

Report for: Cabinet, March 2021

Title: Approval of the new Learning Disability Day Opportunities model following public consultation

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Lead Officers: Georgie Jones-Conaghan Lead Commissioner of Adult Learning Disability and Autism
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Ward(s) affected: All

**Report for Key/
Non Key Decision:** Key Decision

1. Describe the issue under consideration

- 1.1 This paper presents for Cabinet's approval the findings of a consultation for a new model of learning disability day opportunities. The consultation received feedback from a wide range of stakeholders and this paper gives details of the feedback and any changes to the proposals resulting from the consultation.
- 1.2 The day opportunities proposals arose from months of co-production with a range of stakeholders. The proposals intend to respond to the need for more high-quality day service provision in the borough. They offer people who require highly skilled support access to two in-borough specialist hubs based at Ermine Road, for people with profound learning, physical and multiple disabilities; and Waltheof Gardens, for adults with complex autism and a learning disability.
- 1.3 The vision is to enable all adults with learning disabilities in Haringey to have meaningful day opportunities and person-centred support in their local community. Implementation of these new proposals, if agreed, will require some people's day opportunity provision to change to deliver this new offer.
- 1.4 Whilst the overall feedback from the consultation was in favour of the proposals, the process also highlighted some concerns that need to be addressed. These were mainly around proposal C (Independence Pathway) and this paper outlines how they will be mitigated in section 6.11. The Council remains committed to coproducing all of these proposals with users and families, particularly where concerns have been raised to ensure the proposals meet our residents' needs.

2. Cabinet Member Introduction

- 2.1 I am delighted to share the outcome of this consultation process and to support implementation of proposals to continue to transform day opportunities in the borough for people with learning disabilities and or autism. After extensive co-

production, which included co-designing the consultation process itself, the proposals will continue to be shaped by users, carers and other stakeholders as they are implemented.

- 2.2** The proposals mark an important milestone in building an offer for autistic people without a learning disability, as part of the development of our emerging Autism Strategy.

3. Recommendations

- 3.1** To consider and take into account the feedback from the consultation undertaken as set out at Paragraphs 6.10 and Appendix 2 of this report;

- 3.2** To consider and take into account the equalities impact assessment of the proposals on protected groups and action proposed to mitigate the impact as set out in Paragraphs 8.3 and Appendix 3; and

- 3.3** To approve the following new model for Learning Disability Day Opportunities to take effect from 1st April 2021:

- 3.3.1** In respect of Ermine Road

- a) Transforming Ermine Road to be a centre of excellence supporting people with severe to profound and multiple learning disabilities (PMLD), complex health needs, physical and/or sensory impairments.
- b) Decommissioning the autism support service at Ermine Road.
- c) Supporting those who attend Ermine Road who have low or moderate support needs to plan alternative, more community focused support during the day, based on their needs, interests, friendships and life goals.
- d) Creating greater capacity at Ermine Road.

- 3.3.2** In respect of Waltheof Gardens

- e) Creating a dedicated service for people with complex learning disabilities and autism.
- f) Creating an Autism Hub.

- 3.3.3** In respect of out of borough day opportunity users

- g) Bringing some of the out of borough day opportunity users back to borough.

4. Reasons for decision

- 4.1** Users and carers have been consulted on Haringey's new learning disability and autism day opportunities offer. 360 users and families were directly notified about the consultation. 11% of those notified of the consultation returned a completed survey. 5.5% of those notified about the consultation attended a consultation meeting. 20% of those notified of the consultation were contacted by officers for a telephone discussion about the proposals.

- 4.2 The survey feedback from the consultation shows that 50% of responses across all the proposals think they are better than the current offer. 18% of all responses believe the proposals to be worse than the existing offer. Proposals A, B and D had over 50% stating that these proposals are better. 44% of respondents thought proposals C and E were better than current provision; with 25% of responses stating proposal C was worse, and 14% stating proposal E was worse than the current provision. A detailed breakdown of responses can be found in appendix 2.
- 4.3 Implementing the proposed service changes will enable Haringey Council to increase the in-borough capacity of day opportunities for people with a learning disability and or autism, particularly for those with very high needs who often have to travel out of borough to receive a similar service. They will provide more buildings for day opportunities and increase options for both specialist and mainstream/ universal support for people with a learning disability. Specifically, the proposals allow for autistic people with no learning disability to receive support in Haringey through the development of an Autism Hub, in line with the emerging all-age Autism Strategy.
- 4.4 All of the proposals will provide person-centred support. Stakeholders agreed that this will better meet individual needs and provides value for public money.
- 4.5 People who currently receive and require support will not lose their day support offer – and any changes to an individual’s support plan will follow a Care Act compliant strengths-based review by a social worker involving the individual and, wherever possible, their circle of support.
- 4.6 Compared with the current learning disabilities day opportunities the proposals will mean that the Council will be better able to:
- Achieve community inclusion, reduce social isolation and loneliness.
 - Maintain or develop existing social networks, community links and activities.
 - Provide flexible support that is well connected to community-based resources.
 - Provide breaks for carers.
 - Maintain and improve resident’s health and wellbeing.
 - Build capability for employment and stable accommodation.

5. Alternative options considered

- 5.1 The alternative option for day opportunities is not to respond to the consultation but to keep things as they are. The ‘do nothing’ option is that services stay the same. This is not an option as it does not provide for future service users nor for some current day service users who struggle to find support in the borough. The results of the consultation validate this assumption hence creating consensus for change. The Council will continue to coproduce Haringey’s day opportunities offer with stakeholders, so they are fit for purpose and meet individual’s needs.

