

APPENDIX 1

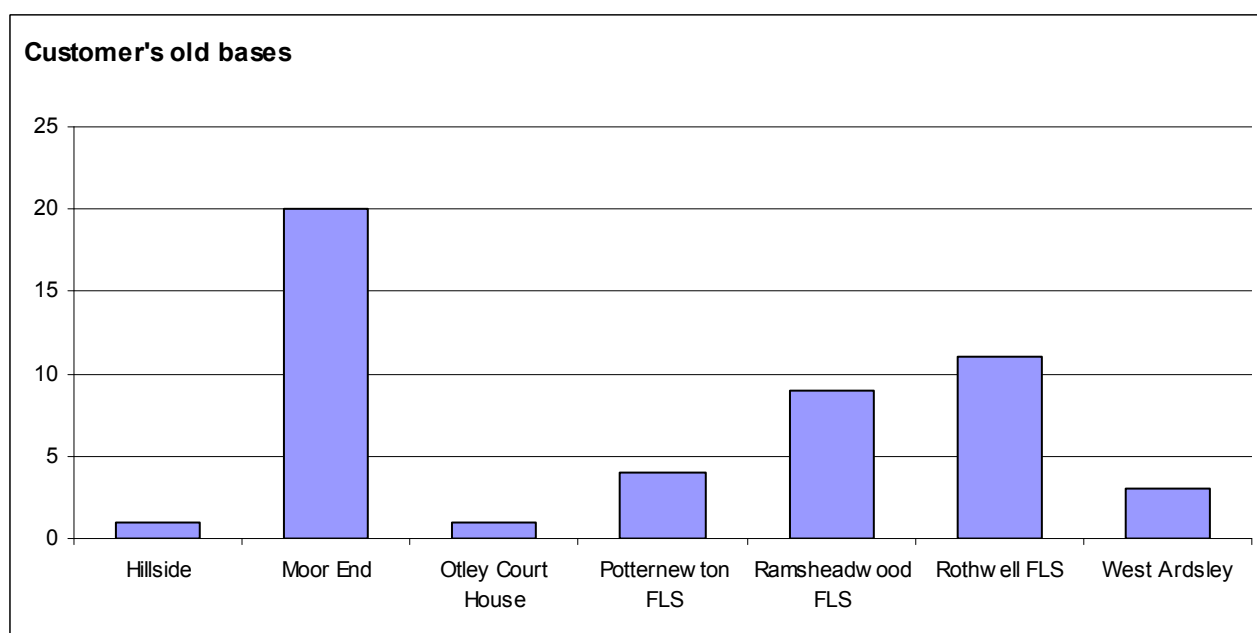
Report into the outcomes for customers of the Leeds learning disability day service modernisation programme October 2012

