. The outcome of this review is the recommendations in this report
- 3.5 The government's 'Valuing People Now' paper is expected to recommend a reduction in the use of building-based day services in favour of more flexible and mainstream service delivery. ('Valuing People Now' has been consulted upon nationally and we are awaiting its publication. This is an update of the 'Valuing People: A New Strategy for Learning Disability for the 21st Century' White Paper that was issued in 2001).

4. CONSULTATION

- 4.1 The formal 12-week consultation ran from 7 July to 28 September. It involved all key stakeholders: service users, family carers, the Learning Disability Partnership Board and key partners in the 3rd sector. We took account of accessible ways of communicating with our service users given their specific communication needs as a result of their learning disabilities.

- 4.2 Responses received:

Service Users: 103 individuals responded to this consultation, with assistance from the day services' staff. 70 service users participated in speak up groups facilitated by an independent advocacy organisation. An independent person-centred planning facilitator audited 37 service users' person-centred plans.

Carers and families: 14 individual responses and 32 people contributed to group responses.

Staff: 20 individual responses and five in-house day service staff teams, two residential staff teams and one management team sent group responses. Unison attended project team meetings.

Other organisations and groups: Better Lives steering group, Carers Centre, Speak Out network Big Meeting, and a public consultation event.

5. CONSULTATION FINDINGS

5.1 The feedback received fell broadly into distinct themes (the complete consultation report is contained in Appendix 1):

- What people like about the current day services
 - Consistency & safe, secure environment
 - Trained, experienced, familiar staff
 - Variety of activities or options available to service users
- Responses to the proposed change
 - More options will be available for service users
 - Will reach more people than at present
 - Difficult for people with learning disabilities to make informed choices
 - Residential services need more resources in order to provide day support
 - Some service users might not get all the opportunities they get now
- Emphasis on the importance of changes being carefully planned and personalised (or avoided all together)
 - People with learning disabilities find change very difficult
 - Belief that change is the same as loss
- Belief that this is a plan to save money and reduce services (also confusion and queries about self-directed support)
 - Lots of statements about anticipated day centre closures
 - Lots of questions and queries about self-directed support in the future

6. FINANCIAL & OTHER IMPLICATIONS

Financial Implications:

6.1 The day services budget for Learning Disabilities is £1.926m (Gross budget of £2.061m less income of £135k). The creation of the new team will only be possible as demand on existing services eases, which will create a pressure on the community care budget over the next 2-3 years. Quantification of the pressure depends on the number of clients moving and the re-provision costs. Any resulting pressure should be managed through the Financial Recovery Plan (FRP) process already in place. The unit cost for day services will increase during the implementation of the new team but once established will reduce.

6.2 *Finance Officer Consulted: Neil Smith Date: 16/12/08*

Legal Implications:

- 6.3 The report sets out the proposed changes to directly provided day services, in line with government initiatives seeking to make adult social care services more person-centred, flexible and efficient.

The need to formally consult with key stakeholders has been met and consideration must be given to the outcome of that consultation. In particular, concerns expressed regarding how changes and choices are managed must be acknowledged and such changes implemented carefully and sensitively. Further, officers must ensure that day support received through residential providers continues to meet assessed need.

Staff job descriptions and roles will change under the new structure. There will need to be ongoing consultation with staff and trade unions regarding the specific implications for individual staff, in accordance with employment legislation.

Service users will need to continue to receive support as per their needs assessment – it is not suggested that eligibility will be affected by the proposed changes. The level of service provision to service users and families should not change; it should remain in-line with their assessed needs. It is only the source of the service/support that may possibly change for some (60) service users.

Lawyer Consulted: Hilary Priestley 09/10/08

Equalities Implications:

- 6.4 The purpose of these recommendations is to make a more flexible range of day opportunities available to more people with learning disabilities. This improves many people's access to services, information and activities. An Equalities Impact Assessment was done as part of the consultation process.

Sustainability Implications:

- 6.5 It is anticipated that the recommended changes would result in an increase in the use of community and mainstream services and facilities.

Crime & Disorder Implications:

- 6.6 It is hoped that the proposed changes will increase the community's capacity to welcome and support citizens with learning disabilities as they are supported to participate more fully in community services and facilities.

Risk and Opportunity Management Implications:

- 6.7 The proposed changes afford the opportunity to meet the government and council's move towards personalisation of services.
- 6.8 The proposed changes afford the opportunity for existing day services to further develop the aspects of the services that are most in demand. The services would be empowered to work in partnership even more frequently which also gives service users more choice.

- 6.9 The day services could move towards the user driven market, which is the model of future social services.