6. Background information

- 6.1 A report went to cabinet on the 8th December 2020. Cabinet approved a consultation on the proposals for a new model of learning disability day opportunities. These proposals can be found in appendix 1 below.
- 6.2 The statutory consultation initially ran for a period of 6 weeks (excluding bank holidays) from 9th December 2020 to 22nd January 2021 with an extension of one week until 29th January 2021 to allow for late responses. The consultation was carried out in line with statutory guidance. The consultation process was advertised on the Council website and an online questionnaire was also available on the website.
- 6.3 The Council wrote to 360 residents with information and questionnaires about the new model and included a return address pre-paid envelope in which to send in a completed response. These were sent directly to existing service users' homes and to their carers where they did not live with them. They were also sent to potential future users of day opportunities, targeting some families in 'transition' to adult social care.
- 6.4 Council officers held six online consultation events in addition to the questionnaire. Five online group meetings were held by the Council via Microsoft Teams. An additional meeting run by a prominent carers group for people with Severe and Complex Autism and Learning Disability (SCALD) was held via Zoom. This was organised on behalf of the Council and SCALD by Public Voice CIC.
- 6.5 Officers directly contacted residents likely to be affected by the proposal in order to get feedback. This was via individual phone calls as not everyone was able to access the online meetings and there were restrictions during lockdown on holding public events or meeting in-person. The efforts outlined above tried to mitigate against the effect of both Covid-19 lockdown restrictions preventing face to face meetings and issues of digital exclusion which affect many carers and people with a learning disability.
- 6.6 Advocacy was also offered where required.
- 6.7 The consultation letter was shared with representatives from Special Educational Needs and Children's Disability Services and with the Chairs of Governors from Special Schools – Riverside, The Grove and The Vale – for onward distribution and to aid understanding about the council's intentions.
- 6.8 In response to the consultation the Council received 39 survey responses; 20 people attended one of the online meetings, and officers contacted a further 76 families who were unable to attend one of the meetings via telephone.
- 6.9 Overall, there were 135 contacts, but these were not all unique users. Some respondents wanted to respond to the consultation in more than one way, and some surveys were anonymous.

6.10 The survey was designed to capture both quantitative and qualitative responses. The meetings and telephone contacts allowed officers to capture more individual qualitative feedback. A summary of the responses to the proposals can be found below in appendix 2. The responses show that generally similar views were shared under each of the proposals in the surveys, meetings and phone calls. We found that the meetings and phone calls reflected the findings of the survey (apart from Proposal C – the Independence Pathway, where the survey response was more positive than the meetings or phone calls) and gave us a forum to have a deeper more insightful discussion about each proposal and how they could be implemented. The key themes below were explored further in the qualitative conversations but broadly mirrored the results of the survey.

6.11 Key Themes and Issues raised by surveys, phone calls and meetings

6.11.1 The consultation raised several key themes that will be considered before the proposals are implemented. Much of these came from the meetings and events where fuller discussions of the proposals were held. Co-production will remain at the heart of the model of day opportunities being put forward, as users and carers continue to be actively involved in how services are shaped and delivered going forward. Below outlines the key themes and issues raised. Officers are already working to develop the proposals to better meet our users and families' needs, in light of these concerns.

6.11.2 **Independence Pathway** Many of the concerns raised above relate directly to Proposal C. Council officers are reviewing plans for this proposal and intend to address and mitigate the concerns raised from the consultation. Plans include incorporating one or more building bases so users will still be able to access Winkfield and or Ermine Road or another place as a hub. Developing a coordinated staff team to support the group out in the community and at a hub. This will provide greater continuity of support, safeguard and monitor individual's support to ensure better community coordination. The Council will ensure that changes are focused on friendship groups and activities that are meaningful. We do not want any changes to unintentionally lead to isolation or poor outcomes for people. We will be working with stakeholders and affected families to co-design improvements to Proposal C - the Independence Pathway.

6.11.3 **The need for building based provision** Respondents reiterated the importance to them of buildings and the need for a base. Some respondents were under the impression that the changes meant that buildings would be closing when actually the opposite is the case with the changes leading to more building based day opportunity capacity being created in the borough.

6.11.4 **Good planning around the changes** All day opportunity users will have a Care Act review prior to any changes taking effect. These will be done in a person-centred way involving users, families and wherever possible their wider circle of support. This will also ensure that those who are unable to communicate verbally will still have their views communicated by those who

know them best and can advocate on their behalf. A transition period will be put in place arranged on an individual basis depending on what works best for them.

- 6.11.5 **Relationships** There is a fear of users falling into loneliness and depression if their service changes, particularly for those who will be affected by Proposal C -The Independence Pathway. Any changes to people's service will be carefully managed to value and maintain meaningful relationships. We know that for many people the most important outcome they derive from a day opportunity is friendship and reduced isolation so we will work with families and friendship groups to ensure that this does not happen.
- 6.11.6 **Safeguarding:** There was a concern about who would be overseeing the care worker(s) under the proposal for The Independence Pathway. If users do recruit a personal assistant to support them in the community it is important that they are involved in recruiting staff as relationships are key. For many families they will not want to take this on and responding to this feedback officers are looking to develop a coordinated and consistent team of staff for everyone who wants this. The Council will still be responsible for duty of care for every service user and safeguarding concerns can be raised with the Council's safeguarding team.
- 6.11.7 **Monitoring:** Carers queried stakeholders could monitor that the outcomes are being met within Proposal C, the Independence Pathway. Moving from coordinated support at a centre to the community could mean some people are not supported well and no-one picks up on it. The council are responding to these concerns and will be coproducing the new model.
- 6.11.8 **Co-designing day opportunities with users and families:** Involving service users and families in the changes is key to developing the model. The Council is committed to continuing to co-design the new model with all interested stakeholders. The consultation process identified more families interested in being part of future codesign.
- 6.11.9 **Capacity:** There were concerns around the capacity of building based autism support in the borough, but the changes will mean that this will be at least doubling existing provision. The new capacity will provide the opportunity for out of borough users to be supported in the borough and for new users coming through transition to access the service.
- 6.11.10 **The Care Act:** Any changes that take place will be done in accordance with the requirements of the Care Act and the Care and Support Statutory Guidance.
- 6.11.11 **Transportation:** A number of respondents were concerned about continuing to be picked up by a white minibus. The Council will be working with service users and families to ensure that the most suitable transport option is considered when planning the new model but with an emphasis on increasing independence and not over prescribing support.

