

## **BIRMINGHAM CITY COUNCIL**

### **PUBLIC REPORT**

**Report to:** **CABINET**

**Report of:** **Corporate Director Adult Social Care and Health**

**Date of Decision:** **6<sup>th</sup> March 2018**

**SUBJECT:** **YOUNGER ADULTS DAY CARE CONSOLIDATION - ADULT SOCIAL CARE AND HEALTH**

**Key Decision:** **Yes** **Relevant Forward Plan Ref: 004814/2018**

**If not in the Forward Plan:** **Chief Executive approved** ☐  
(please "X" box) **O&S Chair approved** ☐

**Relevant Cabinet Member(s)** **Councillor Paulette Hamilton – Health & Social Care**

**Relevant O&S Chair:** **Councillor John Cotton – Health & Social Care**

**Wards affected:** **All**

#### **1. Purpose of report:**

- 1.1 To report to Cabinet on the work undertaken on the proposals for Younger Adults Day Service consolidation.
- 1.2 To note the summary of the work to date and the proposed next steps to develop a Full Business Case.
- 1.3 To seek delegated authority jointly to the Corporate Director Adult Social Care and Health, and the Cabinet Member for Health and Social Care for the ceasing of the implementation plan if it is demonstrated that the programme is not delivering savings or the relevant capacity of alternative provision needed to meet service user needs is not available.

#### **2. Decision(s) recommended:**

That the Cabinet:-

- 2.1 Approves the closure of Advanced Enablement Service.
- 2.2 Notes the proposed further work, engagement and consultation with those who attend Fairway Day Centre and that a report will be brought to Cabinet detailing the outcome of this further work when it is complete.
- 2.3 Delegates authority jointly to the Corporate Director Adult Social Care and Health, and the Cabinet Member for Health and Social Care for the ceasing of the implementation plan if it is demonstrated that the programme is not delivering savings or the relevant capacity of alternative provision needed to meet service user needs is not available.

**Lead Contact Officer(s):** Melanie Brooks  
Assistant Director Adult Social Care and Health

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### **3. Consultation:**

#### **3.1 Internal**

3.1.1 Officers from Legal & Governance Department, Corporate Procurement Services, Finance, Birmingham Property Services, Specialist Care Services, Commissioning Centre of Excellence and Human Resources have been involved in the preparation of this Cabinet report. Trade Union representatives and staff have also been made aware of the proposals through the consultation process, however further staff consultation on Fairway Day Centre will be required as part of the implementation of this decision.

#### **3.2 External**

3.2.1 Through a process of individual meeting and care package review, service user's capabilities were explored, with carers, where appropriate.

3.2.2 Through this process, service users and carers at Advanced Enablement made the decision to move their day service to a different internal location and to do so quickly to minimise the stress of change. This move has now happened.

3.2.3 Service users and families at the Fairway are being supported by social workers and staff and information is communicated in a way that is understandable. The Service users who have declined this support will be written to separately.

3.2.4 The Care Act 2014 places a duty on Birmingham City Council to assess the need for care and support, Day Care is one of the ways that the City Council currently meets assessed eligible need. Individual Service Users and their Carers have had a Social Work review and where appropriate reassessment and ongoing support will be provided to ensure need is identified and support provided in the most appropriate way.

3.2.5 Individuals have been in correspondence with Officers and extensive correspondence has taken place with one individual who is representing the Stop the Fairway Closure Committee, who has declined the offer to meet with Officers directly.

3.2.6 A petition was received in relation to The Fairway Day Centre requesting that the decision to close Fairway was overturned. The petition was received from Councillor Cartwright and Councillor Griffiths. A response was given to Councillor Cartwright, Councillor Griffiths and the first respondent on the 19<sup>th</sup> December 2017, which stated that the Council is currently engaging with service users and carers at the Fairway Day Centre on a proposal to close the centre. The responses stated that a report which will state the feasibility of the proposal will be considered by Cabinet and the support articulated in the petition will be reflected in the consultation.

3.2.7 A specific period of further consultation with an independent advocate took place from the 1<sup>st</sup> December 2017 to the 6<sup>th</sup> January 2018 in respect of the Fairway. The feedback

is reflected in the both the content and approach of the further work that the service is undertaking.

#### 4. Compliance Issues:

##### 4.1 Are the recommended decisions consistent with the Council's policies, plans and strategies?

4.1.1 Adult Social Care will continue to meet assessed Health and Social Care need and will continue to ensure that Birmingham be a great city to lead a healthy and active life.

4.1.2 The Council will help people become healthier by:

- encouraging people to get more exercise and to eat more healthily.
- reducing health inequalities between different groups of people in the city.
- leading initiatives to improve the mental wellbeing of people in Birmingham.
- helping health and social care professionals work more closely together to better support Birmingham's people.
- making sure there's a greater choice of healthy places to eat in Birmingham, and increasing food hygiene standards across the city.
- helping Birmingham's people, particularly our most vulnerable, to become more independent. We want people to be able to stay in their own homes for longer, with extra help available if they need it.

##### 4.2 Financial Implications

(How will decisions be carried out within existing finances and Resources?)

4.2.1 The Council's Business Plan and Budget 2016+ proposed cumulative savings of £4.391m for Internal Day Services over the period 2016/17 to 2019/20. The savings required for 2016/17 were not delivered and this formed part of the Council's reported overspend in that year.

4.2.2 Revised savings proposals were agree as part of the setting the 2017/18 Budget reducing the target to a flat profile of £0.702m as set out in the table below.

Net Spend 2016/17 £m	Savings 2016/17 £m	Savings 2017/18 £m	Savings 2018/19 £m	Savings 2019/20 £m	Net Spend After savings £m
<b>8.524</b>	(0.702)	(0.702)	(0.702)	(0.702)	<b>7.822</b>

4.2.3 It is clear that these savings will in large part not be delivered in 2017/18 because of the complex consultation and review issues set out in this report. Indeed only £40k will be realised in 2017/18 from the closure of the Advanced Enablement service (rising to £250k in 2018/19). The shortfall in the Directorate's savings target is being covered by other mitigations found within the Directorate without recourse to reserves.

4.2.4 Not closing Fairway creates a budget pressure of around £25k each month and this will need to be mitigated within the Adults budget.

#### 4.3 Legal Implications

4.3.1 The Care Act 2014 together with associated regulations and statutory guidance give the power and the duty to provide a range of services to meet assessed eligible need for care and support.

#### 4.4 Public Sector Equality Duty (see separate guidance note)

4.4.1 An Equality Impact Assessment has been carried out to identify the impact of the proposed changes (see **Appendix 2**).

4.4.2 The Council has put into place mitigations to minimise the impact on individuals and their families:

- A dedicated team of Social Workers will work with individuals to assess their individual assessed eligible need for care and support and work with them to plan and identify appropriate services.
- Social Workers will work at a pace that is appropriate to the disability or needs of the person.
- People will be given opportunities and encouraged to 'try out' alternative services to ensure their needs can be met appropriately.
- Where required, the Council will carry out further work with providers to ensure they are able to meet specific disability related or cultural needs.
- Where possible Social Workers will attempt to maintain friendship groups and minimise the loss of social connections when arranging future support.

