

Markhouse Centre Public Consultation Report

September 2024

1. Introduction

- 1.1 Cabinet agreed to the consultation on whether to close the Markhouse Centre on 4th June, with the original proposal being that the consultation would run from Monday 10th June to Sunday 21st July. Following feedback from residents, the Council agreed to reschedule the consultation to a date after the general election. The consultation was therefore rescheduled to run from Monday 8th July to Sunday 18th August. The consultation was then extended and ran to Sunday 25th August to give sufficient time for impacted residents to respond.

2. Consultation documents

- 2.1 Given that existing service users were those that would predominantly be impacted by the proposal the consultation was focused on this group.
- 2.2 All service users that attend the Markhouse Centre, and their parents/carers, were sent letters by post and email informing them of the consultation immediately following the general election. They were also provided with a paper and digital version of the consultation pack at the start of the consultation. This was to ensure that communication about the consultation was conducted after the general election, as the Council had agreed.
- 2.3 The consultation pack consisted of:
- A consultation document which set out the background and rationale for the proposal and alternative day opportunity provider profiles. The document was available in standard format and in easy read and was also publicly available on the Council's Let's Talk website.
 - A consultation survey questionnaire, available in standard format, easy read and online.
 - A set of frequently asked questions that responded to any emerging queries from service users and parents/carers. The FAQs were updated during the consultation to reflect additional questions that had been raised and were available in paper format and online on the Let's Talk website.
- 2.4 Service users were given the following support to engage in the consultation process:
- <redacted>Drop-In Sessions: five in person sessions held at the Markhouse Centre and one remote session, allowing service users (and parents/carers) to speak directly to Council officers about the consultation and learn about available alternative provision. They were also encouraged to complete the questionnaires, and paper consultation packs were shared with attendees.
 - Interpreters: available upon request at drop-in sessions to support engagement in the consultation. Five interpreters were requested and provided.

- Independent Advocacy Organisations: POhWER and Carers First were invited to provide additional support at the drop-ins, helping attendees prepare their thoughts and questions prior to Council staff formally starting the session.
- Open Communication: service users (and members of the public) could email a dedicated inbox to ask questions. Staff at the Markhouse Centre also passed on queries made directly to them, including requests for interpreters.

3. Consultation methods and responses

A summary of the main methods of gathering views and insight throughout the consultation and of the feedback shared is set out below:

Standard and easy read survey (paper and digital)	128 surveys completed – 85 online and 43 paper. An analysis of the survey responses is set out in paragraph 5.
Drop-in sessions	There were five face to face and one online drop-in session. These sessions were attended by 65 people in total, with 42 unique carers attending. The drop-in sessions were predominantly aimed at raising awareness of the consultation, providing support to complete the survey, and responding to questions from parents, carers, and service users. These questions were turned into a live set of frequently asked questions. A summary of themes raised in these sessions is set out in paragraph 6.
Meeting with Portfolio Holder	A meeting with Cllr Louise Mitchell, Cabinet Member for Health and Adults, was organised at the request of parents and carers, allowing them to share their views on the proposal directly with the portfolio holder.
Attendance at key stakeholder and service user groups	SEND Parent Carer Forum SEND Strategic Forum Carers Development Group Adult Social Care Residents Group

4. Consultation – Executive Summary

The main themes emerging from the consultation are:

- The quality, variety and value of service provided by the centre and the positive impact it has on service users, parents, and carers.
- The negative impact of closure of service users, parents, carers, and wider families.
- Dissatisfaction and distrust with the Council's financial planning and decision-making processes.
- Concerns about alternative provision and availability of support for residents with complex needs.
- Concerns about maintenance and utilisation of the building.

- Concerns about the transition process and social worker capacity to complete reviews.
- Concerns about transport.
- Loss of friendships and relationships with staff.

5. Summary analysis of survey responses

The Council received 128 completed survey responses in relation to the proposal – 43 paper and 85 online.

Parents/carers for a person who attends the Markhouse Centre	42% of survey respondents (54)
Interested residents of Waltham Forest	39% of survey respondents (50)
Markhouse Centre service users	15% of survey respondents (19)
Other <ul style="list-style-type: none"> - Local authority worker who has referred to services - One time volunteer at the Centre - Live in Waltham Forest - Deputy Headteacher and Waltham Forest resident - Concerned loved one - Have a family member/relative who attend the service (x2) 	5% of survey respondents (7)
Employees at Waltham Forest in a general service/team	5% of survey respondents (6)
Care for a person who doesn't use day opportunities but has a social care need and may use one in the future	4% of survey respondents (5)
Work for a health partner advocate or other organisation	4% of survey respondents (5)
Do not use day opportunities but do have a social care need and may use one in the future	3% of survey respondents (4)
Represent a provider of learning disability services	2% of survey respondents (2)
Represent a voluntary or community organisation	2% of survey respondents (2)
Represent another London borough	1% of survey respondents (1)

Length of time attending the Markhouse Centre (note: only service users and parent/carers answered this question)

Attended the Markhouse Centre for 5 years or more, or care for someone who has attended the Markhouse Centre for 5 years or more.	85% (58 respondents)
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Attended the Markhouse Centre for 3 - 4 years or more, or care for someone who has attended the Markhouse Centre for 3 - 4 years.	7% (5 respondents)
Attended the Markhouse Centre for 1 – 2 years, or care for someone who has attended the Markhouse Centre for 1 -2 years.	6% (4 respondents)
Attended the Markhouse Centre for 0 – 12 months, or care for someone who has attended the Markhouse Centre for 0 – 12 months.	2% (1 respondent)

Traveling to the Markhouse Centre (note: only service users and parent/carers answered this question)

Travel to the Centre via transport provided by the Centre, or care for someone who travels to the Centre via transport provided by the Centre.	72% (49 respondents)
Travel to the Centre via family/carer drop off, or care for someone who travels to the Centre via family/carer drop off.	13% (9 respondents)
Travel to the Centre via: - Cab (x7) - No response given (x2)	13% (9 respondents)
Travel to the Centre on their own, or care for someone who travels to the Centre on their own.	2% (1 respondent)

Age

16 – 24	1% (1 respondent)
25 – 34	12% (15 respondents)
35 – 44	20% (26 respondents)
45 – 54	24% (30 respondents)
55 – 64	23% (29 respondents)
65 – 74	10% (13 respondents)
75 and over	5% (7 respondents)
Prefer not to say	5% (7 respondents)

Sex

Female	55% (70 respondents)
Male	34% (44 respondents)
Prefer not to say	11% (14 respondents)

Gender

The gender they identify with is the same as registered sex at birth	83% (107 respondents)
The gender they identify with is not the same as registered sex at birth	1% (1 respondent)

Prefer not to say	16% (20 respondents)
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Ethnic group / background

White	46% (58 respondents)
• English / Welsh / Scottish /Northern Irish / British	33% (42 respondents)
• Irish	5% (6 respondents)
• Other white background	5% (6 respondents)
• Central or Eastern European	3% (4 respondents)
Asian / Asian British	28% (35 respondents)
• Indian	13% (17 respondents)
• Pakistani	9% (11 respondents)
• Other Asian background	6% (7 respondents)
Other ethnic group	12% (15 respondents)
• Prefer not to say	11% (14 respondents)
• Any other ethnic group	1% (1 respondent)
Black, Black British, Caribbean, or African	10% (14 respondents)
• African	5% (7 respondents)
• Caribbean	3% (4 respondents)
• Other Black / Caribbean / African background	2% (3 respondents)
Mixed / Multiple ethnic groups	4% (4 respondents)
• White and Asian	2% (2 respondents)
• White and Black African	1% (1 respondent)
• Other mixed / multiple ethnic background	1% (1 respondent)

Religion / belief

No religion	31% (40 respondents)
Christian	23% (29 respondents)
Muslim	22% (28 respondents)
Prefer not to say	16% (21 respondents)
Other religion	5% (7 respondents)
Sikh	2% (2 respondents)
Jewish	1% (1 respondent)

In which area of Waltham Forest do you currently live in?

Central - including Walthamstow, Blackhorse Lane, Walthamstow Village, Wood Street, Higham Hill, St James Street and Markhouse Village.	49% (63 respondents)
South - including Leyton, Leytonstone, Lea Bridge, Bakers Arms, Low Hall and Whipps Cross.	25% (32 respondents)
North - including Chingford, Highams Park, North Chingford, Chingford Hatch and Chingford Mount.	17% (22 respondents)
Don't live in Waltham Forest	8% (10 respondents)
Don't know	1% (1 respondent)

Physical or mental health conditions or illnesses

Do not have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more.	45% (58 respondents)
Do have a physical or mental health condition or illness lasting or expected to last 12 months or more, which reduces their ability to carry out day-to-day activities a lot.	19% (24 respondents)
Prefer not to say	17% (22 respondents)
Do have a physical or mental health condition or illness lasting or expected to last 12 months or more, which reduces their ability to carry out day-to-day activities a little.	9% (12 respondents)
Do have a physical or mental health condition or illness lasting or expected to last 12 months or more, which does not reduce their ability to carry out day-to-day activities at all.	9% (12 respondents)

Sexual orientation

Straight / heterosexual	66% (85 respondents)
Prefer not to say	29% (38 respondents)
Gay / lesbian	2% (2 respondents)
Other sexual orientation	2% (2 respondents)
Bisexual	1% (1 respondent)

To what extent do you agree or disagree with the Council's proposal to close the Markhouse Centre?

85% of survey respondents (108) strongly disagree with the Council's proposal to close the Markhouse Centre.

6% of survey respondents (8) tend to disagree with the Council's proposal to close the Markhouse Centre.

4% of survey respondents (5) strongly agree with the Council's proposal to close the Markhouse Centre.

2% of survey respondents (3) tend to agree with the Council's proposal to close the Markhouse Centre.

2% of survey respondents (3) neither agree nor disagree with the Council's proposal to close the Markhouse Centre.

1% of survey respondents (1) don't know.

Service users, parents and carers

70 service users and parent/carers completed the survey (19 service users and 51 parent/carers).

- 84% of those (59) strongly disagree with the Council's proposal to close the Markhouse Centre.
- 10% of those (7) tend to disagree with the Council's proposal to close the Markhouse Centre.
- 4% of those (3) tend to agree with the Council's proposal to close the Markhouse Centre.
- 2% of those (1) don't know.

Why do you feel this way?

38% of responses (49) spoke about the quality, variety and value of service provided by the centre and the positive impact it has on service users and carers.

Respondents spoke highly of the Markhouse Centre and the quality, variety, and value of the service it provides.

Many respondents feel that the Centre is a valuable resource that has a positive impact on the health and wellbeing of service users. It allows them to be part of a community; supporting their confidence and independence and allowing them to develop meaningful, long-term friendships.

The Centre is described as being like a family for several of its service users. It provides them with access to a range of activities, and they are supported by highly skilled, experienced staff.

Many service users have attended the Centre for a number of years and view the Centre as a safe space and a place of happiness. The building itself is spacious and has the necessary facilities to meet service user needs.

It was also described as being important for parents and carers.

25% of responses (32) spoke about the negative impact of closure on service users, parents, and carers.

Many respondents spoke of the negative impact that closure of the Centre would have on service users, parents, and carers. Many believe that closure would impact not only the health and wellbeing of service users but also parents, carers, and the wider family.

Closure of the Centre would be a huge loss for many, and people were concerned about disrupting the lives of service users who rely on and benefit from the service. Service users may lose friendships and relationships with staff that have been built up over a number of years. Many respondents expressed concerns that closure and a change in routine could be distressing for service users who struggle to understand change.

Some parents/carers are of an older age, and some have work and other family responsibilities. It is important that they can access appropriate day centre services for their family member.

A number of people felt that closure would ruin a community that has been established over several years and would leave service users feeling unwanted and isolated.

23% of responses (29) spoke about dissatisfaction and distrust with the Council's financial planning and decision-making processes.

Respondents expressed their dissatisfaction and distrust with the Council's financial planning, management, and decision-making processes.

Many respondents feel that the proposal is driven by financial factors, with a lack of consideration for vulnerable service users. There are frustrations that the Council is putting housing before residents with disabilities and is planning to remove services for people with complex needs.

There were concerns that there is no clear plan for supporting service users if the Centre were to close and that any alternative provision will be more costly for the Council.

Many respondents felt that the consultation is merely a formality and that it hasn't been well-publicised, and residents haven't had sufficient time to engage and respond.

Some felt that the Council hadn't been clear on its rationale for closure, with some respondents wanting to understand why the repairs needed warrant closing the Centre, given as money was spent on some refurbishments not long ago.

Some respondents felt that the Council should be fighting for adequate funding from central government to prevent closure.

18% of responses (23) spoke about availability of support for residents with complex needs.

Some respondents expressed concerns that this is the only suitable council-run day centre in the borough for residents with complex needs. There were concerns about where residents with autism spectrum disorder (ASD) and learning disabilities (LD) would be able to access the specialised support they require.

Some respondents felt that the Council is ignoring the needs of vulnerable residents by not providing the provision they need and deserve.

16% of responses (21) spoke about alternative provision.

Some respondents were concerned that proposed alternative providers would not be able to meet the complex needs of current service users. There were also concerns about the capacity of alternative providers and the time it may take to secure a place. It was noted that there is no obligation on any provider to accept Markhouse Centre service users. There is also no guarantee that any of these providers will stay open.

There were concerns that many of the proposed alternative providers are not located close to the Markhouse Centre, which is close to home for several current service users.

There were also concerns about the cost of accessing any of the proposed alternative providers.

Some respondents had tried some of the proposed alternative providers and had not had positive experiences.

10% of responses (13) spoke about location.

The location of the Centre is important to many respondents and there are concerns that proposed alternative providers are not in the same location.

Respondents felt that the Markhouse Centre is well-positioned in the centre of the borough, making it easy to access for many, and that lengthier travel time is difficult for some of the current service users.

9% of responses (11) spoke about length of time attending the Centre.

A number of current service users have attended the Centre for decades.

6% of responses (8) spoke about transitions.

Respondents were concerned that many current service users will find transitioning to alternative provision difficult. Many of the current service users find it difficult to adapt to changes and new environments, and this will negatively impact their behaviour and cause distress and disruption for parents, carers, and families.

6% of responses (8) spoke about building maintenance – it should have been better maintained up to this point and could be better maintained going forward.

There were frustrations that the building hasn't been properly maintained until now and requires extensive improvement works. Many respondents felt that the Council should be making the required investment to improve the building.

Other themes:

- 2% of responses (2) spoke about the negative impact of closure on staff.
- 2% of responses (2) raised questions or concerns about the building survey.
- 2% of responses (2) spoke about changes in service delivery that impacted service users – loss of days post-Covid and loss of Asian women only session.
- 2% of responses (2) spoke about the Centre being outdated.
- 1% of responses (1) spoke about the fact that Council changes have meant that the service is now building based.
- 1% of responses (1) raised concerns about staff.
- 1% of responses (1) spoke about service user outcomes not being met.
- 1% of responses (1) proposed alternative options – developing the centre into a specialist or study centre for people with learning disabilities.
- 1% of responses (1) felt that we are seeing an increase in the number of young people with additional/complex needs leaving education and we do not have the resource to support them.

