



CABINET

TUESDAY, 26 JUNE 2018

10.00 AM COUNCIL CHAMBER - COUNTY HALL, LEWES

MEMBERSHIP - Councillor Keith Glazier (Chair)
Councillors Nick Bennett, Bill Bentley, David Elkin (Vice Chair), Carl Maynard,
Rupert Simmons, Bob Standley and Sylvia Tidy

A G E N D A

- 1 Minutes of the meeting held on 24 April 2018 (*Pages 3 - 6*)
- 2 Apologies for absence
- 3 Disclosures of interests
Disclosures by all members present of personal interests in matters on the agenda, the nature of any interest and whether the member regards the interest as prejudicial under the terms of the Code of Conduct.
- 4 Urgent items
Notification of items which the Chair considers to be urgent and proposes to take at the appropriate part of the agenda. Any members who wish to raise urgent items are asked, wherever possible, to notify the Chair before the start of the meeting. In so doing, they must state the special circumstances which they consider justify the matter being considered urgent.
- 5 Council Monitoring: Quarter 4 2017/18 (*Pages 7 - 60*)
Report by Chief Executive
- 6 Household Waste Recycling Site Service Review (*Pages 61 - 266*)
Report by Director of Communities, Economy and Transport
- 7 Adult Social Care Proposals 2018/19 (*Pages 267 - 276*)
Report by Director of Adult Social Care and Health
- 8 Older People's Intermediate Care Beds and Directly Provided Day Services (*Pages 277 - 350*)
Report by Director of Adult Social Care and Health
- 9 Older People's Commissioned Day Services (*Pages 351 - 420*)
Report by Director of Adult Social Care and Health
- 10 Learning Disability Directly Provided Services (*Pages 421 - 488*)
Report by Director of Adult Social Care and Health
- 11 Affinity Trust Service (*Pages 489 - 508*)
Report by Director of Adult Social Care and Health
- 12 Stroke Recovery Service (*Pages 509 - 564*)
Report by Director of Adult Social Care and Health

- 13 Discretionary East Sussex Support Scheme (*Pages 565 - 604*)
Report by Director of Adult Social Care and Health
- 14 HIV Support Service (*Pages 605 - 638*)
Report by Director of Adult Social Care and Health
- 15 Carers' Services (*Pages 639 - 692*)
Report by Director of Adult Social Care and Health
- 16 Supporting People Accommodation Based Housing Support Services (*Pages 693 - 766*)
Report by Director of Adult Social Care and Health
- 17 Supporting People Community Based Housing Support Services (*Pages 767 - 840*)
Report by Director of Adult Social Care and Health
- 18 Introduction of Civil Parking Enforcement in Rother District (*Pages 841 - 888*)
Report by Director of Communities, Economy and Transport
- 19 Transport for the South East (*Pages 889 - 898*)
Report by the Director of Communities, Economy and Transport
- 20 Ashdown Forest Trust Fund (*Pages 899 - 904*)
Report by the Chief Operating Officer
- 21 Any other items considered urgent by the Chair
- 22 To agree which items are to be reported to the County Council

PHILIP BAKER
Assistant Chief Executive
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18 June 2018

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CABINET

MINUTES of a meeting of the Cabinet held on 24 April 2018 at Council Chamber - County Hall, Lewes

PRESENT Councillors Keith Glazier (Chair)
Councillors Nick Bennett, Bill Bentley, David Elkin (Vice Chair),
Carl Maynard, Rupert Simmons, Bob Standley and Sylvia Tidy

Members spoke on the items indicated

Councillor Barnes	- items 5 and 6 (minutes 58 and 59)
Councillor Philip Daniel	- item 6 (minute 59)
Councillor Davies	- item 5 (minute 58)
Councillor Elkin	- item 6 (minute 59)
Councillor Field	- item 5 (minute 58)
Councillor Osborne	- item 5 (minute 58)
Councillor Standley	- item 6 (minute 59)
Councillor Tutt	- items 5 and 6 (minute 58 and 59)
Councillor Webb	- item 5 (minute 58)

55 MINUTES OF THE MEETING HELD ON 6 MARCH 2018

55.1 The minutes of the Cabinet meeting held on 6 March 2018 were agreed as a correct record.

56 DISCLOSURES OF INTERESTS

56.1 Councillor Godfrey Daniel declared a personal non prejudicial interest in item 5 (Care Quality Commission Local Area Review) as an Associate Hospital Manager for the Sussex Healthcare NHS Trust.

57 REPORTS

57.1 Copies of the reports referred to below are included in the minute book

58 CARE QUALITY COMMISSION LOCAL AREA REVIEW

58.1 The Cabinet considered a report by the Director of Adult Social Care and Health.

58.2 It was RESOLVED – to note the outcome of the Care Quality Commission Local Area Review report, final system action plan and governance arrangements overseeing delivery of the plan.

Reason

58.3 The Care Quality Commission report acknowledges the strength of the shared vision and purpose, maturity of relationships and focus on prevention and support for people to maintain their wellbeing. The areas identified for improvement in the report have been included in the action plan

59 PROPERTY ASSET DISPOSAL AND INVESTMENT STRATEGY

59.1 The Cabinet considered a report by the Chief Operating Officer.

59.2 It was RESOLVED to:

1) approve the Property Asset Disposal & Investment Strategy set out in Appendix 1 of the report;

2) note the governance and resource arrangements required to deliver the Strategy;

3) note that any initial revenue costs of funding initiatives that will deliver enhanced income and capital receipts in the longer term will be considered as investment proposals against the Council's Transformation reserve which is delegated to the Chief Executive to approve; and

4) note that any capital investment into assets will be subject to Cabinet approval of business cases developed to support the investment consideration

Reason

59.3 The development of a Property Asset Disposal and Investment Strategy, covering investment in assets already producing an income and investment in development opportunities that support the Council's ability to enhance its financial resilience in the longer term, will act as a catalyst for improved economic outcomes for the County. The financial returns delivered from the strategy will support the Council in continuing to deliver its essential services to residents. The proposed approach is based upon the following key principles:

- Invest in schemes that align with and support the Councils four priority outcomes.
- Invest in income producing assets within the County, creating a diversified portfolio to manage risks and secure an annual return.
- Retaining assets where appropriate and undertaking effective property and asset management initiatives and investment to enhance income or capital receipts.

60 EXTERNAL AUDIT PLAN 2017/18

60.1 The Cabinet considered a report by the Chief Operating Officer.

60.2 It was RESOLVED – to approve the External Audit Plan for 2017/18.

Reason

60.3 KPMG's overall audit approach remains similar to last year with no fundamental changes. Officers will continue to liaise with KPMG to ensure that their work is delivered as efficiently and effectively as possible and that internal and external audit plans are complementary and make best use of audit resources.

61 INTERNAL AUDIT STRATEGY AND ANNUAL PLAN 2018/19

61.1 The Cabinet considered a report by the Chief Operating Officer

61.2 It was RESOLVED- to approve the Council's Internal Audit Strategy and Annual Plan 2018/19.

Reason

61.3 The Council's Internal Audit Strategy 2018/19 and Annual Plan sets out how the Council will meet its statutory requirements for internal audit, as defined within the Accounts and Audit Regulations 2015. The Strategy proposes an approach based on focussing audit resources in those areas where the highest risk to the achievement of the Council's objectives lies.

62 ITEMS TO BE REPORTED TO THE COUNTY COUNCIL

62.1 It was agreed that no items should be reported to the County Council

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Report to: Cabinet
Date: 26 June 2018
Report by: Chief Executive
Title: Council Monitoring Report – end of year 2017/18
Purpose: To report Council monitoring for the full year 2017/18

RECOMMENDATIONS

Cabinet is recommended to:

1) note the end of year outturns for the Council Plan

1. Introduction

1.1 This report sets out the Council's position and year-end projections for the Council Plan targets, Revenue Budget, Capital Programme, Savings Plan, together with Risks at the end of March 2018.

1.2 Broad progress against the Council's four strategic priority outcomes is summarised in paragraph 3 and an overview of finance and performance data is provided in the Corporate Summary at Appendix 1. Strategic risks are reported at Appendix 7.

2. Overview of Council Outturns 2017/18

2.1 2017/18 was the second year of a three year Reconciling Policy, Performance and Resources (RPPR) medium term planning period covering service provision, demand management and savings (£13.5m including those carried forward from previous years) to continue to deliver balanced budgets, while maintaining a clear focus on our four priority outcomes.

2.2 50 (77%) of the 65 Council Plan targets were achieved and 8 (12%) were not achieved. 7 (11%) are carried over for reporting in quarter 1 of 2018/19. The carry overs are measures where action has been completed, but the year-end outturn data is not yet available to report against the target.

2.3 Of the 65 targets the outturns for 9 (14%) are not comparable with the outturns from 2016/17; of the remaining 56 measures which can be compared, the performance improved or was at the maximum (i.e. the most that can be achieved) in 32 (49%); 1 (2%) remained the same; 16 (25%) deteriorated; and 7 (11%) are carried over for reporting at quarter 1 2018/19. Although 16 measures are showing a lower outturn when compared to 2016/17, 12 (75%) of these have met their target for 2017/18 so are meeting our objectives. For a number of these targets changes in priorities and the reduction in the level of resources available to the Council made matching the outturns from 2016/17 impossible.

2.4 At end of year the financial position within service departments is a £0.6m (0.2%) overspend, an improvement compared to the £1.1m (0.3%) overspend forecast at quarter 3, primarily due to the early achievement of 2018/19 savings within Orbis and lower than anticipated service spend within CET. The overall position continues to reflect pressures on service budgets within ASC and CSD and, as shown in Appendix 1, the achieved savings of £11.7m (which represents 87% of planned savings of £13.5m including those carried forward from previous years). The majority of the remaining savings are still considered achievable but delayed, and have therefore slipped to 2018/19. In summary the key variances by service are:

- Adult Social Care £0.6m overspend (previously £0.5m). There was continued pressure on independent sector services in 2017/18, in-year mitigation of this pressure has partly come from the new iBCF and the effective use of other funding, some of which is one-off. The overspend on Directly Provided Services and Assessment and Care Management reflects slippage of savings to 2018/19.

- £1.6m (previously £1.5m) overspend in Children's Services. The overspend was mainly due to ongoing pressures particularly within Looked after Children agency costs and increased demand on ISEND agency placements. These were partly offset by a reduction in Home to School Transport costs generated in part by a reduction in demand and adverse weather conditions in quarter 4.
- Business Services / Orbis £0.9m underspend (previously £0.4m). The majority of the full year variance and a large part of the movement since quarter 3 is from the Council's contribution to Orbis, where additional part year savings have been made in 2017/18 in order to achieve full year savings in 2018/19.
- £0.7m underspend in Communities, Economy & Transport (previously £0.4m). The main areas of underspend are from: Waste, due to lower tonnage collected and reduced net leachate costs; Concessionary Fares, the result of reduced passenger numbers and an operator contract price not increasing for inflation; Customer and Libraries, primarily due to lower than expected utility costs and the decision not to allocate funds to The Keep sinking fund; and Management and Support, as the result of funding earmarked for in year pressures that did not materialise and one off projects that were unable to be completed during the year.

2.5 Treasury Management has a reduced charge to revenue of £1.2m (previously £1.1m). This is the result of no additional interest charges on new borrowing and a lower Minimum Revenue Provision (MRP) charge due to delayed capital expenditure totalling £0.6m, and no opportunity to restructure of the Council's debt portfolio due to high repayment rates of £0.6m. As agreed previously this will be used in the first instance to fund the service overspend of £0.6m. Practice is to offset any reduced charge to Treasury Management for bad debt provision and unfunded pensions. This year these have underspent (see 2.8 for more detail on debt), increasing the balance available from £0.6m to £0.9m. This will be used to fund the capital programme by offsetting borrowing.

2.6 Efforts to manage within the overall budget have once again meant that the general contingency of £3.4m can be used to top up reserves in line with Reserves Policy. As previously agreed the unused general contingency provision will be used in the first instance to mitigate £1.748m of savings from 2018/19, with the balance remaining in the Financing Reserve to enable the effective management of the medium-term financial strategy and investment strategy.

2.7 The quarter 4 capital programme is monitored against the revised programme submitted to the Council in February together with some minor net nil approved variations. The expenditure for the year was £81.7m against a budget of £87.5m, a variation to the gross budget of £5.8m (previously £4.7m). This is an improvement of the equivalent variation to the 2016/17 outturn of £13.7m. The variation is largely attributed to slippage of £10.2m, offset by £4.4m spend in advance mainly on Highways Structural Maintenance (ref. xviii appendix 5) and Broadband (ref. ix appendix 5). The main areas of slippage are:-

- £2.8m on East Sussex Strategic Growth Package (ref. xiii appendix 5)
- £2.6m on School Basic Need (ref. viii appendix 3)
- £1.3m on Capital Building Improvements (ref. vii appendix 3),
- £0.6m on Parking Machine renewal (ref. xvii appendix 5)

The Capital Strategic Asset Management Board continues to review forecasting and profiling processes in order to improve management of the overall capital programme and reduce the extent of slippage.

2.8 The value of debt over 5 months at the end of the year has risen slightly by £0.047m to £2.323m when compared to the 2016/17 outturn of £2.276m. However, as a proportion of total debt raised during the year the percentage has reduced from 2.71% in 2016/17 to 2.55% in 2017/18, indicating the impact of continuous improvement in debt collection.

2.9 The Strategic Risk Register, Appendix 7, has been reviewed and updated to reflect the Council's risk profile. A new risk, Risk 13 'Dedicated Schools Grant', has been added to the register; and the 'Ordinary Residence' risk (formally Risk 2) has been deleted. The Government provided almost £1.2m in extra funding for potholes in March 2018 but the RAG score for Risk 1 'Roads' remains unchanged.

3. Progress against Council Priorities

Driving sustainable economic growth

3.1 We have made good progress in areas contributing to the East Sussex Growth Strategy during 2017/18. 5,806 premises are now able to be connected to superfast broadband as part of our second contract of works. Over £3m of external funding was secured to provide improved business support and inward investment services through the Growth Hub and Locate East Sussex (LES). LES has helped a number of businesses start up or relocate in the county in 2017/18 creating 35 jobs. East Sussex Invest 5 provided over £700,000 in grants and loans to 15 businesses which will see 98 jobs either created or protected in the county. £1m in funding was secured to deliver a Culture Coasting programme in the county to boost tourism, the programme is currently being developed (Appendix 5).

3.2 All targets for road maintenance have been well met with the focus on unclassified roads resulting in a 5% fall in those roads requiring maintenance. Although the percentage of non-principal roads requiring maintenance has increased slightly, to 7%, when compared to the 2016/17 outturn this is still well below the target for 2017/18 of 9%. In March construction work began on the pedestrian improvement scheme for Terminus Road, Eastbourne (Appendix 5).

3.3 The percentage of Council procurement spend with local suppliers for 2017/18 was 59.4%, up from 50% last year, this equates to £245.1m spend (Appendix 3).

3.4 In academic year 2016/17, 76.5% of pupils achieved a 'good level of development at the Early Years Foundation Stage, 5.8% above the national average of 70.7%. The achievement gap between the lowest achieving 20% in the Early Years Foundation stage and the rest was 28% which is lower than the national gap of 31.7%. The average Progress 8 score for state funded schools in East Sussex is 0.00 which is higher than the national average of -0.03 (Appendix 4).

Keeping vulnerable people safe

3.5 Through Multi Agency Criminal Exploitation (MACE) we have seen a broadening of the focus for children who are vulnerable to sexual exploitation to develop our response to wider criminal exploitation and County Lines (Appendix 4).

3.6 The proportion of people surveyed who use services who say that those services have made them feel safe and secure was 82.4%. An analysis of feedback will be undertaken to identify any issues raised by respondents (Appendix 2).

3.7 Trading Standards made 125 positive interventions in 2017/18, to help protect vulnerable people who have become the target of rogue trading or financial abuse. Interventions included visiting victims and installing call blockers to prevent fraudulent telephone calls; and the Rapid Action Team stepping in to prevent rogue traders from exploiting people (Appendix 5).

Helping people help themselves

3.8 Health and Social Care Integration continues; a new service for people living with mental health conditions will provide access to earlier support and focus on prevention and support. There is considerable variation in diabetes prevalence and care in East Sussex; a whole system review of diabetes care plans is in place to develop a collaborative approach to improving diabetes care to achieve better patient outcomes and experiences across East Sussex. NHS 111 is being enhanced so that patients access urgent care services that have been fully integrated (Appendix 2).

3.9 The Improved Better Care Fund (iBCF) for 2017/18 has been allocated along with Adult Social Care core budgets to ensure funding for social care for all the placements required; with £3.239m made available to support pathway and service investments to ensure systems

sustainability. Delayed transfers of Care (delayed days) from hospital per 100,000 population (aged 18+) has improved from 24.3 in April 2017 to 9.5 in January 2018 (Appendix 2).

3.10 Behavioural change initiatives developed as part of the Council's £1m Road Safety Programme focus on reducing the levels of re-offending and increasing the take up of educational interventions for offenders. A social media campaign will be aimed at young male drivers to increase their awareness of road safety educational messages. There were 370 people Killed or Seriously Injured (KSI) on county roads in 2017; this is a 2.9% decrease in the number of KSI compared to 2016 (Appendix 5).

3.11 Since 2015 2,624 families have received, or are receiving, a Troubled Families intervention (Appendix 4).

Making best use of resources

3.12 East Sussex and Surrey County Councils and Brighton & Hove City Council have been working together to improve the way Orbis delivers services to customers. Successful initiatives include: launching an Orbis external website, procurement of an integrated e-recruitment system across the three partners and development of a performance management framework that will demonstrate the value and effectiveness of the partnership moving forward. Orbis has been successful in delivering the savings target of £3.9m for the financial year 2017/18. Orbis has also achieved additional one off savings in year through the early delivery of 2018/19 savings (Appendix 3).

3.13 Contracts in scope of the Social Value (SV) Measurement Charter amounted to £0.96m in quarter 4. The associated SV commitment based on these contracts was £109k, which equates to 11%. Since the launch of the SV Charter in quarter 1 2017/18, it has been applied to 15 contracts that totalled over £2m, of which £223,000 or 11% has been committed in SV (Appendix 3).

3.14 There is potential for Local Authorities to support Health Services in developing their estate to enable effective service delivery. Discussions have commenced to understand the type of model that could be applied to ensure all parties gain benefits from the approach. It is expected that there could be significant benefits from this approach in the coming years (Appendix 3).

