

## Appendix 2 - Appendices

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## Appendix 1: Citizen Questionnaire – collated responses

### Page 1

1. Working with other people with learning disabilities  
Not at all important 3    Not that Important 12    Important 33    **Very Important 33 (55%)**
2. The chance of doing a more skilled job?  
Not at all important 2    Not that Important 7    Important 17    **Very Important 32 (53%)**
3. If you receive a payment to attend your placement, how important is this to you?  
Not at all important 4    Not that Important 1    Important 46    **Very Important 46 (77%)**
4. Working with a large group of people  
**Not at all important 21 (35%)**    Not that Important 11    Important 4    Very Important 20
5. Working on my own or in a small group  
Not at all important 14    Not that Important 9    Important 9    **Very Important 28 (47%)**
6. Being trained and/ or getting a qualification/certificate  
Not at all important 1    Not that Important 3    Important 5    **Very Important 26 (43%)**

### Page 2

1. What do you like to do when you are not at work/day opportunities?
  - Baking and days out
  - I like to do baking and days out
  - Baking and days out
  - Going for walks, trips with Cynnig, football trips
  - Going for walks, trips with Cynnig, football trips
  - Going for walks, trips with Cynnig, football trips, rugby tonight
  - Like to work in my own garden, go for a drink and watch football
  - Like to socialise, making cakes, like to do crafts, salvation army
  - I like to go out and about, socialise, crafts, like to go to the salvation army
  - Like to do jigsaws, watching DVD's

- Badminton, using the internet
- Holidays, fishing, golf, swimming, I like watching wrestling, I love Manchester united
- I like signing in the fire book when at Meifod, nice lunches when not in work, help people at [REDACTED], make drinks, like to watch rugby and football
- Artwork, baking cakes, helping out with animals, shopping
- Walking, cooking, enjoy going on bike rides
- Horse riding, going to the gym
- Horse riding, going to the gym
- Horse riding, going to the gym
- No hobbies, just like to chill out
- Going shopping, read tv magazines, soap life
- Going into town, using my iPad, Spotify, watching rugby and Radio 2
- Go into Prestatyn with my friends, using my iPad, watching the rugby
- Going to a nice café, going for walks, going shopping
- Like to play snooker, six nations, go for a walk, Wrexham
- Play games, x box etc., watch TV
- Watching tv, greatest showman
- Go out, bowling, go out for tea
- Gardening, shooting, fishing, support Wolves FC
- Gardening, shooting, fishing, support Wolves FC
- Gardening, shooting, fishing, support Wolves FC
- Watch TV and films, go for a coffee, help my step dad at home, watch football and rugby
- Like to work in my own garden, go to the pub, watch football
- Socialising with friends, going for a walk, music, arts and crafts
- Music, swimming, like to go to church and church groups
- I like watching football and playing on my Xbox 1, going to the cinema, watching TV chill out
- Watching football, playing on Xbox, going to the cinema today, like to chill out
- Do a lot of running, like to go and watch football and go for a pint with my mate
- I like watching football, Corwen and Wrexham
- Listening to music, Madonna and Janet Jackson and going on holiday
- Travelling and shopping for clothes
- Travel and watching films
- Listening to music, going to watch rugby
- Go and watch rugby, help in local club, going to watch bowls in Trefnant
- Walking, cooking, enjoy going on bike rides
- Go to walking group on Tuesdays, long walks with my carer 5 – 10 miles
- I like to go out to Denbigh
- Swimming, going to the gym, horse riding on Tuesdays
- Swimming, go to the gym, horse riding on Tuesdays
- Go for a drive, visit family
- Go and have a few drinks, have a walk around town, go to Rhyl on the bus
- No hobbies, like to watch TV and listen to welsh station radio, like to watch Liverpool
- Go out, walking like to be outside, making cakes
- Going in Hwb on Tuesdays, on Thursday into Rhyl to this club called mind
- Go and visit my mum, go out with my brothers, like to watch football, Liverpool
- Go and visit my mum, go out with my brothers, like to watch football, Liverpool
- Go out bowling, go out for tea
- Watch TV and Films, going for a coffee, like to help my step dad at home, watching the rugby and football on TV

- Like to go walking, like to watch Liverpool
  - Gardening, shooting, fishing, support Wolves FC
  - Go and visit my mum, go out with my brothers, like to watch Liverpool
  - Go and watch rugby and help in the local club, going to watch the bowls in Trefnant
  - Go and watch rugby and help in local club, going to watch bowls in Trefnant
2. What's good about the place you go during the day?
- Like to go to the ponderosa
  - Like doing the shredding
  - Like the people at Rhyl college
  - Like working with Debbie
  - Working in a team, working well together
  - Like to mix with people – have good banter
  - I just enjoy doing everything
  - I like working with the lads, good fun, like sealing all the boxes when they are full, I'm really enjoying it, makes me lose weight
  - Feel happy when I'm in work, like to go on the van with Sian, like doing the ironing and cleaning the kitchen
  - Have a good laugh with the lads
  - I enjoy working with the team, some of the task are really enjoyable, work that requires design and editing
  - I enjoy using the saws, paper shredding, sanding, I love stacking up the wood, going out on the van doing deliveries
  - Like to sign in the fire book, enjoy working with the lads, have good fun
  - Being with all my friends, everything is nice
  - Nice to have a change
  - Working with friends, learning new skills
  - Change of scenery, nice atmosphere
  - Nice outside, work in people's gardens
  - Using all the different tools, made some good friends
  - Made good friends, like working with Ellie, Dave, Gaynor and Karen
  - Everything is good, no need to change
  - I like to go out on the van doing trolley
  - Good to work with friends and have people to talk to, going out on van doing deliveries
  - Like everything
  - Using the shredding machine
  - Like making things – made a shopping bag, art and crafts on Fridays
  - Nice people, enjoy cooking, being in a group
  - Weeding and mowing, tidying up the borders
  - I enjoy sorting out all the deliveries
  - I enjoy sorting out all the rubbish for people
  - Small group and nice support workers, nice cup of tea at the end of the day
  - Like coming here because I'd be bored at home, like working with the lads
  - Enjoy mixing with people, one person brings their dog and I love seeing the dog
  - Some of the people there have issues similar to mine so they understand, I also love to look at all the bikes hoping to go to the bike show this year, Alan (boss) is great
  - Working with my friends and chatting to people
  - Enjoy working with the lads, great football banter and rugby talk
  - Like to have a laugh with the lads, also it gives me a good structure to my day. If they took my work away what could I do with my life?
  - Interacting with people, get out of the house, have a lot of banter

