

## APPENDIX A: YCB Consultation Report

### Responses to the consultation on Your Choice Barnet Services 2016

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Service / Dept:	Adults and Communities

### Contents

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## 1. Executive Summary

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- 1.1. This report sets out the consultation findings from the consultation with key stakeholders on the YCB proposals which will be presented to Adults and Safeguarding Committee on 10<sup>th</sup> November 2016.

### **Background**

- 1.2. On 16<sup>th</sup> June 2016 a report went to Adults and Safeguarding Committee setting out proposals for the future of the Your Choice (Barnet) Ltd agreement with the Council from 1st February 2017. The proposals were to continue all current YCB services, whilst increasing support for service users to move towards more independent living and to participate in the workplace. At that meeting the Committee agreed:
- That the Council enter into a contract with Your Choice (Barnet) Ltd (YCB) for five years and two months, from the 1st February 2017 to 31st March 2022, with an extension period of two years and a break clause at year three.
  - To the proposals to continue all current YCB services whilst increasing support to service users to move towards more independent living and to participate in the workplace, subject to consultation.
  - To a period of public consultation on the proposals for a new agreement, to take place from July 2016 for a period of 12 weeks with a report back to a future meeting of the Adults and Safeguarding Committee on the consultation findings.

### **Summary of approach**

- 1.3. Consultation with key stakeholders included an explanation of the process undertaken to develop the YCB proposals and detailed the changes proposed to specific services.
- 1.4. YCB consulted with:
- YCB service users and their families (9th June 2016 – 23rd September 2016)
  - YCB staff (6th June 2016 – 8th July 2016)
- 1.5. Barnet Council consulted with:
- Adults and Communities staff
  - Parent Carers Forum
  - National organisations

### **Summary of method**

- 1.6. The method of consultation is set-out in section 4.1.

### **Summary of response**

- 1.7. Over 130 stakeholders have been engaged in face-to-face discussion about the YCB proposals.

### **Summary of feedback**

- 1.8. Feedback from the consultation with YCB service users, YCB staff and key stakeholders showed that all key stakeholder groups were generally positive

about the proposed changes to the YCB model. Stakeholders were positive that the changes to the YCB service model were person-centred, flexible to the varied needs of individual service users and would give service users greater choice and support to meet their personal aspirations.

- 1.9. Through consultation and engagement a number of stakeholders have identified that they are interested in being supported differently.
- Twelve service users of BILS and Community Space have inquired about using direct payment to employ a personal assistant.
  - Nine service users of Community Space are actively seeking employment opportunities and twelve more have requested support to get a job.
  - Six Flower Lane service users and their families have begun to access the community more independently by using a different venue in the morning to access community activities.
  - Four supported living service users and their families have expressed interest in moving on from supported living.
- 1.10. There were a few concerns from staff and families of service users. There was a concern from YCB Supported Living staff that an increase in high needs service users who require waking-night staff, could lead to a loss of income for those staff that provide sleep-in cover. However these staff were reassured that any sleep-in staff affected, would be offered additional hours to make up for the loss of pay should they wish to do them. There was a concern identified by families from Valley Ways that other people accessing the building might use the bedrooms and personal bathrooms, but they were assured Rosa Morison service users visiting the building would not have access to any bedrooms.
- 1.11. At the consultation sessions it was made clear to stakeholders that engagement will be an **ongoing-on-going** process and that the phased approach to changing the YCB service models will give YCB staff, YCB service users and Barnet’s Adults and Communities staff an opportunity to further shape YCB services.

## 2. Context

- 2.1. The table below summarises the proposed changes considered by Adults and Safeguarding Committee that were discussed in the consultation with stakeholders.