Corporate / Citywide Implications:

- 6.10 The changes proposed should enable people with learning disabilities to be more active participants in the life, activities and facilities of Brighton & Hove.

7. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 7.1 Leaving day services as they are: This is not possible due to government guidelines and requirement to provide a more flexible and person-centred service that is less building based.
- 7.2 No longer providing staffed places at a day centre to people living in staffed accommodation: this would affect approximately 60 of our service users. The current recommendation encourages accommodation services to take a much more active role in the provision of day support while still providing service users with access to the knowledge, expertise and resources of the day services through the day options team.
- 7.3 Decommission day services: This would be a wholesale withdrawal of service and would put service users at great risk and is therefore not recommended.

8. REASONS FOR REPORT RECOMMENDATIONS

- 8.1 To ensure we are providing a personalised range of day options to people with learning disabilities in the city in line with national requirements that will fit with the personalisation of adult social care.

SUPPORTING DOCUMENTATION

Appendices:

1. Consultation Report

Documents In Members' Rooms: None

Background Documents

1. Learning Disability Day Services Review (Adult Social Care Committee Report 17th Sept 2007)
2. Valuing People White Paper 2001 & Valuing People Now.
3. Putting People First 2007
4. Having a Good Day - Social Care Institute for Excellence 2007.

**HOUSING CABINET
MEMBER MEETING**

Agenda Item 82

Brighton & Hove City Council

Consultation Report

Contents	Page
1 Purpose of document	1
2 Period Covered	2
3 Consultation Responses – Service Users.....	2
4 Consultation Findings – Service Users	2
5 Consultation Responses – staff, families and others	5
6 Consultation Findings – staff, families and others.....	6
7 Outcome of Consultation.....	8
8 Consultation Activities	9

1 Purpose of document

This report summarizes the outcomes from the formal consultation on the proposed changes to the council’s directly provided day services.

The proposal, as outlined in the original consultation plan, is to change the structure of the directly provided day services. There would then be two teams. The day support service would provide day support much as the day services currently do. The day options team would provide advice, guidance and co-ordination on day opportunities for all learning disabled people in the city.

To make this change feasible, residential services will be expected to provide more day support to their service users than they currently do. All service users will continue to receive the amount of support hours they are currently assessed as being eligible for. In some cases the source of the support may change.

2 Period Covered

The period covered by this report is the twelve weeks of formal consultation from 7th July through 28th September 2008.

3 Consultation Responses – Service Users

Several different approaches were used as part of the consultation with the people who use the day services.

The concept of a possible new structure is quite abstract and difficult for many of our service users to understand. We therefore asked support staff and facilitators to focus on what people do or do not like about their current service. We want to be sure that changes being proposed will lead to people getting more of what they want and less of what they don't like in their day opportunities.

- 3.1 Service users' individual responses were collected through discussion and comments books at day services. This was facilitated by day services staff. *(We gave extra time for service user consultation so results have not yet been collated).*
- 3.2 Service users' had speak-up groups facilitated by Interact, an independent advocacy organisation. There were five speak-up groups in total.
- 3.3 For those service users with complex needs who are not able to easily express their thoughts or participate in group discussions their person centred plans were audited by an independent person-centred planning worker from aMaze.

4 Consultation Findings – Service Users

- 4.1 Findings of the Individual and group responses from service users, facilitated by day service staff.

Easier to read information about the proposed changes was sent to the day services. The day service staff reviewed the information with service users and assisted them in submitting individual responses. 103 individual responses were received. The responses included posters, a DVD, photos, written information, information dictated to staff and staff recording of service users' responses to questions and to situations.

Staff were sensitive to the service users' level of understanding and also to their level of anxiety. This means that the responses vary greatly in content as well as in form. Therefore, if a respondent does not mention something it can not be assumed that they do not hold an opinion (for example 64% of respondents did not mention the day service staff but that does not mean the staff are unimportant to those 64%).

4.1.1 What people like about their day services:

83% of respondents told us what they like in their current day services, most of them listing more than one activity that they enjoy. The list of enjoyed activities is far too long to report here. **72%** told us about activities they enjoy that occur in the centre and **55%** told us about day service activities they enjoy in the community.

55% of respondents mentioned their friends or the social aspects of the day services. **37%** mentioned liking the staff. An additional **9%** mentioned the importance of familiar people which could refer to staff, friends or both.

21% mentioned liking the buildings or specific facilities within the buildings (most often sensory rooms and hoists)

4.1.2 What people said would make their day activities better:

16% of respondents expressed a desire for more community activities or more opportunities like art marketing, college or paid/unpaid work. Two wanted more activities in the centre. **12%** of people mentioned wanting a less noisy or less crowded service.