Is there anything that concerns you about the potential closure of the Markhouse Centre and the impact this may have on you or the person you care for? Please write out your thoughts.

38% of responses (49) spoke about the negative impact of closure on service users.

Many respondents are concerned about the negative impact that closure of the Centre would have on service users and their quality of life, physical and mental health, and wellbeing. Some service users are already showing signs of being negatively impacted by the proposal.

A number of current service users struggle to adapt to changes in routine and require a transition period to overcome anxiety around attending a new setting, settling in and meeting new people.

There were concerns that service users would have nowhere to go in the week and no opportunity to socialise and access activities outside of the home. They would also lose the connections that they have built with staff.

23% of responses (29) spoke about service user and parent/carer satisfaction with the Centre.

Respondents spoke highly of the Markhouse Centre and the value of the service it provides. Service users are happy at the Centre and look forward to attending.

The Centre is like a second home for many, and service users have built strong relationships with staff and other service users. It allows them to access activities and learn new things.

It also meets the needs of service users and respondents spoke highly of the care provided by Centre staff.

It provides parents and carers with respite.

20% of responses (25) spoke about alternative provision.

Respondents were concerned about the alternative provision available for Markhouse Centre service users. There were concerns that alternative providers would not be able to meet the complex needs of current service users and that staff would not have the same level of knowledge and expertise as those at the Markhouse Centre. There were also questions about the capacity of alternative providers to accept additional new service users, whether transport would be provided and the cost of provision. Some service users have already accessed alternative provision, and this has not been successful.

There were concerns that there is not a clear process set out for service users to identify alternative provision.

Some respondents are concerned about the transition process, which will be complex for service users. Service users are likely to find it difficult to settle into any alternative provision.

13% of responses (16) spoke about the negative impact of closure on carers.

Concerns were raised about the negative impact and disruption of closure on parents/carers and wider families, with the proposal already causing stress for parents/carers.

The Centre allows carers to take respite, which is increasingly important with a number of parents/carers getting older and/or having additional caring responsibilities. There were worries that carers may have to stay at home with service users should the Centre close.

6% of responses (8) spoke about transport.

There were concerns about the uncertainty surrounding travel arrangements to access alternative providers. Respondents were concerned that service users would not have access to transport and that any transport provided would be expensive.

5% of responses (7) spoke about location.

Respondents shared that the Centre is close to home for a number of service users. This allows parents/carers to attend easily if needed (e.g. for medical emergencies) and respondents were concerned that this would not be possible.

Other themes:

- 2% of responses (3) spoke about dissatisfaction and distrust with the Council's financial planning and management.
- 1% of responses (1) spoke about the possible financial impact on families of the Council closing the Centre during a cost-of-living crisis.
- 1% of responses (1) spoke about possible job losses for Centre staff.
- 1% of responses (1) spoke about social worker capacity to complete reviews and assessments.

If the Council decided to close the Markhouse Centre what would be the most important to you in meeting your needs or the needs of the person you care for in any alternative day provision? Please write out your thoughts, thinking about all the things that might matter to you, such as the location of the Centre, socialising with other people, opportunities to attend activities in the community, the types of activity on offer and anything else that is important to you.

21% of responses (27) spoke about location.

Respondents expressed that any alternative day provision would need to be based in the borough and easily accessible for service users (as close to service user homes as possible to simplify travel arrangements) and allow parents/carers to easily attend if need (e.g. in the event of a medical emergency).

21% of responses (27) spoke about activities.

Respondents felt that the provision of a range of activities and opportunities to access the community, both centre-based and in the local area, would be important

in meeting the needs of service users. Some respondents think that this should also include educational activities and opportunities to develop key life skills.

20% of responses (25) spoke about opportunities to socialise and build friendships with other service users.

Service users will need opportunities to socialise and make new friends. This should also include the ability to transition to alternative provision with existing friends from the Markhouse Centre.

19% of responses (24) spoke about continuity of care and staff.

Some service users require 1-1 care or have particular care needs in relation to personal care or eating and drinking. Respondents expressed the need to ensure that care needs are met by alternative providers.

Respondents felt that Markhouse Centre staff know and have built relationships with service users and understand care needs. Any alternative provision would need to look to do the same and staff would need to support and reassure service users. Female staff would need to be provided.

8% of responses (10) spoke about transport.

Some service users will require transport to access alternative provision.

6% of responses (8) requested that the Council do not close the Centre.

Some respondents requested that the Council do not close the Centre. Alternative providers aren't appropriate, and the Council should work out how to keep the Centre open.

4% of responses (5) spoke about transitions.

Respondents shared that service users will find transitioning to an alternative provider difficult as they struggle to understand change. Any transition process will take time.

Other themes:

- 3% of responses (4) spoke about the time of sessions.
- 3% of responses (4) spoke about the cost of any alternative provision.
- 1% of responses (1) spoke about safety.
- 1% of responses (1) spoke about the need for support to identify alternative provision.
- 1% of responses (1) spoke about the service user being settled at the Centre.
- 1% of responses (1) spoke about the Council needing to replace the Markhouse Centre with a similar suitable service.
- 1% of responses (1) spoke about alternative provision needing to be based in a spacious building with multiple rooms.

Are there any other comments that you would like to share about the proposal to close the Markhouse Centre, or alternative proposals you want the Council to consider?

25% of responses (32) spoke about concerns for vulnerable residents.

Many respondents spoke of their concerns for vulnerable residents who will be impacted by closure of the Centre. The Council has a duty of care towards service users and vulnerable residents and closure could cause undue stress, reduction in quality of life and an increase in need.

Change will be unsettling for service users, many of whom have attended the Centre for a long time, who would need to transition to new provision without their friends and staff they know.

Respondents were concerned that some service users may end up housebound.

23% of responses (29) spoke about dissatisfaction and distrust with the Council's financial planning and decision-making processes.

Respondents expressed their dissatisfaction and distrust with the Council's financial planning, management, and decision-making processes.

Respondents were concerned that the Council are failing disabled residents by prioritising financial gain over their needs. There were frustrations about the way in which the Council utilises funding and why maintaining the Centre isn't a priority. Respondents were frustrated that the building has been underfunded and neglected and some believe the Council is focused on the value of the site rather than the needs of service users.

A number of respondents felt that the consultation is just a formality, and that closure of the site is pre-determined. There were asks for more, better publicised meetings between service users, parents/carers and decision makers and minutes of each meeting shared. There was a concern that the consultation timescales did not allow sufficient time to consider alternative options.

Several respondents felt that the cost of maintaining the building or relocating the service would be equivalent to the costs to the Council of any staff redundancy packages and fees to place current service users in private day care services.

13% of responses (17) spoke about the value of the service.

Respondents spoke highly of the Markhouse Centre and the value and importance of the service it provides.

The service has been in operation for a number of years and effectively meets the needs of a wide range of disabled people. Service users have built longstanding friendships and staff are highly skilled and experienced. It provides a safe and fun environment for service users.

10% of responses (13) requested that the Council leave the service as is.

Some respondents felt that the service is essential and should be left open.

10% of responses (13) requested that the Council explore additional alternative uses for the site.

Some respondents felt that additional alternative uses for the site need to be explored. For example, leasing space (such as the first floor) to other providers/community groups etc. to generate additional income, delivering additional chargeable services from the building for members of the community and extending the building's opening hours to allow other providers/community groups to use the facilities for a longer period for a fee.

10% of responses (13) requested that the Council explore alternative funding options.

Some respondents felt that the Council should explore alternative funding options in order to keep the centre open.

9% of responses (11) spoke about alternative provision.

Respondents shared concerns about identifying a suitable alternative provider, expressing that there are limited good quality day centres available, and their ability to meet needs and accommodate additional service users. There were concerns about being able to get the same offer elsewhere. Respondents also raised safeguarding concerns.

There were questions about the support the Council will provide to identify and transition to alternative provision. Respondents were concerned that service users may not be happy or settle elsewhere.

8% of responses (10) spoke about repairing the building.

Respondents felt that the Council should invest in the building and carry out the necessary improvements.

5% of responses (7) spoke about moving the service to another site.

Respondents felt that the Council should explore moving the service to another site.

4% of responses (6) spoke about the impact on parents/carers.

A few respondents felt that the Council should consider the impact of closure on the health and wellbeing of parents and carers and their needs.

Some parents and carers are getting older and are already providing additional day-time care on days when service users cannot access the Markhouse Centre (to cover days not reinstated after covid).

3% of responses (4) spoke about changes to the service that have meant it is now predominantly building based.

Respondents shared that the Centre has previously provided service users with a range of activities and opportunities to engage in the community, such as swimming and horse riding, but these have been removed and the service is now predominantly building based.

3% of responses (4) spoke about determining which repairs are essential.

Respondents questioned whether all the repairs set out in the building survey are essential and whether those that are essential could be identified and implemented.

Other themes:

- 2% of responses (2) suggested that the service should be temporarily relocated to allow the building to be repaired.
- 2% of responses (2) spoke about setting up a petition to keep the Centre open.
- 2% of responses (2) requested that the Council build a new day Centre.
- 1% of responses (1) spoke about social worker capacity to complete reviews and assessments.

6. Summary analysis of feedback and comments from drop-in sessions

Numbers in attendance: 57 attendees, 42 unique carer attendees

Key themes:

Alternative provision and quality of service

Concerns were raised about the appropriateness of any available alternative provision and whether providers could meet the complex needs of service users. Some parents/carers shared previous experiences with alternative provision that either ended or were not feasible due to an inability to provide the required levels of care, which were disheartening and difficult. There were also concerns about the quality, location, and capacity of alternative provision.

An advocate asked whether the complaints procedure would be accessible for parents/carers who were not happy with alternative provision and asked about the contingencies in place to ensure access to good quality, suitable provision.

Transport

Concerns were also raised about necessary transport arrangements (availability, cost, travel time) to access alternative provision, some of which may be out-of-borough.

Transitions

There were questions about the handling and management of a transition process. Parents/carers emphasised the need for gradual, supported transition plans. It was noted that some service users have attended the service for decades and there were concerns about transitioning to and settling into new settings and losing friends and familiar staff members, with this being further complicated by complexity of need and language barriers.

Dissatisfaction and distrust in the Council and in the consultation and decision-making process

Parents/carers expressed their lack of trust in the Council, believing that the decision to close the Centre is predetermined, that there are ulterior motives to re-develop the

site, and that their comments, feedback, and personal situations will be disregarded. Parents/carers wanted to ensure that they were able to share their personal challenges as part of the consultation and decision-making process and expressed their desire to speak with Council decision-makers.

There is a belief amongst some parents/carers that the Council's focus is financial and driven by profits rather than safeguarding delivery of a high-quality service. There was an acknowledgement of the Council's financial position, but a feeling of frustration that the Council has not invested in the Centre. Parents/carers expressed frustrations about the Council's use of finances more generally. Parent/carers felt that the Council is not making appropriate use of funding by not investing in the Centre and by instead prioritising other projects.

An advocate felt that the easy read consultation was still difficult for some individuals with learning disabilities to understand.

Building condition and utilisation

Parents/carers queried the reasons as to why the building hasn't been appropriately maintained until now. There were also questions about the building conditions report; how objective it is, how accurate it is and what the issues are that will require £1.2 million to resolve. Some parents/carers asked to see the building conditions report.

Concerns were also raised that the building is underutilised, and that space could be leased out to generate income to keep the centre open or used by other Council services.

Impact on service users and carers

There was disappointment at the perceived lack of empathy from the Council regarding the impact closure would have on service users, parents, and carers.

Parents/carers shared that they were already struggling with work life balance while providing care for their adult children. They shared that the centre is a lifeline and provides stability, and any disruption will result in significant stress for family members. It was also noted that several parents/carers were mature and rely on the service.

Some parents/carers shared that their adult children were already showing signs of distress. They felt that it would be difficult to communicate the changes in routine and the impact and disruption will affect family quality of life.

Social worker team capacity

There were concerns that the social worker team has limited resource and will not have the capacity to conduct the reviews and reassessments of need. There were also concerns that social workers lacked personal relationships with impacted service users. Questions were raised about how the service is run.

Parents felt that the consultation evoked memories of previous closures, namely of the Birkbeck and Trumpington centres. They felt the council showed a lack of empathy towards vulnerable people by closing these services, a belief that would

only be strengthened if the Markhouse Centre were to close. One parent felt the Trumpington closure was merely a PR exercise to mitigate the harm caused by its closure.

Further, parents highlighted that behaviours which challenge may take months to present if a change such as the Centre closing were to occur, making it harder to manage the needs of service users.

Satisfaction with the Markhouse Centre and staff

Parents/carers spoke highly of the Markhouse Centre and have expressed deep admiration for the staff and the joy their family members experience there.

Concerns about recent changes

Parent/carers felt that increasing the capability requirements to use the Centre had resulted in less inclusivity and diversity as their children could no longer benefit from mixing with those of different development levels. Parents were also concerned about the decreasing staffing levels as many staff had begun to leave, causing distress for service users used to interacting with particular staff members. Carers recalled previous ambition for a 'hub' approach (where the Centre would assist service users to access a wide range of services and activities) but were unclear about why it was stopped. They also recalled activities previously offered by the Centre like swimming were lost when transport options were removed.

Collective parent/carer voice

There were discussions about the ways in which parents/carers could work together to campaign for the centre to remain open. They are collectively organising to oppose the proposal and attend Scrutiny and Cabinet meetings. Some parents/carers were also keen to start a campaign to support and fund the refurbishment of the building.

7. Summary of feedback from stakeholder engagement forums

7.1 SEND Parent Carer Forum - key themes

Alternative providers

Parents/carers expressed concerns that alternative providers may not have sufficient capacity and may not be able to meet service user needs.

Friendships

There were concerns about service users losing the friendships that they have built up over several years.

Building-based provision

Parent/carers felt that many people with complex needs benefit from appropriate building-based provision.

Provision for young people

There were questions about provision available for young people leaving Whitefield School should the Markhouse Centre close. It was noted that currently young people attend the centre with individuals from a wide range of ages and going forward it would be preferable if there was a specific service for young people with learning disabilities.

7.2 Carers Development Group - key themes

Transitions

Questions and concerns were raised about support for managing the transition process.

7.3 Adult Social Care Residents Group - key themes

Quality of the building

Attendees said that if the investment set out in the building survey was made, it would still not allow for making the building fit for purpose as the investments only relate to the repairs and not the upgrades needed to improve the space. Attendees said that the building survey should also include the costs for making the building fit for modern day services.

Centre of Excellence

Attendees felt that the Council should be aiming to provide a centre of excellence to meet resident's needs and should not be reducing services. Attendees told us that it is 'so wrong for people to be sat at home and rot' when services have been cut.

Friendships

There were concerns about service users losing friendships that have been built up over many years. Attendees said that, during any needs assessment of service users, social workers should encourage service users to attend Club 82 (a club experience for adults with learning disabilities) to spend time with their friends.

Location and transport

There were concerns about residents having to access out of borough provision and whether transport would be provided.

Review process

Attendees were concerned about the effectiveness of the review process and how it would effectively give voice to service users and their needs. Some stressed the

importance of having independent advocates at these assessments to amplify the voices of service users.

