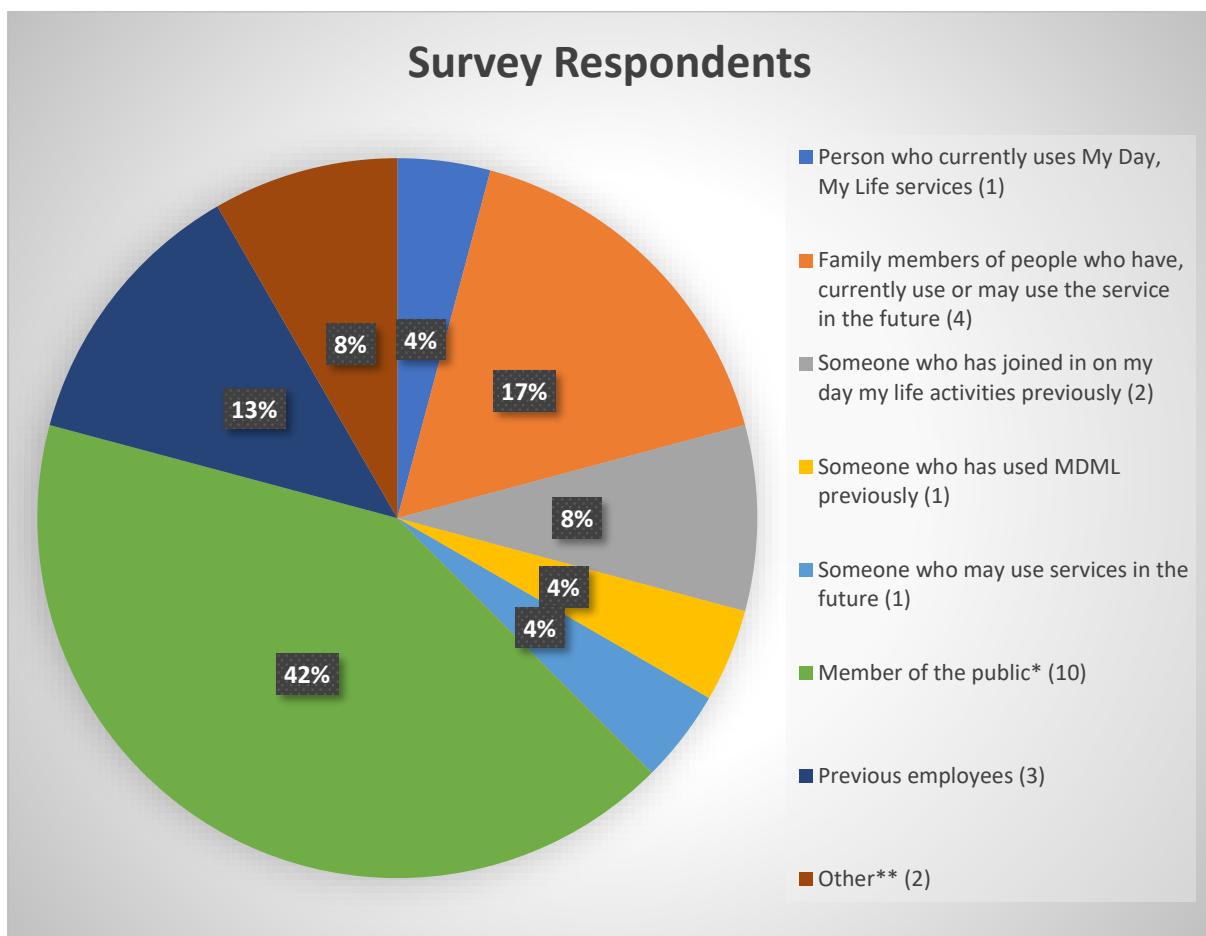


My Day, My Life Final Report Public Consultation

A public consultation ran from the 6th to the 28th April on the recommendations contained in the final My Day, My Life Review Report. The public consultation was held on the My Day, My Life pages of the website and linked from the Tudor Street QA page. Copies of the final report were also shared directly with all individuals who currently receive My Day, My Life Services, and their families, plus those individuals and their families coming through transition.

