

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 9TH SEPTEMBER 2013

REPORT ON: KEMBACK STREET ADULT RESOURCE CENTRE – OUTCOME OF CONSULTATION

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 345 - 2013

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to outline the process and outcome of consultation on the future of Kemback Street Adult Resource Centre.

2.0 RECOMMENDATIONS

It is recommended that Social Work and Health Committee:

- 2.1 note the process and outcome of the consultation on the future of Kemback Street Adult Resource Centre;
- 2.2 agree to the closure of Kemback Street Adult Resource Centre by 29 November 2013;
- 2.3 remit to the Director of Social Work to ensure that any transfer of supports for individuals is arranged in a way that respects and responds to the needs of each individual and their family; and
- 2.4 agree the proposed actions detailed in sections 4.5.7 and, 4.6 of this report.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The total annual revenue budget for Kemback Street Adult Resource Centre is £459,050. The proposed closure will result in the release of resources from the budget for Kemback Street Adult Resource Centre. This release of resources will be fully reinvested into funding the cost of alternative, more personalised supports for existing and future service users and into the service developments outlined in Report 149-2012 'The Development of Care and Support Arrangements for Adults with a Disability' (reference is made to Article II of the minute of Social Work and Health Committee on 26th March 2012).

4.0 MAIN TEXT

4.1 Background

- 4.1.1 People who have a learning disability and/or autism should have the same opportunities in life as any other citizens. This is the fundamental message expressed in 'The same as you?' report, Scottish Executive, 2000. A review of this national policy was undertaken during 2012 and the recently published 'The keys to life', Scottish Government, 2013, reasserts the principles of more personalised supports being on offer for adults with a learning disability and/or autism and their carers. The Scottish Strategy for Autism, Scottish Government, 2011, also directs local authorities and partners to plan specifically for people with autism. Better access to universal services such as housing, health services, employment, further education and leisure opportunities remain national priorities, coupled with the provision of more specialist health and social work/ social care supports, where required.

- 4.1.2 Reference is made to Article II of the minute of meeting of Social Work and Health Committee held on 23rd January 2012 wherein report 28-2012 was submitted in relation to Future Supports for Adults with a Learning Disability in Dundee. The report set out the recommended policy direction for future supports for citizens of Dundee who have a learning disability and/or autism.
- 4.1.3 Reference is also made to Article II of the minute of meeting of Social Work and Health Committee held on 26th March 2012 wherein report 149-2012 was submitted in relation to The Development of Care and Support Arrangements for Adults with a Learning Disability outlining an implementation plan for change. Within this report the proposed future of Kemback Street Adult Resource Centre was discussed as part of a broader move towards more personalised supports in line with national policy for adults with a learning disability and/or autism and legislation regarding Self Directed Support which was, at that point, in the final stage of its parliamentary passage.
- 4.1.4 Following a complaint being received and upheld by the Care Inspectorate about the process regarding the proposed closure, Dundee City Council were also notified by Solicitors acting for one of the service users of Kemback Street Adult Resource Centre that a Petition for Judicial Review seeking to overturn the decision to close the Centre would be lodged in the Court of Session. In light of the prolonged period of uncertainty for service users and their families which would result from a Court process, it was recommended that a fresh consultation regarding the future of the Centre be carried out and that, in the meantime, Kemback Street Adult Resource Centre would not close. This proposal was considered and agreed by the Social Work and Health Committee on 25th February 2013. Reference is also made to Article VII of the minute of meeting of Social Work and Health Committee held on 25th February 2013 wherein report 93-2013 was submitted in relation to Response to Complaint made to Care Inspectorate about Kemback Street Adult Resource Centre and the Director of Social Work was tasked with presenting a further report highlighting the proposed procedure for the consultation.
- 4.1.5 A subsequent report detailing the proposed consultation process was submitted to and agreed by the Social Work and Health Committee on 25th March 2013. Reference is also made to Article VIII of the minute of meeting of Social Work and Health Committee held on 25th March 2013 wherein report 155-2013 was submitted in relation to the proposed consultation process. It was agreed that Alex Davidson, an Independent Consultant would be appointed to support the consultation process.

4.2 **The Process of the Consultation**

- 4.2.1 A variety of methods were used to gather the views of Kemback Street service users and their carers during the consultation process. Social Work Department staff led the consultation process in conjunction with Alex Davidson, Independent Consultant.
- 4.2.2 A questionnaire was developed as part of the consultation process. A relatively high number of people chose to complete a questionnaire, this included contributions from both service users and carers. A copy of the questionnaire is presented at the end of the Social Work Department consultation report (Appendix 1).
- 4.2.3 Individual meetings were held with service users and their carers. At the meetings there was an opportunity to discuss each person's views on the future of Kemback Street. Prior to the meetings service users had undertaken work with a member of the Kemback Street team and a Speech and Language Therapist to determine how they feel their life is at the moment and to consider what improved outcomes they might want to potentially achieve in the future. The outcomes themes used to support this process were those agreed during previous consultation with service users, these are:
- Choice and Responsibility
 - Safety
 - Health and Wellbeing
 - Informed and Involved
 - Family and Relationships
 - Being Part of the World

- 4.2.4 Service users were also involved in small group sessions facilitated by members of staff who know them well and were therefore familiar with the communication support needs of each person. These sessions sought to support service users to give their views about the questionnaire.
- 4.2.5 Two group meetings were held with carers. It was initially anticipated that part of the meetings would involve gauging views by using the questionnaire and that there would also be a further opportunity to discuss with the Service Manager of the Learning Disability Service the reasoning behind the Social Work Department's proposals about future support for people with a learning disability and/ or autism, particularly the question about closure of Kemback Street. At the meetings carers chose not to go through the questionnaire, many stating that they had already completed and submitted their views. The meetings therefore involved a discussion with the Service Manager and Alex Davidson, Independent Consultant.
- 4.2.6 All carers were offered a carers assessment, 5 were requested and completed. The outcome of the assessments was that no additional supports needed to be introduced at this time.
- 4.2.7 In addition to being involved in consultation meetings, the Independent Consultant held a variety of discussions with key stakeholders, including carers, to help inform his views regarding wider strategic/ operational factors and processes which had led to the previous recommendations about day supports for adults with a learning disability and/ or autism.

4.3 Outcome of the Consultation

- 4.3.1 The completed questionnaires were analysed and the following outcomes from the responses were identified:

- ❖ Most people thought that it was very important to '**have things to do in the day time and evening.**'
- ❖ Almost everyone agreed '**that people should have a choice of different things to do**'. Several people said that Kemback ARC was one of the best places to support people to do many or all of the different things that were asked about.
- ❖ Just over half of those who answered said it was very important '**for people to have chances to work and to do voluntary work.**'
- ❖ People thought it was important '**to have a chance to go to college or have workplace training**'. Some people said that college was not for everyone and that people need things to do when the college course finishes.
- ❖ Everyone agreed that it was important or very important '**to have chances to regularly go to local libraries, community centres, sports centres or clubs**'.
- ❖ All the replies said it was important or very important '**...for people to have a special place to go to meet friends, get advice and support and learn new things**'.
- ❖ Many people said it was important or very important '**to get a chance to go to self advocacy and peer support groups**', only a few people said this wasn't important.
- ❖ Most people agreed '**that people might want different things at different times of their lives.**' A small number were not sure about this and a very small number disagreed.
- ❖ Nearly half of those who responded thought that it is important or very important '**that people have the chance to do the same thing for many years**'. Someone said it

is good to keep some things the same and to try new things.

- ❖ A lot of people thought it was important or very important ***‘that services support change to give people the chance to do different things’***. Some family carers said that for some people it was vital that they had a routine and staff familiar to them and this allowed them to try new things.
- ❖ Many people thought it was important or very important ***‘that services and supports always stay the same.’*** A small number of people thought that this was not important.
- ❖ When asked ***‘What do you think about the idea that Kemback Street ARC might be closed?’*** People said things like ***‘Keep it open, we are very happy at Kemback Street’*** and ***‘If Kemback closes it will cause much disruption and distress to many’*** Several people thought that ***‘Kemback should be used as a community centre, plenty of space for different activities, which would in turn make money for the communities.’***

- 4.3.2 In addition to the views expressed within questionnaire responses there were a number of questions and concerns arising within the meetings with carers. Carers had an opportunity both in the meetings with the Service Manager of the Learning Disability Service and separately with the Independent Consultant to discuss concerns such as the reasoning behind the proposal to retain the Wellgate Centre, capacity concerns about the Wellgate, how transfer of support arrangements would be managed and communication methods used by the Service.
- 4.3.3 Both the Independent Consultant’s report and the Department’s Consultation report reflect more detailed accounts of discussions with carers.
- 4.3.4 Almost all current service users of Kemback Street and their carers have expressed a view that they would like the Centre to stay open. Some service users and carers recognised that there are good reasons to consider closure given the over provision of this type of resource and given a need to use public resources more effectively and support the development of more personalised supports in line with national policy.
- 4.3.5 In recent years there has been a decline in demand for the model of support offered at Kemback Street Adult Resource Centre. During this time there has also been an increase in the number of people achieving their desired outcomes in life through other forms of social support, further education and employment opportunities. The age profile of service users at Kemback Street demonstrates a shift in the aspirations of people with a mild to moderate learning disability to have a life ‘the same as you’. A number of people have also chosen in recent years to move on from this type of support. Many of the people who have attended Kemback Street Adult Resource Centre for many years have a need for a familiar routine and a similar model of support in the future. There are sufficient alternative resources to ensure that this type of support will still be available for those who require it.
- 4.3.6 In order to implement national and local policy and plans for great personalisation, there is a need to have the correct balance of a range of models of support for people with a learning disability and/or autism. While it is recognised that the closure of Kemback Street Adult Resource Centre would have an effect on the lives of current service users and their carers, it is envisaged that the overall ongoing effect of the closure would be positive and would benefit a far greater number of people with a learning disability and/or autism to achieve personal outcomes now and in the future.
- 4.4 **Consultant’s Report**
- 4.4.1 A report has been completed by Alex Davidson, the Independent Consultant and is included as a separate item on the Committee’s agenda.

- 4.4.2 The Independent Consultant was involved in all aspects of the consultation and also considered wider issues related to the Department's proposed direction of travel regarding day supports for adults with a learning disability and/or autism.
- 4.4.3 The Independent Consultant's report reflected a view that the consultation process had been managed effectively and that it had addressed previous concerns highlighted as part of the complaint to the Care Inspectorate.
- 4.4.4 The Independent Consultant's report affirms the previously proposed direction of travel for future supports and makes a number of useful recommendations. The recommendations are all consistent with actions being progressed by the Learning Disability Service and will be reflected as part of the updated strategic plan being developed for Dundee's citizens who have a learning disability and/or autism.

4.5 **Equality Impact Assessment**

- 4.5.1 A full equality impact assessment (Appendix 2), which accompanies this report, was undertaken between June and August 2013. This process incorporated consideration being given to all contributions to the consultation process. A detailed consultation outcome report and a summarised version of this form part of the overall impact assessment.
- 4.5.2 Potential positive and negative impacts were identified as part of the Equality Impact Assessment (Appendix 3).
- 4.5.3 The main potential positive impacts relate to an increased opportunity for people with a learning disability and/or autism to receive more personalised supports, the retaining of a day centre model of support for an ageing population with mild to moderate needs and who require this, the development of a wider range of supports to promote more personalised outcomes.
- 4.5.4 Potential negative impacts of the closure of Kemback Street Adult Resource Centre were identified. Loss of routine, maintaining friendships and concerns about community safety were highlighted if supports for individuals were to change.
- 4.5.5 The equality impact assessment identifies actions which would require to be taken to mitigate any potential negative impacts the closure of Kemback Street Resource Centre could have for service users. The assessment also identifies wider potential equality impacts in relation to supports for adults with a learning disability and/or autism.
- 4.5.6 Some of the concerns raised by carers were considered as part of the Equality Impact Assessment. Careful attention has been given to considering the outcomes of the respective reports produced following the consultation. It is recognised that this has created a synergy for future planning and action. It should be noted, however, that the majority of these actions were already identified and form part of the overall implementation plan for adults with a learning disability and/or autism.
- 4.5.7 The actions identified from the Equality Impact Assessment are to:
- Support Dundee City Council to make realistic commitments to carers about the future of supports for adults with a learning disability.
 - Provide all the options for Self Directed Support as a credible opportunity for all people who need care and support provision. This includes providing robust personalised outcomes focussed assessments, supporting diligent care planning and utilising good quality care packages.
 - Continue to provide the right amount of building based day support as one of the options available for adults with a mild to moderate learning disability.
 - Promote organisational capacity building across partner agencies including the private and voluntary sector to secure future community based provision.

- Ensure that relevant staff from support services are made aware of a possible increased risk of isolation and possible action that can be taken to resolve this.
- Support community based resources to be as inclusive as possible; and promote a balance of people who require support and other members of the community.
- Work in partnership to promote support networks that facilitate people to make friends and develop new relationships as well as to address any need for people to maintain established friendships.
- Link with existing City wide work on accessible, affordable transport.
- Facilitate specialist health care and support provision outwith a clinical setting.
- Continue to support work to eliminate disability harassment and resolve hate crime.
- Explore opportunities for people with a learning disability and/or autism to learn how to maximise their safety in the community.
- Further develop employment support services and personalised supports to optimise the earning capacity of people who want to work. This will include ensuring equal opportunities are available to all who wish to progress to employment.
- Ensure social care and health planning takes account of a trend for some people with a learning disability to experience increased physical disability as they age and of other common aspects of the ageing process.
- Consider to how best to ensure suitably accessible buildings are available for people who need services and supports including those with mobility needs and ensure that planned or adapted facilities are consistent with the potential needs of the building user population and their carers.
- Implement fully Dundee City Council Social Work Department User Involvement Policy in relation to increased involvement of carers.
- Recognise carers as partners in care and implement the new Dundee Carers Strategy, as it becomes available, within Learning Disability Services. (When strategy becomes available).
- Continue to prioritise people living with older carers for housing with appropriate support.
- Improve access to equality information for service planners. Continue to ensure training and development opportunities support staff to be aware of diverse needs and equality legislation.
- Support service users and carers through change.
- Consider the different practices related to paying for activities when accompanied by support staff and seek to establish fairness and equity across all service providers with respect to paying for support staff entry to facilities.