- I like using the shredder, sorting out the rubbish
  - I like doing the laminating, stamping the envelopes for the team
  - Sorting out the bottles of pop, putting out the sweets
  - I like hoovering the shop and seeing it all nice and clean
  - Like to greet people when they go in
  - Enjoy cooking lentil roasts and scones
  - I like brushing up and making everywhere tidy, love walking with the lads, good fun, sorting out uniforms with the lads, love being part of a team
  - I like cleaning and like to get stuck in
  - Working in a team, making buffets, cakes and sandwiches
  - Enjoyed stacking the shelves at the [REDACTED]
  - Staff are great
  - Like everything about coming here
  - Like getting paid and working with the lads
  - Have a chat with the lads, meeting new people
  - Popty was good as a starting point in life, but it has given me other opportunities to go in different places in life
  - Working with my friends
  - Like to put the packs together, good to see a finished product
  - Like to use shredding machine, make people cups of tea, playing games, Bingo, quiz
  - Using lawnmowers and equipment, putting WD40 on, clearing branches, doing potholes and lines on grass
  - I like chopping sticks, using tools and axe, enjoy gardening, hopefully work in Rhyl in spring, practice using my bus pass to come to work
  - Putting everything together and in the boxes
  - Get to speak to people when asking what they need doing
  - Think its ok as it is, very good and staff are brilliant, Becky, Sarah and Wendy very good also Ian
  - Staff are very good, Dave, Ellie and Minffordd, Gaynor lovely
3. What could be better about the place you go during the day?
- No – everything is good
  - Everything good as it is
  - Everything is good at college
  - Everything is spot on
  - Everything is fine as it is
  - Happy with everything
  - No I wouldn't change anything
  - Heating is cold and problem with water tanks, sometimes have to wait very long time for taxi to take me home
  - Would be good if I could do more crafts, also like to do more catering work, more variety, the roof is always leaking and problems with the water tank
  - Everything is really good
  - High volume of work at the moment
  - Sometimes people need to slow down when using the machines (dangerous), can be cold when the heating is not working, hard when Meifod is closed due to bad weather
  - Everything good
  - I'd like to do more artwork
  - Happy with everything
  - Could have better heating, very cold
  - Everything's fine

- Everything's fine
  - Always very cold here, should be warmer
  - Wouldn't change anything about Y Bont
  - Happy with everything, wouldn't change
  - It can be quite loud sometimes and I don't like that
  - Happy with everything
  - Happy how things are
  - I would like to have a locker
  - Everything is fine
  - No I enjoy it all
  - I enjoy everything about all the jobs
  - I enjoy it all
  - Maybe keep the workforce a bit happier
  - Really happy with everything, wouldn't change anything
  - I would like to do more practical work on the caravans, at the moment I just do cleaning in the workshop and the office
  - Everything is great but sometimes I'm just not in the mood to go, no faults though, I genuinely love it
  - Everything fantastic, wouldn't change a thing
  - No I love it there
  - Everything is great as it is
  - Happy with everything as it is
  - I didn't like cutting cardboard with knife but I don't do it anymore
  - I like everything about working at [REDACTED]
  - Don't like sorting out the price labels but I know it has to be done
  - Some things I don't enjoy but I know they have to be done
  - Think it is ok as it is
  - Happy with everything
  - Everything great
  - Think everything is ok as it is
  - Happy with everything at Popty
  - Manager at the [REDACTED] was not very nice to me
  - Wages could be better, would like to get radio back
  - Happy with everything, really like it here, very hard getting here by bus, 2 buses
  - Everything is good
  - Happy as you are
  - Building is a bit run down, better sign posted to place to make it easier to get to
  - Wages could be better, room is cold
  - Think its ok as it is
  - Everything ok as it is
  - Sometimes I have to work with people I don't get on with very well
  - Place is very cold when heaters not on
  - Everything is good
  - It's a shame can only work there in the summer
  - Think its ok as it is
  - Think its ok as it is
4. Has it helped you to do more for yourself? YES / NO (tell us more)
- Yes – helped me out a lot
  - Yes – positive thoughts – more positive
  - Yes – helped me out a lot
  - Helped me organise myself, get here on time etc.

- Yes – just keeps me going
- Yes – helped me organise myself, time keeping
- I just love all the work whatever it is
- Yes – I live on my own and am very independent
- Go to healthy eating group and walk all the way, I live on my own and am very independent
- Yes – I now live in my own flat
- Yes – I now live in my own flat
- Yes – I now know how to use machines safely, so many things, really love coming here
- Yes
- Not sure
- Yes – helps me to socialise
- Yes
- Yes
- Yes
- Yes
- Yes – made a really good friend, Ellie
- Yes – helped me organise myself and have a routine
- Yes – helped me learn new skills, I now no longer live at home with my parents
- Yes – helped me learn about healthy eating
- Yes
- Yes – recently won award for music and drama
- Yes – I get myself a drink
- Yes – preparing food, do more at home
- Yes – Independent more, get bus to work (Denbigh to Rhyl)
- Yes – skills for working in loading bay
- Yes – independent, get the bus with bus pass
- Yes – Tony thinks about me and says I'm coming on really well
- Yes – improved my skills
- Yes – I'm more clean and tidy at home now, helped a lot with my confidence
- Yes – I'm a lot more confident outside of work, I now go to college 3 days a week
- Yes- made me a lot more confident
- Yes – helped my confidence massively
- Yes – more confident as I am mixing with people, previously I wouldn't be able to do something like this phone call
- Yes – helped me get out and about, better than being at home, I also now have my own bungalow in Ruthin
- Yes – it's good to be kept busy
- Yes – I'm always better when I'm busy
- Yes - Really like working in the [REDACTED], makes me feel good
- Yes – I love being busy
- Yes – helped me to talk to more people when they go to Popty
- Yes - Helps me to socialise
- Yes – much more confident and independent, do more without the family, make my own way on the bus
- Yes – I now make my own way to and from work
- Yes – has helped me learn how to follow recipes to make at home, scones, lemon drizzles
- Yes – helped me get to know new people, helped me with shelf stacking skills
- Yes – helped make me more sociable person