24 responses were received to the online public consultation on the My Day, My Life Review final report. We received no easy read returns. Respondents were largely from people who do not currently use the service (92%). A full breakdown of respondents can be seen below.

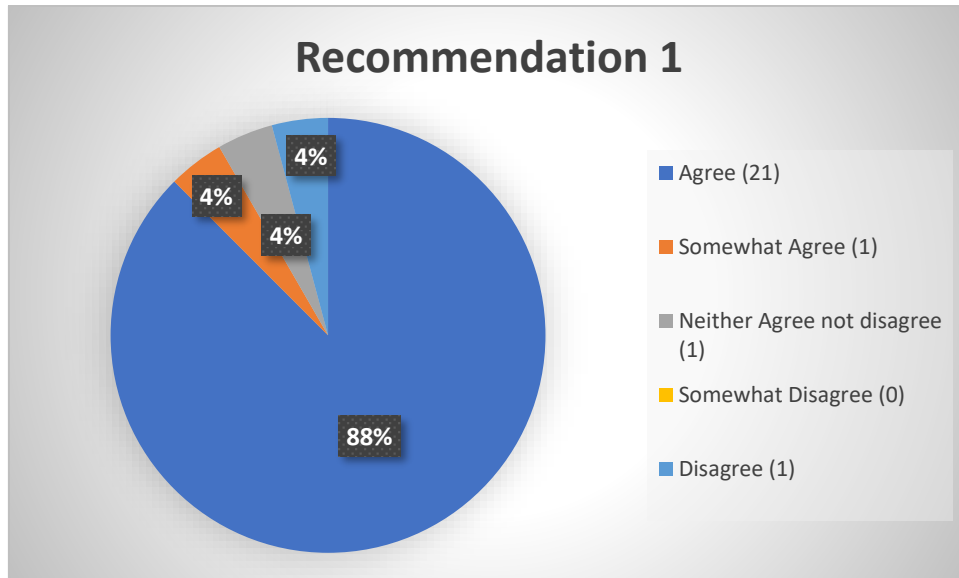


* has not previously received services from My Day, My Life and won't be receiving My Day, My Life Services in the future

Respondents to the survey were given the opportunity to give their views on each of the recommendations and on the report more generally, these responses are summarised below.

Survey Responses

Recommendation 1: The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.

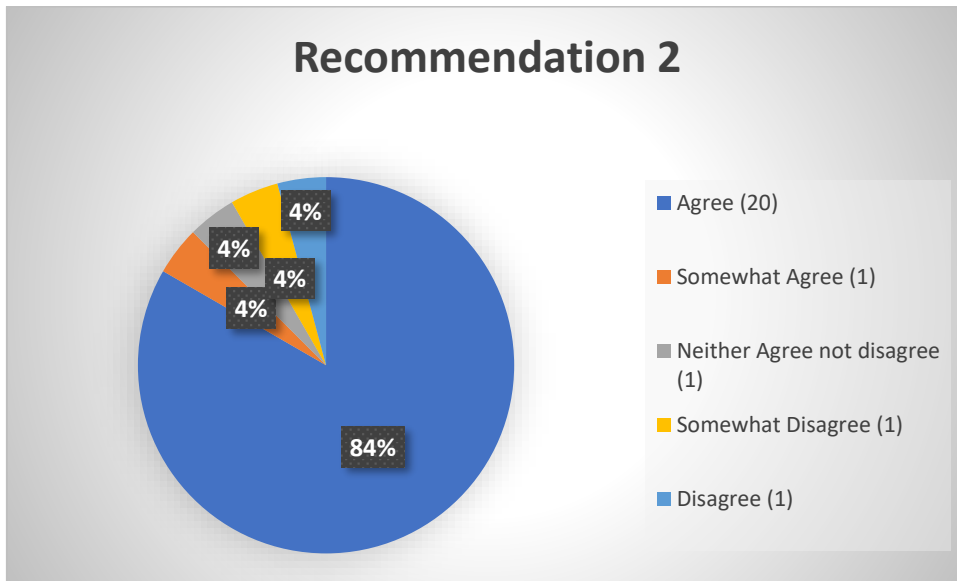


92% (22) of respondents agree or somewhat agree with this recommendation. Individuals who provided written feedback on this recommendation spoke of the need for a choice between hub based and community activities. Respondents spoke of the need for facilitated activities daily, and for a return to some of the opportunities for enterprise activity or work opportunities. There was a clear desire for a safe space for people to meet between activities.