Services	Proposed changes
<b>All services:</b>	<ul style="list-style-type: none"> <li>• All services will remain open</li> <li>• In 2020/21 YCB will secure efficiencies within all of the services through greater use of technology and its terms and conditions company TBG Flex. This will ensure that the hourly rate which YCB charges to the Council for these services can be reduced, leading to a further saving.</li> </ul>

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<p><b>Community Space Day Service</b> offers community support for adults who have a wide range of learning disabilities; this service provides a building based service for some people and supports others to access the community.</p> <p><b>Barnet Independent Living Service</b> supports adults with a range of physical and sensory impairments; originally established to support people who have had an accident or illness that has resulted in a loss of independence due to the resulting disability.</p>	<ul style="list-style-type: none"> <li>• Service users will be supported to access sustainable community based activities and where possible to access public transport.</li> <li>• Service users supported by BILS and Community Space who have complex needs will continue to be supported with a clear focus on ensuring that their outcomes are improved.</li> <li>• Service users will be enabled to access the same amount of activities as they do now and in some instances this will increase as their independence grows.</li> <li>• Service users who currently use this service will also be offered the opportunity to employ a personal assistant if they wish, using direct payments.</li> <li>• These services will, in the future, develop a focused short term enablement offer for younger adults, which will reduce the need for traditional day services. The service will develop a focus on supporting service users who wish to and are able, to access employment and volunteering</li> <li>• YCB will set up an Intervention and Prevention Service (IPS) which will provide support to individuals to make sure that they can use the new services, maintain employment or volunteering and that their confidence is maintained.</li> <li>• By transforming these two services to provide better outcomes for service users the services will be able to provide savings to the Council. These savings will come from supporting people differently as they gain independence.</li> </ul>
<p><b>Flower Lane</b> a specialist service which supports adults who have autism; there are a range of activities that service users are encouraged to take part in, both within the building and out in the community</p>	<ul style="list-style-type: none"> <li>• There are a number of service users who use Flower Lane who could be supported to access the community with support through the YCB Personal Assistant Service. This will mean that they no longer need to access the building on a full day basis and the daily rate will not be charged. This will be managed through a phased approach to ensure that the people YCB supports adapt to any change in a positive way.</li> <li>• Service users currently supported by Flower Lane who will still need a building based service will continue to be supported to do so.</li> </ul>
<p><b>Rosa Morison</b> is a specialist day service for adults with profound multiple learning and physical disabilities (PMLD) who also have additional complex needs</p>	<ul style="list-style-type: none"> <li>• Increased use of emerging technology will ensure that the service users with Profound Multiple Learning Disabilities (PMLD) are supported in innovative ways to develop their understanding of cause and effect and to enable decision making.</li> <li>• A small number of service users from Rosa Morison will be supported to access activities outside the day centre building each day. This would enable up to eight service users per day to attend activities within the community as part of their support</li> </ul>

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	<p>plans. Some service users will be supported to attend places of interest that will provide sensory stimulation and others will be supported to use the Valley Way building during the day, to become involved in food preparation for example. This will be built into the programme of support to ensure that all people who wish to go out will be supported to do so.</p> <ul style="list-style-type: none"> <li>• Rosa Morison Day Service will contribute towards the efficiency savings in 2020/21 by reducing the daily rate.</li> </ul>
<p><b>YCB Supported Living Services</b> supporting people with learning disabilities to live as independently as possible in their own home; this service currently has staff in each of the schemes on a 24/7 basis.</p>	<ul style="list-style-type: none"> <li>• There are some people living in these services who do not need 24 hour staffing levels and the teams in this service will work with more able people to discuss more independent living options.</li> <li>• People who choose to move on from YCB Supported Living services, will be provided with care and support that will enable them to do so safely and in a planned way.</li> <li>• YCB will continue to provide support to people through a person centred plan once they have moved and assistive technology will be accessed to ensure their safety.</li> <li>• Support to ensure that people do not become socially isolated will be provided and there will be a 24-hour on call 'safety net' provision from the YCB Intervention and Prevention Service (IPS).</li> <li>• Any flats that are vacated because people have chosen to move-on from these services would then be available for people who have higher support needs and who require a member of staff to be available over a 24-hour period, who are ready to move into supported living from residential care.</li> <li>• The current staffing levels in supported living will increase and all staff working in this service will receive specific training around supporting people who have complex needs.</li> </ul>
<p><b>Valley Ways Respite</b> is a purpose built respite service for adults with complex and multiple learning disabilities, autism and behaviour which can often be challenging.</p>	<ul style="list-style-type: none"> <li>• The service has started to provide some daytime outreach support and aims to offer flexible support for family members who wish to purchase a service by the hour with their direct payment.</li> </ul>
<p><b>YCB are developing business case for additional services that will support the Council's priorities.</b></p>	<ul style="list-style-type: none"> <li>• <b>The Crash Pad Service</b> This service will provide support for adults who have learning disabilities and require intensive intervention for a defined period of time. The length of stay will be determined by the individual's needs and their assessment from health and social care professionals; however this would typically be between three and six months.</li> </ul>