DAY SERVICES MODERNISATION CUSTOMER QUESTIONNAIRE- FINDINGS

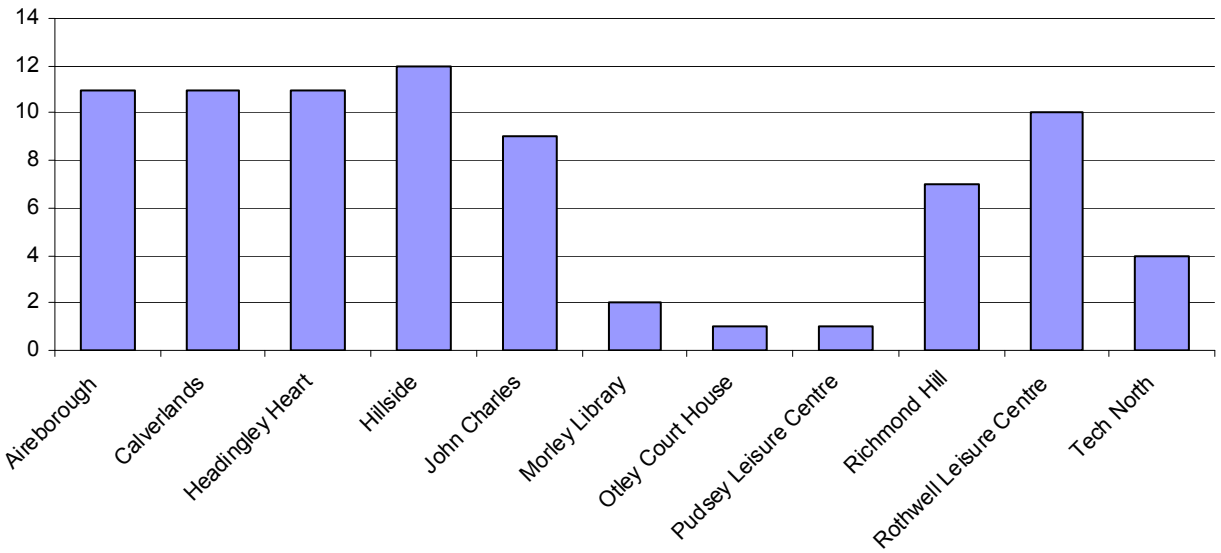
Method

Customer Involvement Officers from the Learning Disability Community Support Service carried out a programme of completing face to face questionnaires with learning disabled customers on behalf of the Fulfilling Lives Project. Each of these customers had gone through the modernisation process and moved from a traditional day centre to one of eleven new smaller “community bases”. The customers were asked a number of questions around their experience of going through the individual planning process and what they felt about their new timetable of activity and their new building base. In all over a hundred questionnaires were completed in July 2012.

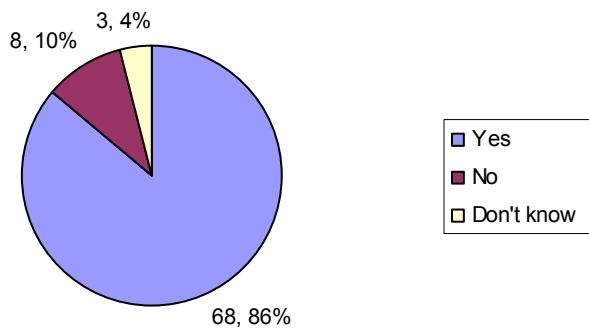
Findings for customers attending new bases



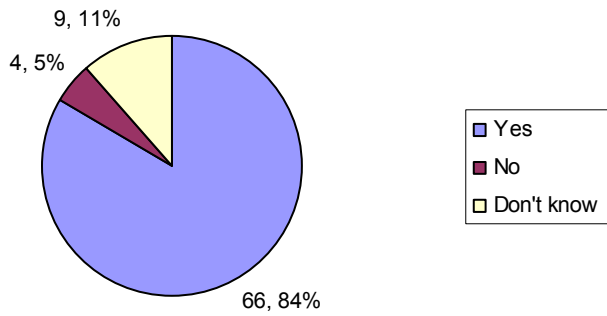
Customer's new bases



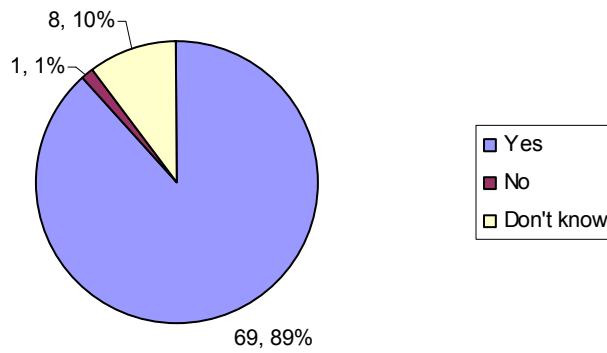
Were you invited to meetings to talk about the move to your new base?



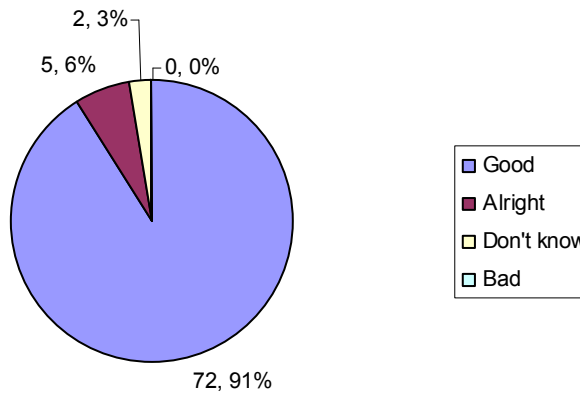
Are you happy with the information you have received?



