

Appendix 6 – Equality Impact Assessment

Equality Impact Assessment

Durham County Council – Altogether Better equality impact assessment form

NB: Equality impact assessment is a legal requirement for all strategies plans, functions, policies, procedures and services. We are also legally required to publish our assessments.

You can find help and prompts on completing the assessment in the guidance from page 7 onwards.

Section one: Description and initial screening

Section overview: this section provides an audit trail.	
Service/team or section: Commissioning Services – Adults Wellbeing & Health	
Lead Officer: Neil Jarvis	Start date: 22/11/11
Subject of the Impact Assessment: (please also include a brief description of the aims, outcomes, operational issues as appropriate) The purpose of this EIA is to assess the impact of the re-design of in-house day services, which will include the closure of some service venues and relocation of service delivery.	
<u>Background</u> Currently, AWH have a range of in house day services catering for service users across a number of specialisms, i.e. people with a learning disability, people with a physical disabilities / sensory impairment and older people. Services are currently delivered in a mix of venues, from large day centres on the outskirts of conurbations and industrial estates to smaller, ‘satellite’ or outreach schemes in more community based settings.	
Mental Health services have been subject to a separate piece of work, to move this provision to a ‘support and recovery’ model, and are therefore outside the scope of this project.	
It is proposed to close several existing venues and make alternative arrangements for service delivery. The specific buildings affected and alternative arrangements are:	
<ul style="list-style-type: none">• Closure of Stanley Day Centre with service users and staff moving to Louisa Centre• Closure of The Shinwell Centre with service users and staff moving to Peterlee Day Centre• Closure of Spennymoor Day Centre with service users and staff moving to Spennymoor Leisure Centre (new venue)• Closure of The Oaks Centre with service users and staff moving to Newton Aycliffe Leisure Centre (new venue).• Closure of Durham Centre with service users and staff moving to Abbey Day Centre	

The profile of in-house day services attendees for the affected centres is as follows (although many people attend only part of the week):

Stanley Day Centre and Louisa Centre

- **Age:** Under 30 years – 8 30-44 years – 10 45-59 years – 31 60 years & over – 30
- **Gender:** 40 males 39 females
- **Ethnic Group:** 1
- **Service user (SU) group:** Adults with a learning disability / physical disability / sensory impairment

Shinwell Centre and Peterlee Day Centre

- **Age:** Under 30 years – 19 30-44 years - 27 45-59 years – 40 60 years & over - 62
- **Gender:** 67 males 81 females
- **Ethnic Group:** 0
- **Service user (SU) group:** Adults with a learning disability / physical disability / sensory impairment

Spennymoor Day Centre

- **Age:** Under 30 years – 3 30-44 years – 5 45-59 years – 23 60 years & over - 42
- **Gender:** 41 males 32 females
- **Ethnic Group:** 1
- **Service user (SU) group:** Adults with a physical disability / sensory impairment

Oaks Centre

- **Age:** Under 30 years – 3 30-44 years – 19 45-59 years – 20 60 years & over – 6
- **Gender:** 25 males 23 females
- **Ethnic Group:** 0
- **Service user (SU) group:** Adults with a learning disability

Durham Centre and Abbey Day Centre

- **Age:** Under 30 years - 8 30-44 years - 37 45-59 years - 36 60 years & over - 26
- **Gender:** 49 males 58 females
- **Ethnic Group:** 0
- **Service user (SU) group:** Adults with a learning disability / physical disability / sensory impairment

Aim

The overall aim of the exercise is to ensure in house day services in County Durham represent best value for both the Council and the people who access the services.

Outcomes

The outcomes for the in house day services redesign are:

- To move service delivery venues to more inclusive, community based locations with associated increased opportunities for social interaction by service users
- To ensure that service delivery venues are fit for purpose and compliant with health and safety legislation
- To avoid substantial repair, maintenance and running costs associated with remaining in identified existing venues
- To raise standards and quality in in-house day services
- To contribute to overall Council targets for energy efficiency.

