

Appendix 2

**Report on Adult Social Care Black and Minority Ethnic
Older People's Day Services Community Consultation**

17th October 2016 – 6th January 2017

1.0 Purpose of the report

1.1 This report will give details of the findings of the formal community consultation on the proposed new service model for Adult Social Care (ASC) BME (Black and Minority Ethnic) Older Peoples Day Service. This relates to Apna (Hyde Park and Woodhouse ward) and Frederick Hurdle (Chapel Allerton ward) Day Centres. The consultation period ran from Monday 17th October 2016 to Friday 6th January 2017.

1.2 The following groups of stakeholders were invited to participate in the consultation:

- Service users
- Carers
- Staff
- Trade Unions
- Members of the local community
- Local organisations
- Elected Members

2.0 Reasons for Community Consultation

2.1 There are a number of reasons prompting the consultation on this service:

- Leeds is now home to over 140 ethnic groups, making Leeds BME population the most diverse outside of London. The BME population in Leeds increased from 77,530 (10.8%) of the resident population in 2001 to 141,771 (18.9%) of the resident population in 2011. There are almost 110,000 people aged 65 years or over living in Leeds, of these just over 8,000 (7%) are from BME communities.
- ASC's BME Older People's Day Service has been subject to review since the implementation of the Better Lives Programme for Leeds which commenced in 2011. The review was to determine whether the service represents good value for money and is meeting current and projected need and aspirations for older people.
- In recent years the numbers of service users attending the two days centres has declined significantly. At present 42 service users attend Frederick Hurdle Day Centre (representing an occupancy level of 35%) with 13 service users attending Apna Day Centre (representing an occupancy level of 25%) (November 2016). New starters at the service are also low, for the period of January 2015 – November 2016, Frederick Hurdle Day Centre had 8 new starters, Apna Day Centre had 9.
- Despite a clear demand for culturally appropriate services that meet the needs of BME communities, it is not sustainable to run services that

only deliver a service for a minority of the BME community with eligible needs. As such there needs to be a flexible response which ensures more effective links are created and maintained between buildings-based services and wider community-based services to ensure the maximum possible benefit for members of the communities.

- The development of new day opportunities for the BME community also needs to be addressed alongside the wider aims of the Council. This includes striving towards more effective ways of delivering services, with an emphasis on short term initiatives to aid recovery, respite services to give carers a break and a stronger approach to harnessing the assets within communities. This is in keeping with the Care Act 2014 which requires councils to focus on prevention, support and wider well-being. The new service model will adopt a strengths based approach, harnessing the strengths of individuals and communities to develop new community connections and build relationships, reduce isolation and support people with care and support needs through expanded community networks.

3. Current Service Users

Detail	Apna	Frederick Hurdle	Date(s)
Number of people on the register	13	42	November 2016
Service users attending for more than 11 years	53%	59%	November 2016
New starters between January 2015 and November 2017	9	8	November 2016
% of female service users	62%	76%	November 2016
Main reasons for attending	<ul style="list-style-type: none"> ▪ 30% - improve social contact ▪ 64% - break for carer 	<ul style="list-style-type: none"> ▪ 64% - improve social contact ▪ 28% - Break for carer 	November 2016
Service users require less support with personal needs (average of 51% at other ASC older people's day centres)	31%	21%	November 2016
Majority of service users live	▪ LS8-35%	▪ LS7 – 71%	November

in the following postcode areas;	▪ LS11-31%		2016
Ethnic Origin			
	Day Service and Number of Service Users		
	Apna	Frederick Hurdle	
Asian or Asian British	13	0	
Black or Black British	0	37	
White British	0	3	
White European	0	1	
Chinese	0	1	
Total	13	42	

4.0 Consultation and Involvement

4.1 The consultation was supported by Leeds Involving People, a service user and carer organisation who support care service users to take control over their own Health and Social Care needs. The following stakeholders were invited to participate in the consultation:

- Service users
- Carers
- Staff
- Trade unions
- Local organisations
- Members of the local community and
- Elected Members

4.2 Stakeholders were consulted in person, through meetings, by letter, email and social media, informing them of the commencement of the formal consultation running from 17th October – 6th January and inviting them to participate.

