

APPENDIX A

New Options Fact Finding Results

During 12/13 a programme of engagement sessions took place with Service Users, Family carers and Shared lives carers, staff and supporting agencies. A total of 368 interactions took place through engagement sessions or completed questionnaires. During the sessions three questions were posed:

What works well ?

What do you feel doesn't work well and why ?

What services need to be developed in the future to help services become more personalised, offer choice and control and be more cost effective ?

Feedback included:-

- Service Users are on buses for excessive time/travelling too far
- Service locations not on public transport routes – I can't use my bus pass
- Building facilities not designed with service users in mind
- Buildings too old, big and noisy
- Residential services to provide their own day service activities
- Develop a pay as you go commercial arm to the service with core services funded by personal budgets
- Activities that people want, at times to suit them and their family carers in local venues
- We want the opportunity to get the skills to get a job
- Services at Unit 10 should be more flexible in their opening and closing times
- My son needs social experiences, he has a carer who takes him to a cinema but its important for him to mix with his friends, people who he has met at the day centres
- It is really important to meet with friends. If we don't have specific building to meet in then we might loose touch with our friends
- What about arranging day trips to go to Wolves, Liverpool,football clubs
- Involve self advocates in the process of change. Invite Taking part.
- Consistency of staff is important
- Where building are under utilised or are in a poor state I completely agree they should be re removed from the pool however money saved from closing buildings should help to provide funds to refurbish other properties