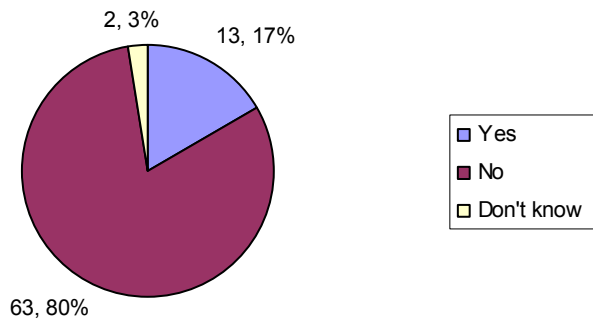
Did you enjoy your planning meeting?



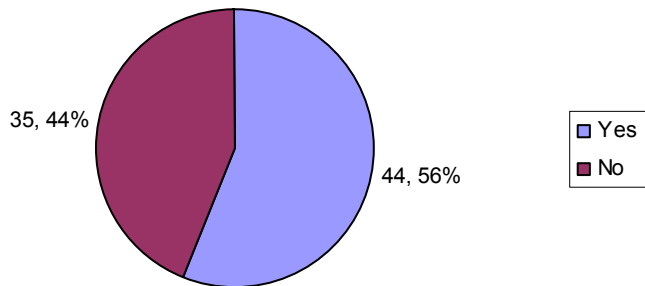
How do you feel about your new timetable?



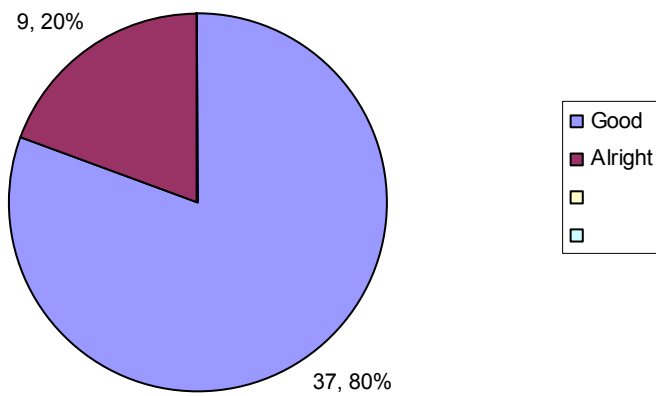
Is there anything you would like to change about your new timetable?



Has your transport changed?



If your transport has changed how do you feel about it?



Enjoying the new community bases

- 97% of customers are happy with their new community base !



The new Adult Social Care community base at Pudsey Leisure Centre provides former customers of Horsforth day centre with a pleasant, modern space which includes a Changing Place toilet facility. All the facilities of the leisure centre such as the swimming pool, bodyline gym and sports hall are at their disposal. The base is in the centre of Pudsey, next to park and firmly placed in the heart of the community

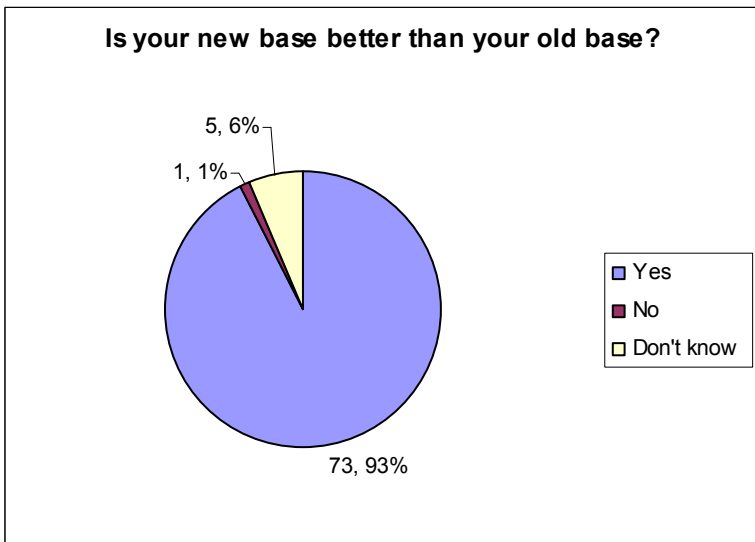
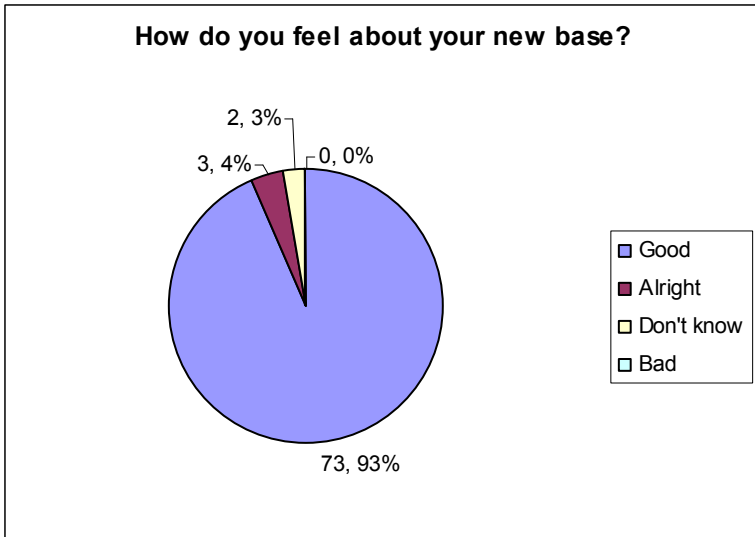
Quote from carer recorded in the compliments log :

