

Appendix 1 - Feedback from customers and carers

Title: Learning Curve (LC) Consultation with Customers & Carers

1. Customer asked whether he would be able to complete his computer course, starting soon at LC?

Response - His course would still go ahead as planned. Staff would also be able to explain how individual budgets could be used to access other courses.

2. Carer wanted to know if these proposals affect Carlton Road Centre?

Response - these proposals do not affect the Carlton Road Centre.

3. Carer asked whether ESF money could be used to keep LC running?

Response - over the past 3 years, ESF money has been decreasing. Last year, up until March 2012, the final grant was received from the ESF.

4. Carer asked whether the council has put in money to support LC? And to note that the LC Team has done very good work with customers.

Response - the council has been helping with money for LC and the council greatly values the work of the staff at LC.

5. Carer asked whether the council could apply for the Lottery Fund?

Response - the rules for councils applying for this fund are very strict. It is very difficult to get Lottery money for essential services, and other voluntary organisations e.g. Mencap, Accession can apply for this.

6. Staff enquired about the hours customers would receive via their individual budget to use services such as STEP, Impact Theatre?

Response - an average could be given as the allocation of an individual budget and support plans depend entirely on a customer's needs and circumstances.

7. Carer said that it costs the council about £600k to run and that the proposal only wants to save about £400k. That the council has also closed Albert Dane Centre 2 years ago and the money from Albert Dane could be used to keep LC running. That Remploy has just closed as well and it seems like the government is picking on the most vulnerable people.

Response - advised that it is always beneficial to feed all views through to the politicians about closures and how they affect carers and the person they care for.

8. Customer enquired whether people working at the Community Shop would be affected as they are connected to LC?

Response - the council has committed to support social enterprises such as the Community Shop & Accession.

9. Customer asked about the effects on people who are on work and/or voluntary placements?

Response - advised that care managers would be contacting people shortly to be assessed and to advise on the support needed.

10. Staff enquired about the timeline for assessment, allocation of a budget and support plan?

Response - care managers will start contacting people shortly. Support planning will ideally start once the decision has been made on 22 January 13. Plans are being put in place in preparation for this process.

11. Staff asked whether staff and customers would have a base to have meetings?

Response - gave an example of the group that customers from Albert Dane Centre set up by pooling their individual budgets. They meet regularly on a social basis. The council can support people to use their budget in lots of ways.

12. Customer asked if the council thought this proposal was fair? He has been coming to LC for a while and it is like a family to him.

Response - council officers are committed to supporting the council in making sure money is used well. The council can help people in many other ways within the community.

13. Customer said he works at DIG on Monday and does lots of things during the week. He asked whether DIG would be closed?

Response - it is important to make sure people are supported to continue to do the activities/things they like during the week. That because DIG falls under LC, the council welcomes suggestions on how to use this project going forward.

14. Customer asked whether the projects could be relocated to other sites?

Response - the council would look into what is the most feasible action regarding the projects e.g. continue to work with Adult Learning in setting up more computer courses

15. Carer said there is a system for supporting our disabled children from school to adult services and there's a form of destruction along this process. If people buy support from other services, this comes with a lot of different criteria. The special thing about LC is that it is a learning centre for adults with disabilities. They learn how to make friends, new skills. It is even more difficult for people with disabilities in this current climate to get jobs. She has been trying for a very long time to get her son in a job. There also needs to be a recreational area for adults with disabilities. A lot of people and their carers will not fully understand this proposal and the process.

Response - this is the first of many meetings and that customers and carers are welcomed to attend all forums, complete a questionnaire or contact her directly. There will also be opportunities to look at individual's needs and the follow through.

16. Question: Customer said he lives in Hammersmith & Fulham and wants to know what would happen to him?

Response - advised he would be supported to get help in his local area to meet his needs.

17. Customer said he used to work at Remploy and came over to LC when Remploy closed in August, and wants to know what will happen?

Response - advised he gets in touch with support services such as the Disability Advice Bureau to talk things through about the way forward.

18. Carer asked what would happen to the staff at LC?

Response - in line with the law, the council is in formal consultations with staff regarding the proposal.

Title: Stirling Road Day Centre (SRDC) Consultation with Customers & Carers

1. Carer asked whether this proposal is to save £200k or is it about the council running out of money? That she does not agree as people who don't have voices cannot fight for their services.

Response - the reason for the proposal is the money will run out. That it is ever decreasing, and the council need to make savings going forward.

2. Carer commented that this has been done before where day centres have been closed and people have been accessing activities in the community. But the activities then cease e.g. Leisure Centres close and people are left with nothing.

Response - there are now many more providers in the market, as a result of the personalisation agenda, that are providing many more services and activities.

3. Carer asked whether this proposal affects Learning Curve & Carlton Road?

Response - the council is in separate consultation regarding the Learning Curve service and that the Carlton Road site is not affected.

4. Carer said the government have a responsibility to support handicapped & vulnerable people. That it is a brave thing for families to look after their children and if this was not the case, it would cost the government a lot more money.

Response – it is very important for all views to be put forward.

5. Carer said that a lot of people who attend SRDC do not like change and the council is making changes to how they are supported. That the personalisation agenda should take into account each individual's needs. If customers cannot go to day activities, they would be at home and this affects the carers respite needs.

Response - the personalisation process does take into account an individual's needs and that each support plan is unique. That all factors are taken into account, including a carer's respite needs.

6. Carers said that there are also cuts in income support

Response - there are changes at a national level regarding benefits entitlements.

7. Customer said she does want to stay on at SRDC

8. Carer asked what would happen if everyone here said this was a bad idea? Would the service stop? It is always the vulnerable that are affected. What would make the most sense? That autistic people need their regular routines.

Response - it is important for all views to be put forward in the various ways mentioned in the presentation.

9. Voluntary sector asked whether the development of hubs is still on?

Response - the council has plans to build 3 hubs across the borough with fully accessible facilities, open to the community.

10. Carer commented that the valuable thing about SRDC is the safety factor and protection it brings to customers and carers. He appreciates what is being done at SRDC and pays tribute to the staff as well.

11. Provider service asked whether the proposal is to close the service and then a decision will be made about support at the January meeting? Could the council consider running a smaller service?

Response - the proposal is to make savings by closing SRDC and changing the way people get their support during the day.

12. Customer asked whether there is another service like SRDC?

Response – there are many providers that can offer a similar building based service

13. Carer asked whether council officers are for or against the proposal?

Response - council officers are committed to supporting the council in making sure money is used well. That the council can help people in many other ways within the community.

14. Voluntary sector said the proposal would be a blow for carers & customers and we all would need to support them through the process

Response – the council will support people through the process in various ways.

Title: Stirling Road Day Centre (SRDC) Consultation with Customers & Carers

1. Carer asked whether this proposal affects the Friends Meeting House? That most services these days are going private – is the council's money reducing?

Response - it involves all the people attending SRDC and if a customer attends the Friends Meeting House via SRDC, this will be affected. Over the years there has been a large increase in private & voluntary sector services being developed as a result of Personalisation, which is also linked to the government's Think Local agenda.

2. Voluntary sector asked whether this proposal affects Impact Theatre? Also that other services such as STEP have long waiting lists.

Response - it does affect Impact Theatre and that many services are very popular and there would be limitations on capacity. Voluntary sector said STEP is being rebranded they and plan to reduce the massive waiting list.

3. Carer said the invitations to meetings was very short notice, that he does not have time to attend other planned meetings and enquired whether carers would get written notification of the Cabinet's decision?

Response - people can provide feedback via other ways e.g. completing a questionnaire, telephone, email and by attending other forums.

4. Carer said there was some information a few months ago in the local magazine about closing this site in order to support the development of hubs which people can only access if living in the area where the hubs are developed.

Response - this site has been identified for disposal, which has been published several times. Separate to this, the council has plans to build hubs across the borough with fully accessible facilities for the whole community. This proposal, however, is separate, as it is about savings that the council has to make.

5. Carer said he has worked in the private sector and is familiar with the process that too many people in a meeting cannot make a sound decision there and then.

Response - Cabinet receives the reports in advance of the actual meeting. That there is a formal lead-in process and that reports are ratified by relevant officers in advance. That the decision can also be challenged.

6. Carer said he attended a meeting at Cowgate Day Centre a little while ago about budgets and asked for clarification about this process?

