

Appendix 1.

Adult Care, Housing and Public Health

Report: Consultation outcome and findings - Day opportunities for people with high support needs

Author: Julie Moore – Head of Service, Provider Services

Date of report: 6th May 2022

1. Introduction

On 20th December 2021, cabinet approved a 90-day consultation exercise to establish the views and needs of users of the REACH Day Service, their families, and carers and younger people preparing for adulthood, regarding a new day opportunities service offer for people with high support needs in Rotherham.

This consultation was a very important and exciting part of the council's plan to transform learning disability services across the borough.

The consultation commenced on 31 January 2022 and ended on 30 April 2022.

2. Methodology

- Online consultation questionnaire**

A online consultation ran for the full duration of the consultation and could be found on RMBC website. The access details were widely publicised. Paper version also available.

The following Library and Neighbourhood Hubs provided help to complete online forms and displayed information about the consultation:

Library	Telephone	Address
Riverside	01709 336774	Riverside House, Main Street, Rotherham, S60 1AE
Aston	01709 254134	Worksop Road, Swallownest, Sheffield, S26 4WD
Brinsworth Community	01709 255050	Field View, Brinsworth, Rotherham, S60 5DG
Dinnington	01709 334426	Laughton Road, Dinnington, Sheffield, S25 2PP
Greasbrough Community	01709 551477	Coach Road, Greasbrough, Rotherham, S61 4PU
Kimberworth	01709 558581	Church Street, Kimberworth, Rotherham, S61 1HA
Kiveton Park	01909 771823	Wales Road, Kiveton Park, Sheffield S26 6RB
Maltby Community	01709 334772	Braithwell Road, Maltby, Rotherham, S66 8JE
Mowbray Gardens Community	01709 370038	Herringthorpe Valley Road, Rotherham, S65 2UH
Rawmarsh	01709 255682	Barbers Avenue, Rotherham, S62 6AA
Swinton	01709 254615	Station Street, Swinton, Mexborough, S64 8PZ
Thorpe Hesley	0114 2457027	Trinity Community Centre, Sough Hall Avenue, Thorpe Hesley, Rotherham, S61 2QJ
Thurcroft	01709 546150	School Road, Thurcroft, Rotherham, S66 9DE
Wath	01709 873542	Montgomery Square, Wath, Rotherham, S63 7RZ
Wickersley	01709 544134	286 Bawtry Road, Wickersley, Rotherham, S66 1JJ

- A series of formal public consultation meetings** were conducted and feedback gathered from Carers, Relatives and People with Learning Disabilities:

Date	Time	Where
15 February 2022	5pm – 7pm	The Gallery at Riverside House
22 February 2022	3pm – 5pm	The Gallery at Riverside House
16 March 2022	11am – 1pm	The Gallery at Riverside House
17 March 2022	5pm – 7pm	The Gallery at Riverside House
23 March 2022	9am – 12noon	The Gallery at Riverside House

- **A series of drop-in sessions** were attended across the borough by Carers, Relatives and People with Learning Disabilities:

Date	Time	Where
21 February 2022	9am – 12noon	Greasbrough Community Library
25 February 2022	3pm – 5pm	Mowbray Gardens Community Library
28 February 2022	12noon – 3pm	Maltby Community Library
3 March 2022	9am – 12noon	Mowbray Gardens Community Library
7 March 2022	1pm – 4pm	Maltby Community Library
10 March 2022	1pm – 4pm	Mowbray Gardens Community Library

In addition the following drop in sessions were also arranged:

Date	Time	Where
25 April 2022	1.30pm – 3.30pm	Aston Joint Service Centre 42-48 Worksop Road Swallownest Sheffield S26 4WD
26 April 2022	10am – 12noon	Dinnington Resource Centre 131 Laughton Road Dinnington Sheffield S25 2PP
27 April 2022	5pm – 7pm	The Centre, Brinsworth Brinsworth Lane Brinsworth Rotherham S60 5BU
28 April 2022	9am – 11am	Wath Community Library Montgomery Square Wath Rotherham S63 7RZ

- **Home visits**
The Head of Provider Services has also made a number of personal visits to Carers and Relatives to discuss the Consultation and gather further feedback.
- **Engagement activity**

Individual letters were sent to those attending REACH Day Services along with their Carers and Relatives regarding the 90 Day Consultation and means of engaging in the process.

Engagement Sessions/Workshops have been planned at REACH Day Services as a follow-up to the consultation.

The Head of Provider Services held a dedicated meeting with all REACH staff on 26/01/2022 to go through the consultation pack, slides and all aspects of the consultation to ensure staff had a clear understanding to enable them to support and explain to service users. A supply of consultation packs was also left at REACH premises on the same day.

Emails were sent and conversations had with over fifty social enterprises, network organisations, forums and groups across the borough, with follow-up offers to attend meetings to discuss the consultation proposals further. Some networks have taken up this offer and sessions arranged shaped around feedback from groups leads as to what would work best for each group.

CYPS Directorate have circulated information about the consultation to try and engage with young people, particularly those transitioning to Adult Care. This has included:

- Education Service colleagues (via CYPS)
- Providers (via Commissioning)

Ongoing Advocacy support was provided throughout all stages and methods of the consultation.

A dedicated engagement session with council members was held on 11th April 2022.

- **Communication**

Communication has been wide-ranging, including:

- Press releases
- Consultation packs
- Rotherham website information
- Internal to Council – Monday Roundup, Chief Executive Update, Member Briefings, Rotherham Round-up, VAR Email Bulletin, etc
- Cross-Directorate
- Cross-Council
- Social media used including FaceBook and Twitter
- Advertiser articles

NEW CONSULTATION AIMS TO TRANSFORM LEARNING DISABILITY DAY OPPORTUNITIES

Rotherham Council has today launched a major new consultation as part of its plan to build a new in-house day service for people with learning disabilities, replacing the centre known as REACH.

Published: 31st January 2022

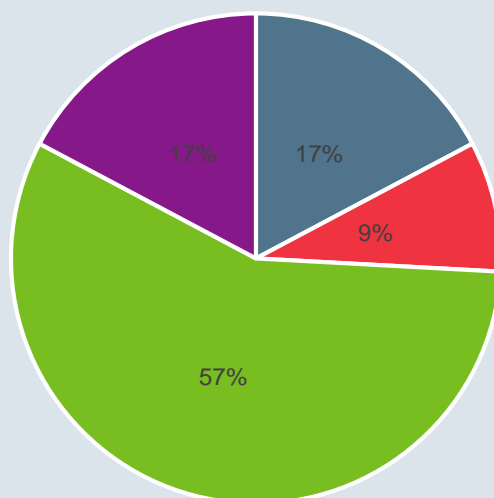


3. Participation

Online Survey Engagement:

Number of Survey Participants (31st January – 30th April): **58 Participants**

Who has Completed the Survey?