	<ul style="list-style-type: none"> <li> <p>• <b>The Emergency Respite Service</b> This service will provide support for adults who have learning disabilities and require emergency respite. The length of stay will be determined by the individual's needs and their assessments from social care professionals. It would typically be between two and six weeks.</p> </li> <li> <p>• <b>Reablement service</b> The Council has identified demand for a temporary provision for people who are ready for hospital discharge but are unable to return to their own home. The Council has identified demand for temporary provision for people who are ready for hospital discharge but are unable to return to their own home.</p> </li> <li> <p>• <b>Independent Lives service</b> This is a project which pilots a service for young people who want to move out of the family home and need initial time limited support to enable more independent living. This service will support the prevention agenda by equipping young people who have learning disabilities with the means to live more independently. The length of time that people are tenants of the Independent Lives project will depend on their needs. A period of two years will be targeted, with a 6-month flexibility period.</p> </li> <li> <p>• <b>Brokerage Service</b> The introduction of a Barnet Homes led housing brokerage service for vulnerable adults would enable more people to make the transition from residential, or hospital settings, to their own home. The Barnet Group would seek to recruit a Brokerage Officer who will sit within the Barnet Homes Housing Options Service and will work closely with other functions within the organisation. The post holder will manage and maintain a list of clients who have housing needs and also have additional support needs, assisting in the allocation of suitable accommodation.</p> </li> </ul>
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### 3. Purpose

- 3.1. This report sets out the responses to the initial consultation undertaken by Your Choice Barnet with their staff, service users and families and carers and the consultation undertaken by Barnet Council with staff within Adults and Communities, national organisations and the parent carers of young adults who could use YCB service, on the proposal to change the model of support provided by YCB.
- 3.2. The report demonstrates Barnet Council and Your Choice Barnet's approach to consultation and engagement, and the responses received.

## 4. Activities

### 4.1 Consultation – 6th June 2016 to 23rd September 2016

The consultation and engagement activities were planned in advance and the table below sets out the approach to the consultation.

Key target audiences	Methods of communication to targeted audiences
YCB service users	<ul style="list-style-type: none"> <li>• Group meetings</li> <li>• 1:1 meetings</li> <li>• Person-centred planning meeting</li> <li>• Tenants meetings</li> <li>• Telephone</li> <li>• Email</li> </ul>
Families and carers of YCB service users	<ul style="list-style-type: none"> <li>• Group meetings</li> <li>• 1:1 meetings</li> <li>• Person-centred planning meeting</li> <li>• Telephone</li> <li>• Email</li> </ul>
YCB Staff	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Email</li> </ul>
Adults and Communities Staff	<ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Email</li> </ul>
Parents of young people who may use YCB services in the future	<ul style="list-style-type: none"> <li>• Survey</li> </ul>
National organisations - Royal Mencap - National Autism Society	<ul style="list-style-type: none"> <li>• Email</li> </ul>

### 4.2 Engagement

4.2.1. The tables below outline the specific methods and means by which a range of different stakeholders within the London Borough of Barnet were consulted.

Stakeholders	Services	Method	Number	Date
Relatives & service users	Community Space	Meeting, Report	2	10.06.16
Relatives & service users	BILS	Meeting, Report	2	10.06.16
Relatives	Rosa Morison	E-mail	2	10.06.16
Service users	BILS and Community Space	Meeting	16	12.06.16
Relatives & service users	BILS	E-mail	2	12.06.16
Relatives	Rosa Morison	Meeting, Report	1	13.06.16
Relatives	Community Space and Valley Way	Meeting	2	13.06.16