4 of 15 narrative comments specifically related to Tudor Street, and the need for this to reopen as a community hub.

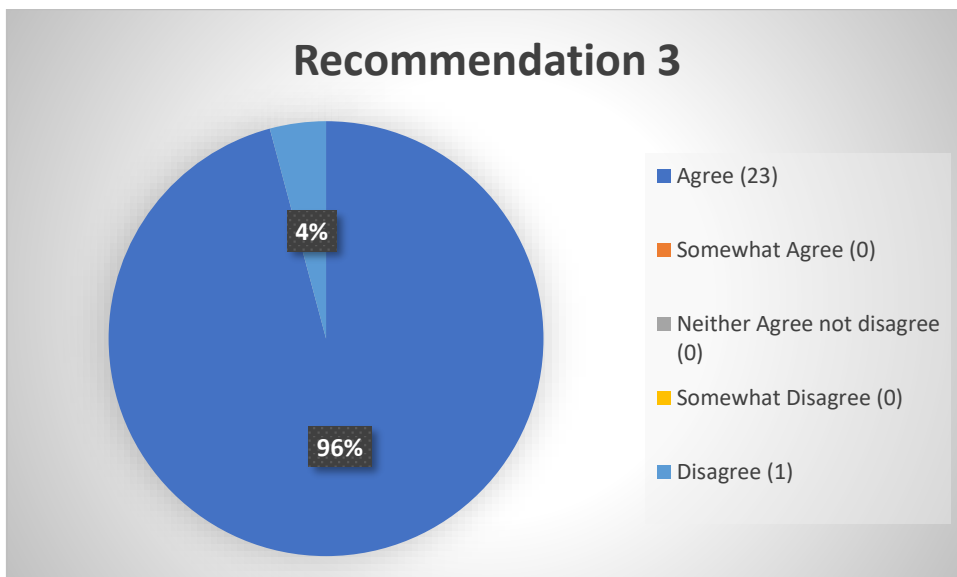
4 of 15 people who provided narrative comments spoke of the need for services that meet a wider group of people and those with more complex disabilities and people with mental health needs. These groups of people are not currently eligible to meet My Day, My Life Services.

Recommendation 2: The My Day My Life service should return to the principles it set out at the start.



Comments on this recommendation were limited and related to opportunities for people to feel part of their community and spend time with friends and develop independence skills. There was a comment about missing going to a base (likely to relate to Tudor Street) and another around the need to review principles, promote service and move to the future.

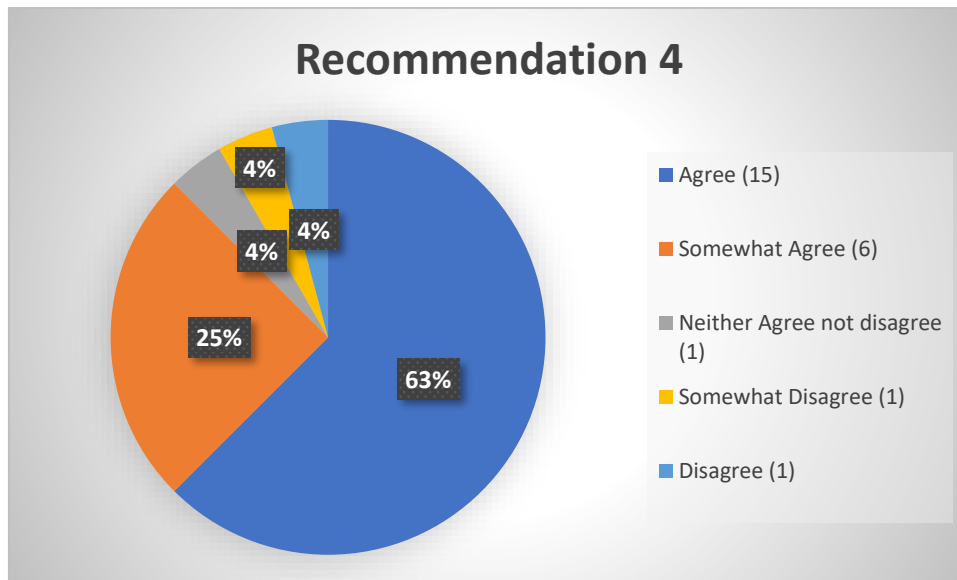
Recommendation 3: The council should consider the range of opportunities and activities that will be made available to participants in the service.