- Current Day Service Users
- Possible Future Day Service Users
- Carers
- Other

Age Breakdown of Participants:

14-17	2
18-21	0
22-29	11
30-39	11
40-49	14
50-59	14
60-70	6
Over 70	0

Geographical Distribution of Participants:

S13	1
S25	6
S26	4

S60	11
S61	2
S62	8
S63	4
S64	1
S65	6
S66	11
S73	0
S80	2
Other	2

Attendees at public meetings: 21

Attendees at drop in sessions: 21

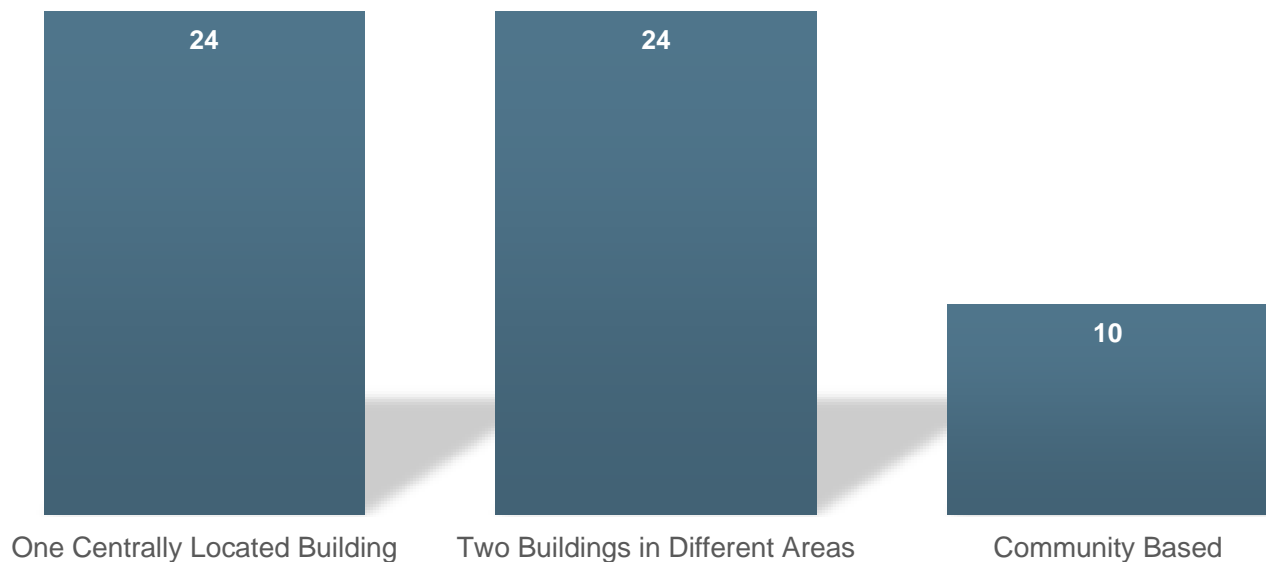
People receiving home visits: 5

Reach staff: 42

Social enterprises, network organisations, forums and groups:50

4. Consultation Findings

Where Should The New Building Be Based?



Open Responses:

1. Person who currently uses day services favouring a community-based service – “The council’s agenda is to strengthen local communities. To build local communities. So why not use

parish halls? Put changing places bathroom in all parish halls and let people with learning disabilities meet in their local area. Integrate the rest of the public with those with learning disabilities. Stop doing groups for one demographic area. Mix people together and build stronger communities”.

2. Learning Disability Community Nurse favouring 2 buildings – “You can interlink the 2 with different aspects to the Service. Could actually do with more than 2”.

3. Carer favouring 1 building – “More space for wheelchair access and changing places toilet/facilities. A smaller building may not offer this sufficiently”.

4. Support Worker favouring 1 building – “The people who will use the service would prefer a set routine in their day-to-day lifestyle. 1 service would support their routine, so they know where and what their day is going to consist of. This will also support with building relationships by seeing the same staff support and their friends on a day-to-day basis”.

5. Resident favouring 1 building – “Transport needs to be provided for all service users”.

6. Carer favouring 1 building – “More likely to have facilities needed for all, as not doing it twice, would also need to think about transport needs”.

7. Carer favouring a community-based service – “Near peoples home know their local community smaller groups work better”.

8. Carer favouring 1 building – “I think it would be better for one building, because everybody could mix. if there was a shortage of staff it would be easier to manage in one building”.

9. Carer favouring 2 buildings – “All services are in Rotherham or miles away there needs to be something over this side of Rotherham S25. We have to travel miles and spend a long time on transport which isn't acceptable”.

10. Person who currently uses day services favouring 1 building – “Make it fair with regards to travelling”.

11. Carer favouring a community-based service – “In order for the service to be person centred it has to be provided on an individual and local level. It is not appropriate to have one building which is geographically central but not necessarily central to the people who need it. There has also been a tendency in the past for this to not have sufficient staff and for a general rather than personalised service be provided which in the end doesn't fully meet the needs of anyone. This is especially for those who have a sensory processing disorder and can find it impossible to access services where a large number of people are attending. I think the same would be true for 2 spaces. Money should be spent on staff working with individuals and not a building”.

12. Person who currently uses day services favouring 2 buildings – “Why a new one? What will happen with old ones? Who will decide who gets a service or not”?

13. Person who currently uses day services favouring 2 buildings – “You can support and offer different things I.e. have one unit to support adults with PMLD, non-mobile etc and other unit for adults with SLD to MLD who may have behaviour issues and may need opportunities to volunteer or work”.

14. Person who currently uses day services favouring a community-based service – “I think you should use all the parish halls the town already has. This will mean you are allowing people the opportunity of activities in their local communities”.