4.6 **Proposals for Future Action**

- 4.6.1 The Social Work Department and its partners will continue to implement national policy in respect of adults with a learning disability and/or autism. This will ensure that an increasing number of people will have access to more personalised support and more of a say as to how this is delivered.
- 4.6.2 The implementation and project plan of future developments outlined in Report No 149-2012 "The Development of Care and Support Arrangements for Adults with a Learning Disability" (26 March 2012) is consistent with national policy. The plan will continue to be implemented and further developed through consultation with people with a learning disability, carers and other key stakeholders.
- 4.6.3 Our processes of involvement are generally as we would expect in relation to the needs of individuals, the development of strategy/ commissioning statements and in relation to service developments. We shall however continue to improve and strengthen our processes of involvement of carers.
- 4.6.4 The development of the local model of support for adults with a learning disability and/or autism should continue. This will lead to less people living in or receiving support in congregate settings such as hospital, care homes and day centres and a further increase in people receiving more personalised community social care, health and other supports. In particular more people will have access to further education, employment and community based leisure and recreational supports.
- 4.6.5 The current over provision of day centre support for people with a mild to moderate learning disability means that the further development of local models of support will require there to be a rebalancing of provision. This will mean a reduction but not discontinuation of congregate day centre provision for people with a mild to moderate learning disability. If closed the £459,050 released from the budget for Kemback Street Adult Resource Centre will be used to provide more personalised supports for existing and future service users and will also be reinvested into the learning disability implementation plan to meet national and local priorities for adults with a learning disability and/or autism. The implementation plan will include the further development of day supports, respite provision and accommodation support models over the next 2 years.
- 4.6.6 Given there has been a reduction in demand for day centre places for adults with a mild to moderate learning disability and an increased demand for more personalised supports, there is an over provision of this type of service. Consideration has been given to the capital investment required to upgrade the facilities at both Kemback Street Adult Resource Centre and Wellgate Day Support Service. Currently Kemback Street Adult Resource Centre and Wellgate Day Support Service both support adults with a learning disability with mild to moderate needs. Overall the Wellgate Day Support Service has been deemed to offer greater development opportunities given the structure and layout of the building. For service users this means they would be able to move safely and independently around the building. There are more areas available for activities within the Wellgate Day Support Service which provide greater flexibility for supporting individuals. The estimated cost of all capital works for Wellgate Day Support Service is £620,000.
- 4.6.7 In relation to Kemback Street Adult Resource Centre, major structure and layout alterations would be required. The estimated cost of these works would be approximately £900,000 however this would not address difficulties arising from the split floor levels within the building.
- 4.6.8 Committee should note that the above capital investment estimates have been revised since Alex Davidson, Independent Consultant, gathered information as part of the consultation process. Provision has been made for upgrading day services and accommodation for people with a learning disability within the capital plan.

4.7 CONCLUSION

- 4.7.1 The question about the future of Kemback Street Adult Resource Centre has understandably raised concerns and caused upset for some service users and carers.
- 4.7.2 Service users and carers have engaged well with staff members of the Learning Disability Service during the consultation process and feel they have had an opportunity for their concerns about the question of closure to be heard.
- 4.7.3 Consideration has been given to all contributions received during the consultation process and to the independent Consultant's report. Having done so, the Director of Social Work is of the view that Kemback Street Adult Resource Centre should close. This will allow for the more effective use of public resources given the recognised over provision of day centre places for adults with a mild to moderate learning disability and will allow the Social Work Department and its partners to continue to work within national policy on personalisation.
- 4.7.4 It is recognised that the closure of Kemback Street Adult Resource Centre would have some negative aspects for some of the people who currently attend and their carers. However, it is anticipated that now and in the future many more people will benefit from the development of more personalised supports for adults with a learning disability and/or autism.
- 4.7.5 It is therefore recommended that Kemback Street Adult Resource Centre should close by 29 November 2013. Members of the Learning Disability Team will work in partnership with service users and their carers to ensure a smooth transition to alternative support services. For some people this will mean a continued support within a day centre as part of their overall plans. We will also use the contributions within this consultation to inform all future planning. We will ensure that staff from Kemback Street Adult Resource Centre are involved in the transition process and that the support offered is tailored to the individual needs of each person.

5.0 POLICY IMPLICATIONS

- 5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.
- 5.2 An Equality Impact Assessment is attached to this Report.

6.0 CONSULTATIONS

- 6.1 The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services have been consulted in preparation of this report.

7.0 BACKGROUND PAPERS

- 7.1 Independent Consultant's Report to Chief Executive
- 7.2 'The same as you', Scottish Executive, 2000
- 7.3 'The keys to life', Scottish Government, 2013
- 7.4 The Scottish Strategy for Autism, Scottish Government, 2011
- 7.5 Social Work User Involvement Policy, Dundee City Council
- 7.6 Caring Together: The Carers Strategy for Scotland 2010-2015

Jennifer G Tocher
DIRECTOR OF SOCIAL WORK

DATE 28th August 2013

Dundee City Council Social Work Department Consultation Report Kemback Street Adult Resource Centre 2013

1 Purpose

The purpose of this report is to describe the activity and summarise the information gathered during a consultation exercise undertaken during May/June 2013. The aim of the consultation was to inform the Council about service user and carer views regarding future support for adults with a learning disability and the possible closure of Kemback Street Adult Resource Centre (ARC). The information gathered will contribute to an Equality Impact Assessment of any future recommendations about Kemback Street ARC.

2 Background

On 25/3/13 Dundee City Council Social Work and Health Committee accepted recommendations in Committee Report 155-2013 regarding consultation about Kemback Street ARC. This report was accompanied by a Rapid Equality Impact Assessment (completed on 13/3/13) which indicated that there was a need to collect further evidence and consult with people from protected characteristics communities on the impact of possible changes, in particular people with the protected characteristic of disability and likely to be affected by any changes at Kemback Street ARC.

On receiving the reports the Social Work and Health Committee agreed that there should be further consultation with service users and carers about a proposal made previously to close Kemback Street ARC. The Councillors who form the Social Work and Health Committee wanted to know views about whether Kemback Street ARC should stay open. The councillors did not want to make decisions until they knew more about the views of people who attend Kemback Street ARC and the views of their carers and family members. To make sure that this was carried out in the best way possible the Council employed Alex Davidson, an independent consultant. The plan was that Mr Davidson would attend all meetings and take part in the analysis of the information gathered throughout the consultation.

3 Consultation Process

Information about the consultation was shared with service users and carers of people who attend Kemback Street ARC. Staff at Kemback Street ARC explained to service users what the consultation was about and gave them a letter along with easy read information (which used the Boardmaker Symbol System) and a copy of the questionnaire. Each individual's named family carers and/or Welfare Guardian were mailed a letter with information about the consultation and questionnaire. Letters and questionnaires were also sent to service users who had left Kemback Street ARC in the later months of 2012 and in 2013, and to their family/carers, inviting them to come to meetings. The information in the questionnaire advised people that the questionnaire could be shared with any member of the public who is interested in Kemback ARC. The questionnaire was also forwarded to the Chair of the Council Disability and Age Equality Group to consider forwarding to group members to give their views. People were requested to return their questionnaires by 8 June 2013.

The consultation meetings were carried out in May and June 2013. Each service user was given a time for an individual meeting. There were two service users' group meetings and two group meetings for carers and family members. The plan was that the meetings would

involve questions similar to the ones in the questionnaire. People were advised that if they wanted they could fill out the questionnaire as well as going to a meeting. Anyone who could not come to a group meeting and wanted assistance completing the questionnaire was invited to request a face-to-face interview or telephone call to complete the questionnaire. No-one requested this.

The people who were consulted were advised that 'After we have analysed the information from the consultation we will make it a priority to let you know what we found and what is to be recommended. Arrangements will be made to do this and we are happy for you to let us know what you think will be the best way to tell you the outcome of this consultation.'

The Director of Social Work will prepare a Committee Report for the Social Work and Health Committee and this will be accompanied by a report from Alex Davidson (Independent Consultant). The Committee will consider these reports before making decisions about the future of the Kemback Street ARC.

4 The Individual Meetings

Each Kemback Street ARC service user or former service user was invited to come to an individual meeting at Kemback Street ARC. Alex Davidson (Independent Consultant) attended all of these meetings with the exception of one. At the meetings the service user was given a chance to talk about what they want for their life and anything they want to stay the same or change. They also had an opportunity to say what they thought should happen about the future of Kemback Street ARC. The person's family members and carers, advocates or guardians were invited to their individual meeting and had a chance to say what they think should happen about the future of Kemback Street ARC. Family members, advocates, guardians and staff gave relevant information about those individuals who find it more difficult to speak in meetings. Carers also were invited to give their own views about the person's life and future. There was an opportunity to discuss the person's current needs assessment. The intention was that the meeting discussion could contribute to each person's care and support plan and indicate what type of services and supports were required.

As part of the overall assessment process all carers were offered a carers assessment, 5 carers chose to take this up at this stage. The information gathered in these assessments will contribute to any future care planning processes.

Before each person came to the meeting they were given an opportunity to prepare for the discussion with a member of staff at Kemback Street ARC (supported by a speech and language specialist). The information gathered was added to each person's needs assessment information and made available in time for the individual meetings.

The individuals who took part in this process were asked where they were in terms of reaching a set of personal outcomes. These outcomes have been developed locally with adults with a learning disability and/or autism, their family members/carers and care and support staff. The outcomes which should lead people in Dundee to have a life the same as any other are :

- Safety
- Health and wellbeing
- Family and Relationships
- Being Part of the World you live in
- Informed and Involved
- Choice and Responsibility.

In total 31 people were included in the process to find out what outcomes they had achieved and which areas might be ones they would work on for the future. Appropriate communication aids and techniques were used including 'Talking Mats'. The meetings were held by a senior member of staff at Kemback Street ARC along with speech and language therapy colleagues. A spider graph was created for each person; no two individuals were alike in the extent to which they perceived that they had achieved their personal outcomes. The responses showed there were considerable differences in peoples' lives as they perceived them. Each person's charts were available at the individual meetings to support discussions along with assessment information. It will be possible, if desired, to revisit the chart at a future date to allow consideration of whether there is any change for each of these individuals.

Many people seemed to benefit from the talking mats approach used and there was a valid outcomes chart completed for the majority of people. One of the service users seemed unable to understand the concepts and this person's chart although completed was probably not a valid impression of whether she thought she had achieved her outcomes. No clear pattern emerged with regard to people in Kemback Street ARC; each person's replies were unique. However it seems that there are several individuals who identified that they scored better regarding their outcomes in respect to family and relationships than in other areas.

It is known by staff at the centre that some peoples' main social links are through attendance at Kemback Street ARC. This was demonstrated when some people completed their charts.

There were a total of 23 individual meetings held. The meetings all generally ran on the same format and the summary that follows is a an example of the meeting format and meeting record. This is a case study and not actual information about a real person. As the meetings were personal and involved individual planning for services users, the individual content has not been shared. The opinions expressed regarding closure have been (in the main) duplicated in meeting discussions and questionnaires. Some service users and some carers found it easier to share a personal opinion away from the group setting. During the individual meetings there seemed to be more ambivalence shown about the closure. People would prefer that the Centre remain open but there was generally an acceptance shown that it may close, and an understanding as to why. Most people could see a way for their personal outcomes to be fulfilled if Kemback Street ARC was no longer available.

SERVICE USER INDIVIDUAL MEETING for X (Example - not a real person)

Present

Pam Brown, Team Manager
Steve Hamilton, Senior Social Care Officer
Alex Davidson, Independent Consultant
Ann Conway, Minute-Taker
Mr & Mrs Y, Aunt and Uncle (Carers)
X- Service User
Arlene Mitchell, Service Manager (introduction only)

Arlene welcomed X and his family to the meeting and explained that she would give a brief introduction and leave Pam and Steve to lead the discussion. She advised that Steve would share some of the work that X had been doing in relation to things that are important to him and said that Pam would then have a discussion about things that work well for X and ask about things that X likes or doesn't like doing. Arlene then advised that Pam will ask about Kemback Street and ask for X and his carer's thoughts about whether it should stay open or be closed.

Arlene introduced Alex and explained that he is an independent consultant who is to oversee the consultation about Kemback Street. X was offered a choice as to whether Alex stayed for the meeting and he agreed he was happy for Alex to stay. Arlene also explained that Ann was there to take a note of the meeting and this information would be sent to them when it was completed.

Arlene advised that should there be any questions for her during the meeting, then she would be happy to be asked back to provide answers to those questions.

Pam explained that there had been a lot of on-going work around the consultation and explained that X had been working with Steve around his thoughts and what he is happy with and what, if anything, he would like to change.

Steve explained that over the last few months Speech and Language Therapy, Kemback Street staff and himself have been engaging with service users to ask for their thoughts and views with a focus on 6 themes – safety, health and wellbeing, choice and responsibility, informed and involved, family and friends, part of the world we live in. Steve explained that he used a talking mat as a tool for communication and showed this to Mr & Mrs Y. He explained that symbols are placed on the mat by the service user in response to questions. Steve explained that prior to using this tool, a baseline question was set in order to ensure that all service users understood the process and it was clear to Steve that X did understand. This particular mat had been used with over 30 service users who had various abilities and he felt that service users were able to make choices quite clearly. He then showed a presentation, giving detail about the six themes with a focus on X's answers.