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Relatives	Rosa Morison	E-mail	1	15.06.16
Relatives	Rosa Morison	Meeting	1	15.06.16
Relatives	Community Space & Valley Way	Telephone	1	16.06.16
Relatives	Rosa Morison / Valley Way	Meeting	1	16.06.16
Relatives & service user	Supported Living	Meeting	2	22.06.16
Relative	Community Space & Valley Way	Telephone	1	28.06.16
Relative	Community Space & Valley Way	Telephone	1	03.07.16
Relative	Rosa Morison	Email	1	05.07.16
Relatives	Community Space & Valley Way	Meeting	2	07.07.16
Relative	Community Space & Valley Way	Meeting	1	19.07.16
Quality Assurance Group (QuAG)	All services	Meeting	7	27.07.16
Relatives	Valley Way	Meeting	8	02.08.16
Relatives	Community Space & Valley Way	Meeting	2	02.08.17
Supported living tenants	Supported Living	Meeting	5	09.08.16
Service users	Flower Lane	Meeting	6	09.08.16
Supported living tenants meeting	Supported Living	Meeting	4	11.08.16
Service users	Community Space & BILS	Meeting	14	05.09.16
Tenants meeting	Supported Living	Meeting	5	19.09.16
Relatives & service users	Flower Lane	Meeting	6	20.09.16
Relatives	Community Space & BILS	Meeting	14	23.09.16

- 4.2.2. In addition to the formal meetings with service users and carers set-out in table 1.0 above, there have been other more informal meetings that have taken place with service users (and families where appropriate), particularly for service users that have identified they want to explore opportunities to work towards employment or move-on opportunities.

<b>Table 2.0 Consultation activity with YCB staff</b>				
<b>Stakeholders</b>	<b>Services</b>	<b>Methods</b>	<b>Numbers</b>	<b>Date</b>
Seniors & Co-ordinators	All services	Meeting, Report	13	10.06.16
Staff panel	All services	Meeting, Report	6	13.06.16



Team meeting	Rosa Morison	Meeting	7	30.06.16
Team meeting	Rosa Morison	Meeting	9	01.07.16
Business Support team meeting	All services	Meeting	3	05.07.16
Team meeting	Rosa Morison	Meeting	7	05.07.16
Team meeting	Rosa Morison	Meeting	7	07.07.16
Staff panel	All services	Meeting	6	19.07.16
Team meeting	Flower Lane	Meeting	11	25.07.16
Staff	BILS & Community Space	Meeting	13	02.08.16
Staff	Valley Way	Meeting	4	10.08.16
Staff	Rosa Morison	Meeting	7	10.08.16
Staff	Flower Lane	Meeting	11	11.08.16
Staff	Supported Living	Meeting	6	30.08.16
Staff	Community Space	Meeting	6	31.08.16
Staff	All services	Meeting	4	05.09.16
Staff	All services	Meeting	6	06.09.16
Managers	All services	Meeting	6	09.09.16

4.2.3 Stakeholders consulted are shown in table 3.0 below.

<b>Table 3.0 Consultation with Stakeholders</b>	<b>Methods</b>	<b>Date</b>
National Organisations	Email with details of proposal	29.07.16
Adults and Communities Staff	0-25 (age) Service team meeting	03.08.16
	Email to 0-25 (age) Service	04.08.16
	Email to Learning Disability Service	05.09.16
	Learning Disability Service team meeting	06.09.16
Carers of young people who may use YCB services in the future	Hardcopy survey sent to Parent Carers AGM	13.09.16

## 5. Response

### 5.1.1 Methods of receiving responses and response rates

### 5.1.2 Consultation with YCB service users, their families and carers

During the consultation period there were face to face meetings with service users and family members from all YCB services. The meetings were facilitated by the Director of Care and Support YCB and by YCB managers. All family members were sent the YCB consultation document, which provided details of the proposed changes to YCB services and a Frequently Asked Questions (FAQ) document, to help inform the discussion they had during their face to face meetings

### 5.1.3 Consultation sessions included an explanation of both the process undertaken to develop the YCB proposals and also the detail of the changes proposed to

specific services. A total of 110 people have had face-to-face meetings. Engagement events will be on-going.

#### 5.1.4 **Consultation with YCB staff**

Face to face meetings were held with YCB staff at all of the YCB services. Some staff requested 1:1 ~~meetings, meetings~~; however the majority of meetings were in a group situation. The Director of Care and Support YCB attended team meetings at all of the YCB services.