4.3 The methods available to the stakeholders listed above to participate in the consultation were:

- attendance at one of the four community consultation events held on:
 - Thursday 20th October, 10am – 12noon at Leeds Media Centre, Savile Mount, Leeds, LS7 3HZ
 - Tuesday 8th November, 10am – 12noon at Hamara Centre, Tempest Road, Leeds, LS11 6RD
 - Tuesday 8th November, 1pm – 3pm at Apna Day Centre, Pennington Street, Leeds, LS6 2JP
 - Wednesday 7th December, 6pm – 8pm at Frederick Hurdle Day Centre, Reginald Terrace, Leeds, LS7 3EZ
- additional events/meetings, arranged upon request
- attendance at the BME Older Peoples Day Services Stakeholder Steering Group meetings, usually held on a monthly basis

- by letter
- by email
- by telephone call

4.4 Fifty five people/organisations took part in the consultation. A variety of organisations requested meetings to discuss the proposals, these were:

- Leeds Irish Health and Homes
- Asha Neighbourhood Project
- Leeds Caribbean Cricket Club
- Shantona project
- Health for All
- Leeds West Indian Womens Group
- Advocacy Leeds

4.5 Staff and Trade Unions have been kept up to date with proposals through regular meetings. Staff and Trade Union representatives are also members of the BME Older Peoples Day Services Steering Group, and have had the opportunity to contribute to the proposed service model through these meetings.

5.0 Summary of findings

5.1 The proposed service model for future delivery of ASC BME older peoples day services was shared in detail at the community consultation events, opinions were specifically sought on:

- the proposal to establish a Partnership Board
- what the priorities of the Partnership Board should be
- any organisations ASC should be working with to deliver future services
- seeking views on the expanded role of Frederick Hurdle Day Centre
- any barriers to additional BME communities accessing the service, and how we can overcome them
- suggestions for activities/groups to establish at the BME Older People's Communities Health and Well-being Hub
- views on the proposal to operate the future service from just one building, as opposed to the current two

5.2 Question and answer sessions were held at each of the community consultation events, frequently asked questions and answers provided are listed below:

- i. Question: How will you support an increase in the number of people accessing the service? What if there are more service users than there is capacity to accommodate for?

Answer: We have a diverse staff team, we are considering how best to use the staff team to deliver the best service possible for BME communities. We're currently looking at how to invest in the Frederick Hurdle Day Centre to create more capacity and space. There will be a move away from reliance on buildings to deliver the service, with more activities being delivered from community locations. This will increase the capacity of the service to work with a wider range of BME communities in the city.

- ii. Question: Are staff clear of what is expected of them? Will they receive additional support to deliver new elements of the service?

Answer: We have met with staff and trade union representatives on a regular basis, they are fully aware of the proposals and are committed to receiving additional training and support to enable the proposed service to be delivered.

- iii. Question: Will the staff team reflect the different communities accessing the service in terms of knowledge/language?

Answer: We will strive to ensure that the staff teams reflect the communities accessing the service as much as possible.

- iv. Question: How are you going to provide this service to all BME communities?

Answer: We will focus on the areas of the city with least provision and greatest need. We are aware of the demographics of each BME community, according to the 2011 census information and will use this to determine priorities.

- v. Question: How will so many diverse communities share the same space? How will the kitchen space be sensitive to cultural requirements?

Answer: We do not underestimate there may be challenges in bringing different communities together. Feedback from previous consultations is that people would welcome mixing with other communities as there are commonalities that all communities will share, With regards to providing culturally sensitive food, we are looking into the costs of installing more than one kitchen area at the Frederick Hurdle day centre to address these requirements. Additionally, the outreach element of the service will provide culturally sensitive foods from their premises.

- vi. Questions: How will people access the service if they don't live close to it?

Answer: Historically, transport has been restrictive for this service. Transport will be available for those with eligible needs accessing the core service. Options are being explored to deliver outreach in community settings across the city, making it easier for people to access the service using their own or public transport. In addition to this we're currently looking at how we can use the current transport provision more flexibly – for example – to allow people to use the centre on a sessional basis rather than attend for a full day.

- vii. Question: The Frederick Hurdle Day Centre is thought of as being accessed by only one community, how will you overcome that?