15. **Carer favouring 2 buildings** – *“Rotherham is a widespread area so 2 different locations would cut down on transport time”.*

16. **Former LD Support Worker favouring 2 buildings** – *“Easier access for people if there are two sites. Building bases will enable facilities to be available which may not be otherwise available in the community already”.*

17. **Person who currently uses day services favouring 1 building** – *“Perhaps 1 large centre then more programmed events in the community Eg centrally run, 10 pin bowling, Pub lunch, Clifton Park meets in summer”.*

18. **Carer favouring 1 building** – *“Better to be a familiar purpose-built building with good public transport links for access”.*

19. **Person who might use day services in the future favouring 2 buildings** – *“A new building would be fantastic and give people a lovely place to spend time, it would have great facilities and because it's new would give people confidence and status they are valued. A new building could incorporate services to integrate into the community for example a coffee shop / meeting place for everyone. A new building could accommodate a service or mini services to offer support to people with a moderate learning disability for example an advice shop for benefits/ housing/ tenancy issues/ safeguarding”.*

20. **Carer favouring 2 buildings** – *“RMBC covers a wide area, so two buildings would enable greater local access....and increase community involvement and feeling of ownership. Transport journeys could be reduced as the buildings could be within easy walking distance”!*

21. **Person who might use day services in the future favouring 2 buildings** – *“Having two smaller buildings based in either centralised around Clifton/East Herringthorpe/East Dene/Eastwood/Thrybergh/Rawmarsh area and then the other to be based in the south of Rotherham around Dinnington/Aston/Thurcroft/Kiveton Park so that people it is accessible to all across the borough. Not having a dedicated building would mean groups are reliant on the availability of other spaces and that may be subject to change. This makes it inaccessible to a lot of disabled people with high support needs, and the uncertainty of location makes it inaccessible to the Autistic community, like myself”.*

22. **Carer favouring 1 building** – *“My Place in Rotherham is already well known to a large group or people with learning disabilities. It is already multi-functional, has a fully fitted commercial kitchen suitable for making snacks or meals, has several rooms available at ground level to do all sorts of subjects. It may need some alterations to incorporate a wet room but there is nowhere in the centre or close to Rotherham town centre that would be accessible for service users. A single building would be better for people with disabilities across the board because they would associate going to the building with a certain set of assumptions / values and activities and a sense of belonging which they wouldn't get from separate buildings or having no buildings at all. You ought to be considering ALL of the people with Learning Disabilities, not concentrating on just people who are able to work. Since the country started to open up again, the Learning Disability community in Rotherham has been largely ignored and forgotten with NO facilities whatsoever being open to them, be it work or leisure. Courses that used to be available at the Unity Centre or My Place have just ceased to exist”.*

23. **Person who currently uses day services favouring 2 buildings** – *“I like having the sites separate as I am with people who are of the same ability, and we are able to do similar activities together, I wouldn't like on big building as there would be more people there so it would be noisy, and I would get anxious”.*

24. **Person who currently uses day services favouring 2 buildings** – *“This works well without the need to travel into a busy congested town centre”.*

25. **Carer favouring 1 building** - *“More activities all in one place, would be seen as more of a day out. People will be more familiar and probably more likely to build and maintain meaningful relationships”.*

26. **Carer favouring a community-based service** – *“Poor disabled transport. Also saying in the community will help to gain friendship for service users and parents/carers”.*

27. **SEND College Teacher favouring 1 building** – *“Transportation is easier to and from one site, as opposed to accessing different facilities at more than one location”.*

28. **Person who works for Speakup self-advocacy favouring a community-based service** – *“Co-production needs to happen to agree/disagree and design something else which is fully co-produced from scratch”.*

29. **Person who might use day services in the future favouring 1 building** – *“Need to be all in the same place. So don't have to travel around and spend money to get to different areas”.*

30. **Carer favouring 2 buildings** – *“Smaller but multiple buildings will offer more flexibility to match service users to attend”.*

31. **Carer favouring 1 building** – *“High risk/vulnerable people need a safe base”.*

32. **Carer favouring 1 building** – *“Needs to have facilities for PMLD”.*

33. **Support Worker from an LD Care Home favouring a community-based service** – *“Choice of centres around the borough - not just 1 or 2 as some people with learning disabilities have difficulty travelling. Please don't have one centre that is only accessible to the few and not the many”.*

Key Themes

Prominent comments re One Centrally Located Building:

- Familiarity/Routine
- Safer base
- More space for one larger building to meet a wide range of needs and provide greater building accessibility
- Wider range of activities in one larger building

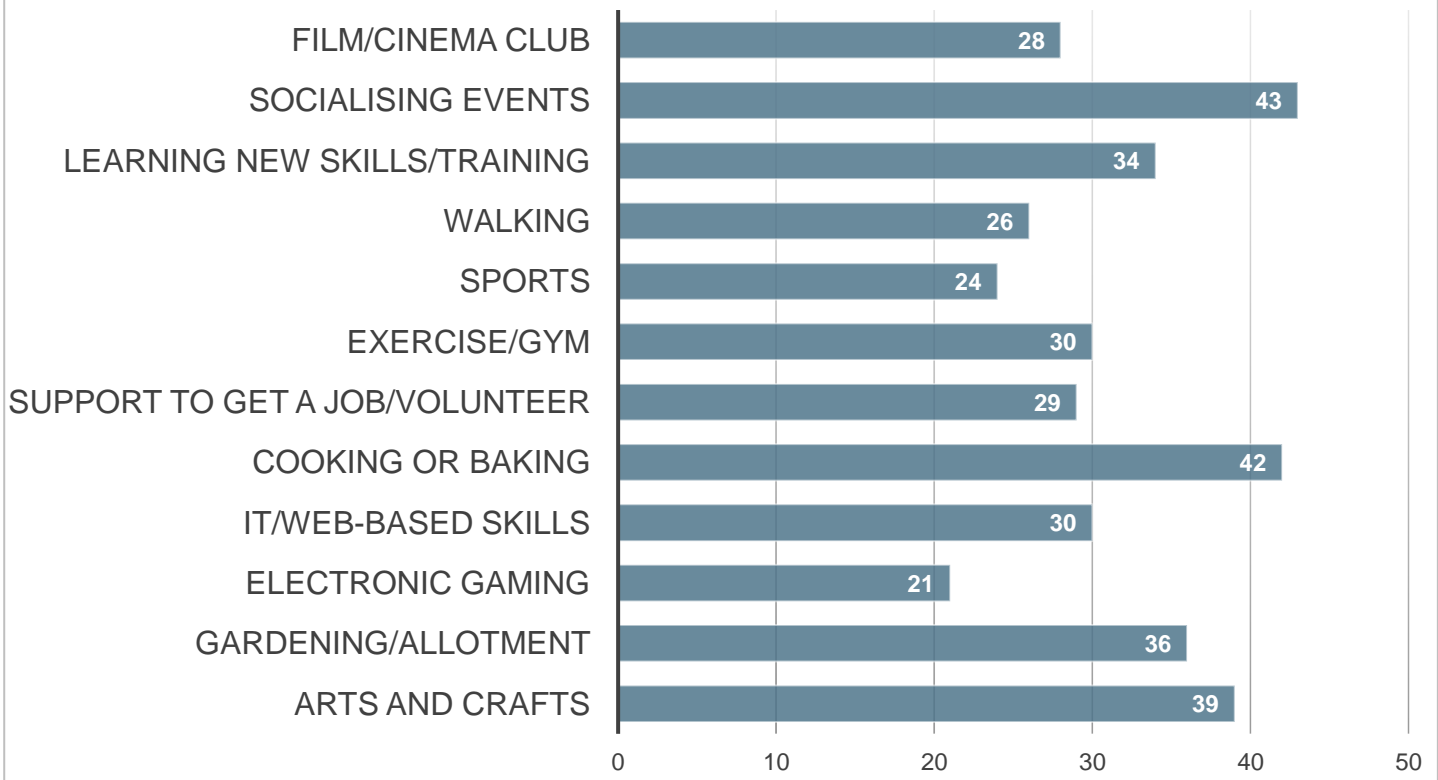
Prominent comments re Two Buildings located in different areas of the borough:

