



Worcester Resource Centre Engagement Report

September 2025



SpeakEasy N.O.W. is a member led organisation for people with a learning disability.

We make sure people with a learning disability can speak up and are involved in the delivery of local services.



We were asked by Worcestershire County Council to speak to people who go to Worcester Resource Centre.



Worcestershire County Council are deciding what will happen to this service in the future.

They want to know what the people who use the service think about it.



They want to know what they like about it, what could be better and what is important to them for the future.

They need to think about these things when they decide what will happen in the future.



Preparing to visit

Rachel and Mano were the Experts by Experience with a learning disability who made the visits.



We contacted Worcestershire commissioners and the Centre Manager to discuss the best way to do this work.

We agreed to make 3 visits on different weekdays to try and meet as many of the people who use the service as possible.



We prepared an easy read information sheet to explain why we were visiting the centre. We called them feedback sessions.

We prepared an easy read questionnaire for people who would not be there when we visited. This contained the same questions we would ask people face to face during our visits.



Rachel and Mano knew that the people using the service had different ways of communicating. They decided to be flexible in the way they engaged with people to encourage their feedback.

Peer engagement visits

There are 32 people who attend the centre on a regular basis. The age range is wide from 21 to over 80.

Rachel and Mano completed 3 visits.





They met both with people using the service and the staff supporting them.

They were told that some of the people would have difficulty communicating with them.



When this happened, the staff were there to support them.

Rachel and Mano also used pictures, including pictures of different activities, to help some people answer the questions.



They met with 24 people face to face and received 8 completed questionnaires. This meant they were able to engage with everyone who uses the service.



What people told us about the service

These are the things we found out by talking with people and from the completed questionnaires.



Most people travel to the centre by taxi or minibus. Many live locally in the Worcester area. But we met 1 person who travelled from Herefordshire and 1 who travelled from Redditch.



Several people come in taxis on their own.



4 people told us how important it was for them that the centre was close to where they live. They could either walk there, or it was a very short car ride.



The number of days people attend was varied, from 1 day per week to 5. A lot of people come at least 3 days per week.



Many people had been going to the Resource Centre for several years. Many for over 10 years and 1 person for over 40 years.

The Resource Centre has several different rooms. They are known by colours such as blue room, yellow room and green room.



There is the GOLD building (Growing Old with a Learning Disability) separate from the rest of the centre, at the rear.



There's also a sensory room where people can go for relaxation and quiet.

People can move around to any room they want to be in.



Some people have high support needs, and a member of staff supports them all the time. They can also move round the building to different rooms, and their support worker will go with them.



People told us about the activities they do in the centre.

They include-



Painting, drawing and colouring

Board games



Cooking

Watching DVD's



Indoor bowling



Bubble machine

Music sessions including the music man, sing-a-long and karaoke.



Gardening



Knitting and sewing

They also do activities outside the centre such as –

Going to local shops or town centre for shopping

Local walks in parks and by canal side.

Hydrotherapy and swimming at Osborne Court, Evesham or Malvern Splash.

Visits to garden centres, Bluebell Farm, cinemas and theatre.





Meals out at pubs and cafes

Cans recycling



Trips to the seaside

Safari Park



Bowling sessions at Perdiswell

Trike riding by the river

Cricket at Bromsgrove sports centre



People told us the things they liked about the centre.



Meeting their friends was very important.

So was talking with the staff and having their support.



Many felt very safe there and liked the familiarity of the building and the people.

One man told us he'd recently been taken to Weston to celebrate his birthday.



On the day of one of our visits, 2 people had been out for a pub lunch as a birthday celebration. Everyone was eager to hear all about it when they returned.



We talked with one man about his favourite DVD's. He was looking forward to watching one of them the next day.



One lady was very proud of her colouring work and showed us a folder with her work inside.



Another lady was knitting and showed us the different wools she had chosen.

We heard about the centre cat that has adopted them. He lives nearby but spends most of his days in the centre when it's open.



All the people we met who were able to communicate with us, told us they loved going to the centre and liked everything about it.



The liked the activities on offer and the staff who supported them.



Nobody could think of anything they wanted to change.

One person thought they could do some different activities for a change but did not make any suggestions.



What people said about the future

This was difficult for many people to understand and respond to.



Most of those who did respond, made it clear that they did not want to move or go anywhere else.



They were concerned about leaving the building they were used to.

They worried about how they would get there.



We asked if they would be happy to move to a different building but with all the other people who attend and the same staff.

These are the responses we had –



‘I want to stay in Worcester’

‘I want it to stay open’

‘I don’t mind a new building if it’s the same staff’

‘No, I want to stay here. I like it here’

‘I don’t want to talk about it’



Things to think about when planning for the future of Worcester Resource Centre

Based on the things we saw and learnt during our 3 visits



Managing change

The current service at Worcester Resource Centre is well liked and people using it feel safe and secure.



We think any changes planned will need to be well managed.

Service change creates anxiety. For the people who use that service and their families and the staff who work there.



Most of the people who use the Resource Centre will be fearful of any change. Some have heard about possible changes already and are resistant to the idea.



They will need to be supported by people who know them well and who they like and trust.

Providing consistency and continuity will help to reduce anxiety. It would be important to try to keep as many of the current staff team as possible.



This includes both support and admin staff. We saw good relationships between all staff and people using the service regardless of their roles.

Maintaining friendships is important too and people would want to be able to see their friends as often as they do now.



Some people will cope with change better than others. Not everyone will need the same approach in how they are supported.

Environment and Activities



Any new location should be visited by people well before the move. Some people may need to visit more than once.



Staff should be well informed so they can answer queries that people have and help to reduce worries or concerns.

It will be important to continue to offer the same activities and opportunities for people.



As many items as possible should be transferred from the current service to the new location. People will be reassured by using things they're familiar with.



The current environment allows people to move freely around the centre. This may not be possible in a new environment and could cause distress.



People with high support needs currently have the same freedom to move round. Staff effectively manage the impact of this in the current environment. It may be more difficult in a different environment.



Location is important for access to community facilities and amenities. Easy access to shops, parks and walking areas would help people to continue with these activities.



Conclusion

Worcester Resource Centre serves many people well. It is popular with the people who use it and their families.



We understand that Worcestershire County Council must make important decisions about the future of this service. This might involve many changes.



We hope the things we've highlighted will help with decision making and the planning that may be required.



We would be pleased to visit the service again in the future to see how everyone is getting on and what they think about the new service.