

Meifod Engagement Summary

Background. The aim of the engagement was to engage primarily with priority stakeholders, with a view to seeking their views to help inform options going forward. This would involve setting out the current circumstances and the reasons for the review, outlining the options available to DCC and asking for feedback on those options. It would also include asking people what's important to them in order to find out what it is about Meifod that people value most. CSS felt it was important to engage with people who would be most affected by any changes to the service. In order to achieve the aims and to mitigate against bias, advice and support was sought from independent teams and organisations. This advice included DCC Comms Team, DCC Engagement Officer, DCC Complex Disabilities team, DCC commissioning and contracts team, North East Wales Carers Information Service (NEWCIS) and North Wales Advice and Advocacy Association (NWAAA).

Nature and scope of the engagement:

The scope of the engagement was limited to four groups of people:

- ✓ The people who attend Meifod
- ✓ Their families
- ✓ The staff who work in Meifod
- ✓ Staff who refer people to Meifod.

The reasons for prioritising these 4 groups are outlined below in Annex A (stakeholder analysis)

The nature of the engagement was tailored to each of the groups

- *People who attend Meifod:* specialist support was made available through NWAAA advocacy services. Citizens were supported to give their views via face to face sessions and phone calls. See their report for more detailed information about the range of methods used by NWAAA
- *Families and carers of people who attend Meifod:* CSS worked with the corporate DCC Engagement Officer to design a paper and online survey aimed at asking family carers what they felt was important about Meifod, to help CSS to understand what families and carers value most about the service. The survey also asked for views on options and included space for any other information. Independent support for family carers to complete the survey via NEWCIS was arranged by CSS.
- *Staff who work in Meifod:* CSS worked with the corporate DCC Engagement Officer to design a paper and online survey aimed at asking Meifod staff what they felt was important about Meifod. The survey also asked for views on options
- *Staff who refer to Meifod:* the same survey was used for both groups of staff but with an identifier so as to show which staff worked in Meifod and which referred to Meifod.

Length and timing of consultation period: Timing was a challenge. Although not ideal to engage during the summer period, the engagement could not be deferred until after summer as this would delay the next steps. It was agreed to allow 5 weeks for completion of the survey. Due to a small number of surveys not being initially received by a small number of families, duplicates were re-sent to these individuals and the timescale for family surveys was extended to 6 weeks. NWAAA were approached in early July and held workshops in August.

The individuals/families and interested groups included in the engagement: From the outset CSS felt that the engagement needed to focus on the people who would be most affected by any changes to Meifod. Meifod exists so as to support people with learning disabilities so those individuals and their carers (for whom Meifod provides some respite) were considered to be a priority. In addition, it was recognised that staff who work in Meifod would also be affected and would also have a good understanding of what is important for the people who attend Meifod. The views and feedback from those staff with responsibility for assessing people's care and support needs (and who refer to Meifod) were deemed to be important as commissioners of the service and because they understand the duties of the Council to help meet people's care and support needs.

Appendix 2

The risk of a wider engagement was that the voice of these priority groups could end up getting lost and not being heard because of the strong views held by others. It was also important to ensure that everyone within these groups was offered the opportunity to provide their feedback

The publicity undertaken to draw attention to the engagement: Given the focus on priority stakeholders it was important to contact these individuals directly. This was done by letter, email and phone calls. For family carers, direct information was provided via a letter to their home addresses and/or email - depending on the preferred method of each stakeholder. Some families had moved house, some did not live with the person, some wanted a different format and some did not receive the letter so further letters were sent. People who attend Meifod were sent a flier designed by NWAAA. Those who were already known to NWAAA were also contacted directly. Staff were sent an email with a link to the survey

The contents of the consultation: Please see appendices for copies of the letter/email and survey. Also final report from NWAAA in the main report

Note: This was an engagement exercise rather than a consultation exercise.