Answer: We anticipate this will be a challenge, We may consider changing the name of the centre in the hope that this will remove this barrier in accessing the service We will carry out further consultation with customers of the service before making any decisions.

- viii. Question: The charges people pay has put people off attending in the past, what is the charging criteria?

Answer: The preventative offer can be accessed free of charge. If people accessing the core service have eligible needs they may have to pay for the service, a financial assessment will determine what, if anything, they have to pay for the service.

5.3 Key findings from the formal consultation were:

- The name of the Frederick Hurdle Centre is a barrier for some communities in access it
- ASC charging policy is discouraging attendance
- The referral/assessment process takes too long
- Greater flexibility is required around transport options
- Clear information about the service is required
- There is currently no specific dementia provision
- There is a poor programme of activity at the centres
- Food provision needs to meet all cultural requirements
- More intergenerational work should take place
- The Partnership Board should have an influence on service delivery/some decision making power
- Carers should be active Partnership Board members
- Partnership Board membership to reflect people accessing the service i.e. representatives from different BME communities

- Membership of the Partnership Board should be regularly reviewed
- A key focus of the Partnership Board should be on reducing social isolation

6.0 Organisations invited to participate in the consultation

6.1 The following organisations were invited to participate in the consultation:

127 Woodhouse Street	Leeds Chinese Community Association
Action for Blind	Leeds Community Foundation
Advocacy Support	Leeds Education Achievement
Advonet	Leeds for Change
African Families Support Network	Leeds Gate
Age UK Leeds – independence at home	Leeds Gypsies and Travellers
Al-Hasan Education Trust	Leeds Involving People
Al-Khidmat Centre	Leeds Irish Health and Homes
APNA Day Centre	Leeds Jewish Welfare Board
Asha Neighbourhood Project	Leeds Partnerships Foundation Trust
Asian Women Counselling Service	Leeds Union of Sierra Leone
Association of Blind Asians	Leeds West Indian CTR Carnival
Baba Dal Day Centre	Love in Care
Bangladeshi Community Education Training Centre	Mary Seacole Nursing Association
Bangladeshi Community Employment and Training Centre	MESMAC
Barbados Association	Migrant Community Worker
Bebenanki Centre	Migrant Help UK
Behno Group	Milun Womens Centre
Bethal Church	Nari Ekta Ltd

Bethal Community College	New Testament Church of God
Bethal Day Centre	Olivier Mmounda
Cardigan Centre	PAFRAS
Care and Repair	Path Yorkshire
Carers Leeds	Polish Catholic Centre
Catholic Care	Prayaas Shakti
Change Grow live	Ramgarhia Board
Chapelton Development Trust	Ramgarhia Sikh Sport Centre
Children Society	Rani Care
Church of Jesus Christ Apolistic	Redcross
Concourse Multi Faith	RETAS
CYDC, Prince Phillip Centre	Rising Notes Project
DOSTI	Roscoe Methodist Church
Embrace Association	Sangam Group
Engaging Voices – young lives	Shantona Women's Centre
Equality Hubs	Sikh Elders Service
Eritrean Community	Sikh Girls Group
Feel Good Factor	SKNA
Fire Protection Officer	South Sudan Welfare Association
Freedom for Torture	St Gemma's
Gaelic Athletic Association	St Kitts-Nevis Association
Gipsil	St Martins Church
Gordon Day Centre	Stocks Hill Day Centre,
Guru Nanak Nishkan Sewak Jatha	Sue Ryder
HAMARA Healthy Living Centre	Touchstone
Hamwattan Centre	UCA

Hamwattan Elderly Group	UK Islamic Mission
Health For All (Leeds) Ltd.	Ukrainian Community Centre
Hindu Charitable Trust	Unison Black Members
Indian Welfare Society	United Armley Muslim Forum
Indian Workers Association	VAL / BME HUB
IQRA Centre	Vandan Group
Islamic Girls School	Villa Care Group
Jamaica Society	Volition
Justice for travellers	West Indian Family Counselling Service
Kashmir Muslim Welfare Assoc	West Indian Ladies
Kashmir Social & Welfare Assoc	WIFCOS
Ladies Shahid Group	Womens Group & IAG
Leeds Black Elders Association	Woodsley Road Community Centre
Leeds Caribbean cricket club	Young Foundation
Leeds Carnival Committee	