“My son -- Michael -- has never been happier to go on a morning so the change from Mooredn has definitely been for the best.”

Other former customers of Horsforth now attend the community base at Otley Courthouse. Their base is now in the centre of their local community so they no longer have to travel to Horsforth each day to receive their service.

As well as the activities provided by the Learning Disability Community Support Service, the customers here have joined in a number of activities run at the centre alongside non learning disabled people. This includes helping to run the café, walking with the local rambling group and joining in the knitting sessions at the Courthouse.





Conclusions

This survey carried out by customer involvement officers has demonstrated a high level of satisfaction for customers for the new modernised services

It found that :

- 83% actively enjoyed the process (only 1% did not)
- 96% were happy with their new timetable of activity
- 97% were happy with their new transport arrangements
- 97% were happy with their new community base
- Only 1% felt their old centre was better than their new base

Study into the effect on social inclusion for learning disabled customers who are accessing new community services following the closure of Moorend Fulfilling Lives.

The purpose of this study was to assess the difference in social inclusion of customers who were attending Moorend Fulfilling Lives and since its closure are now accessing other, community based services.

John O'Brien's scale of community participation will be used to work out a measure of social inclusion. Each half day of activity per customer was rated 1-5 using the following scale.

| Score | Description |
|--------------|---|
| 1 | Respite service, being in an Adult Social Care establishment but not participating in a planned activity |
| 2 | Participating in a planned in-house activity in a segregated setting |
| 3 | Participating in a community based activity which is mainly segregated i.e. just for people with learning disabilities |
| 4 | Participating in a mainstream, non segregated activity in the community supported by specialist learning disability staff |
| 5 | Participating in a mainstream activity in the community independent of specialist learning disability staff (perhaps supported by others in the community, for example; work colleagues or other participants). |

The scores for each session attended by a customer in one week are then added and divided by 5 x the number of sessions that they attended in the week. This number is then taken as the percentage of social inclusion.

For many customers with high support needs a score of 4 may be the highest they are able to attain due to there care needs.

As a rough guide, the following description can be attributed to each percentage score.

| Percentage score | Description |
|-------------------------|--|
| Under 30% | Spends all of time in the day centre with little meaningful occupation |
| 30-40% | Spends most of time in the day centre participating in some planned activities |
| 41-45% | Spends majority of time in the day centre participating in planned activities. Occasional community activities |
| 46-50% | Mixture of day centre and community based activities for people with Learning Disabilities |
| 51-60% | Good proportion of time spent in community based activities for people with Learning Disabilities |
| 61-80% | Mainly community based activities including some mainstream activity |
| Above 80% | Majority of week spent in mainstream activity some of which without specialist learning disability staff. |

The percentage social inclusion of each customer within the week was then plotted on histograms (see figure 1 and figure 2). For confidentiality reasons, these are anonymous.

Method

The study looked at 53 former customers of the Moored Day Centre which was the first learning disability day service to be re-provided as part of the day service modernisation programme.

Each of these customers had every half day of activity on their January 2010 timetable scored according to the O'Brien scale. This process was repeated in January 2011 once people were settled into their new services. This assessment was carried out by members of the Fulfilling Lives Project Team and Managers of the Adult Social Care Learning Disability Community Support Service.