- 4.1.1 Overall, the feedback from the consultation was generally positive and the Council should proceed in delivering the changes. The consultation has been a helpful exercise and the Council will continue to codesign the new model with service users, their families and other stakeholders. The proposals will be implemented in a Care Act compliant and person-centred manner. Everyone impacted will have an individual transition plan. The Council is really excited to continue to work with people on Haringey's new day opportunities model and pleased that more people have shown interest in future codesign of the new model through our engagement during the consultation.

7 Contribution to strategic outcomes

- 7.1 These proposals will contribute to the Borough Plan Priority 2 – People: All adults are able to live healthy and fulfilling lives, with dignity, staying active and connected in their communities. The proposals aim to provide in-borough specialist and targeted support for people with a learning disability and their families, as per the Haringey Care Cone. The proposal will also make better use of universal services for our residents with a learning disability. This is supporting people in the most appropriate and least restrictive way and maximising their independence, and therefore aligned with the Borough Plan 2019-23.
- 7.2 For the first time, the borough will have autism services for autistic adults without a learning disability in place through these proposals. This is in line with the emerging Autism Strategy which is being co-produced with local residents of all ages and covers a range of areas including pre and post diagnostic support, the diagnostic pathway, support to family and carers and building an autism friendly borough.

8 Statutory Officers comments (Chief Finance Officer, Procurement, Assistant Director of Corporate Governance, Equalities).

8.1 Finance

- 8.1.1 This report seeks to implement new proposals for day opportunities for adults with learning disabilities and/or autism to provide more suitable services for this cohort of individuals, improve cost efficiency and sustainability, and reduce avoidable costs. The proposals will contribute towards the committed MTFS savings programme and more specifically they will support the delivery of £634k savings over the medium-term period.

8.2 Procurement

- 8.2.1 The recommendation does not identify any Procurement issues

8.3 Assistant Director of Corporate Governance

- 8.3.1 Cabinet is being asked to make a decision on the proposed new model for day opportunities provision for adults with learning disabilities in the borough. There is a common law duty on the Council to consult with service users, carers, and other stakeholders that are likely to be affected by these

proposals. The consultation must take place at a time when the proposals are still at their formative stages. The Council must provide the consultees with sufficient information to enable them properly to understand the proposals being consulted upon and to express a view in relation to it. The information must be clear, concise, accurate and must not be misleading. The consultees must be given adequate time to consider the proposals and to respond. The report at Paragraphs 6.2-6.8 and Appendix 1 sets out how the Council has discharged this common law duty.

- 8.3.2 The Council must give genuine and conscientious consideration to the responses received from the consultees during the consultation before making its final decision on the proposals. The report at Paragraphs 6.9-6.10 and Appendix 2 sets out the responses from services users, carers and other stakeholders.
- 8.3.3 As part of its decision making process, the Council must have “due regard” to its equalities duties. Under Section 149 Equality Act 2010, the Council in exercise of its adult care and support functions, must have “due regard” to the need to eliminate unlawful discrimination, advance equality of opportunity between persons who share a protected characteristic and those who do not, foster good relations between persons who share a relevant protected characteristic and persons who do not share it in order to tackle prejudice and promote understanding. The protected characteristics are age, gender reassignment, disability, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The Council is required to give serious, substantive and advance consideration of the what (if any) the proposals would have on the protected group and what mitigating factors can be put in place. This exercise must be carried out with rigour and an open mind and should not be a mere form of box ticking. These are mandatory consideration. In line with its equalities duties, the Council have undertaken an Equality Impact Assessments (EQIA) of the proposals on the protected groups and are set out in Appendix 3 and Paragraphs 8.3 of the report together with the steps to mitigate the impact of the proposals.
- 8.3.4 The implementation of the changes proposed must be done in accordance with the Council duties under the Care Act 2014 and the Care and Support Statutory Guidance.
- 8.3.5 The responses to the consultation, the EQIA of the proposals and the steps being taken to mitigate the impact and the general duties of the Council under the Care Act and the Statutory Guidance to make provision to meet the care and supports needs of those affected, all must be considered before Cabinet makes its decision on the proposals.