Operational issues

- Some in house services would move venues, because of a combination of buildings which are not fit for purpose and a desire to be more inclusive and community based.
- Transport arrangements for some service users would need to change and some service users would be travelling further to access their service.
- Some staff would be travelling further to get to work.
- Meals provision would be affected for some service users. In some existing venues meals are provided on site as part of the service, however new venues may not have this facility. However, service users attending would be able to access café facilities within the leisure centre buildings, bring a packed lunch or purchase food from local shops, which they would be closer to as a result of the moves. Microwave facilities would also be available for warming up food and food, including hot meals, could be ordered into services. This approach has already been successfully introduced in CDCS day services in parts of Derwentside.
- New venues may not be as immediately accessible to service users as the original venue and accessibility may need to be addressed as part of the redesign work.

- Although the new venues would meet Council standards for safety and security, security of the service users may be a concern, particularly for carers, if individuals move to community based services which are accessible to the public and therefore not perceived as being as 'safe' as the original provision.
- To ensure that, by transferring people to alternative provision, this would not put people at risk both now and in the future.
- Staffing compliments would be unaffected by this service redesign, though staff will continue to have the opportunity to express an interest in ER/VR, as per current council policy. A business case would be assessed for any applications.
- Service user groups have, in the past, accessed separate service delivery venues (e.g. people with a learning disability in Easington attend the Shinwell Centre while those with physical disabilities attend Peterlee Day Centre). This work would involve moving some such groups into the same building, creating an integrated service.

Next steps

- Following a consultation with service users and carers a report will be presented to DCC's Cabinet in September 2012. If a decision is made to move services we plan to have completed the moves by autumn 2013.

NB: EIA to be updated at appropriate intervals.

Who are the main stakeholders: General public / Employees / Elected Members / Partners/ Specific audiences/Other (please specify) –

- People currently in receipt of services
- Carers of people currently in receipt of services
- In House provider and its employees
- Representation to Elected Members
- Adult care staff
- Commissioning staff
- HR staff (for employee issues)
- Assets, Leisure Services, Direct Services and Design Services staff (for building issues)

Is a copy of the subject attached? Key findings of this EIA will be included in the Cabinet report.

If not, where could it be viewed?

Initial screening

Prompts to help you:

Who is affected by it? Who is intended to benefit and how? Could there be a different impact or outcome for some groups? Is it likely to affect relations between different communities or groups, for example if it is thought to favour one particular group or deny opportunities for others? Is there any specific targeted action to promote equality?

Is there an actual/potential negative or positive impact on specific groups within these headings?

Indicate :Y = Yes, N = No, ?=Unsure

Gender	Y	Disability	Y	Age	Y	Race/ ethnicity	Y	Religion or belief	Y	Sexual orientation	Y
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How will this support our commitment to promote equality and meet our legal responsibilities?

Reminder of our legal duties:

- Eliminating unlawful discrimination & harassment
- Promoting equality of opportunity
- Promoting good relations between people from different groups
- Promoting positive attitudes towards disabled people and taking account of someone's disability, even where that involves treating them more favourably than other people
- Involving people, particularly disabled people, in public life and decision making

If proposals go ahead there would be a need for some SUs to move from one service delivery location to another. Each service user affected would have an individual plan to identify their requirements relating to the changes, and a communication plan would be put in place to ensure service users and carers are kept fully up-to-date with the changes.

While it is not planned to bring in dedicated care management arrangements, moves would be handled by in-house staff sensitively and at an appropriate pace (service user transition). Advocates and care managers would be available to represent service user views as required. Care managers would be involved and aware of the moves and it is hoped to keep any changes to care plans and risk management plans to a minimum. Some individuals may not want to move and may wish to take a personal budget in order to make their own arrangements, or opt to move to an alternative provider.

Related to this a move in location could also potentially increase travelling time / costs. Though many service users will be eligible for transport assistance from DCC and would therefore be unaffected, some individuals may need to amend their transport arrangements. As new service venues will be close to existing provisions, with the maximum distance between new and old venues being approximately 1.8 miles (Oaks Centre

to Newton Aycliffe Leisure Centre), the effect on both service users and staff would be minimised.

The move to community based venues would lead to more opportunity for service users to access community facilities and improve social interaction. This would lead to better outcomes for users of the service and improve their wellbeing. For example, moving venues to a local leisure centres would allow service users to access fitness facilities, potentially improving health and wellbeing.

The move to community based venues would make users of the service more 'visible' in the local community.

The move to integrated services which are used by different groups of service users, while needing careful management, may have a positive effect in terms of promoting good relations between people from different groups (e.g. older people and people with learning disabilities).