Response - this will be discussed in more detail at the event planned for 20 November. That customers have the option of having different budgets e.g. cash, council managed or mixed. That customers and carers get support with managing the budgets they choose.

7. Carer asked whether transport costs would come out of a customer's individual budget?

Response - a customer's assessment and support plan will take into account transport needs and respite needs as well. That every customer's support plan and individual budget is unique.

8. Voluntary sector asked whether the proposal affects Learning Curve?

Response - the council is in a separate consultation with customers, carers and staff at Learning Curve

9. Carer asked whether SRDC would still close even if all carers are not happy with this decision?

Response - it is very important that people's views are fed back to the council e.g. what the concerns are, what would be the risks to SRDC closing? That the council has to make very difficult decisions in order to make savings. That the council genuinely thinks there are benefits to the proposal, that there are other services in the community people can access. The council acknowledges how difficult this is and it is very important to let councillors know how you will be affected.

10. Carer asked whether the availability of the Friends Meeting House base would cease?

Response - an example was given where the council supported people from Albert Dane Centre, to set up a group by pooling their individual budgets. They meet regularly on a social basis. The council can support people to use their budget in lots of ways. If a group from SRDC want to continue meeting at the Friends Meeting House or any other venue, they would be supported in the same way.

11. Carer asked whether customers can employ SRDC staff to support them at Friends Meeting House?

Response - the council is in separate consultation with staff. There are many agencies that can provide support in this way.

12. Carer said this proposal will affect many users who have made so many friends with staff. That they are so familiar with staff and the change would not be good.

Response - the council would do their best to support people through this process and to help them meet their needs.

13. Voluntary sector said when Albert Dane Centre closed, people's care packages were drastically reduced which had a huge impact on them.

Response - assessments take into account the impacts on carers and respite needs. That there are also many respite providers coming into the market.

14. Voluntary sector said private services comes with a lot of safeguarding issues and asked how the council does checks on services?

Response - the council has a safeguarding team and operates under the Pan London Safeguarding Adults procedures. The council also does unannounced visits on providers and follows through on referrals to safeguard people.

15. Carer talked about the recent incidents in the Midlands where checks were in place but abuse continued.

Response - the council has taken into account the findings from the investigation and also does its best to place people as close as possible to Ealing.

Title: Learning Curve (LC) Consultation with Customers & Carers

1. Customer asked why would the service close in May 2013?

Response - the council needs to be confident that everyone has the support they need.

2. Friend of a customer asked what the baseline would be in terms of consultation to keep LC open?

Response – the decision would be made at cabinet. It is important the council consult with all involved and for people to provide their feedback and views in the various ways provided.

3. Friend of a customer asked about the personalisation process and how it would work

Response - there is an event on 20 Nov that explains the process in detail. That care managers would contact people to set up arrangements to go through the steps.

4. Carer commented that it seems like Care in the Community is more for people with physical disabilities than those with learning disabilities. That it seems the consultation is a fool gone conclusion.

5. Customer said they have been attending LC for a long time and would not be able to work out the plans to be occupied for 4 days in the week

Response - there is a lot of information available about access to day opportunities and people would be supported through the process.

6. Carer commented that this service provides continuity, friendships, seen as something to do during the day and as social inclusion

7. Carer said LC spends £600k a year and enquired how much it would cost to provide everyone with their individual budget?

Response - explained that the re-provision monies were approximately 150K. That not everyone attending LC would be eligible for individual budgets.

8. A comment was made and asked whether the process would apply to someone who uses services from another borough?

Response - those people would be helped to get the support they require in their borough.

9. Friend of a customer asked how people would know if they are eligible?

Response - they would meet with a care manager where this would be explained.

10. Customer asked what eligible means?

Response - the council has a duty to abide by criteria agreed by the government, that helps the council decide who support can be provided for. Criteria are needed to make sure that council resources are used fairly and the same criteria are applied to all adults

11. Carer asked whether there would be dedicated care managers doing the assessments?

Response - there would be adequate resources to carry forward the relevant assessments.

12. Voluntary sector asked what the percentage was of people using individual budgets? And whether we thought all people from LC would get a budget?

Response - from initial work, approximately 30% would get a budget

13. Carer said LC is a unique service and asked why the council wants to close it?

Response - the council has a responsibility to meet the needs of those most vulnerable and there are a range of other services and activities that could be accessed within the community.

14. Carer asked about the other available options and that there would still be people who need support to get a job

Response - there are private providers offering building based day opportunities; social enterprises that offer opportunities such as volunteering & employment. The council has hosted market place events where over 40 providers were present with information on their services.

15. Friend of a customer commented that the proposal would profoundly affect their friend's mental health, it will prove more expensive if his structure is removed from him. LC provides a sense of wellbeing. He has learnt to travel to LC and is happy receiving a service. It is worth so much to people attending this centre

Response - the council recognises that this proposal causes anxiety to all involved. That there are many people attending the service for a long time. It is important the council consult with all involved and for people to provide their feedback and views in the various ways

16. Customer commented he has done all these courses and these are stop gaps

17. Friend of a customer asked who would be informing service users of changes?

Response - customers have received letters and meetings are open to customers. The council is working closely with customers regarding this process.

18. Carer asked whether customers and their carers would be invited and about advocacy?

Response - carers have been invited. Customers have the opportunity to bring an advocate to meetings.

19. Friend of a customer asked whether people would be given notice to meet with care managers?

Response - reasonable notice would be given.

20. Customer commented that he attends LC every day. That LC has helped him get a job. If he didn't get this support, he thinks he would be on job benefits.

21. Customer asked how would closing this centre help the council?

Response – council officers have a responsibility to ensure money is being used well. Officers genuinely thinks there are benefits to the proposal, that there are other services in the community people can access.

22. Customer commented they have done a number of things which they cannot do elsewhere, and don't know where else they would get this kind of support and that they would find this very sad

23. Customer said there are other places that he can get help like work rehab, CAPE.

24. Carer asked about the deadline for giving feedback?

Response - feedback should be given in by the end of December

25. Carer asked whether the deadline was realistic? Also, that it is his opinion that other community services have long waiting lists. That his son had a job at the local tennis club. He is concerned that these customers will be left at home with nothing to do.

Response - the council is constantly in discussion with providers about developing and offering alternative services and that providers can offer services directly to customers.

26. Carer asked whether there was another service like LC? If not, that should be a good reason to keep it open.

Response - there is no other service similar to LC. There are over 40 providers offering services to people with learning disabilities.

27. Customer commented that not all people would get a service because some would not get an individual budget. Also that they hope it does not affect their placement. This would be a shame.

28. Carer asked how many politicians would be at the Cabinet meeting and how many would be making the decision?

Response - all parties would be represented across the board and a collective decision would be reached.

Title: Personalisation Event for LC & SRDC, led by Chris Jones

Presentation on the proposals

1. Carer said his daughter is so used to attending SRDC and that the change would not be good for her.

Response - acknowledges the level of change is difficult and that the council would support people through this process.

2. Carer said her daughter sees going to LC as 'work'; because she has a routine i.e. wakes up at a certain time and is home at a certain time. For years, they have walked her to LC. But now she travels independently. That she is already on an individual budget and it's not working well for her.

Response - there have been many good outcomes as a result of attending LC. That people have mentioned the good friendships developed here and the council can look into how these relationships can be sustained within an environment of change.

3. Carer commented that there are too many ad hoc services but they would not provide the security places like SRDC & LC provide.

4. Carer said that her son, has only just started attending SRDC and he loves it. He sees his friends here and it's a safety net for him. Change would not be good for him and 1:1 in the community would be very isolating.

5. Carer said her son is in a care home and comes to SRDC every day. This change would be very devastating to him.

6. Carer said these services are a safe haven for their children.

Response - the level of change is disruptive for customers and carers and that the council would do their best to support people throughout the process.

7. Carer said the safety of pupils are of the utmost importance within the community. That they are mainly targeted by unemployed youth and are sometimes watched as they make their way into their homes.

Response - the council works very closely in partnership with the Police and always takes safeguarding very seriously.

8. Provider suggested, as part of Personalisation, customers could use their individual budgets to buy services from LC & SRDC as a way to keep these services running.

Response - the proposal is clear that this change is about savings that the council has to make. That there are also many other services within the community that can be accessed to meet customers' needs.