8.4 Equalities

- 8.4.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- 8.4.2 Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- 8.4.3 Advance equality of opportunity between people who share those protected characteristics and people who do not
- 8.4.4 Foster good relations between people who share those characteristics and people who do not.
- 8.4.5 The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.
- 8.4.6 The proposed decision is to approve the new Learning Disability day opportunities model which will change the delivery of day opportunities for adults with learning disabilities, and/or autism in Haringey and will take effect from 1st April 2021. Those in receipt of the service include individuals with protected characteristics, notably all service users have profound learning, physical and multiple disabilities; or behavioural challenges that impact their day-to-day activities.
- 8.4.7 The proposed decision will affect people who access the Learning Disability day opportunities in Haringey, among whom older people, men, Black and Asian minority ethnic people, and people with long-term health conditions are overrepresented. It follows that older residents and those with long-term health conditions and/or disabilities will be the primary beneficiaries of the decision. The decision represents a course of action to meet the needs of these groups where they are different from the needs of other groups, and thereby helps to advance equality of opportunity. Moreover, men and Black and Asian minority ethnic residents are overrepresented among Learning Disability day opportunities service users in Haringey, and so it is likely that these groups will be positively impacted by the decision.
- 8.4.8 The objective of this proposed decision is to maintain and improve health for both users and carers. It is expected that all adults with learning disabilities in Haringey will have meaningful day opportunities and person-centred support in their local community. This will lead to a more learning disability friendly community in Haringey. Similarly, the proposed changes to the delivery of day opportunities for adults with learning disabilities and/or autism, will ensure that service users still get day support in a range of ways and that carers, among whom women are overrepresented, get a break.
- 8.4.9 It is recognised that in some cases this measure may result in a change to someone's existing service, as some of the changes will mean people receive a different service or a similar service in a different setting, and therefore the consultation may cause anxiety for those with a learning disability and/or autism. However, the equality impact assessment noted that to mitigate this potential negative impact, the service will communicate the findings of the

consultation with all stakeholders and are co-producing all of these proposals with users and families, particularly where concerns have been raised.

8.4.10 Public consultations with stakeholders were carried out between 9th December 2020 and 19th January 2021 which were carried out to be inclusive of all protected groups, and steps such as translations of written materials and in 'easy read' formats were taken to ensure accessibility. Due to Covid19 guidance, the meetings with families were held virtually so all service users could be heard. The consultations ascertained that such proposals -which provides meaningful day opportunities and person-centred support in their local community- is the preference for these groups.

8.4.11 The Council will take steps to collect demographic data on service users to identify any inequalities in service provision that may arise and to inform future equalities analysis.

9 Use of Appendices

9.1 Appendix 1: Proposal for Consultation

9.2 Appendix 2: Consultation Responses

9.3 Appendix 3: Equalities Impact Assessment

10 Local Government (Access to Information) Act 1995

Appendix 1

The proposal for consultation: Ermine Road

Proposal A: Transforming Ermine Road to be a centre of excellence supporting people with severe to profound and multiple learning disabilities (PMLD), complex health needs, physical and/or sensory impairments. There is a large cohort of people at Ermine Road who have PMLD or a learning disability with health needs. The proposal is to develop the whole provision so that it offers a high quality, specialist service, for this cohort only. This service will have greater input from health and more targeted activities and support but will not offer support to people with complex learning disabilities and autism.

Proposal B - Decommissioning the autism support service at Ermine Road.

These service users will be assessed individually by a social worker involving their families and circle of support. Many may be best supported at Ermine Road day service, but some with more complex support needs will be offered a place at the new highly specialised autism day service, the Haringey Opportunities Project (or an alternative placement chosen by the user and family). Currently ten people attend this service and will be in scope for an individual review.

Proposal C - Supporting those who attend Ermine Road who have low or moderate support needs to plan alternative, more community focused support during the day, based on their needs, interests, friendships and life goals. This will be termed 'the Ermine move-on project' and is expected to include about 30-35 people in scope. If agreed we hope that individual support planning by Vibrance, a voluntary sector provider with a lot of experience in supporting people to realise their full potential, will enable this cohort to have person-centred day opportunities. They will explore employment, volunteering opportunities, making use of community assets, existing friendship groups, peer support where appropriate, attending drop-in sessions at Ermine and Winkfield centres, using direct payments and/or recruiting personal assistants, referring people for travel training and other positive outcomes to help support individuals to greater independence. Support will be recommissioned for this group as whilst they may be quite able and independent, we know this group are also vulnerable in the community and susceptible to feeling very isolated, or subject to hate crime etc.

Creating greater capacity at Ermine Road. The proposals will increase capacity at this service so we can offer day provision for young people coming from Special Educational Needs (SEN) colleges, and those who are currently attending out of borough provision with PMLD or severe learning disabilities and health needs.

These proposals have arisen from working with a range of stakeholders to respond to the need for more high-quality day service provision in the borough and for safe and flexible services in line with government guidance during the Covid19 pandemic.

The proposal for consultation: Waltheof Gardens

Proposal D - Creating a dedicated service for people with complex learning disabilities and autism Users will receive a service at the Haringey Opportunities Project, named by stakeholders, which is being established on the refurbished Waltheof Gardens site from January 2021. It is expected that the building can support approximately 30 service users per day, but the service will also operate in the community, so this service could support more people per day depending on their individual support plan. This will be dedicated for complex autism and learning disability service users and will not offer provision for PMLD.

Creating an Autism Hub. Autistic residents who are able to live quite independently, but may require some support to find employment, to reduce isolation, to help them feel empowered or to support them to achieve their own goals will be supported by the new autism hub, which is currently mobilising on the Waltheof Gardens site. This service has been named by autism stakeholders #ActuallyHaringey.

These proposals have arisen from working with a range of stakeholders to respond to the need for more high-quality day service provision in the borough and for safe and flexible services in line with government guidance during the Covid19 pandemic.