What evidence do you have to support your findings?

This work potentially affects SU groups attending in house day services and staff employed within these services.

The project does not impact on the numbers of service users involved in the service, or staff teams, with the exception of those staff who choose to explore ER/VR opportunities. The positive impacts identified above will be available to all initially.

Consultation Update July 2012

- Responses were fairly evenly balanced with 44.4% responding as a day services user and 55.6% as a carer/family member on behalf of the service user.
- Three out of five (60.7%) of respondents with a physical disability were aged 65 or over.
- Respondents with a learning disability tended to be below the age of 65.
- Although respondents with learning and physical disabilities tended to be in different age groups, disabilities in general do not feature in any of the cross tabulations as a significant difference.
- Two out of five respondents attended Shinwell or Spennymoor day centres.
- Attitude to the proposal was fairly evenly split with 42.1% tending to agree with and 43.1% tending to disagree.

- Just over one in six respondents said that being somewhere safe was important in terms of the service they receive.
- 91.8% of respondents said that ensuring the service is safe would be most important when using the new integrated service.
- Almost a quarter of respondents thought that having a social worker or care co-coordinator would help make things easier throughout the proposed changes.
- Over a half of respondents felt that the proposed changes would have a major negative impact.

Some of the more significant differences in consultation responses in terms of protected characteristics are highlighted in section 2

Decision: Proceed to full impact assessment – Yes **Date: 23/11/11**

If you have answered ‘No’ you need to pass the completed form for approval & sign off.

Section two: Identifying impacts and evidence- Equality and Diversity

Section overview: this section identifies whether there are any impacts on equality/diversity/cohesion, what evidence is available to support the conclusion and what further action is needed.

	Identify the impact: does this increase differences or does it aim to reduce gaps for particular groups?	Explain your conclusion, including relevant evidence and consultation you have considered.	What further action is required? (Include in Sect. 3 action plan)
Gender	<p>It is not felt that this work would increase differences or reduce gaps. Service provision would be unaffected, except for the change in venues.</p> <p>Social workers and representational advocates (Durham CAB) will be available as part of the consultation process.</p>	<p>Service Users Gender: female = 233 male = 222 unknown = N/A (Total 455)</p> <p>Consultation respondents: Male 96 (42.1%) Female 132 (57.9%)</p> <p>Consultation results revealed that:</p> <ul style="list-style-type: none"> • 71.3% of male respondents felt the skills and knowledge of staff as one of 	<p>1. Consultation will be as accessible as possible and responses equality monitored for analysis and update of EIA</p> <p>If proposal goes ahead:</p> <p>2. Each affected service user will have an individual plan to identify their requirements highlighting any needs in relation to protected characteristics. Changes will be monitored post</p>

		<p>the four most important things about the current service they receive compared to 56.5% of female respondents, also; 47.9% of male respondents rated the importance of the activities available compared to 32.8% female respondents</p> <ul style="list-style-type: none"> 82.6% of female respondents said that one of the most important things the council could do to make things easier in any new integrated service was to ensure people have their say compared to 60.4% of male respondents. 	implementation
<p>Age</p>	<p>It is not felt that this work would increase differences or reduce gaps. Service provision would be unaffected, except for the change in venues.</p> <p>Many carers of those attending the services are classed as older carers. The views of carers are being sought as part of the consultation process.</p> <p>Social workers and representational advocates (Durham CAB) will be available as part of the consultation process.</p>	<p>Service Users Age: Under 30 - 41 30 to 44 - 98 45 to 59 - 150 60+ = 166 (total 455)</p> <p>Consultation respondents: Under 50: 84 (36.8%) 50-64: 85 (37.3%) 65+: 59 (25.9%)</p> <p>Consultation results revealed that:</p> <ul style="list-style-type: none"> 83.1% of respondents under 50 years felt that of the four most important things about the current service they receive it is being somewhere safe compared to 70.2% of 50-64 and 58.6% of 65+ 	<p>As 1 and 2 above</p> <p>3. Communication plans and transitional arrangements will need to take the needs of older carers into account.</p>