- Yes – I can now make things from wood, use tools
  - Yes – helped me to lose weight and keep fit
  - Yes – makes life easier, go to the shops by myself, also like to go out on bus by myself and the train
  - Yes – give me starting point in life
  - Yes – learning new skills, using tools and equipment
  - Yes – assembly skills
  - Yes – develop skills
  - Yes – keeps you out of trouble, nice to have your own space, going out to work gives me more self-respect
  - Yes – helped me practice using my bus pass, helped me learn how to use different tools
  - Yes – new skills, using tools
  - Yes – helps me be independent, use my bus pass
  - Yes – made a plaque for new rugby club
  - Yes – all my jobs help make me independent, get bus etc., assembly skills
5. Are the staff approachable? YES / NO – do you get the help you ask for?
- Yes – everybody is helpful
  - Yes – Becky is really helpful and Jill
  - Yes
  - Yes - Debbie is great, Jill also very helpful
  - Yes – everyone really helpful
  - Yes – John Morris, sound guy very helpful
  - Yes – Debbie is really helpful all the time whatever the work
  - Yes – everyone is really helpful
  - Yes – everyone is really helpful
  - Yes – the lads are brilliant
  - Yes – most are approachable
  - Yes – really good, always come to see if we are ok, everyone is really dedicated to us
  - Yes – very friendly, great
  - Yes
  - Yes
  - Yes – Dave is very helpful
  - Yes
  - Yes
  - Yes
  - Yes
  - Yes – everyone is really helpful, I like it
  - Yes – everyone really helpful
  - Yes – everyone is really helpful, really happy with everyone
  - Yes
  - Yes
  - Yes
  - Yes – available if I have a problem
  - Yes – Debbie is really helpful, she's great
  - Yes – Dan and Steve, very helpful
  - Yes – I work with Peter and he is very helpful
  - Yes – Debbie is always nice and polite
  - Yes – Debbie is really nice and always helpful
  - Yes – everyone is really friendly and happy to help

- Yes – Alan is great, nicest people I've ever met, they show me respect
- Yes – everyone is really fantastic
- Yes – no problems at all with the lads
- Yes – all the lads are great, I struggled in the past with reading and writing but now not so much as everyone helps
- Yes – everyone is great, if I get tired nobody minds so I go home, very flexible and kind
- Get on with everyone really well
- Yes – Eleri is always helpful, helps me with the envelopes
- Yes – everyone always happy to help
- Yes – Paul is really helpful
- Yes – always very helpful
- Yes
- Yes – very much so, everyone is great
- Yes – everyone really helpful
- Yes – everyone really helpful, they know when I need some alone time
- No – manager quite nasty with me, told me to have ½ hour break when I was only there for 2 hours
- Yes – very helpful
- Yes
- Yes – Debbie is really helpful, Karen too
- Yes
- Yes – yes I did because they could answer questions when I have them
- Yes
- Yes
- Yes – Debbie is very nice and Tony is like a dad to me, Gill very hands on and really nice
- Yes
- Yes – Debbie is always really helpful
- Yes
- Yes – everyone is really nice
- Yes – always very helpful

6. If you have used Job Finding, did they help you to get a job?

- Not used this service
- Not used this service
- Not used this service
- Yes – Rhuddlan golf club
- Yes – Rhuddlan golf club
- Yes – found this job
- Not used this service
- Not used this service
- Not used this service
- Yes – to help me find this job
- Yes – helped me get this job, now work full time
- I go to Woodland skills every Tuesday and Wednesday, really love it, good fun
- Also help out at [REDACTED], doing drinks for visitors
- Yes – worked at Henllan
- Yes – I have used
- Yes – helped to find a job in Llandyrnog, helping in holiday homes
- Yes – helped to find work at holiday home in Llandyrnog
- Yes – helped to find work at holiday home in Llandyrnog



- Not used this service
- Yes, Friday mornings do see Nathan and Katie, Did a cooking course
- Not used this service
- Not used this service
- Not used this service
- Not used this service
- Yes – in magistrate’s court and job centre
- Not used job finding
- Many years ago, Hafod Y Green in the laundry
- Yes – helped to find work at [REDACTED]
- Yes – I have 4 jobs
- Yes – I have 4 jobs
- Yes – I have 4 jobs
- Only recently, questionnaire about my health
- Not used this service
- Yes – to find this job, Ian and Erin are very helpful
- Yes – to get this job in the bike shop
- Yes – to find this job and one other [REDACTED]
- Yes – at the [REDACTED] in Denbigh
- Yes – they helped me get this job
- Yes – this job, and before that helped me find jobs in Ruthin library and DCC IT for 2 years
- Yes – forms completed
- Yes – this job
- Yes – this job
- Yes – this job
- Yes – Rachel helped set up Aberwheeler and Cynnig
- Yes – I have used in the past
- Yes – Ian Mayles very helpful, 2 jobs at the moment
- Yes – they helped me find this job
- Yes – found work at the [REDACTED] in Ruthin
- Yes – this job featured on questionnaire, Ruthin [REDACTED]
- Not used this service
- Not used this before
- Not used this service
- Used to work in kitchen at Ruthin craft centre
- Yes – it did because it helps find place like [REDACTED] and [REDACTED] in St Asaph
- Not used before
- Not used before
- Yes – helped to find work
- Only recently questionnaire about my health
- Not used service, but have worked in wood skills in Bodfari
- Yes – I have 4 jobs
- Not used this before
- Yes – Rachel helped set up Aberwheeler and Cynnig
- Yes – Rachel helped set up Aberwheeler and Cynnig

7. What would you like to do in the future? (what are your aspirations?)

- Happy as I am
- No I’m happy as I am
- Happy as I am
- I’d like to go abroad, never been before
- Travel abroad in the future

- Like to go abroad
- Really happy where I am, no wish to change
- I'd like to help everyone be more independent
- I would like everyone to live independently, I can help people to do this
- Quite happy as I am
- Happy here for a few years, very difficult to change jobs at the moment
- No because I really love coming and I really wouldn't want to stop coming here, everyone is fantastic
- Happy as I am
- I'd like to go bowling, I'd like to play bingo, sorting papers out
- Not thought about it yet
- Quite happy as I am
- Quite happy as I am
- Quite happy as I am
- Not sure, you never know
- Like to work for McDonalds and get a proper wage
- Not thought about this yet
- Not sure
- Not thought about this
- Like to go walking
- Not thought about this yet
- I'd like to learn to crochet
- Happy where I am
- I'd like to be a full time gardener
- I'd like to be a full time gardener
- I'd like to be a full time gardener
- Like to work for someone self employed
- Really happy where I am, don't want to change
- Anything that would be outdoors or in the garage
- I'd like to be a porter or nurse's assistant
- No really happy where I am, my life is absolutely perfect at the moment
- Carry on as I am, everything going like an engine at the moment
- Really happy with how things are right now
- I'd like to stay here at county hall
- Happy where I am for now
- Happy where I am for now
- Really happy where I am
- Really happy with how things are
- Work full time at Rhyl rugby club
- Not thought about it yet
- Happy where I am
- I'd like to get my own place with my boyfriend
- Go to work in a charity shop or Boots, voluntary work
- About to go and do voluntary work, charity shop or Boots
- Not thought about it
- Not thought about it yet
- Quite happy as I am
- Would like to work in a café again, sorting out the tables and washing up
- Work in a café and maybe work in charity
- Not thought about it yet