5.1.5 In addition to the meetings facilitated by the Director of Care and Support, YCB managers also held team meetings and 1:1 discussions with staff, to give all staff an opportunity to understand the proposals in depth and to raise any concerns that they might have. All team members were provided with a copy of both the consultation document and the FAQ, which provided them with detailed information about the transformation of YCB services to help inform their face to face meetings.

5.1.6 The proposals are a regular agenda item at the YCB monthly staff panel meetings, enabling representatives from each YCB service to discuss proposed changes to the services and to put forward ideas and suggestions.

#### 5.1.7 **Consultation with staff within Adults and Communities**

The YCB proposals were presented at the team meetings of the Council's 0-25 (age) Service and the Adults and Communities Integrated Learning Disability Service. Consultation was carried out via group discussions.

5.1.8 Adults and Communities staff were asked to ~~feed back~~feedback on two questions:

- 1) What do you think about these proposals?
- 2) Do you have any additional comments or suggestions?

#### 5.1.9 **Consultation with parent carers of young adults not currently using YCB services**

On the 13<sup>th</sup> September 2016 at the Parent Carers Forum AGM meeting, parent carers were given hardcopy surveys, providing information about the services currently provided by YCB and setting out the proposed changes to the model.

5.1.10 The survey asked the following questions:

- 1) What do you think of this plan?
- 2) Why do you think this?
- 3) Have you got any further comments or suggestions?

5.1.10. One survey was returned. One email was received.

#### 5.1.11. **Consultation with national organisations**

National Autism Society (NAS) and Royal Mencap were contacted by email on 29 July 2016 providing them with detail of the YCB proposals. They were contacted as national organisations that support and advocate on behalf of people with learning disabilities, and people with autism, and their families

and carers. No comments or feedback were received on the YCB proposals.

## 5.2 Responses

### 5.2.1 Feedback from YCB Service Users

Key feedback from service users on the changes proposed to individual YCB services is set-out in the table below.

<b>Service</b>	<b>What service users and their families said</b>
<b>Rosa Morison</b>	<p>Service users are already engaging well with the new equipment at Rosa Morison.</p> <p>Families of service users at Rosa Morison said about the proposed changes to Rosa Morison:</p> <p>“This is a really positive step, it would be good to support people in a location other than Rosa Morison and all of the plans sound really positive.”</p> <p>“The service provision here [at] Rosa Morison is excellent and that is due to the dedicated manager and his team, we hope that this continues.”</p>
<b>BILs and Community Space</b>	<p>Family members of people who use BILS and Community Space were especially interested in the employment service and twelve people have enquired about how their direct payments can be used to employ a personal assistant in order to change the way that the service user is supported i.e. increased personalisation.</p> <p>Nine service users at Community Space are actively seeking employment opportunities and 12 more have requested support to get a job too.</p>
<b>Flower Lane</b>	<p>Following consultation with the individual’s concerned and their families, six people supported at Flower Lane have made the first step to accessing the community more independently by meeting at a different venue in the morning, prior to accessing community activities.</p> <p>It was agreed that service users and YCB would trial this for one day a week and review on a monthly basis. The service manager at Flower Lane has given reassurance to service users and their families that if anyone finds this transition difficult they would be able to return to their usual routine.</p>
<b>YCB Supported Living</b>	<p>During tenants meetings, YCB representatives spoke to the people they support about the things they especially enjoy doing and what they would like to do more of. A</p>