		<ul style="list-style-type: none"> • 97.5% of respondents under 50 years felt that one of the most important aspects of any new integrated service is to ensure the service is safe compared to 90.2% of 50-64 and 84.9% of 65+. • 97.5% of respondents under 50 years felt that one of the most important aspects of any new integrated service is meeting their needs compared to 82.9% of 50-64 and 76.8% of 65+ • 60.8% of respondents under 50 years felt that one of the most important aspects of any new integrated is getting to know a new building & staff compared to 53.2% of 50-64 and 36% of 65+ 	
<p>Disability</p>	<p>All service users have a disability and impact of change would vary for people depending on circumstance and disability. For example people with a learning disability may find a change such as re-location of services more difficult.</p> <p>The move to integrated services may cause some anxiety for service users and carers.</p> <p>Accessibility and security in new service delivery venues may be a concern for some service users</p>	<p>SU group: Learning disability = 220 Older persons / physical & sensory frailty and disability = 235 unknown = N/A (total 455)</p> <p>Consultation respondents: Learning Disability: 106 (47.3%) Physical Disability: 118 (52.7%)</p> <p>Consultation results revealed that:</p> <ul style="list-style-type: none"> • 60.7% of respondents with a physical disability under age 50 said that one of the most important things the council could do to make things easier in any 	<p>As 1 and 2 above</p> <p>If proposal goes ahead:</p> <ol style="list-style-type: none"> 4. Transition arrangements in particular would be carefully and sensitively planned to mitigate issues around transport, change of venues or integration of services – e.g. phased introductions, new venue visits etc. 5. Advocates will be made

	<p>and, in particular, carers.</p> <p>Some carers may see the issue of service user safety as a concern in the new venues.</p> <p>Some service users may see an increase in travel time / cost as a result of the change in venues, though this would be limited.</p> <p>Alternative formats are available as part of the consultation process.</p> <p>Social workers and representational advocates (Durham CAB) will be available as part of the consultation process.</p>	<p>new integrated service was to ensure people have their say compared to 45.8% to those aged 50-64, and 55% of those aged 65+ with a physical disability</p> <ul style="list-style-type: none"> • 39.3% of respondents with a learning disability under the age of 50 said that one of the most important things the council could do to make things easier in any new integrated service was to ensure people have their say compared to 54.2% to those aged 50-64, and 45% of those aged 65+ with a learning disability 	<p>available for service users who require them.</p> <ol style="list-style-type: none"> 6. Security and accessibility issues would be considered as part of the change process. Any remedial works / extra support would be put in place for individuals. 7. With all new venues, appropriate security and safety practices would be introduced, with involvement of all stakeholders to ensure any fears and concerns are addressed. 8. Transport impacts would be minimised by the move of services being to venues close to existing provision in all cases (within approximately 1.8 miles maximum).
<p>Race/Ethnicity</p>	<p>Services are available to anyone who meets FACS eligibility criteria, regardless of their known or perceived race / ethnicity.</p> <p>There are no day services commissioned specific to BME groups. However, individual</p>	<p>Service Users Ethnic Group: white British = 453 white English = white Irish = white other background = Pakistani = mixed race Asian = mixed race African =</p>	<p>As 1 and 2 above</p>

	<p>needs in this area are considered through established care planning outcome work, and any changes identified would not disproportionately affect this group.</p> <p>Social workers and representational advocates (Durham CAB) will be available as part of the consultation process.</p>	<p>Indian = black African = any other ethnic group = unknown = 2 (total 455)</p>	
<p>Religion or belief</p>	<p>Services are available to anyone who meets FACS eligibility criteria, regardless of their known or perceived religion / belief.</p> <p>Individual needs in this area are considered through established care planning outcome work and any changes identified will not disproportionately affect this group.</p> <p>New service venues would need to have provision for any service users, current or future, who have needs in relation to religion or belief – e.g. a private area for prayer etc.</p> <p>It is not felt that this work would</p>	<p>Insufficient data recorded in terms of religion and belief to fully analyse impact.</p>	<p>As 1 and 2 above</p> <p>If proposal goes ahead: 9. In house provider would ensure that new service delivery venues have suitable arrangements for any religious needs to be observed. To be considered as part of change process.</p>

	<p>increase differences or reduce gaps.</p> <p>Social workers and representational advocates (Durham CAB) will be available as part of the consultation process.</p>		
Sexual orientation	<p>Services are available to anyone who meets FACS eligibility criteria, regardless of their known or perceived sexual orientation. It is not felt that this work would increase differences or reduce gaps in respect of sexual orientation.</p> <p>Social workers and representational advocates (Durham CAB) will be available as part of the consultation process.</p>	Data on sexual orientation is not currently collected.	As 1 and 2 above

How will this promote positive relationships between different communities?