Unmet need

Attendees viewed closing the service as 'a step in the dark' as 'we don't know if people's needs will be met.' It is important to ensure a co-ordinated understanding of and approach to managing unmet need.

Concern about physical space

There were concerns about the physical space that alternative providers have available to support service users with changing, personal care and other notes. It was noted that the Markhouse Centre is a large building with ample space to support service users as needed.

Residents with moderate needs

There were concerns that those with more moderate needs won't be able to access alternative provision as it will be prioritised for those with higher needs.

Provision for young people

There were questions about provision for young people. It was noted that currently young people attend the Centre with individuals from a wide range of ages, and going forward it would be preferable if there was a specific service for young people with learning disabilities.

8. Alternative options raised and proposed

- Alternative funding sources - the Council could identify alternative funding sources or look to raise funds within the community as an option to keep the centre open.
- Additional uses of the building – the Council could explore leasing space in the building, such as the first floor, to another organisation to generate income.
- Alternative building - the Council could explore use of an alternative building for the service.
- DIY SOS/volunteer tradespeople – apply to DIY SOS or identify volunteer tradespeople to lead the renovation.
- Contact Alan Sugar and Chelsea football club for private funding.
- Establish a consortium to run the centre as a trust.

Survey – redacted free text responses

Question 3 – Why do you feel this way?

Need more information

There is a need for friends to stay together. There is a need for this centre to provide that support

It's an important resource for the community and provides residents with complex needs much needed space

Patients with ASD and LD, as well as their families, will be left without specialised support.

These services are essential and this Thatcherite corrupt council is bleeding out social care under the auspices of building much needed housing that is never affordable and never for people in precarious conditions. Shame on them.

This is a chance for my <redacted> and every other people with a disability to get a chance to do activities and have fun as well as giving their carers the ability to have some space and own time.

I'm not sure what will happen to the service users and the staff. Are the staff going to be redeployed?

THE MARKHOUSE CENTRE PROVIDES A SAFE HAVEN FOR SERVICE USERS AND ENABLES THEM TO SOCIALISE WITH THEIR PEERS AND EXPRESS THEMSELVES IN A DIVERSE SAFE FREINDLY ENVIROMENT. THE SERVICE PROVIDES IN HOUSE ACTIVITIES AND HAS INDIVIDUAL PROGRAMS FOR EACH SERVICE USER WHICH ARE PERSON CENTRED. SOME OF THE SERVICE USERS HAVE BEEN ATTENDING THE CENTRE FOR A NUMBER OF YEARS AND HAVE BUILT UP FREINDSHIPS AND WOULD BE LOST WITHOUT THE SERVICE. MOST CARERS / RELATIVES COMMENT ON HOW IMPORTANT HAVING THE CENTRE IS TO THEM AND THEIR CARE FOR ONES. THE CENTRE HAS HIGHLY SKILLED AND ABLE STAFF WHO ENSURE THAT BEST PRACTICE AND BEST OUTCOMES ARE ACHIEVED.

Thus is the only service offered by the council the entire borough for complex need adults, all others are in the private sector. The argument put forth by the council that a building base service is not person centred or appropriate is totally hypocritical as it does not take into consideration the fact that the Markhouse Centre was forced by the council to be a building based service despite the feedback from staff and carers at the time. Service Users currently have a wonderful schedule and many of them will be adversely affected for life by the complete removal of what is familiar and constant in their lives. The arguments put forth by the council have absolutely nothing to do with caring for the needs of vulnerable individuals in the community rather it is fuelled purely by money as attested to by the fact that the site has already been designated as prime building land.

Markhouse is very outdated..the staff are to complacent and they do not take them out into the community enough..I had a lot of problems with my <redacted> being there

Seeing the impact this day centre has on people is inspiring and the fact that you feel you should close is is disgusting and saddening. I'm sure if it will get closed down, you'll sell the space and we'll see more flats being built, but that's besides the point. If you close this service down, you'll be disrupting the lives of those who use the service and if you have any idea of

what some people with learning difficulties can be like this would really be a difficult time for them.

There are not enough day centre or places that the disabled or learning difficulties can attend or use in the brough,

No other service is able to provide the level of service for service users with more complex needs.

Moving the clients who rely on the use of the centre to others could be too much for many people with disabilities. We need this centre to service local disabled people.

The facility is needed in the borough by the service users. The facility is well positioned and is an asset on Markhouse Road. The facility could and should be improved to bring further benefit to current users and attract more.

It seems like a valuable resource to those less able

It's the only facility available for my <redacted> and it's very hard for <redacted> to adapt changes and also it's very near to my house so we don't need to worry about transportation. I really struggle to get <redacted> a place in Walthamstow and I don't know how long I have to wait for <redacted> to get into another facility. There was no spaces available . If you are going to close the centre , I have to let <redacted> start the transition from now, as <redacted> takes longer to get use to new environments and people.

Vulnerable disabled people need access to services that are familiar and can provide their care. Investment to improve the centre whilst maintaining their access would be preferable in the longer term. Carers have a hard time as it is

This centre provides vital services to vulnerable people in the community. These are not people who are necessarily able to travel elsewhere. Times are tough. Please keep the centre open.

It is putting housing before people with disabilities first

This is a much needed respite/care centre. So many residents in this borough use this currently and some will need it once they leave formal education.

Markhouse Centre is place of happiness for many people with disabilities. My <redacted> is always excited to attend the centre as they do many things that keeps them engaged and that which meet their needs.

This centre is helpful for people with disability

It is important people with learning disabilities, especially complex needs, have a safe place to go that is part of the community but also provides them with specialised support tailored to their individual need. A safe place to participate in activities, learn life skills, see other professionals and, maybe most importantly to them, meet their friends and socialise. It allows the individual to feel they have their own life and some independence. This also allows parents and carers time to carry out other daily activities, without feeling worried or guilty because they know their loved one is in a safe place living their own life.

It is a very useful service for disable users. Removal of this service will cause great disruption to those that use this service. Closure of this facility is discriminatory to those disabled people who actively look forward to using this service

The Markhouse Centre is invaluable to the service users with their experienced staff team, many opportunities, enriching activities and trips and general can-do attitude to making people's lives better

This is an important resource for disabled people and their carers.

nothing to say

I would like to know why is the reason Markhouse is closing down, as I'm a <redacted> bringing <redacted> disable adults

Valuable centre for all

its been good their help

This is a bad decision. The day Centre is very spacious and has great staff. The managers are great and helpful. Please don't close down the day Centre.

i do regard the decision as inappropriate. The premise for your decision seem to me, wrong and insensitive a disregard of the youth of the area who use the Centre - a place for socialisation and integration. U regard the Centre as a place, ideal for realisation of the positive values of understanding religion, cultures and ethnic values and norms. The Centre is near and management is very understanding and listens to us concerning the ensuing problems of our disable <redacted>. Closing the Centre will be a big blow to us. Why do you decide to close a Centre that serves the poor and leave those in middle and high income areas? Democracy is meant to protect the poor but not to subjugate them.

The centre serve poor youth of ethnic minority groups needs. It is a place to socialise with their peers and learn the values of community norms and bring cohesion. To close it will not be good for purpose though upgrading it for diverse use that serve the community would be welcome.

Because it serves a valuable role in the community

People with a wide range of disability's are cared for at the centre. It will badly missed.

It provides opportunity for people who have learning difficulties and autism to receive services in the local areas. By closing down this place you are neglecting these peoples needs and a safe place to come for help.

Closing the day centre will disadvantage those who attend the centre. The council's proposal to close the centre seems shortsighted. The land is likely to be sold to developers who will probably construct poor quality housing that is not going to benefit the local community.

I worked for about <redacted> years as a leader disabled nurse. Day Centres like this are essential for supporting the health and wellbeing of members and their families. Being cynical that its easier for councillors to cut this service rather than fighting for adequate funding from central government.

Markhouse centre provides a safe place for social interaction. Meaningful Friendships have been formed over the years and closure of the centre will result in loss of communication amongst friends and many service users are routine based which will have an adverse impact on their daily lives and structure.

Not really sure what the service currently does but would be good to know what the future plans are for the land should the centre close.

This is obviously a valuable asset for the most needy group of people in our community and their families/ carers. The consultation deadline is too soon. It's my experience that the council ignores the views of residents and consultation is just a formality.

Markhouse centre is special place the staff are extraordinary. closing the centre is a mistake. the staff go an extra mile to help everyone. the service what you get at Markhouse is extremely good. staff are special to everyone who go there.

Because my <redacted> will miss going to Markhouse Centre

My <redacted> has been going to Markhouse centre from the age of <redacted>

Here we have all the necessary facilities. I consider that this day center is absolutely necessary for beneficiaries as well as for caregivers. Friendly, socialising, learn new things.

I don't agree because my <redacted> is integrated very well in this day centre. We live in Waltham Forest and this centre is very easy and accessible for us. <redacted> has made friends and feels like family. The staff is pleasant. Please and we want you to keep the day center open! We can understand if you are just renovating but still keeping it open. Please still keep open! Is essential for community. Thanks

We are very concerned about the centre closing down, we spoke about it the centre is near and my <redacted> are very happy there if you close it down would they be happy at other centre.

Because <redacted> need it as it's a way for the adults to do activities and socialise.

I am a carer for a service user of the centre. <redacted> has had to leave <redacted> maternal home due to a change in circumstances. Markhouse provides continuity and a sense of stability for <redacted>

It is an excellent centre for all and the council are taking away the rights of those in need

There is not a clear plan to support those who use these vital services if you were to close the centre.

Other services may be too far away. £1.2m to get the centre up to scratch and secure its future looks like a good investment to me.

I like going to Markhouse Centre. I enjoy the activities. The staff are very good to me. I have lots of friends.

Markhouse Centre (MC) is the only provision that has women only sessions.

Building is old, and the service model is outdated.

Yet again, it is one of the most vulnerable groups in the community being targeted for financial gain.

Markhouse Centre offers a safe space for service users to express themselves. Any changes to routine causes much distress and impacts on both service user and carer.

Because I have find this suitable and will be difficult to find alternative.

There are few services in Waltham Forest that cater for vulnerable adults who require entre based care let alone any voluntary sector provision that could be accessed by these parents and carers. If a grant scheme is introduced to fund provision would help with keeping our young people in our borough to receive the support they require

At a time when numbers are on the increase of young people with special needs leaving education, LA should be considering more resources as opposed to closing down what is a most valued service provider for adults with learning disabilities.

Closure of a centre for adults with learning difficulties, will not only affect the users of the service but the council as a whole. Alternative centres, I understand costs much more and therefore, this will lead to pressure on council budgets.

For many with disabilities in the area this is the closest centre they can attend in the area. The alternatives are miles away and would make travelling a burden for those already experiencing challenging circumstances.

This space is extremely important to those that need to access it

The centre is an invaluable place for people with autism and/or learning disabilities. When places like this close, thanks to 14 years of tories there are few or no alternatives.

At a time were all we see read and feel is utter despair and exclusion for the minorities, I can't help but feel that it would be a crime to shut down a safe harbour that offers opportunity, and inclusion for some of our most vulnerable.

Not cool closing this kind of centres, the community needs it

There is no acknowledgement that taking everyone out of the Markhouse Centre will ruin a community that has been built over the years. I fear that friendships and bonds between people will be lost when moving people to new servcies. Also, you can't guarantee that the services you will signpost people to after the centre closes will continue to support and stay open. Markhouse Centre has been going for over twenty years, this should be celebrated not destroyed.

I hereby express my profound concern and disappointment regarding the recent closure of our local disabled centre for the vulnerable, which has had a severe impact on my <redacted> and other members of our community who rely on its services, which have become a cornerstone of their lives. As a family member of a disabled individual with mobility issues and a learning disability, who is also prone to <redacted> and struggles to cope with stress and change, I have personally witnessed the inestimable support provided by this centre over the years, which has brought <redacted> immense joy and happiness. While the Head of Social Care had previously recommended other centres in the area, such as Snaresbrook and Trinity, my <redacted> was unable to integrate with the staff and other clients, and none of them offered the same level of care and enjoyment that <redacted> found at this centre, which had brought together people from other communities that had already been closed down. Moreover, over the last two years, the maintenance and servicing of Mark House Road have been halted, and new clients are no longer being allowed, with the centre now being forced to relocate to a different location i.e. the groups on offer in your documentation. This seems to be a manipulative manoeuvre by the local authority. Such treatment of vulnerable adults is unacceptable, especially when it is done solely to enable the sale of land, as has been the case in other areas, rather than investing in the people who need help to improve inclusivity. The wellbeing and dignity of these individuals should always be the top priority,

and they should have access to all necessary resources to live fulfilling lives, instead of being forced out of their familiar environment. Therefore, I strongly urge you to reconsider the decision to close the disabled centre and explore alternative solutions that would allow for the continuation of its vital service. It is inconceivable that the people of the Walthamstow borough should only be inclusive in terms of race, sex, and ethnicity, while the needs of vulnerable individuals are being ignored. The proposed alternatives have already been tried and tested, and it is evident that they will not be beneficial for my <redacted> who will only experience worse mental well-being and an increase in <redacted> if <redacted> is forced to remain at home.

It provides a valuable local resource for people with learning difficulties and related neuro-sensory/cognitive issues and their carers. Removing this is likely to be disruptive for them.

My <redacted> has attended the centre for over <redacted> and loves going there. I am frightened of where <redacted> would go if the centre closes. I feel safer knowing <redacted> is not stuck in his flat all day and doing things <redacted> likes.

I have been going to the centre for a long time. I love doing my gardening there. I don't want to be taken away from my friends

It's vital for local families and carers. Also the consultation has not been well publicised and some feel that it's been badly worded, that the actual repairs needed don't warrant closing the whole centre.

The reason I feel this way is because of how enormous it will impact and effect on the users of MarkHouse Centre let alone the families, parents, guardians and the staff members of MarkHouse. My <redacted> will be effected as <redacted> mental illness and well being would decrease as <redacted> has <redacted> and will amount a lot of stress for my <redacted> to know that MarkHouse will no longer exist, not being able to see <redacted> second family (other users & staff members) as well as going somewhere to have fun, learning via activities e.g. cooking which <redacted> loves but knowing MarkHouse won't be available will make <redacted> feel <redacted> wasn't wanted or needed and being discarded like <redacted> isn't valued, <redacted> can activate and become hyper active to over drive making <redacted> unstable in every way and puts more stress on family and even <redacted> second family would be distraught. I <redacted> am being affected mentally as this has taken a toll on me as I find this highly unprofessional and inappropriate as the council of Waltham Forest are not considerate to vulnerable people like my <redacted> and this seems prejudice as the alternative centre's given can't provide the needs for <redacted> and others like <redacted> to have their criteria met e.g. <redacted> has <redacted> problems and other centre's don't provide such care. The proposal is ridiculous as less time is provided to the community of Waltham Forest also it has disrupted the respite of families and parents and has caused stress of the unthinkable amount plus <redacted> will feel <redacted> was kicked to the curb and not loved by <redacted> second family. I strongly disagree with the proposal of closing down MarkHouse Centre as this is the only one my <redacted> wants to go to and doesn't want to go to any other as it won't feel the same nor would the experience being around those <redacted> does not know but the closing of the centre may cause a major health situation and it just seems that the council are just financially not caring for this place as the last financial investment for the stability of MarkHouse was not prioritized as significance of importance to the community nor the families nor the staff members of MarkHouse, as the staff of MarkHouse would now become unemployed especially in a financial economic crisis we are living in at the present moment and time causing mass strain as the other centres would be asking too much financially to support our loved ones including my <redacted>

The centre is unique in the borough and provides essential services for vulnerable people.

