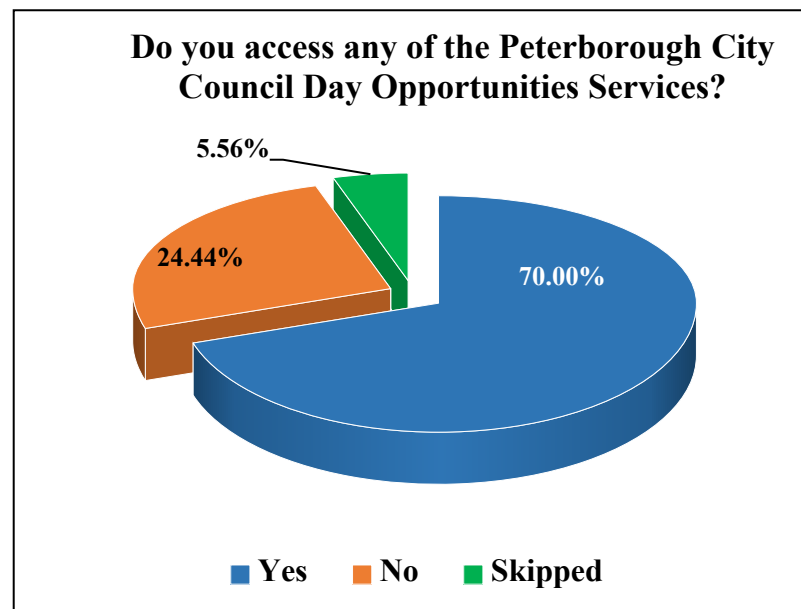


Day Opportunities Survey Analysis

Q1. Do you access any of the Peterborough City Council Day Opportunities Services?

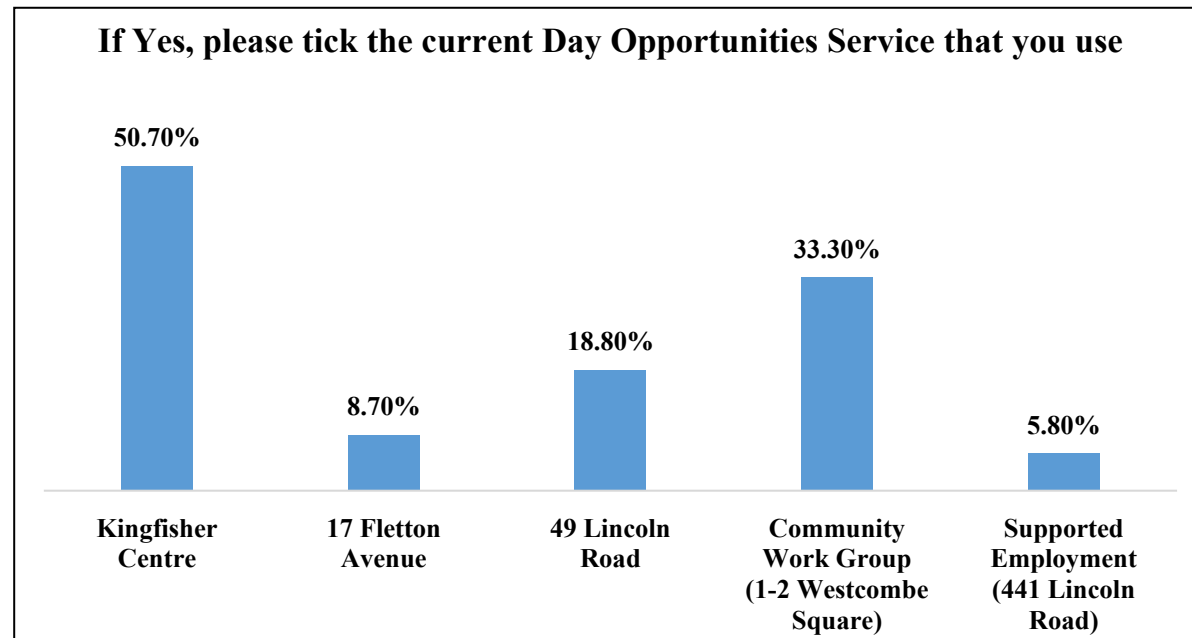
	%	Count
Yes	70.00%	63
No	24.44%	22
Skipped	5.56%	5