- Not thought about it
  - Happy where I am
  - Like to work for somebody self employed
  - Quite happy where I am
  - I'd like to be a full time gardener
  - Not thought about it
  - Work full time at Rhyl rugby club
  - Work full time at Rhyl rugby club
8. What would you like to do when you get too old to work?
- Retire
  - I would like to retire
  - Retire
  - Never thought about it
  - Not thought about it yet
  - Never thought about
  - Relax take it easy
  - Retire and grow flowers, crochet blankets for babies
  - Retire and grow flowers, crochet blankets for babies, cook
  - Carry on working as long as you can
  - Travel with my sister, do the things I don't get time to do at the moment
  - Go on holidays, like to go to Spain
  - Not thought about that yet
  - I'd like to do more artwork
  - Do more walking
  - Retire and ride more horses
  - Retire and ride more
  - Retire and ride more
  - Not thought about it
  - I'd like to work late mornings only and Saturdays
  - Not thought about this yet
  - Not sure, too young
  - Not thought about this
  - Not thought about it yet
  - Not thought about it yet
  - Stay home and relax
  - Still like to come here
  - I'd like to work with people for as long as I can
  - I'd like to work with people for as long as I can
  - I'd like to work with people for as long as I can
  - Not thought about it yet
  - Relax
  - Carry on with my arts and crafts
  - I'd like to go back to London where I am from
  - Not thought about it, will do nearer the time
  - Not thought about it, love how things are right now
  - Not really thought about it, I'm 28, I'd like to still be alive
  - Too far away to think about
  - Not ready yet
  - Not ready yet
  - Not ready yet

- Not ready yet
- Still like to come and see everyone
- Do more walking
- Holidays, lots of walking
- Stay at home and watch TV
- Chill out at home, don't want to wish my life away
- Chill out time at home, don't want to wish my life away
- Not really thought about it
- Stay at home and relax
- Not thought about it yet
- Not thought about it yet but I do love to make cakes
- Maybe live in Rhyl, few days in charity shop or getting job that pays or getting a pet maybe
- Relax and have days' out
- Relax and have days' out
- Still like to be here
- Not thought about it yet
- Too far away to think about
- I'd like to work with people for as long as I can
- Not thought about it, being relaxed and having days' out
- Still like to come and see everyone
- Still like to come and see everyone

Page 3

If there is anything else, you would like to tell us about the place where you go during the day please use the space below

- I like to do the shredding, quite happy with everything
- I am worried about cuts, because there would be nowhere to go for local handicapped people, I like to speak up for them
- I am very worried what I am hearing about all the cuts, it is a complete nightmare and I am very worried
- I just think it's fantastic here, best thing I have ever done
- Heating needs to be fixed
- Ready for a change from Meifod, few people very cold all the time
- Quite happy with everything as it is
- Canol Y Dre is a really nice place to work, people have commented how well I'm coming on
- I'd like to get paid a bit more, but otherwise I love it
- I'd like to get paid a bit more and get some more hours, another day would be good. I love going there but a bit more money would make it perfect
- If possible it would be great to get an extra day's work, it would be ideal if I could be employed on a permanent full time basis to get holiday pay, holiday etc.
- I also worked at [REDACTED] café, had a few problems, lady in the café complained about me and I didn't deserve it. Also problems with uniform. A did all the jobs they asked of me.
- Some of the equipment is old, sometimes it breaks down

Wish the environment was a bit of a happier one

### **Appendix 2: Carer Questionnaires - Summary of responses received**

#### **1. Are you happy with the services that the person you care for receives?**

Number                      **Yes 40**                      No 4                      no answer 6

Percentage                      **Yes: 80%**                      No: 7%

## **2. What is good about the place that the person attends?**

- ✓ He's happy there (meifod)
- ✓ Enjoys the experience and is treated as a member of staff (JF)
- ✓ Good atmosphere, caring
- ✓ The welsh, work friends – part of a team
- ✓ He enjoys doing what he does at the recycling depot
- ✓ Mixing with others and relationships with staff
- ✓ It is perfect for him as he has brain damage and gardening is what he likes
- ✓ Friendly relaxed
- ✓ Feels like a valued member of the workplace and making a meaningful contribution
- ✓ It gets him out for a few hours and he sees people
- ✓ Friendly staff. Punctual
- ✓ Camaraderie. Feeling for him of being in a regular workplace. Stability. Lack of uncertainty about future
- ✓ He enjoys the work and gets along with his workmates
- ✓ She enjoys going to work because everyone is lovely and helpful
- ✓ Good for his well-being, meeting people, having a good time
- ✓ Provides an opportunity to work in a safe environment
- ✓ The staff and the clients. The learning, socialising and sharing
- ✓ He does not attend on a regular basis but cynnig comes to him twice a week, they are there for him whenever he needs them
- ✓ Y Bont is very important to both my daughter and myself. We have made many friends over the years. The staff are wonderful and caring with everyone
- ✓ Very kind and understanding with my daughter and us as a family
- ✓ He meets new people, and develops social skills. Respite care
- ✓ Helps to interact with others in the community. Enjoys going out to deliver, meeting new people. Enjoys cooking
- ✓ It keeps him occupied
- ✓ Keeps him busy during the day / meeting new people
- ✓ Meeting others
- ✓ Learns different skills, meeting others, well organised
- ✓ Encourages him to develop new skills whilst maintaining his independence
- ✓ Excellent relationship with staff, feel valued and included in everything
- ✓ It gives them a good knowledge of what he is studying and he can meet new friends along the way
- ✓ Gives her confidence, a sense of purpose and belonging. Also like the fact it is paid work
- ✓ Keeps him fit and active, loves the social sided, working different places, being in his car, 1:1 with staff
- ✓ Meifod is very productive for him and he enjoys going. The staff are very good with him and it very well organised
- ✓ Motivational x 2
- ✓ Interaction with peers
- ✓ Something to come back and talk about
- ✓ Being outdoors getting fresh air and exercise
- ✓ Gives a sense of pride independence and confidence
- ✓ Enjoys working with able bodied workforce and feels like one of the boys
- ✓ Different activities
- ✓ Staff
- ✓ Gives her independence in a very secure and safe environment amongst her friends and amazing staff. She absolutely loves y bont, and it is her world
- ✓ Interaction with others including staff and college goers

- ✓ She does meaningful work and she really enjoys her days
- ✓ Enjoy meeting people and going on the trolley with Sian
- ✓ No longer attends (college closed)
- ✓ Meets with friends and staff. Looks forward to going to work

### **3. What could be better about the place they attend?**

- Nothing x 13 (26%)
- No problems
- Everything is fine
- Extra time
- Canteen is too loud
- Maybe more chances to develop, only a maybe, everything's fine at the moment
- He loves it and comes home very happy
- I'm quite happy at the moment
- He's happy with both places he attends
- Would like to introduce some crafts as well as cooking and learning new skills
- More varied
- Open days for family involvement
- More focus on what he enjoys doing.
- Have a behaviour support plan focused on work setting
- Distance
- Sometimes struggle with some of his behaviours
- More activities
- Assurance of continuity at the relevant places
- See response to question 8 (improvements)
- Focus activities on individuals with visual impairment
- It could be warmer in winter (CYD)
- The building itself is not fit for purpose (CYD – popty)
- A better building to deliver the service & better facilities for staff (CYD – popty)
- More local
- Long spacing of the days - too much of a wait from Friday to Wednesday
- Would like to be paid minimum wage (JF)
- Better wages