The study clearly demonstrated that the vast majority of these customers experienced a significant increase in the levels of social inclusion experience in their

new service compared to their old. This involved spending a far greater proportion of their week in integrated, non segregated environments and in accessing community facilities alongside non learning disabled peers, rather than undertaking activities in the day centre.

Increased Community Participation



Customers from South Leeds Fulfilling Lives Service now spend far more time in integrated environments. Here a group are participating in a Salsa class run by Beeston Action for Families at Beeston Village Community Centre.



Former customers of Moorend and West Ardsley day centres are now regular contributors to the “Radio Poplar” community radio station in South Leeds.



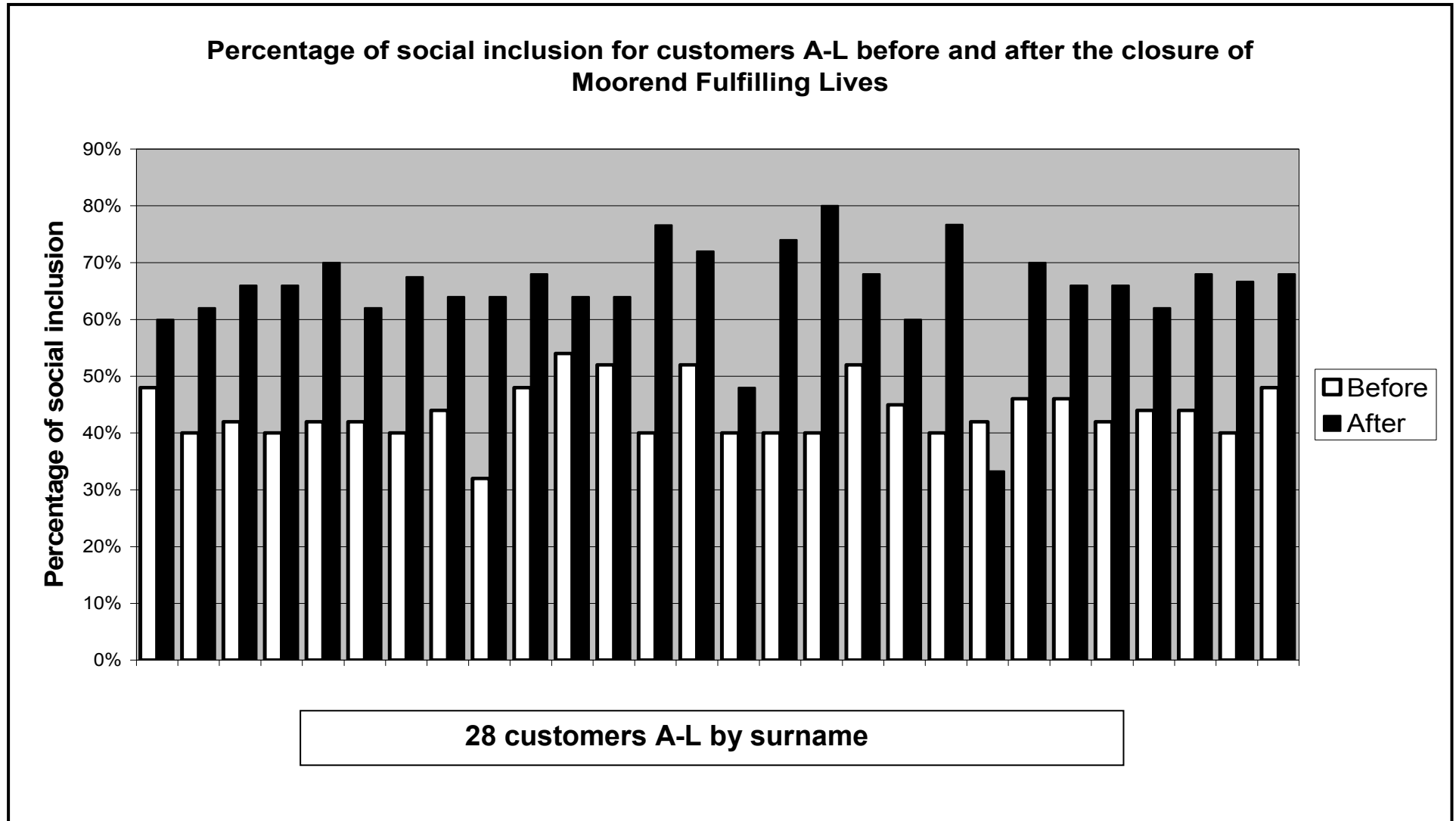
Customers of the Adult Social Care Learning Disability Community Base at Hillside in Beeston are now involved in all activities and events at this community centre. Here the customers raised £450 for Comic Relief at the centre by dressing up and making and selling cakes at a fundraising event.