Becky Shaw, Chief Executive

How to read this report

This report integrates monitoring for finance, performance and risk. Contents are as follows:

- Cover report
- Appendix 1 Corporate Summary
- Appendix 2 Adult Social Care and Health
- Appendix 3 Business Services
- Appendix 4 Children's Services
- Appendix 5 Communities, Economy and Transport
- Appendix 6 Governance
- Appendix 7 Strategic Risk Register

Cover report, Appendix 1

The cover report and Appendix 1 provide a concise corporate summary of progress against our Council Plan Targets, Revenue Budget, Savings Targets, and Capital Programme.

The cover report highlights a selection of key topics from the departmental appendices, for the four Council priorities:

- driving sustainable economic growth;
- keeping vulnerable people safe;
- helping people help themselves; and
- making best use of resources.

More information on each of these topics is provided in the relevant departmental appendix referenced in brackets, e.g. (Appendix 2). More detailed performance and finance data is also available in the departmental appendices.

Departmental Appendices 2 - 6

The departmental appendices provide a single commentary covering issues and progress against key topics for the department (including all those mentioned in the cover report). This is followed by data tables showing progress against Council Plan Targets, Savings Targets, Revenue Budget, and Capital Programme for the department.

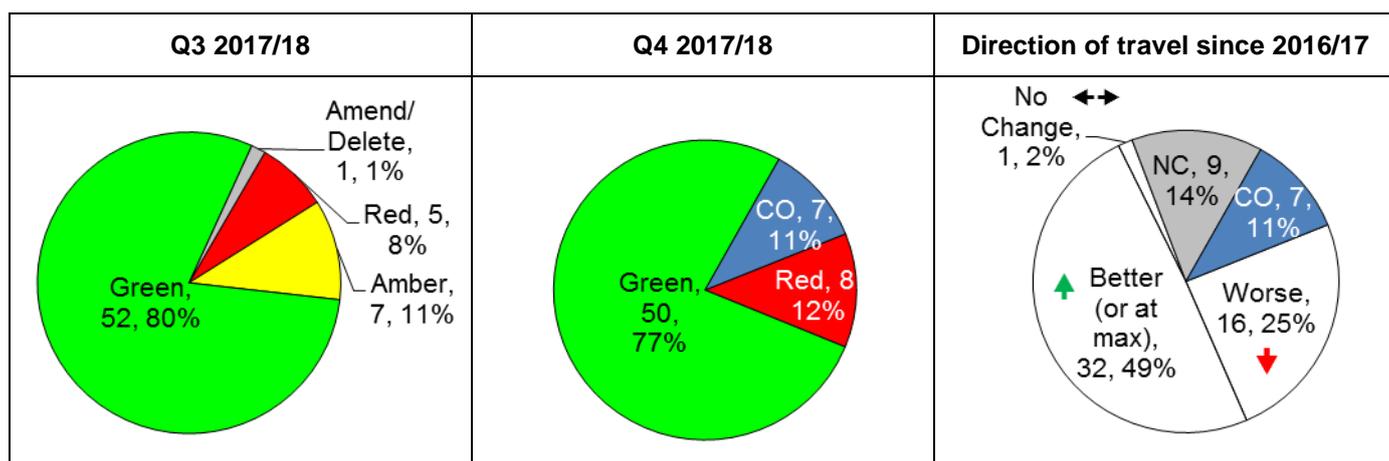
For each topic, the commentary references supporting data in the tables at the end of the appendix, e.g. (ref i). The tables include this reference in the 'note ref' column on the right hand side. Where the commentary refers to the Revenue Budget or Capital Programme, it may refer to all or part of the amount that is referenced in the table, or it may refer to several amounts added together. Performance exceptions follow these rules:

Quarter 1	All targets not expected to be achieved at year end i.e. not RAG rated Green, and any proposed amendments or deletions. Changes to targets early in Q1 should be made under delegated authority for the Council Plan refresh in June.
Quarter 2	Targets that have changed RAG rating since Q1 including changes to Green (except where target was amended at Q1), plus proposed amendments or deletions.
Quarter 3	Targets that have changed RAG rating since Q2 including changes to Green (except where target was amended at Q2), plus proposed amendments or deletions.
Quarter 4	Targets that have changed RAG rating since Q3 to Red or Green (except where target was amended at Q3). Outturns that are not available or sufficient to RAG rate targets are reported as Carry Overs. All target outturns are reported in the year end summary at Appendix 1.

Strategic Risk Register Appendix 7

Appendix 7 contains commentary explaining mitigating actions for all Strategic Risks.

Council Monitoring Corporate Summary – end of year 2017/18				
Council Plan performance targets				
Priority	Total	Red	Green	Carry Over
Driving sustainable economic growth	29	2	27	0
Keeping vulnerable people safe	11	2	5	4
Helping people help themselves	22	3	16	3
Making best use of resources	3	1	2	0
Total	65	8	50	7



Council Plan outturn summary all measures
(For targets not achieved commentary is provided in the relevant departmental appendix)

All 65 Council Plan target outturns are reported below. Targets achieved are highlighted in green; targets not achieved are highlighted in red; and Carry Overs for reporting at Q1 2018/19 are highlighted in blue.

For red outturns detailed information is contained in the departmental appendices for new exceptions at Q4. Details of previous exceptions can be found in the referenced appendices for Q1-Q3 monitoring.

Where available, performance improvement relative to 2016/17 is given under Direction of Travel. Measures marked NC do not have 2017/18 outturns which are comparable with 2016/17 outturns.

Direction of Travel key:

No Change: ↔	Not Comparable: NC	Carry Over: CO	Worse: ↓	Improved (or at maximum): ↑
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Driving sustainable economic growth – outturn summary					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
BSD	The percentage of Council procurement spend with local suppliers	50%	≥ 50%	59.4%	↑
BSD	Economic, social and environmental value committed through contracts, as a percentage of our spend with suppliers	N/A	Charter agreed and Baseline to be established	SV Charter launched and baseline established	NC
BSD	Develop a strategy and action plan supporting the implementation of the Apprenticeship Levy within the Council	N/A	Finalise the Strategy and action plan	Strategy and action plan finalised	NC
CET	Bexhill to Hastings Link Road	All additional works completed. Minor snagging work continues. Contract completion is expected in June 2017	Produce 1 Year After Report	1 Year After Report produced	NC
CET	Percentage of Principal Roads requiring maintenance	5%	8%	4%	↑
CET	Percentage of Non Principal Roads requiring maintenance	6%	9%	7%	↓
CET	Percentage of Unclassified Roads requiring maintenance	19%	20%	14%	↑
CET	The number of businesses and professionals receiving advice and support through training workshops and bespoke advice	26 workshops (599 delegates)	380	29 workshops, (610 delegates)	↑
CET	Deliver major transport infrastructure – Queensway Gateway Road	Land re-remediation & stabilisation almost complete. Contract discussions taking place re piling and construction of embankment	Construction commenced	Construction commenced	↑

Driving sustainable economic growth – outturn summary continued					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
CET	Deliver the new Employability and Skills Strategy: East Sussex business sector skills evidence base developed	Sector specific campaigns delivered	Support six sector task groups. Develop a career pathways infographic for three sectors. Recruit 40 Industry champions from businesses in priority sectors to support and promote sector skills in schools, FE and HEIs	Six task groups operational; Career pathways infographics devised/printed for engineering, construction and landbased sectors; 40+ Industry Champions recruited to date	↑
CET	Deliver major transport infrastructure – Newhaven Port Access Road	Main construction programmed to start in Q4 2017/18	Complete detailed design, and tender for construction work. Submit business case to DfT for funding approval	Preferred contractor appointed; Draft business case documents submitted to DfT 19 March 2018	↔
CET	Deliver pedestrian improvements in Terminus Road (Eastbourne) using 'Shared Space' concepts to coincide with opening of the new Arndale Centre	Construction now programmed to start January 2018	Commence construction	Works commenced 19 March 2018 for 61 week construction period	↑
CET	Establish the East Sussex Growth Hub as the new 'one stop shop' for business support in the county	South East Business Boost project awarded European Regional Development Funding for extended service	South East Business Boost (SEBB) enhanced Growth Hub service contract procured and delivery commenced	SEBB contract in operation and delivery commenced	↑
CET	Number of additional premises with improved broadband speeds (5,000 by end of 2017/18)	2,508	3,440	5,806 at the end of Q3	↑
CET	Report progress on the level of broadband improvement in the Intervention Area	82% of the Contract 1 intervention area able to receive speeds of 24mbps or above	Report progress on the level of broadband improvement in the Intervention Area	87% of intervention area able to receive superfast speeds at the end of Q3	↑

Driving sustainable economic growth – outturn summary continued					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
CET	Deliver Culture East Sussex agreed actions to grow Cultural Tourism	Coastal Cultural Trail grown	Deliver Tourism South East report re-recommendations (subject to funding being secured)	All 2017/18 Tourism South East recommendations delivered	↑
CET	Support businesses to create or protect jobs via East Sussex Invest 5	41 businesses awarded funding (predicted to create 130 jobs)	Support businesses to create or protect 95 jobs as per contracts	98 jobs will be created or protected with ESI funding.	↓
CET	Increase inward investment (jobs)	N/A	Assist businesses to create 14 jobs	35 jobs created to date in the businesses supported.	NC
CET	In partnership with Learndirect and other funding organisations provide online learning (including skills for life and ICT courses) in libraries	363	250 courses complete	251	↓
CS	Average Progress 8 score for LAC	Academic Year 2015/16 East Sussex: -1.28 South East: -1.14 National: -1.14	Academic Year 2016/17: 0.1 points or less below the national average of LAC	Academic Year 2016/17 East Sussex: -0.87 National Average: -1.18	↑
CS	The percentage of LAC participating in education, training or employment with training at academic age 16 (Year 12)	72% (23/32)	80%	90% (56/62)	↑
CS	The percentage of LAC participating in education, training or employment with training at academic age 17 (Year 13)	71% (32/45)	70%	87% (27/31)	↑
CS	The percentage of eligible 2 year olds who take up a place with an eligible early years provider	86.2% (National average 70% as of March 2017)	Above national average	East Sussex: 84% National Average: 71%	↓
CS	The percentage of pupils achieving a “good level of development” at the Early Years Foundation Stage	Academic Year 2015/16 ESCC: 75.7% National: 69.3%	Academic Year 2016/17 At or above national average	Academic Year 2016/17 East Sussex: 76.5% National Average: 70.7%	↑
CS	The percentage point gap between disadvantaged pupils achieving at least the expected standard in reading, writing and maths combined at Key Stage 2, and their peers	Academic Year 2015/16 ESCC: 23% National: 22%	Academic Year 2016/17 At or below the national average	Academic Year 2016/17 East Sussex: 23% National Average: 20%	↓

Driving sustainable economic growth – outturn summary continued					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
CS	Average Progress 8 score for state funded schools	Academic Year 2015/16 ESCC: +0.04 National: -0.03	Academic Year 2016/17 At or above the national average	Academic Year 2016/17 East Sussex: 0.00 National Average: -0.03	↓
CS	The gap between Attainment 8 overall score for disadvantaged pupils, and Attainment 8 overall score for non-disadvantaged pupils.	Academic Year 2015/16: ESCC: 15.0 National: 12.3	Academic Year 2016/17 1.5 points or less above the national average	Ac Year 2016/17 East Sussex: 14.7 National Average: 12.8	↑
CS	The percentage of young people meeting the duty of RPA (Raising the Participation Age) by either participating in education, training or employment with training or undertaking re-engagement provision at academic age 16 (Year 12)	95.9%	95%	95%	↓
CS	The percentage of young people meeting the duty of RPA by either participating in education, training or employment with training or undertaking re-engagement provision at academic age 17 (Year 13)	88.6%	88%	88%	↓

Keeping vulnerable people safe – outturn summary					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
ASC	National outcome measure: The proportion of people who use services who say that those services have made them feel safe and secure (Adult Social Care Survey)	83.6%	≥83.6%	82.4%	↓
ASC	Health and Social Care Connect - % of referrals triaged and progressed to required services within required timescales	90.4%	90%	CO	CO
ASC	Health and Social Care Connect - % of Health and Social Care Connect contacts that are appropriate and effective (i.e. lead to the provision of necessary additional services)	'Go live' date for referral system postponed	98%	CO	CO
ASC	The % of those affected by domestic violence and abuse who report they feel safe upon leaving the service	77%	80%	CO	CO

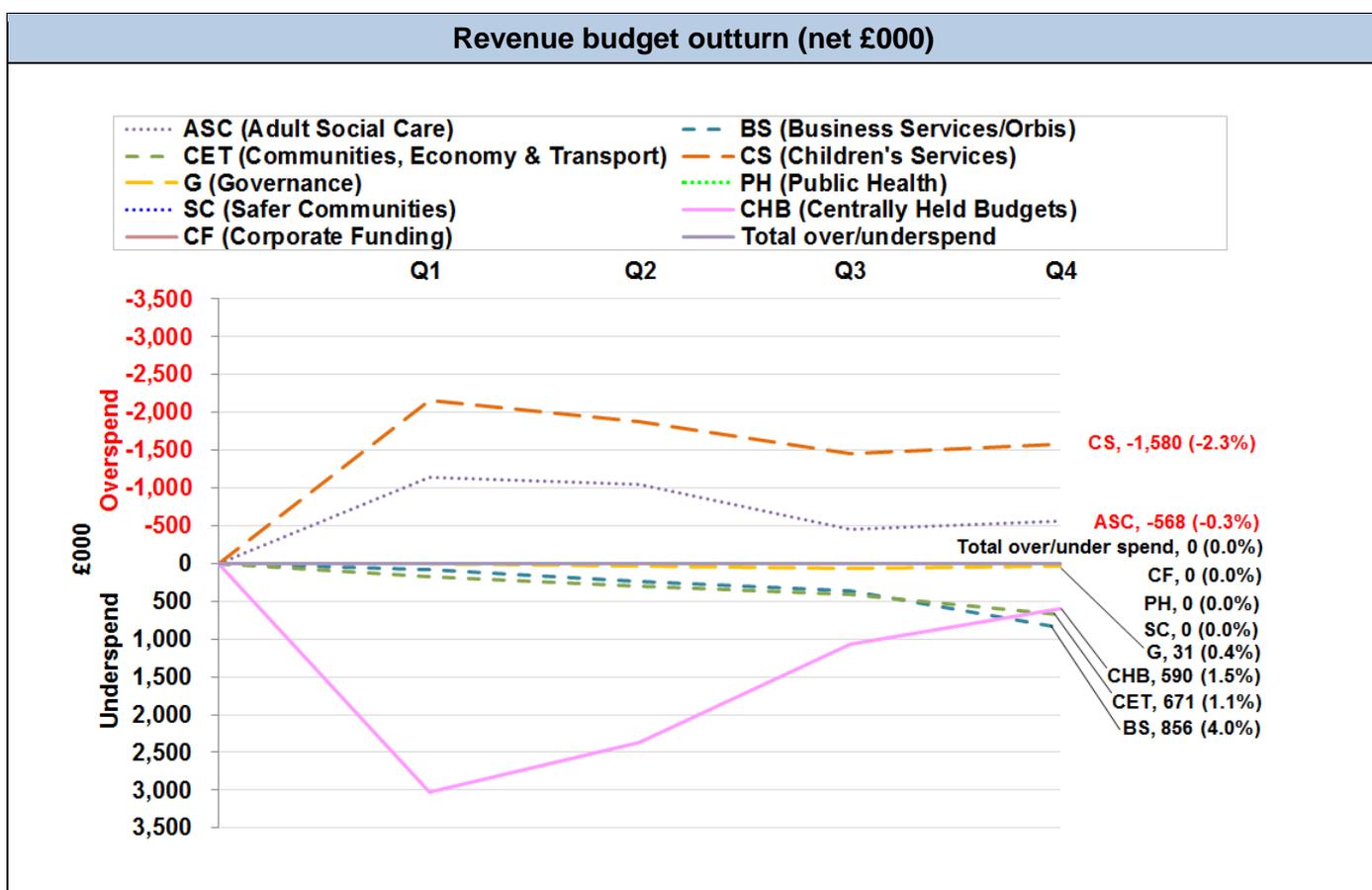
Keeping vulnerable people safe – outturn summary continued					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
ASC	The % affected by rape, sexual violence and abuse who report, after at least 12 weeks of engagement with the service, that they are more in control of their lives and/or more optimistic about the future	78%	80%	CO	CO
CET	The number of positive interventions for vulnerable people who have become the target of rogue trading or financial abuse	114 positive interventions (80 victims, 24 call blockers, 10 rapid responses)	80	125 positive interventions	↑
CS	Rate of children with a Child Protection Plan	45.0 (476 children)	42.9 per 10,000	51.9 (550 children)	↓
CS	Rate per 10,000 (of 0-17 population) of referrals to children's social care services	343.7	<462	419	↓
CS	Rate per 10,000 (of 0-17 population) of assessments completed by children's social care services	361	<381	345	↑
CS	Average time between a child entering care and moving in with its adoptive family, for children who have been adopted (days)	3 year average (2013-16): 517 days (National average: 558 days)	Less than or equal to national average	3 Year Average for 2014-17: ESCC Outturn: 479 days National Average: 520 days	↑
CS	Rate of Looked After Children	53.3 (564 total children)	57.2 per 10,000	57.2 (606 children)	↓

Helping people help themselves – outturn summary					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
ASC	Increase the number of providers registered with Support With Confidence	174	192	197	↑
ASC	National outcome measure: Proportion of working age adults and older people receiving self-directed support	100%	100%	100%	↑
ASC	National outcome measure: Proportion of working age adults and older people receiving direct payments	33.3%	30%	31.3%	↓
ASC	The proportion of people who received short-term services during the year, where no further request was made for ongoing support	97.6%	>90.5%	93.3%	↓