The proposal for consultation: out of borough day opportunity users

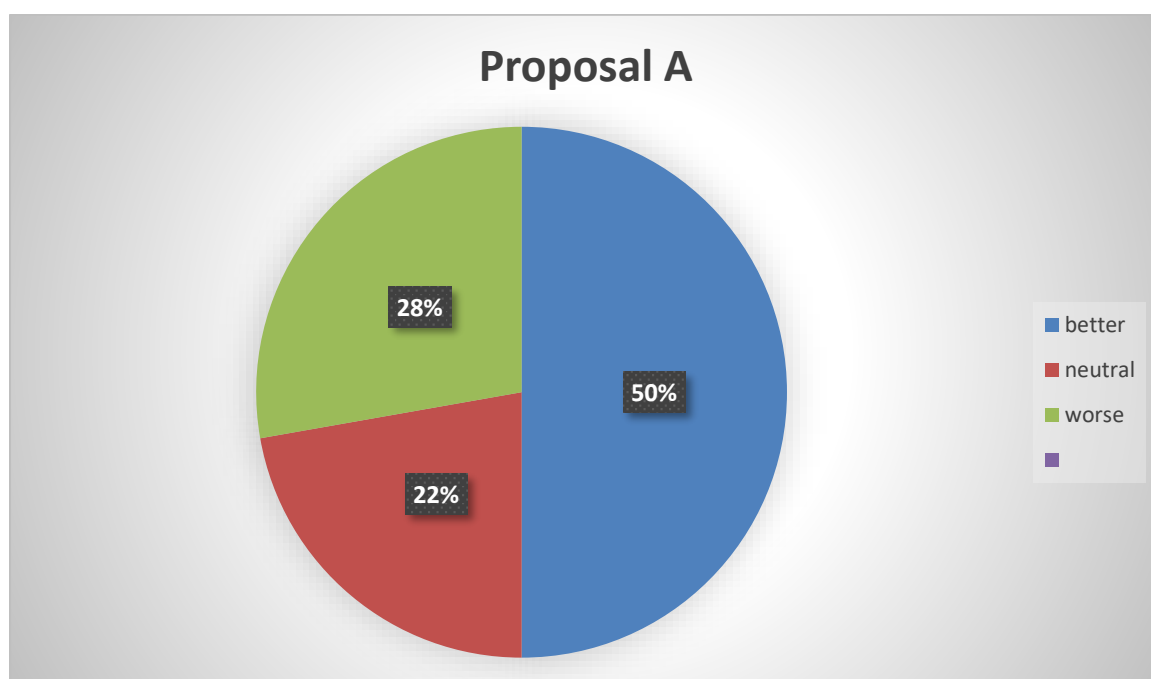
Proposal E - Bringing some of our out of borough day opportunity users back to borough. There are approximately 25 people who attend specialist day opportunities out of borough who we think could benefit from the new PMLD service at Ermine Road, or the Haringey Opportunities Project in-borough (depending on their needs). We would like to offer some of these people a place at these new in-borough services depending on the outcome of a social worker review. Commissioning these new services needs to be cost effective for the council and spending money on out of borough provision with quality that is not within our control, when we have provided new specialist capacity may not be a good use of our resources. This will be explored in a person-centred way reviewing the individual and seeking insight from their family.

Appendix 2 Consultation Responses

The response to the proposals were as follows:

Proposal A – Transforming Ermine Road to be a centre of excellence supporting people with severe to profound and multiple learning disabilities (PMLD), complex health needs, physical and/or sensory impairments.

- Our proposal is to establish a dedicated centre of excellence for people with profound and multiple learning disabilities.
- This centre will enable people with profound and multiple learning disability to access a range of support including maintaining and improving health, learning and 'enterprise' opportunities, sensory stimulation and storytelling, intensive interaction, specialist communication and much more.
- Ermine Road has the infrastructure and the staffing team in place to meet this need.
- There is a large cohort of people already using Ermine Road who have severe learning and physical/ health needs currently.
- Our proposal is to continue developing the service with greater support from health.
- And increase the capacity for younger people coming through transitions and for those who are going out of borough at the moment.

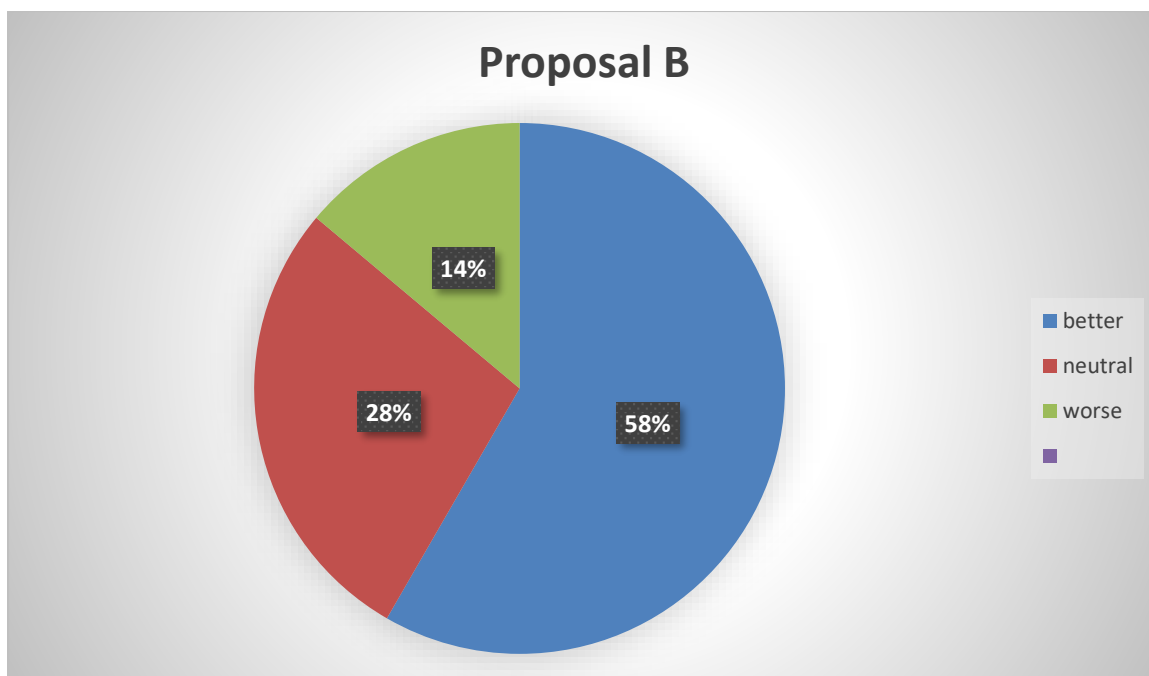


The survey response showed that 50% thought that the proposal A was better than the current model. 22% were neutral and 28% felt that proposal A would be worse. Half of respondents were in favour of the change. Nearly twice as many people were in favour of this change as against it. Comments from families from the surveys and phone calls include:

