Good Day Programme
Advocacy for All

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Advocacy for All

Advocacy is when one person helps another person talk about their needs and wishes.

Advocacy for All helps people in Kent when they need an advocate.

An advocate is someone who helps you speak up for yourself. They make sure other people listen to what you say and respect your rights.

Good Day Programme

The Good Day Programme is run by Kent County Council.

It works with people to help them

- choose what to do during the day
- be part of their community
Dover Day Service offers activities for people in Dover during the day.

It is based at the Walmer Day Centre.

76 people use the service at the moment.

The Good Day Programme think it would be good to close the Walmer Day Centre.

They want to move Dover Day Service into smaller places in the community.

This will mean

- people will not need to travel so far
- people will be more part of their local community
- people will have more choice about things to do in their local area
A consultation is when you find out what someone thinks about something.

The Good Day Programme wanted to find out what people think about

- closing Walmer Day Centre
- moving Dover Day Service into smaller places in the community.

They asked Emma and John from Advocacy for All to help.
what happened in the consultation

1. The council had a **meeting** for people who use **Dover Day Service**. They gave a **talk** about the **plans**. **Emma** and **John** went to the meeting and **met** some **people** who use **Dover Day Service**.

2. **Emma** and **John** ran **workshops** for **people** who use the **day service**. People **talked** about the **plans** and said what they **think**.

3. **Emma** and **John** went to **information events** for **parents** and **carers**. Parents and carers **talked** about the **plans** and said what they **think**.

4. **Emma** and **John** met **people** on their own. They **talked** more about the **plans**. They filled in a **form** saying what they **think**.
There was a big meeting on Thursday 7 November 2013 at Astor Community Theatre.

Different people went to the meeting:
- members of Parliament
- people from Kent County Council
- people who use Dover Day Service
- parents and carers
- support workers and staff
- people from workers’ unions

Councillor Gibbons from Kent County Council talked about the plans for Dover Day Service.

He said that Walmer Day Centre would stay open until all the people were using new places.

He said that the same sort of changes are happening to day services all over the country.
what people said

There was a chance for people to ask questions.

people asked

- what will happen to the buses?

- what will happen to the Walmer Centre building?

- what will happen to Meadowside respite?

- will people at Meadowside still be able to use Dover Day Service?

Emma and John arranged to come back in December to do workshops and meet people on their own.
visit to Walmer Day Centre

Emma and John visited Walmer Day Centre on Monday 2 December.

They chatted to the people who use the centre and talked about the workshops and meetings.

Many people only use the Walmer Centre as a base. Their activities are out in the community. People talked about the other places they go for activities.

People were worried about the centre closing. They worried that the service would be ending too.

what people said

what about cooking? we go to Meadowside kitchen

I like doing art with Becky

are you coming to drop-in?

we do art at the Well. It is very nice there
workshops

Emma and John ran workshops at Walmer Day Centre and Deal Ability.

Most people went to workshops.

The workshops were in small groups, between 6 and 8 people.

At the workshops people could

- talk about the plans
- ask questions and find out more
- get their own voice across

Most people understood about the plans. They were happy that their activities would carry on.

Most people said it would be good to have a place to go nearer to where they live. They want to go to places that are new.

Some people were still upset about the Walmer Centre closing. They have been going there for a long time.
People talked about the **activities** they do. They said what **places** they go to and what they **like doing**.

Most people do **activities outside** the day centre. They said there is a **good range** of things to do.

Lots of people **like** the **staff** who help with the activities. They are **worried** that **staff** might **change**.

**what people said**

- lots of places more in the community.
  - it will be good.

- I’m not sure how I feel about it

- I don’t want the Centre to close

- Yeah, that would be all right. I’d try that [moving to the community]

- Be okay. What about here? [Deal Ability]
  - Can play pool
information events

John went to 3 information workshops that were for everyone.
He talked to some parents and carers about the consultation.

John and Emma went to 2 information events at Shepway Sports Centre.
The events showed people how the local day service already use a community building.

The first event was for professionals.

The second event was for parents and carers.

Some parents and carers gave John and Emma extra information about the people who use Dover Day Service.
1 to 1 meetings

John and Emma had 1 to 1 meetings with 65 people who use Dover Day Service.

John and Emma talked to people about the changes and found out what they think.

Some people had complex needs. This means that they had different disabilities and health problems.