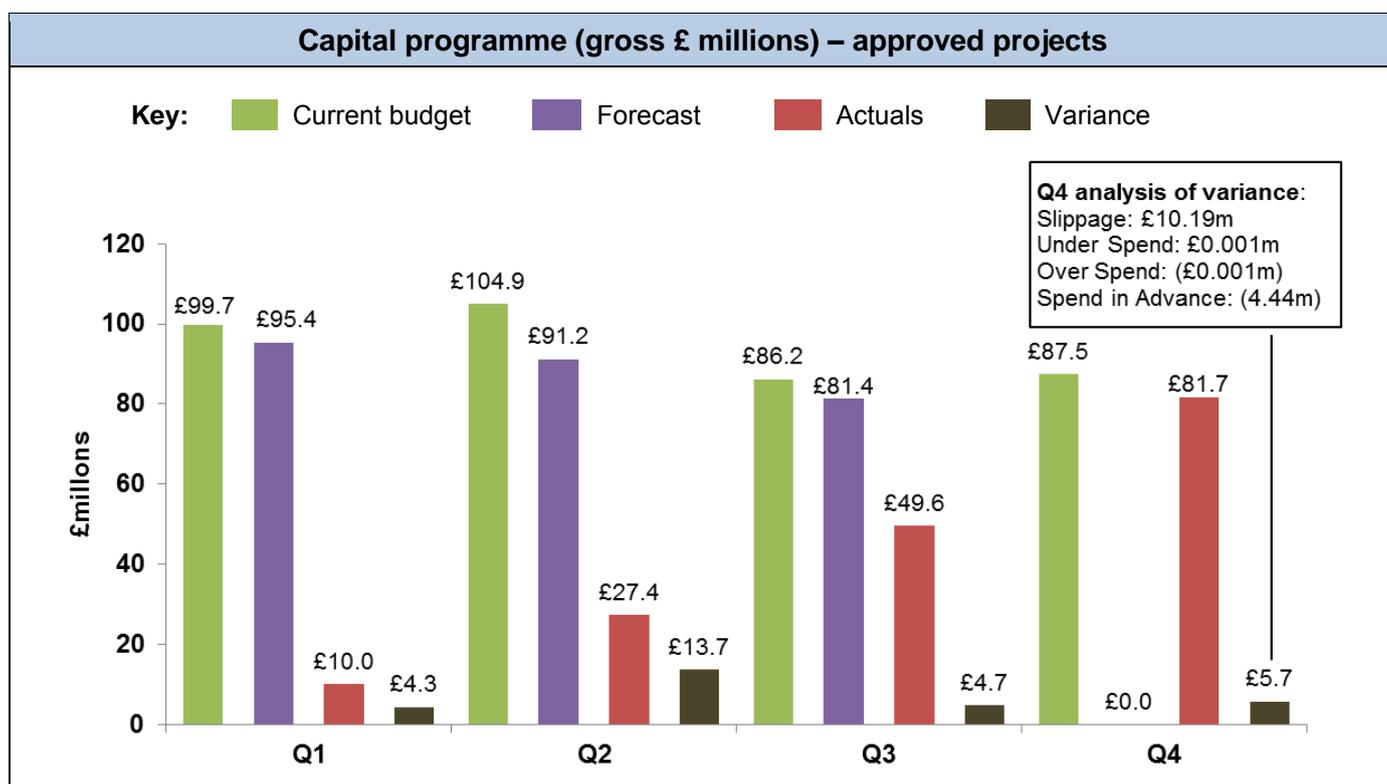
Helping people help themselves – outturn summary continued					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
ASC	Number of carers supported through short-term crisis intervention	688	750	695	↑
ASC	% of referrals starting intervention within required timescales as per their priority level following discharge	63.2% interventions for Joint Community Rehabilitation started within their required timescales; 87.9% referrals for the Nursing Service met target against the 4 priority levels	i) 65% interventions for Joint Community Rehabilitation started within their required timescales ii) 88% referrals for the Nursing Service met target against the 4 priority levels	CO	CO
ASC	Commission new service capacity to achieve diagnostic rate of 67% of the estimated local prevalence of dementia	62.3%	67%	67.4%	↑
ASC	Number of people receiving support through 'STEPS to stay independent'	3,521	3,500	3,677	↑
ASC	East Sussex Better Together: Develop and implement Care Home Plus to support hospital discharge	N/A	90 beds	Review of bedded care and support and fee levels to be agreed with the sector	NC
ASC	East Sussex Better Together: Recruit Integrated Support Workers to support hospital admission avoidance and timely hospital discharge	N/A	68	54	NC
ASC	East Sussex Better Together: Enhance the delivery of Technology Enabled Care Services (TECS) more rapidly and more widely across areas including falls; frailty; crisis response; medication management, to avoid hospital admissions or re-admissions.	N/A	Establish baseline	7,446 people receiving TECS	NC
ASC	Number of hospital bed days lost due to delayed transfers from hospital care (daily average)	98.7 (for March 2017)	50 (daily average)	42 (daily average)	↑
ASC	Number of hospital bed days lost due to delayed transfers from hospital care due to Council social services (daily average)	32.19 (for March 2017)	13 (daily average)	13 (daily average)	↑
ASC	Number of hospital bed days lost due to delayed transfers from hospital care due to local NHS (daily average)	59.7 (for March 2017)	34 (daily average)	26 (daily average)	↑

Helping people help themselves – outturn summary continued					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
ASC	Commissioning integrated lifestyle service	N/A	Commission service. Establish baseline	Integrated Lifestyle Service (ILS) started August 2017; Activity monitored to establish baseline	NC
ASC	NHS Health Checks - Cumulative percentage of the eligible population who have received an NHS health check since 13/14 (5 year rolling average)	42%	50%	CO	CO
ASC	Access to Genito-Urinary Medicine (GUM) clinics - % of first attendances seen within 2 working days	96%	95%	CO	CO
ASC	Making Every Contact Count (MECC): increase the number of health and social care staff and voluntary sector organisations trained to deliver brief interventions and advice to promote, encourage and help people make healthier choices.	1,168	1,200	1,219 at Q3	↑
CET	Measures and targets for the reduction of killed or seriously injured (KSI) road casualties subject to the development and implementation of specific behaviour change projects to be delivered within the East Sussex Road Safety Programme	N/A	Establish measure(s) and targets for implementation in 2018 calendar year onwards	Agreement reached on the measure and targets for implementation in the 2018 calendar year onwards	NC
CS	The proportion of respondents to the feedback surveys who agree that things have changed for the better as a result of getting targeted support from Early Help or Children's Centre Keywork Services	86.5% (539/623)	80%	88.9%	↑
CS	Number of households eligible under the government's Troubled Families programme receiving a family support intervention	876 Cumulative: 1,771	2,624 (Cumulative from start of programme)	855 Cumulative: 2,624	↑
CS	Percentage of annual SEND review meetings where the child gave their view and/or participated	83.9% (969/1,155)	80%	94.1% (1495/1588)	↑

Making best use of resources – outturn summary					
Dept	Performance Measure	Outturn 2016/17	Target 2017/18	Outturn 2017/18	Direction of Travel
BSD	Develop an asset investment strategy based on a balanced portfolio approach	Work on Strategy continues. Presentation of a report to Cabinet deferred pending further stakeholder engagement to shape strategy	Development and approval of Asset Investment Strategy and implementation plan	Strategy approved by Cabinet on 24 April 2018; Implementation Plan to be progressed in 2018/19	↑
BSD	Number of working days lost per FTE (Full Time Equivalent) employee due to sickness absence in non-school services	8.73	9.24	9.24	↓
BSD	Cost of occupancy of corporate buildings per sq. metre	£146 / sq. metre	£143 / sq. metre	£179	↓



Revenue budget summary (£000)									
	Planned (£000)			2017/18 (£000)					
				End of year outturn			(Over) / under spend		
	Gross	Income	Net	Gross	Income	Net	Gross	Income	Net
Service Expenditure									
Adult Social Care	252,649	(84,454)	168,195	259,110	(90,347)	168,763	(6,461)	5,893	(568)
Safer Communities	801	(416)	385	911	(526)	385	(110)	110	-
Public Health	33,478	(33,478)	-	32,698	(32,698)	-	780	(780)	-
Business Services	47,605	(26,279)	21,326	49,066	(28,596)	20,470	(1,461)	2,317	856
Children's Services	317,692	(249,133)	68,559	319,453	(249,314)	70,139	(1,761)	181	(1,580)
Communities, Economy & Transport	112,731	(52,564)	60,167	113,036	(53,540)	59,496	(305)	976	671
Governance Services	8,616	(1,336)	7,280	9,513	(2,264)	7,249	(897)	928	31
Total Service Spend	773,572	(447,660)	325,912	783,787	(457,285)	326,502	(10,215)	9,625	(590)
Centrally Held Budgets (CHB)									
Treasury Management	22,436	(1,500)	20,936	21,180	(1,454)	19,726	1,256	(46)	1,210
Bad Debt	-	-	-	(150)	-	(150)	150	-	150
Unfunded Pensions	6,456	-	6,456	6,323	-	6,323	133	-	133
Capital Programme	9,454	-	9,454	10,357	-	10,357	(903)	-	(903)
General Contingency	3,440	-	3,440	-	-	-	3,440	-	3,440
Contrib to Reserves	781	(3,899)	(3,118)	4,157	(3,899)	258	(3,376)	-	(3,376)
Levies, Grants and Other	1,479	(58)	1,421	1,590	(105)	1,485	(111)	47	(64)
Total CHB	44,046	(5,457)	38,589	43,457	(5,458)	37,999	589	1	590
Corporate Funding									
Business Rates	-	(71,384)	(71,384)	-	(71,384)	(71,384)	-	-	-
Revenue Support Grant	-	(26,727)	(26,727)	-	(26,727)	(26,727)	-	-	-
Council Tax	-	(261,448)	(261,448)	-	(261,448)	(261,448)	-	-	-
Transition Grant	-	(2,696)	(2,696)	-	(2,696)	(2,696)	-	-	-
New Homes Bonus	-	(2,246)	(2,246)	-	(2,246)	(2,246)	-	-	-
Total Corporate Funding	0	(364,501)	(364,501)	0	(364,501)	(364,501)	0	0	0
Total	817,618	(817,618)	0	827,244	(827,244)	0	(9,626)	9,626	0



Capital programme summary (£000)								
Approved project	Total project – all years*		2017/18 (£000)					
			End of year outturn			Analysis of variation		
			Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance
ASC	13,070	13,070	1,308	1,632	(324)	-	12	(336)
BSD	294,898	294,896	21,382	17,134	4,248	-	4,248	-
CS	15,599	15,599	1,880	1,846	34	1	33	-
CET	618,055	618,901	62,919	61,129	1,790	(1)	5,897	(4,106)
GS	-	-	-	-	-	-	-	-
Total	941,622	942,466	87,489	81,741	5,748	0	10,190	(4,442)
Scheme Specific Income			33,423	26,752	6,671			
Capital Reserves			-	-	-			
Non Specific Grants			31,891	31,891	-			
Capital Receipts			2,000	2,000	-			
Revenue Contributions			7,880	8,160	(280)			
Borrowing			12,295	12,938	(643)			
Total			87,489	81,741	5,748			

*This includes current budget for all finite current projects plus 5 years of rolling programmes.

Centrally held budgets (CHB)

The Treasury Management (TM) Strategy provides the framework for managing the Council's borrowing requirement and securing realistic investment income on the Council's cash balances with an effective control of the associated risks. Base rate throughout the quarter was 0.50% and investment rates available have marginally improved as a result of markets pricing in a potential bank rate rise of 0.25% in May 2018. The average level of Council funds available for investment purposes during the quarter was £241m. The level of funds available is dependent on the timing of cash flows in and out such as precepts and grant receipts and expenditure on the Capital Programme. The total amount received in short term interest for the quarter to 31 March 2018 was £0.360m at an average rate of 0.61%. At 31 March 2018, the majority of the Council's external debt (£267.5m) was held as long term loans and no new borrowing was undertaken in the quarter. No cost effective opportunities have arisen to restructure the debt portfolio.

The TM budget has a reduced charge to revenue of £1.2m; a result of no additional interest charges on new borrowing and a lower Minimum Revenue Provision (MRP) charge due to delayed capital expenditure totalling £0.6m, and no opportunity to restructure of the Council's debt portfolio due to high repayment rates of £0.6m.

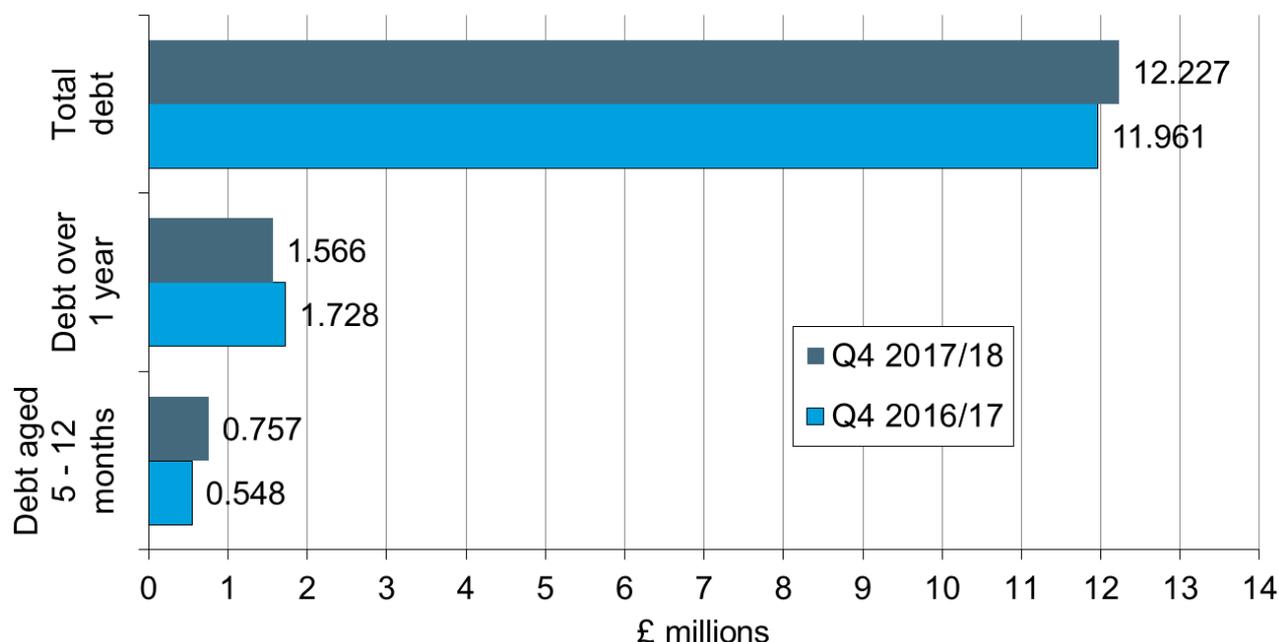
Centrally Held budgets include a general contingency provision of £3.4m. In the first instance this will be used to mitigate 2018/19 savings of £1.7m; the balance will remain in reserves for use in future years, in line with the Reserves Policy.

General balances

The General Fund balance was £10.0m as at 31 March 2018. General balances allow the Council to manage unforeseen financial circumstances without the need to make immediate savings or change plans.

The Schools balances as at 31 March 2018 were £10.7m.

Outstanding debt analysis (£ millions)



The value of debt over 5 months at the end of the year has risen slightly by £0.047m to £2.323m when compared to the 2016/17 outturn of £2.276m. However an extra £7m debt was raised in 2017/18 and an extra £12m was collected in 2017/18, both of which indicate an improving aged debt position. Aged Debt continues to be a high priority focus area with a continuous improvement approach to continually re-engineer systems and processes. Regular ASC debt case review meetings continue to ensure that the most appropriate steps are taken to recover debt promptly in consideration of the residents' circumstances and in accordance with the Care Act.

Revenue Savings Summary 2017/18					
Service description	2017/18 (£'000)				
	Original Target	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings					
ASC	771	4,895	3,573	1,322	-
ESBT	36	36	36	-	-
BSD / Orbis	1,472	1,472	1,822	-	-
CS	3,440	3,700	2,889	23	788
CET	1,136	1,136	1,136	-	-
GS	270	270	245	25	-
Centrally Held	2,000	2,000	2,000	-	-
Total Savings	9,125	13,509	11,701	1,370	788
Variations to Planned Savings					
Permanent Variations	-	-	-	-	-
Total Permanent Savings & Variations	9,125	13,509	11,701	1,370	788
Temporary Variations	-	-	779	(779)	-
Total Savings with Variations	9,125	13,509	12,480	591	788

Savings RAGs	
Achieved / Green	on track to deliver in the year
Slipped / Amber	on track to deliver but not in the year, and there may be an offset variation
Unachieved / Red	will not be delivered but there may be an offset variation

Adult Social Care 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings						
Supporting People	Remove Supporting People funding in sheltered housing for long term services.	-	109	109	-	-
Supporting People	Remove Supporting People funding for on-site support within Extra Care Schemes.	-	2	2	-	-
Supporting People	Refuge Services: review and realign service provision.	-	8	8	-	-
Supporting People	Home Works: review and realign service provision to target people with the highest needs.	-	32	32	-	-
Supporting People	Reduction in staffing: Supporting People team	-	12	12	-	-
SAILS (Supported accommodation and independent living solutions)	Reduction in the level of Supporting People weekly placement funding	-	346	-	346	-
Joint health and social care funded services	Through the East Sussex Better Together Programme, review funding arrangements for Prospectus services and support funded by health and social care.	-	160	160	-	-
Management and Support	Review of Training and Development; Staffing structures within Strategy, Commissioning, Planning, Performance & Engagement, and Contracts and Purchasing Unit	716	716	-	716	-
Management and Support	Assessment and Care Management Staffing; Complaints Unit	55	55	-	55	-
Management and Support	Structural change: Adult Social Care	-	165	165	-	-
Joint Funding Arrangements	Realignment of services and support packages funded across health and social care.	-	2,500	2,295	205	-

Adult Social Care 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Learning Disability Directly Provided Services: Group Homes	Consolidation of Group Homes	-	250	250	-	-
Mental Health Residential and Nursing Strategy	Reduce level of spend and numbers of people with mental health problems in residential and nursing care settings	-	500	500	-	-
Fees and Charges	Review fees and charging policies and procedures	-	40	40	-	-
Total Savings		771	4,895	3,573	1,322	0
Variations to Planned Savings						
-		-	-	-	-	-
Permanent Variations		0	0	0	0	0
Total Permanent Savings & Variations		771	4,895	3,573	1,322	0
In year mitigation from temporary spend reductions		-	-	-	754	(754)
Temporary Variations		0	0	754	(754)	0
Total Savings with Variations		771	4,895	4,327	568	0

East Sussex Better Together (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings						
Children's Services: ESBT Integrated Strategic Investment Plan	ESBT whole system redesign and implementation of integrated health and social care commissioning and delivery	36	36	36	-	-
Total Savings		36	36	36	0	0
Variations to Planned Savings						
-		-	-	-	-	-
Permanent Variations		0	0	0	0	0
Total Permanent Savings & Variations		36	36	36	0	0
-		-	-	-	-	-
Temporary Variations		0	0	0	0	0
Total Savings with Variations		36	36	36	0	0