4.4.5 The potential outcomes of the change to the day care are;

- People using internal day care service have increased choice and control over the way their assessed eligible need for care and support are met
- People can take a direct payment to access community services or engage in activities not provided by the internal service if they so choose.
- People have the opportunity to develop new support plans and be able to choose alternative services to meet their assessed eligible need for care and support.
- People have the opportunity to access more community based day services, with the potential to access services with adults of different ages, communities and abilities.

**5. Relevant background/chronology of key events:**

- 5.1 The Day Care service operates as part of the internal Specialist Care Services (SCS) and provides day facilities for Younger and Older adults, although is part of the Younger Adult budget. The service has developed to provide opportunities for social contact, mental stimulation and physical exercise and to meet each individual's assessed eligible needs for care and support within a group setting.
- 5.2 The Directorate for People consultation on the 2016 Budget Proposals ran in conjunction with the Corporate Budget Consultation for 2016+ between 4th January and 5th February 2016. The Directorate process gave additional detail and gave additional opportunities for citizens and stakeholders to seek clarification about the Directorate's proposals. The Peoples Directorate set out to Cabinet in the Corporate Budget Proposal document January 2016 "Birmingham City Council intends to reorganise its internally provided services so that people may choose to buy these or different community based services which meet their assessed needs. Birmingham City Council is committed to developing services for people that help them to live as independently as possible, exercising choice and control over the planning and delivery of the support they need. In the short term we intend to make better use of spare capacity in these services. We intend to undertake a detailed piece of work to identify which centres we propose to close. We intend to consult further once these proposals have been developed".
- 5.3 This was reported in the Council Business Plan and Budget 2016+ approved by City Council on 1st March 2016.
- 5.4 Through January and February 2016, the Peoples Directorate undertook consultation on the proposal for Younger Adults Day Care set out in the People's Directorate Budget Proposals. The Citizens voice team have records that demonstrate consultation through three public meetings with a table top exercise looking at Day Centre Closures, via a consultation session at each Day Centre and Consultation via Be Heard. The Process was led by the Service and Citizens Voice Team, with responses collected and collated and reported to Cabinet as below.
- 5.5 Cabinet received a report on the outcome of the Consultation with a summary of the online responses and responses from Public Meetings. The "Directorate for People Proposed Budget Consultation Findings 22<sup>nd</sup> March 2016" report with appendices showing records of the Consultation process and findings, states the following proposal for Younger Adults Day Care within the Savings Programme MIA5 (to meet the required savings set out in 4.2.1) "We intend to undertake a detailed piece of work to identify which centres we propose to close. We intend to consult further once these proposals have been developed."
- 5.6 The savings which were agreed are summarised in paragraph 4.2
- 5.7 The principle guiding the reduction in spend is to ensure that assessed eligible need for care and support of people and their carers are met appropriately and in the most effective and efficient way. This includes maximising the use of resources, such as buildings and staff.
- 5.8 The Service undertook to consult with service users, carers and staff through September to November 2017, in a range of individual and group sessions. Additionally, to ensure the proposed closures are feasible given the needs of service users at the centre, Social

Worker Reviews were to be undertaken as part of the process. Further Consultation at Fairway was agreed and took place in December 2017 and January 2018.

5.9 The service proposal states that the consultation is looking to:

- consolidate Younger Adults Day Care from eleven sites to nine sites across the city. This proposal would mean care is no longer provided at Fairway and Advance Enablement, but support will continue to be provided to meet assessed eligible need for care and support at other locations.
- consider a workforce reduction of 32 posts; 20 at Fairway and 12 at Advance Enablement.

5.10 Through this process, service users and carers at Advanced Enablement made the decision to move their day service to a different internal location and to do so quickly to minimise the stress of change. This move has now happened.

5.11 It is recommended that further work is required with those that attend Fairway (or their carers) to provide assurance that needs are being met in an appropriate way given the different issues and concerns raised through consultation to identify possible solutions for people. In summary, these are:

- Work to engage those who thus far have refused to participate in Social Work reviews
- Market shaping to support Older Adult service development
- Work with friendship groups that enables current activities
- Full costed survey of the building
- Further exploration of the ability of internal services to support both individuals and groups

## **6. Evaluation of alternative option(s):**

6.1 The alternative options considered and consulted upon are summarised below:

**Option 1:** Do nothing – keeping services as they are would mean a continuation of the high cost service from a number of buildings which are under-utilised and in some cases in a poor state of repair. This option would not represent the most effective use of the Council's resources and would not deliver the required savings as set out in the Council Business Plan and Budget 2016+.

**7. Reasons for Decision(s):**

- 7.1 To note the progress of work to Consolidate Younger Adults Day Services
- 7.2 To close Advanced Enablement premises
- 7.3 To undertake further work at Fairway and report to Cabinet on the outcome of the work when this is complete.

**Signatures**

**Date**

Cabinet Member for  
Health & Social Care  
Councillor Paulette Hamilton

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Corporate Director for  
Adult Social Care & Health  
Graeme Betts

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**List of Background Documents used to compile this Report:**

- 1. Younger Adult Day Service Consolidation Report to Cabinet Member for Health & Social Care Jointly with the corporate Director for Adult Social Care & Health dated 18 January 2018.

**List of Appendices accompanying this Report (if any):**

- 1. Independent Advocate Report
- 2. Equality Assessment

**Report Version**

**Dated 22/02/18**



Advocacy Matters

# Advocacy Matters Fairways Engagement Report

Report Submitted by Elssa Wheeler- Operations Manager Advocacy Matters



## Summary:

In total 66 service users and 16 carers were spoken with and their views recorded for this report.

Eleven referrals for advocates have been taken and these have all been allocated. Advocacy Matters (AM) has met with members of the Social Work (SW) team who have made more referrals independently of the engagement process. The process supports individual rights and was initiated by Birmingham City Council (BCC).

At all the sessions individuals expressed that they felt they had not been listened to. They felt that there has been no consultation period and they felt the decision to close had been made before they were even spoken to and was, therefore, a fait accompli.

They expressed many fears about their futures. A strong feeling was expressed at each session that other service users and the staff had become a family due to the length of time they had been attending. From this there was the very genuine and understandable fear of losing contact with their friends (family) and becoming isolated and lonely.

In terms of the future, the majority of the individuals we spoke with wanted to have 'like for like'. They wanted to attend another day service for the hours that they currently attend Fairways. They like the security and routine of attending a day service as other community resources and activities feel unpredictable and are unlikely to give them a whole day's unbroken respite from home.

There were a few worries about direct payments. Some people expressed that they already had direct payments but were finding them increasingly hard to manage. There was a feeling that the support that is given by the traditional independent support provider for direct payments is not good enough. Carers and service users alike are worried about becoming employers and the responsibility this will place upon them. Also, they are worried that the direct payment they will receive will not be enough money to pay for adequate provision. Others were interested to know more about direct payments and further talks at the centre have been arranged.

Service users and carers are making plans for their futures and have visited other centres with a view to new placements being found. The social work team have begun their reviews and assessments and those who have a statutory requirement to advocacy have an allocated advocate to support them through this process. Once individuals know more about their options and what is available to them through the social work process they may have more confidence about their futures and moving forward.

Service users and carers would like a response to their outstanding questions which will clarify for them the final position of the council about its intentions for the centre and whether any options can still be put forward to save the service or its functions if moved to a different venue.