The day service modernisation project has grant funded over 20 projects in the voluntary sector to provide new choices and opportunities for adults with learning disabilities in Leeds. This in turn has led to a significant increase in the amount of time people now spend in non segregated activities in the community.

This year, customers from all over the city were involved in the city's "Light Night" events. Here customers attending the Pyramid of Arts project have created a sculpture as part of the "Time Runs Out" installation.

Figure 1



Percentage of social inclusion for customers M-Z before and after the closure of Moorend Fulfilling Lives

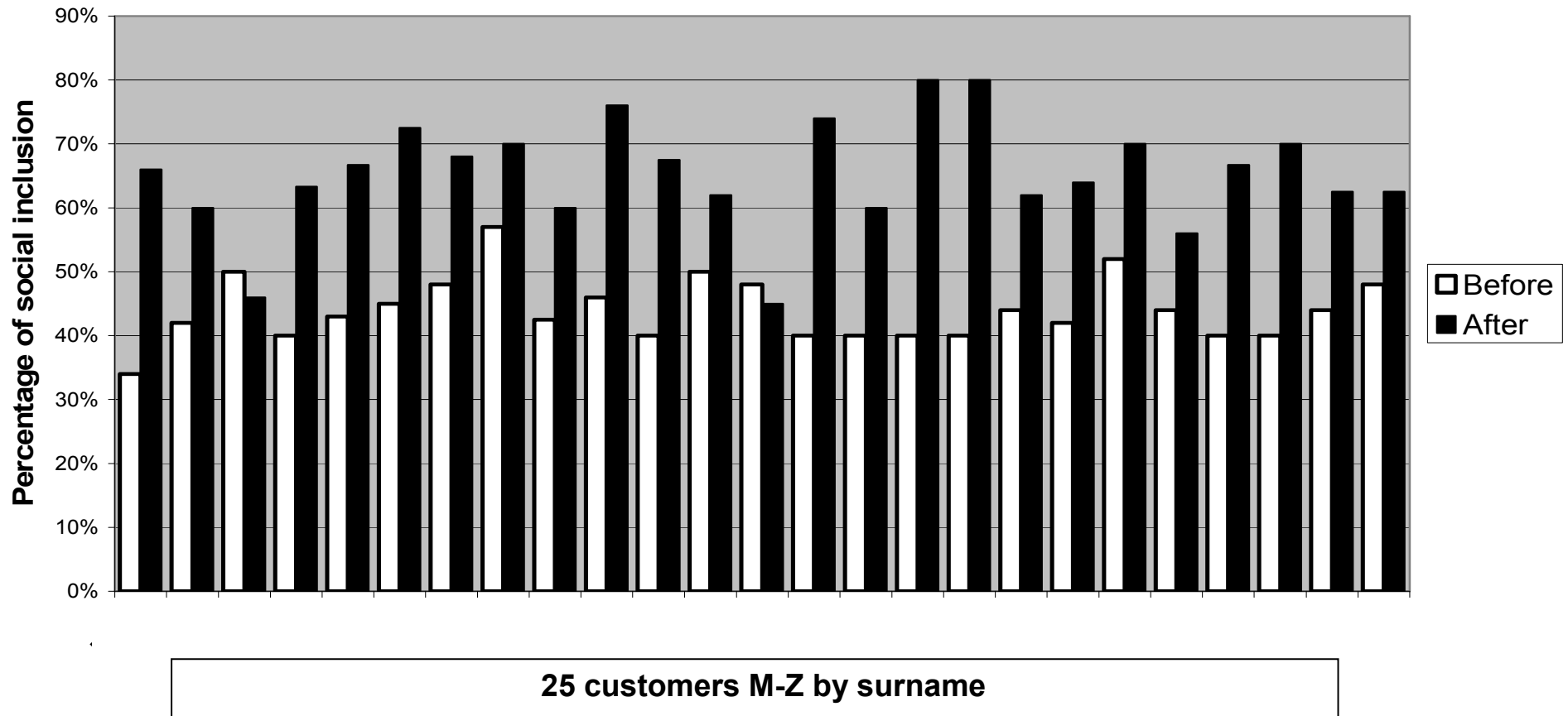


Figure 2

Figure 1 and figure 2 show clearly the overall increase in social inclusion for customers who accessed the community based services following the closure of Moorend Fulfilling Lives.