Q2. If Yes, please tick the current Day Opportunities Service that you use

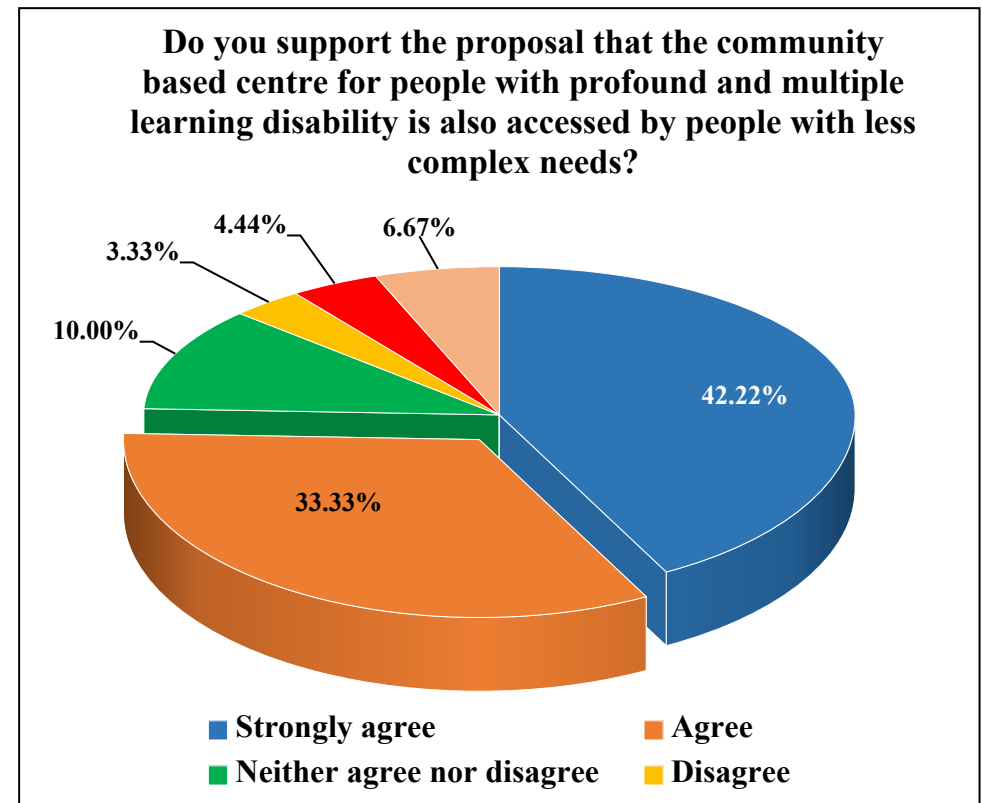
	%	Count
Kingfisher Centre	50.70%	35
17 Fletton Avenue	8.70%	6
49 Lincoln Road	18.80%	13
Community Work Group	33.30%	23
Supported Employment	5.80%	4
Skipped		21

NB. Can be multiple choice



Q3. Do you support the proposal that the community based centre for people with profound and multiple learning disability is also accessed by people with less complex needs?

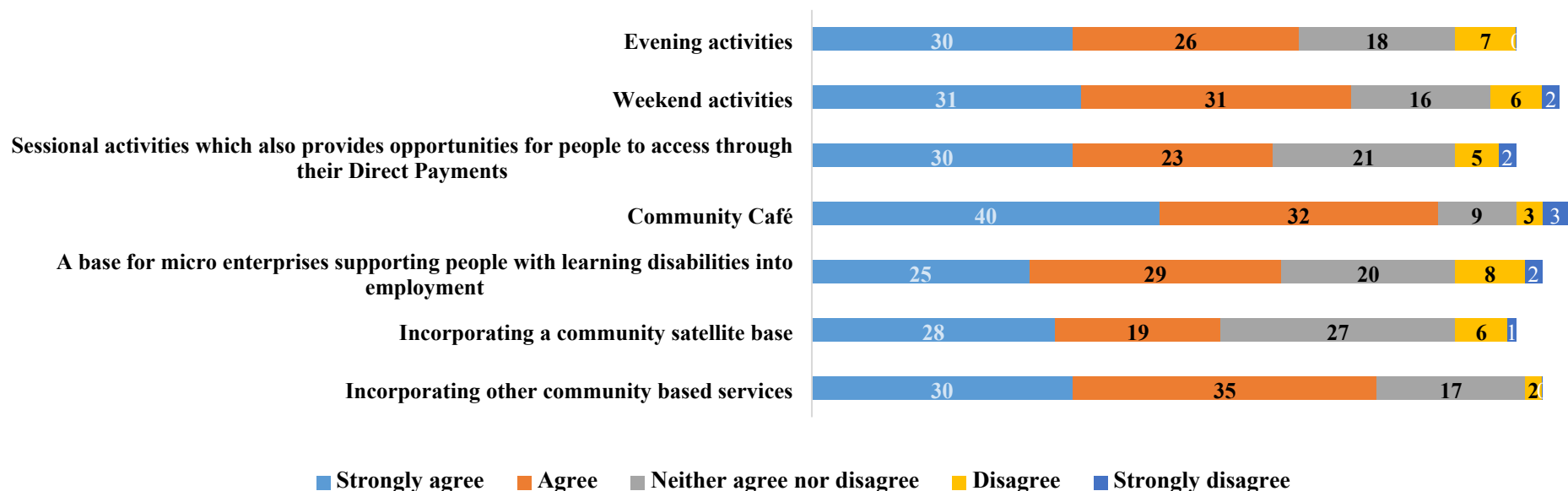
	%	Count
Strongly agree	42.22%	38
Agree	33.33%	30
Neither agree nor disagree	10.00%	9
Disagree	3.33%	3
Strongly disagree	4.44%	4
Skipped question	6.67%	6