Lastly, however, what is very important for the service users and carers of Fairways Day Centre is to have their views, feelings and opinions listened to and acknowledged by BCC.

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## **Aim for the Engagement process by Advocacy Matters with service users and carers at Fairways Day Service**

Advocacy Matters (AM) were approached by Birmingham City Council (BCC) in November 2017 to support in an engagement process with the service users and carers at Fairways Day Service.

BCC proposed to consolidate Fairways attendees into other day services and provisions within Birmingham. In November the engagement that had taken place was internal, carried out by the authority in formal meetings and by care package review.

Following the meeting we agreed that we would:

- Begin an independent engagement process with Fairways during the week commencing 11<sup>th</sup> December for two weeks, with precise dates to be confirmed.
- There are 67 individuals who attend the centre and it was expected that around 60 + carers would attend. AM would run a minimum of six engagement sessions with a minimum of two facilitators per session.
- AM would produce posters in an accessible format to invite individuals to the engagement sessions.
- The aim of the workshops was to engage with service users and their carers at Fairways and to record their feelings about the process of consolidating Fairways Day Service. This would highlight: what has been good and what hasn't; what does the future of your service look like; what are the available options; what would you need to be able to access these options (this would feed into the social work process and their review/assessment).
- AM would create an easy read flyer/handout on 'your rights' including the statutory right to advocacy under the Care Act and when this applies.
- AM would bring referral forms for Care Act Advocacy and the Physical Disability Advocacy Service we supply at AM that goes beyond Care Act.
- Timescales would not allow for a formal feedback session ('this is what you told us'). Therefore, a large wall size graphical feedback sheet would be produced which service users and carers would add additional information to.
- A report of the findings of the engagement would be produced and submitted to the local authority for their consideration.

## **Attendees and Sessions**

Advocacy Matters agreed to begin the engagement the week beginning the 11<sup>th</sup> of December for two consecutive weeks:

- Monday 11<sup>th</sup> December 2017
- Tuesday 12<sup>th</sup> December 2017
- Wednesday 13<sup>th</sup> December 2017
- Thursday 14<sup>th</sup> December 2017
- Monday 18<sup>th</sup> December 2017
- Wednesday 20<sup>th</sup> December 2017

Unfortunately, we had a period of very bad weather in the first week of the engagement process. There was thick snow and ice and side roads were very dangerous and the centre was closed as a result. We began the engagement on the 14<sup>th</sup> November and added an additional date on the 2<sup>nd</sup> January 2018. A total of four days was made available and a different approach employed. We occupied a space in the centre and individuals were able to come to talk to us whenever it was convenient for them. For some individual with higher support needs and no independent support we were able to speak with them on a one to one basis to ensure that their views were recorded.

In total 66 service users and 16 carers were spoken to and their views recorded for this report.

## Feelings of the Service Users and Carers at Fairways

There was some cynicism about the involvement of Advocacy Matters in the engagement with Fairways. Some carers were *'wary that we are a mere tick box exercise'*. Other carers said that they felt the council had only involved us as they had now got legal support with their campaign for the day service to remain open.

Advocacy Matters made clear that we were not part of a consultation process and that the Council's position had not changed. AM was asked again by service users and carers what was the reason why the Council wants to close the Fairways building.

AM explained that the decision was due to the budgetary position and that the centre requires costly repairs and is now not considered fit for future service delivery.

The feelings of those at Fairways fell into the following themes:

### **How they feel about their centre:**

Many people we spoke to said that all the people including the staff at the centre are like their family. ***'We are like family'***. Individuals have been at the centre for many years - in some cases 35 years - and they have developed close bonds and friendships. The people we talked to spoke of being a community and of providing support to each other even outside of the centre. ***'The centre is my life I have been here so long'***. The centre is a hub where people meet and can go out to do activities together. Therefore, there is fear of losing touch with individuals they now consider as family.

At every session at least one person expressed fear of loneliness and isolation. Some people at the centre have attended more than one local authority centre which has closed. One individual's family member explained that her brother had attended six-day centres including this one. Another service user explained her experience, she had been at home alone prior to attending the centre and that this had made her feel suicidal. She is very frightened that she will be back where she started and require mental health treatment.

***'loneliness kills people - they die because they are lonely', 'I am lonely at home'. 'I have cried for the first time in years then we were told'.***

Individual carers and service users expressed that the centre provides them with vital respite support. There are carers at the centre who have more than one individual to care for and the centre means they are able to manage their caring responsibilities. It was expressed by one individual that without the centre they would have to think about family members going into a care home. Service users told us of the everyday support the centre gives them with daily problems when carers do not turn up in the severe weather; support with letters from the council and benefit letters. Knowing that there are people at the centre that can support them gives them confidence and peace of mind. Individuals said things such as:

*'I know my wife is safe when she is here'*

*'this keeps my husband strong'*

*'the centre keeps us well'*

*'We have developed since we have been here because you get help and it gives you confidence'.*

The feeling of many of the individuals we spoke to is that the centre has helped them to develop as people and that 'we want to stay together'.

One individual, however said that they *'were not bothered the centre is closing, I don't do anything here anyway'*. Another person said that the centre closing would not affect them as they have their son to care for them and will just stay at home.

There was also one person spoken to who was looking forward to a move to a new day centre as the one she wanted to go to was nearer her home and she already has friends there.

### **The consultation/ engagement process so far:**

At all the sessions individuals expressed that they felt they had not been listened to. That they felt there has been no consultation period and that they felt the decision had been made before they were even spoken to and was therefore a fait accompli.

*'why call it a proposal when the decision has been made?'*

*'Tell us the truth and treat us like human beings'.*

The service users expressed that they felt that their rights had not been upheld by BCC and that they had been treated badly through this process.

*'The council have avoided us'*

*'I feel that we have been belittled by BCC and patronised'*

*'No one is being heard - we are treated like nothing'*

*'BCC made little of us wanting to see our friends.'*

It was expressed that the meeting with a representative of the council, who may have been the Interim Assistant Director – Social Care and Health, was not a consultation meeting; that she was merely there to deliver a message and did not stay to talk to anyone or offer any compassion. There was also strong feeling about the visit from the Director of Social Care and Health. They felt he had only stayed 15 minutes and had then ignored the service users.

*'Mr. B did not speak to us or listen'*

*'We have been treated with total disrespect'*

*'they are sweeping us under the rug'.*

There is a common theme through the meetings of a belief that the closure of the centre has been planned for some time but only now is being actioned. Also, that the reasons for the closure they are being given by the council are not true.

*'They stopped new referrals to Fairways in 2016 so this has always been the plan'*

*'Why are they closing the centre when they only refurbished the toilets a couple of years ago?'*

*'Who decided that 500K worth of work needed to be done to the building?'*

*'We would like to see the completed survey', 'This centre is perfect for purpose',*

*'Why have BCC not done any repairs ongoingly and let this happen?'*,

*'The place is collapsing, the staff are leaving, we feel this has been deliberate. Morale is very low'.*

### **The Council Meeting:**

The Council meeting attended by service users and carers at the Council House was an issue felt strongly about. Individuals who attended the meeting felt they were treated badly and no provision had been made to ensure this meeting was accessible to disabled people. The weather was bad on that day and individuals from their centre and their carers, travelled a long way to be there. When they arrived, they found issues with accessing the building which meant it took an hour to get inside. Once inside there were no toilet facilities and only three of service users and carers were allowed into the meeting. Everyone else who attended from Fairways were directed to a room where they could watch the proceedings from a screen which was turned off prior to the end of the meeting. The service users that attended the meeting felt they were discriminated against and no effort was made to meet their needs or make reasonable adjustments.