- Travel concerns reduced with two buildings rather than one
- Two separate buildings could support varying need complexities

Prominent comments re a Community-Based service:

- Transportation issues would arise with just one or two buildings – a community-based service would eradicate these issues
- Focus should be on reaching the individual within the community, rather than on a building or multiple buildings

Activities People Would Most Like To See

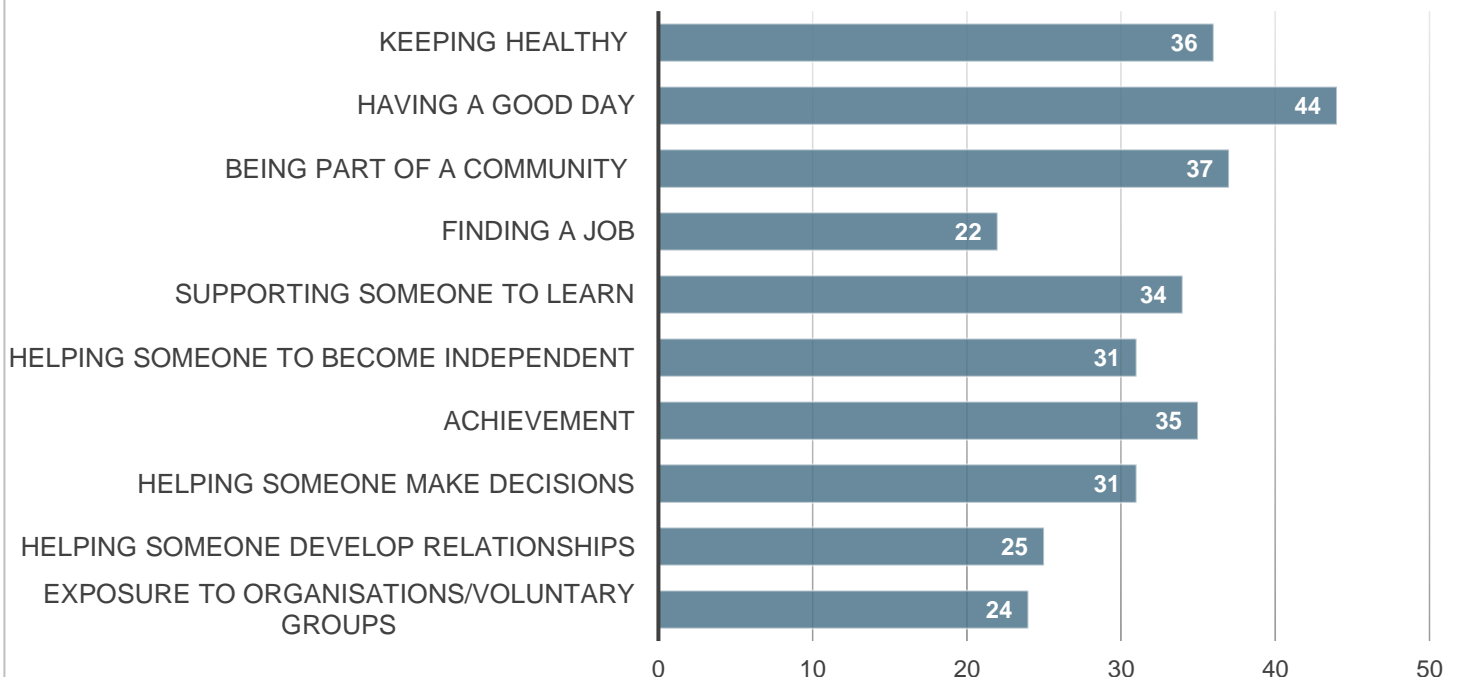


Open Responses:

1. **Person who currently uses day services** – *“Opportunities to volunteer”.*
2. **Learning Disability Community Nurse** – *“Independent living skills”.*
3. **Carer** – *“Snoezelen, sensory area, wheelchair accessible garden area”.*
4. **Support Worker** – *“Classes such as learning British sign language and Makaton. Woodwork classes”.*
5. **Resident** – *“You need to ask the users and their families”.*
6. **Carer** – *“Helping with communication and regulation of emotions”.*
7. **Carer** – *“Accessible Playground for Wheelchair users And a Sensory Room and Hoisting system and a Toilet area with a changing bench and hoisting system for children and adults who cannot use a toilet because they are fully time nappies/pads users”.*
8. **Carer** – *“Help with independence skills at whatever level the individual is at. Including finances, buying food, healthy meals, exercise, understanding what is going on in the world, how to navigate social media, learning about other cultures, supporting charities relevant to them, helping them understand their own health needs, planning travel and supporting any special interests”.*
9. **Person who currently uses day services** – *“Swimming self-advocacy courses pottery woodwork shop and or cafe work experience”.*