Q4. Which of the following services do you think should be available at the complex needs centre?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Evening activities	30	26	18	7	0	81
Weekend activities	31	31	16	6	2	86
Sessional activities which also provides opportunities for people to access through their Direct Payments	30	23	21	5	2	81
Community Café	40	32	9	3	3	86
A base for micro enterprises supporting people with learning disabilities into employment	25	29	20	8	2	84
Incorporating a community satellite base	28	19	27	6	1	81
Incorporating other community based services	30	35	17	2	0	84

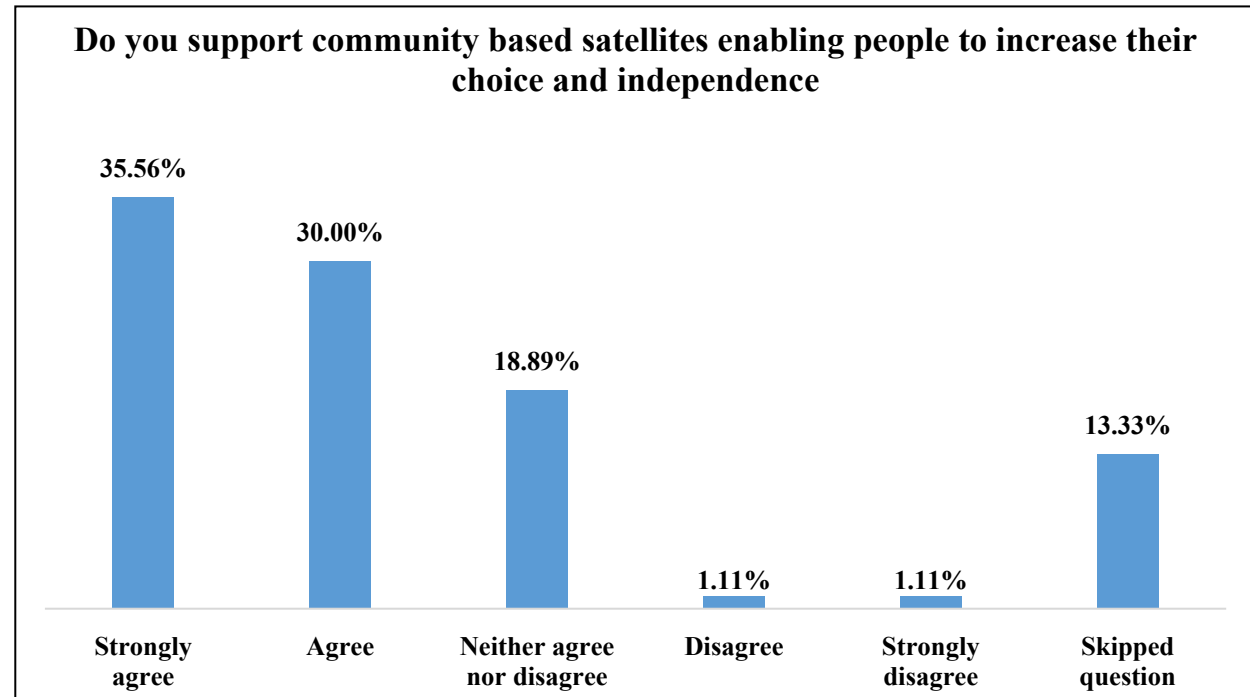
Which of the following services do you think should be available at the complex needs centre? (Counts)



21

Q5. Do you support community based satellites enabling people to increase their choice and independence?