*'The Councilor said we should get support from our families, I don't have family who can help they are ill'*

*'The council does not understand how it feels to be us, we want a safe environment',*

*'It took us an hour to get into the building and there were no toilet facilities'*

*'I was sent out of the council meeting as I pushed a wheelchair as I had accidentally walked in front of the mayor'*

*'I asked a question, I got a reply, but not to my question'*

*'They sent us to watch the meeting in a small room with televisions and then turned them off'.*

*'It was all political spin to avoid answering questions'*

*'They did not listen they did not give us a chance'*

*'The council meeting was their agenda, we sent in questions and they picked which to answer', 'Councilor H skipped the last question about the fairway'*

*'The councilor next to me at the meeting was playing games on his phone whilst we were talking'*

*'Disabled people are at the bottom of BCC's priorities, they can spend money on hosting the Common Wealth Games but not on disabled people in Birmingham'*



## What we want for the future

We spoke to the service users and carers about what they want for the future given that the Councils intention to close the Fairways building remains the same.

The majority of the individuals we spoke with wanted to have 'like for like'. They wanted to attend another day service for the hours that they currently attend Fairways. They like the security and routine of attending a day service as other community resources and activities feel unpredictable and unlikely to give them a whole day's unbroken respite from home. The major worries included being able to access affordable transport, that the new centre or activity may cost more so they will be able to afford less, that there will be not enough trained staff to support them, that there will not be adequate toileting and changing facilities including hoists.

Importantly individuals wanted to be able to see the friends they have made at Fairways over the years. Some people feel the individuals at the centre are like their families and fear losing them and becoming isolated. They therefore want to have provisions where they can also be with their friends.

Not everyone was negative or worried by the future and some already have plans and are moving forward.

*'I want like for like'*

*'I want a place that knows me and my needs well and what is important to me'*

*'I want t go back to college'*

*'I need a place like here, like a family'*

*'I need 3:1 staffing ratio for my personal care'*

*'I want to be with my friends'*

*'I have already found another day centre; my friends go there, and it is closer to my home'*

*'I would prefer to go to another day centre nearer my home, so I don't have to spend so long on the bus'*

*'I need somewhere that knows my personal care needs and has hoists, changing beds and the correct staffing ratio'*

*'We need affordable transport, I cannot use ring and ride'*

*'I would like to be able to work again, but there is no support to do this'*

*'We need a reasonably priced hot meal, this is the only hot meal I have in the day'*

*'we need a hub, I could get taxis and meet people out in the community, but I don't feel this will work and it will fall apart, and people will stop coming and I will be back on my own'*

*'We need staff who have good management'*

*'good activities'*

*'I used to do more at Fairways than I do now'*

*'I would like to go swimming'*

*'Regular staff no agency'*

*'More choice of agencies to employ PA's'*

*'I need time away from my family'*

*'need a GOLD placement for my daughter (growing older with learning disability and dementia). There is nowhere in the south of the city that can cater for my daughter's needs'.*

*'I want to go somewhere where I can learn cooking and needlework'.*

*'I will need some more respite'*

*'I need to get out of the house'.*

*'I am going to Elwood I have my name down'*

## **Thoughts on Direct Payments**

There were a few worries about direct payments. Some people expressed that they already had direct payments but were finding them increasingly hard to manage. There was feeling that the support that is given by the traditional independent support provider for Direct payments is not good enough. Carers and service users alike are worried about becoming employers and the responsibility this will place upon them. Another common worry is that the hourly rate paid by direct payments will not be enough to go to the centre of their choice, or purchase the quality of care they feel they require. Others were interested to know more about them and there are plans for further talks at the centre.

*'I have had direct payments for twelve years and now I am finding it increasingly difficult to manage'*

*'The agencies that support direct payments are rubbish'*

*'Some agencies charge a lot, £20 an hour and we cannot afford this'.*

*'we need more choice of agencies and PA's that are affordable'*

*'We will have to pay pensions, we cannot afford it'*

*'I cannot pay for the standard of care I need. I get £10 an hour as a direct payment and the agency costs £13'.*

*'Agencies are expensive is the LA going to give me £17 an hour to pay them?'*

*'Direct payments have legal implications, what if your employees don't pay their tax'.*

*'My PA costs a high rate, when they reassess me they may cut my money and I will not be able to afford her. I cannot pay her less'.*

*'We don't want direct payments anymore, we cannot get carers'.*

*'We cannot find carers, they all say our support needs are too high'.*

*'I don't want direct payments, I don't want the responsibility'*

*'I would like to know more about direct payments'.*

## Questions

At the end of the engagement process there were outstanding questions which the service users and carers of Fairways have asked us to put forward:

*'Who decided the repairs to the Centre will cost £500K?'*

*'Can we see the survey undertaken on the centre and be told who undertook this'*

*'The repairs on the centre may be able to be completed more cheaply how many quotes were sought?'*

*'Why can BCC not afford the repairs on the Fairways Centre but they can afford to pay for the Common Wealth Games?'*

*'Why have the council refused to give us the minutes of the meeting held where Fairways closure was discussed'*

*'Can we have the minutes of the council meetings where Fairways was discussed, unabridged or unredacted?'*

*'Where is the evidence that the centre is not needed, where is the proof that people want modern facilities and internet access?'*

*'What else is out there?'*

*'What are the plans for the building and the land?'*

*'What is the haste to shut the centre for? They are not giving us enough time'*

*'Please tell us the real reason for shutting the centre, there is nothing wrong with the building'*

*'Why close the centre when they only refurbished the toilets recently?'*

*'Why didn't the council give us a chance to come up with ways to keep the centre open? Like crowd funding for the repairs. We could rent out the rooms and the hall at weekends. Why were we not consulted?'*

*'Why could the centre not be relocated into another community venue in the south? One that is cheaper that does not need so many repairs'*

*'We refurbished the kitchen ourselves by raising money, we could fund raise again.'*

*'Why haven't they maintained the building ongoingly? Why have they allowed it to fall into disrepair?'*

## Conclusion

Advocacy Matters have provided the Fairways Centre with the potential of for four full days of engagement and have spoken to carers separately on the telephone where this has been necessary.

We have taken 11 referrals for advocates and these have all been allocated. We have met with the Social Work team and they have made more referrals independently of the engagement process. This process supports individual's rights and was initiated by BCC.

Service users and carers have found the wording of the letters sent to them ambiguous about the intentions of the BCC. Wording such as 'proposal' and 'intention' can be confusing and suggests that a final decision has not yet been made.

Service users told us that if the centre closing they would like to know when as they now feel they are being left 'hanging'.

Service users and carers are making plans for their futures and have visited other centres with a view to new placements being found. The social work team have begun their reviews and assessments and those who have a statutory requirement to advocacy have an allocated advocate to support them through this process. Once individuals know more about their options and what is available to them through the social work process, they may have more confidence for their futures and moving forward.