### **4. Have (and how have) the services helped the person you care for to do more for themselves?**

- No
- Don't know
- Not really
- Makes him think for himself
- Gained communal skills – independence
- More confident, more settled, with a routine
- Confidence, stability, skills improvement, being part of a settled team, responsibility
- Be more independent / more sociable
- Confidence, skill building
- He is quite independent and able to do a lot for himself
- Yes, he dislikes being in receipt of benefits and wants to be a valued member of society. Doing voluntary work helps him to feel he has self-worth / social value
- He can help now in our own garden and being with other people has helped him a lot
- She has really come on in leaps and bounds since being there
- Yes, it gives him the chance to show people what he can do
- He mixes with people and their social events and it has helped him with time keeping
- They have helped him to make decisions for himself without any help

- Enabled him to have a routine attending work in the mornings and gives him a reason to get out and participate with others
- He would like more days there
- Helps with independence
- Very independent
- More confident, independent, improved social skills
- To be more self confident
- He is becoming more confident in roles he didn't think he could do
- Keeps him mobile, enjoys the activities and the social interaction
- They have improved his personal hygiene and cleanliness of his house and give him much more confidence
- They have given him skills with tools and machinery
- More sociable
- It motivates her
- Helps her to get up in the morning and go to bed earlier the night before
- He feels more confident than before
- He feels more confident to make his own models out of wood now
- He feels valued, confident, more sociable, better communicator
- More independent x 2
- Allows and encourages her to function outside her home environment
- Encouraged independence and use of (walking) cane
- She helps more around the house and enjoys working in the kitchen
- Gives the opportunity to go to different placements and work & more confidence
- Golden group has a positive effect seemingly
- Yes, using equipment
- Yes, increased sense of independence. Makes her own way using public transport. Has now found a paid job herself without support
- Encourages skills. Independence. Confidence. Very social atmosphere

##### **5. How have the services supported your needs as a Carer?**

- They help because she has something to talk about x 2
- Able to talk to them if we need to and will do all they can to help
- A little respite, improvement in social skills with family
- Gives us time to ourselves
- By encouraging her to do more for herself to the best of her ability and encourages new skills
- It provides a place they enjoy coming to, and to sometimes work – but sometimes crafts
- Gives space to work and get some peace
- Interaction
- Leaves us free
- 4 hours per week , respite not enough
- I am happy with the level of support he gets during the week
- Yes, as we are in our 80s we can have 2 days off a week
- On time when picking up
- If he's had a good day then it's evident from his behaviour at home
- They help me a lot knowing she is happy and safe
- He is more willing to try new things at home
- Reassurance of future stability
- Having meaningful occupation helps him to be active / occupied and to feel better about himself so improves mental and physical health and well-being
- I go to work, I would not have time to transport
- Stops any boredom and helps with anxiety
- I have respite, she is more confident and I have good communication with all

- A first step to try work on a regular basis and given her a taste to do more
- Don't any more (college closed)
- Communication is good
- Catch up time, housework, shopping, attending appointments, lots more
- It is nice to have something to look forward to and enjoy with him and given an insight into his capabilities
- Point of contact with employer to resolve any issues / difficulties
- Makes him more confident
- Enabling him to attend the day service
- Keeps his independence. Very happy. Looks forward to work and social time

## 6. Do you have any concerns about the distance from home to that service?

Number                      Yes 6                      **No 39**                      no answer 5

Percentage                Yes: 12%                      **No: 78%**

### Why?

- ✚ He uses the bus
- ✚ Doesn't like it when the taxi is late
- ✚ Has to get the bus from Ruthin to Bodelwyddan
- ✚ Due to bus route
- ✚ I transport my daughter daily
- ✚ He gets picked up and brought home
- ✚ Lack of communication from y bont
- ✚ It is a 35/40 minute journey and can be difficult in winter weather
- ✚ Local college closed
- ✚ As we live in Llangollen the services mentioned are some distance away
- ✚ We have no concerns about distance because it is absolutely ideal for her and meets her needs
- ✚ Public transport is available and family willing and able to give lifts
- ✚ No – likes travelling by car to 'see the world'
- ✚ No – we pay for taxi service and he enjoys travelling far anyway

## 7. In your view, are these work services right for them?

Number                      **Very 38**                      Quite 7                      Not Very 1                      no comment 4

Percentage    Very **76%**                      Quite 14%                      Not Very

### Why?

- I think this helps the person I care for x 2
- It's a nice and friendly place to work (meifod)
- He interacts with his fellow workers. Learns new skills
- No interest in doing the work sometimes – seen others do it completely independent
- Very suitable – the response after Christmas says it all – he was smiling and laughing when he found he was coming to meifod
- It's a little mixed as some days are good and some days aren't – Mondays are a problem
- At present Y Bont is what my daughter needs for her well-being
- Cynnig are always very supportive and deal with his insurances and anything else he needs
- Job-finding team have only occasional involvement with him, but are always responsive when he asks to see them
- Because they are safe and we can do our own work etc



- Yes, he has been going for a number of years without paying
- She enjoys the service and it's right for her, she gets anxious about the taxi being late
- Enjoys and looks forward to going to work and spending time with friends
- This service needs to improve their activities as on some days she does jigsaws or watches DVDs
- As he needs to be occupied throughout the day
- Without hesitation, they meet the needs: physical, emotional and mentally
- I think it should be done more
- Few occasional issues but are always dealt with promptly
- She enjoys all work / social areas
- She really enjoys her days at popty – it makes her feel useful (not used) and gives me some respite
- In the field of food prep
- No longer wants to attend due to closure in Denbigh
- All activities are catering for clients' needs and abilities
- Has learned a trade