Business Services / Orbis 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings						
ESCC savings from efficiencies generated by the Orbis partnership		981	981	1,331	-	-
Orbis Savings	Reconfiguration of services and reduction in staffing for Procurement, Property and Business Operations.	217	217	217	-	-
ICT Contracts (MOBO)	Review existing ICT contracts to assess opportunities to reduce/share costs across the partnership. Specific areas and impact to be identified but focus will be on overlaps and duplication.	100	100	100	-	-
Property - Cleaning and Courier services (MOBO)	Review existing contracts to assess opportunities to reduce/share costs across the partnership.	74	74	74	-	-
Delivery of agile efficiencies by centralising support budgets	Management of telephony, postage and printing budgets. Business Growth.	100	100	100	-	-
Total Savings		1,472	1,472	1,822	0	0
Variations to Planned Savings						
-		-	-	-	-	-
Permanent Variations		0	0	0	0	0
Total Permanent Savings & Variations		1,472	1,472	1,822	0	0
-		-	-	-	-	-
Temporary Variations		0	0	0	0	0
Total Savings with Variations		1,472	1,472	1,822	0	0

Children's Services 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings						
Early Help 0-5	Re-commission Health Visitor contract and achieve significant reduction in the cost (funded by Public Health) and other staffing and non-staffing budget reductions.	341	341	341	-	-
Early Help 5-19	Reduction in open access youth work provision, closure of Uckfield Youth Centre, working with D&Bs and housing associations to identify alternative ways to fund and deliver youth services. Management and staff savings achieved through services being delivered more efficiently in house.	269	269	269	-	-
Early Help	Early achievement in 16/17 of Early Help savings to be carried forward to 17/18	-	(44)	(44)	-	-
Early Help	Withdraw from the current County Council funded universal open access/drop in activity sessions at children's centres; integration of health visiting and children's centres and streamlining of management; some reduction in years 2 and 3 in targeted one to one support for vulnerable families and young people.	-	107	107	-	-

Children's Services 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Support Services, including Admissions, Buzz and Music service	Management and staff savings, efficiency savings linked to agile working, reduced use of external venues, income generation, and training budget reductions. Merger of Complaints and IFF functions to achieve efficiencies and to channel shift most level 1 and 2 enquiries to digital. Reduction in fee remission and review of music service staffing.	385	385	385	-	-
Support Services	Early achievement in 16/17 of Support Services savings to be carried forward to 17/18	-	(63)	(63)	-	-
Children's Support Services (including Music, Watersports, DofE and Safeguarding qualify assurance)	Reduction of management and administrative posts, more agile working, reducing support to operational managers requiring managers to self-serve. Enhancing digital offer and encouraging channel shift to reduce demand from the public and internal staff, reduction in training budget and income generation. Reviewing policies. Reduction in Safeguarding staffing based on on-going forecasted trend of reductions in LAC and CP plans. Greater use of digital technology for YP participation and CP and LAC reviews.	-	23	23	-	-
Home to School Transport	Implementing agreed changes to discretionary HTST and review of unsafe routes.	488	488	488	-	-

Children's Services 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Locality Services	Reconfiguration of services and reduction in staffing at both practitioner and management levels and in ongoing support to families.	-	70	70	-	-
SWIFT and YOT	Income generation from both Public Health and external sources. Reconfiguration of staffing from FKW posts to support court mandated/PLO assessments.	180	180	132	-	48
Safeguarding and QA unit	Reductions in admin support and reduction in 1fte of Independent Reviewing Officer and Child Protection Advisor (IROs)	23	23	-	23	-
LAC	Continued use of robust placement management.	823	823	83	-	740
LAC	Reduction in LAC numbers and a continued focus on keeping children in more cost effective in-house placements. Reduction in staffing levels (including adoption services), and discretionary transport for LACs following change of care placement	-	167	167	-	-
SLES	Reduction in specialist posts and staff numbers, increase in traded activity and school to school support.	122	122	122	-	-
Other	Further vacancy control, reducing travel and other non-staffing costs.	809	809	809	-	-

Children's Services 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Total Savings		3,440	3,700	2,889	23	788
Variations to Planned Savings						
-		-	-	-	-	-
Permanent Variations		0	0	0	0	0
Total Permanent Savings & Variations		3,440	3,700	2,889	23	788
-		-	-	-	-	-
Temporary Variations		0	0	0	0	0
Total Savings with Variations		3,440	3,700	2,889	23	788

Communities, Economy & Transport 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings						
Waste Operations	Leachate Disposal	85	85	85	-	-
Waste Disposal	Change to the management of the Corporate Waste Reserve; efficiency improvements, with partners, of the service; and maximising income generation opportunities	25	25	25	-	-
Transport Hub	Restructure of Transport Hub teams	35	35	35	-	-
Rights of Way and Countryside Management	Efficiency savings in the Rights of Way and Countryside sites service	50	50	50	-	-
Environment service.	Increasing the coverage of Service Level Agreements with District & Borough Council's re. the provision of environmental advice.	5	5	5	-	-
Planning and Environment Service	Development Control, Transport Development Control and Environment	40	40	40	-	-
Review fees & charges across the Planning Service.	To charge for pre-application advice on major/significant County matter proposals, and review Ordinary Watercourse Consents fees.	10	10	10	-	-

Communities, Economy & Transport 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Library and Information Service	Libraries Transformation Programme - internal review of the Library and Information Service	700	700	700	-	-
The Keep	Improved staff utilisation across a range of functions, increased income generation and reduction in sinking fund	4	4	4	-	-
Trading Standards	Continued modernisation of the Trading Standards Service	122	122	122	-	-
Registration Services	Create an additional surplus of £60,000 in addition to the current target of £215,800 which has been exceed three years running and is likely to be exceeded again in 2016.17	60	60	60	-	-
Total Savings		1,136	1,136	1,136	0	0
Variations to Planned Savings						
-		-	-	-	-	-
Permanent Variations		0	0	0	0	0
Total Permanent Savings & Variations		1,136	1,136	1,136	0	0
-		-	-	-	-	-
Temporary Variations		0	0	0	0	0
Total Savings with Variations		1,136	1,136	1,136	0	0

Governance 2017/18 (£'000)						
Service description	Description of savings proposal	Original Target for 2017/18	Target including items c/f from previous year(s)	Achieved	Slipped	Unachieved
Savings						
Communications	Revised services offer and some income generation. Staffing restructure; efficiencies; ceasing part of service.	130	130	130	-	-
Legal Services	Income generation	25	25	-	25	-
Member Services	Efficiencies, staffing restructure	20	20	20	-	-
Senior Management and Organisational Development	Reduce spend on supporting Council developments, innovation, service improvements, resilience.	50	50	50	-	-
Chief Executives Office	Reduction of across executive support, performance and R&I functions	45	45	45	-	-
Total Savings		270	270	245	25	0
Variations to Planned Savings						
-		-	-	-	-	-
Permanent Variations		0	0	0	0	0
Total Permanent Savings & Variations		270	270	245	25	0
General underspending from other services		-	-	25	(25)	-
Temporary Variations		0	0	25	(25)	0
Total Savings with Variations		270	270	270	0	0

Adult Social Care and Health – end of year 2017/18

Summary of progress on Council Priorities, issues arising, and achievements

Adult Social Care

Health and Social Care Integration – After working closely with local mental health third sector voluntary organisations, health and social care professionals and service users, East Sussex Better Together (ESBT) has partnered with a local voluntary organisation, Southdown, to transform community services for those living with mental health conditions in East Sussex. The new service, The Mental Health Community Network, aims to proactively support people to stay well and maintain good levels of mental health by providing new services and access to earlier support, focusing on prevention and promoting recovery (for example developing or re-establishing social networks and enabling coping strategies).

The i-Rock drop-in centre, which supports young people in Hastings and Rother has won a prestigious award at the first ever National Children and Young People's Mental Health (CYPMH) Awards. The project won the 'partnership working and co-production' award. Commissioned as part of 'Healthy Hastings and Rother', i-Rock is a place where young people aged 14-25 can seek support for things including mental health, wellbeing, housing, employment and education. A partnership service led by Sussex Partnership NHS Foundation Trust (SPFT), East Sussex County Council (ESCC) and Hastings & Rother Clinical Commissioning Group (CCG), the project works closely with a wide range of third sector providers.

Examples of ESBT work continuing in 2018-19:

1. Integrated Diabetes Service – The prevalence of type 2 diabetes across the ESBT footprint is 6.9% and is in line with the average for England. However, local data shows considerable variation in both the prevalence and care offered to patients. As part of a whole system review of diabetes, care plans are in place to develop a collaborative approach to improving diabetes care to achieve better patient outcome and experience across East Sussex.

These developments will have two distinct inter-relating elements:

a) The Integrated Diabetes Service will bring together the primary and secondary health care workforce in joint clinics provided within community settings, focussing on managing the most complex patients. This service will provide proactive care for newly diagnosed type 2 diabetics, accredited diabetes self-management education, accredited diabetes training for primary care generalists, and improved access to psychological therapies for diabetics.

b) The Urgent Access Diabetic Foot Clinic will provide rapid access to specialist foot care five days a week and 50 weeks a year. Patients will have access to specialist services for adults with limb-threatening or life-threatening diabetic foot problems, so that they can be assessed and an individualised treatment plan put in place to reduce the risk of complications including amputation. These service developments will support patients in their self-management of their care, reduce rates of complications leading to emergency admission to hospital and reduce rates of amputation.

2. NHS 111 and Clinical Assessment – Pan Sussex Transformation Programme – As part of urgent care transformation; NHS 111 is being enhanced so that patients access urgent care services that have been fully integrated. Patients calling NHS 111 who need clinical input will be transferred to a Clinical Assessment Service (CAS). The Integrated Urgent Care Centre CAS will contain a multidisciplinary clinical team. This call streaming is expected to identify approximately 75% of patients who need / want clinical consultation. The other 25% are often calling for simple health information / provider information (e.g. local pharmacy location and opening times) and will not be forwarded to clinicians in line with the "consult and complete" model. In these cases we will seek to complete the call there and then without the need to transfer the patient elsewhere. The CAS team will be able to directly book patients into an appointment at an Urgent Treatment Centre following a clinical assessment over the phone. East Sussex is part of a Sussex wide procurement process taking place during Jan – Aug 2018 in readiness to be in place for 1st April 2019.

Better Care Fund (BCF) – To support this vision the Improved Better Care Fund (iBCF) for 2017/18 has been allocated along with Adult Social Care (ASC) core budgets to ensure that there is funding for social care for all the placements required; with £3.239m made available to support pathway and service investments to ensure systems sustainability.

There continues to be improvement against the key metrics as outlined in the iBCF:

- Delayed transfers of Care (delayed days) from hospital per 100,000 population (aged 18+) has improved from 24.3 in April 2017 to 9.5 in January 2018
- Performance in relation to permanent admissions to residential/nursing care for April 2017 to February 2018 is 461.4. Current forecasted performance for 2017/18 is 503.4, therefore predicted to meet the target of 520.5 or less
- Performance in relation to the proportion of older people (aged 65+) who are still at home 91 days after discharge from hospital into reablement / rehabilitation services for October to December 2017 (as per the national outcome measure definition) is 90.7%. This has improved from 90.5% in 2016/17

Delayed Transfers of Care (DToC) – DToC levels have continued to decrease – in March 2018 there was an

average 42 delayed transfers from hospital care per day, this has improved from 108 in April (a 61% reduction). This can be broken down as follows:

- an average 26 delayed transfers from hospital care per day due to local NHS, this has improved from 72 in April (a 64% reduction);
- an average 13 delayed transfers from hospital care per day due to Council social services, this has improved from 34 in April (a 62% reduction); and
- a further three delayed transfers were attributable jointly to ASC and NHS (compared to two in April).

Care Home Plus to support hospital discharge – As reported in Q3, the service developments that will increase capacity to 90 beds will now be addressed in the context of the review of bedded care. With changing demand and a changing market, it is timely for us to undertake a review of bedded care provision to ensure we continue to meet existing and future needs. The review will be governed through a Project Board and will align with the Bedded Care Strategy. The intention remains to provide the care and support environment for those people whose needs can be best met in a developed residential care service rather than in nursing care.

The recruitment drive in Q3 has resulted in 54 Integrated Support Workers being recruited against a target of 68 (**ref i**). Although the target has not been met significant progress has been made, given staff turnover in previous quarters. Further recruitment has been paused pending a stocktake of the deployment of ESBT community health services, which reflects current NHS financial challenges.

Number of carers supported through short-term crisis intervention – In Q4 112 carers were supported bringing the total number of carers supported in 2017/18 to 695 (**ref ii**), against a target of 750 (93% of target achieved). Due to the British Red Cross People and Learning and Volunteer Recruitment team undergoing a restructure in Q4 there has been a decrease in recruitment campaigns and numbers of new volunteers. Therefore due to a gap in volunteers it has not been possible to achieve the target of 750.

The proportion of people who use services who say that those services have made them feel safe and secure (Adult Social Care Survey) – Following completion of the survey, 82.4% of respondents stated they the services they receive made them feel safe and secure therefore the target of $\geq 83.6\%$ has not been met (**ref iii**). An analysis of feedback will be undertaken to identify any issues raised by respondents which may indicate why there has been a slight reduction in performance. National data and trends will also be analysed when comparative data becomes available (based on 2016/17 thresholds 82.4% would keep us in the lower middle quartile nationally). It should also be noted that a separate measure monitors how safe adults receiving care services feel generally. East Sussex's performance for 2017/18 is 71.5% (which based on 2016/17 thresholds would place us in the upper middle quartile).

Safer Communities

Vulnerable Victims of Fraud & Scams – By the end of Q4, 80 organisations had joined the East Sussex Against Scams Partnership (ESASP) Charter and, with the assistance of other East Sussex 'SCAMchampions', over 822 residents have participated in Friends Against Scams awareness sessions which will hopefully reduce the likelihood of them – or people they know or care for – from becoming vulnerable victims of fraud and scams.

Cyber Crime, Cyber bullying and online safety – The Safer East Sussex Team supported Safer Internet Day 2018 on the 6 February 2018 by delivering our online safety session to St Peter and Pauls Primary School Bexhill. This Online Safety Session is presented to an assembly or year group and covers the dangers of sharing photos on the internet/sending embarrassing personal pictures; the dangers of fake profiles, the dangers of using social media, age restrictions and rules of safer internet usage. The aims of the session are to:

- Identify online risks to themselves and others.
- Make safe choices when using online tools and online gaming.
- Respect the rights of others and use the internet appropriately and respectfully.
- Evaluate how they present themselves online.

Domestic, Sexual Violence & Abuse and Violence Against Women and Girls – The East Sussex Safer Communities Partnership commissioned Domestic Homicide Reviews into the murder of two adults who tragically died as a result of domestic violence in August 2015 and March 2016. These reviews have now been published. The Safer East Sussex Team has also produced a one page learning summary and a longer learning briefing, which summarise the findings, key learning and recommendations. The reports and learning documents can be accessed on www.safeineastsussex.org.uk.

Brighton & Hove and East Sussex – Consultation on Domestic Violence and Abuse, Sexual Violence and Violence against Women and Children Strategy – Brighton & Hove and East Sussex are developing a joint strategy to create an enhanced and coordinated response to Domestic Violence and Abuse, Sexual Violence against Women and Children. A key component of the strategy development process is identifying what we already do that works and what more needs to be done. To do this, we have commissioned a national charity, AVA, to conduct an independent consultation to gather the views of people who live, work or travel to Brighton & Hove and East Sussex about these forms of violence and abuse.

% affected by rape, sexual violence and abuse who report, after at least 12 weeks of engagement with the service, that they are more in control of their lives and/or more optimistic about the future – This measure is reported a quarter in arrears. In Q3, of those clients exiting the service where an outcome form was completed, 30 of 39 (77%) reported feeling more in control of their lives and/or more optimistic about the future (**ref iv**).

There are a number of reasons why people may not feel more confident at exit despite feeling supported. The most significant is likely to relate to their experience through the criminal justice system. There is likely to be a significant amount of time elapsed between charge and final prosecution outcome and this will therefore impact on victim confidence. The provider offers a number of interventions throughout a victim's contact with the court process to provide support based on need.

Public Health

The Healthy Living Pharmacy (HLP) is a tiered framework aimed at achieving consistent delivery of a broad range of health improvement interventions through community pharmacies to improve the health and wellbeing of the local population and help to reduce health inequalities. In East Sussex, the programme is being developed in partnership by Public Health and local CCGs. In 2017, 104 of the 108 (96%) community pharmacies have successfully accredited as HLP Level 1 – one of the highest rates nationally.

Public Health have commissioned an oral health promotion service to ensure staff working with key groups across the county know how to promote oral health. Training will be available to staff working with and in early years settings and with young children to help prevent tooth decay and ensure people know how to find an NHS dentist. Targeted additional training and advice will be available to settings in postcodes with higher numbers of children having teeth extractions under general anaesthetic. In addition the oral health promoters will work alongside the Infection Prevention Champions programme to provide training to staff in care homes on supporting good oral health and mouth care for residents.

Revenue Budget Summary

ASC – The outturn is a £0.568m overspend (**ref vii**), comprising a £0.205m overspend in the Independent Sector (**ref v**) and a £0.363m overspend within Directly Provided Services and Assessment and Care Management (**ref vi**).

The net budget of £168.580m includes savings of £4.895m, including £4.124m slippage from 2016/17. £3.573m is forecast to be permanently achieved in 2017/18, with £1.322m slipping to 2018/19 as a consequence of delays in delivering service changes. In year cost reductions of £0.754m increase the achieved savings in 2017/18 only.

Independent Sector: there was continued pressure on services in 2017/18. The number of clients being approved and the cost of packages have increased compared to last year. Care packages increases are being driven by increasing complexity of care needs and transfers of high cost packages to the Council that were previously funded by Continuing Health Care (CHC). In year mitigation of these pressures has partly come from the new iBCF and the effective use of other funding, some of which is one-off. The Council has been allocated £11.313m iBCF funding for 2017/18, which is being pooled into the BCF.

Directly Provided Services and Assessment and Care Management: Pressures reflect the slippage of £1.117m of service savings to 2018/19, made up of £0.771m within Management and Support and £0.346m of additional savings. One-off funding from local district and borough councils has helped relieve pressure on the Integrated Community Equipment Service (ICES) pooled budget for 2017/18, but continuing high levels of demand could result in budget pressures during 2018/19.