The service users and carers would like a response to their outstanding questions which can provide them with clarity on the final position of the council in regard to its intentions for the centre and whether any options can still be put forward to save the service, or the functions of the centre if moved to a different venue.

Lastly however what is very important for the service users and carers of Fairways Day Centre is to have their views, feelings and opinions listened to and acknowledged by BCC.

## Pictures

# Advocacy Matters

Charity No 1148198 Company No 07987156

## Talk to Us

### About your Day Centre



Advocacy Matters will be here to listen to you, talk about the future and find out if you need an advocate on:

 <p><b>Monday the 11th of December</b></p>	 <p><b>Thursday the 14th of December</b></p>
 <p><b>Tuesday the 12th of December</b></p>	 <p><b>Monday the 18th of December</b></p>
 <p><b>Wednesday the 13th of December</b></p>	 <p><b>Wednesday the 20th of December</b></p>

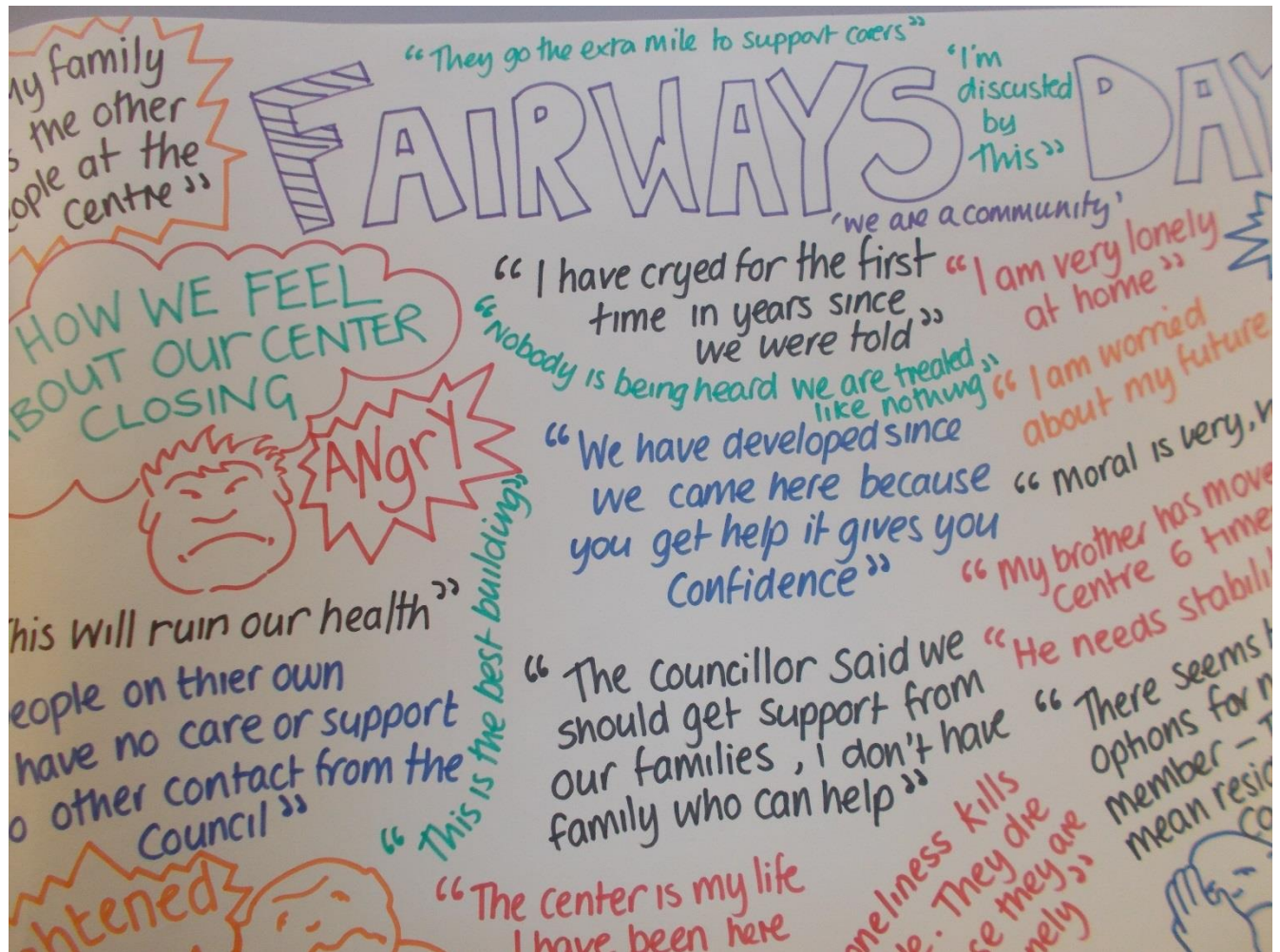
At  11.15 am until  2.30 pm

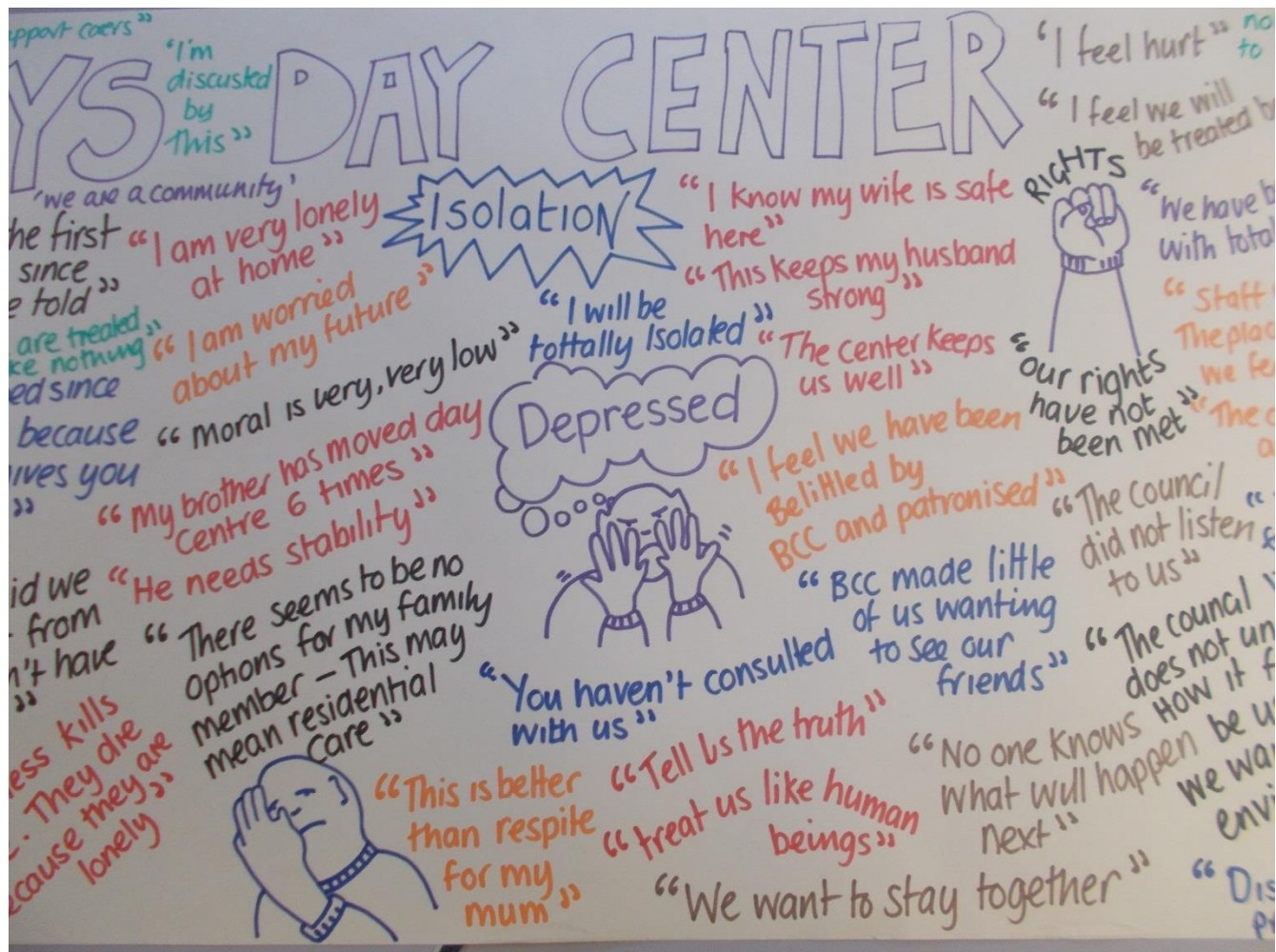
## We make sure that BCC listen to your views