This redesign exercise would ensure in house day services for County Durham represent best value for the people who access such services across the county. The process would ensure a smooth transition to new service provision where necessary.

The move towards community based venues would mean that service users have access to the best possible services and opportunities available across the county. Increased community integration would reduce social isolation.

Positive relations between different service user groups would be promoted by the move to integrated services.

Section three: Review and Conclusion

Summary: please provide a brief overview, including impact, changes, improvements and any gaps in evidence.

A high proportion of service user's currently attending day care have a disability and this would have an impact in terms of possible changes in provision which will vary for different people depending on their individual circumstance and disability. Individual plans relating to service venue moves would identify needs and transition arrangements to mitigate any negative impact.

Moves would be handled in a sensitive way and service users and carers would be given time to adjust to the changes.

Extra resource in terms of care management staff, advocacy etc would be available to assist those affected.

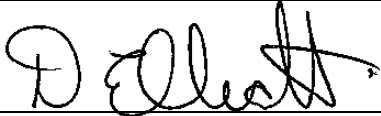
This EIA would be revisited and added to, in order to account for further developments.

A consultation process has been carried out, and feedback from this process is included in the report to Cabinet. A full consultation report will be submitted to Cabinet along with the main report.

Consultation Update:

The consultation process has shaped the proposals in the following ways:

- Planned transition arrangements have been strengthened following feedback. If Cabinet agree to proposals, the process of integrating individual services will be expedited, for example service user visits to new centres, joint activities with centres that are coming together etc. This will aid transitions for individuals.
- Safety and security planning for potential new services, particularly those which would be situated in Leisure Centres, has been re-examined. If proposals are approved, CDCS would put extra emphasis both on physical plans and on organisational procedures to ensure that service users are, and feel, safe and secure when accessing their services.
- It has been recognised that service users and carers feel strongly that they should have a say in the re-shaping of services, if proposals are approved. This would be reinforced through an increased presence for service user and carer representatives in logistical planning, and the setting up of groups through which individuals could input into the work.
- Consultation has taken place with officers responsible for social work teams, to reiterate the importance service users and carers have attached to having social work liaison available should proposals be accepted. Social work teams would ensure that service users and carers had a point of contact to discuss the changes with and would be able to assist with any concerns which may arise.

Action to be taken	Officer responsible	Target Date	In which plan will this action appear
Consultation will be as accessible as possible and responses equality monitored for analysis and update of EIA. Other formats and /or languages will be available on request.	Neil Jarvis	May/June 2012 Completed	
Individual plans relating to the change in service delivery venues	Adult care / CDC&S Staff	TBC following Cabinet consideration	
Transition arrangements	Les Shaw / Karen Vasey	TBC following Cabinet consideration	
When will this assessment be reviewed?	Date: TBC after report process		
Are there any additional assessments that need to be undertaken in relation to this assessment?	Decommissioning risk assessment – TBC following Cabinet consideration.		
Lead officer - sign off: 			Date: 22 nd August 2012
Service equality representative - sign off:			Date:

Please email your completed Impact Assessment to the Equality team - equalities@durham.gov.uk.

Proposed changes to County Durham Care and Support Day Services.

Consultation: 17 May – 29 June 2012

Background

For a variety of reasons, fewer people are using day care than ever before. Between 1 April 2010 and 1 April 2012, the number of service users receiving a day service fell by 25.8%. This change in demand has affected day care in both the independent sector and County Durham Care and Support (CDCS). CDCS is the service which is run by Durham County Council. This consultation is only about proposed changes to the CDCS day services.