Public Health – The Public Health outturn is £28.527m expenditure on core services (**ref viii**). One-off projects worth £4.171m have been funded from reserves during 2017/18 (**ref ix**). PH reserves at year end are £7.669m. This includes £2.237m general reserves and £5.432m project reserves.

Capital Programme Summary – Expenditure was £1.632m against the £1.308m budget. LD Service Opportunities (**ref x**) spent £0.290m in advance due to unforeseen building costs. A review of the scheme has taken place and a report will be taken to the Capital Board to decide on further actions. Greenacres (**ref xi**) spent £45,000 in advance on designs for this new scheme.

Performance exceptions (See How to read this report for definition)								
Performance measure	Outturn 16/17	Target 17/18	17/18 RAG				2017/18 outturn	Note ref
			Q1	Q2	Q3	Q4		
Priority - Helping people help themselves								
East Sussex Better Together: Recruit Integrated Support Workers to support hospital admission avoidance and timely hospital discharge	New measure	68	G	G	G	R	54	i
Number of carers supported through short-term crisis intervention	688	750	G	G	G	R	695	ii
% of referrals starting intervention within required timescales as per their priority level following discharge		i) 65% interventions for Joint Community Rehabilitation started within their required timescales ii) 88% referrals for the Nursing Service met target against the 4 priority levels	A	G	G	CO	i) 70% (Apr – Jan) ii) 92% (Apr – Jan)	
NHS Health Checks (CP) - Cumulative percentage of the eligible population who have received an NHS health check since 13/14 (5 year rolling average)	42%	50%	G	G	G	CO	49.3% (Q3)	
Access to Genito-Urinary Medicine (GUM) clinics (CP) - % of first attendances seen within 2 working days	96%	95%	G	G	G	CO	96.5% (Q3)	
Priority – Keeping vulnerable people safe								
The proportion of people who use services who say that those services have made them feel safe and secure (Adult Social Care Survey)	83.6%	≥83.6%	G	G	G	R	82.4%	iii
The % of those affected by domestic violence and abuse who report they feel safe upon leaving the service	77%	80%		AD	A	CO	88% (Q3)	
The % affected by rape, sexual violence and abuse who report, after at least 12 weeks of engagement with the service, that they are more in control of their lives and/or more optimistic about the future	78%	80%		AD	A	CO	77% (Q3)	iv
Health and Social Care Connect - % of referrals triaged and progressed to required services within required timescales	90.4%	90%	G	G	AD	CO	90% (Apr – Jan)	
Health and Social Care Connect - % of Health and Social Care Connect contacts that are appropriate and effective (i.e. lead to the provision of necessary additional services)	'Go live' date for referral system postponed	98%	G	AD	G	CO	97% (Apr – Jan)	

Savings exceptions (Projected - Red = will not be delivered but may be mitigated; Amber = on track to deliver but not in the year (& may be mitigated); Green = on track to deliver in the year)					
Service description	2017/18 (£'000)				Note ref
	Target	Achieved	Slipped	Unachieved	
Savings					
Community Based Services: Review and focus on services to meet personal care needs, in line with personal budgets	3,000	2,795	205	-	
Commissioning Grants Prospectus	160	160	-	-	
Supporting People	509	163	346	-	
All Other Savings	1,226	455	771	-	
Total Savings	4,895	3,573	1,322	0	
Variations to Planned Savings					
None	-	-	-	-	
Permanent Variations	0	0	0	0	
Total Permanent Savings & Variations	4,895	3,573	1,322	0	
In year mitigation from temporary spend reductions	-	754	(754)	-	
Temporary Variations	0	0	0	0	
Total Savings with Variations	4,895	4,327	568	0	

Revenue budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
	Gross	Income	Net	End of year outturn			(Over) / under spend			
				Gross	Income	Net	Gross	Income	Net	
Adult Social Care:										
Physical Support, Sensory Support and Support for Memory & Cognition	98,968	(40,666)	58,302	99,545	(43,187)	56,358	(577)	2,521	1,944	
Learning Disability Support	50,449	(4,276)	46,173	52,699	(4,478)	48,221	(2,250)	202	(2,048)	
Mental Health Support	7,352	(1,091)	6,261	7,557	(1,195)	6,362	(205)	104	(101)	
Subtotal Independent Sector	156,769	(46,033)	110,736	159,801	(48,860)	110,941	(3,032)	2,827	(205)	v
Physical Support, Sensory Support and Support for Memory & Cognition	17,675	(5,155)	12,520	17,299	(5,063)	12,236	376	(92)	284	
Learning Disability Support	8,794	(1,236)	7,558	8,874	(1,316)	7,558	(80)	80	-	
Mental Health Support	2,444	(2,430)	14	2,523	(2,509)	14	(79)	79	-	
Substance Misuse Support	602	(146)	456	739	(292)	447	(137)	146	9	
Equipment & Assistive Technology	6,320	(3,409)	2,911	6,791	(3,849)	2,942	(471)	440	(31)	
Other	4,231	(2,026)	2,205	3,986	(1,623)	2,363	245	(403)	(158)	
Supporting People	9,118	(1,051)	8,067	9,349	(1,025)	8,324	(231)	(26)	(257)	
Assessment and Care Management	26,460	(2,121)	24,339	27,889	(3,550)	24,339	(1,429)	1,429	-	
Management and Support	19,710	(20,847)	(1,137)	20,954	(21,925)	(971)	(1,244)	1,078	(166)	
Service Strategy	526	-	526	905	(335)	570	(379)	335	(44)	
Subtotal Directly Provided Services and Assessment and Care Management	95,880	(38,421)	57,459	99,309	(41,487)	57,822	(3,429)	3,066	(363)	vi
Total Adult Social Care	252,649	(84,454)	168,195	259,110	(90,347)	168,763	(6,461)	5,893	(568)	vii
Safer Communities	801	(416)	385	911	(526)	385	(110)	110	-	
Public Health:										
Health Improvement services	5,228	-	5,228	4,875	-	4,875	353	-	353	

Revenue budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
				End of year outturn			(Over) / under spend			
	Gross	Income	Net	Gross	Income	Net	Gross	Income	Net	
Drug and alcohol services	6,101	-	6,101	6,101	-	6,101	-	-	-	
Sexual health services	4,160	-	4,160	3,922	-	3,922	238	-	238	
Health Visiting and School Nursing	8,769	-	8,769	8,769	-	8,769	-	-	-	
NHS Health Checks	816	-	816	765	-	765	51	-	51	
Management support and Public Health programmes	3,259	-	3,259	2,752	-	2,752	507	-	507	
Public Health Grant income	-	(27,990)	(27,990)	-	(27,990)	(27,990)	-	-	-	
Public Health NHS and other income	-	(343)	(343)	-	(537)	(537)	-	194	194	
Transfer to General Reserves	-	-	-	1,343	-	1,343	(1,343)	-	(1,343)	
Sub Total for Core Services	28,333	(28,333)	0	28,527	(28,527)	0	(194)	194	0	viii
One Off Projects funded from PH Reserves	5,145	(5,145)	-	4,171	(4,171)	-	974	(974)	-	ix
Total Public Health	33,478	(33,478)	0	32,698	(32,698)	0	780	(780)	0	

Capital programme

Approved project	Total project – all years (£000)		2017/18 (£000)						Note ref
			End of year outturn			Analysis of variation			
	Budget	Projected	Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance	
OP Service Improvements	536	536	-	1	(1)	-	-	(1)	
LD Service Opportunities	5,092	5,092	1,279	1,569	(290)	-	-	(290)	x
Greenacres	2,350	2,350	-	45	(45)	-	-	(45)	xi
House Adaptations for People with Disabilities	2,719	2,719	13	13	-	-	-	-	
Refurbishment – Registration standards	2,373	2,373	16	4	12	-	12	-	
Total ASC Gross	13,070	13,070	1,308	1,632	(324)	0	12	(336)	

Business Services – end of year 2017/18

Summary of progress on Council Priorities, issues arising, and achievements

2017/18 Summary of successes and achievements – A new three year Orbis Business Plan has been approved by the Orbis Joint Committee and a focused communications and engagement programme began with staff and key stakeholders during Q4. Work was also finalised on the integration of the operating budget that was in place from April 2018.

Orbis has been successful in delivering the savings target of £3.9m for 2017/18. Orbis has also achieved additional one off savings of £2.5m in year through the early delivery of 2018/19 savings.

Teams from across the three councils, East Sussex and Surrey County Councils and Brighton & Hove City Council, have been working together to improve the way Orbis delivers services to its customers. Successful initiatives include: launching an Orbis website; procurement of an integrated e-recruitment system across the three partners; and development of a performance management framework that will demonstrate the value and effectiveness of the partnership moving forward.

In Q4 Orbis' brand and reputation was further enhanced by being shortlisted for the CIPFA Finance Innovation Awards for Alternative Delivery Model of the Year.

The percentage of Council procurement spend with local suppliers for 2017/18 was 59.4%, up from 50% last year; this equates to £245.1m spend with 6,726 suppliers.

Property operations – Strategic Property Asset Collaboration in East Sussex (SPACES) has delivered three projects in 2017/18, all of which were co-locating another public sector organisation with a SPACES Partner, providing an annual revenue income of £187,600. There continues to be a pipeline of projects for delivery, including the seven One Public Estate (OPE) co-location projects with their feasibility stage being funded by £175,000 of OPE funding from phase 5. It is expected that the preferred options will have been selected by Autumn 2018 giving an understanding of the benefits that will be achieved from the projects should they commence.

A further £135,000 has been awarded to SPACES from OPE phase 6. This is for a feasibility analysis for co-location on another emergency services site and specialist expertise for advice regarding Eastbourne Town Hall as well as SPACES resource funding.

There is currently a significant level of focus on the potential for Local Authorities to support Health Services in developing their estate to enable effective service delivery. The Sustainability and Transformation Plan (STP) Asset Strategy for East Sussex and Surrey has been drafted and will be used to inform this work. Discussions between the parties have commenced to understand the type of model that could be applied to ensure all parties gain benefits from the approach. It is expected that there could be significant benefits to be measured from this approach in the coming years.

Cost of occupancy of corporate buildings – The cost of occupancy increased from £146 per square metre in 2016/17 to £179 per square metre in 2017/18 due to an unplanned increase in maintenance expenditure and a modest increase in rents and service charges. Planned and forecast savings were implemented but these weren't sufficient to offset the increased costs.

Asset Investment Strategy – Audit Best Value and Community Services Scrutiny Committee reviewed the draft Strategy, which supports the Council's four priority outcomes, on 22 March 2018. The strategy was approved by Cabinet on 24 April 2018, the governance and resource arrangements required to deliver the Strategy were noted and an Implementation Plan will be progressed in 2018/19.

Apprenticeships – The government has set a statutory target for all public sector organisations of 2.3% of their workforce being apprentices. As of April 18, the Council is just short of 50% of this target. Set against a background of a fifth of levy paying employers intending to simply write the levy off as a tax and a significant reduction nationally in the number of apprenticeship positions as a consequence of the levy, the Council has continued to fully explore all opportunities to support apprenticeship training, both corporately and within schools. In addition, we are continuing to connect with partners to lobby for change around the levy.

Social Value – In Q4 the contracts within the scope of the Social Value (SV) Measurement Charter amounted to £0.96m. The associated SV commitment based on these contracts was £109k, which equates to 11%. Since the launch of the SV Charter in Q1 2017/18, it has been applied to 15 contracts that totalled over £2m, of which £223,000, or 11%, has been committed in SV. We are continuing to include the SV Charter in all tenders over £100k where applicable. There are however instances where the Charter cannot be applied, such as when we are using an existing pre-approved list of suppliers (Framework) with predefined contractual terms. Where possible we try and secure SV commitments in tenders which fall outside of the Charter. One example of this is the £4.5m Eastbourne Terminus Road contract through which £148k of SV commitments were made.

Overall, the commitment to SV has impacted a wide cross-section of areas in 2017/18 including Property, Social Care and Grant funded projects; offering apprenticeships, work experience and volunteering opportunities.

IT & Digital infrastructure – 99.9% of key services were available during core hours (08:00 to 17:00 Monday to Friday except Local Area Network, where availability has been extended to be 24/7). Weekend and planned unavailability is excluded.

Wellbeing – The 2017/18 sickness absence outturn for the whole authority (excluding schools) is 9.24 days lost per FTE employee which, although an increase of 5.9% since the previous year, is still within target (**ref i**).

The increase in absence is largely due to an 18.3 % increase in Adult Social Care, with stress related absence being the primary driver. A number of management and support measures have been put in place to reduce this type of absence, ranging from the provision of additional training and coaching for managers through to targeted workshops and the Council's participation in a mindfulness pilot programme, funded by the LGA.

Revenue Budget Summary – The 2017/18 Business Services net revenue budget is £21.3m and includes the contribution to Orbis budget of £15.3m.

Services have delivered £1.5m planned efficiency savings and a further £0.3m early delivery of 2018/19 savings (**ref ii**). The full year variance is an underspend of £0.9m, a change of £0.5m since Q3 (**ref vi**).

The majority of the full year variance and a large part of the movement since Q3 is from the Council's contribution to Orbis. There is a full year saving of £0.8m from the ESCC contribution to Orbis budget, this is an increase of £0.2m since Q3 (**ref v**). Orbis is in year two of a three year programme to deliver £9.3m of efficiencies for East Sussex and Surrey. Services have delivered £3.9m of savings this year and have started to implement changes to achieve a further £4.6m next year. This has led to additional part year savings in 2017/18 in order to achieve full year savings in 2018/19.

There are also one-off savings in Business Services managed by Orbis (£0.1m), this is mainly in Property and IT&D. Reactive building maintenance has been less than anticipated, this spend fluctuates from year to year and is largely dependent on external factors so is difficult to predict (**ref iv**). In addition IT&D has received a one-off rebate from O² which is the main reason for their underspend (**ref iii**). These are both movements since Q3 monitoring when Business Services forecast a £0.2m overspend.

Capital Programme Summary – The 2017/18 capital budget is £21.4m and includes the Schools Basic Need Programme (£7.1m). The full year spend was £17.1m, a variance of £4.2m which is an increased variance of £2m since Q3 (**ref ix**).

The main variance is due to delays to the Schools Basic Need programme, £2.6m, a change of £0.4m since Q3 (**ref viii**). The majority of the variance is due to a delay to the land purchase for Hailsham Primary school, which will now be in 2018/19. This is due to a change to the housing developer timescales, which include the school site. The Council is constrained by this timescale in order to obtain a serviced school site from the developer under the S106 agreement; and cannot acquire it until all options are explored with ESCC having a 30% share.

There have also been delays to the building improvement programme; £1.3m will be spent in future years (**ref vii**). Two large schemes have encountered issues. The demolition of St Anne's was delayed due to the number of conditions placed on the planning approval, which prevented works commencing in 2017/18. The County Hall electrical upgrade was delayed by complications to the proposed cable routing and asbestos removal requiring Health and Safety Executive notification.

Performance Exceptions
(See How to read this report for definition)

Performance measure	Outturn 16/17	Target 17/18	17/18 RAG				2017/18 outturn	Note Ref
			Q1	Q2	Q3	Q4		
Priority – Making best use of resources								
Number of working days lost per FTE (Full Time Equivalent) employee due to sickness absence in non-school services	8.73	9.24	G	A	A	G	9.24	i

Savings exceptions

(Projected - Red = will not be delivered but may be mitigated; Amber = on track to deliver but not in the year (& may be mitigated); Green = on track to deliver in the year)

Service description	2017/18 (£'000)				Note ref
	Target	Achieved	Slipped	Unachieved	
Savings					
All planned savings	1,472	1,822	-	-	ii
	-	-	-	-	
	-	-	-	-	
Total Savings	1,472	1,822	0	0	
Variations to Planned Savings					
	-	-	-	-	
	-	-	-	-	
Permanent Variations	0	0	0	0	
Total Permanent Savings & Variations	0	0	0	0	
	-	-	-	-	
	-	-	-	-	
Temporary Variations	0	0	0	0	
Total Savings with Variations	1,472	1,822	0	0	

The table below represents the East Sussex 2017/18 Revenue Budget, and includes a line which is the contribution to Orbis Partnership. The second table shows the total Orbis Partnership 2017/18 Revenue Budget; of which East Sussex make a contribution to shared costs of 30%.

Revenue Budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
	Gross	Income	Net	End of year outturn			(Over) / under spend			
				Gross	Income	Net	Gross	Income	Net	
Business Operations	35	-	35	71	-	71	(36)	-	(36)	
Finance	2,710	(2,102)	608	4,340	(3,674)	667	(1,630)	1,572	(59)	
HR & OD	340	(419)	(79)	369	(475)	(106)	(30)	57	27	
IT & Digital	5,692	(4,843)	849	5,474	(4,698)	776	218	(146)	72	iii
Procurement	4	(36)	(33)	11	(4)	6	(7)	(32)	(39)	
Property	23,483	(18,878)	4,605	24,220	(19,745)	4,475	(737)	867	130	iv
Contribution to Orbis Partnership	15,342	-	15,342	14,580	-	14,580	761	-	761	v
Total BSD	47,605	(26,279)	21,327	49,066	(28,596)	20,470	(1,461)	2,318	856	vi

Orbis Partnership Revenue Budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
	Gross	Income	Net	End of year outturn			(Over) / under spend			
				Gross	Income	Net	Gross	Income	Net	
Business Operations	10,896	(5,590)	5,306	11,372	(6,239)	5,133	(476)	649	173	
Finance	10,552	(1,484)	9,068	10,057	(1,738)	8,319	495	254	749	
HR	5,257	(582)	4,675	5,076	(591)	4,484	181	9	191	
IT	18,643	(1,656)	16,987	18,364	(2,052)	16,312	279	396	675	
Management	1,974	-	1,974	1,755	(198)	1,557	219	198	417	
Procurement	3,372	(156)	3,216	3,043	(87)	2,957	328	(69)	259	
Property	11,116	(1,660)	9,456	10,816	(1,412)	9,404	300	(248)	52	
Total Orbis	61,809	(11,128)	50,681	60,482	(12,316)	48,166	1,327	1,189	2,516	
ESCC Contribution			15,342			14,580			761	

Capital programme									
Approved project	Total project – all years (£000)		2017/18 (£000)						Note ref
	Budget	Projected	End of year outturn			Analysis of variation			
			Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance	
Core Systems Development	1,268	1,268	-	-	-	-	-	-	-
The Link	2,718	2,718	-	-	-	-	-	-	-
SALIX Contract	4,235	4,235	538	473	65	-	65	-	-
Property Agile Works	9,606	9,606	918	845	73	-	73	-	-
Capital Building Improvements	85,763	85,763	8,568	7,225	1,343	-	1,343	-	vii
IT & Digital Strategy Implementation	27,557	27,557	2,224	2,224	-	-	-	-	-
Schools Basic Need	148,171	148,171	7,090	4,493	2,597	-	2,597	-	viii
Early Years	5,327	5,327	1,704	1,550	154	-	154	-	-
Universal Infant Free School Meals	1,901	1,901	31	21	10	-	10	-	-
Other Schools & CSD Projects	8,352	8,350	309	304	5	2	3	-	-
BSD Gross	294,898	294,896	21,382	17,135	4,247	2	4,245	0	ix

Children's Services – end of year 2017/18

Summary of progress on Council Priorities, issues arising, and achievements

2017/18 Summary of successes and achievements

83% of Children's services Council Plan performance measures have come in on target in 2017/18.