Safety – X does feel safe when out with his family or staff from Kemback and support staff from his home.

Health & Wellbeing – X lives in supported accommodation and feels his health and wellbeing is looked after well.

Choice & Responsibility – X was able to make choices in relation to everyday activities and routines.

Informed & Involved – X was able to use the board maker symbols to indicate that he did feel involved.

Family & Friends – X is happy with his family and friends.

Part of World We Live In – X has a sense of involvement and is happy with his world.

Steve stated that further work would be done with the speech and language therapist to develop more symbols for X to communicate with.

X has developed good independent living skills and likes to do baking and gardening, he also likes outings with staff for a weekly pint. X doesn't like being inside too much and likes to be active.

When asked, X said that he would not like Kemback to shut and likes coming to Kemback to see his friends. X has been attending Kemback for over 20 years.

Mr and Mrs Y stated they would like Kemback to stay open, X is happy there. However, they acknowledge that life has to move on and so long as the quality of support is as good as what he has now, then they accept that.

Mrs Y said how difficult it was for X and his friends to meet up outwith the centre and wondered where they could meet if the centre closed. Mrs Y stated that X is active and would not like to stay at home all day.

Pam confirmed that any change to X's service would be based on his assessed need and any transition process would be dealt with in a sensitive way. Mrs Y agreed that X would cope with any change as he has dealt with changes before but that they would prefer this not to happen.

Mr Y questioned what would happen if the weather was particularly bad, on a day when X was due to be doing a community based activity. Pam clarified that supports would be centred on both building based and community based activities.

Alex explained how he has not got a fixed deadline yet for his final report but that carers and service users will be notified of any decision in due course.

Pam thanked everyone for attending the meeting.

Only 23 people (and their family members) chose to come to an individual meeting. Alex Davidson (Independent Consultant) attended 22 individual meetings as there was one service user who did not want him there.

The Group Consultation Meetings

Two group meetings were held for service users of Kemback Street ARC and two separate group meetings were held for family members and carers of people who go to Kemback Street ARC. Each person was only required to attend one group meeting as the planned format was the same for each meeting. People were advised in advance that the questions would be similar to those in the questionnaire. The questions were adapted so that they were suitable for each group. These meetings were recorded in a written format and the information gathered was collated and analysed. The meetings were attended by Alex Davidson (Independent Consultant), Arlene Mitchell (Service Manager) and Joyce Barclay (Senior Officer). Staff that are skilled in communication assisted at the Service User meetings.

Kemback ARC - Service User Meetings

There were 2 group sessions arranged for people who currently (or recently) attended Kemback Street ARC. These were held on 24th May 2013 and 27th May 2013 in the seating area in Kemback ARC. There were small tables with 2-4 service users and each table had at least one staff member. Each service user was at a table where the member of staff was known to them. Joyce Barclay and Alex Davidson explained the purpose of the meeting. The staff member worked through a number of questions and recorded the answers on a booklet. The questions in the consultation questionnaire formed the basis of the questions and were specifically adapted for the group. A Speech and Language Therapist assisted and the staff member used pictures with Boardmaker symbols as appropriate to support communication with questions and a personalised approach was adopted for each service user. Each session lasted around one hour, nearer the end of the session staff members were encouraged to move onto the last two questions leaving some of the questions unanswered if necessary. All current (and recently moved) service users were offered the opportunity to attend the meetings, total of 21 people chose to take part - 12 Service Users attended on Friday 24th May and 9 Service Users attended on Monday 27th May. Below is a summary of the answers people gave. There are some direct quotes included and these have been highlighted.

Question 1.-*What do you do during the day?*

People gave a variety of answers which have been grouped together and summarised below. People said they did some of these activities during the day, evenings and weekends and said they liked many of the activities listed, in particular they said they liked Kemback Street ARC. The activities are listed in order of number of times identified.

Drawing/art/craft /Baking /Sewing/making things were very popular and were mentioned 17 times. Exercise including gym/walk/run/ boccia /swimming /yoga/bowling was also popular and identified a total of 11 times. People identified spending time with or meeting friends and family 8 times. A number of people said they spent time visiting town centre/ Lochee / Perth or going out and this was mentioned 7 times. On 6 occasions people identified attending Kemback Street ARC as something they did during the day. People

spoke about dance and music & movement 6 times and talked about attending a club or group 4 times.

On 4 occasions people spoke about having a blether/talk with friends, family, and staff and have a laugh sometimes too. Music was an interest for some with this being mentioned 4 times including music quizzes, playing an instrument and karaoke. Computer, computer games and Wii were also noted 4 times. There were 3 mentions of helping/doing housework and shopping was noted 3 times including going to a car boot sale. There were 3 mentions of having coffee/tea-, a tea break and cup of tea with a friend.

Work or work placements were mentioned twice as were pampering sessions. Also noted twice each were watching TV; going out for a meal or to pub and gardening;

There was one note of each of the following babysitting; writing, listen to stories, pet care and making/filming a video.

Question 2 -Do you have choices of things to do?

In general people thought they were given choices both at home and in Kemback Street ARC and seemed confident and happy that they had had control over decisions and were able to give examples of things they were given a choice about in their lives including activities. Someone pointed out that *'If I can't have my choice I need to know why'* a couple of people -said *'Yes, I have choice but would like more.'* Some people said *'I would like to choose when to do my activities'*

Question 3 Are you ever bored?

There were a variety of answers to this question and this varied quite a lot between individuals. There were several people who were never bored. One person said *'I don't get bored in here, too many things to do in here'*. This contrasted with other service users who said *'Sometimes I get bored at the centre'* and *'Sometimes I am stuck in the centre, I would like to get out more'*. Several people said they were bored when not at Kemback Street ARC and others said they were bored all the time especially when the weather made it difficult to get out.

Question 4 – Are you ever too busy?

There were only a few people who said there were times when they were 'too busy'. Most people liked being busy and were happy about having lots of things to do. Someone said *'Staff keep service users busy'* and another said *'I keep busy at the centre by going to my groups'*.

Question 5 -Do you like to do the same things all the time?

People had a wide variety of things to say about this, people liked to do some things that were the same and some things that were different. Several people thought that routine was important for them but that didn't exclude doing different things, someone said *'I like to do the same thing but would like to try other things also'* and someone else said that he/she *'Doesn't mind doing same things all the time'*.

Question 6 - Tell us what you think about doing things in the daytime.

People said things like *'I like doing daytime activities and staying in at night'*, *'I like doing things during the day and having my own time at night'*, and *'Like doing different activities during the day, at day centre'*. Some one said *'I like to do things during the day and like to have some place to go to, I like to have something to do.'* Several people said they liked coming to Kemback Street ARC during the day

Question 7- Tell us what you think about doing things in the evening.

There were a number of people who were *'quite happy going home, having tea and watching soaps on TV'* or other activities like helping around the house, one person said that he/she doesn't *'want to go out at night'*. Other people had liked to do things in the evening including clubs, bingo, concerts and cinema. Someone thought *'it would be fun to go out at night'* and someone said *'I get bored being at home 5 days a week (evening)'* another said *'I would like the chance to do things at night'*.

Question 8 -Tell us what you think about doing things at weekends

Many people seemed content with their weekend activities and spent time with family, friends and support staff. Someone said that he/she *'Like to do different things at weekends to what they do during the week'* People said things like *'I would like to do things at the weekend'* *'I would like to go to the pictures at the weekend'* *'I would like to go to the pub at the weekend'* which suggests some people did not get the opportunity they wanted to enjoy weekend activities.

In question 9 people were asked their opinions about a number of activities.

9a 'Having a job?'

The response to this question indicates that having the opportunity to work was important to most of the group. Some people said that they already had a job, and although they did not get paid for this they were happy to have this activity and to feel useful. One person stated that *'It is not always about money, I don't get paid but I like it'*. Another said that *'I would like to get money for doing a job'* Others said that they would like to work and gave examples of where they would like a job, These examples included, *'working in record, music or charity shops'*. *'Helping people'*, *'working with babies'* and *'being part of an interview panel with Gowrie Care'* were proposed. Another advised that *'I already have a Monday morning job and I am happy with this, once a week'*. This suggests that many of those who can do so are happy to undertake some form of employment and they have a wide and varied idea of what they would like to do. Clearly it is important that they are included by being busy and helping people. One salient statement was from someone who *'likes getting dressed for work – feels important'*.

9b 'Going to college?'

There was a mixed reaction, when asked if they would like to go to college. Several had a clear reply that they did not want to go. Reasons given were that *'not for me'* and *'No thank you, don't want to go, already been'*. *'Wouldn't like to go to college'*. However others were positive and viewed this as an opportunity to learn new skills such as *'I would like to go to college to count money'*, *'for IT skills'*, *'do computers'*, *'beads of sewing'* and *'garden club and gardening'*. Having the opportunity to *'meet friends and talk to people'* seemed to be an important factor in wanting to attend college.

9c 'Training/learning something new'

Some peoples' responses indicated that they had no interest in training or learning something new. Others were happy to learn new skills *'at the centre'*. One person would *'like training to be a drummer'* while others were keen to *'learn about computers, reading and writing'*, *'learn more about comics'*, *'receptionist'*. There were some people who indicated that they were *'not sure'*. Undoubtedly, there are some people who believe that they would benefit from formal training and others who are happy to learn new skills within Kemback Street ARC.

9d 'going to the library, community centres, sports centres or clubs?'

Going to local amenities appeared to be a popular interest, however one response indicated, *'everything is getting taken away and closed down'* and another was *'hardly any clubs where I am'*. *'I like going to the Dee Club'*, Swimming at the local sports centre and going to the Community Centre (Boccia) were popular, as was going to the library. There were several different activities highlighted that were popular and one person said that *'I think they are good as I like to go out to different places'*

9e 'Going out to meet new friends'

It was unanimous that those asked enjoyed opportunities to meet new friends. Responses included *'I like that – do that on a Tuesday at Boccia'*, *'like to go out and meet new friends and meet different people'*. Meeting new people in different environments appears to be a source of enjoyment for those who go out. It is important to people to have this opportunity.

9f 'Going somewhere to get advice and support'

People gave a variety of examples where people would go to receive advice. There were suggestions such as, *'Go to the doctor'*, *'Ninewells'*, *'Dentist check up'*. Opinions given were *'it's a good thing to get some help'*, *'Would like to get advice and support on various things'*, one person said *'I like to chat, blether to see how I am'* and others were happy to *'ask your mum or your friends'* if you need advice.

Question 10 Some people think that Kemback Street should close. What do you think?

This was the question that evoked the greatest response from group members. Someone was able to express themselves clearly *'I think they are wrong because where are we going to go.'* Some people expressed themselves by saying a firm *'no'*. People made statements like *'I am happy here'* *'I like going to the centre'*, *'I like the staff, going out, my friends are here.'*

Many people said *'I don't want it to close'* and *'I think it should stay open'* people were sad and unhappy at the thought of closure. Someone said *'I would miss my friends'* and *'some friends aren't able to meet up outside and need a centre to meet at'*.

Others gave reasons for keeping the ARC open *'I don't want Kemback Street to close. It is something to do. I would be bored if it closed.'* Others said *'Get the chance to do lots of things at the centre'* *'Can ask for help'*, *'Get different opportunities but get to spend time with friends as well.'* *'Can find a quiet room if you want to be quiet but there are people around if you want to be with people'*, *'I like to go to the centre to do the activities'*. *'I think should stay open for security'*. Someone said they would *'Miss staff and service users'* if Kemback closed.

Some people had very strong feelings about the possibility of closure someone said *'Feel very angry, service users being treated unfairly'*, *'Feel really unhappy if not able to come to Kemback St to be with my friends'*, *'Service users and staff would suffer if no centre to go to'*.

The clear message given from the group of service users was keep it open.

Question 11- Is there anything more you would like to tell us?

Here is a selection of the responses.

'I like going to Kemback St to see my friends', 'I like doing the activities at the centre', 'I like to go to the centre as it keeps me busy', 'I can have a joke with my friends', 'Keep centre open' 'We all get on well with the staff, friends', 'I miss service user that has left'.

Carer Meetings

There were 2 meetings held for carers and family members; these were held on 21st and 22nd May 2013. In total 21 carers attended and it was agreed that a representative of Downs Syndrome Scotland who came along on 22nd May could remain. Also in attendance were Alex Davidson, Independent Consultant, Arlene Mitchell, Service Manager, Social Work Department, Joyce Barclay Senior Officer, Social Work Department, Ann Conway Admin Assistant, Social Work Department (Note Taker).

Joyce explained that that the Social Work Department had been directed to run the current consultation to gain views about the possible closure of Kemback Street Adult Resource Centre. Alex explained he had been requested by the Chief Executive of Dundee City Council to oversee the consultation. Alex reported that since 2002 there has been a major thrust and change in the direction of learning disability services. Arlene then talked through the background to the previous decision making process and that the current status being that there was no decision to close the centre.

Carers were then given the opportunity to use an electronic voting system. In the meeting on 21st May the carers who spoke out said that no-one wanted to use the voting system. They said that the entire group agreed that everything asked in the questionnaire was important and that they wanted Kemback ARC to stay open. In the meeting of 22nd May the carers were asked if they wanted to use the voting system and there was no-one who said they did. People were encouraged to complete the questionnaire and offered assistance to do so at another time if needed.