Mrkhouse centre is the only facility organised by the council for our community. It services an excellent purpose of helping children and young adults with learning disabilities and mental disabilities. It is the place where people from minority ethnic groups with poor backgrounds meet and cared for. The centre is close, just 15-30 minutes drive, and provides transport for its users. I find the decision taken by Director of Social Care to close the facility not well thought off, because it contradicts the government's principle and policy of social care. Selling the site to cooperate bodies to make developments that bring them huge profits at a stroke of a pen by decision makers should be properly assessed to serve posterity.

It's a big spacious building plenty of room to cater for learning disability's . The rooms are big enough for a cookery Room. Art room It has a sencoryy room . If some money was invested the council could bring this up to a state of art day centre .and run out door facility's through other agency's .

No big enough reason to close, <redacted> is comfortable here, change will disturb <redacted> and us as a family no matter what help you give us , a acceptance of this change will not be quick will take from 6 months of upset, if ever accepted. You've taken away enough of their outside events, now you want to take away everything it's a disturbing idea,one for us is hard enough. Give them a new boiler, you were happy to paint the outside for how much I don't know new windows would of been a better option. I strongly, very strongly disagree with this proposal, no one that I have met that has family at markhouse wants it to close, our opinions should come first, not anyone that doesn't know what we go through.

My <redacted> learning-disabled and <redacted> <redacted> attended the centre since <redacted> was in his late <redacted> and over that time has built up deep relationships with peers and staff. To close the Markhouse Centre and rip <redacted> away from these relationships will cause <redacted> significant distress and harm. The centre also provides activities that nourish <redacted> wellbeing and allow <redacted> to continue developing skills. In recent years the centre has concentrated on supporting those with the highest needs in the cohort of people with learning disabilities and autistic people. Having researched many of the options offered a number have stated that they are not set up to meet the significant needs of the current attendees. An internal inspection of the support provided to <redacted> and <redacted> peers in August 2023 evidenced a 100% score across the board for work practices, care planning & risk assessment, quality assurance etc. Hardly, a reason to close the centre. The building survey is questionable, particularly in its conclusions as to how much needs to be invested

As there are limited places left in Waltham Forest which can be used by ppl needing social care and special needs.

Markhouse Centre has been the spot for creating social activities for people with special needs. This has been a place that my <redacted> who has severe learning difficulties and <redacted> used during <redacted>, where <redacted> was able to interact with other people. This needs to remain and not turn it into flats. Despite the other day services provided by some other care providers, the Council should still continue to be involved in providing a safe place in support of people with special needs. I am sure it is not always used by care providers but carers who have people they care for. A chance to meet other carers and not feel lonely. Much focus in WF is on diverty and culture, it needs to remain focussed on those with disabilities within the community. Visible and not invisible.

this is a safe space which provides a valuable service to a group of adults who benefit greatly There is only one other very small space like this that is available for adults with disabilities who currently use this facility. It will not be accessible for all the adults who will need to use a facility like this.

It is a travesty that adults with disabilities will no longer have access to the centre. Why should our most vulnerable not have the provision they deserve and need? Just because of commercial greed?

These centres should be kept open for young people to stay off the streets.

I strongly disagree because my <redacted> has been attending Markhouse centre for over <redacted> years, and this closure would be devastating, not just for <redacted> but for our entire family. Also, I don't feel that we have been given an appropriate reason for the proposal to close the centre. I certainly do not agree with the figures regarding the costs to repair the centre which seem unusually high. I have visited the centre many times and most recently and the facilities are amazing. I honestly feel like an independent review needs to take place regarding the repairs needed. Closing Markhouse Centre would be a huge loss to all the families affected.

The Council keep talking about 'Community' and at the same time wish to shut down centres where people commune and isolate them in their homes.

i did work with people in Markhouse and feel that that care still needs to be provide

This building is an essential part of the residents lives who attend the facility as where would they go if its closed down. There general and mental health will suffer. Plus the caring staff will lose the contact built up looking after them.

The centre provides a much needed space for the adults that use it; this space cannot be found anywhere else in the borough. It also provides respite for the carers of these adults. Adults that use the centre can engage in their own activities and have use of outside space. Our students at <redacted> often hear the adults when they are outside and it demonstrates to them even further that our society is diverse.

Resources such as this are few and far between - it makes absolutely no sense to close it down

Because people rely on. It

The council has cut enough services.

I work for <redacted> and see how there is a high need for this kind of service in the borough.

i feel that my <redacted> will find it hard to adjust to a new environment.

It is much needed asset and resource for the community. Not everyone is able bodied and having a chance to visit a world class service is good for citizens of this borough

These are some of the most vulnerable members of society. Any reduction of facilities available to them is detrimental to their well being.

Cutting services and interventions is false economy as more serious problems emerge later.

It provides an essential service! We need more not less of these!!

I like my music & drumming. I love dancing

I have friends in the centre. I like coming here.

I didn't feel <redacted> achieved much being there. There didn't seem facility for <redacted> needs. Although the staff tried to motivate <redacted>. <redacted> did benefit using the sensory room and I think <redacted> needs variety and not the same thing each visit. Initially <redacted> benefited as he was taken out on visits and also went horse riding.

After Covid <redacted> also lost a day which didn't help.

Council should provide service for their residents - not other people It is very important that Waltham Forest Borough has a day centre that belongs to the Council it is vital.

I don't agree with the Council's plan to close Markhouse centre because it has given the person we care for the confidence and independence in interacting with others in a safe environment. This overall has given good mental health and wellbeing. The person we care for very much loves and always looks forward to going to Markhouse the night before. Not only the person we care for but others who attend Markhouse and their families have been happy with the service that they provide.

Because Markhouse Centre is a good centre, and it also have good opportunity. It has easy access and it is local to around area.

Building is still in good condition The residents of the community no longer have to use day care centre (at least thei) You cannot deprive the council of a day care centre STOP – ABANDON

Markhouse is the only centre in Waltham Forest that is located central for many service users. My <redacted> has been going here for <redacted> the staff are highly trained they know there service users from years, it's a second home for service users and very secure place. The layout of Markhouse is fantastic all one level hence very comfortable for users. Closing Markhouse will have traumatic effect on service users mentally and emotionally. It will have traumatic impact on families.

Markhouse is the only centre based in Waltham Forest run by Council and is hub based with provides complex and moderate needs for special needs Adults, it is reachable to all service user by various means. Majority of the service user have been there for <redacted> its there second home. Markhouse layout of the building is very user friendly its straight layout is very safe. Has many rooms for activity for all levels.

I like going to Markhouse Centre. I enjoy all the activities. The staff are very good to me. It is a safe and happy place. I have lots of friends. I need MC to stay open.

There is no alternative facility suitable for these clients which can be reached from all parts of the borough. With moderate investment Markhouse could provide a more vibrant, outward-looking service for a far greater amount of people as it has done in the past. This would be of far greater benefit to the borough that a capital receipt of £6-8m.

I cannot understand why so much money was spent on refurbishing Markhouse Centre not so long ago only to tell us now that it's to be closed down - a waste of public money!!

I have been coming to the centre for over <redacted> years and I love it. I like to meet my friends and I like the staff who work hard. We were all moved together in 2012 from other services into one. You then closed all our old building and promised this one would be the last. Now you are breaking us apart because you did not look after the building. The build should have always be on a maintenance contract but you choose to not look after it and put

us in danger will you never learn! Take ownership and fix the problem instead of pushing it it someone else.

The Council has a legal obligation to meet the assessed needs of all people who currently attend the Centre, and the needs of their family carers. A service cannot be reduced unless a reassessment of these needs shows that they are lower. For Markhouse attendees that is unlikely, as it is for their family carers. A proportion of the family carers are of retirement age, and their needs will not reduce. The younger family carers, some of whom are siblings, may have work and other family responsibilities. Both need reliable and consistent day time support to enable them to continue caring for their relation at home. I note that the Information Pack we have been given provides a list of 13 different organisations which provide day time support for people with a learning disability. We are given no indication of their capacity to take on new people, and of course there is no onus on them to do so. Each organisation can refuse to consider support to an individual if they have not got the physical space, equipment or staff skills needed to support that individual. Additionally that individual may not fit in with their existing clients or be able to participate in the types of activity they offer. Six of these organisations have bases which are outside of Waltham Forest. These six are likely to give priority to potential attendees from their own local authority and of course travel to and from them could be lengthy and expensive for someone living in Waltham Forest. It may be that Senior Officers from the Adult Social Care Directorate have already been in discussion with representatives from the independent providers about the types of day care services that will be needed in Waltham Forest now and in the future. However, as far as I am aware, we, the family carers, have not been told about such discussions. Should one of the providers wish to develop their services so that they can offer more day care within Waltham Forest, they would almost certainly struggle to find suitable premises. I do not know the needs of the other people who currently go to the Markhouse Centre, but it is probable that there are some people who use wheelchairs and may need changing facilities that are spacious enough to accommodate a hoist. Others may find it difficult to cope with busy atmospheres and less spacious buildings. Present buildings used by the independent providers may not be suitable for people with higher support needs, and it is improbable they would have the capital available to buy and convert existing buildings or to purchase land, should it be available, for new builds. Moreover, if they could do so it is probable that they would have to factor these additional costs into their daily charges to Waltham Forest for their provision of care to its residents. I therefore conclude that it would be very risky for Waltham Forest to stop directly providing day care to those who currently attend the Markhouse Centre, and to have no service available for those school leavers who will need support in the future. These are some of the borough's most vulnerable residents, who, through no fault of their own, need the quality of day care support that has been reliably provided for them at Markhouse.

The MHR Centre is a god send. It provides a fantastic service for the person with disabilities. There is no local centre and closing it will indeed cause huge issues for the service users and their parents. I believe the users who have been there for years will find it difficult to adjust elsewhere.

LBWF seem to be withdrawing services they provide to people with learning disabilities, little by little. This happened to our <redacted> about <redacted> ago. And asked to get help from elsewhere. We moved <redacted> to Forest Gate (LBN) and when they closed, moved <redacted> to Redbridge. <redacted> ago they too closed the services and now <redacted> is at home without any such educational support <redacted> was receiving. Now this is another planned move by LBWF. When Markhouse is closed, eventually same thing will happen to our <redacted> as well who is now attending Markhouse (MH). MH was meant for "Asian women" but later all men were brought in after clsoing their services provided elsewhere in LBWF.

This is a service provided for people with severe learning disabilities, where these people are cared, keep them happy and occupied, meet their peers and associates, where they are recognised as humans and they receive humanity services there. This is again simply ridiculing these humans in seeking their views after taking the decision to close down the centre. The other service centres suggested do not provide services that they receive at this centre. Those centres are suitable for those who are able and mentally capable. Neither of them provide care services to people with severe learning disabilities.

My <redacted> goes to the centre <redacted> days a week. Its very close to our home, so <redacted> doesn't need any transportation from the council. It took a while (<redacted>) for <redacted> to adjust in the centre and now to move to a new centre is very stressful for <redacted>. <redacted> is non verbal and on <redacted> support. A transition in 3 months is going to affect <redacted> behaviour (psychologically)

No response

1. The impact it will have on users 2. They will not understand why they cannot go to Markhouse. Some have been there for up to 30 years. 3. This will cause unrest for carers. At home making life harder lose friends, staff that know how to work with them 4. Council promoting finance over the most vulnerable people in this borough. People that cannot speak for themselves cannot promote what they want.

I cannot deal with changes. Lose all my friends and acquaintences. Lose staff that know me and understand my needs, communication and how I like to be treated, as I am <redacted>. This takes a long time for staff to get to know me and understand me. I like going to Markhouse, I like all the staff, I know where I am going. I am happy there. I don't have to travel too far.

My <redacted> has been going to Markhouse Centre over <redacted> is <redacted> now. <redacted> has behaviour and learning disability. <redacted> enjoy Markhouse <redacted> days a week. <redacted> wants to go everyday <redacted> waits for the bus. <redacted> enjoys <redacted> friends and <redacted> loves the staff who know <redacted> and <redacted> disabilities and how to deal with <redacted> bahaviour. <redacted> cannot understand change <redacted> has <redacted> routine <redacted> waits for the bus everyday. All day <redacted> keeps asking is the bus coming, call the bus <redacted>.

No response

I think that the Markhouse Centre should not close down as my <redacted> has been using the facilities. I also have another younger <redacted> who will potentially use it. It is awful that the council plans to do this!

My <redacted> is a user of the centre and closing it would be a massive loss for many people who benefit from their services. It's infuriating to think that a beneficial service like Markhouse Centre may be closed, and likely replaced with flats.

I feel that markhouse centre could be developed into one of the following. A specialist centre for people with learning disabilities, A teaching study research centre for people with learning difficulties and other students from the wider community, Programmes on social sharing with all sections of the community.

I have <redacted> who are disabled they have been attending the centre for over <redacted>. This closure has devastated us and we cannot accept. For the centre to close means a total relapse.

I have <redacted> disabled <redacted> who have been attending Markhouse for over <redacted>, and this is like their permanent educational school. Education centres are much more important than turning places into council flats.

Question 6 – Is there anything that concerns you about the potential closure of the Markhouse Centre and the impact this may have on you or the person you care for? Please write out your thoughts.

I am worried that my <redacted> is not going to have a place to go to on weekdays as well as allowing me to get along with the house chores. My <redacted> has fun going to mark house and really enjoys <redacted> time there. It would be such a disappointment if it shuts down.

Only concern is where do they go after the resources are fully stretched

We have been like a family with the markhouse and the staffs, it gives us a break and a safe environment, not all place will except us and will have very difficult times to be in a different location places. As we are getting older we have bigger problems to adapt. We can not risk it <redacted> takes long time to get used to changes in <redacted> routine and gets frustrated and stressed out. It affects <redacted> very badly and <redacted> refuses to leave the house and <redacted> is on <redacted> support. Then we parents are also stuck in the house, as we can't leave <redacted> alone. <redacted> parents go to work .

This could affect people with disabilities a lot. Such as inxity of going to a new place and starting from scratch again. They have developed a strong bond and understanding with the staff and other people in need. Parting ways could disturb them mentally.

This centre was near to our home. And our <redacted> could attend there

Yes. Loss of tbs service will severely impact on the quality of life for the disabled residents of Waltham Forest. Cuts should be directed elsewhere and not where it discriminates against disabled residents of Waltham Forest. The closure woll have a massive impact and should not happen.

We are very concerns about the Centre closing down we spoke about it. The Centre is neat and my <redacted> and <redacted> are very happy there. If you close it down would they be happy at other Centre.

nothing worries me. Closing Centre may affect the person i'm caring for in finding another place.

It would hinder the wellbeing of the vulnerable people, there will lost of jobs and this is not fair

No there are none concerns

My <redacted> enjoys the Day Centre and <redacted> will be very unhappy if you close the day Centre down. It will be difficult to find something similar.