- This will be good for people with a Profound and Multiple Learning Disability (PMLD), but not necessarily so good for those currently using Ermine Road who have a Mild/Moderate Learning Disability.
- More beneficial to get more intense support to support his health & wellbeing needs
- Appears to exclude my daughter as she does not fit the criteria
- I would hope that activities could be provided suitable for those with more profound disabilities e.g., sensory art, fun drama & music
- I don't want anything to change. I want it to stay the same.
- Sounds good. want to do more in the community , my son really likes walking, and used to go swimming and cycling but doesn't anymore which is a shame.
- Loves Ermine Road, daughter is happy, and M takes her to the centre twice a week.
- Sister has cerebral palsy, has spine problem- good to have access to physio/ postural support. exercise and moving hands and doing sign language.
- Cautious as want to see what changes this means for the centre and what they are going to do. But sounds OK and think things could improve.

Proposal B - Decommissioning the autism support service at Ermine Road

- Our proposal is to decommission the Autism Support Service at Ermine Road and assess each user on an individual basis to see if they want to continue to be supported by the main Ermine Road Day Service. Or if they have complex autism and behaviours that can be described as challenging, to offer the new specialist positive behaviour support service at Waltheof Gardens which can better meet their needs (or an alternative day opportunity of the family's choosing).
- Our proposal will ensure that the whole of the new Ermine Hub is a safer environment for people with PMLD.
- Our proposal will ensure that people with complex autism and behaviours that challenge will have the offer of having their needs better met in a service with highly skilled staff providing positive behaviour support at the new Haringey Opportunities Project.
- Our proposal will increase the amount of in-borough building based support for adults with learning disabilities and autism.



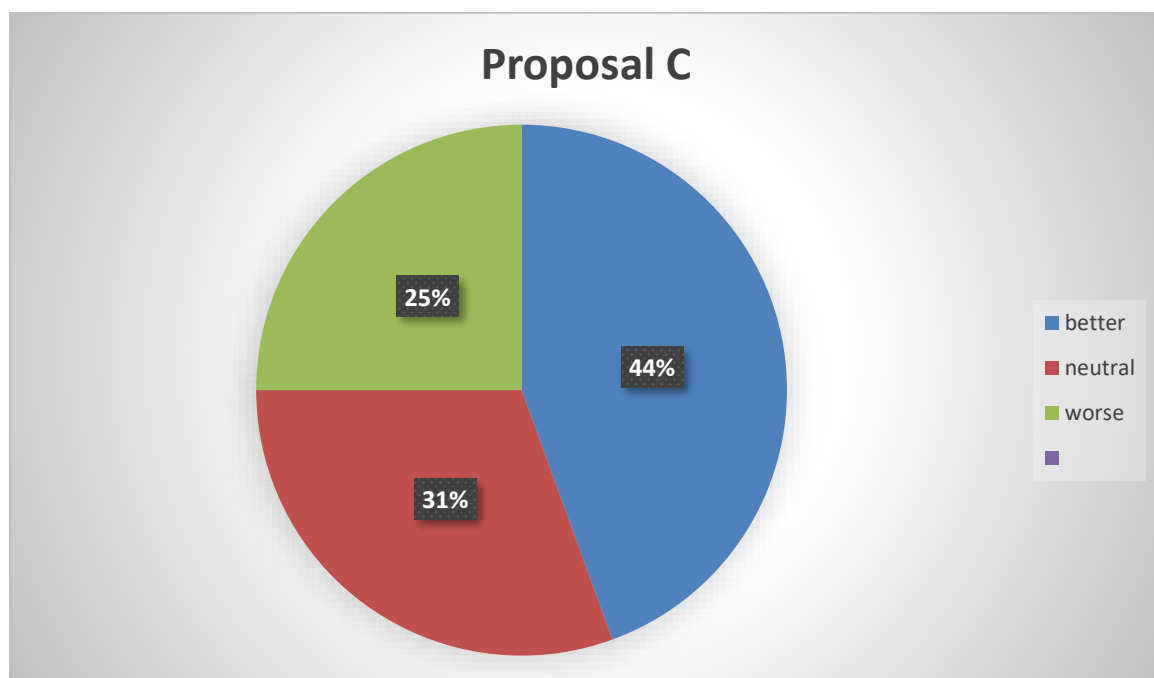
The survey response showed that 58% thought that the proposal B was better than the current model. 28% were neutral and 14% felt that proposal B would be worse.