Support for this recommendation was nearly unanimous, with people talking of the need for a variety of activities to be on offer that meet the needs of different people. People spoke of the need for meeting the needs of people of all ages, with opportunities for enterprise and learning life skills. A smaller number suggested the

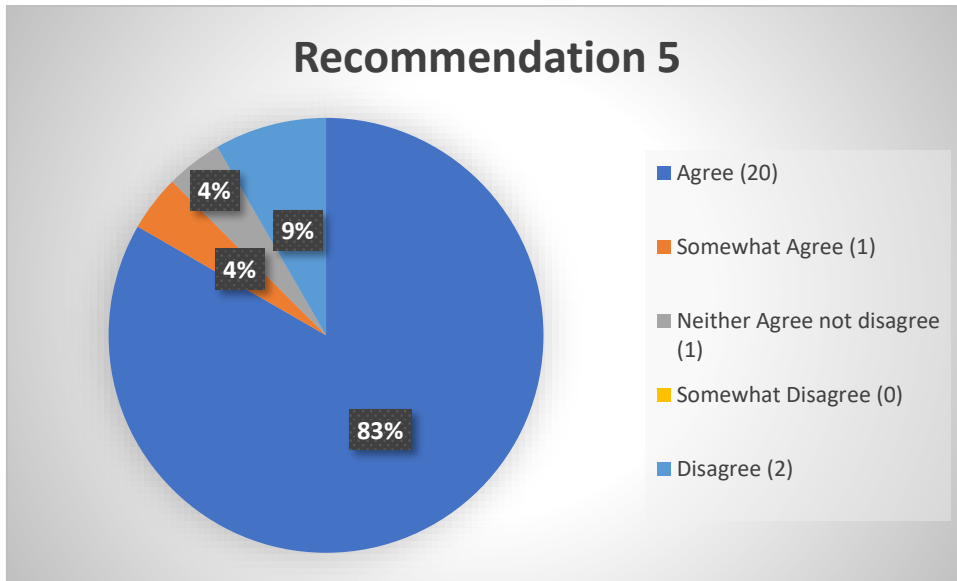
council to review its offer to those who have more complex disabilities and medical needs, to ensure these are catered for and that sensory activities are on offer. A comment was received asking for activities which everyone could join in on, not just those eligible for and receiving the service.

Recommendation 4: The service should adopt more flexible working hours



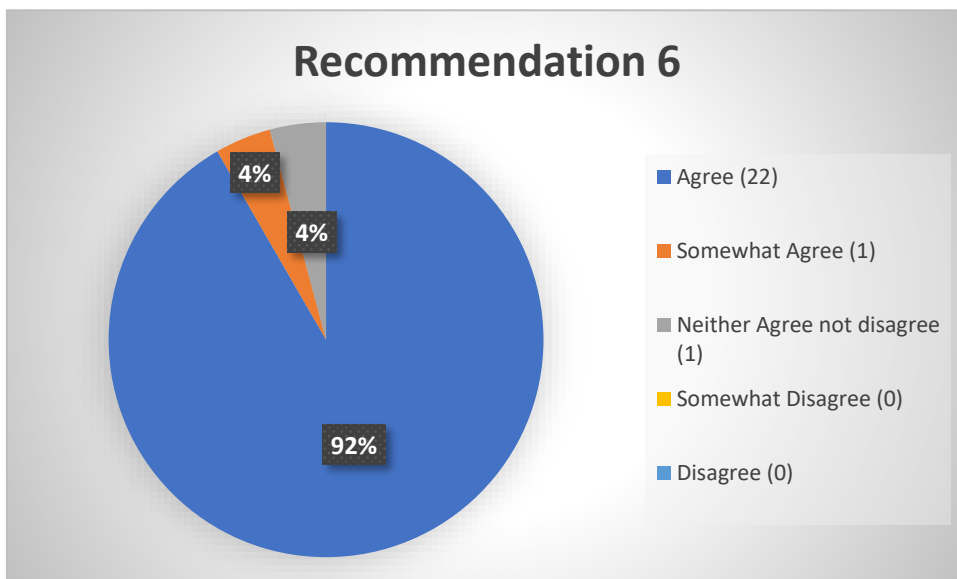
People (in the main) were in support of more flexible hours, with people choosing the times and activities that suited them. A comment was received that highlighted the importance of staff's hours and needs not dictating how people receive the service. Again, a smaller number of people mentioned the need for a centre (one mentioned even in the evenings) where people could go that was safe and warm. There was a smaller number of people who thought the service should remain as it; 9am-3/4pm.