	%	Count
Strongly agree	35.56%	32
Agree	30.00%	27
Neither agree nor disagree	18.89%	17
Disagree	1.11%	1
Strongly disagree	1.11%	1
Skipped question	13.33%	12

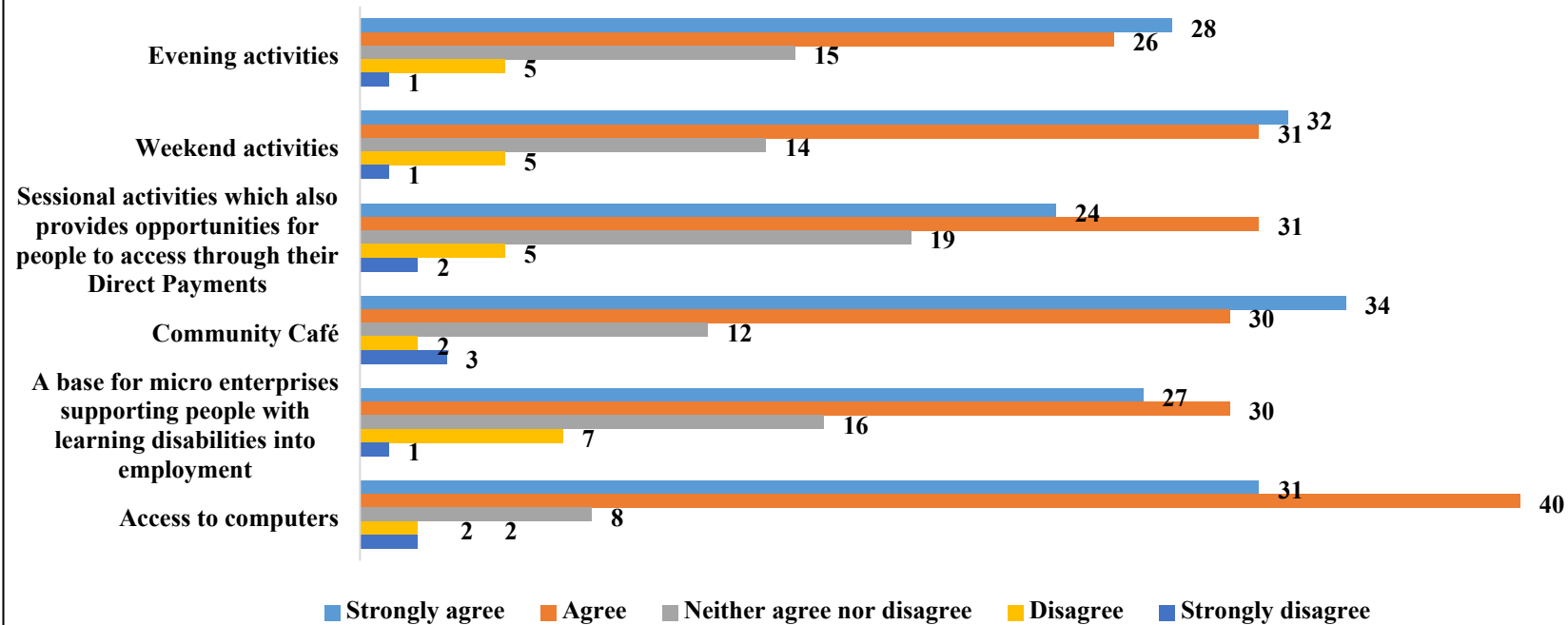


Q6. Which of the following services do you think should be provided in the community based satellites?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Evening activities	28	26	15	5	1	75
Weekend activities	32	31	14	5	1	83
Sessional activities which also provides opportunities for people to access through their Direct Payments	24	31	19	5	2	81

Community Café	34	30	12	2	3	81
A base for micro enterprises supporting people with learning disabilities into employment	27	30	16	7	1	81
Access to computers	31	40	8	2	2	83

Which of the following services do you think should be provided in the community based satellites (Counts)



23

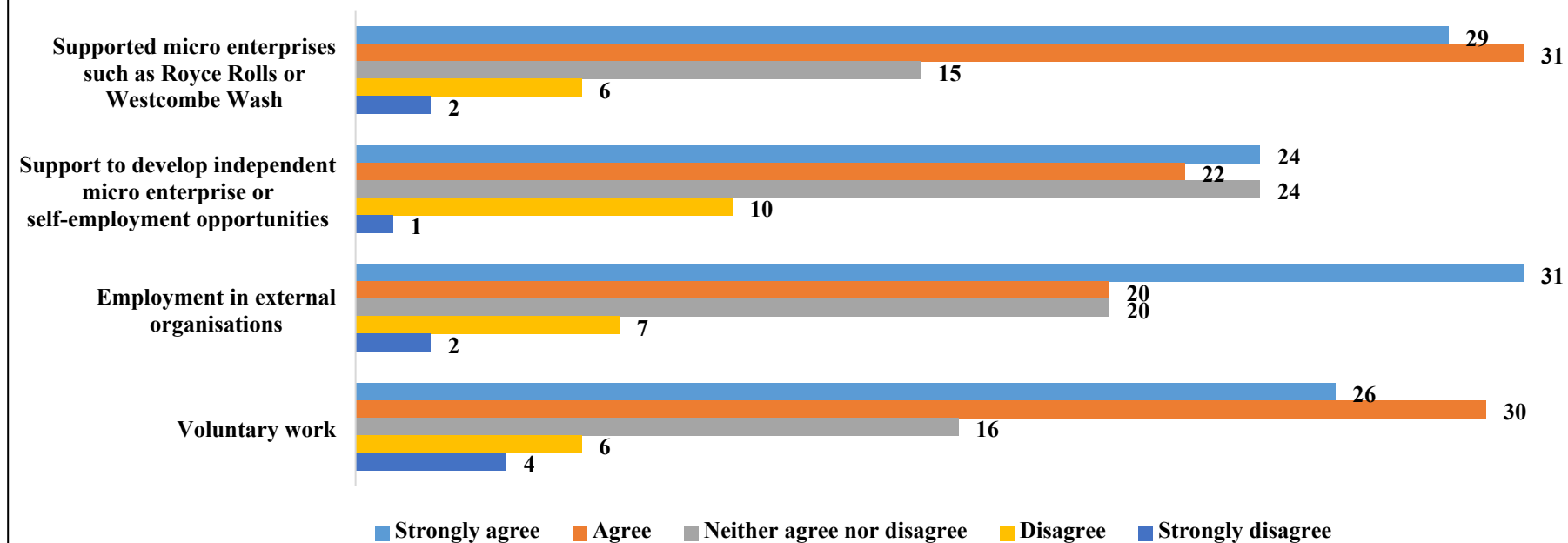
Q7.