The participants were given the opportunity to raise their concerns and this enabled Arlene to clarify a variety of points raised. The following is a summary of the information shared

- With respect to capacity and demand issues. People were advised that there were more day centre places in Dundee than were needed/required/requested by the population of adults with a learning disability. Carers advised that, in their view there would always be a need for some day centres. Arlene agreed that the Social Work Department think that in terms of the type of support offered by Dundee City Council at Kemback Street ARC there is a need for one day centre in the City, but in 20 to 30 years the view may be very different.
- Regarding buildings options appraisal. Information was shared to allow people to make comparisons between Wellgate Day Centre and Kemback Street ARC
- It was confirmed that there had been no deliberate run-down of activities/staff at Kemback Street ARC and explained some factors that may have led people to think this.
- Concerns about minibus/transport. The minibus continues to be available for travel to and from Kemback Street ARC and for pre-arranged activities and it is likely to be more visible at Kemback Street ARC following negotiations regarding Driver/Escort staff.

- Some carers wanted an opportunity to visit the Wellgate Day Centre. It was agreed that this would be possible on the understanding that this would not pre-empt any decision that Kemback Street ARC would close or that service users from Kemback will automatically transfer to Wellgate.
- Individual plans for service users. If there is a decision to close Kemback Street ARC individual plans will be made for service users. This will be based on an assessment of their needs and circumstances and will support them to achieve their personal outcomes. Carers and family members will be partners in the decision making process about the plan. There has been no rule made that would exclude people in Supported Living from Day Centre attendance.
- Financial Resources – it was confirmed the original recommendation regarding closure of Kemback Street ARC was made to dis-invest from one service based on demand and service user needs. In addition to meeting all the needs of all the people who currently attend Kemback Street ARC there would have been some potential for reinvestment of money in other supports as the costs of providing services that are not centre based or transferring people to under used facilities then that would be a saving.
- Capacity- there is sufficient and appropriate resources and funding for resources to adequately meet all potential needs if Kemback Street ARC was to be closed.

Both carers meetings concluded after about 90 minutes.

Questionnaire

Each current service user at Kemback Street ARC was issued with a questionnaire and each family member/carers was also issued with a copy (electronic copies were available on request). The questionnaire was aimed at service users (at Kemback Street ARC) and their carers. People were advised that the questionnaire could be shared with any member of the public who expressed an interest in the future of Kemback Street ARC, others could complete and return the questionnaire if they wanted. The questionnaire was also shared with Dundee City Council Disability and Age Equality Action Group.

The return rate for questionnaires was relatively high compared to the return rate for customer questionnaires and many people who attend the centre had taken the chance to complete them either alone or with support. Carers had also taken up the chance to give their views.

A total of 32 questionnaires were returned, 17 questionnaires were completed by people who currently attend Kemback Street ARC, and 2 replies were from people with a learning disability (who had not indicated that they attended Kemback Street ARC). 10 replies were from carers/family member or friends of someone who goes to Kemback Street ARC and 2 replies from family member/carers (who did not identify that they cared for someone who attended Kemback Street ARC.) One questionnaire was completed on behalf of Dundee Pensioners Forum.

All of the questions were about people with a Learning Disability and people with Autism. The first eight questions were about activities and pastimes in the day and evening. The following charts indicate the responses on the questionnaire. These charts represent the 100% of the responses received for each question (some people who sent in questionnaires did not reply to every question).

Note: Calculations are based on figures that have been rounded up/down therefore may not add up to 100% in all cases.

Question 1- When asked *'How important is it that people have things to do in the day time and evening?'*

Most people thought that this was 'Very Important' (90%)
A small number 10% thought it was 'Important.'
No-one saw this as 'Not Important' (0%)

Question 2 - Almost everyone agreed (97%) *'that people should have a choice of different things to do'*.

A small number (3%) were 'Not Sure about this.'
No-one said 'No' (0%)

Question 3 -Just over half of respondents (56%) thought it was very important *'for people to have chances to work and to do voluntary work'*;

Quite a lot of people thought that this was important (37%)
A small number (7%) thought this wasn't important.

Question 4 - Most people who answered (57%) thought it was important *'for people to have a chance to go to college or have workplace training'*;

A significant number of people thought that it 'very important' (25%);
A smaller number (18%) thinking it was 'not important'.

Question 5 -Everyone thought that it was either very important (63%), or important (37%) *'for people to have chances to regularly go to local libraries, community centres, sports centres or clubs'*

No-one thought it was 'not important.' (0%)

Question 6 - Many people (87%) thought it was very *'important ... for people to have a special place to go to meet friends, get advice and support and learn new things?'*

A small number saw this as important (13%).
No-one thought this was not important (0%).

Question 7 -Just over half of the respondents (52%) thought it was *'important... for people to get a chance to go to self advocacy and peer support groups?'*

More than a third of the respondents (39%) thought that this was 'very important';
only a few people (10%) thought it wasn't important

People expanded on their answers by completing the comments box. The comments which related to questions 1-7 are summarised below, direct quotes are included (these are highlighted). Although a number of people identified the opportunities for activities as important and very important someone pointed out that *'As we all know everyone is*

different. Carers in particular thought that these could be provided using the building at Kemback Street; one person said *'if senior management had a more innovative approach'* someone else said that things to do were very important *'provided it is done in Kemback Street during daytime. Evening is a different thing altogether'*. Regarding the range of activities listed someone else said *'If this is what people want then, with appropriate support, they should be allowed / encouraged to do so provided it is part of the Kemback Street Services.'* This sentiment was echoed by a number of carers/family members. One family member summed up the views of several respondents regarding activities suggesting all the activities described were good *'As long as it is done under the "Umbrella" of Kemback Street.'* or *'alongside day centre attendance at Kemback Street ARC'*

Someone was concerned that *"Many communities do not have resources to meet the needs of people with Learning Disabilities or so they say"* this reflects the barriers that can be encountered by this group when trying to become more involved in local communities. Another person confirmed these barriers can be a problem saying *'People with LD face prejudice when they access Community Based Facilities'*. Respondents were also concerned that the alternative to Kemback Street ARC might be *'wandering all over the town'*.

A choice of things to do was acknowledged as *'vital for their well-being. Everyone should be encouraged to make choices again with appropriate support'*.

Being with people you are familiar with was also seen as important one service users family said that he is *'rather insular if he is not involved in any activity with people he knows'*.

Most people who attended the centre thought that choices of activities were important and one person said that it *'is important to meet new friends'* and *'To go to pictures, swimming, park and zoo and drama and dancing outwith day centre attendance.'* Sporting or fitness activities were seen as particularly important; these were especially mentioned by carers of men.

There were mixed views expressed about evening activities; some people already attend evening activities but for others evenings were used for family time and relaxing at home. One respondent said *'Day and evening activities are good.'*

One family member said his son *'requires a structured day but is happy to spend evenings at home with his television and computer. He did seem to benefit from a couple of clubs he used to attend in the evenings and at weekends but it was often a struggle to convince him to go'*. Someone else said that *'Any evening activity must suit (my son's) needs and must be something he enjoys doing'*. One service user said *'In the evening I watch TV and during the day I go out and do some shopping.'*

Another said *'I am happy with my training on a daily basis but I would be interested in any evening activities to help me with a social life.'* Someone else pointed out that *'Kemback ARC offers a selection of day activities whereas evening activities are few and far between.'* Someone else said that any work activity must be *'within the capability of the service user.'* and some people were already mixing day centre attendance with work, there were others for who work activity had proved unsuitable. One person *'sees the centre as his work'*. Concerns were raised that *'College attendance has a relatively short life'* reinforcing the notion that we must plan for post college and transition into adult life. One respondent said *'the centres are required as a HUB from which all activities are developed when college or employment is no longer an option'*.

Someone advised that Kemback Street Centre made contributions to the safety of service users in public saying *'Everyone should be able to mix with the public without fear and this is where Kemback Street Centre comes into it.'*

There were a number of contributions that acknowledged it is important for 'people to have a special place to go to meet friends, get advice and support and learn new things' and someone said that *'this is what Kemback Street does very well. With imaginative thinking this could be extended to provide such a service to a number of people in Dundee with Learning disabilities who have no structured day provision'*.

Day Centres on the whole were seen as very important and someone said *'They should provide a safe and secure meeting place where people could feel a sense of ownership and familiarity and thus find confidence to reach out and form friendships with their peers'*.

Some people thought that *'The centre could also be open in the evening for club type activities'*. And others thought it could take on the role of a 'Hub' or base for more service users and that other members of the public might be able to opt in to groups.

There was a view expressed by some carers that *'The opportunities to work with suitably trained staff seem to be diminishing within the centre'*. Someone else thought that *'the numbers attending Kemback Street have deliberately reduced. This has had an impact on what could and should be on offer to service users'*. Another said that there seemed to be less choice now at Kemback Street ARC and *'it would be ideal if they could be re-instated as part of Kemback Street programme'*.

One carer indicated that self advocacy/peer support provided a positive experience for their son and a service user said *'It is important to speak up for yourself'*.

Questions 8 -11 asked people's opinions about staying the same, change and trying different things. Here is some information about peoples' responses.

Question 8 - When asked their opinion on *'Do you think that people might want different things at different times in their lives?'*

The majority of people (81%) said 'Yes'; a small number of people were 'Not sure' (16%), only 3% said 'No'

Question 9 - Nearly half of those who responded 46% thought that it is 'very important' *'that people have the chance to do the same thing for many years?'*

There were a number of comments which explained this opinion especially in relation to their answers to 10 and 11. (See summary of comments to follow). A large number thought that this was 'important' (37%). Only 17% thought that it was 'not important'.

Question 10 - There was a strong positive response to *'How important is it that services support change to give people the chance to do different things?'*

Most people thought it was 'important' (55%), a large number of people thought it was 'very important' (41%) and only 4% thought that was 'not important.'

Question 11 - People mainly thought it was 'very important' (41%)

Or 'important' (38%) ***'that services and supports always stay the same?'***

A smaller number of people thought that it was 'not important' (21%)

Regarding having the same thing to do people expressed a number of different ideas about change and stability. One man's carer believed that *'the basic support he currently has in attending a day centre is more beneficial than introducing variety'* although others

thought that providing different activities was something that *'Kemback Street Centre does well'*.

Someone was unhappy about question 11; they thought *'This is almost a repeat of Question 9 which is very biased.'*

Many people agreed that people might want different things at different times in their life and one carer said *'The day centres have recognised this with Kemback Street dealing with younger service users and Wellgate and Jean Drummond Centres catering for older users with different need.'* A Service User thought that this *'Depends how your health is'* and one carer explained *'As we grow our lifestyle and developmental needs all change'* Someone else said *'The proposal to close Kemback Street and move the service users to Wellgate or Jean Drummond goes against the whole philosophy'*. A carer raised a concern that *'Older people may be left behind in increasingly under-used day services'*.

People thought that it was important that people had the chance to do the same thing for many years but that we should also *'add new things so they are always learning new skills'*. Several carers said things like *'routine such as attending Kemback Street gives them stability'* and *'Routine and familiarity are essential for making them feel safe secure and confident'*. *'In L's case it is very important that the primary support systems stay the same to give him the reassurance and confidence to function well within the group. Additional learning experiences within this environment would probably be highly beneficial'*.

Someone said *'Additional activities such as swimming, visits to gym etc. with the member of his Kemback Street family are good but sending him to some activity with strangers would be counter productive'*.

Carers thought it was important for decision makers to know that many of their loved ones did not react well to change. One man's family said *'he gets unsettled at any change regardless of how small'* however one carer said *'At present F likes the day centre but may wish to do something different in the future'*.

People emphasised the importance of being with familiar staff and peers and one carer noted that a service user would be *'extremely disturbed mentally and physically if Kemback St was taken away from him'*.

Some people's sentiments can be summed up in this statement from a carer *'Routine and familiarity are essential for making them feel safe secure and confident'*. Someone else pointed out *'There is a distinct difference between what you do and where you do it. Different experiences can be enjoyed over a long period of time at the same location. This is what Kemback Street Centre has done very well and if given the opportunity will continue to do so.'*

Carers in particular expressed concerns about how major changes might affect the service users.

The final question asked about the potential closure of Kemback Street ARC and following this people were invited to include anything else they wanted to say.

Question 12 -What do you think about the idea that Kemback Street ARC might be closed?

93 % of people said this made them 'Unhappy'
3% of replies said 'neither happy nor unhappy',
And 3% said it made them happy.

People had very strong feelings about the potential closure of Kemback Street ARC. Some people added very to the *unhappy* and someone added *very, very unhappy*. Carers of people who attended Kemback Street were very unhappy about any thought of closure. They said

'It would be an absolute disgrace to close this centre'

'This is completely against the Human Rights of these Vulnerable People, many of who want to stay at Kemback Street Centre'

'Disgusted would be a better description. To close such a valuable resource would be an act of vandalism based on prejudice against the centres.'

One of those who responded by saying they were 'very unhappy' said *'people who attend Kemback need to have a stable unit'* as they think they are *'going to work and meeting their peer groups and learning new skills'*

'R has been attending Kemback Street for 24 years and has enjoyed every day of it. She meets her friends and she misses routine which the centre has provided. It would be an absolute disgrace to close the centre'

'B was very unhappy when Dudhope closed, he was lucky enough to receive a full time placement at Kemback Street along with extensive support in training him to travel. He can travel with some of the other clients to Menzieshill, so long as they take the lead. He will be very unhappy if Kemback Street closes, for a time it will affect his confidence and ability to function in a group.'

'Disgraceful, I cannot understand why a purpose built building has to close.'

'C said she would like to go to a "New Kemback" meaning somewhere like it. C likes Kemback very much and would not want it to close.'

There were a number of people who told us about service users who had attended for many years, some more than 20 years. These people had sometimes attended colleges and other things but the majority of these activities were these were too short term for the current Kemback Street population.