4.1.3 What people think of the proposed changes:

18% of respondents made reference to the possibility of dropping-in to day centres for sessions, rather than always attending for full days. Of those people **59%** were positive or neutral about the idea.

6% of respondents said they would like to have more time at home. **11%** of respondents said they would not want to spend more time at home with a further **18%** saying that being at home meant not going out much or being at home was boring. Because so many of the responses were anonymized it is not possible to know how many of those people are living in residential provision or how many are living with family or living in supported independence.

4.2 Findings of the five speak-up groups, involving approximately 70 service users, facilitated by Graham Lee of Interact: (the full report is available upon request).

4.2.1 Day Options Co-ordinators:

This concept was not initially understood by the majority of service users, even those who had received assistance from an existing co-ordinator tended to think of the person as a key worker. It was only when prompted about who assisted them with getting their job or activity did they connect them with the role of a co-ordinator.

When asked if they thought the idea of having people who knew a lot about an activity help them to get a job or new activity the majority of people responded positively. The following are some of the group's comments.

- *'Having experts to organise training is a good idea'*
- *'The experts will get me more things to do'*
- *'They could help me go out in the evenings'*
- *'There are not enough jobs – working is important'*

Although the response to the idea of co-ordinators was in the main positive there were a number of concerns raised by the service users which included,

- *'I need to know what is there to do and what it will cost'*
- *'I would miss my friends'*
- *'Who would help me with travelling'*

When the question about having co-ordinators was expanded into having more choices there were a whole range of positive responses and suggestions on what people wanted to do.

- *'I would like to be more independent and go out with friends for a coffee'*
- *'Can I do sport?'*
- *'I want to be able to go out in the evenings and go clubbing'*
- *'Can I still come to the centre?'*

4.2.2 Different ways of getting support:

When we started to look at where people lived there was genuine concern amongst a majority of the group participants around what would they do if they were stopped from coming to the centres. This concern was across all the centres.

With the exception of 3 people, all workshop participants wanted to be able to continue to access some form of day centre activity for at least some sessions.

People who live in staffed homes were concerned that their homes could not provide many of the activities that they currently do. They did not want to stay with their home staff all day.

There were however a small number of participants (6), who lived with family, who said that they would be quite happy staying at home.

There were a number of reasons given by the participants for wanting to attend some form of day centre, but the major issue was clearly that of socialisation and friendship. Some of the participants' comments follow below;

- *'I would miss all my friends if I did not come here'*
- *'I like it, I like meeting people – I learn many skills, I will miss it'*
- *'The best thing about a day centre is meeting friends – it's important'*
- *'Coming here makes me feel good. If I can't come, I won't feel good'*

There were a considerable number of similar comments all around the issues friendship and socialisation, which are quite clearly of considerable importance to the service users.

Even though the idea of having expert co-ordinators to help people increase their choices and access to non day centre day activities was welcomed by the majority, there were a number of reasons other than socialisation that were put forward by the service users for continuing to attend the day centres, which included the following;

- *'Games, sport, yoga, wouldn't do these things anywhere else'*
- *'Go swimming with the group, I would miss it if it wasn't on'*
- *'There would be chaos if there was no day centre'*
- *'College is good, work is good so is the centre'*
- *'I like to do some work, but I still want to go to the centre sometimes'*
- *'I would rather spend all day at the centre, than just dropping in for sessions'*
- *'I like the sensory room and learning Makaton with my friends'*
- *'It is better here than at my home'*
- *'I don't want to go to work or college; I love my day centre and like learning more things'*

- 4.3 Findings of the audit, done by Sue Winter of aMaze, of person centred plans of 37 people with complex support needs who attend Albany Villas, Belgrave, Connaught and Wellington House Day Centres: (the full report is available upon request).

4.3.1 What works for people?

The most important thing that was evident for every person attending all four centres was having consistency of experienced support staff who understand each person's individual communication and often complex health, physical and behaviour support needs and emotional support needs

A significantly important aspect of attending the four centres for the majority of people is the social aspect of being around people who they have established often long-term friendships with

Being offered choice and having people who understand how to communicate those choices and understand what choices people make

Being in a safe, supportive environment

Having very clear routines and structures with a variety of choices of activities

4.3.2 What doesn't work for people?

Being supported by staff who don't know how to communicate with them and who are unfamiliar with their support needs. Having people who they don't know and trust supporting them with personal care

Lack of structure and routines, being left alone or ignored

Not being offered choices

Being in an environment that may be unsafe or uncomfortable e.g. too hot, too noisy

5 Consultation Responses – staff, families and others

- 5.1 For carers and families of our service users we had four drop-in consultation sessions in which 32 people contributed to four group responses. We also sent out two separate briefings and a feedback form. We received 15 individual responses through feedback forms, phone calls and emails from families. That is a total of 47 participants out of the potential 150 families of our service users.