9. Carer said the government has always been saying it wants to help disabled people, but the very opposite is happening. His son cannot sleep well after hearing about this proposal. There must be something that can be done to meet all involved.

Response - acknowledges the impact this proposal has on his son. That the carer feels the commitment to help disabled people is not working well. The council is committed to support vulnerable people through this process.

10. Carer commented that it seems that most people at this meeting are opposed to the changes.

11. Carer suggested building a smaller hub, as the plans are in place to destroy the SRDC building.

12. Carer suggested that the council close down other buildings.

13. Carer asked if there was any other service similar to SRDC?

Response - there are many other building based services on offer.

Presentation on the Personalisation Process

1. Carer commented that the process of personalisation seems like a lot of money and time and more effort than running these services.

2. Carer commented that she was told the money her daughter does not use would be put back into the 'pot'

Response - advised that if the budget is not used up, all monies go back into the general budget.

3. Carer enquired what would happen to his son's budget when he and his wife can no longer care for their son?

Response - his son will be reassessed. He could be accommodated in a supported living environment. That the council's least popular support is residential care.

4. Carer said he knows of 6 houses near Ealing Hospital, allocated for disabled people, that were targeted.

Response - there are many places in Ealing where people with learning disabilities are living in a safe environment.

5. Carer said she had just received a letter saying they have been excluded from the social housing waiting list.

Response - there are changes all round regarding the criteria for social housing and this does not only apply to disabled people within the borough.

6. Carer asked whether customers at SRDC would be reassessed as a result of this proposal?

Response - there would be reassessments. Care managers would start the process of contacting people to set up arrangements for assessments and support planning. Gave the example that if someone is not enjoying doing things on their own, a new support plan can include things they could do in groups.

7. Carer said that transport to other activities or services is a really big issue. That she would not want to be transporting her daughter to all new activities. Her daughter is not capable to travel around to other places independently.

Response - as part of the assessment process, transport needs and informal support required to get to services/activities are also taken into account.

8. Carer commented that when carers book theatre tickets, they still have to pay. Carer said carers could get an ID card which can be used at various venues/recreational places. Carer said at Legoland, his daughter goes free and he pays half the price.

Response - there are many places where carers are accommodated for discounts. Carers may need to indicate when making bookings that they are a carer to be entitled to the concessions.

9. Carer asked whether they would be able to see the feedback before it goes to the Cabinet meeting?

Response - the report will be published on the council website a few days before the meeting. Feedback will also be provided as received at future planned consultation meetings.

10. Carer asked how the proposal would affect people who cannot speak up?

Response - there are various ways for people to provide feedback and the council are consulting with people in different ways.

11. Provider asked whether there are enough staff to carry out the assessments or reassessments and support planning?

Response – the council will ensure adequate staffing levels in order to carry out this process in a timely manner.

12. Carer asked whether projects such as Age Concern and the Bunny Park would be affected?

Response - they would be affected. That the council would work with the staff who have set up community projects to look at ways to take things forward.

13. Carer asked what would happen to staff at these centres and that the council has invested money training them?

Response - in line with the law, the council is in separate formal consultations with staff regarding the proposal. New posts will not be created. Staff would be given options for redeployments where suitable.

14. Carer suggested asking the politicians to spend some time at the centres to fully understand why carers and customers do not want them closed

Response – some councillors have visited day centres and other council services.

Title: LC Consultation with Customers

Comments by customers:

1. I feel you are picking on people who are disabled.
2. I don't want to be bored, I work at the nursery. Important things to me are seeing my friends & meeting people.
3. Numeracy/Literacy course. I won't be able to do anything else in the daytime as I don't think there is anything to do.
4. IT/Literacy. I don't want to have the centre closed. Where would I go to learn, it's all about politics. Making friends is really important.
5. It makes me feel more confident at LC. I do IT, cookery (West Thames), Cafe project on Tuesday, Brentside cottages. It's good to come here and you meet your friends. Learning lots of new skills.
6. I feel stressed, upset and angry. What will happen next? Where will I go? How will I get to these different places? I don't want to stay at home.

Title: SRDC Consultation with Customers & Carers

Comments by carers:

1. Feels that decisions have already been made and that there are risks in losing jobs within the family due to changes
2. How can service users understand what is happening. This has left families and individual worried and are crying and not sleeping well. This is causing both Carers and individual. Some cannot adapt to changes.
3. The SRDC budget is cheaper than other services, all individual budgets can get swallowed. Can't work out how the savings are going to be made.

4. This is a place for support for individuals and family. What will happen to the money saved? What if this service can find a small building? What if the proposal does not go through what will happen to this building?

Title: Combined SRDC/LC Consultation with Customers & Carers

1. Carer asked whether the proposal would affect the STEP service?

Response - it would not affect STEP as it is a private provider. That people attending that service would already have an individual budget would is being used to purchase the service.

2. Carer asked whether the proposal would affect the Friends Meeting House activity?

Response - it would affect this. However if people want to continue going, the council can support them in using their budgets collectively to do this.

3. Carer asked what would happen to staff at LC & SRDC?

Response - the council is, by law, in separate consultations with staff from both centres.

4. Carer spoke about the needs of the person he cares for. That the budget they receive is not adequate to purchase services from STEP. He would not want to be in a situation where they would need to leave their jobs and stay at home to care for their child all the time. It would cost the council more money should they not be able to provide caring duties anymore. That there was a reassessment done 2 months ago and they have not heard since from the council.

Response – this situation can be discussed this fully with the centre manager to look at a way forward. That there are many other options in the community and many other ways to support people with their individual budgets.

5. Carer commented there are not enough other services in the community and that SRDC offers lots of activities and that transport issues are not straightforward.

Title: LC Consultation with Customers & Carers

1. Customer commented that she would need to learn how to travel to new activities. She has done travel training previously and can do it again to get to other places. She is disgusted, sad and shocked about the proposed changes, and said the government should not be doing this. That if LC closes, there should be a party to celebrate the good work.
2. Customer said it will still be ok if people get their individual budget or if they can carry on with projects like Accession. He knows that money is reducing everywhere. But also knows that the government is investing in a lot of things too.

3. Customer said that his mum cannot attend the meetings. Council advised there is 1 more meeting on 11 Dec which his mum could attend.
4. Customer suggested the council could use the old Remploy building to run LC services
5. Customer asked what would happen to the catering courses? He also commented that he has worked at Asda & Sainsbury before and there may be opportunities at these places, including Costa Coffee shop in Ealing Common

Response - a possible option would be via the Accession café that is planned for the new site at Horsenden Hill. People can also access courses through colleges.

Customer is happy to talk to the service user group about his meeting today and to share the presentation and questionnaires.

Feedback at Consultation Meetings

Title: SRDC Consultation with Customers & Carers

1. Carer asked about the alternative options, that carers would like more details, they would like to visit these services in advance of their children accessing them.

Response - there have been a few market place events where providers of alternative services (private, voluntary, not for profit) were present for questions and to demonstrate their services. A further event can be held if required. If carers want to arrange visits, the council could provide further contact details of providers or access to the resource directory.

2. Carer wanted to know who is responsible to carry out assessments? And enquired whether the council wants to set up a service for people who attend on a regular basis only, as her daughter's ill health prevents her from attending services regularly.

Response - assessments are carried out by care managers. If people's circumstances change, they would get a reassessment and a new support plan. Individualised budgets can be used flexibly. If the carer's daughter does not prefer going out and about on some days, a carer can be arranged to stay in to help.

3. Carer wants more information on how individual budgets would be managed.

Response - the steps involved in personalisation and how an IB can be managed was explained. The council has tried over the past 3 years to create many flexible ways to use budgets. To note the financial assessment is about the customer's circumstances only.

4. Carer is concerned that they cannot keep their brother in law at home all the time, 5 days a week, as she works full time and his mother has dementia

Response - acknowledged that many carers have brought up this issue. That all needs will be taken into account in the assessment for an individual budget.

5. Carer commented that based on past experiences, safety is very important when using other services and the council should make this a priority.

Title: LC Consultation with Carers

1. Customer asked about other centres closing? That his brother, has a more severe disability and he goes to SRDC

Response - SRDC is undergoing a consultation for proposed closure and change to the way services are offered.

2. Customer said she knows the money is getting less but does not want LC to close, she won't have anywhere to go

Response - there are many other options for people and referred to the examples listed on the slide.