Contact us if you have questions 0121 321 2377

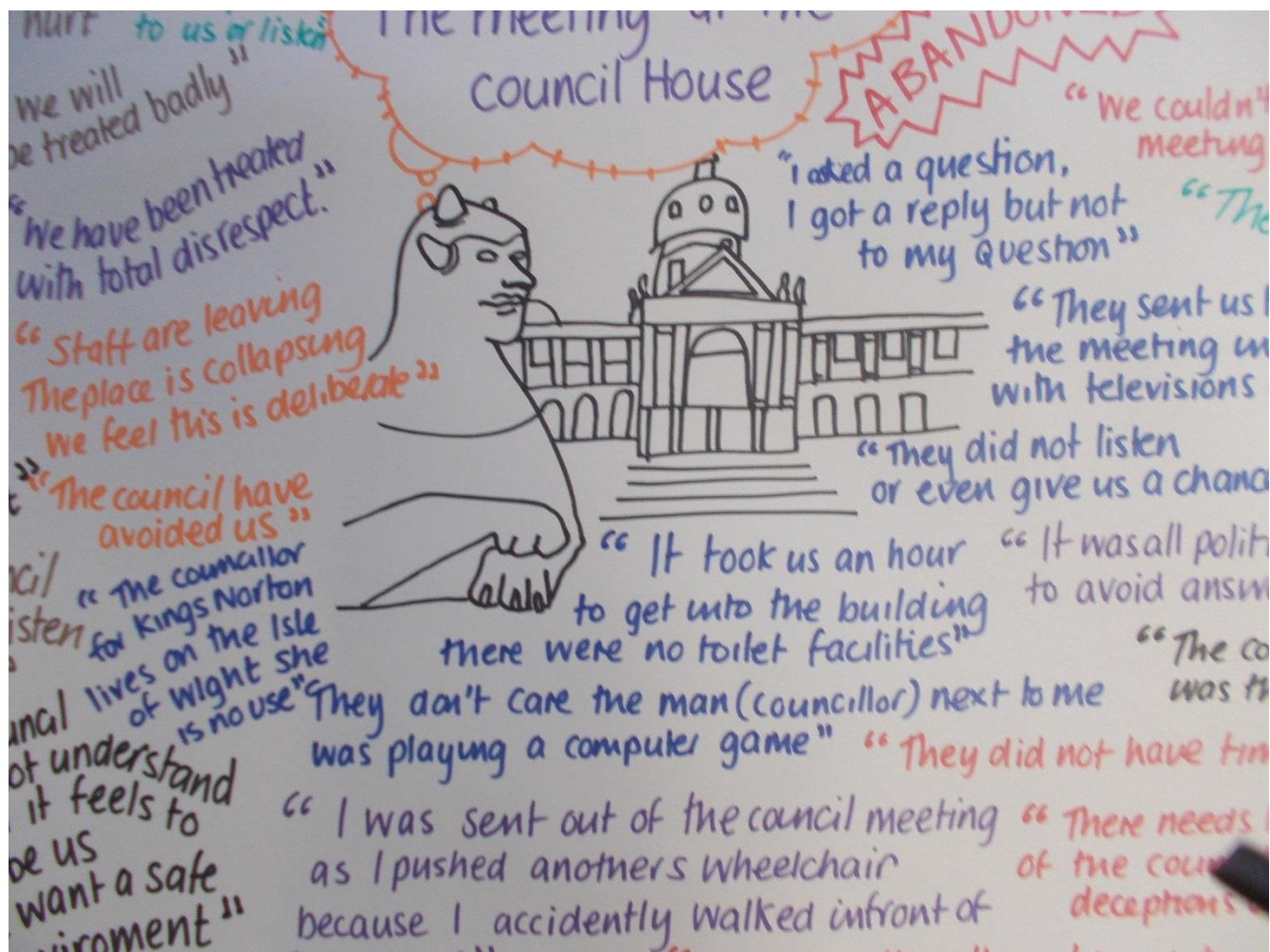
 [elssa.wheeler@advocacymatters.co.uk](mailto:elssa.wheeler@advocacymatters.co.uk)