10. **Person who currently uses day services** – *“Physiotherapy, Hand and foot massage, Haircuts, Sensory based learning”.*
11. **Person who currently uses day services** - *“Service for physio, OT and SALT”.*
12. **Person who might use day services in the future** – *“I would like to see people with a moderate learning disability have opportunities to meet up with friends in a safe place, to offer a social club type drop in for example every week or minimum every month. I need support to go out and find my way to places, I would like to meet up with friends to go have a coffee or to the cinema or have a safe place to meet and watch a film”.*
13. **Carer** – *“Music based activities”.*
14. **Person who might use day services in the future** – *“Knit and natter type events similar to those in the libraries. Community garden where vegetables and fruits are grown that are free for the public to help and take as needed, possibly with a type of stall so the public know what is available. Gaming lounge where people can bring their own Nintendo Switches, Gameboys, DSs etc, possibly having a console for group play. Tables set up for board and card games like Magic the Gathering, D&D etc. Drop-in classes to learn gainful skills to enable people looking for employment to stay in employment when they find something - this could include IT classes, office-based skills such as answering phones, replying to emails, photocopying, and scanning documents etc. Social groups that are more than just having a cup of tea/coffee and sitting in a circle - actual themed events like the craft groups or a photography group - special interest based social groups. Cinema clubs where they watch films and then discuss them as a group, similar to book clubs but they watch the film together at the centre”.*
15. **Person who currently uses day services** – *“Leaflet delivery. Days out / pantomime visit. Café”.*
16. **Carer** – *“Maybe some sensory areas for autism. Climbing wall to help with motor skills”.*
17. **Carer** – *“I think we have enough sports gyms etc. We need a place to get youth and those older who have a disability interested and socialising - gaming clubs, coding classes etc something they are actually interested in”.*
18. **Person who works for Speakup self-advocacy** – *“Co-production needs to happen before any of this is agreed or this becomes a day service. There may be lots of other things people want to do”.*
19. **Carer** – *“Sensory garden/room, music/singing/dancing”.*
20. **Carer** – *“Swimming. Music.”.*
21. **Carer** – *“None of these apply to my son due to the severity of his disabilities. I have ticked some to try and help”.*

What is most Important to People when thinking about Day Opportunities?

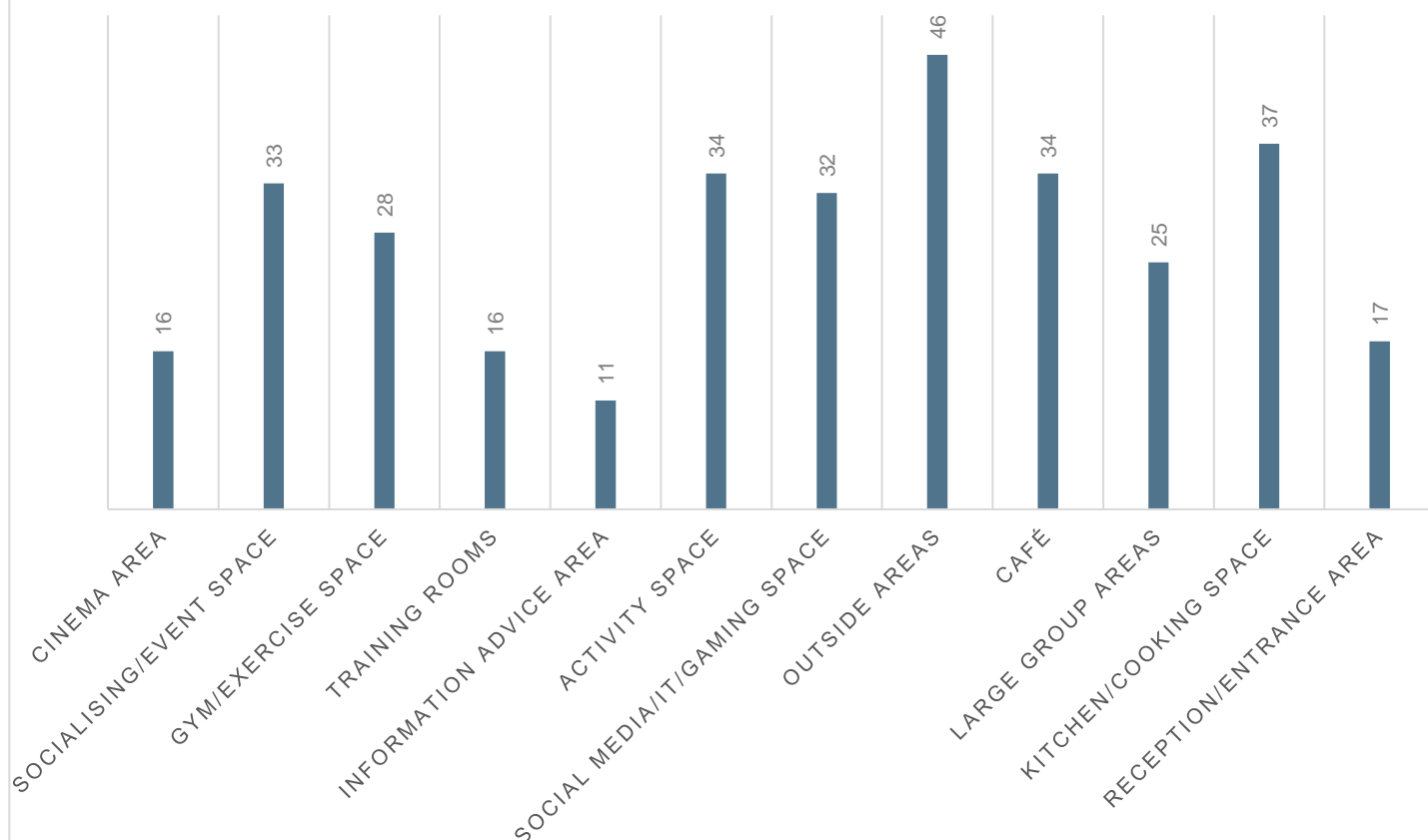


Open Responses:

1. **Learning Disability Community Nurse** – *“Occupational Therapy input would be essential”.*
2. **Support Worker for People with Learning Disabilities** – *“A safe place in the community”.*
3. **Resident** – *“Again ask the service users and their families. I would add that anyone who attends needs to feel this is a great place to be”.*
4. **Carer** – *“Don’t forget that very different levels of need and supporting decisions can be simple to complex”.*
5. **Person who currently uses Day Services** – *“Intense interaction support adults with PMLD. Healthy nutrition and exercise for all”.*
6. **Person who currently uses Day Services** – *“It must have Space and area for wheelchair users and those who need quiet places”.*
7. **Person who might use Day Services in the Future** – *“Whatever happens in the centres need to be community led. Hold events and groups based on what the community wants, have opportunities for people who use the centre to create and run their own groups with assistance if they need it. Don’t just host events that you think the public want, actively ask them and continuously review what is happening. If a group doesn’t work, don’t just stop the group, ask why it isn’t working and make active changes like changing the time or date or focus of the group”.*
8. **Person who currently uses Day Services** – *“Support needs to be from people who understand learning difficulties and autism”.*

9. **Carer** – *“Support group for carers such as coffee and cake which could be at the same time some of the activities take place”.*
10. **Person who works for Speakup self-advocacy** – *“Co-production including the employment of people with lived experience for this new service needs to happen before any of this is agreed otherwise this becomes a day service”.*
11. **Carer** – *“Support to socialise”.*
12. **Carer** – *“Again my son is too disabled to be able to do most of these”.*

WHAT TYPES OF SPACES/AREAS WOULD YOU LIKE TO SEE?