It will stifle <redacted> ability to socialise with <redacted> peers. <redacted> has been with them for years. Will make him extremely moody and this would affect his health. Its like <redacted> routines are instinctively computerised in <redacted> brain. <redacted> knows when to be taken out or to go to the centre and will be alert and waiting for the noise or horn of his van. <redacted> mood changes for the worse if there is a change of itinerary or traffic delays. Going to the centre also serve as a day respite to the parents (carers)

If the centre is closed it will stifle my <redacted> ability to socialise with <redacted> peers. <redacted> has been with them for years, knowing each other and making good laugh. The centre is near our home so it is easy to go there when parents are needed in emergency. <redacted> has understood <redacted> routine and always ready to go to the centre to meet friends. Once <redacted> has <redacted> breakfast and morning medication <redacted> will sit looking at the outside door for a ??? or <redacted> van's horn for a pick to the centre. <redacted> becomes very moody when there is a delay or cancellation on <redacted> allocated days.

Having been informed about the closure of Markhouse centre the service user is under distress and is finding it challenging to accept the possible closure of this service. For many service users, centres like these bring structure to their lives and the activities provided are not available elsewhere. As stated service users are routine based and for those that have been at Markhouse centre for a long period of time face disruption and havoc in their daily lives which will not only impact them but the carers also.

Markhouse is a special place where my <redacted> is. If Markhouse closes my <redacted> will miss out on the care <redacted> gets there. It will take them time to settle at Markhouse, so if it closes it will take time again to settle in a different place and that is not good at all. Closing Markhouse is a wrong thing to do.

My <redacted> been going to Markhouse centre for more than <redacted>. I do not know <redacted> will be happy going somewhere else.

My <redacted> looks forward to going to Markhouse. So it will be a shame if it closes down.

Abandonment, frustration, the fear, stress, regression. We want to cover the expense with the fund that has from the social service or government. That we don't have transport.

We are concerned that we will no longer find a center for our special needs. Sever learning disabilities. My <redacted> is losing <redacted> purchases, lose skills. We feel abandoned my <redacted> might be scared of new places. I will never find a day centre this special, because <redacted> needs space. We can take a break to renovate it and then come back. You no longer benefit from transport. Some beneficiaries are agitated in the crowd on the bus. <redacted> is very slow <redacted> learns new things for <redacted> autonomy personal. This centre is right for <redacted>.

Yes my concerns is would they settle in a new centre without the friends and carers.

Worried about not seeing my friends and helpers also worried about what or where we will send <redacted>.

<redacted> loves attending the centre. <redacted> loves meeting <redacted> friends (users and staff there) It provides <redacted> with a sense of comfort.

It is an excellent facility with very good staff who are caring and helpful. It is also close for me to collect my <redacted> if <redacted> has a medical emergency.

Markhouse Centre cannot close. I go there on Mondays. I will not see my friends if it closes. Loss of friendships. Loss of the fun activities. Loss of the exceptional care and expertise of the staff.

No alternative my routine I don't like change it affects my confidence.

The potential closure has already had detrimental impact on us both. It is a daily conversation, as <redacted> refuses to accept the possible closure. It can be emotionally draining for myself. The loss of friendships that have been formed over the years. The void of the special bond formed with the dedicated staff

The proposed alternatives have already been tried and tested, and it is evident that they will not be beneficial for my <redacted>, who will only experience worse mental well-being and an increase in <redacted> if <redacted> is forced to remain at home.

I have told you what I feel in point 3. I am worried that closing the centre will rip my <redacted> away from <redacted> friends

I will miss my friends

The closure of MarkHouse Centre will have many significant impacts, for instance the mental well being like <redacted> <redacted> will cause alarming distress and make <redacted> activate to potential over drive where <redacted> would not sleep for a week plus depending how severe <redacted> symptoms have become due to knowing <redacted> will not see <redacted> second family (staff members and other users) plus not being able to interact with others nor being able to be involved in activities <redacted> enjoys doing when being at MarkHouse. If the closure was to happen it would not make sense due not considering that where in an economic financial crisis as families would not be able to afford sending their loved ones to another centre as costs are expensive let alone the transport to pick-up and drop-off said users of MarkHouse. This proposal has caused me a lot of stress as I <redacted> the <redacted> of <redacted> (MarkHouse attendee/user) has not been able to do what I normally do in my daily routines and has effected me negatively as sometimes I can not sleep nor think properly and I get more emotional distress knowing how bad this is going to effect my <redacted> as <redacted> will feel that <redacted> not cared for or loved by anyone and it can cause <redacted> self-destruct mentally and physically. I'm not sure why anyone would propose this against vulnerable people as our loved ones who go to MarkHouse don't have a full life to experience how an average human being should and in doing so would completely take away their sunshine as MarkHouse is a brilliant place that upholds it's value in supporting, protecting and servicing those who need it most like my <redacted> <redacted> as they meet <redacted> needs based around <redacted> to make <redacted> comfortable, happy and loved. I am emotional as I write this because this helps my <redacted> to get the respite needed so <redacted> can be their for <redacted> most, but the closure can cause my <redacted> and other loved ones to not being able to meet the needs of their own children/loved ones, problematic inadequacy financially to just tear down this beautiful place (MarkHouse) to build blocks of flats to be considered highly insulting and offensive due to manifesting monetary and visual gain of Waltham Forest but not the importance of the families and the vulnerable like my <redacted> <redacted> and the health in all aspects as well as the financial uproar this will have on us all in the community via detrimentally plus sentimentally.

It will greatly affect my <redacted>. <redacted> has been at the centre for over <redacted>. <redacted> is totally disabled and non-communicative but familiar with all staff who are also admires <redacted> as documented in <redacted> communication book. Through intuition, <redacted> waits for <redacted> to be picked by transport once ready for Markhouse Centre to meet friends and care staff. <redacted> becomes very moody when <redacted> is not picked for the centre. <redacted> is <redacted>, needs <redacted> care due to <redacted> <redacted> and other complications. Sending <redacted> far for <redacted> care would be detrimental to <redacted> safety.

It's my <redacted> regular place routine and people <redacted> knows. If it closes it's finding another place that will have transport & meet <redacted> needs. Putting more

pressure on me , I'm getting older being a pensioner . My mental health not great. So if centre shuts . The council will be responsible for me as well as my <redacted>

Impact, this need not be asked as all that are involved should know the answer to this question without any of us telling you, impact will be HUGE SUBSTANTIAL, STRESSFUL, BEHAVIOUR CHANGING , UPSET, ANGER etc etc etc

Given the significant needs of the current attendees, including my <redacted>, I fear that the closure of the centre will irrevocably damage their mental health. I also fear having spoken to a number of the providers offered as options post-closure that they do not have the expertise, knowledge and skills of the current centre staff to meet the high needs and officers adequately have not demonstrated otherwise.

I have major concerns regarding the potential closure of the centre. <redacted>, me as <redacted> carer, and our whole family would be impacted greatly. My <redacted> has been attending the centre for over <redacted> years, it is like a second home to <redacted>. <redacted> thoroughly enjoys going there, and we are all so devastated that the centre may close. My <redacted> is someone who has a fixed routine and any disruptions cause <redacted> great upset, anger, and frustration. I also care for my elderly <redacted>, who has multiple health conditions, and I also have <redacted>. Therefore, a disruption to my <redacted> routine will impact everyone at home. Most of all <redacted>, if <redacted> is to attend a new centre. I have huge concerns about how <redacted> will manage within a new environment, new people, etc...it takes <redacted> some time to build trust and to be able to express <redacted>. Something that <redacted> has learnt from attending Markhouse for so many years.

my <redacted> get very anxious and will find the closure difficult to cope with.

I am worried about my activities. No music or drumming. Be bored and upset if at home.

I will miss the staff and my friends. I will lose my friends and go somewhere else.

Changes does affect <redacted>. It takes <redacted> longer to get use to other places. When we had moved to <redacted>, it took <redacted> <redacted> months to get a facility and attend and during that time <redacted> wouldn't look up. <redacted> was very happy to attend the new centre once <redacted> got used to it.

It is very important for my <redacted> to go here. This is <redacted> second family. <redacted> doesn't want anywhere else. It could be a hard break up. Depression. The building is spacious and safe. I don't think there is any other building more suitable. Help! Don't take from the innocent and helpless and give to some who brag or abuse the improvements community (Waltham Forest)

The family and the person that we care for are very much concerned about the potential closure of Markhouse. The person we care for became <redacted> last <redacted> and yearned to come back to Markhouse, even cried and called <redacted> keyworkers during that time. Now that <redacted> has come back <redacted> mental health has vastly improved. When <redacted> was not attending Markhouse <redacted> mental health had dropped severely. Markhouse is <redacted> life, this is the only place <redacted> knows, the staff the service users have always been there for <redacted>. They encouraged <redacted> to take part in leisure and social opportunities. <redacted> is very upset and hurt and is always saying please make sure my Markhouse doesn't close. <redacted> health is not good and if Markhouse closes <redacted> mental health and wellbeing will be affected immensely. If the building stayed opened it will help future generations to come.

The Markhouse Centre has the ability to access, for example; the use of transport. There are kind of people there, also it is near where the house.

REGRESSION/DEPRESSION ANXIETY Deterioration and aggravation of the health conditions They suffer because of the change It's like your family abandons you They didn't chose to be born that way Come and visit them and see eye to eye: What do you feel I'm telling you? Personal thei Discriminations for them and family <redacted> doesn't want anywhere else. Here is the best building and staff for them.

My <redacted> has been attending Markhouse for <redacted> will have traumatic effect mentally, emotionally, physically. Markhouse is <redacted> second home where <redacted> feels safe and secure. Staff at Markhouse are fantastic and they known <redacted> for years. My <redacted> is <redacted> has no other means of communication Being at Markhouse staff most of them have known <redacted> for years hence they know <redacted> as a person and know <redacted> personality and <redacted> needs. My <redacted> to have to make is very traumatic and emotional change will have severe impact on <redacted> behaviour. <redacted> feels secure being there, <redacted> does look forward to going here everyday meeting and doing activity with <redacted> friends. After Covid closure experience which had immense impact on <redacted> health Markhouse closing took a toll on <redacted> life. It takes years to settle <redacted> into new environment. Disturbance of closure is so very unfair to the service users.

My <redacted> who I care for has been attending Markhouse for last <redacted>. It is like <redacted> second home, which give <redacted> the security and reliability in safe environment knowing <redacted> is very well taken care of by staff. Markhouse staff most have been there for very long time know <redacted> so very well as <redacted> is <redacted> <redacted> is not able to communicate in any form Markhouse staff have got to know <redacted> over the years. It takes a very long time for staff and service users to get to know there personality. It will be very traumatic emotionally and mentally for my <redacted> having to take on this very big change after experiencing Covid closure which was only temporary that had such immense mental strain on <redacted> as there was no way to explain why <redacted> is not attending the centre. It takes <redacted> years to settle in an environment. It will also have an immense mentally, physically emotionally stress on me as a carer and family. Normal person with no disability can take on change that well. These adults rely on there family to do well for there wellbeing and make decisions on there behalf. This is the most traumatic unsettlement that will be created closing of Markhouse.

MC cannot close. I need it to stay open. I have lots of friends. I enjoy all the activities.

My <redacted> has attended the Markhouse Centre since <redacted> left <redacted> school <redacted> ago. Apart from family, the staff and fellow users make up <redacted> entire circle of friends. To completely remove this would have a devastating effect on <redacted> emotionally and could well reduce <redacted> confidence and mobility. It is attendance at the Markhouse Day Centre which makes it possible for <redacted> to continue living in <redacted> own home. I do not believe that a full-time residential placement, which is the alternative, would be in <redacted> best interests. It would certainly be a more expensive option for the authority. The journey through the borough by bus with friends and caring escorts represents one of the highlights of the day and is eagerly anticipated. It is important to us to know <redacted> is in safe, reliable hands from the moment <redacted> leaves the house.

I feel that at the end of the day we have no choice.

I will lose my friends My mental health will get worse and I will have more fits I have tried some of the new places and did not like them as I was bullied I am sensitive to loud sounds

and at Markhouse Road I can go sit quietly My health and wellbeing will suffer as I will stay at home I will not be able travel or have support I need without everything being too costly

We have mentioned to our <redacted> that <redacted> might not be able to go to Markhouse in the future, but thankfully, <redacted> does not really understand such a vague concept. Today, it is my <redacted> and I who feel the stress and worry about what might be about to happen. If the Markhouse Centre does close, we will make every effort to ensure that our <redacted> life continues to be as safe and enjoyable as it has been in the past. <redacted> will continue to need quality day time support and we will need to feel confident that <redacted> is getting this. At the Consultation Meetings, Officers from the Adult Social Care Directorate, have not said anything that has inspired our confidence that a change of service could be easily achieved. If closure of the Centre is agreed, we look forward to months of anxiety, and to having to spend a lot of our time involved in the process of change.

I am a <redacted> parent and I will not be able to drive - obviously. The transport provided is EXTREMELY NECESSARY. My <redacted> has <redacted> - <redacted> gets great care at the MHR Centre. <redacted> will not be able to cope with change : i.e. different location/personnel. The locality of the centre is important because sometimes I can get a cab to go pick my <redacted> up when <redacted> is not well. Sometimes my attendance is required urgently. It has taken a long time for my <redacted> and staff to get to know each other. The staff know so much about <redacted> needs and how to care for <redacted>.

Please see my answer to question 3 above. Same comments go here too. LBWF is moving towards fully withdrawing all the services they provide to people with learning disabilities.

Children I care will not be able to get some services anywhere within the borough. Other service centres suggested do not provide services for those with severe learning disabilities. They are good for able people. None of them provide care services to those people with severe learning disabilities.

Moving to a new centre will affect my <redacted> psychologically a lot. <redacted> takes long time to adjust with new circumstances. Also to get use to people. <redacted> is scared for strangers. <redacted> self harms when he is stressed out. Going to a new centre - <redacted> needs a lot of time to do the transitions. To get a place in a day centre is not easy also.

<redacted> routine will change as <redacted> is very dependent on <redacted> daily routine. Change in <redacted> daily routine stress <redacted> too much and it badly affect <redacted> behaviour. Any little stress/change can lead to self harm. <redacted> takes long time to get use to any new environment . <redacted> is scared of strangers. Transitions will be challenging as there is not much time and also there is no arrangement with the council to find a new place for <redacted>. <redacted> don't even have a social worker, whom I can contact and start looking for a place.

1. What travel arrangements are going to be made to get users to places like Dagenham, Enfield, Ilford etc. when W/F transport will not go out of borough 2. 53 users at Markhouse are there enough spaces available at the allocated units or are there going to be cuts in our services. 3. Not enough capacity at Coleridge Road social work team to do the assessments of 53 people on top of their day to day work 4. Not enough available spaces at units to cover the level of service received at present representing cuts to services 5. Impact on users and families/carers will be enormous. How do you expect people with autism, challenging behaviour, complex needs, non verbal to understand why they cannot go to Markhouse, that their routines have changed, that they cannot be with their friends and acquaintances, that they cannot be with staff that have looked after their needs for many years, then dumped in places and with people they don't know. 6. The impact at home will be horrendous because

we will have the backlash of their anxiety. 7. Impact of possible cuts on services for both user and families/carer. 8. Having no suitable service that meets user need ending up with reduced services or none at all.