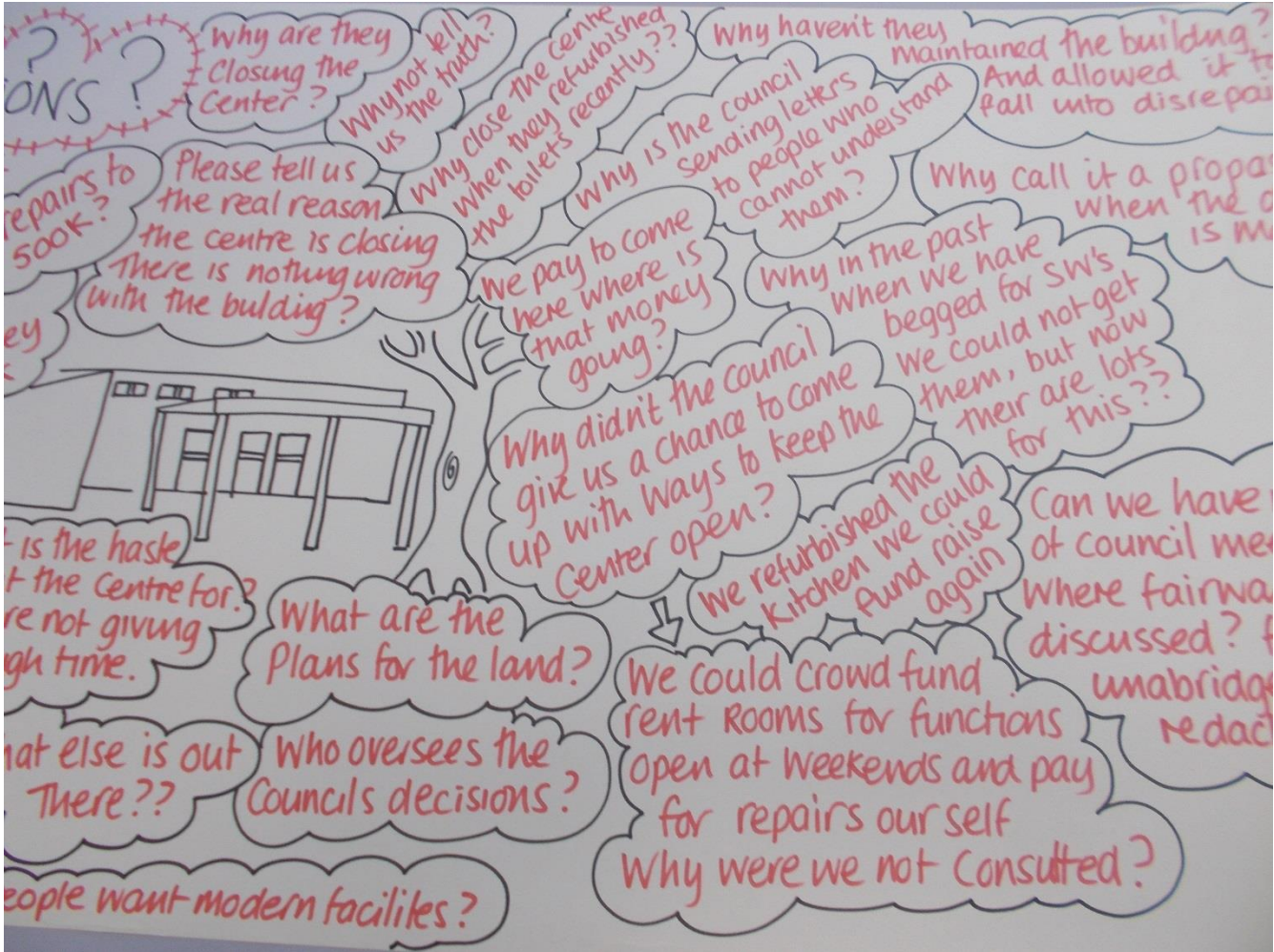












# Equality Analysis

## Birmingham City Council Analysis Report

<b>EA Name</b>	Consolidation Of Younger Adults Day Centres
<b>Directorate</b>	People
<b>Service Area</b>	Adults - Specialist Care Services
<b>Type</b>	New/Proposed Function
<b>EA Summary</b>	To outline the proposal to consolidate younger adults day centres from providing support in 11 locations to 9 locations across the city.
<b>Reference Number</b>	EA002686
<b>Task Group Manager</b>	sueb.jabbar@birmingham.gov.uk
<b>Task Group Member</b>	
<b>Date Approved</b>	2018-02-22 00:00:00 +0000
<b>Senior Officer</b>	melanie.brooks@birmingham.gov.uk
<b>Quality Control Officer</b>	sueb.jabbar@birmingham.gov.uk

### Introduction

The report records the information that has been submitted for this equality analysis in the following format.

### **Initial Assessment**

This section identifies the purpose of the Policy and which types of individual it affects. It also identifies which equality strands are affected by either a positive or negative differential impact.

### **Relevant Protected Characteristics**

For each of the identified relevant protected characteristics there are three sections which will have been completed.

- Impact
- Consultation
- Additional Work

If the assessment has raised any issues to be addressed there will also be an action planning section.

The following pages record the answers to the assessment questions with optional comments included by the assessor to clarify or explain any of the answers given or relevant issues.

## 1 Activity Type

The activity has been identified as a New/Proposed Function.

## 2 Initial Assessment

### 2.1 Purpose and Link to Strategic Themes

#### **What is the purpose of this Function and expected outcomes?**

Specialist Care Services is part of the Adult Social Care and Health Directorate and provides a range of day care to vulnerable adults with assessed care needs.

Younger adult's day care was set savings targets in the 2016/17 Council Business plan that was consulted on in January and February 2016.

The service feels there is an opportunity through the management of internal services in co-production with service users and their carers to explore the possibility to consolidate its internal younger adult's day centres to reduce the service by 2 sites.

This would result in service users that currently attend the Fairway in Kings Norton and Advanced enablement in Aston day centres being offered a range of options to move to alternate day centre provision.

Employees that work at the two sites would be at risk of redundancy and be registered as priority movers.

**For each strategy, please decide whether it is going to be significantly aided by the Function.**

Children: A Safe And Secure City In Which To Learn And Grow	No
Health: Helping People Become More Physically Active And Well	Yes
Housing : To Meet The Needs Of All Current And Future Citizens	No
Jobs And Skills: For An Enterprising, Innovative And Green City	No

### 2.2 Individuals affected by the policy

Will the policy have an impact on service users/stakeholders?	Yes
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#### **Comment:**

Advanced Enablement

There are approx. 16 service regularly attending the day centre.

69% of them are male

56% are white European

Over 50% are between 50 and 61 yrs old, 20% are under 30 yrs old with 12% over 60 yrs

31% are Church of England and 25% Catholic.

All users have a disability

The Fairway

There are approx. 75 service users regularly attending the day centre

53% are female and 47% male

84% are white European

57% are over 65 yrs old and 43% under 65 yrs old.

67% of service users did not reveal their religion

all service users have a disability.

Will the policy have an impact on employees?	Yes
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**Comment:**

37 employees in two day centres would be impacted by this proposal.

Will the policy have an impact on wider community?	No
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## 2.3 Relevance Test

Protected Characteristics	Relevant	Full Assessment Required
Age	Relevant	Yes
Disability	Relevant	Yes
Gender	Relevant	Yes
Gender Reassignment	Not Relevant	No
Marriage Civil Partnership	Not Relevant	No
Pregnancy And Maternity	Not Relevant	No
Race	Not Relevant	No
Religion or Belief	Not Relevant	No
Sexual Orientation	Not Relevant	No

## 2.4 Analysis on Initial Assessment

The proposal to consolidate 11 younger adults day centres to 9 day centres would be completed in accordance with all BCC policies and procedures.

Service users will, if they wish, have a social work review and/or the opportunity to move to their nearest internal younger adult day centre.

The function should not have any adverse impact on service users and they will be offered a choice of remaining within the internal services or supported to take up an alternative place at a third sector or independent day centre.

The proposed changes will affect 37 staff employed in the two day centre services that may be at risk of redundancy. Following our policies and procedures staff will be notified of the decision along with recognised trade unions. All internal funded vacancies currently filled with agency staff will be used as mitigation, where there is a business need for staff to redeploy. Staff will be supported to find alternative employment if required within the Council through the Priority Movers Scheme to mitigate redundancy or to move to a new career through the Career Transition Programme. Employees who have not secured alternative employment within the Council may be made compulsory redundant.

### 3 Full Assessment

The assessment questions below are completed for all characteristics identified for full assessment in the initial assessment phase.

#### 3.1 Age - Assessment Questions

##### 3.1.1 Age - Relevance

Age	Relevant
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##### 3.1.2 Age - Impact

###### **Describe how the Function meets the needs of Individuals of different ages?**

The services affected by this change are for citizens who are between 18 and 64 years old, however some citizens have attended the day centre for a number of years so are now over 65 years old. Citizens will be offered choices of alternative day provision.