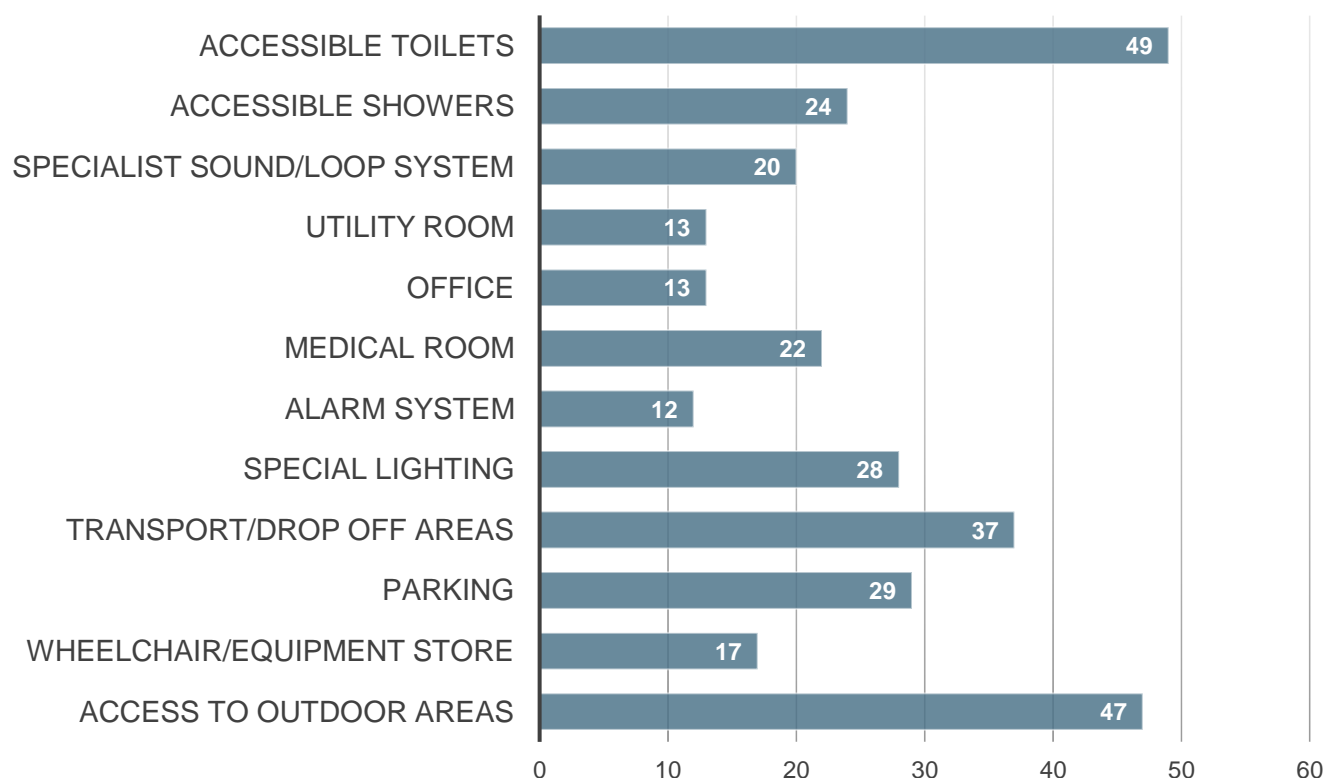


Open Responses:

1. **Person who currently uses Day Services** – *“Use existing parish halls and modify these to have access for all”.*
2. **Learning Disability Community Nurse** – *“Sensory spaces”.*
3. **Carer** – *“At least 2 sensory rooms”.*
4. **Carer** – *“Snoezelen, hoist accessible matting for time out of wheelchair to meet postural needs. This is significantly lacking in other day services as areas are too small and often high traffic areas posing a danger”.*
5. **Carer** – *“Therapeutic spaces where people can be quiet and calm”.*
6. **Person who currently uses Day Services** – *“Art room, Kitchen with wheelchair accessible sink etc, Sensory room with sensory equipment, ceiling hoists, Changing rooms with hoists, Medication storage, Drama/sports room, Sensory garden”.*
7. **Person who currently uses Day Services** – *“Work experience role play rooms so you can learn how to work in a job before you go to a work place of that type”.*
8. **Person who might use Day Services in the Future** – *“A new building could incorporate the latest technology, to help with improving reading, for example reading the newspapers, reading a book. Areas for watching a film with friends, areas for gaming”.*

9. **Carer** – *“Ensure reception area is used as a hub for information and advice...available in all formats....this information for visitors, clients, families and carers. Signposting to all relevant agencies eg benefits advice, respite care etc”.*
10. **Person who might use Day Services in the Future** – *“Having a cafe, that could possibly be volunteer run by the people who come to the centre would be a good opportunity to teach work skills for those looking for jobs”.*
11. **Carer** – *“Possibly a quiet room for people who have found their lesson/ activity rather stressful. This could also include relaxation activities such as massages, facials, manicure and pedicures and just a general area to relax”.*
12. **Person who might use Day Services in the Future** – *“Socialising areas for people to meet up and people from the community to visit”.*
13. **Person who currently uses Day Services** – *“Quiet area for times when things get overwhelming (too loud / too busy)”.*
14. **Carer** – *“Therapy type rooms for autistic people with sensory issues. Lights etc”.*
15. **Person who works for Speakup self-advocacy** – *“This describes a day service? Everything needs to be co-produced from scratch. Sorry we are repeating but a truly modern, flexible service or services needs to be co-produced”.*
16. **Carer** – *“Sensory room inside, sensory garden outside, potential pool?”*
17. **Carer** – *“Pool”.*

Which Facilities Are Most Important To You?