Which of the following work activity opportunities would you like to be provided?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Supported micro enterprises such as Royce Rolls or Westcombe Wash	29	31	15	6	2	83

Support to develop independent micro enterprise or self-employment opportunities	24	22	24	10	1	81
Employment in external organisations	31	20	20	7	2	80
Voluntary work	26	30	16	6	4	82

Which of the following work activity opportunities would you like to be provided? (Counts)



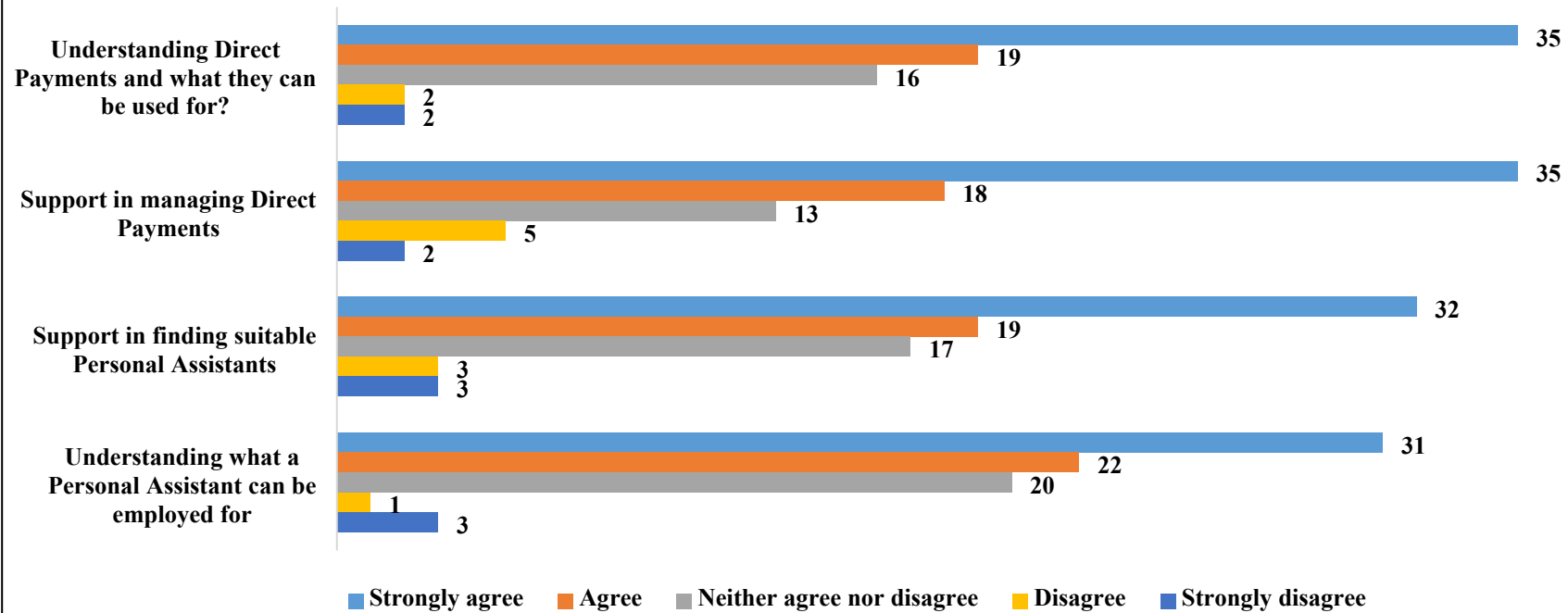
24

Q8. What information would you need to help you to do this?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Understanding Direct Payments and what they can be used for?	35	19	16	2	2	74