- 5.2 Staff received regular briefings, discussions during team meetings and a feedback form to encourage individual responses. We received 20 individual responses. We also received group responses from five staff teams from day services, two residential staff teams and one team of managers. Unison attended project team meetings during the consultation time frame.

All the day service staff teams submitted group input so every member of staff had the opportunity to be part of a response to the consultation.

- 5.3 Many other organisations and groups received regular briefings during the consultation. Also, the project team did presentations at meetings of the Learning Disability Providers' Forum and the Better Lives Steering Group of the Learning Disability Partnership Board.

We received responses from the Better Lives steering group, Carers Centre, and the Speak Out network Big Meeting. There was also a public consultation event on 8th September and input from the 14 attendees is included as a group response.

6 Consultation Findings – staff, families and others

The feedback received from stakeholders who are not service users fell broadly into distinct themes:

6.1 What people like about the current day services.

Many of the respondents told us what they consider to be the best parts of the current service. This helps us ensure that the proposed new structure continues to meet those needs. Of the 47 responses (individuals and groups) that said what they like best about the current day services these are the aspects of the current service mentioned most often:

- 54% mentioned trained experienced staff and the support and training they provide (55% of family responses and 29% of staff responses)
- 50% mentioned consistency, structure and a safe secure environment, or building bases
- 43% mentioned friends, social interactions, familiar social groups or being with familiar people
- 39% mentioned the variety of activities and options available to service users
- 13% mentioned access to the community
- 14% mentioned flexibility in the programme
- 14% mentioned respite, or time away from home

Also, a number of responses told us about improvements they would like to see, whether or not the proposed changes get approval. The most common improvement requested was smaller, quieter groupings of service users. People also asked for more opportunities such as time in the community, more communication with families and fewer changes (perhaps because there are a lot of consultations going on at the moment).

6.2 Responses to the idea of change:

The idea of making changes to the current day service structure met with many negative responses (**50%** of family responses and **65%** of staff responses). However, that seemed to relate mostly to the concept of change in general and to the process of change rather than the specifics of this proposal.

42% mentioned how difficult this change will be to implement or believed it might be more expensive than current services or might result in service users having fewer options or less support available to them.

Clarification from Project Team: the level of service provided to each individual is based on a social care assessment and that would not be affected by this proposal. It will be a challenging transition to move to a new structure but we are confident it can be done within current resources.

29% stated a belief that this change is being proposed in order to save money, reduce services, or close day centres.

15% had queries about self-directed support and how it would work in the future and what the impacts might be

14% believed service users might be supported by staff that are not as experienced, knowledgeable and familiar as the current day services staff or that under the new structure service users might experience less safety and security

Clarification from Project Team:

The current staff will still be providing day support to the majority of the current service users. Some service users, especially the ones that live in residential care homes, will receive more of their day support from their existing support services, such as home staff.

14% believed there might be less routine, structure, and consistency under the new idea while **7%** believed the new idea might have less flexibility than the current service. **9%** believed friends and peers might lose contact with each other

Clarification from Project Team: If changes are planned on an individual basis, service users should be able to plan their days in the way that suits them best and include the people they want to be with in whatever venue suits them best.

6.3 Responses to the specifics of the proposal

25% mentioned more options being available in a more individualised and flexible service which links to the Adult Social Care personalisation & re-ablement agendas.

A few respondents also mentioned reaching more people as the Day Options Team makes the knowledge and expertise of the day services more widely available. This links well with the council's move towards self-directed support options in the future.

21% believed that day support services and funding for those services might not be adequately monitored or inspected under the new structure.

14% mentioned that residential services would need more resources if they were to provide more day support.

9% mentioned how difficult it can be for people with learning disabilities to make informed choices. Several others stated that people with learning disabilities find change very difficult, which is true in many instances.

Clarification from Project Team: in the current structure service users are assisted to make choices and plan their activities. Our day services have many strategies for helping service users to make choices and adjust to changes. Those strategies will continue in the new structure.

7 Outcome of Consultation

As a result of the feedback we have received from the consultation we are recommending the following be incorporated into the implementation plan for the proposed changes:

7.1 Changes should be individual and phased.

A detailed implementation plan that makes changes in phases over the course of one to two years would be appropriate. Changes to support packages for the 60 individual service users who live in staffed accommodation should be decided on an individual basis.