### **8. Do you have any suggestions for improvements or changes to services?**

- ✓ He is happy with the place he is in. He would like more days there
- ✓ JF could be more patient , even though they might lose interest
- ✓ I would like to see a better wage in recognition of their work ethic and commitment although fully appreciate that without places like meifod we would not be where we are. Most grateful and thankful for the services, staff and support.
- ✓ No suggestions – the services are ideal for her and for us
- ✓ No – everything good
- ✓ The building (CYD)
- ✓ Would it be possible for him to have cooking lessons one day a week, Thursday if possible, in Rhyl
- ✓ Popty trolley – could more choice be provided – appreciate it's not easy, just thinking of ways to make more money for the service
- ✓ Only to change his days
- ✓ Use the supplied communications book
- ✓ At this point he is living at home – when will there be a place for him to stay. Also needs extra space / placement with work a walking distance away
- ✓ More welsh, more paper to shred
- ✓ Perhaps to have a reviewing system with the individual and their place of work
- ✓ I think she would enjoy it if it was varied, trying new things, also going out on the van and meeting people
- ✓ When the services closed due to bad weather, she was dropped at home on her own – in future please phone
- ✓ For the citizen concerned the main issue is not being paid a fair wage. Understandably work opportunities are reluctant to ask employers to pay minimum wage as this may deter them from recruiting, also there are consequences for loss of Benefits
- ✓ More activities for autistic young adults, meetings, outings, similar interests
- ✓ Y Bont needs a new larger TV. It would be nice to introduce educational programmes via DVD. Entertainment – bonding and sharing. The educational programmes could be life skills, basic reading, numbers, handling money, time keeping, sign language. They also need computers and laptops – engaging in learning, letters, numbers and patterns. Body awareness. Safety advice
- ✓ Staff numbers, 1:1 support, engagement in activities that the individual enjoys doing, involvement with the behaviour support team so that any ongoing issues might be addressed, so that the individual can continue to access day services, as long as the

individual a wish to continue attending day services then we should be working at enabling this to continue.

- ✓ Individual concern re the charging policy (advised to contact SSD comments if wanting to apply for a waiver)
- ✓ Services are fragmented and often overlap. It would help if all were under one umbrella and a one stop shop where you could go and sort out problems, instead of having to go to several departments.

### **Number of responses – 50 + 1 direct meeting (see below)**

In addition – letter from brother/appointee, praising Cynnig for their 2 x pw support and the day trips. Also acknowledging help and support from Paul Mazurak

### **Notes from direct meeting with parent 18/02/19**

- Most of what she does we have found ourselves
- She needs long term progression – not from the setting but within the setting (what might seem like small steps are actually big achievements and should be acknowledged)
- Need a range of activities, and a chance to develop new skills
- My daughter worked with a peer, (a man with learning disabilities) as his assistant, and he showed her (visually) how to do things – this was good for them both
- Having a final product, something tangible that she has made (or helped to make) is good for giving her a sense of pride and achievement
- Needs something broad – creative
- Has to be tailored to her needs and preferences
- In our experience the interface between external support staff and DCC work opps staff has been good
- The meifod model has worked well for us and should be replicated
- The popty accommodation is too small
- DCC need to do more to track achievement and show off success
- We are aware that there are office demands on the instructors
- The meifod staff have dealt with challenges in a positive way – looking for solutions
- The combining of skills needs to be further developed – a chance to develop a range of skills

### **Appendix 3: What's working / not working - Popty**

#### **Whats Working**

- Citizens learn skills that can be transferred to open employment or used within their home. Examples: people learn to make a hot drink, they learn to make cakes & sandwiches, use machinery and how to clean/tidy away. They learn how to do this safely & hygienically. They learn why it is necessary to do this for their health & well being and to comply with legislation when providing goods for the public.
- We offer citizens a “good day” – away from home constraints, interesting activities – work related, increases social circles – new friends/old friends, ability to try new things, explore local community, meet members of the public, build confidence & self esteem.
- Citizens are given in house training to participate in the recording of evidence for Environmental Health requirements.
- We use external resources to provide citizens with training & refreshers in related topics – First Aid, Manual Handling, Food Hygiene etc through forging links with groups such as OPUS, Workforce Development & Llysfasi College

- Citizens have gained qualifications and hold nationally recognised certificates in Food Hygiene & Hospitality & Catering. This has enabled some citizens to offer these to external employers when seeking work opportunities through Job Finding.
- Staff give continuity through long service.
- Staff give good support to citizens & their families/carers. Staff work hard to develop relationships & gain trust. They help families/carers with their problems & concerns and point them in the direction of the right places to seek further help.
- Staff use their familiarity and place of trust to raise awareness through seeking to alert other professionals & appropriate people to give early preventative action or intervention when individual citizens they work with are struggling with health/money/home management issues and these actions minimize the risks of crisis & deterioration for CSS.
- We are good at communicating concerns & reporting changes to others – line management, CD team & duty Social Worker, parents/carers
- Staff ensure that individuals who attend the day service have their problems listened to and will advocate on their behalf. Staff will take the time and put in the extra work to find assistance and positive actions to resolve these issues, however minor they may appear.
- Staff will offer extra support, if it is possible, to give individuals the first steps in enabling them to do things for themselves. Examples – support has been given to show someone how to use a hairdressers, how to purchase items from the shops, how to buy appropriate clothing, how to travel to locations within their town.
- Staff have developed good informal links with local traders which have provided valuable support & links when they (and their customers) have concerns about vulnerable people within the community and enables us to pass on these concerns creating opportunities for early intervention with health issues and minimise risks from abuse for individual citizens.
- There is a good working relationship with external agency, Cynnig, which provides a flexible supply of staff which enables continuity of our services when staffing levels drop & posts are not covered (maternity, planned sickness leave). Cynnig are swift to respond to unplanned cover as needed. Most importantly, these staff are familiar and have a good understanding of citizens intimate requirements.
- There is a transport service that is free to use and enables citizens that live in isolated areas, or who have no alternative method of independent travel, to attend the day service.
- The new work project, Windfarm Boxes, is proving a success. It is early days but is showing great promise and has potential to develop further.
  - Work with a local company
  - Meaningful work
  - Integration with external workforce
  - New friends
  - New Skills
  - Flexible work
  - Potential to work with other groups of people
  - Other employers, related through the Windfarm Box company, are interested in offering work too
  - Local community links and a position of respect within the local community.

### **Whats Not Working**

- The physical environment – leaking roof, lack of general maintenance, lighting issues, drainage problems, difficulties maintaining an ambient temperature. Affects both physical and mental health of both citizens and staff; it portrays a negative image of how the Council values/views the people who use the building.

- Toilet/ changing facilities are not suitable/accessible for some individuals.
- Transport – there is a recurring problem with taxis that don't turn up.
- There is an increasing amount of time needed by staff to report/record/communicate through the computer, but staff time is needed to support citizens in attendance – conflict.
- CD Team, as a group, are largely unknown. There have been many changes in structure, roles and procedures. There is no communication to inform us & help our understanding to keep the close links we once had.
- CD team are often “out of touch” with citizens. Often the first time they meet a citizen and their families is when they attend to lead a PCP review.
- Many of the CD team display little knowledge of an individual's past history, current health situation, current social requirements & have no familiarity which can lead to inappropriate advice, suggestions & decisions being given. This could be improved by becoming “visible” to citizens on a regular basis – example – drop in to CYD for a cuppa once every 3 months.
- Staff here are good at communicating their concerns/information about individuals to other relevant professionals, but it is often not reciprocated and we seldom get feedback which can impact on our future work with individuals.