I will have nowhere to go that I like with no staff and friends I know and know me. I might have to travel further. I might lose my allocation of days activities 'cuts' Being bored with nothing to do or no one to communicate with That the value of Markhouse site is more important than the vulnerable people that attend the centre I don't want my services to keep being cut. I don't want to be keep getting pushed around made to have change No choice

My <redacted> goes to Markhouse <redacted> a week. Before Covid <redacted> use to go <redacted> a week. Even tho <redacted> attends only <redacted> a week every morning and all through the day <redacted> says is the bus coming <redacted> going centre. Call the bus <redacted> tell them to come. <redacted> enjoys going Markhouse <redacted> meets other service users <redacted> loves the staff <redacted> chats to everyone <redacted> looks forward going every day. <redacted> will not understand Markhouse closing down and the change <redacted> is so use to the staff at M/H they know <redacted> behaviours and how to deal with <redacted> and calm <redacted> down. Please don't close the centre down.

Yes, very much concerned about the potential closure of Markhouse. It has given the person we care for confidence and independence in interacting with others with different disabilities. This overall has given good mental health and wellbeing. The person we care for very much loves and always looks forward to going to Markhouse the night before. Currently the person we cared for became <redacted> last <redacted> and yearned to come back to Markhouse. Now that <redacted> <redacted> come back <redacted> mental health has improved. When <redacted> wasn't attending Markhouse <redacted> mental health had dropped severely. Markhouse is <redacted> life, this is the only place <redacted> knows, the staff the service users have always been there for <redacted>, encouraged <redacted> to take part on leisure and social opportunities. <redacted> is very upset and hurt and always saying please make sure my markhouse doesn't close.

Because they take good care of the child. If it closes down, <redacted> will have to move centres which will be distressing for <redacted> mental health. Autistic people, like my <redacted>, prefer routine and do not like drastic changes to this. Subsequently, this affects everyone at home as the disabled person is the centre of the house. If they are upset it affects the entire household.

My <redacted> really enjoys his sessions at Markhouse centre. It's local and the staff are great with <redacted>. Closing the centre would mean <redacted> needs to find something else to fill <redacted> time on those days. <redacted> is very upset about the potential closure because of the uncertainty of what <redacted> will do next. <redacted> does exercise sessions at Markhouse Centre every week, which is extremely beneficial for <redacted> health.

Very sad disappointed will miss social activities with people I have known for years. Worried if the cost of going to a new centre will increase. You bombard us with a large number information providing services for learning disabilities. Could you show the research, check monitoring you carry out on the centres providing these services. A Markhouse decision should not be made before you can carry out this work.

This means my <redacted> life will be ruined. <redacted> is wheelchair bound and only socialises at the Markhouse Centres <redacted> does not go anywhere else. My <redacted> entire life will collapse because the markhouse centre provides <redacted> with the education socialising emotional support and exercise. U am an elderly <redacted> and cannot take both

of my disabled <redacted> anywhere other than Markhouse. Changing this centre will make my disabled <redacted> extremely uncomfortable.

This means my <redacted> life will be ruined <redacted> is wheelchair bound. My <redacted> only socialises at Markhouse centre and does not go anywhere else. My <redacted> whole life will collapse because Markhouse means education, socialising, emotional support, exercising. I am an old <redacted>, and I cannot take both of my disabled <redacted> anywhere other than Markhouse

Question 7 – If the Council decides to close the Markhouse Centre what would be most important to you in meeting your needs or the needs of the person you care for in any alternative provision? Please write out your thoughts, thinking about all the things that might matter to you, such as the location of the centre, socialising with other people, opportunities to attend activities in the community, the types of activity on offer and anything else that is important to you.

A replacement day service that my <redacted> could go to weekdays with school times.

Hopefully based in Waltham Forest..lots more interaction with other services..day trips out ..markhouse eould be nice if other organisations were allowed to rent space

In our position we will have difficulty with safety, socialisation, feeding, personel care, location We have learning disability and <redacted> with a wheelchair user As a care we are over <redacted> as we are having difficulties our self

Mark house is very near to the house so <redacted> is dropped by <redacted>. No need to wait for transportation and <redacted> has sleeping issues so usually <redacted> wakes up late, so it's better for us to get <redacted> ready and drop <redacted> off. <redacted> also needs one to one supervision.

They most important things for my <redacted> is the location of the centre. Socialising with new people is not always comfortable for people with disabilities. Not sure of what opportunities or activities that will be provided.

We will need to find another day centre and could be difficult as <redacted> was very settled here

If the Council decides to take this discriminatory action against the disabled residents of Waltham Forest, then we would expect the Council to reach it with a suitable similar service. But that should not happen because the centre should not close.

Just want to know why they are closing down. My <redacted> enjoying going there. closer travel by bus.

I just want to know why you are closing down Markhouse. All the parent would like to know. where it is

Meeting and talking to people

Leave the centre alone . We are fed up of selling lands to developers to build tower blocks every enough

socialising I may miss that

I do not want to go to a new place which is far from my local community where it is difficult for my parent to go and evaluate after assessing the place and carers. I dislike having my carers change constantly. I do well with those I already know. Explaining things to me before any act set me at peace. I will resist and try to get my space with a gentle push or wrestle my hand from your hold. Communicate to me in a simple short sentences and in English. I cannot speak but I understands everything. Soft and soothing words are healers so think about it.

I don't know. I feel it will be irreplaceable loss to my <redacted> and <redacted> mates. Closing a centre in a poor neighbourhood and letting them join others in middle and higher income areas is a travesty of justice. I would wish you decide to rather upgrade the centre with the proposed estimated investment package that is inclusive of the centre.

The relationships formed between the service user and their peers as well as the providers of comission services; i.e, zumba coach are important factors that enable service users to intergrate and enjoy their lives. It gives them the opportunities that otherwise they would not do, MC also provices community days out that are enjoyed by all service users which helps the carers who may not have the opportunity or time to take them. Mc helps support both service users , families and carers.

The other day centre should be very good the staff have to be extremely good and should go an extra mile. The day centre has to offer should be extremely good activity and also take them out with more activity.

Looking forward to doing activities in the local area. I would like my <redacted> to continue go to the place where <redacted> knows people.

What is more important to me is for <redacted> to go somewhere that is not too far.

We need a 1 to 1 worker for <redacted>. We need to work on personal autonomy to learn new things We need transportation, mini bus, because <redacted> gets very agitated in crowds. <redacted> scarrying. We want to cover the expenses with the fund that has from the social service or government. Maybe we need to have colleagues of <redacted> age in the group. Of space, <redacted> like to walk To go green area for a walk in the park.

Where <redacted> belongs to a community They socialise Please! You cannot abandon them. It will be a very painful breakup. To be supported in the search for a new center according to my <redacted> needs.

Just want to know why they are closing down. My <redacted> enjoying going there. Needs to be not too far Going to do activities in local areas Meeting new people Activities that meet their needs

Friendly staff Familiar faces Transport arrangements.

Somewhere close to home so we can attend to due to medical emergency

I like going to MC I will miss my friends. We have a lot of fun. I do Zumba at MC. I really enjoy this. It is a lot of fun.

Closure of MC will have a detrimental impact on the service users and families.

I need to be going out and about the location is very important and familiar faces

A safe and happy environment with dedicated staff . Socialising, activities in the community, fun days out i.e safari, zumba. Basically everything that Markhouse Centre offers with the prime focus being the well being of the clients. Unlike other service providers who are more focused on increases numbers to generate income.

Your alternatives can't match what she has now, hence the rejection. You need to work out how do you manage not to change anything and work out how do you improve it with closing them down.

You have intentionally put these poor people into this situation and if this was to go to court any judge would see this.

I do not want the Markhouse Centre to close. I want the Council to repair the building.

I don't want my centre to close

My <redacted> <redacted> needs to be met are <redacted>. My <redacted> has mental health as mentioned and stated as these needs are more moral, emotional and physical support as <redacted> doesn't like being alone and getting involved will make <redacted> content with the people around <redacted>, even the place or environment and my <redacted> likes to make choices that suits <redacted> as it makes <redacted> comfortable but appropriately to include supervision to help explain and understand. My <redacted> has issues with getting around for instance <redacted> uses a walking framing with wheels to help make <redacted> walk and feel stable to get where <redacted> needs to but only for a short distance and anything long distance travel then the wheelchair is in use as <redacted> functions and maneuverability is hindered due to one leg being short and the other having more muscle mass than the other and <redacted> loves someone to always be around with. My <redacted> can't experience how to properly converse as we human's do meaning e.g. we converse about economic issues of UK and daily life routines, my <redacted> would just say random things of course no curse/swear words unless agitated or angry and feels angry towards someone, but normally someone would have to explain and help <redacted> out with descriptions, certain topics can cause <redacted> to be alarmed and evenly over thinking if it was about something horrific, terrifying and dark or even something as emotional like e.g. being emotional due to what someone said or how they acted, so basically needs to be reassured and kept happy by acknowledging appearance and being soft personally to attain understanding and not distress. <redacted> has <redacted> due to infections that come and go and having bladder problems out of human control and this causes her to be emotionally stressed and infatuated with herself, so being soft and reassuring also to make <redacted> comfortable and being able to clean and help change clothes and to make <redacted> emotionally stable by giving <redacted> a little treat tends to help <redacted> being calm and last but not least to feel loved.

If the council decides to close the Markhouse Centre, I would not find anything important that meet the needs of my <redacted> and <redacted> mates, a group of vulnerable children/young adult, let down by councilors and their promoters. It is noted there are many Centres in the Borough which are privately own and one has to pay for transport and facility. My <redacted> needs one-to-one yet I cannot go to any of these Centre with <redacted> as I have health problems myself.

As I said on last page . It will affect both of us. Badly

I will not answer this as I don't want this change for my <redacted> and family .

Sounds like you have decided to close already or this question wouldn't be included.

I do not countenance the closure of the centre. There must be other solutions

A place that meets <redacted> needs and is able to care for <redacted> appropriately. Most importantly for her to be based with people that <redacted> is already familiar with from Markhouse centre. I want <redacted> to attend 5 days a week, as I am planning to go back to full time work. Ideally for the centre to be located within the Waltham Forest Borough. For the activities to be similar what <redacted> does at Markhouse, art, cooking, get out in the community, exercise, day trips.

location within waltham forest with treansport provision by the centre.

Althought Markhouse does not provide regular activities outside of the centre we are actively hoping that <redacted> would attend one of the centre that is described in your write up which would be most suited to <redacted> needs.

Where it is - does not matter Meeting and talking to people - I like my friends at Markhouse Chances to do activities in the local area - music and dancing The kind of activities the centre has - yes it is important

Where it is - in a place I can get to. Not too far to travel. Meeting and talking to people - having some of my friends go to the new place. Chances to do activities in the local area - Yes. I like my activities. The kinds of activities the centre has - I like cooking, embroidery, sports and going out. Markhouse Centre and the people are important to me. They are all my friends.

Where it is Chances to do activities in the local area The kind of activities the centre has The facilities the centre can offer such as: horse riding swimming sensory room teaching life skills

1. To be in same community 2. To be 1-to-1 To support us in the transitions, to another centre. To be extra activities outside the premises such as: trips, out to the park, to exercises, swimming/parks/for a cake/socialising/short bus rides. To stay within budget and not be too expensive. To learn new things personal development.

If Markhouse closed which we hope it doesn't, the person we care for will find it difficult to transit to another place. Especially if <redacted> has known the staff and service users for a very long time. Location will matter has to be within Waltham Forest borough and local. Would like staff to be women and to have more days during the week as <redacted> mental health improves immensely.

The location. Meeting kind of people because that is the most important thing. Good opportunities, participate with good local activities. Treating others fairly.

Support Waltham Forest 1 to 1 To have the minibus Not to be expensive to fit into the budget Same the communities Learn pers. development Socialising Trips, walk, park Extra activities Please!

Markhouse is situated in perfect location for all the providers that use Markhouse it is very central easy to reach, there for travelling is not uncomfortable long from home. Markhouse is hub based which suits my <redacted> who attends Markhouse. As <redacted> is <redacted> can't communicate by any other means, Markhouse provides her with activity that <redacted> is able to enjoy and staff has know <redacted> there for <redacted> or so hence know <redacted> personality. My <redacted> is very vulnerable and has no cognitive ability, <redacted> is very high risk and can be in danger if not supervised. <redacted> enjoys centre based activities painting/drawing/TV/music. Markhouse is very well organised providing

activities for each individual to carry in the same building There are many rooms that are safe on one level where <redacted> is not risk of falling can manage <redacted> moving around with confidence. <redacted> has no road safety can't be left by <redacted> self. <redacted> is not to be left alone to travel by <redacted> has <redacted> does not have the ability or understanding.

<redacted> need 1-1 at all time for security.

The location will be a very big concern as this is one a mile away travel anywhere longer will have a negative effect on <redacted> wellbeing. As <redacted> is <redacted> <redacted> can't use sign language <redacted> has severe learning difficulties and is at very high risk is very vulnerable has no safety awareness at all, has no cognitive impairment <redacted> cannot think for <redacted> has no ability to learn use judgement or make decision is like a child of 3 year old. <redacted> needs centre based service where there are simple things like painting, drawing, watching tv kids programmes, having someone there to help <redacted> with <redacted> daily care and sitting with <redacted> needs 1-1 assistance on roads, in toilet as <redacted> has no safety awareness.

Where it is

An easily accessible, well-equipped building, preferably closer to the north of the borough with good physio, music and staff, which included some of <redacted> existing friends.