7.2 Service users should have the options to access day service to some degree.

Changes should be planned on an individual basis according to the needs and preferences of the individual so they continue to access the activities most important to them. The Day Options Team will facilitate matching service users to the activities and opportunities that mean the most to them and this can include access to the day centres when appropriate.

7.3 Additional resources to enable residential services to provide more day support.

A budget virement would be required from in-house services to the community care budget to cover additional costs incurred for the 60 service users living in 24-hour residential care. This would be discussed with each residential provider, and for each of the affected service users, on an individual basis.

7.4 Monitoring services to ensure quality of day support.

The project team is working with the care management team to look for ways of providing robust and frequent monitoring of day support, especially for the 60 service users whose day support might be provided differently in the future. Care managers use person-centred plans as one tool to evaluate the effectiveness of support provision.

8 Consultation Activities

8.1 The following activities were used to ensure all stakeholders had the opportunity to contribute their feedback about the proposed changes to the day services.

Audience	How	When	Outputs
Users of in-house day services	Accessible briefing papers/posters to service users informing them of proposed changes and explaining consultation process. Comments books to record responses in any format suitable	End of August	Responses by phone, email or writing Staff assisted service users to feedback or service users fed back directly through comments books
	5 Speak Up groups run in the main day services for people who attend. These groups facilitated by someone who does not work directly in services.	End of Sept	Responses given in focus groups recorded and facilitator sends in a report
	Staff briefings with overview of recommendations and change process and timelines	June	Responses by phone, email or writing
	Individual feedback forms given to staff by managers for staff to send to project team	Sept	Feedback forms returned to Project team
	Discussions at staff meetings	Ongoing	Responses given are recorded and submitted by managers
Trade Unions	Briefing as above	Ongoing	Responses by phone, email or writing
	Invited to attend project team meetings once per month	Ongoing	Responses given are recorded
Families, relatives, and	Simple language briefing sent direct to families	July	Responses by phone, email or writing
	Series of questions to prompt responses		

Review of Learning Disability Day Services - Appendix 1

Audience	How	When	Outputs
carers of day service users	Articles/ information submitted to Carers Centre, Amaze and Network News newsletters	Aug	Responses by phone, email or writing, carers attending consultation sessions
	Four well advertised drop-in consultation sessions at different times and days.	July, Aug & Sept	Responses given are recorded
	Carers & Families also invited to 8 th September consultation session	Sept	Responses given are recorded
	Discussion at away day in June and at managers' meetings and in PDP meetings	June	Responses given are recorded
Managers of In-house Day Services	Project Team attended managers meeting in September	Ongoing	Responses given are recorded
	Mangers consultation meeting	Sept	Responses recorded
	Team meetings, CSMT meetings, briefings as above	Ongoing	Responses given are recorded
Care Management	Copies of briefings (staff, carers & service users) – ask them to share briefings as appropriate	July	Responses by phone, email or writing
Accommodation services	Through Advocacy organisation meetings (i.e. speak out, link group, Advooact, etc)	Ongoing	Responses given are recorded
	Accessible briefing paper sent to all providers	July	Responses by phone, email or writing
	Articles/ information submitted to Carers Centre, Amaze and Network News newsletters	Various	Responses by phone, email or writing
Other people with LD	Accessible briefing paper sent to all providers, including Carers Centre and amaze – asking them to share as appropriate	Ongoing	Responses by phone, email or writing

Audience	How	When	Outputs
Independent Day Services	Improving Day Services group attended August Better Lives group meeting for presentation and discussion Copies of briefings (staff, carers & service users) – ask them to share briefings as appropriate	Ongoing	Responses given are recorded
Other providers of services	Copies of briefings (staff, carers & service users) – ask them to share briefings as appropriate Presentation at LD Providers' Forum	July July	Responses by phone, email or writing Responses given are recorded
Council Finance Department	Meetings with Project Team Will contribute to final Cabinet Member report. Draft report to be emailed to finance Mike Bentley is on LD Project Board	October	Item in final report
Learning Disability Partnership Board	Briefing papers circulated Information session after the September meeting	Ongoing Sept	Responses by phone, email or writing Responses given are recorded
Better Lives Steering Group	Updated at meetings – Jackie is a member Presentation at August meeting	Ongoing	Responses given are recorded
Transitions, PCA, workforce sub groups	Updated at meetings – Naomi is a member of each	Ongoing	Responses given are recorded