### **Whats Important for the future?**

- A location or building that projects positive, modern, fresh, quality images. Dry, warm, spacious with appropriate personal facilities for all citizens and staff.
- Identify & develop the aspects of service that citizens need support with – sensory experiences, training to use available technology (alerts, alarms, communication programs etc), accessing social groups – community allotments, for example.
- Closer physical links & improve communication with the CD team and other professionals.
- Improving links to 3<sup>rd</sup> sector and community activities – learning & qualifications, volunteering & work opportunities, socialising, keeping active & taking part
- Developing the Windfarm Box project to support a wider group of people with minimum amount of staff input.
- Access to technology – wifi connections – computers/tablets/ - learning & accessing safely.
- Popty is an expensive section to run; there is no growth in its current business element. Does it need to change direction for the future? It could offer purely service related activities and training to citizens, removing the restrictions that public health regulations impose.

### **Appendix 4: 26 March 2019: What Matters conversation (Popty)**

Jeni Andrews  
Kathryn Hayes  
Rita Pope

During our discussion we chatted about changing the direction of Popty to meet changing needs and requirements of Welsh Legislation and citizens who attend services.

**Exercise:** To change Popty from Commercial/Business type service to Domestic/Leisure Type service

**Request:** Look at the Pros & Cons

#### **Purpose:**

To offer domestic social/leisure orientated food/cooking based activities. To deliver practical learning and knowledge around food related activities that people can enjoy and use both at home

& within the community to make healthier choices about the food they eat, their lifestyle and promote safe preparation & good hygiene practices.

- Popty would not be controlled by Environmental Health food for public consumption restrictions. Costs reduce.
- We would be able to open the service to all clients, including complex physical needs and challenging behaviours.
- There is potential to incorporate the citizens that currently attend Y Bont through both the cooking and the “allotment” activities. By mixing the two groups you have greater flexibility with staffing requirements. CYD could be one group of multi activities rather than less flexible split groups. There is potential to develop other activities within the building (with funding).

### **What could we offer?**

The physical set up of the kitchen would determine how many clients could access the service at any one time. This is also influenced by what space is required to ensure individual safety.

Give experiences to clients to enable them to use domestic equipment to make meals & snacks. (Slow cooker, microwave, peelers, tin openers, mixer, blender, kettle etc). Learn how to both use & care for the equipment.

Promote healthy eating, healthier choices, control & make informed decisions about the food they eat both at home and when eating out. How to grow, source, purchase, prepare & store food following good practices. Learn about food spoilage, food borne diseases and their prevention. Learn about food related ill health (obesity, diabetes) and how to make improvements to their diet & lifestyle to prevent/lower risks. Learn about stock control, storage of foods and the use of food probes and temperature controls.

Link to allotments, raised beds & boxes to be involved with growing their own fruit & vegetables. Care for, harvest & cook the produce. Sell any surplus to the community.

Link to the community for shopping, external exploration to see where our food comes from (farm visits – eggs, milk etc) seasonal foraging, sale of excess produce if possible.

### **Costs:**

Expensive catering equipment is currently in need of repair/replacement – this proposal could see the equipment being replaced with relatively inexpensive domestic type equipment - a significant reduction in costs involved. Different height work spaces would be needed to suit individual requirements

As a service, there would be no income. Further discussion would need to take place about how this would be financed.

- **Suggestion:**

We are currently involved with the Windfarm Box Project; it is currently run by Popty. As a service, we could continue to run & develop this contract. It could be offered as therapeutic work to more able clients – a stepping stone to external employment whilst waiting for suitable placements to become vacant. Use the money earned from this project to finance the new style service at Popty (& elsewhere).

**Kathy Hayes, Instructor**  
**8 April 2019**

## **Appendix 5: WW/WNW - Job-finding**

### **What's Working**

We have good working relationships with citizens and parents, they approach us before the social workers.

Good working relationships with external agencies

Good with communicating changes and reporting – Social Work Team and others

New Referrals – Taster meeting is arranged after 6 weeks, report is written by a staff member (Meifod, Popty etc), citizens and family are very much involved within the meeting – Progression and meeting needs and achieving and positives outcomes.

### **What's not working?**

I was told by a Social Worker, that I was kept in a job

Inappropriate referrals sent to Job finding, when we actually meet the clients, some are not interested at all, or even engage with us.

Citizens are not been listened too – Does what matters exist? Social Workers call the shots and decide.

Referral sent to us which was agreed at Peer Forum – then it was declined, so disappointing for citizen and families.

Referrals sent to Job Finding, some citizens was not even aware of this.

Socials Workers leaving – a referral is sent to Job Finding usually week before they leave (inappropriate referral).

Citizen pulled out of services to access services in the North, only 15 minutes away from the South.

Men Sheds – What progression are they providing?

New Social Workers – have very little idea of what we actually do in Work Opps.

Why does some citizens have more days than others? There are some parents that are more vocal than others and they get.

Very poor in informing us about changes! Some from the Complex Disability are reluctant in sharing information with us, even though we work with the citizens.

## **Appendix 6: Feedback from Work opps staff**

### **What's working?**

Staff Continuity for DCC and Cynnig staff. Years of experience, and a wealth of knowledge. Understand and know service users and families very well, able to address problems immediately and offer support and guidance.

Families and service users will approach DCC and Cynnig staff with problems first before making contact with the Social work team, this reduces the risk of escalation. Families and service users trust staff. Work Opps acts in a preventative way.

Staff are dedicated, motivated and enthusiastic, going that extra mile.

A harmonious team both DCC and Cynnig, all support each other and are prepared to work across all departments.

Staff have good communication with families other agencies and will report to CD team and duty if necessary, by email PARIS or communication books.

Huge effort made to encourage independent travel, 113 individuals accessing work opps in a week only 29 individuals travelling on in house transport or Baines. Staff worked outside of their normal hours to support individuals to learn how to use public services, walk or cycle to work.

Service users gained nationally recognised certificates in First aid, manual handling, health and safety, OCN in woodlands management, Job Club and interview skills, Food Hygiene, Hospitality .

Focus on progression. Service users encouraged to progress and develop, this is evidenced in other aspects of their lives.

Community presence. Garden Control customer gardens, Meifod open to the public and deliveries, Popty, trolley and buffet services, Y Bont and Golden Group, community outings, café's shops, churches, and places off interest.

Taster sessions allow staff to assess suitability for the business or Job Finding, for individuals with no or little experience of what they would like to do.

As the community is not geared or set up to offer support networks and opportunities, in-house services support and bridge that gap, and allow for a safe environment.

Y Bont. Has changed its focus and direction to meet changing needs.

Golden Group and Y Bont work close together on activities and support each other.

Work closely with Working Denbighshire and other organisations and the third sector agencies. Mencap especially supportive.

Good sickness absence overall.