Change: My <redacted> finds change difficult

Where is it do they provide transport Will all my friends go there How will they look after me when I need to go to hospital? Will they come with me What happens when I don't like it I don't want to move How will I get to know more people without having fits It is important that I don't get traumatised through all of this

We live at the very Northern tip of the borough, so it would be better if a service was offered in the North or Centra areas of the Borough. (or alternatively within the Epping Forest District of Essex County Council) Although our <redacted> tolerates travelling well, it would be very time consuming and expensive for <redacted> to travel further afield every day. <redacted> also needs to be kept safe when travelling and needs to be supported by familiar people whom <redacted> knows and trusts and who know what can make <redacted> upset. Our <redacted> is non-verbal, but understands everyday speech and uses sign (mostly Makaton, some home-made) to communicate. It is important that <redacted> is in an environment where <redacted> is encouraged to sign as <redacted> loves to interact with other people. <redacted> needs to be in an environment where <redacted> is encouraged to do as much as she can for <redacted> These may be simple tasks, such as hanging up <redacted> own coat, but we get the sense that <redacted> is pleased with <redacted> when <redacted> learns to do something new. <redacted> certainly enjoys a bit of praise. Staff need to have the time and patience to facilitate such small achievements. Despite <redacted> limitations, our <redacted> is a very sociable person, and enjoys the company of both staff and fellow attendees at Markhouse. <redacted> identifies the latter as friends (using the Makaton sign). It is important for <redacted> to continue to enjoy the company of <redacted> peers and to benefit from planned activities with small groups of them. We are also aware that some of <redacted> more able peers, like to help and encourage <redacted> to participate in what is going on. Our <redacted> very much enjoys music, and it would be very beneficial if musical activities were part of <redacted> regular programme. <redacted> listens to the words of songs, and will sometimes sign a word before it is actually sung. <redacted> also enjoys a lively disco. Our <redacted> loves to go to the swimming pool, and can swim, albeit very slowly and not with a conventional swimming stroke. On the negative side, our <redacted> is of small stature and has some physical disability. <redacted> does not use a wheelchair, but

walks very slowly and with an abnormal gait. <redacted> manages stairs independently, but needs the support of a handrail. When out, <redacted> needs the support of an individual carer, who will walk with <redacted> and let <redacted> hold onto an arm. Our <redacted> needs help with personal care and assistance to use the toilet. <redacted> does not wear incontinence pads, but needs reminding to use the toilet at regular times. Although <redacted> sometimes signs when <redacted> needs the toilet, <redacted> tends to leave this late. For <redacted> dignity and for the convenience of staff, accidents need to be avoided. <redacted> also needs practical help with undoing clothes, sitting back onto the toilet seat, and then redressing. Our <redacted> has very distinctive mood swings. At <redacted> best, <redacted> smiles a lot, looks bright and lively and vocalises various sounds. At <redacted> worst, <redacted> is extremely quiet, looks dull and withdrawn and tends to fiddle and poke obsessively. Staff need to understand that <redacted> can not control either mood, and to continue to encourage <redacted> to engage in activities. Our GP has done <redacted> best to help. <redacted> is on medication, which has ameliorated the symptoms, but not eradicated them. All medication is given at home. Our <redacted> would enjoy the opportunity to go out and about, particularly to the swimming pool. <redacted> relaxes in the water and swimming, or otherwise moving in the water, is therapeutic around <redacted> mobility needs. <redacted> does go out and about with us at weekends, during holidays and sometimes of an evening. There is a variety of local venues where <redacted> is well known and greeted in a friendly manner. Going out and about from a Day Centre, would therefore be a bonus rather than essential (being there is already a change from the home environment and from family support). In summary <redacted> needs to be in an environment that provides opportunities for <redacted> to socialise and participate in stimulating activities. But <redacted> also needs to be in a building that is sufficiently well staffed and well designed for <redacted> additional needs around mobility and personal care can be safely met.

Understanding my <redacted> needs - <redacted> issues - how to deal with these effectively. This will take a long time for staff to learn and understand. My <redacted> has complex needs and <redacted> cannot cope with change. The locality of the centre is important. It takes about 9 minutes to drive to the centre. This is important for <redacted> because <redacted> has daily seizures. After a seizure <redacted> has to lie down which is difficult in the bus - obviously. If <redacted> went to a centre far, this will indeed be a big problem.

When that happens, we have to look for elsewhere for getting same or similar services preferably in a closer and safer location. But eventually same thing will happen to <redacted> as happened to our <redacted> and <redacted> will end up staying at home without getting any support services. LBWF thus will succeed in completely withdrawing the support services provided to the people with learning disabilities.

Markhouse provides care services to people with severe learning disabilities. Whatever you have listed above are all suitable for able people with little learning difficulties. If Markhouse is closed, we as carers have no alternative but to keep them at home, that would make them becoming sick and more and more vulnerable. They will lose all the happiness they receive at Markhouse Centre. As people with severe learning disabilities, they receive care services at Markhouse Centre. None of the providers listed do provide care services.

Will <redacted> get one to one support Transports - because now <redacted> is not using transport facility as Markhouse is very near to the house Transitions time Social worker / contact person to liaise with to arrange a new centre. (My <redacted> doesn't have a social worker)

One to one care Transitions time and arrangement Transport facility - <redacted> is not using transport now

1. A spacious one level building with various rooms 2. Regular qualified staff who know and understand <redacted> communication and needs 3. <redacted> friends and acquaintances 4. Transport 5. Activities to meet <redacted> need 6. Option to use community activities which are very few that meet need 7. Unit not a long distance away from home 8. A unit based 5 day service

I would like a service not too far from home so I don't spend a long time travelling. I would like a centre that meets my needs and has a friendly atmosphere. As I have limited ability I would like activities that meet my needs and would enjoy some activities in the community, but these are very few and far between. I would like fully trained staff that can meet my needs and communicate with me. I want to be with my friends and acquaintances that I have made over <redacted>. I want transport provided as I have now.

Where it is - local, will there be a bus. Will <redacted> have other service users <redacted> will know. Meeting and talking to people - yes, <redacted> loves talking to people and knowing the staff. My <redacted> mental health is important to me if <redacted> can't go to Markhouse Centre <redacted> will get depressed and start pulling <redacted> hair out. <redacted> will start screaming and shouting how <redacted> wants the bus to pick <redacted> up. I get this every day even tho <redacted> goes <redacted> days every day <redacted> does my head in about going to the centre getting on the bus seeing the staff every day of the week. <redacted> will not understand change and why <redacted> cannot go to Markhouse. Which will become stressful for me as <redacted>. <redacted> has stopped taking medicine to calm <redacted> down. <redacted> looks and enjoys Markhouse so much. I can see Markhouse closing will get <redacted> depressed and bring back <redacted> behaviour scream, shouting, pulling <redacted> hair out only the staff at Markhouse understand <redacted> behaviour.

If Markhouse closed which we hope it doesn't, the person we care for will find it difficult to transit to another place. Especially if <redacted> has known the staff and service users for a long time. Location will matter has to be within Waltham Forest borough and local. Preferably want staff to be women and womens day centre .

Everything. Markhouse takes good care whereas other centres do not even change the person's nappy.

Social sharing of activities with other groups besides learning disabilities. More outdoor services e.g. games eating out meetings, discussion on other things we can share and develop e.g. social events parties outings holidays. Education work issues safe travel. Pen pal development also telephone contact friendship how to use telephone and emergency numbers, mobile and computer skills. Learning the value and spending of money. Reading and writing. Continuing to learn new skills look out for new opportunities.

If the council decides to close the Markhouse centre it will mean that my <redacted> both of whom are disabled will lose the opportunity to socialise, meet other people, access education and the care support with hygiene is number one at Markhouse. Engage at exercise. As a single parent I have financial difficulties. I care for both children.

If the council decides to close the Markhouse centre it will mean that my <redacted> both of whom are disabled will lose the opportunity to socialise, meet other people, access education and the core support with hygiene is number one at Markhouse engage at exercise. As a single parent I have financial difficulties. I care for both children. Both of my children.

Question 8 - Are there any other comments that you would like to share about the proposal to close the Markhouse Centre, or alternative proposals you want the Council to consider?

Closing this much needed centre just to build housing is disgraceful & disgusting! You should be ashamed of yourselves!!!

Not yet

No

No

No

Yes. Stop lining your own pockets. It's despicable. Be public servants and have some backbone. You have made building developers richer and our borough poorer. There's money to build an outdoor pool for the community but you want to sell off all available land for private profit. Think about the most vulnerable people you have responsibility for. Think about how you are failing them over and over again.

Please do not close markhouse

Well the closing down of M/house has been going on for a long time. What I do know is that this survey is just a formality and will not solve the problem of the closure.

THE CENTRE HAS BEEN IN EXISTENCE FOR A NUMBER OF YEARS AND PROVIDES AN IMPORTANT PIECE OF DAILY ACTIVITIES FOR THE SERVICE USERS. SOME OF THESE SERVICE USERS WOULD NOT BE ABLE TO ACCESS ANOTHER SERVICE PROVIDER. SOME SERVICE USERS HAVE BEEN ATTENDING THE CENTRE SINCE LEAVING FULL TIME EDUCATION AND HAVE BUILT UP GOOD RELATIONSHIPS WITH STAFF AND OTHER SERVICE USERS. THE CENTRE PROVIDES MEANINGFUL ACTIVITIES AND EMPOWERS THE INDIVIDUAL. THE CENTRE IS VERY IMPORTANT TO THE SERVICE USERS WELL BEING. AN ALTERNATIVE LOCATION AND SMALLER BUILDING WOULD BENEFIT THE SERVICE.

The facilities at Markhouse have been underfunded for many years leading to the deplorable state of the site currently. It was a viable proposal in the past to move the service to another vacant site in the borough. This has now been completely scrapped and should be reconsidered. The Markhouse Centre has been a flagship for Adult Social Care not only in the borough but for organisations and councils in other areas. The achievements of the staff and their expertise and hard work, dedication and passion are being undermined, undervalued and completely trampled on by the council's proposal to close.

The impact on the over stretched adult services all ready

No

Please as we are aware that council can not abandon the workhouse in order to make other decisions for the council funding round

The most vulnerable people are losing out , people attending TMC are not valued.

Yes this building was created to service the people of this area and then was neglected by the council causing it to be in the position it is in now. It is the responsibility of the council to keep up with the upkeep and maintenance of the centre.

The Centre should be improved and maintained.

No

<redacted> takes long time to get used to new environment and people, it stresses <redacted> out a lot, so <redacted> needs a minimum of <redacted>. So I have to start looking for a new place from now and start <redacted> from now on wards.

Really strongly consider the potential loss to the people most effected who cannot speak on their own behalf

Please stop neglecting the building. Please fund this vital space. Please care for the community.

This has been a calculated cost exercise to remove the centre

No

I want to request to the council that they should consider leaving the centre as it is.

This centre was really good for Walthamforest residence as it was on the main road with parking

It is important the council includes people with learning disabilities in their provision for residents.

They are residents and they matter

Do not close the centre. Just waisting money by closing the centre and to start something new. If it is Not broken, don't try to fix it

I am so disappointed that the council have known about the issues with the building for years and years, have taken no action to settle the service elsewhere (which was talked about years ago but never came to anything) and now are suddenly consulting on closing it completely. Nobody seems to have given a thought to the service users; their and how unsettling the change will be to them and their families. Some of the clients have been attending for <redacted>! As well as that The Markhouse Centres employees who have been tirelessly working for the betterment of the service users, the extra mile they go, all the additional activities they do. I believe the costs of maintaining the building OR moving to a different site will negate those of redundancy packages and the fees the council will pay to place the service users in private day care services. It seems contradictory to farm out these clients to the private sector right when Labour are back and moving to re-nationalise services. Waltham Forest is severely lacking social care settings because the private sector settings have near enough all closed as business wasn't viable on the scale the council pay for services. The same will happen again for day services. I believe if the council are truly committed to social care, working to keep The Markhouse Centre in some shape or form is the best way to demonstrate that.

Yes my concerns is would they settle a new Centre without friends and carers and the carers are very good. if you have a problem they are alway help.

I would like you to keep the Centre open because adult are very close they all get on very well, and the staff are like family.

There are lots of empty council buildings that could be used either to move group or to help fund refurbishment of this building.

no idea

Please give the vulnerable a life and focus about making money , think about the welfare of the user of the services been provided

no comments

It is unfair on those who access the service as there is limited good day centres available. We may not get the same facilities.

The centre is very important to me and my peers. It has given us smile and hope anyone of our age in England (especially London) hopes for. Do not shut down our hopes and dreams. I say this to represent the feeling of my <redacted>, who uses the centre.

No

Please reconsider. This is an highly valued local centre meeting the needs of a wide range of disabled people.

The centre are important for peoples health and well-being by closing down it will increase the risk of these people condition to deteriorate and their will be unmet and quality of life to be reduced.

Use the building to continue to offer services to people with learning disabilities and extend the hours to provide other services that all communities benefit.

Alternative suggestion approach the new government for adequate funding.

Consider the negative impact it will have on those that need the service and support from the community and the families of the service users

N/A

More well publicised face to face consultation meetings between the users, their supporters, local people and councillors.

If the centre closed it will be a big loss for my <redacted>.

Leave it open because it will be miss

I wish it would not close down, because it is very handy for me and I live very close to the centre.

Provisionally move to another building. Renovation.

We don't agree to close it. My idea is a renovate it. We can take a break renovate it but come back.

Move in another building, Please

My <redacted> like Markhouse the staff are like family if you have any concerns about my <redacted> they are always there to help.

Repair it and keep it going! It provides a vital service.

Please take parents and carers into consideration and our views

I think this centre offers vital services and should stay open

MC cannot close. I need to go to MC on Mondays

Closure of MC will have a huge impact on the service users and their families. As far as I am aware, there are no other services in Waltham Forest which offer women only sessions. MC offers a safe and fun environment for the service users, which allows the parent/carers the much needed respite break. Closure of MC is likely to result in service user staying at home 24/7, which can result in a unsettling / stressful environment for both parents and the vulnerable loved one.

Friendships are importantly and need to be maintained if closure goes ahead .

Reconsider. Replace the faulty boiler. Re-configure the building if considered too big and Lease space to generate income (for small functions). Review the services provided. Resume services that was previously provided ie. transport , swimming, horse riding, gym

For the council to add more services to current centre add providers to give that services.

The remedial repairs are not as published in the report, your house building programme generates large amounts of 106 monies which could be invested in the centre rather than that pet projects with no real benefit to families that require the support the centre provides, they also pay their taxes and should have adequate provision instead of a future of being housebound with limited access to quality services.

An alternative to closure is to review the current services. Provide new training programmes for those leaving education Provide services in the community with more abled bodied service users (voluntary and income based) ie. Litter picking, garden clearance, Leaf clearance Lease halls for small events to generate income Markhouse Centre is a unique service provider which should be allowed to continue providing invaluable service to the vulnerable group in our society. Clearly, the increase of Special needs such as ASD has not been considered!

It is a valuable service provider. A member of my family attends the centre. It is <redacted> happy place. <redacted> loves attending MC and enjoys all the activities. The staff provide a high level of care. Talks of Closure of MC is causing <redacted> undue stress.

The 53 residents with learning disabilities who attend Markhouse Centre rely on its service, this is a large number of individuals. To make multi-use of the space, couldn't it be adapted to also help facilitate more children's based services, so as to increase the number of service users utilising the building?

Do not close this

I would like to understand the reasons for closure. Because to me, taking away a centre as important as this is a Conservative move - making decisions that impact those who are most in need. I (and many others) don't trust Labour to deliver anything that they have promised, and the closure of this place will be further proof of their lack of commitment to public services.

I think the proposal is Nothing short of coldhearted.

No

This service should be something Waltham Forest is proud of. Please make the investment in the centre and make it accessible and invite other groups and communities to use it

The council may want to use the top floor for other purposes allowing the build to regenerate income but now allowing these people to keep their safe place is an inhuman by forcing them to split apart and live out their lives.

No

None

No

Keep it open.