Support in managing Direct Payments	35	18	13	5	2	73
Support in finding suitable Personal Assistants	32	19	17	3	3	74
Understanding what a Personal Assistant can be employed for	31	22	20	1	3	77

What information would you need to help you to do this? (Counts)



9. If you have ticked 'agree' or 'strongly agree' for any of the above, and have any suggestions for the following areas, please state here

Complex Need Centre	
..	Please ensure this remains very integrated. Services have tried to become inclusive regardless of level of ability so it would be very sad to see this revert to a segregated service.
..	All adults that have additional needs should be allowed to use the centre otherwise there could be a sense of segregation (isolation). Use of Transport. In turn ensuring the emotional wellbeing of all adults are supported
..	More internet. Swimming
..	Football. More assess for wheelchairs users
..	More assess for wheelchair users
..	My son is happy and settled at Kingfisher Centre, would like to stay there, they cater for all his needs and ours
..	A Gym things to keep you fit and healthy
..	Support more help, more staff. More activities to be planned throughout the day
..	Keep service the same as it currently meets all needs
..	If Kingfisher centre is chosen, there needs to be a refurbishment / redecoration carried out. Also working practises reviewed / changed to avoid a 'Wheelchair in rows' syndrome creating another institution!
..	It is important that groups other than complex needs should be around - satellites and community based services
..	One to One support to learn what the personal assistants can do and where to find suitable personal assistants and what checks are made before they can be employed
..	To go out more with people from Kingfisher
..	Yes I Do. Homework
..	Money spent on Kingfisher to enable it to remain open to all
Community Based Satellites	
..	Keep Peterborough FM going
..	Support within these bases to access computers, access training or skills based sessions.
..	Provision of 'quiet spaces' and sensory rooms. A place for people to meet socially outside of home.
..	Would be useful for people if more than one centre as they may be easier to access
..	Computer games and cards
..	Go out on trips. More help for disable
..	More help for disable
..	A Gym things to keep you fit and healthy
..	Mix of male and female staff in each building. Sometimes people want to speak about women's things to a woman or a man might want help in the toilet from a man
..	Propose Micro enterprises are based here to ensure their independence. Transport will need to be provided to deliver goods and services
..	Location is key - Safety, transport, near shops and libraries
..	Use money considered for these for keeping existing organisations open
Employment	
..	In an ideal world, would like to have a job. I enjoy my work at Westcombes Industries and Kingfisher
..	To get wages
..	Paid Please
..	I can't work

- .. Training to prepare people for paid employment (if achievable) including practical training in manual job roles (basic admin, shop floor roles etc)
- .. I feel that adults with additional needs can find the idea of employment overwhelming, stressful which in turn could let to a change of temperament.
- .. Yes, would need support finding employment and making a CV
- .. Talk and help more
- .. Depends on the person's needs and mobility if they can work
- .. People are happy with Westcombe. They must be doing something right
- .. Westcombe's, Royce Road is not ideally situated. Propose a building in a more central location. Need to drastically increase the number of job coaches employed
- .. It is important that individuals are developed
- .. keep me informed about job opportunities outside Westcombe
- .. Drop in job centre to obtain advice and guidance in an easily understood manor to enable more people to obtain their desired career paths.
- .. Not applicable for many of the people concerned
- .. Barriers to community/micro enterprise are many in Peterborough. This is mainly as though who provide person centred planning are also offered the opportunity to provide services, which halts the inception and progression of micro enterprise.

Direct Payments

- .. I prefer I have the money paid into bank so I can budget and pay bills, save for holidays etc and food
- .. Another to do what I want
- .. Enough to go places
- .. No
- .. Clear rules and regs regarding employer's responsibilities and employee training. DBS checks as a MUST.
- .. May need support setting up Direct Debits
- .. Very confusing - the goal posts keep moving!
- .. Make it easy to understand and each person say the same thing not just their interpretation
- .. Needs to be assessed for each individuals needs to help them access all opportunities within their community
- .. Don't know - What is Direct Payments
- .. More information and support on using them and managing them
- .. Worried about people who won't get a Direct Payment and can they still the same support as at 49 Lincoln Road. How many social workers will there be to do assessments. How long will it take to get DP? It took a long time for us. Will they change their mind about what it can be spent on in 1 years' time like they did to us?
- .. Parents would like to know how Direct Payments are to provide a 5 day service as currently provided. Who organises the PA's, who pays the PA's, How can they be confident PA's are trained and DBS cleared? DO PA's have access to transport?
- .. We do not understand Direct payments
- .. Not enough is known by social workers and local organisations about what direct payments can be used for. The use of direct payments is restricted by social workers in many cases, whereas as long as the funds are being used to reach the original outcome the decision should not be down to the social worker to make.