Early Years – 84% of eligible 2 year olds accessed a funded place in the Spring 2018 funding period at an eligible early year's provider, higher than the current national average of 71%. In academic year 2016/17, 76.5% of pupils achieved a good level of development at the Early Years Foundation Stage, 5.8% above the national average of 70.7%. The achievement gap between the lowest achieving 20% in the Early Years Foundation stage and the rest was 28% which is lower than the national gap of 31.7%.

In March, 286 Early Years Practitioners, health visitors and other local authorities attended a conference 'Working together for 2 year olds'. Professor Lord Robert Winston gave a scientific perspective to development and learning for young children, recognising the important developmental stage of 'being 2'. The conference recognised the valuable work of both Health Visitors and Early Years Practitioners in the developmental assessment of children, the pivotal role parents have with their child and the importance of working in partnership.

Progress 8 – The average Progress 8 score for state funded schools in East Sussex is 0.00 which is higher than the national average of -0.03. The average Progress 8 score For Looked After Children (LAC) was -0.87 which is higher than the national average of -1.18.

Participation in education, training or employment with training

- **(Ref i & ii)** The percentage of young people either participating in education, training or employment with training or undertaking re-engagement provision at academic age 16, (year 12) was 95% and at academic age 17, (year 13) was 88%. Both were on target.
- 1.3% of academic age 16 – 17 year olds education, employment and training (EET) is not known (against a target of less than 3%).
- The percentage of LAC participating in education, training or employment with training was above the target for both academic age 16, at 90% (56/62) and academic age 17, at 87% (27/31).
- 13% of eligible care leavers are at university.

Ofsted judgement of schools – 92.9% of primary schools in East Sussex are judged by Ofsted to be good or outstanding against the national average of 89.9%. 77.8% of secondary schools are judged by Ofsted to be good or outstanding against a national average of 80.1%. 100% of Special schools are judged by Ofsted to be good or outstanding against the national average 93.7%.

SEND (Special Educational Needs and Disability)

- 100% of eligible 0-16 year olds and 100% of eligible 16 – 19 year olds have a personal budget.
- 82% (368/449) of respondents to the feedback survey agreed that things have changed for the better as a result of ISEND provider services.

Mental Health and Emotional Wellbeing – A Schools Mental Health and Emotional Wellbeing Adviser has been recruited. The post is funded, for two years, by the Children and Young People's Mental Health and Emotional Wellbeing Transformation Board. Through targeted projects and programmes in schools, and work linking education and Health, the Adviser will raise the profile of Mental Health and Emotional Wellbeing best practice in schools and support schools in undertaking their responsibilities for supporting pupils with additional needs in this area.

Health Visiting – The collaborative agreement between the Council and East Sussex Healthcare (NHS) Trust, to deliver the Health Visiting service, has been negotiated.

Troubled Families – As of 31 March 2018, 2,624 families have been, or are receiving a Troubled Families intervention since 2015.

Multi Agency Criminal Exploitation (MACE) – Through MACE arrangements over the last year we have seen a broadening of the focus for children who are vulnerable to sexual exploitation to develop our response to wider criminal exploitation and County Lines.

Court Proceedings – 48% of care proceedings were completed within 26 weeks. The average duration for April 2017 to February 2018 was 30.7 weeks. It is not always possible to hit the 26 week target in all cases as timetabling of cases to bring them to conclusion is determined by the Courts and their availability. Completion of any case that has been very lengthy, for example those with an international element, will impact performance considerably. The impact of timely completion is more timely permanence planning for children and a positive impact on the Council's budget.

Revenue Budget Summary – At Q4 the department's provisional outturn is an overspend of £1.580m (**ref viii**). This is a small increase of £0.120m compared to Q3.

In Early Help and Social Care the overspend increased to £2.937m (**ref v**), an increase of £0.092m. This is primarily due to ongoing pressures particularly within Looked after Children agency costs.

The Education and ISEND underspend of £0.802m (**ref vi**), has decreased by £0.098m on Q3. The underspend is reflective of the continuing impact of the strategies in place to reduce the cost of placements and the placing of children in Independent Non-Maintained Schools; however there was increased demand on agency placements in the final quarter of the year.

Communication, Planning and Performance has an underspend of £0.400m (**ref vii**) for the financial year, an increase in underspend of £0.166m on Q3. This is principally within Home to School Transport which was underspent at year end by £0.326m (against a budget of £11.7m) generated in part by a reduction in demand and adverse weather conditions in Q4.

Central Resources underspend of £0.147m (**ref iv**) has decreased by £0.104m on Q3 primarily due to increased legal costs £0.047m, and a reduction in Early Years demand of £0.062m.

Within the above outturn position, £2.889m (**ref iii**) of the planned £3.700m savings for 2017/18 have been achieved, with £0.023m slipped to future years. £0.788m was unachieved, mainly due to the continuing pressures for Looked After Children.

Capital Programme Summary – spending for the year has remained broadly on track, with a small amount of slippage (**ref ix**).

Performance exceptions
(See How to read this report for definition)

Performance measure	Outturn 16/17	Target 17/18	17/18 RAG				2017/18 outturn	Note Ref
			Q1	Q2	Q3	Q4		
Priority – Driving supportable economic growth								
The percentage of young people meeting the duty of RPA by either participation in education, training or employment with training or undertaking re-engagement provision at academic age 16 (year 12)	95.9%	95%	G	A	A	G	95%	i
The percentage of young people meeting the duty of RPA by either participation in education, training or employment with training or undertaking re-engagement provision at academic age 17 (year 13)	88.6%	88%	G	A	A	G	88%	ii

Savings exceptions (Projected - Red = will not be delivered but may be mitigated; Amber = on track to deliver but not in the year (& may be mitigated); Green = on track to deliver in the year)					
Service description	2017/18 (£'000)				Note ref
	Target	Achieved	Slipped	Unachieved	
Savings					
Early Help	673	673	-	-	
Children's Support Services (including Music, Watersports, DofE and Safeguarding qualify assurance)	345	345	-	-	
Home to School Transport	488	488	-	-	
Locality Services	70	70	-	-	
Specialist Services	203	132	23	48	
Looked after Children	990	250	-	740	
SLES	122	122	-	-	
Other	809	809	-	-	
Total Savings	3,700	2,889	23	788	
Variations to Planned Savings					
Permanent Variations	0	0	0	0	
Total Permanent Savings & Variations	0	2,889	23	788	
Temporary Variations	0	0	0	0	
Total Savings with Variations	3,700	2,889	23	788	iii

Revenue budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
	Gross	Income	Net	End of year outturn			(Over) / under spend			
				Gross	Income	Net	Gross	Income	Net	
Central Resources	2,765	(3,073)	(308)	2,687	(3,142)	(455)	78	69	147	iv
Safeguarding, LAC and Youth Justice	57,517	(10,537)	46,980	60,508	(10,591)	49,917	(2,991)	54	(2,937)	v
Education and ISEND	79,735	(3,742)	75,993	78,887	(3,696)	75,191	848	(46)	802	vi
Communication, Planning and Performance	19,961	(4,246)	15,715	19,665	(4,350)	15,315	296	104	400	vii
DSG non Schools	-	(69,821)	(69,821)	-	(69,821)	(69,821)	-	-	-	
Schools	157,714	(157,714)	-	157,706	(157,714)	(8)	8	-	8	
Total Children's Services	317,692	(249,133)	68,559	319,453	(249,314)	70,139	(1,761)	181	(1,580)	viii

Capital programme

Approved project	Total project – all years (£000)		2017/18 (£000)						Note ref	
	Budget	Projected	End of year outturn			Analysis of variation				
			Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance		
Direct to schools-s106 allocations	65	65	65	65	-	-	-	-	-	
Family Contact	188	188	32	18	14	-	14	-	-	
House Adaptations for Disabled Children's Carers	1,468	1,468	122	103	19	-	19	-	-	
Schools Delegated Capital	13,363	13,363	1,522	1,522	-	-	-	-	-	
Schools Information Hub - Czone replacement	230	230	86	85	1	1	-	-	-	
Exceat Canoe Barn Changing Rooms	24	24	-	-	-	-	-	-	-	
Lansdowne SCH Grant	261	261	53	53	-	-	-	-	-	
Total CSD Gross	15,599	15,599	1,880	1,846	34	1	33	0	0	ix

Communities, Economy & Transport – end of year 2017/18

Summary of progress on Council Priorities, issues arising, and achievements

2017/18 Summary of successes and achievements – Construction has commenced on the Queensway Gateway Road and the improvements to Terminus Road in Eastbourne; the draft business case for the Newhaven Port Access Road has been submitted to the Department for Transport (DfT). 42 online learning courses were completed in our libraries in Q4, bringing the total for the year to 251, topics included English, Maths and IT. Over £3m of external funding was secured to provide business support and inward investment services through the Growth Hub and Locate East Sussex (LES). LES has helped a number of businesses start up or relocate in the county in 2017/18 creating 35 jobs. Hastings Library reopened in March after a multi-million pound refurbishment, the new library provides more computers, Wi-Fi, improved facilities, and combines the adult's and children's libraries for the first time. Southover Grange, the Register Office in Lewes, reopened in Q1 after a £1.5m refurbishment which created new ceremony rooms and solved previous accessibility issues for disabled people; the new facilities have proved extremely popular with the public. Up to the end of Q3, which is the latest data available, 5,806 premises were able to be connected to superfast broadband, while 87% of the intervention area was able to receive speeds of 24 mbps or above. The road condition statistics for 2017/18 have been published; the percentage of Principal and Unclassified roads requiring maintenance has fallen, while the percentage of Non Principal roads requiring maintenance has increased slightly, but is still within the target level. 192 carriageway asset improvement schemes investing almost £17m have taken place in 2017/18. 95% of highway gullies (approximately 95,000) were free flowing and clear of obstruction at the end of Q4 and plans are in place to increase this to 98%.

East Sussex Growth Hub (GS) – The South East Business Boost (SEBB) service has continued to provide funding and support to businesses in the county in 2017/18. Over 70 grants have been approved, and 18 12 hour support sessions delivered. Evaluation of the progress the service has made is expected to be complete in early 2018/19, and this will guide continuous improvement in the future.

East Sussex Invest (ESI) 5 (GS) – ESI 5 has provided grants and loans to businesses in the county which will see 98 jobs either created or protected (ref ii). 15 businesses have been supported with over £700,000 worth of grants and loans which will unlock over £1.1m worth of private sector funding.

Cultural Destinations (GS) – £1m was secured from Arts Council England, the South East Local Enterprise Partnership, and Visit England for a Culture Coasting programme to deliver a new arts trail using geocaching technology, the programme is currently being developed. Over 40 businesses have been given access to the Data Warehouse and wider tourism data to provide them with current data trends in the visitor economy, which will inform their future business planning.

Newhaven Port Access Road – A preferred contractor has been appointed and planning work has begun which will speed up the start of construction once the full funding package is approved. The draft business case was submitted to the DfT on 19 March 2018 and their initial comments are being addressed.

Terminus Road, Eastbourne – Objections to the Traffic Regulation Orders for the introduction of bus lanes and changes to parking restrictions were not upheld, allowing construction on the scheme to commence on 19 March 2018 (ref i).

Employability and Skills – Six sector task groups are now operational and career pathway infographics have been developed for the engineering, construction and land based sectors. An Industry Champion launch event was held on 28 March 2018 with over 40 industry champions, who will support and encourage young people interested in their industry through mentoring and work experience opportunities, recruited in 2017/18. The Creative Boost project has helped 200 young people experience work in the creative sector.

Trading Standards – Trading Standards delivered six workshops to 197 delegates in Q4, providing businesses with advice and support; throughout 2017/18 29 workshops were delivered to 610 delegates. Trading Standards also made 38 positive interventions in Q4; including visiting victims and installing call blockers, to help protect vulnerable people who have become the target of rogue trading or financial abuse. Over the whole of 2017/18 125 positive interventions were made.

Libraries – The Libraries Strategic Commissioning Strategy will allow the Council to create a modern sustainable service for the county while improving the E Library and introducing a new Community Library Membership. The strategy was amended as the result of feedback received during the public consultation, and the revised strategy was approved by Cabinet on 6 March 2018.

Road Safety – Behavioural change initiatives, which are being developed as part of the Council's £1m Road Safety Programme, include changes to the Notice of Intended Prosecution letters, letters sent for Operation Crackdown and communications sent on the anniversary of an offence. The initiatives focus on reducing the levels of re-offending and increasing the take up of educational interventions for offenders. Work has also taken place to design a social

media campaign aimed at young male drivers to increase their awareness of road safety educational messages.

There were 370 people Killed or Seriously Injured (KSI) on county roads in 2017, with 26 fatalities. This is a 2.9% decrease in the number of KSI compared to 2016 but an 8.3% increase in the number of fatalities. 48 of the KSI and three of the fatalities occurred on the Trunk Road network.

Revenue Budget Summary – The net budget at year-end is £60.167m. The provisional underspend is £0.671m which is £0.265m more than forecast at Q3. All £1.136m of savings in 2017/18 have been achieved. The main underspend in Transport and Operational services was provisionally £0.765m. Of this Waste underspent by £0.322m due to lower tonnage collected and reduced leachate costs offset by the additional cost of staff employed to look at contract savings and efficiencies. Concessionary Fares underspent by £0.287m due to reduced passenger numbers and the operator contract price not increasing by inflation. There were also a number of smaller underspends. However £0.465m of this was used to fund additional projects and pressures leaving a net underspend of £0.3m (**ref vi**). The Customer and Libraries budget underspend is due to a range of factors including lower than expected utility costs and the decision not to allocate funds to The Keep sinking fund (**ref iv**). The Management and Support underspend was due to funding earmarked for in year pressures that did not materialise and one off projects that were unable to be completed during the year (**ref iii**). The Communities underspend is made up of a number of factors including additional income and Road Safety project slippage (**ref v**). There is a small underspend in Economy (**ref vii**) and the overspend in Planning and Environment is due to some large planning applications not being determined, resulting in the relevant income not being drawn down in year (**ref viii**).

Capital Programme Summary – At year-end there is expenditure of £61.128m against an approved programme of £62.919m. Of the variation, £5.89m is slippage and £4.11m is spend in advance. The most significant area of slippage since the programme was re-profiled at Q3 is on the East Sussex Strategic Growth Package where the project has been delayed due to the need to re-let the groundwork contractor (**ref xiii**). There was a delay in the tender process for the parking machine contract (**ref xvii**). The Bexhill to Hasting Link Road project has slipped due to delays in settling land and other associated compensation claims (**ref x**). The work at Terminus Road has been rescheduled so that the work can coincide with the extension of the Arndale Centre (**ref xvi**). Delays with the design contractor will mean that work on the Bexhill bus lanes will start in the new financial year (**ref xi**). Design issues have also resulted in slippage in the Hastings and Bexhill Movement and Access Package (**ref xiv**). There is minor slippage across a number of other Integrated Transport Schemes (**ref xv**). There is a lower than expected drawdown of Economic Intervention Fund loans as applicants have failed to meet their payment milestones (**ref xii**). A number of other projects have slipped by smaller amounts.

The main spend in advance is in the Highways Structural Maintenance programme where the availability of contractor and sub-contractor staff has enabled the delivery of works ahead of schedule (**ref xviii**). The Broadband spend in advance represents the value of work undertaken by the contractor but not yet invoiced (**ref ix**).