3. Customer said his back up plan is to go to the voluntary sector for support. He thinks the council should find other ways to save money.

Response - it is good to start thinking of other options and that people should tell the council about ideas they have to save money in other ways.

4. Customer asked why the Cabinet has to make the big decision because they don't know LC & SRDC that well? She also feels there could be a smaller building where LC could run from.

Response - explained that the councillors would have all the necessary information to help them with making the decision. That many councillors have visited centres at some time.

5. Customer suggested people write a letter of complaint and hand it to the Town Hall
6. Customer said he has been attending LC for the past few years, he has completed courses i.e. maths, IT, Literacy and worked with all staff. LC is like one big happy family. He has made lots of friends at LC.
7. Customer said the council should save money by switching the lights off in buildings when not needed. That he likes the Out & About project. The national government spends so much money on other things and that's not fair.

Response - people can still meet their friends by pooling budgets to access other services. That there are many new services such as Accession, supporting people with jobs and work experience; active Ealing provides accessible activities for people with disabilities; Real Me etc

8. Customer wanted to know what a care manager was? And enquired what would happen if people are not eligible?

Response - explained that people may know care managers as social workers. They would assess people's eligibility for an individual budget. People would be signposted to appropriate services.

9. Customer said she would like another event on Personalisation held at LC as she missed the last one.

Title: SRDC Consultation with Customers & Carers

1. Carer asked about the personalisation process and whether it is based on the individual's needs only?

Response - advised there was an event on 20 Nov that explained the process in more detail and if required a further event could be planned. Highlighted that the assessment is based on the individual's needs & circumstances. The budget can be managed by the customer/carer, Council or mixed. That support planning is done with the individual and carer or someone who knows them best and a care manager. The system is very flexible however the Council cannot take responsibility when a family friend or relative is directly employed by the individual. The Council cannot pay carers cash in hand and it must be done via a payroll, the records of which are audited. Records are monitored against support plans.

2. Carer asked about the safety of alternative options/services?

Response - advised the Commissioners can check the regulation of these services. If the service is out of borough, commissioners can liaise with colleagues in that borough regarding regulation. CRB checks on carers purchased directly are always recommended. The Council can fund these checks on the individual's behalf.

3. Sister of customer asked whether she could be made appointee on her sister's behalf due to the ill health of her parents who are the current appointees.

Response - she would need to inform the DWP and the Council of the change in appointee. That Council would then liaise with her directly re. issues around her sister's care.

4. Carer asked about council officers' view should the proposal be agreed at Cabinet?

Response - Council officers' views are that this is a very reasonable proposal. Customers have already started accessing many excellent projects and activities within the community. The Council has very good partnerships with the providers within the community such as Ealing Mencap, Accession, Active Ealing etc.

Responses to Learning Curve (LC) Questionnaire					
Q1: What do you think of the proposal described in the consultation paper?	Q2: How do you think this proposal will affect you?	Q3: How do you think this proposal will affect the person you care for?	Q4: Do you have any suggestions about how we could reduce the impact of this proposal?	Q5: Do you have any suggestions about any other ways we could make these savings?	Q6: Do you have any other comments?
I think it is a bad idea because I would like the opportunity to have support needed to get full time work as I find it difficult to look for work on my own	I won't be able to get the support I think I need to get full time work, and the thought of being on my own terrifies me			To keep day centres open for people with disabilities so they can get the support they need	It's sad that this is happening because we are like a family of friends
Very upsetting and do you know how many lives you are affecting, who, by going to the centre have something to look forward to each day	It will affect me by not seeing my son's happy face and eager to get to the centre to do all his tasks set to him, and explaining to him why he won't be meeting all his friends and trying to keep him occupied & happy	He loves going to the centre, meeting friends & enjoying the tasks	Stopping all these personal budgets that must cost a lot of money & being able to keep the centres open	By cutting down on fat salaries and expensive lunches	We are all older carers and it is going to be hard on us to keep our sons & daughters occupied and happy unless you offer us something else.
I don't like the idea of you closing down LC because it will affect loads of people with disabilities	It affects me because I've been coming to LC for the last couple of years. If it wasn't for the staff, I wouldn't be where I am today. They have all helped me out a lot because I have learning difficulties, dyslexia and OCD	My family care for me and help me out with forms	Keep LC open so that the people can still go there and get the help they need	You could keep funding LC and close down some other places	

<p>Interesting, confusing for me. I understood some of what was said and mentioned at the consultation meeting</p>	<p>I will not be taught by any one of the teachers, in LC, they are the best. My IT teacher, maths teacher & Literacy teacher</p>	<p>I care for the staff & my friends. LC is not just a building, it is a community. LC is a family. We are a family who helps each other. If LC was to close, then what will happen to LC? What will happen to the staff and me and my friends? What would we do in the daytime?</p>	<p>Keep LC under a new sponsor. Hire a smaller place and save money.</p>	<p>LC is partly run by the European Union, ask for another sponsor e.g. Richard Branson. Or ask prime Minister David Cameron to help run LC, to keep LC, to keep LC staff and rebuild it under new management.</p>	<p>The staff at LC are the most patient, kindest teachers for disabled people. I am disabled myself, LC helps me. Without LC and the staff, I would not have accomplished a lot. I accomplished IT level one thanks to the IT teacher. I also passed a maths exam with help from my maths teacher. I also passed a cooking course thanks to my teacher. I also had counselling. I received three certificates and a trophy all thanks to LC</p>
<p>Disgusting</p>	<p>It will affect me a lot because I will not have training or work placements in the shop</p>				
<p>LC closing down is a bad idea. I have worked here for ages and think it's a bad idea. I want the centre to stay open</p>	<p>I will get no support, stuck at home, feeling depressed and sad and worried. I will be devastated. I like seeing my friends. I don't want to miss my friends. If the centre closes, then our jobs/work will go</p>		<p>To save the centre. If there are campaigns to stop it from closing</p>	<p>Selling the food. More work.</p>	<p>I have won awards at LC, being best student – I'll never forget that</p>
<p>Outside services may not be as useful and as easy to fund. There will be lack of training to find work.</p>	<p>Leave me isolated and depressed at home</p>		<p>Self-help groups</p>	<p>London borough of Ealing seems to spend lots of money on non-essentials like landscape & gardening and decoration. Why not cut back on them?</p>	<p>The whole idea of closing LC is despicable and will cause a lot of pain for vulnerable people</p>

Might not be as useful as LC	I would be at home being fed up. I would like somewhere to go		Looking for somewhere else to go		I was upset because I thought everything was closing down and I did not get the letter. I am pleased I will still be going to my placement
Not good	It will be okay				
I think that the council is once again attacking the weakest members of our society. Many care workers will also be out and bumping up the dole numbers. I am not surprised that there are cuts, but to make such drastic cuts to one centre is cowardly and beneath anyone. To attack the weakest shows you are desperate	I will have to sit indoors or waste my individual budget on things that have no meaning				
There will be no carers, lack of knowledge, children growing up will have lack of interagency	This is a situation that I have to take into consideration, about finding something to do, by finding a different road of learning that 'beat the road Jack.' To sit & watch television all day is not nice				
I think it is not fair that people with LD have to suffer if LC closes. I have been going to LC since 2006 & I have made loads of friends, as I did not have any before then. Also I have done many courses here such as Basic Skills, Office Practise, Job Seeking, NVQ	I won't be able to meet my friends anymore. I will have nowhere to go at the moment. I might not qualify for the budget. My best friend does not understand about the budget or whether she will lose her placements. People with LD do not make friends easily; I	I care for myself but I would like a carer if I qualify for the budget or not because of my health problems and I suffer from depression	If you could find a smaller building to put us in. people with LD like routine in their life. LC is like a school where you do courses and find a paid job or you find a sponsor like the soaps do on telly	Find a smaller building that does not cost too much to run or find a sponsor	It is not fair that Cabinet have to decide on the future of LC. Mr Julian Bell and others should come to LC for themselves to find out what it does. It is not fair that the staff have to lose their jobs as well.