Recommendation 5: The service needs to have stable, compassionate, and person-centred leadership.



Person centred; compassionate leadership was seen as essential for the service. Previous employees felt teamwork was important with opportunities for colleagues to work together. A comment was made for the need for managers to work with individuals who use the service a couple of times a year, to be better able to communicate with the individual who are supported. Another comment highlighted the need for compassionate leadership from people with knowledge of a wider group of people with disabilities.

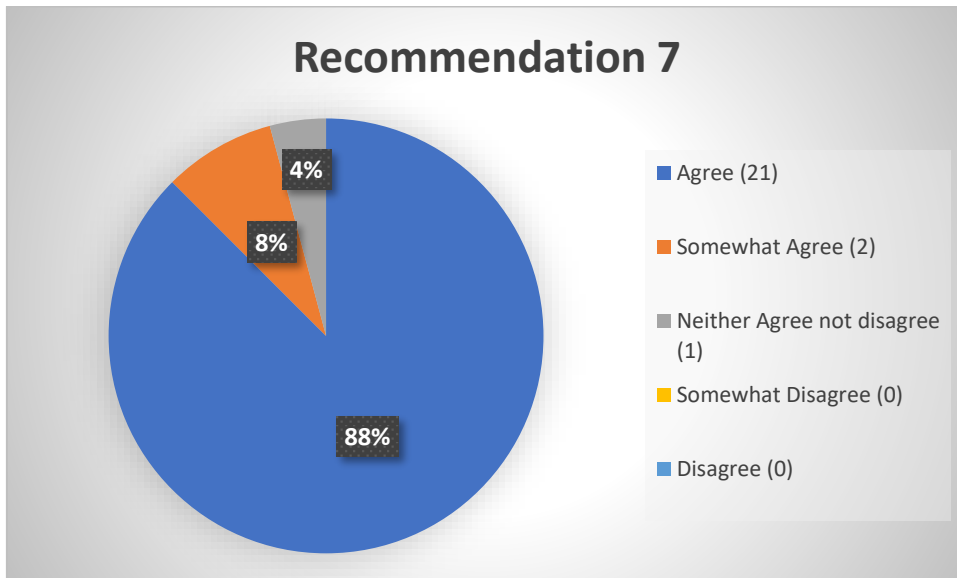
Recommendation 6: The programme will have a clear process to document what is happening



Public comments beyond those who simply stated they agreed and one which stated all plans should be person centred, on this recommendation didn't relate to the report content in the main, with the report speaking about day-to-day care planning and