Open Responses:

- 1. Person who currently uses Day Services** – *“Level access into the building. Automated doors. If you plan to have kitchens then height adjustable sink and work surfaces”.*
- 2. Carer** – *“Swimming Pool”.*
- 3. Learning Disability Community Nurse** – *“Chill out room / area. Private area”.*
- 4. Carer** – *“Changing places facilities rather than just accessible toilet. Ceiling track hoist”.*
- 5. Carer** – *“Need more than accessible toilets. Need changing place or all those with learning difficulties won’t be able to use it”.*
- 6. Person who currently uses Day Services** – *“Ceiling hoists in all rooms, Changing rooms with hoist, Storage for pads etc, Flexible spaces which can be changed with bifolding doors, Parking for Wheelchair accessible vehicles, Wedges, cushions etc to allow Wheelchair adults to come out of Wheelchair”.*
- 7. Person who currently uses Day Services** – *“A sensory room”.*
- 8. Person who might use Day Services in the Future** – *“All The facilities must be first and foremost for the people attending”.*
- 9. Carer** – *“Regular accessible bus service with bus stops nearby. This would encourage more independence and reduce carbon emissions. The buildings should meet all requirements under the Equality Act to achieve planning permission. Could the buildings be rented out to local social groups when not in use as a Day Care Centre to generate more income for RMBC”?*

10. **Person who might use Day Services in the Future** – *“In order to make the centre fully accessible to all, having accessible disabled toilets that have adult changing facilities, like those found in Wing C at Riverside Library, would mean people could spend longer out of their homes and socialising without embarrassment. For Autistic people, having a dedicated sensory room for when we experience meltdowns/shutdowns/overload. Making sure the doors are electric, without the need to press any buttons or pull/push means high needs disabled people can be more independent. Having wide ramps going in and out of the building so wheelchair users don't feel they are stopping anyone from getting by”.*

11. **Carer** – *“A large storeroom for any equipment would be an advantage”.*

12. **Person who might use Day Services in the Future** – *“Wheelchair access and toilet facilities”.*

13. **Person who works for Speakup self-advocacy** – *“As before, full co-production needs to happen. This is describing an old-fashioned day service”.*

14. **Carer** – *“Specialist equipment in bathrooms”.*

15. **Carer** – *“Changing place. Sensory area”.*

Qualitative Feedback via Email, Paper Forms, Drop-in Sessions, Formal Meetings, and Personal Visits

Feedback via Email:

1. Person diagnosed with Autism:

“Carers are almost a barrier to us service users getting what we want because the carers are afraid for our safety. Afraid for our health. But all parents, once their child reaches 16, need to start letting go and getting empty nest syndrome. This is hard for parents to do. And even harder for parents of disabled children...”

Rather than focusing on what the parents and unpaid carers want for the service users. You really need to focus on what the service users want. Some service users only know day centres because that is all they have ever seen...

Mine and my husband’s situation is an odd set up. We are both formally diagnosed Autism, we are both married, we both have assessed needs and now we both ignore the assessed needs by choice to take our own path in life. We have no direction for our life, but we have strayed away from our parent carers. We are doing the whole thing called independent living. We still have a social worker who monitors us regularly...

I think the biggest barrier in life is the parent carers who refuse to let their loved ones move into the life that other adults have. This consultation will teach you that. Unpaid carers will want their loved ones in day services and day centres. Service users will avoid you because they want to have a house, live with friends and be a part of their local community. Or the ones who have tasted it will”.

2. Person Working for ArtWorks, a Local LD Social Enterprise:

“The building and activities planned look great. ArtWorks has always hoped to support adults with complex needs to work as artists, creating work and commissions for exhibition. We sadly do not have a suitable space to complete this work. If there is the opportunity to discuss a space in this centre to develop artists with high and complex needs, we would like to discuss this further”.

Feedback via Paper Feedback Form:

1. Person writing on behalf of the Speakup self-advocacy team:

“We filled out the online questionnaire from Speakup to give views. However, the concerns are that although there is money for a new building, care will need to be taken to make sure that this does not become a new day centre with the ‘us and them’ service user feel.

The new service needs to be co-produced from the very beginning. It needs to be flexible and innovative, so that the people with lived experience are valued and surrounded with person-centred ethos. Family carers and people with lived experience need to be employed there and be part of the advisory group, so that inclusive practices and reasonable adjustments happen from the start.

There needs to be out of the box thinking when looking risks, so that risks do not become the excuse for inaction. All people working there should be trained in person-centred thinking and

approaches so that lifestyles can be nurtured and the people, the service serves and their families, can thrive.

All this will not be easy to achieve. It is likely to take lots of time to think through by all to ensure that barriers can be overcome and that the service develops to be the best it can be.

If this could be achieved though. The service could be brilliant and be a beacon for Rotherham and thoroughly fit the local government Better Lives' framework".

2. Person writing on behalf of Rush House Support Services:

- Accessible to all. Wheelchairs etc. Kitchen Space
- Lighting-sensory area. Quiet space.
- Independent living skills. Cooking, cleaning, budgeting, staying safe in own home and community.
- Training, learning, voluntary opportunities, CV writing/interview skills, job search.
- Outdoor activities, gardening, exercise, arts and crafts.
- Fun space – arts, films, gaming.

Feedback from Formal Meetings/Drop-In Sessions/Personal Visits:

1. Person diagnosed with Autism:

- Can we work with Housing to do a mixed community - using outreach? Use universal services, out and about in the community.
- Co-production when we look at design.
- Match transport as bus services are declining. Door to door services operate 10am - 2pm, so could we offer a service 10am - 6pm so people could access independently, or 9am - 6.30pm to also support working parents.
- Why don't we go on a 'barrier hunt'?
- Think about carers needs and lifestyles.
- Changing places are important.
- Will the building be a disability confident employer, and can we have some people with disabilities working there?
- Use produce from allotment - use produce in a cafe that service users run, which is open to the public.
- Digital skills - offer learning.
- Set up a website to sell crafts / produce etc.

2. Two Carers providing joint Feedback:

- Acoustics - avoid echoing spaces.
- People with more complex needs might need break out areas.
- Time out / quiet space for de-escalation etc.
- Talk to staff at Reach because they know all the care plans.
- The new building could be open later for social events, because only one social activity has restarted in Rotherham and the others have been missed.
- The function rooms could also be rented out to produce additional revenue and could be used for social gatherings to welcome people into the centre. Can we link this with employment, voluntary work etc?
- At social gatherings, the people with lower needs can befriend the others and involve them in activities.