<p>in distribution operatives, English Literature Level 2 & IT course in 2011</p>	<p>hate changes because it upsets me. If you close LC, how will people with LD get qualifications or jobs? Also people are worried about losing their work placements</p>				
<p>I am absolutely appalled by the proposal. How LC & SRDC could be so easily dismissed. It is something that brings hope & enjoyment to so many people, not only those who attend, but their families too. It's almost as if no one cares anymore. So much money is wasted on unnecessary things and those who need it most are left to suffer. Is that fair or right? Must my daughter & all her colleagues/friends suffer in silence? It's as if they are being punished for an unknown crime. I am disgusted that it has come to this, that it's so easy to close 2 sites, important places for so many people</p>	<p>This proposal will affect me personally in the sense that I will have to deal with a very upset & unhappy daughter. Someone who will not understand. She needs LC, as I do, as it allows her to socialise with others & makes her happy. It gives her something to do, people to see. Without it my daughter would be at a loss. This is what I fear & I ask you, how do I help her? How do I bring back my daughter's self-worth without LC?</p>	<p>As I have already explained in the previous section, my daughter loves the social aspect of LC, as well as enjoying the work she does at SRDC. She feels needed, has more confidence, has a form of independence that she never had before. LC can take credit for that. Once both sites are closed down all of that will disappear. It would be heart breaking.</p>	<p>The proposal explains that both sites would close, keeping one (although ideally both) open would help in the reduction of impact this proposal would cause. Or close both & open one larger site which could take all the workers even if only on a part time basis.</p>	<p>Having 1 site would reduce outgoings or moving to an area (building) with cheaper running costs would save money. Possibly looking for companies/people/businesses who would be interested in donating towards LC & in return those who benefit from LC can help or work for businesses applying for more grants. Things made by those who work can get sold via different mediums, shops, fairs, internet etc. and profit is put straight back into the costs & outgoings.</p>	<p>My daughter truly enjoys going to work, unlike many others in this country. It gives her a feeling of self-worth, independence and confidence. She is good at what she does there, she does without much direction. There must be a way of saving 1 or both sites, as without LC all she has worked hard for, all the LC carers & staff have worked for will be lost. I am quite sure that there is money somewhere that will enable LC to continue its good work. Redirecting it from one place to another isn't difficult as we are being shown. I wonder where the money for LC will go once the sites are closed! Jobs will be lost, no more outgoings from both sites. I can imagine that a lot of money will be left over (money that tax payers have been giving for such causes),</p>

					so where or who will benefit from this extra cash?
I think the proposal is an easy way of saving money by the government as the poor people suffering from learning difficulties are a very easy target. These people are very vulnerable & they have their whole world revolving around the 2 centres. We are deadly against this proposal & they should not be shut down under any circumstances. How would the politicians feel if they had their own children like these people at LC & SRDC?	First of all, our whole family will be terribly disappointed as our son looks forward to come to the centres each and every day. We are retired pensioners & our pattern of daily life will drastically change. We will have to take him to different places to keep him occupied & interested. We, being old, our actions & movements are all restricted, it is going to be difficult for both of us to do the necessary. Our son will be devastated & as it is, he is already very upset & angry at the thought of not coming to the centre. We will definitely seek outside help	As mentioned earlier, he would be devastated & upset. He is so very happy at the centre & has made many friends over the years & has great feelings for all the persons around him. It will be extremely difficult for him to fit into another environment. All his talks centre around the 'centre' and the people in it. He has been here for at least 22 to 25 years. We have his transport arrangements in place & with the change we cannot anticipate any better times ahead. His learning process & social settings will be destroyed & come to a standstill. I fear he will be a very unhappy person	By not closing LC & SRDC down. Finding alternative places like the above & assuring the users & carers that any new places will not be shut	Let all the politicians i.e. members of parliament, including the PM have a cut of 10% of their salaries & do the savings. Close down the unnecessary libraries around and save, as most people have access to computers etc. for information. The biggest problem is of Britain's involvement in Iraq & Afghanistan wars. Wars extract all the finance & I suggest Britain to pull out as fast as they can. Why penalise the poor disabled people? Arrange fairs or fund raising events & activities around the whole country. Stop all foreign aid. Give aid at home first. Keep your home ok first	We will be very disappointed & upset about the shutting down of these 2 centres
I think it is not good. I feel unhappy. Sad & scared	I will lose my work placement. I will miss my friends at lunch time & have nowhere to go. I will not make any more friends		Don't go ahead with the proposal		It's not fair to people with LD. The Council does not care about us
It might close. I am very keen I want it to stay open. I like working there	I can't stay at home & do nothing, that might happen.		It's hard	We can't afford it	
I want it to stay open, it's hard isn't it	I don't know				

I think LC should be kept open because LC has helped me to gain a job & looked after me when I have needed them	I think it will affect me extremely a lot because I have a lot of disabilities & LC have been a family to me		I think you should make a protest against the proposal		
LC has made a good effort in supporting people to find work & courses. If it closes, people will have nowhere to go. People with LD find it hard with change. Takes time to fill out application forms for other places	It will be very hard to find places of work, go for advice, talking to staff like LC. There is only Mencap & college to go to. Not enough services for us. Jobcentre Plus is not helpful	My parents will get frustrated because I will have nowhere to go	Staff should support students to look for things to do. LC needs a new kitchen. Staff at LC are easy to get on with	If LC closes, we need to find another option or have another social enterprise. LC staff can find another place to run and when things are good, they call the customers back	
I think this is a terrible thing	I won't have anywhere to go & I will miss my friends	They will be very depressed	Managers & consultants need to lose their jobs instead because they earn very high wages which would save money	The council wastes lots of money on unnecessary things. Disabled people need a service - this is disgusting	
In our opinion, the proposal needs to be reviewed properly with all facts & monetary figures, especially with a view to keep the existing facilities on-going	To find a suitable alternative to keep the person occupied. Our son enjoyed attending the Industrial Floor all the time lasting nearly 20 years & he will not take it kindly if he is moved to a new location. Commuting to the new location will pose a big problem for him & his parents	Discussions on the closure of the centre have already taken a toll in so far as he spends sleepless nights. Always worries what the future holds for him and this in turn affects us as parents at our age	Every endeavour should be made to move all the activities to one location which will help to achieve a reduction in the day to day running expenses. Having all activities in one (instead of 2) locations will result in less administration duties & hence cost reduction. Move any surplus staff to other places within the borough	Give additional responsibilities to staff towards running of the centre. Give monetary incentive to staff for taking the additional load. Moving the surplus staff to other locations and/or making them redundant will result in savings	
On Tuesday we all went to the consultation held at LC about saving £483k	I am very concerned about the proposal & closure of LC. What level of support will I get when they've decided to close the centre? At present I am at a placement at Carlton Road Day Centre. I also get	Without this support I would be totally lost, I still need the support	I think that Ealing Council should rethink about expanding LC for people with mild LD and severe LD		

	support at Carlton Road				
<i>I want a job, I will miss my job. As indicated, the customer has concerns regarding the proposal. As with the majority of people, paid employment is foremost in his priorities</i>	<i>I will miss my job. Without a job I will watch television all day. I would prefer a job. I want a job. The customer's answer demonstrates the likely alternatives open to him if the proposal goes ahead. The tedium of passive television viewing for significant hours of the day will have a serious detrimental effect upon his verbal communication skills and emotional well being</i>	Customer lives independently in his own flat and only receives 1 hour professional support per week and thus his dependency on LC which provides him with purpose, structure and one meal a day. Being on the Autistic Spectrum structure is crucial to his emotional and mental wellbeing. As he has indicated without the stabilising properties of LC the future looks bleak for him. It is my belief this will have a profound negative impact on his health. Currently he receives one and half hours per week of domestic support to maintain hygiene standards in his flat plus approximately 3 to 4 hours support per week from friends. His friends do not feel able to provide more support	<i>A job where I can make the tea again. Town Hall get me another job. Similar type of employment would minimise the impact on him. He is able to travel independently on 'learnt/known' routes and despite being autistic can with support make significant adjustments to his routine if he deems adaption beneficial to him</i>	Customer has difficulty answering this question as neither he nor I have access to the full range of the employees of the London Borough of Ealing	If LC closed and he is not found alternative occupation I anticipate his care costs will rise considerably in a very short space of time as he will lose his independence skills due to lack of stimulation and social contact
It's a bit of a shame if LC closed or changed	Will feel like I lost good place to go if I cannot go to DIG. Make me feel sad	There will be a feeling of abandonment. He has been with LC for a number of years and to know that it won't be there anymore, where he has made so many friends and been helped with courses and voluntary	By not closing the place down. LC helps so many people in different ways with all kinds of disabilities. There is not another place like it in the borough	By getting voluntary workers in to help. Why not merge some of the other types of help groups together with LC	