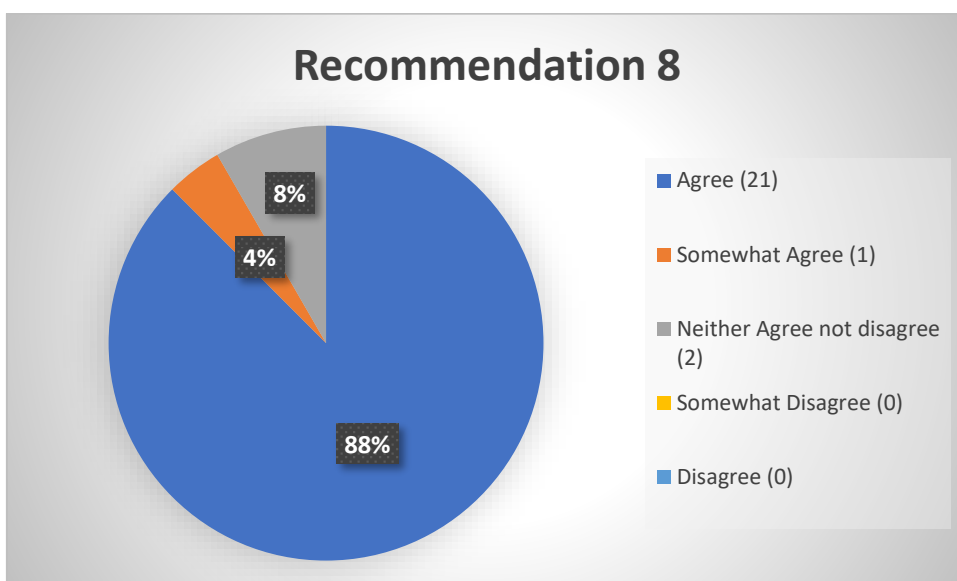
documentation. Consultation respondents focused on the reopening of the hub, and the need for transparent communication with a wider group around the service changes and progress.

Recommendation 7: The service should have safe and accessible buildings.



Respondents spoke of using existing buildings and stated the need to open Tudor Street. Others spoke about the need for toilet facilities, and a space for meaningful activity with others including opportunities to develop life skills and one that is appropriate for users but not above and beyond.

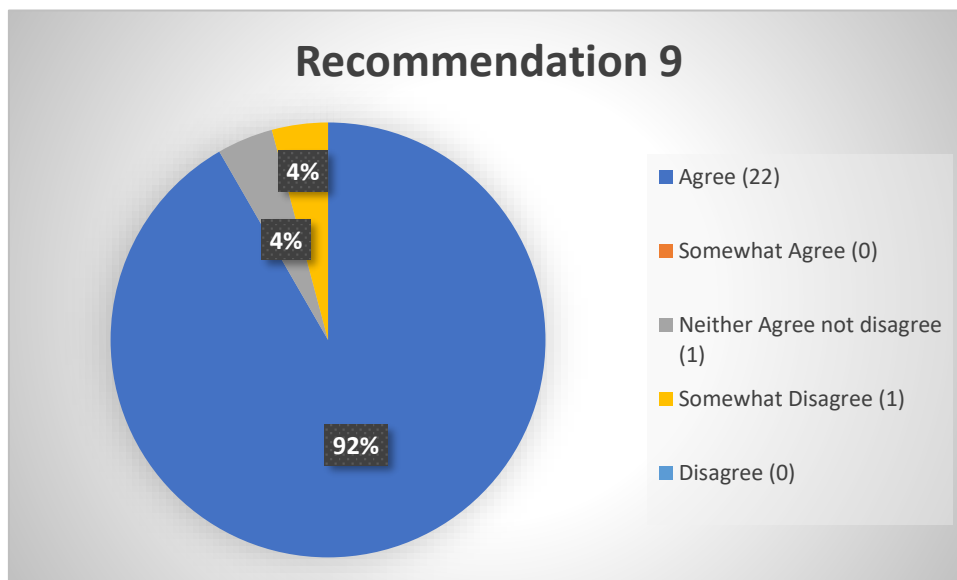
Recommendation 8: People and families should be meaningfully involved in making changes.