	<p>number of people said that they wanted to get a job or move to their own flat, social activities were highlighted as being especially important. Some of the people YCB support also said that they wanted to be in a relationship, highlighting the need for YCB to ensure that people do not become socially isolated.</p> <p>There has been engagement with four service users and their family members expressed an interest in moving on from supported living. This is progressing well and properties have been identified that will suit people's needs.</p>
<p><b>Valley Way</b></p>	<p>The majority of families were happy with the plans to expand the service at Valley Ways to offer day-time out-reach support, particularly at weekends when there is high demand for the service.</p> <p>An area of concern has come from a small number of families of people who use Valley Way for overnight respite care. There was an objection to other people using the building during the daytime; one of the reasons given was a concern that bedrooms/en-suite bathrooms might be used for personal care.</p> <p>YCB provided reassurance to these families that these facilities would not be shared as there is a separate bathroom that would be used during the day and there would be no access to any of the bedrooms. The manager of the service gave further context by explaining that the proposal was for a small number of people who use Rosa Morison day service and would be supported to develop their skills by using the facilities at Valley Way between 11am-3pm so that they could shop and cook at lunchtime.</p>
<p><b>New models</b></p>	<p>Parents were happy about there being a proposal of a two bedroom flat being used for emergency respite in September Court.</p>

**5.2.2. Feedback from YCB staff**

There has been an extremely positive response from YCB staff with regards to the proposed changes, with many staff responding with their ideas and suggestions about how some of the transformation of services could be achieved.

- 5.2.3. Many staff members identified that they were very interested in the new roles that are being proposed and how these roles will be developed over the next six months. There are nine YCB staff who have volunteered to be involved in the focus groups that are being set-up to establish the new Employment service and the Intervention and Prevention Service.
- 5.2.4. One concern from a member of staff was that if service users with high support needs move in to the YCB Supported Living services and they need waking night staff, this could mean that there would no longer be a need for a sleep-in staff and there would be a subsequent loss of income for the staff who do sleep-in's. The manager of the service was able to reassure the team member that any sleep-in staff that might be affected, would be offered additional hours to make up for the loss of pay should they wish to do them.
- 5.2.5. **Feedback from Adults and Communities Staff**  
As described in section 5.1.6, staff within Adults and Communities were consulted on the YCB proposals.
- 5.2.6. Overall Adults and Communities staff were positive about the YCB proposals. The key messages received from Adults and Communities staff were that they thought the changes proposed to YCB services were positive, person-centred and reflected the aspirations' of people with learning disabilities and autism. They were pleased that the proposals would be flexible to the needs of individual service users and that service users would get to choose if they wanted to be supported on a pathway to employment and/or volunteering and/or developing their independent living skills. They identified that it was positive that the changes were in line with 'Strength Based Practice' and that the development of the YCB Intervention and Prevention Service would provide **ongoing-on-going** support to help people retain their employment and to ensure that those service users that moved on to more independent living, received **ongoing-on-going** support to ensure that their pathway to greater independence was successful.
- 5.2.7. Adults and Communities staff requested that going forward YCB keep them updated on when new YCB service models will be mobilised, to enable them to know when they can refer in to these new services and to ensure that they have the right information to communicate to service users and their families to help them choose the services that are right for them.
- 5.2.8. Below is a summary of the feedback from the discussion of YCB proposals. The feedback was generally positive. Additional comments/queries were mainly linked to information that Adults and Communities staff wanted to receive as new services were developed and some suggestions as to what should be included within the new service models (e.g. support around self-employment).

Service	Feedback from Adults and Communities staff
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<p><b>Rosa Morison</b></p>	<p><u>Key feedback</u></p> <ul style="list-style-type: none"> <li>• Positive that Rosa Morison service users will have the option of doing more activities in the community.</li> <li>• Positive that the service is planning on supporting service users to access activities outside Rosa Morison centre for a day a week. This will give current service users a more varied week and it may also create room for new service users, who would benefit from being able to access Rosa Morison.</li> </ul>
<p><b>BILs and Community Space</b></p>	<p><u>Key feedback</u></p> <ul style="list-style-type: none"> <li>• Positive that there was going to be a person-centred focus on employment.</li> <li>• Positive that employment-support would be targeted at people who identified that they wanted employment. Professionals were pleased that the YCB proposals were flexible and acknowledged that there would be service users who may not aspire to employment, but might want to have greater choice to do activities in the community.</li> <li>• Professionals were positive about the service developing a short-term enablement service for younger adults. The groups were in agreement that the traditional day care model did not fit with the aspirations of the majority of younger adults who aspired to continue to develop their skills, to be active in the community and to have the opportunity to make best use of their strengths and skills.</li> <li>• Positive about YCB employing job coaches, as job coaches should have the skill to be creative when thinking about how to market someone to employers and find employment that meets the requirements and aspirations of individual service users.</li> <li>• The groups identified the importance of <u>ongoing-ongoing</u> employment support being provided to service users and their employers once an individual was successful in securing a job. Professionals thought it was positive that YCB would support <u>ongoing-ongoing</u> employment support through the new</li> </ul>