A recent evaluation of CDCS day services has highlighted:

- There are spare places in several services, in particular the larger day centre buildings. Current attendance in these centres compared to the places we have available shows an average usage of below 50% in five of the ten large centres. Capacity takes into consideration a number of factors including space, toilet and hand washing facilities. Some of our centres could increase their places should it be needed.
- There is a need for more community based services to be developed, as several current CDCS venues are isolated because they are situated away from town centres. Community based venues would allow CDCS to improve their services by giving service users better access to local services such as leisure services and shops. This would enable increased opportunities and choice over what people can do while attending their day centre.
- The Council has maintained its buildings, but recent detailed independent surveys have estimated that £4.69million would need to be spent over the next 10 years in order to address repairs and maintenance and improve the buildings. ‘Priority works’, such as re-roofing, renewal of floor surfaces and replacement of windows, need to be done over the next 4 years at a cost of £2.76million. At a time of very significant financial pressures these costs are difficult for the Council to meet. It is also important to remember that making the buildings acceptable would not guarantee they would be used more and would not address the issue of proximity to community facilities.

Plans for the future

There are ways to tackle the problem of under use and to reduce the amount of money we need to spend on building improvement. We would need to close some buildings and combine services so that the buildings we move into are better used. We have looked carefully at all our buildings and the ones we are considering closing have high potential repair/maintenance costs and/or are not community based.

The buildings which service users and staff would move to are either another current CDCS day service or a new, more community based venue.

The work we are considering would be carried out as follows

- Shinwell Centre closes and service transfers to Peterlee Day Centre.
- Stanley Day Centre closes and service transfers to Louisa Centre.
- Durham Centre closes and service transfers to Abbey Day Centre.
- Spennymoor Day Centre closes and service transfers to Spennymoor Leisure Centre.
- Oaks Centre closes and service transfers to Newton Aycliffe Leisure Centre.

We would plan the moves with service users and staff. There would be building work to be completed before moves could be made. For example, care/changing facilities would be developed in some new community based venues. We have ensured that the new buildings would have sufficient space to accommodate everyone. Many of them could be further adapted to expand their capacity if needed.

What would this mean for service users?

No-one's care package would change because of a building move. Most moves would involve very short distances, for example approximately 1.5 miles for Durham Centre service users moving to Abbey Day Centre. Service users who are eligible would continue to receive transport.

New services would be integrated, providing facilities for a mix of client groups. For example, older people and those with physical disabilities would share a building with individuals with a learning disability. In the past, groups have mainly used separate buildings. All the moves involve combining services in the new buildings.

Though this means that centres would be busier than they are now, CDCS would work to make sure that the quality of services remains high for everyone attending. Activities which are available at the moment would still be provided, even if the joining of services may mean that this would have to be done in slightly different ways.

Some of the current day centres provide meals to service users and such arrangements may change in some cases. While the new services in Peterlee Day Centre and Abbey Day Centre would still provide meals, those in Louisa Centre, Spennymoor Leisure Centre and Newton Aycliffe Leisure Centre would not have meals facilities. In these services, the people attending would be able to access café facilities within the leisure centre buildings, bring a packed lunch or purchase food from local shops, which they would be closer to as a result of the moves. Microwave facilities will also be available for warming up food. This approach has already been successfully introduced in CDCS day services in parts of Derwentside.

Careful transition and planning arrangements would be put in place with support from care management staff and advocates. CDCS staff are very experienced and would use their knowledge to manage the transition and remain sensitive to the needs of the people they support.

Individuals would be able to decide how much they mix with other users of the service, just as they do now. Quiet areas would remain available for individuals or groups to spend time away from other activities going on in the centre. It is expected that adequate space would still be available, even if services come together, to make sure that privacy would be maintained and people's enjoyment of the service would not be affected by the changes.

Next steps

Following the consultation, a report will be presented to Durham County Council's Cabinet in September 2012. If a decision is made to move services we plan to have completed the moves by autumn 2013.

We believe that these moves are necessary to improve the use of services and to make them more efficient. We recognise that people will be worried and we will work with service users and their carers to address their concerns. We will continue to monitor day services to ensure they remain fit for purpose within the resources available. If this monitoring resulted in any further changes being proposed in the future, we would write to you about this and you would again be able to give your views through consultation.

How can I let you know my views?

You will need to complete the attached questionnaire and return in the enclosed pre- paid envelope to:

Commissioning Services Team
Durham County Council
Adults Wellbeing and Health
County Hall
Durham
DH1 1BR.

Please note that all comments made within the questionnaire will be carefully considered as part of the consultation process but, if you want to follow up points you make in the questionnaire, you will need to raise them separately with your social worker or care co-ordinator, or by contacting the Commissioning Team on the telephone number below.

Your family and friends, the people you live with or an advocate may be able to help you to complete the questionnaire. We also intend to visit day centres during the consultation period to help people to fill in the questionnaires.