Annex A: stakeholder analysis (July 2021)

stakeholders	Importance of this groups views	How best to engage with this group
People with learning disabilities who attend Meifod	High – this is the group of people most affected	1:1 and group conversations via an independent advocate using easy read and pictorial info and questions.
Families of the people with learning disabilities who attend Meifod	High – this group may be the primary care givers. They rely on Meifod for daytime respite and also advocate for their relative	Engagement questionnaire – by post and online (as some may not be on the internet). Also with the offer of a 1:1 conversation via an independent organisation
DCC staff who work in the service	High – this group are employed to work in Meifod and their jobs will be affected	Engagement questionnaire and individual 1:1s
Cynnig	High – this group provide agency staff in Meifod	Engagement questionnaire
DCC staff who refer to the service	High – this group identify and refer people to the service and understand the needs of future Meifod attendees	Engagement questionnaire (as a team exercise in a team meeting)
Elected Members in and around Denbigh	High – this group represent local constituents	MAG and EM briefings
Elected members with relevant responsibility	High – this group have specific responsibilities	Discussion with HoS?
Learning Disability Forum	Medium – this group represent the families of people with learning disabilities, but not necessarily all will be affected	Group questionnaire at a later stage?
Advocacy Services - NWAAA	Medium – this group are the voice of people with learning disabilities locally but not necessarily all will be affected	Group discussion in SAG meeting?
Elected members and other local representatives	Med/High – this group represent their constituents	Public information via Comms team
Denbighshire based businesses suppliers to Meifod	Low/med – the council does not exist to supply benches but does need to consider and mitigate impact on local suppliers	Aim is to inform and communicate rather than engage Check if there is a local supplier list for Meifod
Public – regular customers of Meifod wood products	Low/med –selling benches is not a statutory function for DCC	Aim is to inform and communicate rather than engage Check if there is a regular customer list for Meifod
Public – local residents	Low – local residents will not be significantly affected but are likely to have strong views	Aim is to inform and communicate rather than engage?
DCC – other directorates	Low - to ensure relevant directorates kept informed	Aim is to provide information rather than engagement

Annwyl <<enw rhiant/gofalwr>>,

Rwy'n cysylltu â chi ynglŷn â Meifod, lleoliad yr oedd << enw'r unigolyn sy'n derbyn gofal >> yn ei fynychu cyn dechrau pandemig Covid-19 (y coronafeirws).

Fe gaeodd Meifod dros dro o ganlyniad i'r pandemig ac mae'n parhau ar gau ar hyn o bryd. Ers cau dros dro mae nifer o faterion wedi eu nodi sy'n golygu na allwn ailagor Meifod yn union fel yr oedd cyn hynny. Ymhlith y materion mae'r canlynol:

- Mae angen atgyweiriadau ar yr adeilad ar hyn o bryd
- Mae angen atgyweirio neu uwchraddio ychydig o'r offer i sicrhau eu bod yn cydymffurfio gyda'r canllawiau diweddaraf ar Covid-19 a chanllawiau eraill yn ymwneud ag lechyd a Diogelwch.
- Mae yna ychydig o ansicrwydd ynglŷn â'n gallu i barhau i ddarparu yr union yr un cynnyrch o ganlyniad i dueddiadau'r farchnad fyd-eang (e.e. mae pris coed wedi cynyddu'n sylweddol)

I'n helpu ni i benderfynu beth i'w wneud nesaf, fe hoffem ddeall eich safbwyntiau chi yn ymwneud â beth sy'n bwysig ynglŷn â Meifod. Fe fyddem yn ddiolchgar pe gallech gwblhau'r arolwg sydd wedi ei atodi:

Os yw'n well gennych, fe allwch gwblhau'r arolwg:

- Dros y ffôn – cysylltwch â 01824 712306 a gadewch neges a bydd rhywun yn eich ffonio yn ôl.
- Ar-lein: ewch i: [dolen i'r we]

Dear <<parent/carer name>>,

I am contacting you about Meifod, which <<cared-for person name>> had been attending prior to the beginning of the Covid-19 (coronavirus) pandemic.

Meifod temporarily closed down due to the pandemic, and currently remains closed. Since temporarily closing down, a range of issues have been identified which means we cannot re-open Meifod exactly as it was before, which include:

- The building currently requires repairs
- Some of the equipment requires repairing or upgrading to make it compliant with the latest Covid-19 and other Health & Safety guidance
- There is some uncertainty about our ability to continue providing exactly the same products due to global market trends (e.g. the price of wood has increased significantly)

To help us work out what to do next, we would like to understand your views on what is important about Meifod. We would be grateful if you could complete the attached survey:

If you prefer, you can complete the survey:

- By telephone – please contact 01824 712306 and leave a message, someone will call you back.
- Online: please visit: [web link]

The deadline for all survey completions is 8th September 2021.