		work. Will be devastating to him			
	I would not know how it would affect me as I have 5 day a week placement. I would feel anxious.	He has placements at Green Lane & Gunnersbury Park, which we both hope will continue. If so, the closure of LC should have minimal effect on his situation. We both know that the need to save money is unavoidable.			
Another false economy invented by a bunch of bureaucrats aimed at destroying the most vulnerable group of people who are not capable of fighting for their rights. It is not surprising that once more the Council is trying to sort out its budget problems by victimising the disabled just because it is the easiest option. The sad thing is lots of money (perhaps for in excess of the proposed savings) will be wasted on creating posts for assessment officers, useless meetings as the decisions are already made, creating services that will be of no use to anyone, training the people who are meant to be offering advice (but in fact are told not to let more than a small percentage to get the financial help) and most	I am confident that the closure of LC will have an immense detrimental impact on my son's confidence & well-being. His only friends are the people he works with and sees at LC. He has been doing admin work for LC for the past 7 years. He is proud of his work and feels safe and liked there. If he loses his job and the support they give him, he will become depressed and will have no incentive to better himself and take care of himself. I will be desperately worried about his safety as he will be walking the streets all day long and putting his life at risk by talking to strangers who can hurt him. Also it is impossible to find him another employment as I have already tried all the places that are looking for	Your proposal will destroy my son's health and will take away the only safe environment where he can meet 'normal people' and socialise. He is very vulnerable and trusting and still does not know how to protect himself and not trust anyone who approaches him.	None of the services you are proposing to replace LC will be beneficial to him that is, if he is one of the very few fortunate ones who will qualify for getting them. My son and others like him will be pushed from pillar to post and then lost and forgotten after a while. My advice is to keep LC open, get the service users to do more voluntary work and involved in running the place and offer more training and job placement through LC.	Keep LC open (this will save the cost of redundancy payments, unemployment and related payments due to the current paid employees) and turn it into a centre of excellence where any disabled person can go to and find the help, advice, training, assisted employment, social skills and most other services they need. This can be achieved by transforming/adding some of the expertise/community based options currently not available at LC to them. You can then get rid of all/most of the disjointed services you need to offer/have listed to make available and benefit from the benefit of economy of scale. The council will also save money by not holding meetings, paying for initial and	Neither I nor my son received any information from the council regarding the closure of LC. I find it very unsatisfactory. We only found out last week which was too late to express our views. I believe the long term impact and costs have not been looked at and despite the 'possible' short term savings, the cost of care will increase immensely.

<p>of all keeping the bosses in their comfortable jobs by justifying their existence! Has anyone calculated the cost of creating these disjointed services? Has anyone bothered to calculate the cost of human pain and suffering inflicted on the service users and their carers? Will the overall saving (that is if there is any) justify the damage to health, well-being, confidence, safety and independence of the individuals who are currently attending LC and consider this place a home away from home!</p>	<p>volunteers. None of the centres/establishments on your list will be of any use to him.</p>			<p>secondary assessments. Will not have to pay for the legal costs of carers taking them to court for not honouring their obligations towards the vulnerable. But there will be more savings by looking at the other services offered by the council. In my opinion, there are too top heavy. Too many directors, assistant directors and managers. Another saving (which could be very considerable) will be reducing the council's sickness rate, bonuses, Xmas lunches, unnecessary meetings etc. I will be more than happy to discuss the above and other options 'free of charge' with anyone who is interested.</p>	
<p>As LC has been invaluable in helping my daughter and obviously all the other students I was surprised that the site may close. Over several years she has done all various courses English, Maths, computing and office skills. She has also done gardening at Green Lane (part of LC) and also have done volunteering. She is now working 2 days a week at Ealing Mencap which was initiated at LC</p>	<p>Because it has helped her with the above mentioned courses it now helps her social side because she goes for lunch (when well enough) and meets with her friends that she has made through being there, also she can enrol for further courses if needed and able</p>	<p>As mentioned previously, losing LC will be taking away an excellent meeting place for keeping in touch with friends and meeting the staff if advice is needed. The staff are wonderfully efficient, professional and helpful and really are an asset to students. Whenever I had occasion to visit, I was extremely impressed with their work and their friendly and capable nature. As there must be many</p>			

		students that have been helped, being helped at present and in the future, I feel that LC being reasonably easy to get to and doing the work it does is so important to students with learning disabilities			
I am disappointed as LC helps to give people like myself motivation and confidence into employment. I enjoy working in the community shop every Tuesday and Cowgate twice a week. I will be sorry if the community shop has to go as it raises good funds and helps people into retail work	I will miss the social side. Although I am not in the borough, I enjoyed LC being 'under one roof.' It is unique. Also Café Eat's meals for £3,50 helped me to save money when I was here for a course/see my key worker. Travel training and confidence building are good		Make sure all students understand how it will affect them. Get parents and carers involved	Keep the community shop open. Get more volunteers and donations	I hope to be 'sign-posted' to the appropriate people in Hillingdon as I live in that borough. Extra support with looking for the right job
We disagree with the proposal described in the consultation paper, as it will not be a positive move for the care of our daughter and will have a significant impact on us as carers. It is a very negative impact and one which will cause a lot of worry and anxiety	This proposal will have a major consequence on our family lives. Most importantly it will result in one of us having to leave our job in order to provide the care needed for her. This will result in a loss of family income and have a very negative impact on all of us	This proposal will have a devastating effect on her as she relies upon attending the centre as her daily routine/activity. It allows her to maintain a sense of a happy mental and physical state. Without this support she will become frustrated and upset and will become unhappy with the circumstances she will be forced to accept. After looking at an alternative 'Enterprise Lodge' the cost is three times more which is difficult to sustain and will			

		mean reducing the hours spent which again will not be a good situation for any of us			
The proposal to close LC down, I don't agree with however I am happy that you will still be able to support people during the day	Closing LC down will mean I won't be able to attend SRC once a week, which I very much enjoy attending. Going to SRC has made me learn new skills & experiences		Get funding/sponsor from other organisations e.g. charity/lottery fund	Reduce salary costs & recruit more volunteers	
The proposal is not a good one in my opinion. LC is a great asset for people doing work experience and people working in the café (which she has done for a few months) And finding jobs for people with learning disabilities/difficulties	My key client is doing work experience at the Accession Café at the moment. And in future LC could of helped her into work.	She goes to LC every Tuesday and gives her something constructive to do and meeting her peers there where they all interact	May be by closing SRC building only and not LC	As before or maybe cuts can be made elsewhere, libraries for instance	I think this is an unfair cut, as they are the most needy of people
I don't agree with it. Can't the council save money in other ways? It seems the people who suffer most from the cuts are those who are least able to shout	My placement at LC will terminate		People could have options to go to work rehab, EH & WL college. I go to CAPE. Unfortunately they're full & they cater for people with mental health issues. CAPE is located just off Acton High Street	Perhaps sell some council land, cut back on services to the least vulnerable. Council land could be sold to a company that would use it for a specific purpose that would help the local community. Difficult one.	
I think LC is a good place	LC helped me to find a job with the Ealing PCT	LC has been a great help to me		I don't think LC should close down	
I strongly disagree with the proposal and strongly oppose it in all possible ways. This should not go ahead, the proposal should be scrapped	The proposal will adversely affect my physical & mental well-being at a time I have made significant improvement & realising independence. Closing the project will take away the		This proposal should be scrapped or I should be relocated to a project which offers and allows me the same level or more of progressive qualitative improvement	Yes, present me with all the relevant documentation in full and I will review them so I am in a position to answer this question. If you are not in a position to do so, remove this question from	Make available a full choice of alternatives, which are catered to each individual and allow a period of transition, should you go ahead with this proposal so that individuals do not

	progress of my independence & sling me back into the past. I feel I have a basic right to a quality of life not depending on other people			the consultation	suffer as a result particularly as they are the vulnerable members of the society
Concerned with the described proposal regarding the following: eligibility criteria, threshold for eligibility. Perceived generic role rather than specialised role which may contribute to eligibility for special funded social care support. Finding the support I need, alternate option providers	The proposal will affect me in various ways such as the following: Only those assessed as complex or multiple physical/learning disability may now be eligible for service. The fear and uncertainty to access services from alternate providers in the community & continuity of services. Personal budget may shift to a reduction in quality & scope of service. Alternate services may be too expensive to purchase and unable to buy services. The result is eventual pulling out of placement & become more isolated.	He is a LD service user with autism is likely to be affected in the following ways: The uncertainty and continuity of structured services in alternative provider placement if the decision is taken to close LC. Likely increase in charging from nominal fee to full economic cost. Contribution policy on affordability may impact his allowance benefit. Eligibility criteria may raise threshold for social care services away from moderate need to substantial and critical needs.	The impact of this proposal could reduce if the following factors are considered: Equalities impact need assessment (EINA) to consider the inclusion from disability related benefits when assessing his ability to pay plus age, gender, ethnicity and religion (background issues), Eligibility criteria to raise threshold for social care services so that council no longer provide services to people with moderate needs and only to people with substantial & critical needs	No idea on council's economic structure but since the central government is unable to fund local government adequately, it is the responsibility of the local government to invest in these services through different ways: Charity fund raising, ask for donations from wealthy individuals/businessmen, Council to provide Business Tax Concession to businesses, Reorganise business module.	