Yeah and that is I <redacted> am asking why even consider this proposal and not care for the vulnerable as do they not matter of any value in one's life, let alone the life they don't even have?, I find this sickening and enraging how THE COUNCIL of Waltham Forest plans to shut down and rip away from the vulnerable with disabilities ranging from all aspects and range to not be of importance and to be inconsiderate dehumanizing those like my <redacted> and others including families to be not cared for especially after all we THE COMMUNITY have done to help each other attain somewhere for our loved ones to go experience some sort of life and not feel imprisoned by their own families. This proposal is nothing but an attack on poor people and the lives and I feel this could be handled properly especially COUNCILORS being more involved and communication with loved ones families to be more sufficient and caring on a personal basis, doing so will help understand how to progress and move forward as a community of Waltham Forest. Last but not least this is inconsiderate due to the financial constraint it will have negatively on families and staff members of MarkHouse Centre, no staff members means unemployment and in these times of UK its undeniable obtuse and for families it will be extra stress and time of value equaling to waste as places for other centres would be fulfilled and missing out can cause strained relationships but not many families will be able to cover costs needed to provide for their loved ones to enjoy life as one should and MarkHouse closing will cause heartbreaks for many individually as it will feel THE COUNCIL has no interest nor any heart but to snatch and grab the place to its self centered needs prioritizing flats over the most needy and incapable residents of Waltham Forest.

Waltham Forest council would be reneging on its duty of care to vulnerable and disabled people in the borough. No alternative care has been proposed.

No

Council needs to take responsibility for its vulnerable people & not just sell off premises for profit to build flats.

Why hasn't there been a minuted meeting so we know for sure our points in person were taken into account so we could have a copy. No matter what our concerns were we had no way of knowing our exact words were given to the people up to so to speak that couldn't even come to face us.

This 'consultation' is simply a fait accompli with a hidden agenda for the site. If there are alternatives I will share them at the appropriate time

I just want council to listen and take on board concerns from resident users of the centre.

The one thing I would like to see more of is inclusion for people of all ages with disability. I feel this needs improving. You don't see much with inclusion for disabled people. Not all can attend the Town Hall for social events.

Its a shame this space is being considered to be converted into flats..... easy way out. Use it wisely.

Continue with the service it offers and maybe collaborate with the school next door.

The council need to think about the needs of our most vulnerable people in our community.

Please do not close the centre. Please think about the needs of the most vulnerable and provide the team with the financial resources to improve their service including the building. Shame on you all for allowing the centre to become nothing but a derelict space.

Speak to The Mayor Of London to seek funding solutions.

I strongly feel that a review of the entire consultation needs to take place. I don't feel we have been given an accurate figure for the cost of repairs needed. And whether all of these repairs are entirely necessary. This seems to be the biggest issue from what I have understood of this whole consultation, a lack of money/funding. I strongly feel a review of what immediate and actual repairs/replacement needs to be carried out. To come to a more accurate final figure of costs. Once we have this figure, then maybe we (the staff and families affected by this consultation) can work out a plan or strategy. This could be fundraising, volunteering or contacting local trades workers who may be willing to volunteer and offer their time to help reduce costs of these repairs. The empty spaces on the top floor of the building could be rented out and they could contribute to the costs of the repairs. In any case, I believe this consultation needs to be extended. If you are asking for alternatives and suggestions, how can you consider all of these within a few months.

By closing this centre, it would appear that the Council would save money, but the effect would be money spent from different budgets to provide a much worse service.

just not to close the centre as its need in Waltham Forest

It is essential to keep this facility open and Why would it be closed if its been doing perfectly until now. I suppose there maybe a hidden agenda for the building which we are not privy to. Shame on you for putting everyone through this unwarranted situation. You should be ashamed.

The space needs to remain as it is.

If you close this service down - do you have an effective alternative for the residents and clients?

Yes, set a needs budget and fight.

Grow a pair. And fight the cuts from central government. You blamed the Tories but you have a Labour government now. You have no excuse

The centre is a place for our most vulnerable community members to develop skills, form friendships and feel safe.

no

no

Any proposals that the council wish to consider should be in addition to not instead of.

No

Less cuts. More services

Keep it open and make it better.

Do nothing. I like it how it is.

Maybe a leisure centre for special needs children and adults.

1. You can make a new day centre in the side parking lot, from around the centre. 2. Move for a short period the centre (the beneficiary/persons) of the high-rise building for renovation. 3. We together will be able to find money (to repair) or to buy a new boiler. 4. We can look for donations to collect and help pay for the cost of a new boiler. 5. No matter how hard it is please save Markhouse Day Centre. 6. The staff will also lost their jobs. 7. We believe that, the building is still in good condition. Beneficiaries didn't choose to be born that way.

To keep Markhouse open, we can ask the public to raise money on a petition which can help the council to raise money to improve the building so it continues to run the day opportunities for service users. Other alternative is to get as many signatures from people around Waltham Forest to prevent Markhouse closing. The council must take a day to come in and see how the staff and service users are happy coming in and using the service. Invite the councillor to discuss the matter. Protest.

No ideas

No. There is no building more fitting than this. Renovation - partial. Make another centre in the parking lot, next door. Right of center We can look for donations to collect and help pay for the cost of a new boiler - it's the best solutions Also the sensory room is wonderful and staff The staff will also lose their jobs Is hard but please no close Markhouse Day Centre is our community family Thanks!

Markhouse has so much potential to expand as the building is well located. Another service user should be invited to take on upstairs as there are plenty rooms for more able adults to do activity Markhouse should propose another provider to seek there view to take on the building that can be used to the maximum so there are more to use the space. Markhouse is very well laid out. Council should approach - there are many building contractor that do offer charitable donation to rebuild help with cost. Seems cost is the only reason for closure. Which is not the right decision for closure.

Markhouse should not be considered to be closed firstly My understanding is is closing as it needs refurbishment of the whole centre, which is a very weak argument to close. Council will be spending so much more to relocate service user disrupting there and family lives causing so much trauma I did not like any other centre. Council should consider bringing in another provider to use Markhouse building as it is very well laid out of all adults needs from moderate to complex. There are so many rooms not used both upstairs and downstairs. The layout of Markhouse is very friendly user. I have been to few service to view there are so many stairs to other corner rooms are timid narrow small, layout very unsafe for adults with mobility issues. Council should approach other provider to join who can take on the cost to redo the Markhouse. Approach charity to donate to rebuild what's needed.

Why is it the most vulnerable group in society are targeted? Consideration of reconfiguring the building to generate income and at the same time keep MC open.

In the past, Markhouse has provided a wider range of activities and acted as a community hub for more able clients which generated a more vibrant, outward-looking atmosphere. With a more positive future it could do so again. It took a huge effort by committed officers and families to get this Centre built. It would so sad to see that thrown away for a relatively small capital gain when we could actually invest for the community to gain a valuable resource to benefit more families for another 40 years.

I feel very sorry for the service users who have been attending Markhouse Centre for many years - they will be confused and unhappy to deal with new surroundings and new carers. The whole situation is very sad.

You are moving us out so you can build homes but this has always been the plan and its not right. You at the Council discriminated against us to put yourself into a position where you could remove us from here. It's horrible that we have no control over the wider Council plans.

I note that the Markhouse Centre is correctly identified as a building based service in the Consultation Document. Such a policy was introduced relatively recently. Our <redacted> used to go swimming every Tuesday and horse riding every Friday. For both activities <redacted> was supported by Centre staff and they used transport provided by Waltham Forest to access the locations. They also used to go out and about in the area local to Markhouse. We know that staff retain the skills and the desire to help those who attend Markhouse to go out and use community resources, rather than to stay in the building all day and every day. They have continued their tradition of providing a few long days out in the summer months, for example, last year our <redacted> enjoyed a trip to Whipsnade Zoo. Today <redacted> received an invitation to go to a pub lunch locally, and will need <redacted> Freedom Pass to get there on a TfL bus. That is it currently a building based service is therefore not a valid contributory argument towards the closure of the building, there is no necessity for it to be so. I have concerns about whether Officers from Waltham Forest will have the capacity to adequately monitor the quality of the day care services it will be purchasing from a variety of different independent providers. I asked this question in one of the Consultation Meetings, so am aware there are some processes in place to do so. However, I was not reassured that this would be adequate, paperwork checks and occasional monitoring visits cannot replace more frequent interactions between the Provider, the Purchaser and the family carer. In the past, Individual Care Reviews have involved all three, and sometimes the person receiving the service, sitting round a table. These have been a good opportunity for all to discuss how things are going, to raise any concerns and for the family carer to feel confident in the care their person is receiving. Additionally, going into the building for Carer's Meetings, or for special events to which we are invited, and recently to the Consultation Meetings has enabled family carers to witness first hand the excellent support that is given to all the people attending Markhouse, and to see how expert staff members are at diffusing potentially difficult situations, such as when a person is stressed by their change in routine. We have not been told whether such opportunities would be replicated by the Independent Providers. At a recent consultation meeting one family carer told us that <redacted> had withdrawn <redacted> relative from one of the independent services (<redacted> did not name it) because <redacted> has serious and valid concerns that <redacted> was not being cared for safely. The Officer present commented that what <redacted> described should have been dealt with under the Protection of Vulnerable Adults guidelines. I hope <redacted> followed this up with <redacted> colleagues who needed to be aware of such concerns. In the past Waltham Forest has provided us with a comprehensive five day a week service at Markhouse which has included transport, with escorts who knew <redacted> well, from door to door. When the Service was restored after the Covid lockdown period, our <redacted> was at first given two days a week and then three. I seem to remember that we were told this was to enable them to keep the numbers of people in the building low and thus reduce the risk of infectious diseases spreading there. This seemed a

valid reason at the time. At <redacted> next Care Review, which was after all Covid restrictions had been lifted and the world was back to normal, we asked if <redacted> other two days could be restored. It was suggested that Ellingham Road could be considered but not Markhouse. I regret now that I was not quick witted enough to ask why. In the event, <redacted> now successfully goes to Ellingham Road, but this was not a straightforward matter. I think I am right in saying that the social worker took two requests to funding panel. Firstly, because of <redacted> higher support needs, <redacted> needed an individual support worker at Ellingham Road. Funding for this was agreed. Secondly, <redacted> needed transport to get there. Funding was not agreed, and it was suggested we try to get <redacted> on the Dial A Ride service operated by Transport for London. I do not know whether Officers have had any discussions with Dial A Ride about whether they can absorb more requests from people who need a door to door escorted service between their family home and their day centre, but it seems reasonable to expect them to have done so. In their booklet Dial A Ride say "There is no application process for regular bookings: they will be offered if we have the resources available." We have not been able to get <redacted> a regular booking, and have been taking <redacted> there ourselves in the family car. We live at the Northern tip of the Borough and Ellingham Road is in the very South of the Borough. So each return journey takes an hour. To us, it is worth sacrificing these four hours of time per week to see that our <redacted> is happy and well occupied during those two days. However, we may not be able to continue to provide the transport ourselves in the longer term. My <redacted> is <redacted> and I am <redacted>, and at some point, one or both of us, will have failing health. Waltham Forest has failed to maintain the comprehensive service we used to receive, it does not directly provide transport to the independent day care provider, it refused to commission it, and neither did it try to facilitate it on our behalf. This is our example, but during the Consultation Meetings other family carers expressed many concerns about how their family member would get an alternative Day Centre if Markhouse were to close. Officers had no reassuring answers and it seemed there were no plans to comprehensively address this issue. In summary, I would strongly recommend that Councillors do not agree to the closure of the Markhouse Centre at this point in time. Numbers have been drastically reduced, but the 53 people who currently attend have high support needs. Officers have not demonstrated that their needs could be comprehensively met elsewhere. Family carers are usually a disparate group of people, but going to the Consultation Meetings has enabled us to share our experiences. I have learnt that Waltham Forest is already reneging on its duties. Not everyone is getting the five day a week service that we automatically got when our <redacted> left school in <redacted>. The Consultation Document, dated June 4th said "half of those using the service attend 3 days per week, with some people attending 2 days per week. " Some of those half of 53 may be getting support elsewhere but this information was not provided. It could be that their family carers continue to care for their relative 24/7 for five or four days per week, and some of the people at the Consultation meetings said that they were so doing. Indeed we have been told verbally that some of the younger people, the more recent school leavers, are getting no support at all. Waltham Forest cannot be a caring local authority if it fails to help its most vulnerable residents and their families. Finally, as my <redacted> has demonstrated the Markhouse Centre does not need £1,267,326 09p spent on it now That money is a total sum that MAY need to be spent at some point in the future. To say otherwise is pure deception.

If this is about finance, then why don't the council get some sort of special grant from central government. In life, sometimes there are far more important issues than money. These high rank managers, executives sitting in a cosy office making these ridiculous decisions need to look at the bigger picture. I think it is an absolute disgrace and you should be ashamed of yourselves. Remember, what goes around in life, will always come around. Before you decide to wreck people's lives - think twice.

None

If your concern is building go ahead with it. Our concern is services provided there and we and the severely disabled people we care be happy if the services are moved to another location and continued there. Our concern is services not the Markhouse building.

For time being arrange the facility is a temporary place and move back in Markhouse Centre

Move completely into a different building and come back when its ready

1. Consultation process is questionable as drop in meetings should have been consultation meetings with minutes provide so as to be transparent. 2. Proposal emphasises more on value of site than needs of users. 3. Questionable cost of repairs for building as it is not in that dilapidated state of repair £1.2 million? 4. If it is so important for council to reclaim this site why cannot another building be found so all the fantastic staff can be retained users can stay with friends. They don't have such major changes to their lives and families will not have the major problems at home. 5. Activities that were cut in the past could be re-introduced to enhance their quality of life as suggested in the key reasons of the information pack. 6. Social work team are too stretched now to do their job correctly so will not have time to assess 53 people correctly.

What happens to me if there are no places suitable for my needs What happens to me if I don't like or don't get on with the place chosen for me I don't want to keep changing places I want to stay at Markhouse where I feel comfortable and cared for. I am happy there I don't want change.

Keep Markhouse open give us all the opportunities from Markhouse as we had before all the cuts were made. Transport removed so it only offers in house service, lunches removed, leaving the most vulnerable people there so as to move towards closure.

I think you should just fix what needs doing in Markhouse ie. the boiler and what ever needs repairing there is no way you need £1.5 million. The building is not falling down. There are people that live in much worse conditions the Markhouse building looks ok. Please don't stress the people that use the Markhouse Centre and the parents that look after these special needs adults. Consider there needs and wants.

To keep Markhouse open, we can ask the public to raise money on a petition which can help the Council to raise money to improve the building so it continues to run the day opportunities service. The council must take a day to come in and see how the staff and service users are happy coming in and using the service. Also, would like to say that if you were in the position of a service user, how would you feel yourself. If the building stayed open it will help future generations to come. Consideration of all feelings of service users and their families need to be taken into account.

Please don't close it.

No

No centre can provide to meet every need. Markhouse centre can fill the gaps where other centres failed. Education on suitable and appropriate subjects, employ qualified teachers special teaching subjects skills. See Q6 & Q7 for suggestions.

Can the council consider supporting charity services. To ensure that the Markhouse Centre survives? Our entire family will be devastated if the Markhouse centre closes. Both of my <redacted> have severe disabilities, and any changes will significantly affect them I urge you to prioritise disabled children and those with learning disabilities as changes can have devastating impact on people with these health condition.

Can the council consider supporting a charity. Supporting charity services to ensure that the markhouse centre survives? Our entire family will be devastated if the markhouse centre closes. Both of my <redacted> have severe disabilities, and any changes will significantly affect them. I urge you to prioritise disabled children and those with learning disabilities as changes can have devastating impact on people with these health conditions.