At the Fairway there is a small group of 9 Older adults with Dementia and further 19 people with a physical disability who are also over 65 years old.

Employees will be subject to BCC policies and procedures for those who are at risk of redundancy.

###### **Comment:**

57% of service users attending the Fairway are under 65 years old, with only 12% of service users at Advanced Enablement day centre over 65 years old.

Taking the staff group as a whole over 66% of staff are over 50 years old.

Do you have evidence to support the assessment?	Yes
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###### **Please record the type of evidence and where it is from?**

Service user information as recorded on Carefirst and employee information as recorded on People solutions.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes
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##### 3.1.3 Age - Consultation

Have you obtained the views of Individuals of different ages on the impact of the Function?	Yes
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###### **If so, how did you obtain these views?**

An independent advocacy group called Advocacy Matters undertook a series of face to face consultation events and provided feedback over a 60 day period with service users at the Fairway.

The face to face events took place on 12, 13,14, 18,20,21 of December 2017. Feedback events took place on 29,30,31 January 2018 .

Consultation with service users and staff took place at Advanced Enablement on 25 and 27 September 2017

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals of different ages?	Yes
--	-----

###### **If so, how did you obtain these views?**

An independent advocacy group called Advocacy Matters undertook a series of face to face consultation events and provided feedback over a 60 day period with service users at the Fairway. The face to face events took place on 12, 13,14, 18,20,21 of December 2017.



Feedback events took place on 29,30,31 January 2018

Consultation with service users and staff took place at Advanced Enablement on 25 and 27 September 2017

Is a further action plan required?	No
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#### **3.1.4 Age - Additional Work**

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Individuals of different ages being treated differently, in an unfair or inappropriate way, just because of their age?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	No

## 3.2 Disability - Assessment Questions

### 3.2.1 Disability - Relevance

Disability	Relevant
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### 3.2.2 Disability - Impact

#### **Describe how the Function meets the needs of Individuals with a disability?**

All the service users impacted by this change have an assessed eligible care need, all service users will be offered a move to an alternate internal day centre, and/or a social work review and support to find alternative external day provision or support to gain a direct payment to commission their own care.

19% of staff have indicated they have a disability, this would be considered as part of BCC policies and procedures for staff at risk of redundancy.

Do you have evidence to support the assessment?	Yes
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#### **Please record the type of evidence and where it is from?**

Information from the day centres service shows there is capacity to offer service users at both sites a day centre place within the internal day centres that are left.

Commissioners and social workers have engaged with the market and this indicates there is sufficient capacity in the market and opportunities to develop services.

This work also indicates the external services are of equal quality to the internal provision

You may have evidence from more than one source. If so, does it present a consistent view?	Yes
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### 3.2.3 Disability - Consultation

Have you obtained the views of Individuals with a disability on the impact of the Function?	Yes
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#### **If so, how did you obtain these views?**

An independent advocacy group called Advocacy Matters undertook a series of face to face consultation events and provided feedback over a 60 day period with service users at the Fairway.

The face to face events took place on 12, 13,14, 18,20,21 of December 2017. Feedback events took place on 29,30,31 January 2018

Consultation with service users and staff took place at Advanced Enablement on 25 and 27 September 2017

Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals with a disability?	Yes
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#### **If so, how did you obtain these views?**

An independent advocacy group called Advocacy Matters undertook a series of face to face consultation events and provided feedback over a 60 day period with service users at the Fairway.

The face to face events took place on 12, 13,14, 18,20,21 of December 2017. Feedback events took place on 29,30,31 January 2018.

Consultation with service users and staff took place at Advanced Enablement on 25 and 27 September 2017

Is a further action plan required?	No
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### 3.2.4 Disability - Additional Work

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Individuals with a disability being treated differently, in an unfair or inappropriate way, just because of their disability?	No
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	Yes
Do you think that the Function will take account of disabilities even if it means treating Individuals with a disability more favourably?	Yes
Do you think that the Function could assist Individuals with a disability to participate more?	Yes
Do you think that the Function could assist in promoting positive attitudes to Individuals with a disability?	No

#### **Please explain how.**

This change offers the opportunity for service users to consider and be supported to take a direct payment, purchase their own care, leading to more control and integration with the wider community.

### 3.3 Gender - Assessment Questions

#### 3.3.1 Gender - Relevance

Gender	Relevant
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#### 3.3.2 Gender - Impact

**Describe how the Function meets the needs of Men and women?**

Service users will be offered a suitable alternative day care provision that meets their individual needs, based on their assessed eligible care needs.

Employees will be subject to BCC policies and procedures for staff who are at risk of redundancy.

**Comment:**

The gender split in terms of service users is 50/50 over the two sites.

58% of employees are female and 42% male

Do you have evidence to support the assessment?	Yes
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**Please record the type of evidence and where it is from?**

Service user information as recorded on Carefirst, from their social work review carried out as part of this change.

Employee information as recorded on People Solutions.

You may have evidence from more than one source. If so, does it present a consistent view?	Yes
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#### 3.3.3 Gender - Consultation

Have you obtained the views of Men and women on the impact of the Function?	Yes
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**If so, how did you obtain these views?**

An independent advocacy group called Advocacy Matters undertook a series of face to face consultation events and provided feedback over a 60 day period with service users at the Fairway.

The face to face events took place on 12, 13,14, 18,20,21 of December 2017. Feedback events took place on 29,30,31 January 2018.

Consultation with service users and staff took place at Advanced Enablement on 25 and 27 September 2017

Have you obtained the views of relevant stakeholders on the impact of the Function on Men and women?	Yes
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**If so, how did you obtain these views?**

An independent advocacy group called Advocacy Matters undertook a series of face to face consultation events and provided feedback over a 60 day period with service users at the Fairway.

The face to face events took place on 12, 13,14, 18,20,21 of December 2017. Feedback events took place on 29,30,31 January 2018.

Consultation with service users and staff took place at Advanced Enablement on 25 and 27

Is a further action plan required?	No
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#### 3.3.4 **Gender - Additional Work**

Do you need any more information or to do any more work to complete the assessment?	No
Do you think that the Function has a role in preventing Men and women being treated differently, in an unfair or inappropriate way, just because of their gender?	No

### **3.4 Concluding Statement on Full Assessment**

The proposal to consolidate the current 11 younger adults day centres to 9 day centres would be completed following all BCC policies and procedures.

Analysis of the internal occupancy indicates there are available space to accommodate service users from both Advanced Enablement and the Fairway in the remaining 9 day centres.

To support the change, all service users and their families will be offered a social work review and may in discussion with their social worker look at alternative external day opportunities.

The change is not anticipated to have any adverse impact on any of the service users and choice and control over their day care being of the utmost importance.

The proposed changes will have an impact on the 37 staff employed at the 2 sites in the proposal placing them at risk of redundancy.

Birmingham city council has comprehensive policies and procedures for supporting staff at risk of redundancy and these will be adhered to.

This change is not anticipated to adversely impact on any protected characteristics.

### **4 Review Date**

31/03/19

### **5 Action Plan**

There are no relevant issues, so no action plans are currently required.