Nearly 3/5 of respondents thought this proposal would make a better service. Over four times as many respondents were in favour as against Proposal B. The comments below however appear to show some of the worries from people that may be affected by the closure of the autism service at Ermine road. Many others' responses were more positive but potentially less likely to be directly impacted by the closure. Comments from families from the surveys and phone calls include:

- I feel Proposal B is concentrated on shutting down an existing model (Ermine Road) without reviewing if it can be improved. Words like decommission in this current climate is very negative (create employment save jobs)
- The extra assessment on an individual basis will allow for more personalised experience. Allow for potential better support for those with autism as autism is quite a special disability.
- It's great to have a building based purposely for people with autism, learning difficulties and challenging behaviours
- Sounds ok the new service. I will happily have a look at the new service. "
- Don't like it as feel our children have moved around enough from Ermine to Roundway then back to Ermine and now another change. Sometimes amount of planning can prepare them for the changes.
- Changes again and routines being broken. New staff will cause behaviours that challenge, and this has impacts at home.
- I want BB to stay at Ermine he knows the staff, he doesn't do change well. His behaviour has been very erratic this year, I didn't want people in the house because of Covid.

Proposal C - Supporting those who attend Ermine Road who have low or moderate support needs to plan alternative, more community focused support during the day, based on their needs, interests, friendships and life goals: The Independence Pathway

- Our proposal is to grow our independence pathway for people who are able to be more independent. We want to encourage those who attend Ermine Road who have low or moderate support needs to plan alternative, more community focused support during the day, based on their needs, interests, friendships and life goals.
- Haringey is committed to providing more support for people in the community, so they are able to live more independent and fulfilling lives. The new Autism Hub #ActuallyHaringey is part of this offer. And we will be developing volunteering and employment opportunities along with other targeted and skills based support such as travel training and life skills.
- We want to commission an independent support planner to help design person-centred day opportunities for able people at Ermine Road. They will explore with the individual and their circle of support; employment, volunteering opportunities, making use of community assets, existing friendship groups, attending drop-in sessions at Ermine and Winkfield centres, use of Shared Lives for day support, using direct payments and/or personal budgets, referring people for travel training and other positive outcomes to help support individuals to greater independence.
- Support will be recommissioned for this group as whilst they may be quite able and independent, we know this group are also vulnerable in the community.
- It is likely able-people who attend Ermine Road now will have changes to their day opportunities following the support planning process.

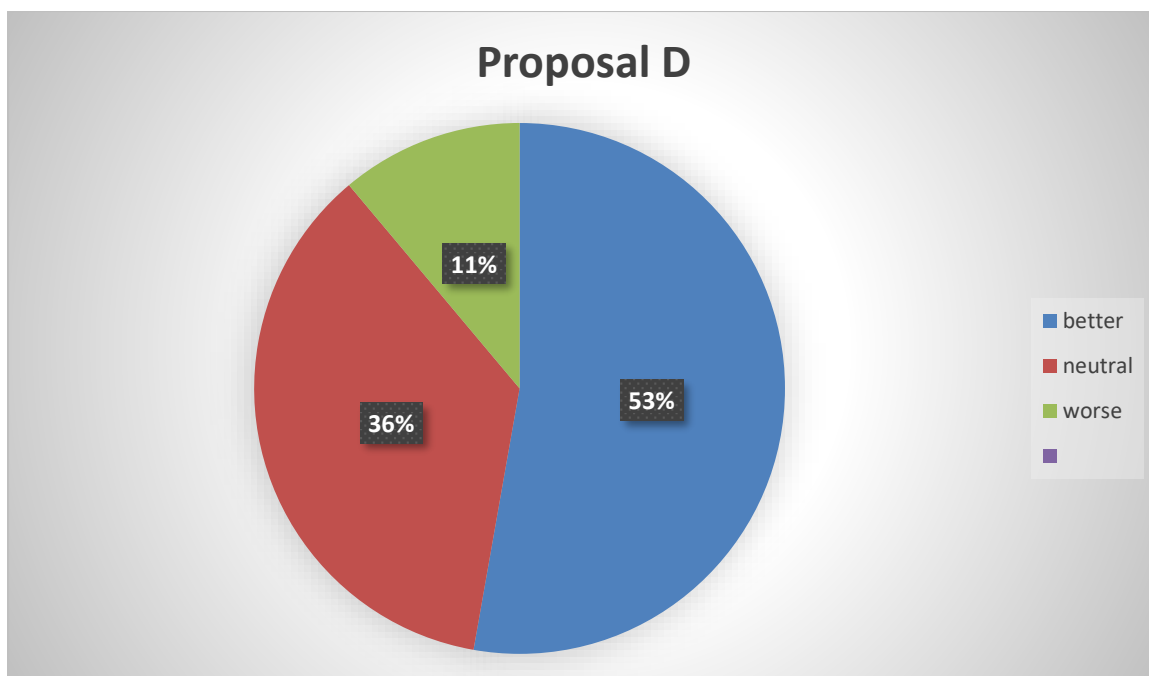


The survey response showed that 44% thought that the proposal C was better than the current model. 31% were neutral and 25% felt that proposal C would be worse. Slightly less than twice as many respondents thought this would be better than the existing day opportunities model. A quarter of respondents felt this proposal would be for the worse. This was the most negative score out of all the proposals. This was the one proposal where there was a difference between the consultation survey and the group and individual discussions. There were a number of concerns and anxieties about this proposal which we have outlined below in 6.13 and we are working with users and families to address these. This proposal will change as a result of the consultation. Comments from the surveys and phone calls include:

- I am not sure how service users can make friends in the community if they are not using the day opportunities in the day centre.
- This sounds a good idea providing that the service users and carers are consulted. The most important aspect of day care for most of these people is meeting their friends.
- I feel Proposal C is very positive for the following reasons - Pathway plan to focus on the service user's needs - employment, volunteering and training needs are met - Keeping and improving an existing model (Ermine Road)
- The people with low or moderate needs would also need a building based where they can access the activities.
- Sounds OK but worried it won't work for my sister. She really likes her routine and life centres around the Centre (Ermine Road). But currently she's not going to the centre (due to Covid) and getting support in the community which is keeping her well.. so, it may work?
- Nothing to like, too many changes all the time.
- It will be difficult for V to adjust to a new way of life.
- I like a base; we don't want someone coming to get him and going out

Proposal D - Haringey Opportunities Project – Creating a complex Autism and Learning Disability Service and Autism Hub

- The Council is opening a new service with Centre 404 that will provide a dedicated positive behavioural support day service within an autism friendly building. The building will have capacity for 30 users per day, with additional capacity in the community.
- The building will provide a safe and dedicated space for service users, and the service will also use and provide support in the community.
- Our proposal would mean that several service users currently going out of borough for a day service, and some people with complex needs and autism currently attending the autism service at Ermine Road would access this new service at Waltheof Gardens, following a review by a social worker.