Service users said *'I am not happy about Kemback Street closing because I will miss it very much and it is a good centre and the staff are very good and I have medicine, friends and activities to do'*

'It is OK for others to set me a timetable but not seeing my friends at Kemback Street will affect me socially and I would feel depressed and upset that I will not see my friends any more. I do not have other social activities and my friends and staff are my life and taking this lifeline away from me will limit me socially.' *'Don't want it to close, a big part of my life', 'keep it open , we are very happy at Kemback Street'* One service user concluded *'It would be sad to see the centre close but things have to change'*

The final question asked was ***'Is there anything more you would like to tell us?'***
This is what people said

'Kemback Street must remain open. This is a valuable resource for service users with learning disabilities. It should develop to be a HUB from which the needs of the community are met.... Dundee City Council has moved more to closure and cutting off supply of new referrals rather than introducing a dynamic change and extension of services based on the day centres but involving more outreach.... Kemback should remain open'

Several people thought that *'Kemback should be used as a community centre, plenty of space for different activities, which would in turn make money for the communities.'*

'Keep it open'

'It is an asset to the community of people with learning difficulties and has personally helped my family for the past 24 years.my daughter is making herself ill at the thought of Kemback Street closing'

A service user said *'Feel happy and secure and have friends in Kemback Street.'*

One parent said *'my son D requires structure to his day, coupled with a sense of belonging and some certainty to his daily routine with a fair amount of regular activities so he feels comfortable enough to participate. The routine of getting up, preparing for and "going to work" is beneficial to his needs and gives him a sense of normality rather than feeling different from his siblings. The fact that those he meets on a daily basis both staff and fellow clients are for the most part those who give D a sense of belonging to a community to which he can contribute and within which he can function with a high degree of confidence. This has not developed overnight but has done so over a long period. If Kemback Street were to close it would be in D's interest to be found a place in a similar day centre but could be a retrograde step for him. He would have to learn to negotiate a new travel routine. - not a bad thing in itself – but he would find it difficult to fit in and lose much of his certainty and confidence. A sense of stability and a certain future is extremely important to people like D who unlike the rest of us do not have control over their own lives. They simply cannot say "to h..l with it" and pack up and move to a new job. We as carers have a duty and a responsibility to ensure the D's of this world have the support they need to function and a future they feel confident in will always be there.'*

Someone helped a service user to express themselves *'I am a vulnerable adult and I greatly need the help from my friends and staff. I do not want to be wandering about Dundee on my own. The alternatives that have been offered have been OK but they do not take into account how isolated I will be not seeing friends or staff.'*

Others completed their forms themselves *'I would be very upset if the centre closed. I am used to meeting my friends there. Some of my pals cannot go out on their own so it is important that there is somewhere we can all meet'*

The questionnaire completed on behalf of the Pensioners Forum stated *'Professionals like doctors and social workers are experts on how to deliver health and social care needs but it is the vulnerable people themselves who are the experts of their own needs. It is people with disabilities who know what support they need..... The expertise of the professionals must serve the expertise of the vulnerable.'*

Others said things like *'If Kemback closes it will cause much disruption and distress to many'*

'ARC has brought out so much in my daughter's life and happiness. and...played a very important part in her life.'

'The closure of Kemback Street will cause great upset for users and disrupt their lives. Kemback Street should be looked upon as an asset to the Social Work Department of Dundee. It is one of the best in Scotland. The centre could benefit by being used for community activities in the evenings.'

One service user reflected *'I think that the idea it is good to have a change of service because it is important for people to try different services. The possibility of Kemback Street closing down should happen.'*

One parent said *'My daughter enjoys the day activities at Kemback Street and does not want to move to another centre'*

There are number of the replies which pay tribute to the service provided at Kemback ARC and to the staff. Here is a selection of these

'Kemback Street has for many years played a very important role in my daughters' life, - 15 years approx.-. Personally ARC have brought out so much in her life and happiness.'

'Kemback Street is a centre that has been providing an excellent service to users for about 30 years.'

"As you get to enjoy yourself Kemback ARC is good fun"

5 CONCLUSION

There is a clear message from the majority of the current service users of Kemback Street ARC and their carers that they do not want Kemback Street Adult Resource Centre to close. Some people had strong feelings of aversion to the closure, some others accepted that it might happen but didn't like the idea. Some people suggested that the remit of the building at Kemback Street could be added to in order to provide a community resource. They think that additional activities could be incorporated into Kemback Street ARC and that the building could be opened at additional times in order to support the current provision.

Kemback Street Adult Resource Centre
Dundee City Council Consultation May 2013
Kemback Street Consultation Questionnaire

Please return this questionnaire by 8th June 2013
Please tell us about yourself.

You do not have to give us more information about yourself. We will consider all the information people tell us, including the information provided by people who do not want to tell us more about who they are.

We would prefer to have information about who you are as this will make the consultation more meaningful i.e. if we know more about which groups of people have said what. If you would prefer your answers to be anonymous you do not have to give your name **Please put a cross in every box that you agree with**

<input type="checkbox"/>	I have a Learning Disability
<input type="checkbox"/>	I have a diagnosis of Autism or Autistic Spectrum Disorder
<input type="checkbox"/>	I use or have used Dundee Learning Disability Services (this includes self-advocates).
<input type="checkbox"/>	I go to Kemback Street A.R.C. now, or have gone to Kemback Street A.R.C. in 2012, or 2013.
<input type="checkbox"/>	I am a family member or friend of someone with a Learning Disability
<input type="checkbox"/>	I am a carer for someone with a Learning Disability (do not tick if you are a paid member of staff or a voluntary worker).
<input type="checkbox"/>	I am a carer of someone who goes to Kemback Street A.R.C. now or someone who went to Kemback Street A.R.C. in 2012 or 2013.
<input type="checkbox"/>	I have paid work or voluntary work with someone who has a Learning Disability, Autism or Autistic Spectrum Disorder, uses or have used Learning Disability Services
<input type="checkbox"/>	I have attended a consultation meeting, or plan to attend a meeting
<p>If you haven't put a cross in the boxes above would you please describe your interest in the Kemback Street A.R.C. consultation below?</p>	

We want you to tell us what you think

In the box next to your answer please draw a cross like this 

You do not have to answer all of the questions if you do not want to. Just put a line through any you do not want to answer. There are spaces for any other comments and you can write your views on another page if you want. The questions are about people with a Learning Disability and people with Autism.

1. How important is it that people have things to do in the day time and evening?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

2. Do you think that people should have a choice of different things to do?

Yes ☐

Not sure ☐

No ☐

Please add any comments

Some people have told us that there are lots of different things people might want to do. Can you please tell us what you think about the things described below?

3. How important is it for people to have chances to work and to do voluntary work?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

4. How important is it for people to have a chance to go to college or have workplace training?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

5. How important is it for people to have chances to regularly go to local libraries, community centres, sports centres or clubs?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

6. How important is it for people to have a special place to go to meet friends, get advice and support and learn new things?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

7. How important is it for people to get a chance to go to self- advocacy and peer support groups?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

In the box below please let us know what you think about day and evening activities

8. As people live their lives they get older and many people grow and develop. Do you think that people might want different things at different times in their life?

Yes ☐

Not sure ☐

No ☐

Please add any comments

9. How important is it that people have the chance to do the same thing for many years?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

10. How important is it that services and supports change to give people have chance to do different things?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

11. How important is it that services and supports always stay the same?

Not Important ☐

Important ☐

Very Important ☐

Please add any comments

12. What do you think about the idea that Kemback Street A.R.C. might be closed?

Unhappy ☐

Neither Happy or Unhappy ☐

Happy ☐

Please add any comments

13. Is there anything more you would like to tell us?

Please let us know your views and any ideas you might have about the possible closure of Kemback Street Adult Resource Centre
(Please attach another sheet of paper if you need more space)

Although there is no requirement to do so, it would be helpful if you could supply your name and address. This will ensure we can get in touch with you if there are any queries about your answers. We will also use this information to let you know the outcome of the consultation.

Your personal details will be treated as confidential and your survey responses will remain anonymous. Your views will be added to the consultation information even if you do not give us your details.

Your Name	
Your address (or email)	
Your telephone number	

Would you like to be sent a copy of the consultation report?

☐

Yes

☐

No

Please return this questionnaire by 8th June 2013

Please send the completed questionnaire to Joyce Barclay, Senior Officer, Dundee City Council, c/o Kemback Street Adult Resource Centre, Kemback Street, Dundee. DD4 6ET or by email to joyce.barclay@dundeecity.gov.uk

If you want another paper copy or an electronic copy of this questionnaire or if you have any queries about the consultation please contact Joyce Barclay at 01382 433947

EQUALITY IMPACT ASSESSMENT TOOL Part 1: Description/Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Date of Assessment: June-August 2013	Committee Report Number: 345-2013		
Title of document being assessed:			
This assessment has been undertaken in order to explore potential impacts of the re-provisioning of supports and services for adults with a learning disability and adults with autism in Dundee. This is an assessment of the potential impact of a policy rather than the impact of a single document. Please see Part 1 Question 4 for a description of documents relevant to this policy. In particular the assessment will consider the implications of the possible closure of Kemback Street Adult Resource Centre.			
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>		This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.			
<p>The policy is about the future support of adults with a learning disability and/or autism in Dundee, in particular this assessment considers how this policy might affect adults who attend (or might) attend Kemback Adult Resource Centre (ARC). In January 2012 the Social Work and Health Committee agreed a revised approach to the organisation and delivery of Learning Disability Services. The aim of Scottish Government policy in health and social care is to deliver more personalised services with greater flexibility and greater equality of access and service. There is an expectation that, through personalisation and self-directed support, local authorities will make the best use of available resources to ensure that people with learning disability and /or autism benefit from a greater range of services from which to choose their preferred support. The need to promote greater choice and fairness in delivering supports and services led to a variety of recommendations in January 2012 including increased access to universal services, such as Employment Support, and possible changes to current services including day services particularly those services where capacity might be seen to exceed the demand. It has been recognised that day centre provision should be part of the range of choices available for adults in Dundee with a learning disability and/or autism. There is a clear continuing need and demand for building-based day support for adults with complex needs such as profound and multiple learning disability and behaviours which challenge services. In recent years there has been increasing demand for a wider range of day opportunities for adults who have a learning disability or autism with different needs from the specific groups mentioned above; there has been a parallel decrease in demand for building based day care. There are currently some adults with mild to moderate learning disability and/or autism who benefit from buildings based day support. The Scottish Government 'Same As You' Policy (2000) proposed that there should be a community focussed approach helping people to access continuing education and development, real jobs, achieve desired outcomes and become more involved in their communities and that no-one should go to a day centre full time. An outcome of supporting people to access alternatives when desired has been that there are less people who are supported from day centres such as Kemback Street ARC and those who do attend are more likely to attend day centre less frequently i.e. People take up other day opportunities on some days and attend day centre on for one, two, three or four days or part days. This has led to a decrease in numbers of people attending day centre and resulting in more people reducing the number of day s/sessions they attend.</p> <p>It was assessed that there was sufficient day centre provision across the city to meet the needs of the adults who currently attend day centre and that there was considerable additional capacity that might allow one of the centres to close. It was anticipated that some people might prefer to arrange individual personalised supports and others might choose to attend an alternative day centre. The proposal was to shift resources to develop further initiatives which could potentially benefit anyone in Dundee with a learning disability and support their family carers. On analysing the building at Kemback Street ARC it was thought that there was some major capital work required in order to make it suitable for those seeking day centre now, and in the future. Although the building was purpose built 25 years ago there are a number of reasons why it is no longer best fit for purpose e.g. there have been developments in building design; the needs of the group of people attending have changed in particular regarding mobility; and the nature of the service has developed in such a way that a different lay out might better support service delivery. Dundee City Council Social Work and Health Committee have requested consultation with service users of Kemback Street ARC and their carers in order to make decisions about the future of the ARC.</p>			

3. What is the intended outcome of this policy, procedure, strategy or practice?

The intended outcome of the policy is to optimise opportunities for adults with a learning disability and/or adults with autism in Dundee. The aim is that in future supports and services will be delivered in a way that will give increased personalisation and, flexibility of access to and delivery of supports to provide services which are accessible to all.

4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.

The Same as You. 2000 Scottish Government

This document set out a 10 year plan supported by principles that dictated that people with learning disabilities should be helped and supported to do everything they are able to and should be able to use the same local services as everyone else, wherever possible.

Changing Lives-SOCIAL WORK 21st CENTURY REVIEW 2006

A key message is that services cannot continue to do the same and should develop individual and community capacity to deliver improved outcomes for people.

Equality Act 2010

The Equality Act covers nine protected characteristics (including disability) and prohibits direct discrimination; indirect discrimination; harassment; and victimisation.

Section 149(3) of the Act just states in general terms that having "due regard" to advancing equality of opportunity involves having due regard to: "encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low"

Commission on the Future Provision of Public Services 2011 Dr Campbell Christie.

Following this report the Scottish Government's priorities for reform were set out as :

- the importance of building prevention and early intervention into the design and delivery of services
- the need to shift the balance of care in order to unlock resources that are currently invested in dealing with acute problems
- the value of building on community capacity to help address inequalities
- the need to integrate local services to ensure that they achieve improved outcomes
- the development of a performance culture that promotes innovation and evidences effectiveness

Self- Directed Support- A National Strategy for Scotland ISBN 978 0 7559 9737

The Social Care (Self-Directed Support) (Scotland) Act 2013 introduces self-directed support as part of the Scottish Government's wider programme to increase individuals' choice and control over their care and support arrangements. It is anticipated that the Act will come into force in April 2014 and will impose a duty on all local authorities to offer four service delivery options. As a consequence of this the Social Work Department may be required to provide more direct payments and individual budgets for people, and at the same time to maintain some longer term social care provision contracts.

Social Work and Health Committee Report 28-2012 Future Supports for Adults with a Learning Disability In Dundee.