- Exercising/Gym - Need to look at the types of activities that will attract people; do not just offer an activity but try to match with the individual's interests and levels of ability.
- We need to consider who has the special skills to hold activities. People from the Maple Centre have gone swimming at St. Ann's, bowling from Elliott Centre, allotments, trips to Superbowl – link in with existing provision, think about how many members of staff will be needed. At Reach, different groups and key workers go out at different times.
- Current activities available: arts and crafts, allotment. There is no gaming offered because iPads are present but no Wi-Fi.
- Do the clients have sufficient communication skills to understand the concept of volunteering?
- Possibly set up a football team.
- Everyone can learn new skills but need to be more specific.
- There is a need for social events.
- DVDs are shown on Fridays at the Elliot Centre. Do we need a cinema room when there are offers available within the community and at cinemas?
- Would like to see dance, drama, music and movement to music should be offered under 'exercise'.
- Activities already held by enterprises/charitable organisations within the community, could commission for sessions outside the centre as part of the new service.
- RMBC heavily promotes assisted technology – see if this could be used to introduce living skills and support independence for people who might choose to move to assisted/supported living, e.g., keeping time, animatronic animals.
- You would expect a new building to include accessible toilets and an office as standard – they need to think outside of the box. Need to consider specifics for SLDs and higher needs autism, and what those cohorts of people will need. Was anyone from Reach consulted? Questions 1 to 5 are leading. Enhancements could include accessible outdoor furniture, sports pitches that are applicable to everyone.
- Reflect safeguarding needs – how will concerns be reported?
- Re. job opportunities, need careful assessment and support – the support needs to continue when the person is in employment.
- Contracts/expectations are needed for volunteering so that the volunteer cannot be dismissed without warning.
- If parent/carers feel that the consultation is too advanced for their children, they might not take part or consider the service appropriate.
- Independence is about more than travelling and managing money – would have been better to include more interaction. Independence needs to be supported, because many of the people who access Reach lack capacity, whereas most people who use enterprises can make their own decisions.
- If we have two buildings, we will need to ensure that there are sufficient staffing groups and cover for absence.
- Some of the cohort from Reach have multiple conditions, any one of which can be complex, so support needs to be in place.
- Forming meaningful relationships – need for careful monitoring, personalised support plans, should be sensitively handled regarding respecting everyone's rights.

3. Potential Day Service Customer:

- Any centre needs adult changing rooms, full size.
- Only to be accessed by adults and not used by children.
- No ramps, all one level.
- Evening entertainment, cinema club, gaming club, card games evening, board games.
- Sensory room with bean bags, inflatable chairs etc.

- Gardening facilities, be able to grow stuff and give/sell to the local community.
- Café with work experience for people using the centre to prepare for working life.
- Be based over two locations, North and South, not one central building.
- Avoid the use of artificial lighting, use daylight.
- Wall lights with dimmers.
- Look at Touchbase Pears, a really good example of a community facility.

4. Community Worker:

- People still need more activities.
- Outdoor activities.
- Need more funding – demotivating when seeing nothing happening.
- Use to be things to do – people get out and about.
- RUFC still do lots of different things.
- Parents need a break - they need respite.
- Be aware of what you're looking for – their health plan.
- Building for everyone – partnerships – make it a nice place to go – families feel they can come into the building.
- Have people come into use the venue e.g., outside groups use that base and have support available there.
- Not enough options and facilities at all now.
- Counselling sessions – inspiring people – help with stress.
- It needs to meet different needs - people need to understand people's health and communication and facilitate the groups.
- Need an outreach worker.
- Needs community worker and input from the community.
- 2 medium sized buildings that work in partnership with each other and get their feedback.
- Needs long term planning.
- 1 central and 1 where most people are – all depends on funding.
- How do people get to the service?
- Needs access to public and community transport.
- Disabled toilets, safety, lifers, nothing that is going to cause hazards – just a simple building
- Cooking
- Gardening
- Things that will build life-skills and independence.
- Sometimes parents think – want people to be independent.
- Social skills – manage life – bills – budgets.
- People are lonely.
- Day trips – BBQ outside.
- People are just people, and everyone needs to be treated that way.

5. Person who used to attend a Day Centre:

- Important anyone that has any equipment they use can get it sorted and fixed straight away because it can frustrate people and prevent people doing what they want to do.
- Think about things that can prevent people's triggers.
- Activities – try and spot what people don't have at the moment.
- See to wellbeing and prevent people going into hospital.
- Important to be part of the community.
- Some people have issues with people coming to support at home.

- Wants outdoor work – might do some work at Sense. Has a qualification in horticulture and worked at Addison. He started as a paid worker at food aware – gardening and veg stall – 6 years ago and up until pandemic and it was shut down.
- Enjoyed Addison outdoor part. Got used to it and became a mentor to others.
- He would like to know more about allotment projects.
- Since Addison and the pandemic, he needs something to keep his mind busy since being unemployed.
- People do need a base to go to as a meeting point.
- Liked Addison – it was the ideal place – used to cook, people from neighbourhood came for dinner – they did crafts and yoga.
- There needs to be as many places as possible – it depends where you live – it's important to a lot of people.
- Neil said he was ok getting about using his bus pass, but some people rely on transport and carers that take them.
- Some people need to be picked up at very specific times.
- Whatever you have got - key thing is to understand each person unlike the job centre who just treat everyone the same.
- The important thing is to know the individual and their needs.
- Outdoor space = very therapeutic.
- Don't push people to do things they don't want to.
- This individual did the grounds at Addison and the greenhouse.
- He now attends the social group that meets at Mowbray.
- With activities he likes things that has a point or outcome to it.
- Need to think about peoples housing and making them accessible.
- He said it's important that there is quality staff – they need to be really onboard. It needs to be their vocation.
- Can they use an existing building to save money?
- He said to let him know if help is required.

6. Potential Day Service Customer:

- A place to relax with music.
- Comfortable seats.
- Ambient lighting.
- Chess board.
- People and friendly environment.
- Tea/Coffee facilities/days.
- Poetry
- Getting people together.
- Counselling service.
- People element is crucial – like BeFriend.
- Location dependent on majority vote.
- Rob walks 30 mins to Mowbray Library Centre.
- Happy for distance to be same.

7. Two Carers Providing Joint Feedback:

- Preference for 2 buildings – and not in industrial estates.
- Separate complex needs area (and with the same dedicated staff group) as this group of people are extremely vulnerable, but an open area where clients of all ranges of complexity can meet and mix when they want to.
- Freedom to move round the building.

- Large state of the art sensory room that can also be used privately on evenings and weekends.
- A number of quiet rooms.
- A treatment room where OTs/Physio and carry out treatment so that people can still attend day services on that day rather than have to wait at home for the treatment.
- Engagement with OTs and therapists.
- Big building with outside space with people the clients know and a choice of activities.
- Swimming is very important.
- Extended opening hours over and above 9.00 to 4.00 – this could be 8.00 to 6.00 to support working parents who could pay privately for the additional hours? – adult childcare etc?
- Both carers want to be involved in all the engagement sessions as we are developing the new service.

8. Staff Member:

- Reception area.
- Lockers for staff and customers.
- Staff room.
- Large / more toilets, overhead tracking.
- Quiet room.
- Games room.
- Beauty room.
- Wi-Fi
- Laptops
- Bright and airy.
- Outdoor garden area.
- Outdoor games area.
- X2 Snoezelen/sensory rooms.
- Temperature controlled building.