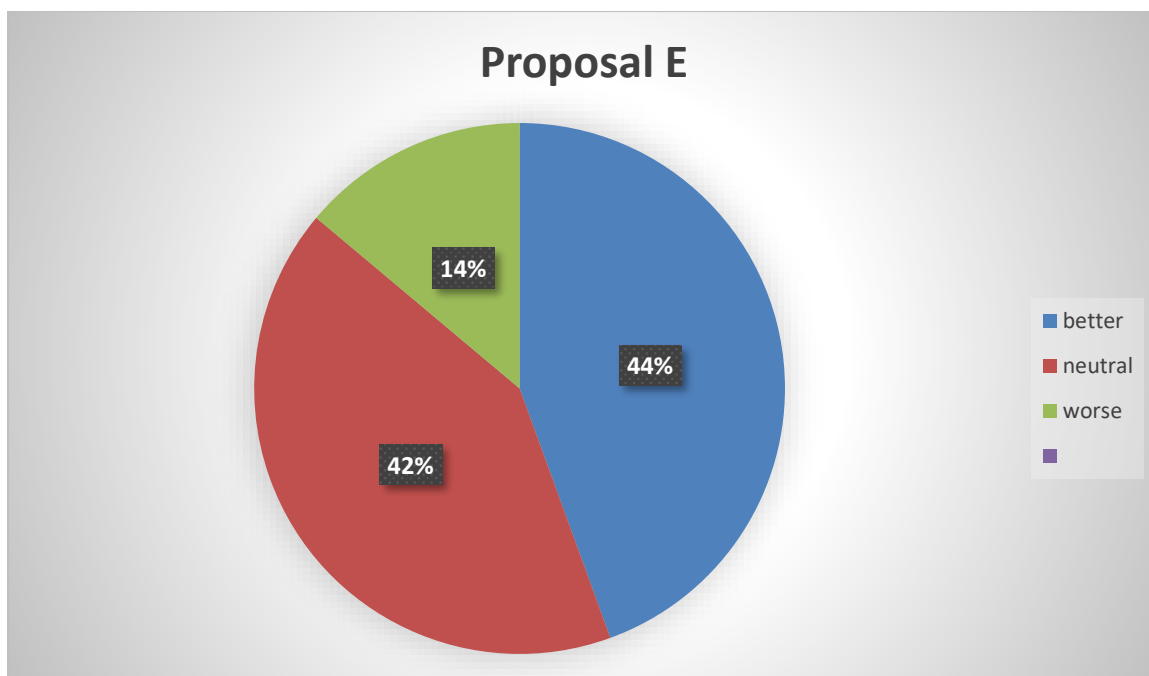


The survey response showed that 53% thought that proposal D was better than the current model. 36% were neutral and 11% felt that proposal D would be worse. There were nearly 5 times as many respondents in favour of the proposal as against it. Comments from the surveys and phone calls include:

- This looks like a very good new service.
- I am concerned about the capacity at the new service which seems limited.
- It is a great idea to have this service for people with complex needs, but I feel that people with complex needs and autism currently attending service at Ermine Road should continue attending Ermine Road as that place was done purposely for them
- It's about time we have a day centre for people with autism.
- That there is somewhere to have a base but be able to go out and do what user enjoys. That it should have skilled staff to best support the needs of Autistic people with behaviours that can challenge
- There needs to be a proper transition and getting to know staff working with user to build trust and ensure staff match the needs of the users. If C404 do not have their own transport will this limit opportunities?

Proposal E - Bringing some of our out of borough day opportunity users back to receive services in Haringey.

- There are a small cohort of people who attend specialist day opportunities out of borough who we think could benefit from the new PMLD service at Ermine Road, or the Haringey Opportunities Project in-borough.
- We would like to offer some of these people a place at these new in-borough services depending on the outcome of a social worker review.



The survey response showed that 44% thought that the proposal E was better than the current model. 42% were neutral and 14% felt that proposal E would be worse. Over three times as many respondents thought that proposal E would be better compared to the number of respondents who thought it was worse. Two out of five respondents were neutral on this proposal which was the most for all the proposals. Comments from the surveys and phone calls include:

- It would be good for people with PMLD to be able to access a good local service.
- Why do you want to bring them out from the day centre that they are happy attending? Remember there are more older children coming up and they will need day centres.
- Good that people can hopefully receive services in the borough they live and near the families.
- If this does not affect my son's potential access to day Centre opportunities then I feel it is a supportive offer to those living outside of the borough which could help families who live with PMLD adults. On this basis I remain neutral in my thoughts of this proposal.
- I was hoping for my daughter to come back in Borough but am now not sure with all these changes going to take place.
- Beneficial to users to be near families.
- individuals that want to return to services within the borough should be able too, however the decision to return to the borough for day opportunities should be the individual choice, not the social worker. Individuals that are unable to communicate their wishes should have full access to support or advocacy to ensure their views and wishes are at the centre of any day opportunities plan.