Responses to Stirling Road Day Centre (SRDC) Questionnaire					
Q1: What do you think of the proposal described in the consultation paper?	Q2: How do you think this proposal will affect you?	Q3: How do you think this proposal will affect the person you care for?	Q4: Do you have any suggestions about how we could reduce the impact of this proposal?	Q5: Do you have any suggestions about any other ways we could make these savings?	Q6: Do you have any other comments?
Too much emphasis on saving money and not sufficient consideration for the service users and needs	Like many parents and carers of relatives with learning difficulties, I appreciate the staff and	She has been going to SRDC for many years. She is very friendly and well known by the staff and users. I feel	Keep the centre open. Set a longer time to introduce the current users to new locations within the	Ealing council has thousands to spend on improving the town centres and libraries across the borough. Use the	As a parent, I appreciate the support my daughter and I receive from the staff at SRDC. I go off to work

<p>provided to families and users in this borough. These proposals will add pressure to much stressed families, disturbance and insecurity to the users.</p>	<p>opportunities SRDC offers my daughter and the support and security given to us. She is very familiar with the environment and staff at SRDC. Closing SRDC and introducing new community bases options will cause her to lose her self-confidence which she has developed with her friends at SRDC, causing her stress</p>	<p>that her confidence will suffer. She is happy to be at SRDC with her friends and I feel that another environment will unsettle her and could cause her to be very unhappy destroying all the good work done by the staff by helping to develop her skills and confidence</p>	<p>borough. Use the funds that will be used to introduce the users to other community bases places to keep the Centre open</p>	<p>funds that will be used to introduce the users to other community bases places</p>	<p>knowing that she is happy and in a safe environment, her social and inter-active skill has greatly improved, she is a pleasant, happy young lady thanks to the staff at SRDC. Our children are vulnerable adults; they need continuous care and support. They don't react or adjust well to changes. We need to know that our children are happy and eager to attend the same place with their same friend's everyday</p>
<p>Unfair & ridiculous that the council think that the services SRDC provide can be compensated by other projects nearby.</p>	<p>These are vulnerable adults. Their safety should be foremost ahead of planned cuts. More plans and changes to every individual's time & job at home to be able to facilitate. Provisions will need to be made in the care and transport. What will be the individual budget? What kind of costs entail in other day centres?</p>	<p>What will an assessment involve? Upset & uncertainty. Won't other sites & services now become overpopulated? How will they cope? How can you ensure the individual budgets will cover such sites/day centres?</p>	<p>200k for the service & care SRDC provides is not a massive cut that the council can't survive without. They waste money on enough other resources like speed bumps, cameras etc. Can there not be a charity set up for donations? Can the location not be moved to a different site? Can people not volunteer to help resourcing?</p>		<p>it's typical they would pick on social services for vulnerable people, as it's easier to bully them into accepting plans</p>
<p>I do not think this is right to take out vulnerable adults out of their environment which they are used to</p>	<p>It will affect us quite a lot as now the person we care for and we know that the transport is going to come at that time she is going to one place five days a week. We both go to work (her carers) so we know to get her ready and she will go.</p>	<p>She is set in her ways. All she knows is home and the centre. And all the people there who look after & take care of her. With these changes she would probably end up housebound. That would put a big strain on us her carers. Because we have</p>	<p>May be you could move the unit, adult learners & teachers to shared accommodation</p>		<p>As I wrote earlier, she has been going to the same centre for about 18 years, so that is all she knows, because she does not go to any other club or gathering. That is why she would probably end up at home, she would refuse to go</p>

	With the changes one of us may have to leave work	our elderly mother to look after also			anywhere else, and then one of us would have to leave work to stay at home with her, because her mother cannot look out for her because she is elderly too
I do not agree with this proposal. The vulnerable need somewhere like SRDC	This will affect me greatly because the days my son attends SRDC gives me a few days respite & when he is there I know he is safe	Proposal will affect my son greatly as he looks forward to getting out of the house	Bring everyone together in one place, but I do think there should be a permanent centre for them to attend	Maybe clients can pay something toward the cost	It will be sad to see SRDC close. It is a safe place for my son to go & be away from me and I also get a little time to myself also he is mixing with other people
I think they should not close the SRDC because disabled people use the services and they get support from staff and from each other	I think it may affect the emotion of the disabled person, it may affect some parent or carers may lose their jobs because if to look after the disabled person, the disabled person may lose their confidence which they have in the centre & also they might not get enough activities at home	I think it will be more hours to look after the disabled person and it will cost more money. There will be less social life for the parent and carer because they need to look after and it will be more hours	I think the government is saving a lot of money already from other ways & the government should stop the war because they are expending a lot of money in the war. They are saving money from people's benefits & taxes. There will be an increase in the unemployment section because if the parent lose their job to look after the disabled person.		
We think the decision has already been made. We are concerned that there will be insufficient places elsewhere given the number of service users at SRDC and that they would appropriate for our daughters needs	We will lose the day to day continuity which will affect everyone's day to day life! There will also be the issue of transport to several different places	The person we care for has a very good relationship with the staff at SRDC & she will find it difficult to leave them. She has had extremely good support from them especially when going through a difficult time. She finds change	By making sure there are enough suitable places for service users & that they fully understand & agree about their placements. That staff are fully qualified for our service users. If possible, making it able to maintain friendships		

		worrying. Will there be access to psychologists etc.?			
<p>I totally understand the commercial reasons that are driving the decision but overall, the social importance and benefit of keeping SRDC open far outweighs the need to close the centre. Those that will be directly impacted are a vulnerable group of individuals for which the government needs to be investing more time and money to ensure their needs are recognized and continually stimulated, ensuring full integration within communities. Stirling Road has been providing a great service for a vast number of individuals for many years, in addition to providing carers piece of mind of a safe, learning environment with the necessary facilities. Instead, we should be looking at opportunities on how the centre can be used further in terms of offering additional services especially as the location is central for many of the adults attending and taking the decision to close down,</p>	<p>Currently, I along with my family members are carers and subsequently, the removal of the centre will mean that on Fridays, the person we care for will be without a day in the week where she has the opportunity to integrate with established, like minded colleagues and friends. All family members work Mon-Fri and my mother, would find it difficult to keep her fully engaged and occupied especially as she seeks regular stimulation and purpose</p>	<p>She has been attending SRDC for many years since being a young child and over time, has established relationships which have provided her with a sense of security and routine. The direct impact of these interactions has seen increased development in her social and communication skills, confidence and general life skills. Removing any of the services she is currently in attendance of (both Impact Theatre & SRDC) would have a direct impact on her continuous development and sense of independence. The alternative community based options could potentially result in restrictive places on offer and/or overcrowding and any change could certainly be difficult for individuals to acclimatize to without the necessary support and re-assurance. Location and support with transport for those that are not independent travellers would also need to be considered.</p>	<p>Look at ways of partnering with other current service providers so that there is opportunity to consolidate costs and/or extend services. Identify ways or events to generate revenue to avoid closure of the centre. Ensure there is a 1to1 follow up with all individuals impacted, with a plan in place for a secured alternative which is fully explored and suited to individual needs. Provide on-site familiarization for individuals and carers to have the opportunity to view the alternatives prior to making any decisions</p>		