Performance exceptions (See How to read this report for definition)								
Performance measure	Outturn 16/17	Target 17/18	17/18 RAG				2017/18 outturn	Note Ref
			Q1	Q2	Q3	Q4		
Priority – Driving supportable economic growth								
Deliver pedestrian improvements in Terminus Road (Eastbourne) using 'Shared Space' concepts to coincide with opening of the new Arndale Centre	Construction now programmed to start January 2018	Commence construction	G	G	A	G	Mildren Construction commenced on site works on 19 March	i
Support businesses to create or protect jobs via East Sussex Invest 5	41 businesses awarded funding (predicted to create 130 jobs)	Support businesses to create or protect 95 jobs as per contracts	A	G	A	G	98 jobs will be created or protected with ESI funding	ii

Savings exceptions

(Projected - Red = will not be delivered but may be mitigated; Amber = on track to deliver but not in the year (& may be mitigated); Green = on track to deliver in the year)

Service description	2017/18 (£'000)				Note ref
	Target	Achieved	Slipped	Unachieved	
Savings					
Waste Operations	85	85	-	-	
Waste Disposal	25	25	-	-	
Transport Hub	35	35	-	-	
Rights of Way and Countryside Management	50	50	-	-	
Environment service.	5	5	-	-	
Planning and Environment Service	40	40	-	-	
Review fees & charges across the Planning Service.	10	10	-	-	
Library and Information Service	700	700	-	-	
The Keep	4	4	-	-	
Trading Standards	122	122	-	-	
Registration Services	60	60	-	-	
Total Savings	1,136	1,136	0	0	
Variations to Planned Savings					
	-	-	-	-	
Permanent Variations	0	0	0	0	
Total Permanent Savings & Variations	1,136	1,136	0	0	
	-	-	-	-	
Temporary Variations	0	0	0	0	
Total Savings with Variations	1,136	1,136	0	0	

Revenue budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
	Gross	Income	Net	End of year outturn			(Over) / under spend			
				Gross	Income	Net	Gross	Income	Net	
Management and Support	1,692	(305)	1,387	3,533	(2,280)	1,253	(1,841)	1,975	134	iii
Customer and Library Services	7,938	(2,061)	5,877	7,745	(2,059)	5,686	193	(2)	191	iv
Communities	3,907	(2,376)	1,531	3,989	(2,527)	1,462	(82)	151	69	v
Transport & Operational Services	75,020	(39,446)	35,574	73,614	(38,340)	35,274	1,406	(1,106)	300	vi
Highways	17,210	(3,411)	13,799	17,051	(3,252)	13,799	159	(159)	0	
Economy	3,959	(2,830)	1,129	3,891	(2,780)	1,111	68	(50)	18	vii
Planning and Environment	3,005	(2,135)	870	3,213	(2,302)	911	(208)	167	(41)	viii
TOTAL CET	112,731	(52,564)	60,167	113,036	(53,540)	59,496	(305)	976	671	

Capital programme									
Approved project	Total project – all years (£000)		2017/18 (£000)						Note ref
			End of year outturn			Analysis of variation			
	Budget	Projected	Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance	
The Keep	20,178	20,178	36	26	10	-	10	-	
Registration Ceremonies Website	30	30	30	8	22	-	22	-	
Rye Library	61	61	14	14	-	-	-	-	
Hastings Library	9,503	9,503	2,255	2,311	(56)	-	-	(56)	
Newhaven Library	1,713	1,713	39	-	39	-	39	-	
Southover Grange (formerly The Maltings)	1,257	1,257	184	136	48	-	48	-	
Library Refurbishment	1,473	1,473	191	161	30	-	30	-	
Newhaven S106 - ERF	474	474	5	5	-	-	-	-	
Travellers Site Bridges Tan	1,347	1,347	10	8	2	-	2	-	
Broadband	33,800	33,800	2,450	3,511	(1,061)	-	-	(1,061)	ix
Bexhill and Hastings Link Road	126,247	126,247	2,172	1,775	397	-	397	-	x
BHLR Complementary Measures	1,800	1,800	300	53	247	-	247	-	xi
Reshaping Uckfield Town Centre	2,500	2,500	26	13	13	-	13	-	
Exceat Bridge Maintenance	2,633	2,633	155	53	102	-	102	-	
Economic Intervention Fund	9,791	9,791	999	780	219	-	219	-	xii
Catalysing Stalled Sites	916	916	200	202	(2)	-	-	(2)	
EDS Upgrading Empty Commercial Properties	500	500	153	96	57	-	57	-	
EDS Incubation Units	1,000	1,000	150	250	(100)	-	-	(100)	
North Bexhill Access Road	18,600	18,600	5,590	5,590	-	-	-	-	
Queensway Gateway Road	10,000	10,000	5,000	5,000	-	-	-	-	
Newhaven Flood Defences	1,500	1,500	400	400	-	-	-	-	
Coastal Communities Housing	667	667	667	667	-	-	-	-	
East Sussex Strategic Growth Package	8,200	8,200	6,300	3,550	2,750	-	2,750	-	xiii
A22/A27 Junction Improvement Package	1,500	1,500	-	-	-	-	-	-	
Devonshire Park Quarter redevelopment	5,000	5,000	5,000	5,000	-	-	-	-	
LGF Business Case Development	196	196	166	-	166	-	166	-	
Newhaven Port Access Road	23,271	23,271	453	441	12	-	12	-	
Real Time Passenger Information	2,449	2,449	156	164	(8)	-	-	(8)	
Queensway (Eastern) Depot Development	1,586	1,586	152	44	108	-	108	-	
Waste Leachate Programme	293	293	282	283	(1)	(1)	-	-	

Capital programme									
Approved project	Total project – all years (£000)		2017/18 (£000)						Note ref
			End of year outturn			Analysis of variation			
	Budget	Projected	Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance	
Hastings and Bexhill Movement & Access Package	9,643	9,643	596	345	251	-	251	-	xiv
Eastbourne/South Wealden Walking & Cycling Package	7,450	7,450	2,007	1,909	98	-	98	-	
Hailsham/Polegate/Eastbourne Movement & Access Corridor	2,350	2,350	242	254	(12)	-	-	(12)	
Other Integrated Transport Schemes	37,288	37,288	3,394	3,123	271	-	271	-	xv
Community Match	150	150	-	-	-	-	-	-	
Speed Management	2,948	2,948	29	9	20	-	20	-	
Terminus Road Improvements	11,250	11,250	505	245	260	-	260	-	xvi
CAMS System	30	30	15	15	-	-	-	-	
Parking Machine Renewal Scheme	1,700	1,700	600	-	600	-	600	-	xvii
Core Programme - Highways Structural Maintenance	228,435	229,281	19,719	22,586	(2,867)	-	-	(2,867)	xviii
Core Programme - Bridge Assessment Strengthening	13,310	13,310	1,097	948	149	-	149	-	
Core Programme - Street Lighting - Life Expired Equipment	10,133	10,133	750	739	11	-	11	-	
Core Programme - Rights of Way Surface	4,883	4,883	430	415	15	-	15	-	
Total CET Gross	618,055	618,901	62,919	61,129	1,790	(1)	5,897	(4,106)	

Governance – end of year 2017/18

Summary of progress on Council Priorities, issues arising, and achievements

Reconciling Policy, Performance and Resources (RPPR) – RPPR has been key to ensuring the Council has continued to deliver its priorities whilst making savings of £16.9m in 2017/18 and has enabled Members to make informed decisions about plans for 2018/19, when a further £17.1m savings will need to be made. In making those decisions Members had data about of the changing needs of the county's residents and our available resources. There were opportunities for all Members to input into the process and plans were shared and discussed with a wide range of partners, service users and businesses.

Transport for the South East (TfSE) – Following work in Q4, a Westminster Hall debate on TfSE was secured and took place on 25 April 2018 to increase engagement and raise the profile of TfSE more generally with MPs and ministers. During the debate, Jesse Norman, Minister for Roads, celebrated the pace at which TfSE had been established and signified ongoing Government support for the Body.

An Economic Connectivity Review, the first stage of developing the TfSE Transport Strategy, quantifying the economic benefits of improved connectivity in the South East was prepared throughout Q4 and launched at a major stakeholder engagement event, "Connecting the South East", on 8 May 2018, where it was also announced that the Government had allocated £1m to TfSE to deliver a Transport Strategy. Detailed work on the Strategy will now commence and work will continue on developing a proposal to Government to secure statutory status for TfSE.

Joint TfSE responses were submitted to two Government consultations in Q4, on the creation of a Major Road Network and Highways England's Initial Report on the Strategic Road Network, which is part of the Road Investment Strategy 2 development process.

Supporting democracy – During 2017/18 we supported 162 meetings (49 in Q4) including: six County Council meetings (two in Q4); eight Cabinet meetings (two in Q4); 34 Lead Member meetings (13 in Q4); 47 scrutiny committees and review boards (13 in Q4); and 67 other committees and panels (19 in Q4). In addition, 194 school admission appeals were received in Q4; in total 647 appeals were received and arranged in 2017/18 (562 in 2016/17). One exclusion appeal was received in Q4, bringing the total for 2017/18 to three (five in 2016/17).

Fifty Members were successfully elected to sit on the County Council at the elections on 4th May 2017. The Members' post-election induction programme has been successfully implemented. The number of page views on the dedicated Members' Intranet site in 2017/18 was 12,200 (3,200 in Q4). A new page on data security was viewed nearly 50 times during Q4 as Members prepared themselves for the new GDPR responsibilities.

Two successful social media basics training courses were delivered to seven Members in March 2018 and further similar courses will run in 2018/19.

Following a review of the Council's Scrutiny arrangements the Council agreed a number of revisions which were implemented from May 2018. The changes are designed to, amongst other things, assist Members in undertaking meaningful and effective scrutiny reviews.

Building on the success of its introduction in 2016/17, the school appeals digital management system has continued to grow in 2017/18. The back-office efficiencies have enabled the team to offer our service to schools outside East Sussex; and parents are attending hearings using electronic devices to access their case papers, demonstrating that the secure portal is working effectively and that the process is becoming increasingly paperless.

Legal Services – Orbis Public Law (OPL), our partnership with the Legal Services of Brighton & Hove City Council and Surrey and West Sussex County Councils, now has an Interim Head, Philip Baker, ESCC Assistant Chief Executive. An interim leadership team is being appointed who will drive the transition to a single, resilient legal service where legal work will be allocated to whoever can most effectively and efficiently deal with it regardless of location.

We are working closely with HM Court Service in Surrey and Sussex to implement digital courts for public law children's proceedings. This will remove the need for us to print and deliver paper court bundles to the courts. When fully implemented this will save around 50,000 A4 printed pages annually at ESCC.

During Q4 we advised and represented the Council in two successful possession applications, which resulted in orders for payment of unpaid rent and the Council's costs. We also carried out a blue badge prosecution, resulting in a conditional caution and costs; and undertook 99 prosecutions against parents for failing to regularly send their children to school.

During Q4 we completed a number of development and highway agreements securing contributions of £20,100.

We collected debts and agreed repayment plans for money due to the Council totalling £54,799 in Q4.

We continued to advise Children's Services in relation to vulnerable children both for pre-proceedings and court applications with the ultimate aim of keeping children with their families if it is safe to do so. A significant percentage of

cases conclude with placement with family and friends supported by the Council. Although the number of court cases being issued has remained at a fairly consistent level throughout 2017/18 as a whole, we did see an increase in Q4; with 29 new cases proceeding to Court, up from 17 in the previous quarter.

In Q4 we issued two applications in the Court of Protection and filed three Deprivation of Liberty Standards (DOLS) review applications. We have eight cases currently in the Court of Protection in addition to the DOLS cases. During Q4 a further two applications were concluded. We have designed and developed a 'toolkit' to support Adult Social Care staff in preparing their DOLS cases.

Regulation of Investigatory Powers Act (RIPA) – No RIPA authorisations were applied for in Q4.

Local Government Ombudsman complaints – 13 decisions were issued in Q4, of these, three were closed before full investigation as there was nothing to indicate fault by the Council. Of the ten fully investigated six were closed with no fault found, one was closed as the complainant still had the right of appeal and the following three were closed with the complaint upheld:

Children's Services – Special Educational Needs: The Council was found to have delayed completing the complainant's daughter's special educational needs assessment. We agreed to pay £300 to the child and £250 for the complainant's time and trouble in pursuing the matter.

Adult Social Care – Deferred Payment Agreement: The Council was at fault in the way one of the charges was calculated when setting up a Deferred Payment Agreement, which the complainant later decided not to go ahead with. We offered our apologies and agreed to refund the amount that was overcharged.

Adult Social Care – Financial Assessment: The Council were at fault for delaying the completion of a financial assessment. We agreed to reduce the period the complainant is expected to pay for her care.

Effective publicity and campaigns – A high-profile campaign to improve school attendance ('Get a Grip') showed early signs of success. Attendance during the Autumn and first half of the Spring term (the period since the campaign began) improved across every type of school in East Sussex, with more than 80,000 extra days of school attended in East Sussex compared to the same period in the previous year. Research shows 57% of parents in the county were aware of the campaign, and further promotion will begin in May with a new phase including adverts on buses, social media and radio.

A campaign to recruit more foster carers ('Foster with Trust') coincided with the number of views of the foster care webpages tripling (to more than 27,000) compared to the same period last previous year. The campaign included radio and digital advertising, leaflets, editorials and an email newsletter. 11 potential foster carers applied as a result of the newsletter alone and 15 prospective foster carers are now booked for final interviews, compared to five in the same period last year. The fostering team reports that the quality of applicants has also increased. More than a third (38%) of residents were aware of the fostering campaign, rising to 50% of those aged 45-59.

More than 850 teenagers attended roadshows in Eastbourne and Hastings to discuss apprenticeships with employers following a campaign that involved sending postcards to 20,000 16-19 year-olds and advertising on social media.

Media work – The press office dealt with 260 media enquiries during Q4 and there were 531 media stories about the Council. The majority of coverage related to the budget and savings; but there were also 33 press releases issued which resulted in 123 media stories. During 2017/18, the press office dealt with 799 media enquiries and issued 150 press releases. There were 1,619 media stories.

Web activity – There were 4.4 million page views of the Council's main website in Q4, from 458,000 visitors. Of these page views, about 10 per cent were to pages dealing with school closures, overwhelmingly during snowy weather in February. Across 2017/18 the website received 14.8 million page views from 1.4 million visitors.

Third Sector support – The Voluntary and Community Sector (VCS) infrastructure services continue to provide support to voluntary organisations and community groups across the county, the focus for Q4 has been enabling small groups to apply for small grant programmes.

Healthwatch East Sussex (HWES) are involved in the East Sussex Better Together Communications and Engagement Steering Group (CESG), and the Inclusion Advisory Group (IAG). HWES are also involved in the Connecting for You Communications Group assisting with planning engagement events and in particular the Havens Community of Practice (COP).

Public Health and Hastings & Rother Clinical Commissioning Group continue to receive support in the monitoring and management of their small grants programmes. During Q4 we supported Adult Social Care in running a small grants programme for Good Neighbour Schemes; eight small grants were made to schemes across the county.

Intensive support continues to be provided to the Community Resilience Programme, in ensuring Phase 3 Milestones are being achieved and related activities are delivered within agreed timescales.

Planning for engaging partners in the development of the new Civic Crowd Funding Platform has commenced, with initial scoping conversations taking place with the Personal and Community Resilience Steering Group. Engagement

with wider partners will begin in Q1 2018/19, with a launch planned for Q3 2018/19.

South East 7 (SE7) – The SE7 Leaders met in Q4 to: discuss approaches to delivering savings and budget setting for 2018/19; consider opportunities emerging from the Government's Industrial Strategy White Paper; and commission scoping work on options for generating income and savings to maintain universal services. Joint lobbying work and dialogue with the Secretary of State for Housing, Communities and Local Government on the provisions required to stabilise the councils' financial positions (including additional funding for ASC) continued ahead of the final Local Government Finance Settlement. The SE7 Chief Executives also met in Q4 to progress work on responding to, and raising awareness of, pressures on Children's Services and agree a Memorandum of Understanding on Emergency Mutual Aid, following a review of the councils' emergency responses.

World War 1 (WW1) commemorations – In Q4, 20,715 users viewed the East Sussex First World War website 34,110 times. This was a 57% increase in users and a 43% increase in views on Q4 2016/17. The website received its 250,000th view during Q4. The site has 233 published stories and events, 62% which came from the public. In January we published new stories on the 1917 Polegate airship crash; and plans to commemorate the end of the First World War centenary through bell ringing. In March we published a story to commemorate the centenary of the 1918 German Spring Offensive.

In February, the project's Twitter account dedicated a week to stories related to the centenary of the Representation of the People Act (1918) which gave some women in Britain the vote for the first time. March was Women's History Month and for every working day of the month our Twitter featured stories relating to women's experiences of the war. We celebrated local women Barbara Bodichon and Muriel Matters being selected as Suffrage Pioneers by the Women's Local Government Society. We continued to plan for the end of the project and the end of the First World War Centenary. With Hastings Borough Council we agreed the site of the final WW1 Victoria Cross Paving Stone, to be unveiled in Hastings in September.

Health and Wellbeing Board (HWB) – In March 2018 the HWB received a report on the outcome of the CQC Local Area Review report and final system action plan; the Board agreed to receive quarterly reporting against agreed actions for the duration of the plan; and agreed to review the role, purpose and membership of the East Sussex HWB.

Revenue budget summary – The revenue budget is projected to underspend by £31k.

Capital Programme Summary – There is no capital programme for Governance Services.

Performance exceptions (See How to read this report for definition)

Performance measure	Outturn 16/17	Target 17/18	17/18RAG				2017/18 outturn	Note ref
			Q1	Q2	Q3	Q4		
There are no Council Plan targets								

Savings exceptions

(Projected - Red = will not be delivered but may be mitigated; Amber = on track to deliver but not in the year (& may be mitigated); Green = on track to deliver in the year)

Service description	2017/18 (£'000)				Note ref
	Target	Achieved	Slipped	Unachieved	
Savings					
Communications	130	130	-	-	
Legal Services	25	-	25	-	
Member Services	20	20	-	-	
Senior Management and Organisational Development	50	50	-	-	
Chief Executive's Office	45	45	-	-	
Total Savings	270	245	25	0	
Variations to Planned Savings					
Permanent Variations	0	0	0	0	
Total Permanent Savings & Variations	270	245	25	0	
General underspending	-	25	(25)	-	
Temporary Variations					
Total Savings with Variations	270	270	0	0	

Revenue budget

Divisions	Planned (£000)			2017/18 (£000)						Note ref
				End of year outturn			(Over) / under spend			
	Gross	Income	Net	Gross	Income	Net	Gross	Income	Net	
Corporate Governance	3,924	(442)	3,482	4,300	(904)	3,396	(376)	462	86	
Corporate Support Services	3,235	(530)	2,705	3,249	(423)	2,826	(14)	(107)	(121)	
Senior Management & Org Development	1,457	(364)	1,093	1,964	(937)	1,027	(507)	573	66	
Total Governance	8,616	(1,336)	7,280	9,513	(2,264)	7,249	(897)	928	31	

Capital programme

Approved project	Total project – all years (£000)		2017/18 (£000)						Note ref	
			End of year outturn			Analysis of variation				
	Budget	Projected	Budget	Actual	Variation (over) / under budget	(Over) / under spend	Slippage to future year	Spend in advance		
No current programme for Governance	-	-	-	-	-	-	-	-	-	
Total Governance	0	0	0	0	0	0	0	0	0	