Y dyddiad cau ar gyfer cwblhau'r arolwg
yw 8 Medi 2021.

Fe fyddwn hefyd yn trefnu sesiynau
eiriolaeth annibynnol arbenigol ar gyfer y
bobl a oedd yn mynychu Meifod i geisio
canfod beth sydd bwysicaf iddynt. Fe
fyddwn yn cysylltu â chi a <<enw'r
unigolyn sy'n derbyn gofal>> ar wahân
ynglŷn â'r sesiynau hynny maes o law.

Os oes gennych unrhyw ymholiadau
pellach yn y cyfamser, ymatebwch i'r e-
bost hwn neu ffoniwch 01824 712306.

Cofion cynnes,

Enw

Enw (CSDd Normal)
Teitl Swydd: (CSDd Normal)

We will also be arranging specialist
independent advocacy sessions for the
people who attended Meifod to try and
find out what matters most to them. We
will contact you and <<cared-for person
name>> separately about those sessions
in due course.

If you have any further queries in the
meantime, please reply to this email or
telephone 01824 712306.

Kind regards,

Name

Name (DCC Normal)
Job Title: (DCC Normal)



What does Meifod mean to you?

Hello. This survey is for parents/caregivers of people who attend Meifod

We would like to make sure you understand what is happening at Meifod right now, and why we need to have this conversation with you.

You are also welcome to complete this survey in your own time, alternatively if you would prefer to discuss what happens at Meifod with us in person please contact us via:

01824 712306 / CandCteamCSS@denbighshire.gov.uk

Privacy statement:

In this survey we will be asking you for personal information including your name and contact details, and the name of the person you care for who goes to Meifod. We will only use this information to contact you about Meifod. For more information on how Denbighshire County Council handles your personal data, please visit: www.denbighshire.gov.uk/privacy

About you

This section is for you to tell us a bit about who you are, and why Meifod is (or was) important to you, both before the Covid-19 pandemic and in the future.

Your Contact Details:

1. What is your name? _____

2: Does someone you care for, or a member of their family currently use Meifod (or used Meifod up until the start of the Covid-19 pandemic)?

Please tick one option only

Yes

No

If you answered "No" to question 2 then You have finished the questionnaire



3: What is the name of the person who Meifod supports?

4: What is your relationship to this person?

Please tick one option only

Parent

Grandparent

Sibling

Other relative
(e.g. Aunt,
Uncle,
Cousin)

Unpaid carer

Paid carer

5: Before Covid-19, on average how often did the person you care for come to Meifod?

Please tick one option only

Five days a
week

Between one
and four days
a week

Less
frequently

6: Does the person you care for want to come back to Meifod?

Please tick one option only

Yes

No

Unsure

If you answered "Yes" to question 6 then go to question 9

7: Could you tell us why they don't want to come back or why they aren't sure?

Please tick one option only

They didn't
enjoy their
time at
Meifod

They have
found an
alternative
placement

Uncertain
about the
ongoing
Covid-19
situation



8: If you would like to provide any reason(s) for your answers or let us know if there are any other reasons why the person you care for doesn't want to/is unsure about coming back to Meifod, please do so below:



9: Please tell us how much you agree or disagree with the following statements?

Please tick one option only in each row

	Strongly agree	Agree	Disagree	Strongly disagree	Unsure / no opinion
It is important for the person I care for to have a routine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important for the person I care for to have a job to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important for the person I care for to see their friends at Meifod	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The types of activities that Meifod offers are important to the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being part of a workforce is important to the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working specifically in a factory or similar environment is important to the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff and volunteers are important to the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Meifod building itself is important to the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being based in Denbigh is important to the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having time away from home is important for the person I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person I care for having time away from home is important for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



10: Is there anything else you'd like to tell us about why Meifod and the services it offers are important to you, and the person you care for?



About the future of Meifod

About the future of Meifod

The current setup of Meifod is experiencing some issues, which is why it hasn't re-opened so far. We want to make sure that we are doing the best possible thing by people who go to Meifod and their families/caregivers. Therefore we would like to take some time to explain the key issues and ask how **you** would like us to approach any potential solutions.