Q10. Taking account of the context set out in the briefing paper, if you have any suggestions which you would like the council, or the new provider, to consider please provide detail in the box below

.. Close 49 Lincoln Road and look to get other day centres open as 49 Lincoln Rd have missed me around

Service users at the meeting I attended believe that the Kingfisher Centre is not a good location for the main satellite centre, the main centre should be a more central location within the town. Speech and language department should be involved with the changes that individuals will experience, good communications will be a major priority. PCVS do a very good service with people who receive direct payments. Direct payments improves individuals skills and more opportunities socially alongside day services

It would be great to incorporate training into day services again; in the past people were supported to attend college courses which helped to broaden skills and offered a real sense of achievement. It would be nice to see people gain paid employment within local firms following a period of job training. Services for people with complex needs should not become segregated, the mix of abilities of people currently attending services offers the opportunity for people to support their peers and for people regardless of ability to contribute and be valued.

1. Ensure that the same workers are supporting the adults
2. Transport for those who find public transport stressful/dangerous
3. Ensuring you are aware of the needs of the adult user not just their age
4. If taking part in a work based activity the adult users shouldn't do it for more than 2 hours at a time as could prove very challenging for the service users

.. I want to have a base like 49 Lincoln Road where I can meet and chat to friends in safety

.. I would like 49 Lincoln Road to carry on doing Preventative work as they have supported me a lot. I would not know where to go if I could not as 49 Lincoln road for support

.. I need someone to open and read my letters. I want support in banking and housing. 49 Lincoln road does this for me at the moment

.. I would like help so that my wife can get help if we need it

.. Would like to have somewhere like 49 Lincoln road to help me with problems I may have

.. I am happy with changes

.. Don't turn us out onto the streets to be at the mercy of users and abusers. Have places for us to go to do activities and socialise in safety. Not just no 49 Lincoln Road.

.. How will everyone that could use these facilities find out where they are and how to use them?

.. I would like to know more about the Personal Assistant Role as it is something I might consider doing myself for my son,

.. I have filled this questionnaire in on behalf of my daughter as she is unable to read or write

.. Only use Goldhay Arts, do not use a day centre

.. What age can a person be to do anything in the community centre

.. More activities. A place where people with special needs can meet and have a chat, coffee and be able to talk each other. A holiday place where we could take them where there is others with special needs Day trips

.. I would like things to stay as they are.

.. He went to Peterborough Regional College for nineteen years and Brooke Street on different courses and he still cannot read or write. I don't think any of this will help him and lots more like him. We had a good satellite at St Peter's in Eye and the council in their wisdom closed it. I think the support staff at Westcombe do a great job with the facilities they have to use.

.. The Direct Payments questions are irrelevant as Direct Payments have no bearing on how the "transformation" plans are developed - all facilities and activities should be designed regardless of who has Direct Payments.

- .. More buses to pick and drop people to the centre. The fee for the bus is too expensive. The fee must be free of charge
- .. Very happy with staff at Kingfisher and he is happy with his service and enjoys coming. Don't see why things should change if all needs are being met. Don't want him to lose the service and support he has
- .. I think there should be both male and female staff to talk to people in each building. There should be an expert in Benefits to advise people. There should be an advocate to support people to do phone calls and meetings. All the buildings should be accessible for people in wheelchairs. All the buildings should have a changing place. You need more information about how to do DBS checks if people go on Direct Payments
- .. Complex Needs Centre - As the Kingfisher centre in Bretton is likely to be chosen due to the long unexpired lease on the building, there is a need to completely revise and update the working practices to ensure the increased SU population is fully supported. The building requires updating and redecorated. The provision of a proper 'Smoking area' at the rear of the building established as the current practise of smoking at the front door of the building is not professional and unhygienic! Micro Enterprises - Ideally these should have their own facilities for the preparation of goods, storage and use of transport for delivery. Currently there are conflicts over the use of kitchens, storage and refrigeration. Food hygiene is okay but could be much better if selling to the public. PCC food hygiene inspectors to advice on the set up process for the new enterprises. PA's - This is a big issue for parents. Propose parents are fully briefed on the employment of PA's in finance, transport, booking of / recruitment etc, DBS, training and need to keep records. Propose no one should be forced onto DP and provide an alternative service for these SU's
- .. For many years our son has not really had any development activities. The issue is that resources do not seem to be set up to spend the time on this activity. It is essential that the changes are gradual and well thought through. One opportunity to get this right as any change is very worrying for the users and has a major impact on the carers of those people. It is important that the complex needs area is not isolated from other users - satellites and community based services should be close albeit with their own staff.
- .. More activities for physical disabilities out in the community - day trips
- .. 1 - More buses so service users are able to be picked up and returned at the proper times 2 -
- .. More staff to enable service users, to be encouraged to cover personal activities e.g. more exercise, interacting etc. 3 - Clearer understanding about forthcoming events etc.
- .. Ideally all activities to be held within the centre, such as a gym and café in the cresset
- .. In today's enlightened society it is not acceptable to segregate people with a profound and multiple learning disability. It is widely accepted that these people should be given opportunity and encouragement to play a full part in their community and should be given the necessary support to enable them to mix and make friends with all people regardless of whether they have a disability or, if they have, the degree of that disability. It is MENCAP's vision that ALL people with a learning disability should be valued by society and be able to live a normal life as is possible. Your proposal would appear to be opposed to that aim. In the circumstances if the proposals are approved by the council I would have no hesitation in raising the matter with both countess Wessex (MENCAP's Patron) and Stuart Jackson MP.
- .. issues like wellbeing ought to feature in activates offered to service users;
- .. Keep the structure between complex and moderate needs as they are. Provide better access to job opportunities to people and more educational courses.
- .. Better and more informed choices of work placements and opportunities. To have something that's easy to understand and work to obtain this information from. To create an environment that makes everyone feel accepted and safe by providing sufficient staff. To achieve something that can cater for many needs from mild learning disabilities to complex needs.