John and Emma worked with day centre staff and used things like DVDs and person centred plans.

This helped them communicate with people with complex needs.

They helped people fill in the form.

There is a big sheet with everybody’s answers on it.

Some of their answers are on pages 14 to 21.
questions and answers

1. what do you like about Dover Day Service?
What do you not like about it?

Most people like the activities they do. Some people are waiting to try out new activities.

Favourite activities are:

- cooking at Meadowside
- art
- the White Mill gardening project
- Riverside Age Concern drop-in
- Deal Ability drop-in
- Monkton nature reserve
- going for lunch or tea
- other activities in the community

Like coming here, socialising
I love it here
I like it
Prefer to be on my own, in my own room
2. What do you like about services in Dover?
What do you not like about them?

Most people like community activities, like art group and healthy lifestyles group at the Well.
Lots of people said there are lots of things to do.

They said they feel part of the community.
They use community services like the bus for getting to the library.

They like activities like the nature group and litter picking. This is doing something for the community.

Like reading books
Best day is Wednesday [Deal Ability and the pub]
Like looking round at shops
Bowling fun with my friends
3. Will the changes make a difference to you?

Most people said they feel all right about having the day service in the community.

Some people said they will find the change sad and difficult.

1 person said she likes it when other people go out and the Walmer Centre is quiet.

She said she would miss karaoke at the Walmer Centre.

All right when move to the new place in Dover

I was here when it first opened. I’d be really upset

I’m always out - that’s all right

I have been to Walmer for 37 years. It will be strange at first, will I get used to it?
4. are you worried about the changes?

Only a few people are worried about the changes.

People are worried about missing friends or staff.

Friends and staff might end up going to different local places in the community if they do not live near each other.

Some people are worried because they do not know when the Walmer Centre will close.

One person is worried about using a wheelchair in the new community places.

will we eventually have to get public transport to get to the hubs? Because I would find that a job

I’ll miss my friends

do you know when it will shut? I like being with my friends

Happy to see how things go

we’ll all still have the same staff just a different building
5. what would make you feel happy about the changes?

There were lots of different answers to this question. Some people did not answer it at all.

People said these things would make them feel better

- carrying on seeing old friends
- seeing what has happened in other areas
- the staff staying the same

Some people and some parents and carers said they would feel better if they could visit the new community places and be involved in the changes.

I wouldn’t be worried then. I’d be happy [if staff stay the same]

I didn’t know Dover Sports Centre was going to be like that with the same staff

I would like to know if I can try at the Sports Centre things like hockey, football, keep fit, trampolining, swimming. I do these already with Jenny and Jo here
6. what activities do you like?

Most of the activities people like are in the community.

People also like cooking and art. These are at the Walmer Centre.

You can see all the answers on the big sheet.

7. Is there anything else you think is important?

People talked about keeping things the same as much as possible.

- I would like it to change, but I like it here too
- Like seeing my friends
- Having loads of friends coming in here
- I really like the Centre. The singing is fun. Sad that is closing
- I like the staff and seeing my friends. I would like to come here more
- I am quite happy
- Like socialising at break times, playing pool
8. Would you like to work?

Some of the people who use Dover Day Service already have a job. Some would like to have a job.

You can see all the answers on the big sheet.

I want to work
15 people

I do not want to work
31 people
9. Do you get a Direct Payment? Would you like to get a Direct Payment?

Most people did not know if they get a Direct Payment or not.

10. Do you have any other ideas for Dover Day Service?

Most people said they have everything they want.
A few people said what their ideas are.

Meeting up with my friends is really important

Deal swimming pool as a hub?

I like food. I would like to go out for food more

Would be good if the allotments started up again
main points

People who use Dover Day Service have said what they think about the day service and the changes.

They have had their say

- in workshops
  The workshops helped people talk about the changes together.

- in 1 to 1 meetings with Emma and John
  People carried on talking about the changes in the 1 to 1 meetings.

Emma and John worked in the same way with everybody.
When someone needed more support to have their say, Emma and John worked with their supporter to help them do this.

The staff at the day service helped Emma and John a lot.
Most people who use Dover Day Service like it. They are happy about the service moving to new community places.

They want to know

- when the service will move
- where the service will move to
- what the new community places will be like

They want to get support all through the changes.

They want to know that they will have the same service and activities and be able to carry on seeing their friends.