

## **Appendix 2 a**

### **Feedback from Phase 1 Consultation Events**

The 6 events saw 48 individuals coming along to share opinions.

#### **What is GOOD about existing services?**

- Supportive social care staff
- Good general support but this EIT review is about cost cutting
- Good services are available in Sunderland that could be replicated in Stockton
- Brighter Futures – started really well, now time for a refresh?
- Gardening at Rievaulx and other craft activities
- Respite is invaluable – however concerns over availability
- Service users being supported to gain work
- Holiday Scheme – carer would prefer to pay than have no service
- Youth Club at Kiora Hall
- Autism Framework – looks positive
- Respite Care provided at Lanark Close
- General provision of education & leisure facilities
- Services at Allensway
- Council Transport Provision
- Elm Tree Community Centre Activities
- Community Support is good but too few hours are available

#### **What is BAD about existing services?**

- Promises made at re-organisation from County remain unfulfilled
  - Out of Borough Placements due to lack of provision in Stockton
  - Lack of notice for the autism event
  - Lack of support for carers
  - Lack of transitions support
  - Short notice when day care or school can't cope and it's back to the carers – lack of certainty for all
  - Lack of choice in day care – consideration of community bridge building options
  - Overly time consuming assessment process
  - Self advocacy – doubt expressed about the meaningfulness of the empowerment
  - Motivation for the EIT review – withdrawing services
  - Subsidy required from carers for their son/daughter to participate
  - Opinions have been shared before – no changes implemented in response
  - Where have the savings from the FACS review gone?
  - Tokenistic parental involvement in the management of Brighter Futures
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- Personal safety within Rievaulx – clients subject to assault by fellow service users
  - One size fits all approach within day centres not acknowledging the range of skills within the LD spectrum
  - Summer holiday closure of services
  - Repetition of the training offer as part of day care

- Lack of social activities
- Better services are available in the Tees Valley than in Stockton Borough Council Fitting service users in to existing services rather than addressing individual needs
- Transport – severely limiting for some clients
- Excess pressure from social worker on a client to give up an activity that the clients is passionate about (but it's a nuisance to the care staff)
- Setting Personal Budgets – anecdotally carers perceive there are inconsistencies
- Inflexibility of Respite Care at Lanark
- Staff Turn over – different social worker every time
- Service users don't like change
- Social workers limited knowledge & perceived unwillingness to share information
- Parents rights when decisions are being made about their child's future
- Direct Payments are too complicated
- Availability of and access to Respite care
- Poor communication about services
- Short fall in Direct Payments requiring subsidy from carers
- Age appropriate provision
- Lack of connection between services and providers
- Support through transitions from children's to adult services
- Lack of planning around the ageing population within the LD client group
- Summer closure of services
- Moving on opportunities from day care.....what now?

### **What is MISSING from existing services?**

- Opportunity for carers and clients to influence the choice of services and service providers
- Open book accounting for providers
- 19+ provision for autism is completely lacking in the Tees Valley
- Carer or advocacy representation at Assessment Panel – personal knowledge of the client can be lacking
- Adequate meaningful choices and activities during the day
- Information on good practice to assist carers to make informed choices.
- Youth club provision – services end for some at 4.30 p.m.
- Opportunity for carers to be heard
- Replicate Cumberland Road from 'Boro to Stockton Borough Council Recognition of the clients social needs, networks, friendships etc
- Support planning for the future – help keep the clients in their lifelong home after parents are no longer there
- Best for the clients need attitude required not what's best for SBC or contracted staff
- Adequate quality respite care
- More support for carers
- Huge gap in provision for individuals with autism
- Personal development and life skills training opportunities
- College courses for LD students
- Increase communication with social workers i.e. more than an annual review
- Holidays
- Directory of services – better information about what is available
- Better preparation for transitions
- Day care provision for individuals living independently

- Autism specific services – bringing something like ESPA to Stockton.
- Direct Payments too prescriptive, lack of advice from social work staff
- Independent living - better awareness of options
- Funky World in Hartlepool – replicate in Stockton (soft play)
- Replicate Autism North provision from Murton Co. Durham in Stockton
- Borough Council Autism North efforts to promote independent living
- Information for BME residents on services available
- Request for more information on autism specific services
- Respite care for clients – needs to be more individual and appropriate
- Consideration of age range whilst in respite care i.e. older and younger clients very different needs
- Community Bridge Building opportunities
- Better use of assistive technologies to support independent living
- Activities for young adults
- A wheelchair accessible vehicle for Aysgarth – Critical
- Bookings being made in August for Christmas respite
- Respite care bought in to the family home – mixed feelings
- Clarity of consequences flowing from the FACS review.
- Confidence in commissioned services
- Support for craft based skills service users may possess....marketing, business development etc.
- Press releases to promote fund raising events etc.
- Confidence in the advice provided by social workers
- Allowances for individuals within residential care, questions about clothing and holidays etc
- Opportunities for social enterprises to support activities for individuals in service and opportunities for intergenerational work
- Opportunity for closer working with health and particularly Health Action Plans
- Fair Cost of Care exercise for commissioned provision.
- Use Allensway's satellite house as a trial for supported living