Organisations who are providing something, such as facilitation of person centred plans, should not also have the monopoly on providing services. This means that the pockets of only one organisation are lined locally and stops growth within the city. Variety of support and enterprise is the way that we will see diverse growth within the city and this can only stem from supporting smaller enterprises to form and to grow.

.. Happy with staff at Kingfisher but want continuity both support and key worker when moving to new provider

.. Believe the new modernised day opportunities model will work very well for some people but it mustn't be one size fit for all

.. Concerns that Peterborough will not have a mixed economy of day opportunities and all its day activity business will be within the independent sector

.. Apprehensive who the new provider will be as the value base i.e. not for profit providers will bid for the business

Feedback cards from Service User Events

1. What are the rules and regulations about buildings that Mubarak talked about yesterday?
2. Can we have female as well as male staff in all the buildings so women can talk about women's problems and men can get help from men?
3. Can people with moderate needs who go to 49 Lincoln Road now still drop in to a new service every day if they need help or if they want to meet up with their friends?
4. Can there be more than one building with changing places for people with complex needs like there is now?
5. Will then new service like 49 Lincoln Road still be near the bus station so people can get there easily?
6. If Westcombe does move, will it still be like a workplace, like near factories like Westcombe? Will the same staff still be there to help us?
7. One of our friends in Network Team is in a wheelchair. He is worried his friends not in wheelchairs who go to the Kingfisher will have to move out. That is what he heard. Will people not in wheelchairs have to move out of Kingfisher? Will they keep the same staff? Why did the council not listen to what the Network Team said? I went to the talk about how we feel to the council. The Network team want to keep 49 Lincoln Road open and keep all the services the same. We think it is a really good service. The council says it is not good enough. Why did he say he was going to keep it open? I feel they have gone behind our backs again. I am worried about what will happen to people if they can't go to 49 Lincoln Road. It was said people with moderate needs could still go to 49 Lincoln Road to get help. Network team told the partnership board that we do not think it is a good idea to put all the people in wheelchairs in one building. We think people in wheelchairs with complex needs should be able to go where they want like anyone else. We think they should be able to work if they want. We think they should be able to stay in 17 Fletton if they said to us and in the last consultation they said they like it where they are. We do agree with mixing people in wheelchairs with complex needs with their friends who do not have complex needs.

1. Where Westcombe is now is alright. It is where it should be. It is like a factory around Westcombe. The other side of the road is a factory. I do wood chopping and tuck shop. I work Monday, Tuesday and Thursday. I like working there. Will wood chopping and tuck shop move to Kingfisher? I don't want to move to Kingfisher because it is like a day centre. I like Westcombe where it is now because it is like work. Can we keep our jobs at Westcombe where it is now? Can we keep our staff?

1. Are these plans more for the towns adults that are in the transitional programme rather than what is happening now because it feels like that. Have you thought about trying to make the enterprise companies more city wide as some of us are not aware of some of these

1. Concern rate of any change.

2. 1 opportunity to get it right

3. Change is scary

4. Outsource – low contract concern that it transfers in them out. (sic)

1. Why is this information on the website? The website is difficult to use for people with learning disability. The cabinet paper is not in easy read. Why is there no easy read version for us? It says you can email, but I wouldn't be able to do that on my own. I would need help but I don't any support worker. If there was no advocacy to help read out the cabinet papers, I would not know what this is about.

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