A summary of the issues is as follows:

- *Building repairs and maintenance work required:* There have been major issues with the building and the heating system. It needs money spending on it to fix it, change it and make it safe. There will be higher running costs in the future because of the changes needed.
- *Machinery and safety:* A review of the safe systems of working in Meifod (both in light of the ongoing Covid-19 pandemic and more generally) as well as a wider Health and Safety review have highlighted some major concerns around some of the equipment that Meifod workers use, or the way in which work is carried out at Meifod. To re-open safely we would need to potentially spend money repairing some of the machinery or making it safe, and Meifod workers would have to learn new ways of doing things.
- *The Lease:* The Council leases the building and pays an annual rent. This is a 'self-repairing lease', which means that the council have to pay for repairs to the building.
- *Social distancing:* Meifod is a busy industrial environment, with people moving around a lot. It will be difficult to socially distance and to keep people safe whilst they are working in this type of environment.
- *Some people not returning to Meifod:* Some people have told us they aren't ready to come back to Meifod or that they would prefer not to come back. We need to be sure that the services Meifod provides are appropriate and that the set-up (either now or with any changes) doesn't put people off using it.
- *Fewer new people wanting services:* even before the Covid-19 pandemic the number of people starting in Meifod each year had been reducing. Many younger adults coming through are tending to do more in their local community and are not needing services like Meifod - this has been similar for all work opportunity services. We want to be sure that the support we are offering is both needed and appropriate.
- *Sales:* keeping people safe means that we won't be able to make as many products at Meifod. The products Meifod sells are used to offset the costs of running the service, so if Meifod is selling fewer products the service will cost more to run.
- *Activities:* the activities and tasks on offer at Meifod before the Covid-19 pandemic cannot re-start exactly as they were. Some of this is to do with Covid-19 security measures, and some of this is because of other safety concerns which were raised as part of a standard review. Some activities will need to be stopped altogether, and some



activities will need to be modified in order to take place safely. This means learning how to do new things, or re-learning how to do things.

- *Externalisation*: Prior to March 2020, work was being done to see if Meifod could be externally run, rather than being run by the Council. A 'Meet the Buyer' event had been held in March 2020 to see if an external organisation wanted to take on the running of Meifod. The externalisation work temporarily stopped as a result of the Covid-19 pandemic, but the Council is now in a position to consider looking at this again

11:

Review of the current options for Meifod

Bearing in mind all of the information we've just shared about why we're reviewing the services that Meifod provides, the Council has come up with the following proposed options:

- Re-open Meifod as a council-run service, but reduce the number and type of activities on offer and make changes to make sure that the service is Covid-secure. This includes learning new rules about social distancing and learning new ways to use some of the machinery and equipment.
- Look for an external organisation to come in and provide work-based activities in the existing Meifod building. There will still need to be some changes to the way things are run which includes learning new rules about social distancing and learning new ways to use some of the machinery and equipment
- Close Meifod and arrange new opportunities for people in other existing settings in Denbighshire.

Which is your preferred option?

Please tick one option only

Re-open Meifod as a Council-run service, with reduced activities and new ways of working

Work to secure an external organisation to provide a range of activities for people from the existing Meifod building (this may not be woodwork-based activities)

Close Meifod and support the person I care for into a placement somewhere else



12: What do you think are some advantages of your preferred option?

13: What do you think are some disadvantages of your preferred option?



Staying in touch

Staying in touch

We will be in touch to update you on Meifod as we progress things, however we would like to be sure that we have the most up-to-date contact details for you, especially if you are filling this survey in before we have had a chance to have a 1-2-1 conversation with you.

14: What's the best way for us to get hold of you?

Please tick all that apply

- | | | | |
|--------------------------|--------------------------|------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Email | Telephone
call | SMS /
WhatsApp
message | Letter in the
post |

15:

Please provide your contact details in the box below

Note: If you are providing more than one method of contact, please separate these with a comma. For example:

Email address, telephone number, address

16: What is your preferred language?

Please tick one option only

- | | | |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Welsh | English | Another
language |

16.1: please tell us you language preference

Diolch am eich amser / thank you for your time.

We will be in touch with the findings of this consultation as soon as we can.