### **What's not working?**

Year on year cuts, Job Finding Instructor, Team Leader and Admin, a total of 84 man hours per week. This has put extra pressure on the work load in all three areas.

No additional resources for service demand, changing needs and an ageing population.

CD do not understand that if a referral is made for someone who has challenging behaviour, personal care needs, mental or physical difficulties, that there is not the staffing levels to offer that intense support, e.g. Y Bont only 2 staff supporting the whole group. Work Opps have to assess the risks and safety, if 1:1 requested this is then seen as a challenge.

New staff in CD team, Work Opps do not know who the team is any longer. S Workers or practitioners leave, families' services users and Opps are not informed. Cases closed but families unaware of this.

CD do not visit work opps, not informed or in touch with what happens on a day to day basis have no relationship with service user or family, may visit opps once a year and that's normally in a meeting, do not see what happens on the shop floor.

No recognition that work opps staff often deal with problems that prevent escalation.

PCP'S hit and miss, some individuals reviewed regularly others not for 2 years +. Opps staff not invited or invited at very short notice, and yet Work Opps is a very integral part of individual's lives. CD do not understand there is an additional cost, and cover is required to attend meetings.

In PCP's no opportunity to discuss progression.

Communication – Often poor from the CD team, can be very one sided. If challenged or suggestions made can often become defensive.

Introduction of the NMW, service users have to compete in the open job market which is proving very difficult. CD don't appreciate that Job Finders can no longer create jobs, these now have to be vacancies and applied for.

Inappropriate referrals for Job Finding and in house

Transition – In house services are not promoted in Transition meetings, but Co-option's third sector is.

College and School leavers. Referrals made to services a month before leaving. No time for Woops to plan and prepare.

Support Budgets. Not promoted enough, and confusion around the process, if families were given more control they could choose which services they want to purchase as opposed to the CD team making those decisions.

Building – Not suitable. Parents and visitor comments on the state of building and question how the local authority can allow staff and service users to work in such a poor physical environment. Y Bont's work room has no natural light or ventilation.

Self-promotion – Some excellent good stories of achievement but not shared or promoted, hence the ignorance about progression.

Transport – Poor transport infrastructure for those living in rural areas.

Transport – Clearly CD no understanding of the complexities around transport.

Uncertainty about the two instructor positions in Y Bont,

Men's sheds. Referrals to Men's sheds as opposed to in house services, negative feedback from families and service user, bored – nothing to do. How is progression measured here?

Future Services. Concerns from staff, families, and service users about the future of services, and how this will look.

No IT network in Garden Control restricts the amount of time staff can visit or use the site, Debi and the team isolated from the rest of the service.

Reduced admin hours in Meifod during busy months putting pressure on all staff, making meeting deadlines difficult.

### **What's important for the future?**

Promoting support budgets.

Promoting the service.

Services in a position to change to meet needs.

Staff/stakeholders and management to work closer to develop services.



CD Team to have a greater presence in the service, and to be more familiar with what the service is offering, and see how individuals are progressing.

### **Cynnig staff feedback.**

Good professional working relationship between DCC staff, Cynnig and management alike at ground level.

Benefits of providing long standing contract, an understanding of service values, priorities and outcomes, quality relationships developed with those in receipt of support, along with the parents/carers and awareness of DCC policies and procedures.

Long standing relationships developed with an ability to recognise change of behaviours, demeanour, communication and personality, all of which can contribute to timely interventions when needed.

Staff commitment and long service from both DCC and Cynnig.

Service feels integrated in the local community and are well known.

Incidents of challenging behaviour is low which is a good sign.

Work life balance opportunities are good between work opps, Cynnig activities, Buzz club, college and woodlands skills.

### **What's not working?**

Lack of investment in buildings infrastructure. Canol Y Dre and Meifod should be modernised with a focus on, a positive visual impact, development of a vibrant healthy internal environment which is welcoming, spacious light and warm in the winter.

Lack of investment creates a belief that management don't appreciate the work carried out within the service or the people within it.

### **What's important for the future?**

Ongoing training opportunities for those we support and staff alike

Positive and appropriate public promotion of achievements of those we support.

Discuss and develop a pathway for progression, matching all levels of abilities and incorporating measurement of achievements within all-encompassing life experiences such as work leisure and education

Financial investment that matches the needs and aspirations of those we support

## **Appendix 7: WW/WNW - Feedback from referring staff (CDT)...**

### ***What's working?***

Staff:

- ✓ There is good staff continuity
- ✓ Staff have a good relationship with families
- ✓ Families trust staff
- ✓ Staff are good at contacting the team with any concerns about the individual
- ✓ Staff are good at reminding service users (eg appointments)
- ✓ There are some good working relationships

## ***What's not working?***

### The approach

- ❖ Not enough focus on progression
- ❖ Feels like the approach is off the pace and behind the times
- ❖ Sometimes insist on 1:1 for a whole session
- ❖ Often refer to what people want, rather than thinking about peoples' assets and resources – feels like a disconnect with the legislation and with the Denbighshire approach
- ❖ Lack of realisation that statutory services are a 'last resort'

### The processes and structures

- ❖ Feels like it sits outside of CSS (isolated) but is not an external service
- ❖ Could Job-finding sit within Working Denbighshire? Both could learn from each other. (WD have had some good results recently)
- ❖ IT communication can be poor, and not always clear where things are up to (varied use of paris)
- ❖ Too interlinked with cynnig
- ❖ Taster meetings are too short and not sure how effective they are
- ❖ Taster sessions – once people are there for 6 weeks it feels like a foregone conclusion
- ❖ Feels like IH call the shots
- ❖ Assessment by 2 staff members – is that needed?

### Meeting needs and achieving outcomes

- ❖ Not enough examples of skill development and move on
- ❖ Sometimes unable to support / take on new people with challenging behaviours
- ❖ Activities – sometimes the same stuff over and over again, when new things could be tried, (albeit not with everyone, but with some people)
- ❖ CDs team having to refer to IS services in the north because IH can't meet personal care needs

### Communication

- ❖ Poor communication with referring staff about changes in provision (eg, extra days)
- ❖ No formal communication with referring staff re the changes to taskforce
- ❖ Lack of a website or public information about the range of services

### Transport

- ❖ Pick up times often change
- ❖ Taxis sometimes don't turn up
- ❖ Some half day sessions only last 1.5 hours because of transport
- ❖ Needs more focus on travel training, and/or use of the resource wheel and transport policy
- ❖ Providing transport for tasters raises expectations

### General

- ❖ Confusion with support budget processes

## ***Important for the future***

- More focus on skill development and move on
- Better communication and improved understanding of roles
- A service that can meet the needs of people with behaviours that challenge
- A service that is accessible for people who need changing facilities
- A service for those individuals whose needs cannot be met by non-statutory means
- Closer links to other teams and services (including Working Denbighshire) – co-location?