If you need to speak to somebody about this consultation, please contact your social worker or care co-ordinator. If you do not know the name of your social worker please contact the Commissioning Team on 0191 3725590 who will put you in touch with an advocate.

Glossary of terms

Independent Sector	Services which are bought by the Council from external providers rather than provided by the Council itself. Independent sector providers are usually private, charity or voluntary organisations.
Priority Works	Building works are assessed as requiring completion over different timescales. Priority works are those which are classed as requiring completion within the next two years, as well as two thirds of those required in the next five years.
Cabinet	Made up of the Council's leader and nine other Councillors, each with their own portfolio of responsibility (such as Adult Services, for example). Cabinet makes strategic and countywide decisions in line with the Council's constitution.
Integrated	In day services, integrated services means that groups of people would mix where they have usually received their services in different buildings in the past. For example, older people or those with a physical disability would share a building with those with a learning disability.
Inclusive	In day services, inclusive means that services would be more community based, and people attending services would have increased choice over the things they want to do, including accessing community services if they so wish.

Questionnaire



Proposed changes to County Durham Care and Support Day Services

1. How are you responding to this consultation?

- As a day services user
(Please go to Question 3)

- As a carer / family member on behalf of a service user
(Please go to Question 2)

2. If you are responding to this questionnaire on behalf of a service user, we want you to reflect the views of the person you care for when answering the questions below. If, as a carer or family member, you have additional information, separate to the answers you have given below, which you want us to consider, please tell us about this in the space below.

3. Which day service are your answers about?

- Spennymoor Day Centre
- Stanley Day Centre
- Durham Centre
- Shinwell Centre
- Oaks Centre
- Peterlee Day Centre (including McNally Group)
- Abbey Day Centre
- Louisa Centre
- Other (please specify)

4. The Council proposes to develop day services for older people and people with disabilities in a more inclusive way. This will be achieved through greater use of community based buildings, such as leisure centres, instead of using resources on existing buildings. Do you agree or disagree with this proposal?

- | | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree | Tend to agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(Please see the glossary in the enclosed summary document for an explanation of what we mean by the term 'inclusive')

5. Can you suggest other ways that the Council could make day service venues more effective while providing good quality services?

6. From the following list please tick the four things that are most important to you about the service you receive. There is also a space provided for you to add comments on other parts of the service that are important to you.

(Please tick four only)

- Skills & knowledge of staff
- Using a service that I trust
- Being somewhere safe
- Activities available, including community opportunities
- Facilities available, including in the local community
- Meals being available at the centre I attend
- Close to where I live
- Easy access to the service
- Being with friends
- Other (please specify)

7. If the Council decides to make the proposed changes, which of the following things would be the most important to you when using the new, integrated service. Where relevant please rate these on a scale of 1 – 5 with 1 being the least important and 5 being the most important (tick one box per row).

(Please see the glossary in the summary document for an explanation of what we mean by an ‘integrated service’)

	Least Important		Most Important		
	1	2	3	4	5
• Ensuring the service is safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Meeting my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Getting to know a new building and staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Mixing with new people, including those with different disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Building confidence in attending a more integrated service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Travel and transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Having the right building facilities and environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• New experiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Using a Personal Budget to do something different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If the Council decides to make the proposed changes, what could Durham County Council do to help make things easier for you? (please tick as many boxes as you wish).

- Share clear plans and timescales for decisions
- Provide regular reassurance
- Ensure you have a say in the service you use
- Use a Personal Budget to meet your care and support needs in a different way
- Have a social worker or care co-ordinator available to talk to you about services and options
- Other (please specify)

9. If the Council decides to make the proposed changes to County Durham Care and Support Day Services (as described in the enclosed summary), what would the impact be on you?

- | | | | | | |
|-----------------------------|-----------------------------|--------------------------|-----------------------------|-----------------------------|--------------------------|
| Major
Negative
Impact | Minor
Negative
Impact | No
Impact | Minor
Positive
Impact | Major
Positive
Impact | Don't
know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any additional information, comments or concerns in the space below. All comments made will be carefully considered as part of the consultation process but please note that any individual dialogue cannot be entered into through the consultation (continue over the page if you need to).

Please remember to return this questionnaire no later than 29th June 2012.