This report sought Committee approval for the revised arrangements for organising, delivering and managing learning disability services in Dundee. The Committee agreed to implement changes to the models of service provision for adults with learning disabilities in Dundee to achieve increased personalisation, flexibility and equity of access to, and delivery of supports and services.

Social Work and Health Committee Report 149-2012 THE REPROVISIONING OF SUPPORTS –KEMBACK STREET RESOURCE CENTRE/OUT AND ABOUT SUPPORT SERVICE

This report included plans to develop the previously agreed revised approach to the organisation and delivery of learning disability services in Dundee. The proposal was that models of support services for adults with a learning disability would change in order to ensure increased personalisation, flexibility and equity of access to and delivery of supports. It was proposed that the council would no longer directly provide 'Out and About' Service and that Kemback Street ARC would close.

The Keys to Life- Improving quality of life for people with learning disabilities- Scottish Government 2013

This 10-year strategy includes 50 recommendations. It sets out a vision for partnership working to deliver better outcomes for people with learning disabilities, their families and carers. The document states that "There is a gradual decline in the number of people attending day centres ...it is expected that Self-directed support will result in the number of people attending day services reducing further".

5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.

There has been a history of on-going involvement and contribution from adults with a learning disability and /or autism in planning health and social care planning in Dundee. As well as on-going involvement there have been regular consultation activities in particular the annual PiP events which are reported on and shared with service users, carers and service user representatives are regularly consulted to determine experiences of services and supports and future priorities. e.g. **Partnership-in-Practice Review 2011 Consultation Report.**

Additional consultation specific to Kemback Street ARC was arranged in 2013. **See Appendix 1 -Consultation Report (Kemback St 2013)** This consultation collected views of service users of Kemback Street ARC and family carers of people who attend Kemback Street ARC.

6. Please give details of council officer involvement in this assessment. (E.g. names of officers consulted, dates of meetings etc.)

Arlene Mitchell (Service Manager) Joyce Barclay (Senior Officer), Kathryn Sharp (Co-ordinator Dundee Violence against Women Partnership), Lesley Burnett (Health Team Manager), Val Ridley (Human Resources Manager), Rosalind Guild, (Contracts Officer), Arlene Hiron, (Acting Resource Manager), Pam Brown, (Team Manager), Julie Gibson, (Team Manager).

7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?

Rapid Impact Assessment indicated that further consultation was needed. The outcome of this was that further consultation was arranged. See report from Independent Consultant.

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact.

It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Race, Ethnic Minority Communities including Gypsies and Travellers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state) Marriage and Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>Please see also Appendix 3</p> <p>It is known that person centred supports can promote choice, flexibility, equality and fairness. Actions have been identified that will contribute to the likelihood of positive impacts for many people with a learning disability and/or autism as the proposals support new developments which will help more people with disabilities in Dundee.</p> <p>With respect to potential closure of Kemback Street ARC it is thought that there will be a positive overall impact for people in Dundee with a learning disability and/or autism.</p>
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>Please see also Appendix 3</p> <p>There are some potential negative impacts for some people from protected characteristics groups, in particular people with a disability.</p> <p>In relation to the potential closure of Kemback Street ARC there is a possibility that the impact of any change on some individuals can be negative especially if disability and health conditions led them to be anxious and wary of change.</p> <p>Actions have been identified to reduce the likelihood of negative impact or reduce the effects of negative impacts.</p>
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(E.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>Actions described in Appendix 3. If decisions are made that there will be changes to service and that these anticipated changes are perceived as potentially detrimental to individual service user(s), or their carer(s) plans will be made to support these service users and carers through any changes which occur. This will be undertaken on an individual basis taking into account all information recorded by and known to the Social Work Department and the needs and views of the individuals involved and their families.</p>
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>The implementation of the policy is expected to have an overall positive impact for people with learning disabilities and their carers in Dundee. There are some individuals who may experience a negative impact especially if there are plans to close a day centre. Appropriate plans will be made to ensure that individuals will receive sufficient support and to support them during any change in provision.</p>
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>Yes. This has been undertaken during the Kemback St ARC consultation period and informed by this consultation.</p>
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>This policy will be monitored for equality impact through the Equality Action Plan- see page 5 & 6 and via the Learning Disability and Autism Strategic Planning Group.</p>

Name of Department or Partnership	Social Work
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input checked="" type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input type="checkbox"/>

Manager Responsible	Author Responsible
Name: Jenni Tocher	Name: Arlene Mitchell
Designation: Director Social Work	Designation: Service Manager
Base: Dundee House	Base: Claverhouse, Jack Martin Way
Telephone: 01382 433205	Telephone: 01382 438338
Email: Jenni.tocher@dundeecity.gov.uk	Email: Arlene.mitchell@dundeecity.gov.uk

Signature of author of the policy:	Arlene Mitchell	Date: 23 rd August 2013
Signature of Director/Head of Service:	Jennifer G Tocher	Date: 23 rd August 2013
Name of Director/Head of Service:	Jennifer G Tocher	
Date of Next Policy Review:	November 2014	

This Equality Action Plan incorporates the actions proposed in Appendix 3. These actions address all points in the proposed action to overcome potential negative impacts and/or to increase likelihood of positive impacts. (i.e. P1-31 and N29). The proposed actions for Learning Disability Services are to:

- 1. Support Dundee City Council to make realistic commitments to carers about the future of supports for adults with a learning disability.**
- 2. Provide all the options for Self Directed Support as a credible opportunity for all people who need care and support provision. This includes providing robust personalised outcomes focussed assessments, supporting diligent care planning, utilising good quality care packages.**
- 3. Continue to provide the right amount of buildings-based day support as one of the options available for adults with a mild to moderate learning disability.**
- 4. Promote organisational capacity building across partner agencies including the private and voluntary sector to secure future community based provision.**
- 5. Ensure that relevant staff from support services are made aware of a possible increased risk of isolation and possible action that can be taken to resolve this.**
- 6. Support community –based resources to be as inclusive as possible; and promote**

a balance of people who require support and other members of the community.

7. *Work in partnership to promote support networks that facilitate people to make friends and develop new relationships as well as to address any need for people to maintain established friendships.*
8. *Link with existing City wide work on accessible, affordable transport.*
9. *Facilitate specialist health care and support provision outwith a clinical setting.*
10. *Continue to support work to eliminate disability harassment and resolve hate crime.*
11. *Explore opportunities for people with a learning disability and/or autism to learn how to maximise their safety in the community.*
12. *Further develop employment support services and personalised supports to optimise the earning capacity of people who want to work. This will include ensuring equal opportunities are available to all who wish to progress to employment*
13. *Ensure social care and health planning takes account of a trend for some people with a learning disability to experience increased physical disability as they age and other common aspects of the ageing process.*
14. *Consider to how best to ensure suitably accessible buildings are available for people who need services and supports including those with mobility needs and that planned or adapted facilities are consistent with potential needs of the building user population and their carers.*
15. *Implement fully DDC Social Work Department User Involvement Policy in relation to increased involvement of carers.*
16. *Recognise carers as partners in care and implement the new Dundee Carers Strategy within Learning Disability Services. (When strategy becomes available).*
17. *Continue to prioritise people living with older carers for housing with appropriate support.*
18. *Improve access to equality information for service planners. Continue to ensure training and development opportunities support staff to be aware of diverse needs and equality legislation*
19. *Support Service Users and Carers through change.*
20. *Consider the different practices related to paying for activities when accompanied by support staff and seek to establish fairness and equity across all service providers with respect to paying for support staff entry to facilities.*

Day Supports for adults with a learning disability and adults with autism with specific reference to Kemback Street Adult Resource Centre.			
	Context	Potential positive Impacts	Potential negative impacts.
Disability Learning Disability and/or Autism.	<p>The intended outcome of the policy is to optimise opportunities for adults with a learning disability and/or adults with autism in Dundee. The aim is that in future supports and services will be delivered in a way that will give increased personalisation and, flexibility of access to and delivery of supports to provide services which are accessible to all.</p> <p><i>The same as you?</i> (2000) estimates in Scotland that approximately 20 per 1,000 of the population have a mild/moderate learning disability and 3-4 per 1,000 has a severe/profound learning disability. In Dundee the number of adults known in 2012 to health and social care supports that have a learning disability is 1,132 these adults are part of Dundee's adult population of around 120,000. Less than 40 people currently attend Kemback Street ARC.</p> <p>Learning Disability refers specifically to the presence of a significant intellectual impairment. People with learning disabilities have a significant, lifelong condition (that started before adulthood) that affected their development and which means they need help to understand information; learn skills; and cope independently.</p> <p>Some people with learning disabilities are also on the autistic spectrum. Between 20-30% of the population with learning disability in Scotland are known to have autism, although it is recognised that a significant number of others may remain undiagnosed.</p> <p>Autism is a lifelong developmental disorder commonly referred to as autism spectrum disorder (ASD) Currently there are 5 people who attend Kemback Street ARC who have a diagnosis of ASD. 147 of Dundee's known population who have a learning disability are diagnosed with ASD although it is thought that a significant number of others may remain undiagnosed.</p> <p>Down's syndrome- Currently 11 people who</p>	<p>It is anticipated that person centred supports can promote choice, flexibility, equality and fairness. Actions have been identified that will contribute to the likelihood of positive impacts for many people with a learning disability and/or autism as the proposals support new developments which will help more people with disabilities in Dundee. Kemback Street ARC has been identified as one day resource which might close. With respect to the potential closure of Kemback Street ARC it is thought that there will be a positive overall impact for people in Dundee with a learning disability and/or autism.</p> <p>P1 Person centred supports can promote choice, flexibility, equality and fairness. It is anticipated that positive impacts will result for many people with a learning disability and/or autism who will have more choice and more control over supports and services and their day-to-day lives. There is likely to be an increased likelihood of positive impact for a larger number of the target population if resources can be re-directed to provide more support for people to access universal services, such as Employment Support, local community centres, libraries and sports facilities.</p> <p>P2 It is recognised that a community focussed approach helping people to access continuing education and development, real jobs, and become more involved in their communities is positive in supporting them to achieve desired outcomes and have positive impacts on their lives.</p> <p>P3 Building based day centre provision should be part of the range of choices available for adults in Dundee with a Learning Disability and/or Autism but that there is current excess capacity in this type of provision. The range of activities available at Kemback Street ARC are available at other centres (including Wellgate Day Support)</p> <p>P4 The method of delivery of personalisation and Self Directed Support is designed to ensure that</p>	<p>N1 Across Scotland the take up of self directed support in the form of direct payments is low for adults with a learning disability relative to adults with physical disability as their main characteristic. This is particularly true in Dundee City which is one of the lowest uptake areas for Direct Payment. If this continues some adults with a learning disability may not be able to receive the advantages that Self Directed Support can offer. Some individuals who are anxious about change may be unsettled in new environments and with new people, both staff and peers. This is likely to have a negative impact if people need to move from their current service.</p> <p>N2. Many of the service users have established networks/ friends at their current day centre. It is possible (if support is not given in this area) that people moving out from their current day centre may lose these networks and not be able to support their friendships.</p> <p>N3. In less structured day supports there are risks that opportunities for supporting communication and interaction may be less well defined and people who communicate less easily may be at risk of being more isolated even when taking part in activities.</p> <p>N4The Down's Syndrome Health Screening Clinic is currently held at Kemback Street ARC. If this facility is not available there is a need to find suitable alternatives which are positive, community based and provide enough rooms of the right size/type.</p>

attend Kemback Street ARC have Downs Syndrome. Downs Syndrome is caused by an extra copy of chromosome 21 inside some or all of the body's cells. All people with Down's Syndrome experience some form of learning disability, which can range from mild to severe.

Health care – it is anticipated that existing health inputs including those provided to those currently attending day centre could follow the individual wherever their personalised support system will lead them within the Dundee community.

Mental Health and Wellbeing– social isolation is a risk for people especially with significant communication issues and those lacking in capacity. Social isolation can, in some cases be a factor in escalating mental illness or in delayed identification of decline.

Adults at risk of harm or abuse –because of individual circumstances some adults are at greater risk of harm and abuse. Adult Support and Protection policies and procedures are in place to support more vulnerable adults.

People with disabilities can be subjected to **disability harassment/ hate crime** when out in the local community and can be more deeply affected by this type of harassment than non-disabled people.

services and supports and funding for these services will be delivered in an equitable and fair way. People along with their carers and staff will have the opportunity to arrange a package which meets their assessed needs

P5. All health interactions (either currently provided or required in the future in response to changing needs) require a suitable environment in order to maximise a successful outcome for each individual service user. This environment can include day centres but have also been successfully provided outwith formal day care settings in other areas of Scotland.

P6 Individuals will have opportunity to have a wide range of friendships and relationships. People have expressed a desire to have activities and recreational opportunities where they can make friends with their peers and opportunities where they can spend time with people in the wider community.

P7 Buildings based day care can provide adults at risk with a stable, safe environment and can be an essential respite to them from their circumstances at home.

P8 We must strive to create communities where everyone is welcomed and valued

N5. Specialist learning disability health care and support can often be provided more appropriately in a non clinical setting. This has been effectively provided to some people through day centres. There would be a potential negative impact should no alternative community resource to be available.

N6 If people do not attend the same formal building based day centre service there is a potential risk of loss of friendships which have been generated and developed over years of attending the same place with familiar peers and staff member.

N7 Some individuals will be adversely affected by change because they like their familiar routines, staff, friends and physical building

N8 There is potential risk if building based day care was not available to adults identified as being at risk of harm, that risk of harm would be increased.