	<p>Intervention and Prevention Service.</p> <ul style="list-style-type: none"> <li>The team thought it was very positive that YCB were also planning to work with some service users to take part in volunteering. Professionals thought that this would support people to widen their social networks and develop their skills.</li> </ul> <p><u>Additional comments/queries</u></p> <ul style="list-style-type: none"> <li>Employment pathway should also aim to support some people to become self-employed. This will not be the right option for everyone, but there will be some individuals for whom self-employment would be a 'good fit'.</li> <li>YCB will need to connect with a range of different employers to make sure that service users are supported into different organisations, in a range of different roles that reflect their individual strengths and interests.</li> <li>The teams requested that they be kept up to date on when the short-term enablement service for younger adults would be mobilised; the referral processes and what the eligibility criteria would be for this service.</li> <li>Positive that people will be using PAs to access more activities in the community, however need to ensure that PAs are supporting people to access 'quality activities' (i.e. supporting them to take part in their hobbies or to volunteer).</li> </ul>
<p><b>Flower Lane</b></p>	<ul style="list-style-type: none"> <li>The teams were generally positive about these changes.</li> </ul>
<p><b>YCB Supported Living</b></p>	<p><u>Key feedback</u></p> <ul style="list-style-type: none"> <li>Positive that YCB would support people who identified they want to step down to live more independently. It was identified that service users who did not need 24 hour support, but who had access to it anyway, could end up being deskilled and losing confidence.</li> <li>Positive that the YCB Intervention and Prevention Service will continue to work with people once they have been stepped-down from YCB Supported Living, to make sure that move-on was a positive experience and that people are supported to avoid</li> </ul>

	<p>becoming socially isolated.</p> <ul style="list-style-type: none"> <li>• Positive that the service was developing the skills of staff to enable them to work with people with more complex needs in order to support people to successfully move on from a residential setting, in order for them to have more choice and control.</li> </ul>
<b>Valley Way</b>	<ul style="list-style-type: none"> <li>• Positive that YCB were developing their outreach support, as this would provide more flexibility to carers and service users.</li> <li>• They also thought it was positive that through developing their out-reach support, some service users could be supported in their own home environment.</li> </ul>
<b>New models</b>	<ul style="list-style-type: none"> <li>• Teams were positive about all these models.</li> </ul>

**5.2.9. Feedback from parents of young people who could use YCB services in the future**

As described in section 5.1.8 hardcopy surveys were sent to the Parent Carer AGM.

5.2.10. To get feedback from carers of young people not currently using YCB services but who may use them in the future, a survey setting out the YCB proposals was developed and sent to the Parent Carers Forum Annual General Meeting (AGM).

5.2.11. Only one survey was completed and one email was received from an attendee. This provided some useful insight and further engagement will be developed with user groups as YCB develop their services.

**5.2.12. Feedback from national organisations**

As described in section 5.1.11, neither of the two organisations that were sent details of the YCB proposals provided any comments or feedback to be included as part of the consultation.



## 6. Next Steps

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- a. The outcomes of the consultation with key stakeholders will be used to further develop the content of new YCB service approaches, to develop individual support plans where appropriate, and to ensure that the appropriate assurances are in place.
- b. Engagement with YCB service users and their families will be an **ongoingon-going** process.
- c. YCB will continue to engage with staff throughout the design process.
- d. A YCB staff focus group will be set up to support the development of the Employment and Intervention and Prevention Service.
- e. Implementation of the new agreement and proposals will be overseen by the Adults and Health transformation programme. A dedicated project board is being set up to manage implementation of the proposals.
- f. A monthly YCB Task and Finish Oversight Group has been established to ensure that there is **ongoingon-going** dialogue between the Adults and Communities Delivery Unit, the 0-25 (age) Service, Barnet Homes and YCB, to ensure that service user reviews and care planning are aligned and that robust forward planning takes place.