Predominantly respondents agreed with this recommendation, and written responses broadly supported this. One comment stated a wider group of disabled people

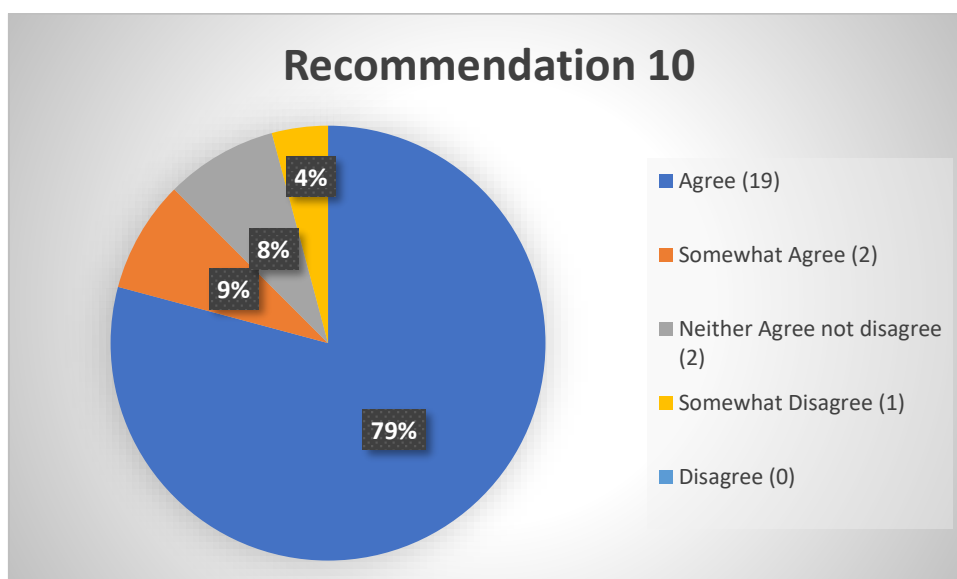
should be involved, another felt the wider community should be and a further comment was made feeling that individuals would not be able to comment due to not understanding legislation. A comment was received stating they should have been involved from the start; given all existing and potential My Day, My Life users were invited to consultation it could be assumed this again relates to the wider population.

Recommendation 9: Monmouthshire should think about all learning disability services



Again, people were generally in agreement with this recommendation. Some people spoke more widely than My Day, My Life about accessibility (or lack of) in wider council and community buildings, the need for improved education and learning opportunities with the right support and an improvement to the transition process. One comment stated the review had demonstrated an extreme lack of provision in Abergavenny.

Recommendation 10: There should be a map of all the services in Monmouthshire



Respondents said this was a great idea and suggested it be shared on Monmouthshire's website and through various private support groups, or at a centre if there was one. A comment stated this should map all provision auditing all public building for accessibility and suggested the council consider the impact of pavement parking. A further comment said better publicity of opportunities would make it clearer what, when and where there was provision.

General Feedback

Respondents were given the opportunity to provide any further comments on the report more generally. 7 comments provided general feedback relating to the re-opening of Tudor Street –highlighting its benefits as a central hub, with accessible facilities including outdoor and indoor space, good transport links and its opportunity for use as a base to the wider community. However, other respondents spoke about the need for choice and variety of opportunity for people, wider accessibility of community buildings and spaces and the need for more engagement and support for carer.

A comment was made, that day services had moved on from people being in one building all day to a more flexible and community-based approach, also stating individuals who use these services don't always know what alternatives are available due to staff, family, and family restrictions.

Five comments were made in relation to the needs of the wider population of people with disabilities, and those who have become physically disabled or have mental health conditions and that a focus on simply My Day, My Life was too small a reach.

Observations

Whilst there is general agreement with the recommendations in the report, many people are keen to use this as an opportunity to engage with the council on wider issues such as: eligibility for services (some of which will be defined by Welsh Government policy), accessibility of all community and council buildings, opportunities for a wider group of people than those currently eligible for My Day, My Life and the need for safe/warm places for people in general who want and need these.

Overarching themes from Narrative

Respondents were able to provide narrative comments against each recommendation as well as being able to make general comments about the report. These can be collated into the following themes:

- A variety of activities needs for people; a mix between community and hub- based activities.
- Tudor Street should be re-opened
- The need for accessible community buildings for the wider population
- People with learning disabilities need time with friends
- The need for skills training including independence and work skills
- The need to provide appropriate support and buildings for people with complex learning disabilities
- The need for MDML to have a centre/base

- The need for appropriately skilled staff and managers
- The need to involve people who receive services and their families in planning and developing the service
- The need for better accessibility of all Monmouthshire buildings
- More support for carers