N9 People with disabilities can be subjected to disability harassment/ hate crime when out in the local community

Proposed action to overcome potential negative impacts and/or to increase likelihood of positive impacts (Learning Disability and/or Autism)

As Dundee City Council Social Work Department progresses towards delivering personalisation and Self Directed Support action must be taken to provide all options of Self Directed Support as a realistic opportunity for all including adults with a learning disability to ensure that benefits from SDS are available for all.(P1)

Learning disability services and supports must ensure that the work that is initiated to support personalisation and Self Directed Support includes and supports a growth of opportunities for more personalised service which is expected to provide benefits for many people with a learning disability/autism.(N1)

In order to maximise opportunities to develop appropriate support there is a need to promote organisational capacity building across partner agencies and private and voluntary sector. (P2) City wide work on accessible affordable transport must continue. Travel and transport planning is an important part of individual planning and an essential part of daily life (P1)If individuals need to move to an alternative day centre or other resources due to current provision becoming unavailable or unsuitable or not appropriate the process of change must be well supported taking account of the needs of the service user, their carer(s) and of the existing service users at the replacement provision.(P3 & N1)

Attendance at day centre should continue to be one of the options available for adults with a mild to moderate learning disability. (P7& N8) Some buildings based day centre provision should continue to be made available to meet the support needs of some adults. Careful monitoring and appropriate action is required to ensure there continues to be the right balance of buildings based day care and that it is still available for those who might benefit from it. (P4& N8) Alternative provision needs to be provided to a high standard with checks and balances being put in place for individuals to ensure that there is a formality and routine put in place and that changes to wellbeing are quickly identified and appropriate action taken.

If a service user moves from one service to another this must be undertaken in a planned and individual way. With respect to service users moving to new services from day

centre there must be careful and appropriate transfer arrangements to transfer information, knowledge, and service user trust (N6) Great care and diligence is required to plan any changes in incremental steps going at the pace that is right for the person repeating the steps as required. An overlap of staffing from one service to the other may be of benefit e.g. staff from the new service getting to know the person in the setting they are moving from. (N1&N7)

Individuals care and support plans must continue to ensure that where individuals have existing friendship links, opportunities are available to continue to meet their friends and that people are supported to maintain existing friendships. (N2). It is important to ensure that existing friendships can continue to be supported in a variety of ways in order for friendships to flourish and develop in a variety of different locations. There needs to be active cross checking to ensure no relationships are missed especially in relation to those at most risk – e.g. those with Down's Syndrome who are getting older.(N6)

Relevant staff from supports and services need to be aware of a possible increased risk of isolation and take action to resolve this. (P 6& N3). Learning disability services must work in partnership with other agencies in the city to ensure new and existing services promote networks and support people to make friends and develop new relationships. It is important that the supports and services arranged for people ensure that there are opportunities for meaningful interaction with peers, staff and members of the community.(P2)

Local people with learning disabilities express a desire for a mix of opportunities to spend time with each other and time with the local population. Community based resources need to be supported to be as inclusive as possible and services that support people to access them must ensure that there is a balance of supported people and other members of the community. (P3)

There is a need for some buildings based health care and support to be provided outwith a clinical setting. (P5 and N5) If Kemback Street ARC is not available there is a need to find suitable alternatives which are positive, community based and provide enough rooms.(N4) Other community buildings require to be identified for this to be made available for those who do not attend/or no longer attend day centre. (P5 and N4) If there is a reduction in the number of buildings that provide places suitable for health interventions because a day centre closes there must be careful planning and identification of alternative non-clinical premises for health interventions and support.

The Adult Support and Protection Committee and Hate Crime Multi-Agency Panel (HIMAP) are keen to eliminate disability harassment (Hate Crime related to disability) and are working in partnership to ensure positive action is optimised. (N9) Education activity initiated by HIMAP to educate people with disability regarding hate crime needs to be strengthened and there is a need to consider further action. Although there is a need to protect adults with a disability from harassment adults with a disability avoiding situations and communities in which they are more at risk of harm is only part of the solution. It is essential that local communities learn a zero tolerance attitude to discriminative and offensive behaviour and that our city is a safe place to live for all.(P8)

A programme of Community Safety has been delivered via Advocating Together. On evaluation of this programme consideration should be given to this training programme being extended and offered to others. (P8)

	Context	Potential Positive Impacts	Potential negative impacts.
Disability-Physical Disability	<p>Some people who have a learning disability can also have a physical disability. This physical disability exists at birth or pre birth and sometimes it develops or worsens as the person ages. The physical disability or condition might or might not be related to the condition which has caused the learning disability.</p> <p>Life expectancy has increased for everyone but more so for many individuals with a learning disability. The numbers of people with a learning disability who also have a physical disability has also increased.</p> <p>Due to innovations in travel and transport, walking aids, specialist advice and support fewer people with a physical disability are confined to their homes. More and more people are able to go out on a daily basis and less people are confined to the house.</p>	<p>P9 Increased opportunities for more personalised supports will facilitate individuals to have care packages which are tailored to their needs and take account of changes in needs.</p> <p>P10 Some day centres offer more suitable facilities for people with a both learning disability and physical disabilities. Kemback Street ARC has a specialist 'changing places' toilet but unfortunately the building is not as suitable as other centres for those with wheelchairs and walking aids.</p> <p>P11 Wellgate Day Support has wide corridors and space which is easier to use for those with mobility aids and wheelchairs. There are choices regarding access from outside i.e. via a lift or long path or stairs.</p> <p>P12 Day centre transport is available for service users to attend.</p>	<p>N10 The current buildings for day services in Dundee are not all suitable for the needs of the current and anticipated population.</p> <p>N11 The lay out of the building at Kemback Street ARC means that those with walking aids and wheelchairs can experience problems due to the different levels and steps/small lift and in passing others in corridor.</p> <p>N12 Wellgate Day Support has not got easy car parking which is not as easy for visitors.</p>

Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts. (Physical Disability)

Health and social care planning will take account of a trend for some people with a learning disability to experience increased physical disability as they age.(P9) Through planning regulation there is an expectation that any new buildings which house community based resources should have optimum accessibility (N10) Kemback Street ARC- if this centre continues to be used there must be consideration to how to meet the needs of any current service user whose mobility needs change. (P10 & N11).

Internally Wellgate Day Support building must be kept up to date with potential needs of its service user population.(P11 & N10)

Wellgate Day Support carers or staff who escort people in by car are able to use the bus parking spaces while collecting or dropping the person off (P12). Alternative parking provision should continue to be explored and staff should ensure families visiting for any other reason are supported to do this as much as possible.(N12)

Context	Potential Positive impacts	Potential Negative Impacts
Disability – Carers This refers to family members and friends who provide unpaid care and support. In the context of this EQIA ‘carers’ should be considered as a group of individuals who are affected by their “association” with a person who has the protected characteristic of disability. (NB The term carers in this document does not mean care staff or Social Care Workers who will be referred to as ‘staff’)	P13 There are opportunities to develop increasingly personalised services and supports. Care planning will include working in partnership with carers and where appropriate an assessment of carers needs will contribute to the planning processes.	N13 Carers who live in the same household as the person they care for or who spend large amounts of time providing support are used to receiving respite through the day centre. Any alternative day support provided for people who live with carers needs to take into consideration ways of providing a service which gives respite on a day to day basis and which can continue in adverse weather or when the person cared for does not feel like ‘going out’ that day. N14 Carers are concerned about the impact of change for the person they care for. N15 Carers may be concerned that budgetary constraints may affect budgets and the provision of supports for adults with a learning disability in future.

Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts. (Carers)

Some buildings based day centre provision should continue to be made available to meet the support needs of some adults.(N13)Care planning and introduction of new care packages must be achieved by recognising carers as partners in care (P13 & N13) Staff at all levels need to consider how to further develop and maintain trusting partnership relationships with carers. The Social Work Department User Involvement Policy should be pursued in relation to increased involvement of carers from basic information sharing to full involvement in strategic planning processes.(P13& N14)Dundee Carers Strategy will be introduced and include actions regarding this including updated carers assessment.(P13 &N14)Dundee City Council must make realistic commitments to carers about future of supports for adults with a learning disability.(N15)

Context	Potential Positive impacts	Potential Negative Impacts
RACE including Ethnic Minority Communities including Gypsies and Travellers UK and Scottish Research evidence suggests that traditional supports and services are under - used by people from BME communities and with different racial origins and different cultures. 2011 E say Scottish statistics suggest that less than 2% of people with learning disabilities known to services in Scotland are from minority ethnic backgrounds. It is thought that this is a disproportionately low number and the	P14 Some people in this group who have language barriers may benefit from personalised services which can allow them to employ their own staff who might be bi-lingual or speak the language used in the service user’s household. P15 Service users and their families will be able to negotiate to use the most culturally adept service	N16 People from racial backgrounds different to the norm (white Scottish) may be more likely to experience isolation due to attitudes of others in the community. It is possible for some that day centres might offer a more protected environment. NB The Kemback Street ARC does not currently provide for any service users who have different

<p>population and needs may be at least double this. In Dundee in 2012 the population of people known to learning disability services whose ethnicity was known, and disclosed, 97% were white and of this 91 % were white Scottish, 1.8 % were Asian with the remainder being mixed ethnicity or black. Families from black and minority ethnic communities with a member who has learning disabilities are twice as disadvantaged as the majority population due to racial prejudice and lack of culturally sensitive services; People who have a learning disability and who are from a visible minority ethnic background suffer from added racial discrimination. 966 of the current known population of adults with a learning disability in Dundee are identified as white Scottish.</p>	<p>provider. There is a potential for individually arranged services to promote a growth in culturally competent provision</p> <p>P16 When cultural norms indicate that staff should be of a specific gender, an exemption can be sought from equality in employment legislation.</p> <p>P17 Local communities and public bodies should work towards reducing racial discrimination and disability harassment.</p>	<p>racial origins and there is no recognised specific advantage for new service users with different racial origin. There is little evidence to demonstrate the racial background of the current service user population although it is known that few people from ethnic minorities access supports and services.</p>
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Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts. (Race)

Learning disability services and supports must ensure that the work that is initiated to support personalisation and SDS for all Community Care groups includes and support a growth of opportunities for more personalised service which is expected to provide benefits for all but perhaps might support people in this group to access the support they are entitled to (P14& P15 & P16)

The Dundee Multi-Agency Hate Incident Panel will continue to promote education and resolution to identified difficulties. Public education is needed to promote people in local communities to understand people from different racial and ethnic backgrounds.(P17))

Attendance at day centre should continue to be one of the options available for adults with a mild to moderate learning disability as this may give some advantages to some people. (N 16) Equality information needs to be improved to help service planners monitor access to all members of the community and ensure that there is a balance of people accessing services and supports from all parts of the local community.

Context	Potential Positive impacts	Potential Negative Impacts
<p>Gender</p> <p>All employers must seek exemption to employ staff of specific gender. This can make it more difficult for services that provide across genders (including council day centres) to manage a balance of male and female staff for those who need them.</p> <p>Individuals who employ their own staff can seek exemption as can care agencies.</p>	<p>P18 The focus on personalisation means that service users will have a greater opportunity to employ staff or choose a specific agency who can consider seeking exemption for circumstances where it matches gender of staff is an important factor in their care.</p> <p>P19 Encouraging service users to access community activity can provide them with more opportunities to be involved in a choice of activities if available and if preferred. e.g. male might wish to be part of men's five a side Football team</p>	<p>N17 If a day centre closes people who have looked to a day centre to provide gender specific group activity (e.g. a male who lives at home with females in the family might want to spend time with other men) may have to seek this elsewhere if they haven't already got the mix they choose in the relationships they have outside the day centre.</p>
<p>Gender Male</p> <p>There are across Scotland more boys and men with learning disabilities than girls and women, although in older age groups there is a greater balance as women typically live longer.</p>		<p>N 17 (cont.) Service planners and providers must ensure there are good opportunities for people to choose same sex or mixed sex activities according to their preference especially the</p>

	In 2012 Dundee overall 58% of people who are known to services who have a learning disability and/or autism are male.		gender balance of peers changes due to lower life expectancy of males.
Gender - Female	<p>National research shows that women with learning disabilities under the age of thirty are less likely to be employed than men with learning disabilities of the same age.</p> <p>In Dundee statistics suggest that women who are known to services are more likely to access employment, training for employment and supported employment, comprising 53% of this group.</p> <p>However as there is no information about this area for a larger number of men on Dundee's Esay database this might not be completely accurate. Statistically there is likely to be predominance of women providing unpaid care to people with a learning disability and/or autism. However there may be more male carers looking after people who need care more than 50 hours per week.</p>	P20. There will be positive impacts if adequate; resources are made available to support men and women to access employment opportunities and into meaningful jobs in an equal manner.	<p>N18. Approximately two out of three of the current Kemback street service users live with other family members. The majority of these service users live with both a male and female carer. The service users who are known to live with one carer only are more likely to live with a female carer. If Kemback Street were to close action would be needed to avoid negative impacts for carers of people who attend Kemback street. This mitigating action would protect women more than men as there are more female carers.</p> <p>N19 It is thought that female service users are more likely to be at increased risk of violence in their domestic settings. A day centre can provide an important respite for women (or anyone) experiencing domestic abuse. It is important that day centre provision is available for some people in certain circumstances and situations.</p>
Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts-Gender.			
<p>Attendance at day centre should continue to be one of the options available for adults with a mild to moderate learning disability. (N 17& N19) if a service user accesses other day opportunities the need for same sex or for mixed sex company should be addressed. (P19). In some cases it may be relevant to employ a specific gender of staff (P18) e.g. someone who needs support to go to a pop concert may wish a same gender member of staff to accompany them to toilet etc.</p> <p>If service users move to new services from day centre there must be careful and appropriate transfer arrangements and recognition taken of gender issues. (N 17)</p> <p>Learning disability services and supports must ensure that the work that is initiated to support personalisation and SDS which includes and support a growth of opportunities for more personalised service which would be expected to provide benefits for all genders.(P19)</p> <p>Individuals care and support plans must be personalised enough to ensure they are able to form relationships and spend time with people whose gender they are comfortable with. Future planning for this is important given that older men may experience a change in gender balance in mixed groups of their peers.(N17)</p> <p>Staff should ensure that personal relationships and friendships are noted and that the plans people want are made to maintain relationships and friendships (N17)</p> <p>Employment support services must ensure that equal opportunities are available to women to progress to employment when this is their goal.(P20)</p> <p>(N 18) There are more female carers looking after service users at Kemback street who live at home. Carers needs (of any gender) are taken into account during the assessment of service users and carers can request a separate Carers Assessment to ensure their needs are recognised and that plans take their needs into account. Any change in services and supports (such as the change that would result following Day centre closure) must be planned and carers needs taken into account to ensure carers (either male or female) are not disadvantaged and are supported well through the changes.</p>			
	Context	Potential Positive impacts	Potential Negative Impacts
Gender Re-assignment	Gender reassignment is the process of transitioning from one gender to another	P21 Personalised, individual supports may benefit someone prior to, during or after the process of reassignment. The right type of support would make it possible to participate in peer support groups etc.	N 20 It is possible that adults with a learning disability and/or autism who are under-going gender re-assignment may benefit from the type of support offered by a day centre before during or after this process.

Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts -Gender Reassignment.

The type of support which would best suit individuals will very much depend on their circumstances and situation (P21 & N 20) Attendance at day centre should continue to be one of the options available for adults with a mild to moderate learning disability and it is likely to be a very positive support for people in this category. Day centre may provide for some people, a basis for life-long support. Others may be able to use the service as a spring board for other activities and an anchor if crisis occurs at any point. Learning disability services and supports must ensure that the work that is initiated to support personalisation and SDS for all Community Care groups includes and support a growth of opportunities for more personalised service which is expected to provide benefits for this group. Some buildings based day centre provision should continue to be made available to meet the support needs of some adults. It is important such services can be accessed at specific times (e.g. crisis) where service users have the potential benefit of returning to a familiar place and known staff.

Context	Potential Positive impacts	Potential Negative Impacts
RELIGION OR BELIEF	<p>P 22 With personalised individual supports and services there may be increased opportunity to meet individuals religious and faith needs. A one-to-one care support and enabler service can be more easily arranged to assist people to prepare for worship and to escort them to religious facilities.</p> <p>P23 Moving away from centre based provision means that individuals are less likely to be subject to engaging in the faith activities of the majority of the population.</p> <p>There is also a greater opportunity for the service user and their family to be able to have choice and control to have staff input at times of majority public holidays which may not be celebrated by some and also to choose to rearrange own service provision around other faith calendars.</p> <p>P 24 More choice and control brought by personalisation should mean that carers can seek respite in order to practice their religion and faith as they want.</p>	<p>N 21 The structured routine available at day centre may make it easier to schedule prayer times and other religious activities (only as long as this does not clash with the structured routine)</p> <p>N 22 Centre based activities have usually got good capacity for privacy and maintenance of modesty that may be required as part of peoples cultural and religious practices. It may be less easy to conform to these practices in more public settings.</p>

Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts-Religion or Belief

Attendance at day centre should continue to be one of the options available for adults with a mild to moderate learning disability. (N 21 & N22)

Learning disability services and supports must ensure that the work that is initiated to support personalisation and promote a growth of opportunities for more personalised service which is expected to provide benefits for this group.(P22 & P 23 & P24) Personalisation of supports must include opportunities to practice religion (or not) as desired. Lifestyle choices related to religion should be enabled, including religious dress and appearance. Whatever the service staff must ensure that whenever outside activities are planned these are consistent with the service users choices and their religious and cultural norms or belief system.

There is a potential for faith groups to develop supports and services for people within their faith and outwith and can promote better community relationships.

Care services must be developed further to ensure that we meet respite needs for carers regarding faith traditions ranging from extended leave for holy pilgrimage or a few hours for morning worship.(P24)

Context	Potential Positive impacts	Potential Negative Impacts
Age – older people	<p>P 25 Older people with a learning disability will be able to choose a range of services through Self Directed Supports and personalisation. This should</p>	<p>N 23 Building based provision needed for some people with growing health care needs but must be accessible for as many people as possible including visually impaired, wheelchair users,</p>

concerns) that progress because of the ageing process.

lead to the provision of services and supports that best meets their needs and supports them to achieve their outcomes.

people with walking aids etc.

N 24 Some of the people who continue to need day centre provision may be at risk of the day centre provision they attend having reduced numbers due to others moving on or not choosing to go to day centres. This may affect the breadth of group activities.

N 25 There are increasing numbers of people with a learning disability (in particular those with Downs Syndrome) who develop dementia, sometimes affecting people earlier than the general population. People who are experiencing memory loss may experience disadvantage if a change in provision is needed. There is a potential negative effect if people have changes in service provider.

Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts-Age Older People

Some buildings based day centre provision should continue to be made available to meet the support needs of some adults. (N23)

Through their lifespan adults may have changing needs.(P25) A range of supports is needed but there needs to be an easy and effective route to(or back to) day centre provision as soon as it is identified that this is needed.

Future plans for services and supports must consider how to manage day centre provision that may have reducing numbers and take into consideration the impacts of any other potential changes in the future for people who have already changed.(N24)

Particular care and well planned transition arrangements must be made with people at risk of dementia or memory loss if there is a need to transfer service or supports.(N25)

Context	Potential Positive impacts	Potential Negative Impacts
<p>Age (Cont.) Age- older carers</p> <p>Some carers of people with a learning disability are above retirement age; often these are the parents of the adult with a learning disability. At birth or during infancy some people's parents were advised that the life expectancy of their son or daughter was low and that their son or daughter was not expected to outlive them. The life expectancy of adults with a learning disability has changed and young people are now encouraged to make plans for life as an adult. Some more mature adults and their families may not have undertaken whole life planning as the young person progressed to adulthood and had little opportunity to consider the future of the person they care for.</p>	<p>P 26 In Dundee people with older carers are among the priorities for their own accommodation.</p>	<p>N 26 Parent carers have had a number of different experiences over their caring journey. The agents responsible for services and supports have changed and have sometimes changed the eligibility criteria for services and supports. This is likely to have made carers wary of change as their experience may have been negative in the past. Change in itself can be an anxious time and carers can experience negative impacts of this and due to the worry about their future of the person they care for. When major service review is undertaken this can be a very anxious time and if this results in change of services and supports carers can experience negative impacts because of the fear of change and because of negative past experience.</p>

Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts-Age Older carers

The housing with appropriate support allocation system should continue to consider people living with older carers as one of their priorities.(P26)

Carers (of all ages) should be supported through change. Carers should be involved in considering how best to involve them in planning processes and how best to provide support for them. (N 26)

Context	Potential Positive impacts	Potential Negative Impacts
Sexual Orientation, Lesbian, Gay Bi-Sexual	<p>As is the case for other members of the community people with a learning disability may identify as lesbian, gay or bi-sexual. People should be supported to explore their identity and express themselves as they would like. We do not have accurate statistics regarding people who currently attend day centre with these protected characteristics.</p> <p>P 27 Personalisation could increase the scope for individual work relevant to the person e.g. relationships info, focussing on same sex relationships /safer sex. This can sometimes be more difficult for individuals in a generic group setting such as a day centre. If day supports move away from an institutional setting staff may be in a better position to support individuals to explore identity and express themselves.</p> <p>P 28 Individualised support may be more appropriate as individuals may feel they do not have enough privacy in a group setting.</p> <p>P29 With increasing personalisation and Self Directed Support, individuals may feel they have more of a choice in who works for them and may feel more empowered to not tolerate inappropriate attitudes from staff and peers. The change in service delivery could offer someone an opportunity to speak out and say what they want if they have been unable to do this before.</p> <p>P30 Personalised support can allow individuals to get support to help attend LGB specific/ friendly activities, or to attend group activities for people who are LGB and have a learning disability. Personalised support could make it easier to travel to groups or activities of interest, in other locations. If other interested persons are known to each other, and to services, resources could be pooled to fund group activities for LGB people e.g. visit to touring Lesbian & Gay Film Festival.</p>	<p>N 27 More individual services result in an increase of unsupervised working and less active team working. Observing good practice and exchange of positive ideas will be more difficult as staff see less of each other and may be easier for negative attitudes to persist.</p> <p>N 28 If an individual has had a positive, supportive experience in a day centre, where they can fully express their identity as an integral part of their lives, the loss of that setting could be significant for them.</p>
Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts-Sexual Orientation		
<p>Good regulation and monitoring of support services in personalisation and SDS (P 27) will help support good practice. (N 27) Robust assessments and diligent care planning with quality care packages and appropriate monitoring are required to ensure peoples supports and services are right for them . Staff employed in care services now require to be registered, follow codes of practice and maintain professional development. (P 28 & P29) Care planning must be robust and effective and take into account peoples needs and preferences. (N 28 &P30)</p> <p>Planning structures must continue to ensure training and development opportunities support staff to be aware of diverse needs and equality legislation.(P27 & P28 & P29)</p>		
Context	Potential positive impacts	Potential negative impacts
SOCIO-ECONOMIC	<p>All service users have the opportunity for an income maximisation assessment/benefits check. Some service users are asked to make a</p> <p>P 31 Developments in supports that increase employability may contribute to tackling the socio-economic inequalities if people are supported to</p>	<p>N 29 The charges of day centre traditionally will cover the costs for staff to accompany groups to swimming etc. Personalisation might mean</p>

	contribution from income and savings towards the cost of their services and supports .It is anticipated (that if their services and supports change as a result of day centre closure) the current service users at Kemback Street ARC will not be required to pay more towards the cost of their services than they currently pay to Dundee City Council. NB If people have other changes in their circumstances e.g. changes in household composition, their income or savings, there may be a change in the amount they are required to pay towards services and supports.	access meaningful re-enumerative employment.	individuals could be faced with differences in charges for staff supporting them as different agencies have different policies
Proposed action to overcome potential negative impacts and/or to increase likelihood of potential positive impacts-Socio-Economic			
A short life working group should be formed to consider the different practices and seek fairness and equity across all service providers.(N29) Employment support services and personalised supports should continue to be developed to optimise earning capacity of people who want to work.(P31)			
Staff/Dundee City Council Employees	The following protected characteristics do not need to be considered in relation to goods and services (but need considered regarding employment). All proposed changes to service delivery are/will be the subject of full consultation with employees and trade unions. Any changes for employees in relation to their employment will be dealt with in accordance with Council Policy and Practice following consultation with the trade unions. If there are employees who identify equality issues for them in relation to their employment they have opportunities to raise these by usual routes.		
Pregnancy & Maternity	There is no known impact of any of the changes in relation to pregnancy and maternity.	There are no anticipated positive impacts.	There are no anticipated negative impacts.
No additional action is required			
Marriage & Civil Partnership	There is no known impact of any of the changes in relation to marriage or civil partnership.	There are no anticipated positive impacts.	There are no anticipated negative impacts.
No additional action is required.			
Human Resources	Within Dundee City Council any proposed changes to service delivery are the subject of full consultation with employees and trade unions. Any changes for employees in relation to their employment would be dealt with in accordance with Council policy and practice following consultation with the trade unions.	Any potential impacts will be dealt with in accordance with Council policy and practice following consultation with the trade unions.	Any potential impacts will be dealt with in accordance with Council policy and practice following consultation with the trade unions.
No additional action is required.			
The Equality Action Plan (see main EQIA document) incorporates the actions proposed in Appendix 1. These actions address all points in the proposed action to overcome potential negative impacts and/or to increase likelihood of positive impacts. (i.e. P1-31 and N29).			

<u>Desk Top Research</u>	
Learning Disability	<p>Make My Day! (Same As You Implementation Group – 2006)</p> <p>How is it going? (SCLD 2006)</p> <p>Stuck At Home (Mencap 2012)</p> <p>What's happening to Day Centre Services? (Unison 2012)</p> <p>Self-directed Support (Direct Payments),</p> <p>Scotland, 2009 Analysis of uptake of direct payment in Scotland http://www.scotland.gov.uk/Resource/Doc/299811/0093457.pdf</p> <p>Published data for 2011 :</p> <p>National Annex Table: http://www.sclld.org.uk/sites/default/files/revised_200613_2011_essay_annex_a_-_learning_disability_statistics.pdf</p> <p>e-Say 2012 Local Authority Tables http://www.sclld.org.uk/sites/default/files/annex_b_2012_bw.pdf</p> <p>Dundee City Council Annex Table: http://www.sclld.org.uk/sites/default/files/annex_b_2011.pdf</p>
Race	<p>What's out there? (SCLD 2009)</p> <p>Karlsen, S. & Nazroo, J. Y. (2002) Agency and structure: the impact of ethnic identity and racism on the health of ethnic minority people. <i>Sociology of Health and Illness</i>, 24, 1–20.</p>
Equality	<p>Equality Act 2010</p> <p>Scottish Government Equality Evidence Finder http://www.scotland.gov.uk/Topics/People/Equality/Equalities/DataGrid</p> <p>Summary: Disability and Crime and Justice</p> <p>Summary: Disability and Culture</p> <p>Summary: Disability and Employability, Skills and Lifelong Learning</p> <p>Summary: Disability and Income and Poverty</p> <p>Summary: Disability and Labour Market</p>
<u>Local Research</u>	
	<p>Telephone Research – Minority Ethnic Carers Carer's Project Dundee Carers Centre- 09.06.13</p> <p>Email Enquiry and Response -lgbthealth.org.uk- 18.06.13</p> <p>Dundee Partnership-in-Practice Review 2011 Consultation Report</p> <p>Dundee Partnership-in-Practice Review 2012 Consultation Report</p> <p>Kemback Street ARC Consultation Report 2013 (Appendix 2)</p>