96% (52 customers) showed a marked increase in social inclusion with only 4% (2 customers) showing a decrease.

The average increase in social inclusion experienced by a customer was 21%.

Figure 3

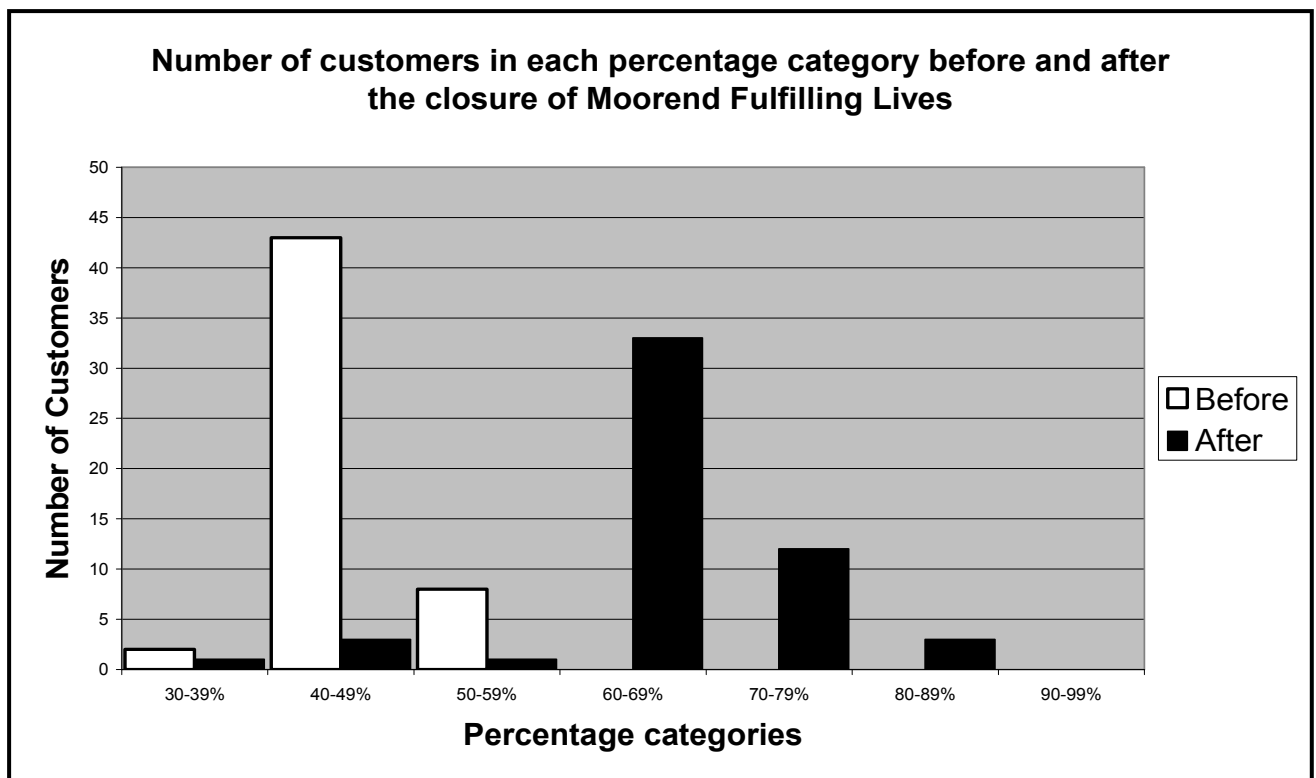


Figure 3 above clearly shows that before the closure of Moorend Fulfilling lives, the majority of customers were in the 40%-49% category for social inclusion, and no customers achieved over 60% social inclusion.

Following the closure of Moorend and the development of new community based services, the vast majority of customers were in the 60% -69% category with a total of 48 customers (88%) achieving over 60% social inclusion.