would be a real missed opportunity		A couple of years ago, she was keen to attend Impact Theatre on a full time basis (Mon – Fri) and unfortunately, this was not possible due to limited places available at the time. Certainly, this is an option she would still like to be considered for especially if the decision is made to close the SRDC. Subsequently, we would be looking towards you for advice and support for this transition especially as a majority of her week is spent with Impact Theatre to maintain consistency and continuous development.			
On one hand we understand that the council needs to make savings however the major concern for us is whether or not we will get some alternative arrangements for our daughter if the centre closes	This centre provides me with a well needed respite. My daughter requires 1:1 care all day, every day and my stress levels are extremely high. My health has deteriorated & I do need a break regularly. If my daughter were to simply stay at home with me if an alternative facility is not provided, I am worried it would affect my health	My daughter needs to be kept occupied with activities otherwise she has temper tantrums if she gets bored. She also needs to learn new skills for her everyday needs. She also finds it extremely difficult to cope with change to her routine & if the centre closes it would take her a very long time to mentally adjust & cope with that change	If the centre is definitely going to close then we would like support in finding some alternative options that will provide me with some respite & provide her with activities & a social atmosphere to interact with people		Maybe work with other similar organisations or neighbouring boroughs to see if they can assist
Not a lot. The children don't have a lot going for them. Just school then places like SRDC. As adults they don't know about money. They	My daughter is still unwell & will be very upset staying at home	She still does not mix very well. She enjoys the time at SRDC, so I think she will be very upset and just go into herself. Trust the people she			

feel safe at SRDC & enjoy it		knows there			
I do not agree with the closure of SRDC	This will affect me financially as I will have to go part time at work if my son cannot receive any day services. I am already on low income & cannot afford to go part time at work or even quit my job	My son will be frustrated if he has nothing to do. He needs to be active & keep his mind active.	By providing another facility for my son.		I think the council are taking the easy option of closing services which are required for adults & children with disabilities
I do not agree to the closure of SRDC. The most vulnerable & disabled pupils in the borough need care & attention and this is the law & responsibility of the government	My son is severely disabled with Downs Syndrome. He has underactive thyroid, gastro oesophageal reflex & is liable to be sick after meals. He passes stools 4-6 times a day. He cannot cross roads without help & will always have trouble as reported by the consultant at Northwick Park Hospital. he also has to attend West Middlesex Hospital, Twickenham, for his ears to be de-waxed. He lost his mother in 2000 and I am the only person caring for him. He holds the front door key for my house which is always seen by the transport lad when he returns home. He has been punched in the stomach by a coloured man in the street.				
Cuts to budgets should be found elsewhere and not to those who cannot voice their own opinion. SRDC is	Alternative arrangements would need to be made re. my care. My family would have to change working				

essential to my daily life & without it I would be homebound	patterns & will not be able to see my friends at SRDC anymore.				
We do not agree with the proposal, if the council wants to save money they should look into other places rather than the special needs people	Looking at my health, this is going to affect me a lot. If my daughter does not get the right services she will be at home, it will be more stress for everyone at home	More stress, more visits to the GPs. May be end up in council homes, if the parents are not supported to the right services. It is going to become difficult for my daughter to adjust in new places.	If worse comes to worse, the council should have local places in place, even before thinking of closing SRDC. All services should be local in small & good environments.	I think the council should know better & not to cut special needs	Please rethink about the proposal. As this is going to hurt lots of people. It is also going to be difficult for parents to explain to our children about these changes after all these years
<p>1. Re. SRDC - it's not exactly a 21st century building, needs a lot of work. In fact it is reaching the point that if it's not pulled down, it will fall down. Hence high maintenance costs. It was living on borrowed time. 2. It is vitally important that the people using such a facility are kept together as much as possible. Being with their friends/colleagues will continue to give them the much needed confidence that they need to progress. This also applies to staff. It gives the client a feeling of security (surrounded by people you know.) 3. Having listened to and talked to a number of other people to who this concerns, it would appear that 'a lot' of the 'alternative' facilities are either full or have long waiting lists. 4. My personal situation - my son, attends the Friends Meeting House FMH (Mon), SRDC (Frid). Suggestion - would the council contact the users of the FMH with the view of pooling all our financial allocations and keep FMH as a viable concern. FMH is revered & this costs much less to run or let it continue as an adult care centre. Pooling would make financial administration much cheaper to administer/much easier. The present users would thus be able to continue with whatever prospects have been arranged for them, with the people they know, & have confidence in i.e. their fellow users and staff. 5. This situation would also be ideal as no one, user, staff, transport, would have to travel any further than they do at the moment, to be able to continue using this activity. 6. Many thanks for all concerned, your time and effort, your reply in writing would be much appreciated</p>					
Proposal to save £200k, please don't take away from disabled & vulnerable group of people.	Looking at my age and health and looking at my son's health, we'll both be worse off with no services in place. The council is looking to close the day centre without putting any services in place for my son. According to the council there are other providers out there. I don't know how this is going to help the service users and the carers	It is going to hit him hard, his health is not very good. He was enjoying Stirling Road. He is a person who does not fit in easily with other people if there is no SRDC	If worse comes to worse there should be local activities in each part of the borough. So our children can stay local without too far out and set these services before SRDC closes	The council should know better as we elect the best people and vote for them. We (parents) trust the judgement of their capability and decision so let's hope they think of our vulnerable children	

<p>Shocking news. I am waiting for the big board outside Ealing Council similar to the one above about the closure of NHS units in N West London. This one is about the council's proposal to close Stirling Road and its services.</p>	<p>It is making me ill. I am stressed out. Not long ago (few weeks) the tedious work of finishing the assessment and care plan had finally finished. To go through another phase of assessment, finding suitable services, finding right staff and transport. For the time being I have hopes the whole thing is just not going to happen. Meetings, petitions, rallies and public protests.</p>	<p>He is confused, worried, upset, angry, the whole routine will change, do not know what will happen. New faces, new venues, different services, different transport. How do you explain it to a person with LD and what do you say when they ask?</p>	<p>Keep the services as they are. If you have to sell the building of SRDC use other venues like the one already in place (friends meeting house) and keep same staff.</p>	<p>Ask the experts please. But not the same experts who created the financial crisis. Just a note here: people with LD rarely vote. Their carers may also not vote so they are targets for political and financial easy decisions. This is not right. These people already need extra care and compassion. It is not people with learning disabilities' fault the government has no money.</p>	<p>People sitting at the top of the pyramid of the office dealing with learning disabilities are the ones to defend the rights of these vulnerable adults. This so called consultation should take longer and no date given to decide to close Stirling Road and leave the building before alternative services are set for each and every individual who uses the centre</p>
<p>I am so shocked & disturbed in receiving this sad news; it is devastating & will have major consequences on the person we care for & other service users. The closure will affect this underrepresented group from engaging in mainstream services, this vulnerable group will be penalised in accessing fair & equal services in mainstream society. Their voices will not be heard. I think this is unfair & not logical.</p>	<p>Given we are the main carers; your proposal puts us in a very difficult position because we are also vulnerable, elderly people. We have various problems, such as physical impairments as a result of back problems, limited liability etc. Therefore if he did not attend regularly, he will be confined to the house and due to our vulnerabilities we are not in a position to promote him to have the maximum independence as we cannot take him out regularly. Also we don't have the facilities at home and resources to promote mental stimulation and activities which the centre provides to him.</p>	<p>This service provides maximum independence and also enhances his daily living & development skills. With the closure of this service it will take away vital learning skills. He will not have any contact with his friends & relationships he has built at the centre. With poor levels of socialisation he will become increasingly isolated, lack in confidence and become low in self-esteem. As a result of this he will develop further behaviour problems, become very upset and this will make him very anxious and restless on a daily basis. With this routine & stability taken away from him it will quickly make his mental &</p>	<p>Acquire funding to run a minimum service e.g. 3 days a week</p>	<p>Rather than closing the centre, you can run a part time centre. Families of service users could contribute a nominal amount if affordable towards the monthly running of the centre. Maybe cutting transport costs (pick up & drop off service) charging a nominal fee for this service.</p>	<p>Government must not cut/reduce facilities for disadvantaged/vulnerable people</p>

		physical health deteriorate. This centre makes him content & motivated and this change will have major implications on his future.			
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