Strategic Risk Register – Q4 2017/18

Ref	Strategic Risks	Risk Control / Response and Post Mitigation RAG score
12	<p>CYBER ATTACK</p> <p>The National Cyber Security Centre (NCSC) has highlighted the substantial risk to British web infrastructure with elevated levels of Cyber Crime being reported against all areas of government.</p> <p>Cyber-attacks often include multi vector attacks featuring internet based, social engineering and targeted exploits against hardware, software and personnel. The remote nature of the internet makes this an international issue and an inevitable risk.</p> <p>Examples of the impact of a Cyber Attack include:</p> <ul style="list-style-type: none"> • Financial fraud related to phishing of executives and finance staff; • Loss of Personally Identifiable Information and subsequent fines from Information Commissioner's Office (Currently up to £500k rising to 4% of global revenue when General Data Protection Regulation comes into effect May 2018); • Total loss of access to systems that could lead to threat to life. <p>A successful cyber-attack can shut down operations - not just for a few hours, but rather for multiple days and weeks. The collateral damage, such as information leaks and reputational damage can continue for much longer. Added to that, backup systems, applications and data may also be infected and therefore, of little usable value during response and recovery operations - they may need to be cleansed before they can be used for recovery. This takes time and consumes skilled resources reducing capacity available to operate the usual services that keep the Council working.</p>	<p>Most attacks leverage software flaws and gaps in boundary defences. Keeping software up to date with regular patching regimes; continually monitoring evolving threats and re-evaluating the ability of our toolset to provide adequate defence'</p> <p>Expanding Security Information and Event Management (SIEM) system capabilities to leverage latest standards of automation, detection and prevention;</p> <p>Development of "Security Advocates". Trained staff that can cascade and share cyber security insights and highlight potential issues into the workforce. Promoting a visible approachable business based security team;</p> <p>Ongoing discussion and communication with the Info Sec industry to find the most suitable tools and systems to secure our infrastructure;</p> <p>Enhancing user awareness - Expanding E-Learning and policy delivery mechanisms to cover Cyber threat, educating staff around the techniques and methods used by active threats.</p> <p>With 77% of all malware installed via email, users to be given learning experiences of phishing at point of use in a safe and secure environment;</p> <p>Providing GDPR training and workshops to cascade vital skills and information to those affected by new Data Protection laws;</p> <p>Move of ESCC servers to the Orbis Primary Data Centre for resilience – An accredited Tier 3 environment certified to these standards:</p> <ul style="list-style-type: none"> • ISO 27001 - IT Governance and Information Security Management • ISO 9001 - Quality Standard in Customer Service, Customer Processes, Product Process and Service, Efficiency and Continuous Improvement • ISO 14001 - Environmental Management and Best Practices for Corporate Environmental Responsibility

R

Strategic Risk Register – Q4 2017/18			
Ref	Strategic Risks	Risk Control / Response and Post Mitigation RAG score	
4	<p>HEALTH</p> <p>Failure to secure maximum value from partnership working with the NHS. If not achieved, there will be impact on social care, public health and health outcomes and increased social care cost pressures. This would add pressures on the Council's budget and/or risks to other Council objectives.</p>	<p>Implementation of East Sussex Better Together Programme by ESCC and Hastings and Rother CCG and Eastbourne, Hailsham and Seaford CCGs to transform health and social care in the county and deliver the Better Care Fund plan to improve outcomes for East Sussex residents, with robust governance arrangements reporting to County Council and Health and Wellbeing Board. Programme will develop the plan for a clinically and financially sustainable health and social care system in East Sussex. There will also be targeted use of the Better Care Fund to better integrate health and social care and contribute to whole system transformation. In High Weald Lewes Havens the Connecting 4 You Programme has now been established to improve health and social care outcomes for residents. The Programme will have implications for management capacity and for the Medium Term Financial Plan. The RPPR process will be used to manage this risk and associated implications.</p>	R
7	<p>SCHOOLS</p> <p>Failure to manage the expected significant reduction in resources for school improvement from 2017/18 and the potential impacts of changing government policy on education, leading to reduced outcomes for children, poor Ofsted reports and reputational damage</p>	<ul style="list-style-type: none"> • Work closely with schools to build a sustainable system across East Sussex, in order to ensure that the capacity and expertise is available to provide oversight of educational performance and to offer appropriate support and challenge where it is required. • Provide an opportunity for every school to be part of a local Education Improvement Partnership to support their ongoing improvement and for all partnerships to develop to the point where they provide a sustainable network through which all schools and other providers take responsibility for improvement in their local area. • Continue to develop a commissioning model of school improvement including reviewing the level of trading by SLES to ascertain what is sustainable within reducing capacity and to identify core services that can be traded. • Continue to build relationships with academies and sponsors, including the Diocese of Chichester; ensure a dialogue about school performance, including data sharing. • Work with academies and maintained schools through the Education Improvement Partnerships to develop system leadership, school to school support and to broker partnerships to reduce pressure on SLES services. • Broker support to academies to address any performance concerns and investigate the feasibility of trading some LA school improvement services with all schools on a full cost recovery basis. • Where academies do not appear to be accessing appropriate support, bring this to the attention of the DfE, who may exercise their intervention powers. • Work with the Regional Schools Commissioner to ensure the work of the RSC and the LA is aligned and that schools have the support they need. 	R

Strategic Risk Register – Q4 2017/18			
Ref	Strategic Risks	Risk Control / Response and Post Mitigation RAG score	
1	<p>ROADS</p> <p>Wet winter weather, over recent years has caused significant damage to many of the county's roads, adding to the backlog of maintenance in the County Council's Asset Plan, and increasing the risk to the Council's ability to stem the rate of deterioration and maintain road condition.</p>	<p>The additional capital maintenance funding approved by Cabinet in recent years has enabled us to stabilise the rate of deterioration in the carriageway network and improve the condition of our principle road network. However a large backlog of maintenance still exists and is addressed on a priority basis.</p> <p>The County Council's asset management approach to highway maintenance is maintaining the overall condition of roads, despite recent year's winter weather. However, severe winter weather continues to be a significant risk with the potential to have significant impact on the highway network. The recently approved five year capital programme for carriageways 2018/19 to 2022/23, and the six year additional capital programme for drainage and footways 2017/18 to 2022/23 provide the ability to continue to improve condition and build resilience into the network for future winter events.</p> <p>The past winter (2017/18) has been more severe than previous years. We gritted 52,584 km last year and have gritted 98,157 km so far this year. There were also two periods of snowfall this year. Whilst this was managed well it has led to an increase in carriageway potholes, which will put some additional pressure on the revenue budget as a result.</p>	A
5	<p>RECONCILING POLICY, PERFORMANCE & RESOURCE</p> <p>Failure to plan and implement a strategic corporate response to resource reductions, demographic change, and regional economic challenges in order to ensure continued delivery of services to the local community.</p>	<p>We employ a robust Reconciling Policy, Performance and Resources (RPPR) process for business planning. We have adopted a commissioning approach which means evaluating need and considering all methods of service delivery, which includes working with partner organisations to deliver services and manage demand. The Council Plan sets out targets for a 'One Council' approach to deliver our priorities and is monitored quarterly. The plans take account of known risks and pressures, including demographic changes and financial risks, to design mechanisms to deliver the Council's priorities. Central Government's plans for the future funding of local government services remain undeveloped. It is prudent therefore to continue to plan on the basis of current assumptions.</p>	A
13	<p>DEDICATED SCHOOLS GRANT</p> <p>Failure to manage the loss of flexibility in the allocation of the Dedicated Schools Grant and High Needs (HN) Block funding and the potential increased risk to the Council's budget.</p>	<p>The County Council has agreed an approach to mitigate and fund DSG reductions,</p> <p>Through the RPPR process, and building on previous work to offset DSG reductions, funding to offset expected reductions to the highest risk areas has been planned over the next 3 years.</p> <p>For HN block in particular, a significant amount of work has been undertaken, working with schools, to reduce the pressure in this area. The funding of DSG reductions as described above will also help with this.</p> <p>The on-going RPPR process will continue to part-mitigate this risk.</p>	A

Strategic Risk Register – Q4 2017/18			
Ref	Strategic Risks	Risk Control / Response and Post Mitigation RAG score	
8	<p>CAPITAL PROGRAMME</p> <p>As a result of current austerity, the capital programme has been produced to support basic need only and as a result of this there is no resource for other investment that may benefit the County e.g. that may generate economic growth. Additionally there is a risk, due to the complexity of formulas and factors that impact upon them, that the estimated Government Grants, which fund part of the programme, are significantly reduced. There continues to be a high level of annual slippage.</p>	<p>Governance arrangements have been reviewed and developed with Property for the delivery of Schools Basic Need and capital property works in support of the robust programme delivery of the basic need programme. The Education Sub Board, which in part focuses on future need for schools places, continues to inform the Capital Strategic Asset Board of key risks and issues within the School Basic Need Programme. Regular scrutiny by the Capital Strategic Asset Board, of programme and project profiles (both in year and across the life of the programme) occurs on a quarterly basis. Financial regulations have been updated to reflect the revised governance arrangements. The Board also proactively supports the seeking and management of all sources of capital funding, including; grants, S106, CIL, Local Growth Fund and European grants. Finance continues to work with CET colleagues to strengthen the governance and reporting across their capital programme.</p>	A
9	<p>WORKFORCE</p> <p>Stress and mental health are currently the top two reasons for sickness absence across the Council, potentially leading to reduced staff wellbeing, reduced service resilience, inability to deliver efficient service and / or reputational issues.</p>	<p>The end of year 2017/18 sickness absence outturn for the whole authority (excluding schools) is 9.24 days lost per FTE employee, which is a 5.9% increase on 2016/17. The last two quarters have seen an increase in absence levels, primarily due to stress.</p> <p>This is a place holder as the Q4 data is not yet available. The Firstcare data suggests that there was a peak of 'flu like symptoms' in January 2018 which was the primary driver for absence that month, this trend was reflected nationally. February 2018 saw an improvement in absence compared to the same period in 2017 however, stress remains the primary reason for absence.</p> <p>Over the last six months, a range of initiatives to address this have been implemented, including:</p> <ul style="list-style-type: none"> - Targeted stress workshop for managers with high level of stress in their teams which took place on 07 March 2018 - Identification of teams with high levels of stress absence to enable targeted HR interventions such as coaching and bespoke training sessions which took place in targeted areas across CSD and ASC in Feb/March 2018 - Menopause workshops for employees and managers took place w/c 12 March 2018 with further sessions planned - Development of a half-day session on Mental Health awareness as part of the corporate training programme, and - Consideration of introducing 'Mental Health First Aiders' into workplaces 	A
10	<p>RECRUITMENT</p> <p>Inability to attract high calibre candidates, leading to limited recruitment choices and therefore lack of the expertise, capacity, leadership and/or innovation required to deliver services and service transformation.</p>	<p>The HR Organisational Development Team are working with the departmental Workforce Groups and the HR Management Board to look at specific recruitment and retention issues and identify appropriate solutions to these. This includes:</p> <ul style="list-style-type: none"> - identifying relevant attraction and engagement channels; - a re-design of the Council's job pages to make them more engaging and accessible; - a review of the Council's market position in terms of salary levels; - as a second phase to this, consideration of the broader employee offer - re-procurement of the Council's benefits provision with contract award/s anticipated in summer 2018, and - a review of our recruitment incentive arrangements such as the Relocation Scheme, Market Supplements etc. 	A

Strategic Risk Register – Q4 2017/18			
Ref	Strategic Risks	Risk Control / Response and Post Mitigation RAG score	
6	<p>LOCAL ECONOMIC GROWTH</p> <p>Failure to deliver local economic growth, and failure to maximise opportunities afforded by Government proposal to allocate Local Growth Funding to South East Local Enterprise Partnership, creating adverse reputational and financial impacts.</p>	<p>The County Council and its partners have been successful in securing significant amounts of growth funding totalling £110m, via both the South East and Coast 2 Capital Local Enterprise Partnerships, to deliver a wide range of infrastructure projects in East Sussex. We have also secured outgoing EU funding for complementary economic development programmes supporting businesses to grow, including South East Business Boost, LoCASE, SECCADS and inward investment services for the county.</p> <p>Government is working on a new Shared Prosperity Fund, which seeks to combine growth funding and outgoing EU funding into one, and as a consequence we are working with partners to develop a pipeline of projects to ensure we are well-placed to capitalise when the fund is released, and calls for projects are issued.</p>	A

Report to: Cabinet
Date of meeting: 26 June 2018
By: Director of Communities, Economy and Transport
Title: Household Waste Recycling Site (HWRS) Service Review
Purpose: To consider proposed changes to the HWRS service

RECOMMENDATIONS:

Cabinet is recommended to agree to:

1.
 - i) introduce disposal charges for rubble, soil, plasterboard, asbestos and tyres and delegate authority to the Director of Communities, Economy and Transport, in consultation with the Chief Finance Officer, to set appropriate charges to cover the disposal costs incurred by ESCC for non household waste;
 - ii) close the two part time Household Waste and Recycling Sites at Forest Row and Wadhurst with effect from 30 September 2018;
 - iii) reduce opening times at Lewes and Mountfield to 9am-4pm daily;
 2. ask the ESCC Waste Team to continue to engage with Charitable Organisations currently using ESCC facilities for the disposal of their waste to understand the sources of this waste better and the impact the introduction of any restrictions may have on their organisations, and to report to Lead Member Communities Economy and Transport on the findings and options for a Charity Waste Policy in the Autumn of 2018
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1. Background Information

Waste Services in East Sussex

1.1 The collection and disposal of waste is one of the most visible services that councils provide. It is one of a small number of services that every resident benefits from on a weekly basis. Whether its rubbish or recycling or garden waste being collected from residents' homes, streets being swept, or visiting a Household Waste and Recycling Site (HWRS), everyone uses the service on a regular basis. Because of this reach, it is also a complicated and expensive service. It is the biggest single contract held by East Sussex County Council and does not include the collection of waste and recycling or street cleaning, which is handled by our five Districts and Boroughs. Controlling what East Sussex spends on waste and recycling has some significant limitations. We have a legal duty to dispose of or recycle all of the household waste our residents create. As residents we all, to a greater or lesser degree, create waste and recycling for councils to collect and dispose of.

1.2 Using forecasting techniques we can predict with some limited certainty how much waste residents will produce. Each East Sussex household produces about a tonne of waste and recycling every year. The state of the economy and residents' spending power both influence the level of waste created. Weather patterns also influence the quantity of garden waste and street sweepings that are collected. The effect of a small change is significant. Just a 0.5% change in waste levels can have a £100,000 impact on the waste budget.

1.3 The Council, which has already made savings of around £112 million this decade, needs to make savings of £17m in 2018/19 and will need to continue to make further significant savings for the foreseeable future. At the same time we need to protect services for the most vulnerable. County Council agreed in February a reduction of £720,000 in the waste budget to help meet this target.

1.4 One area of waste management where the County Council has more direct control is the Household Waste and Recycling Sites, which it is responsible for providing. However, in order to make the savings required there are some areas of this service which would have to change.

Legal duties

1.5 Waste is managed in the county across the two tiers of local government. The District and Borough Councils are Waste Collection Authorities (WCAs) who arrange for waste and recycling to be collected from residents. The County Council, as Waste Disposal Authority (WDA), provides sites for the Collection Authorities and residents to deliver waste and recycling. Brighton & Hove City Council is ESCC's partner in the Private Finance Initiative (PFI) funded Integrated Waste Management Service Contract (IWMSC). The total value of this disposal contract is £38m per year, £26m per year of which is paid by ESCC. £2.5m of the £26m pays for upgrades, operation and management of HWRSs, and £7.5m to recycle and dispose of the waste brought to them. The PFI contract runs until 2033.

1.6 East Sussex County Council is required, under the Environmental Protection Act 1990, to provide residents with reasonably accessible Household Waste and Recycling Sites (HWRSs) for the free disposal of household waste. There is no specified minimum number of sites or mandatory opening times, although they must be open for part of either Saturday or Sunday. There is also no obligation to accept waste other than household waste, delivered by our residents, for free at the HWRSs.

2. Household Waste Recycling Site Review 2017

2.1 The network of 12 sites in East Sussex is a well used service. The sites receive 1.6 million visits per year and handle about a quarter of the total waste that East Sussex residents produce. The sites also recycle, compost or reuse almost 60% of the materials that are brought to them and provide containers for up to 36 different materials.

2.2 The strategic review of our HWRS network in 2017 (attached as Appendix 6) benchmarked the service provided in East Sussex against national data, other authorities and our statutory duties. From this, we were able to consider whether residents needs are being met in terms of appropriate access to a Household Waste Site.

Number of sites provided by ESCC

2.3 Whilst there is no nationally recognised steer on the acceptable level of HWRS provision, WRAP¹ continue to cite the National Assessment of Civic Amenity Sites (NACAS)² recommendations for minimum levels of HWRC provision. These recommendations are based on journey times, catchment areas, waste tonnage throughput at sites and households/population per HWRS.

2.4 The NACAS recommendation suggests a maximum driving time to a site for the great majority of residents of 20 minutes in urban areas, and 30 minutes in rural areas. 98.4% of residents in East Sussex are currently able to reach a site within 20 minutes.

2.5 A further NACAS recommendation is a maximum catchment radius of three miles in urban areas and seven miles in rural areas covering the great majority of residents. Assessing East Sussex provision, the map on page 8 of section 3 of the HWRS Service Review (attached as Appendix 6) shows that the great majority of residents are adequately covered.

2.6 The third element of the NACAS recommendations aligns HWRS provision with population per site (at least one site per 143,750 residents recommended) and maximum tonnage throughput for any site (17,250 tonnes per annum recommended). Page 6 of section 3 of the HWRS Service Review (attached as Appendix 6) illustrates that East Sussex is well within the NACAS guidelines.

2.7 East Sussex currently offers an above average service in terms of the number of sites; the number of residents per site; and households per site, compared with other English councils with similar population sizes and geographical areas.

2.8 The waste team analysed the data from all of the sites including the number and frequency of visits, tonnage deposited, costs and performance. The conclusion was that Forest Row and Wadhurst HWRSs could be closed and that the visitors and waste could be managed at the nearest alternative HWRSs.

Habitats Regulation Screening

2.9 The Forest Row HWRS is within close proximity to the Ashdown Forest, part of the European Natura 2000 network and a site with European statutory designations as a Special Area of Conservation (SAC) and

¹ The Waste & Resources Action Programme (WRAP) works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way

² The 2004 National Assessment of Civic Amenity Sites, NACAS, was the largest research project to have been carried out into Civic Amenity (CA) sites in the UK and is still considered relevant for benchmarking purposes

a Special Protection Area (SPA). A Habitats Regulations Assessment (HRA) screening was undertaken in April 2018 (attached as Appendix 3) and evidences where we have undertaken this study. This resulted in the conclusion that there would not be a likely significant effect on the Ashdown Forest SAC or SPA as a result of the HWRS closure proposals.

Acceptance of non household waste at ESCC HWRSs

2.10 The review considered the range of materials that residents bring to the sites. Residents are able to bring 36 different types of waste and recycling to the sites free of charge, but not all of these are classified as household waste. The Controlled Waste Regulations (2012) specifies that waste from construction or demolition works is industrial waste, irrespective of where it is produced. Other waste types such as automotive waste are also not household waste. Residents do not generate these wastes as often as general waste and recycling. Very often these non-household wastes can be a by-product of a landscaping, repair or building project.

2.11 Waste types that are not household waste and are within the scope of the HWRS review and proposals include –

- Rubble and soil
- Plasterboard
- Tyres
- Asbestos

2.12 Chargeable Waste Schemes for non-household waste at HWRSs are well established across England and Wales. A 2017 WRAP survey showed that 37% of responding authorities, who are responsible for 421 HWRSs, either charge already or are about to implement a charging scheme. A further 14% of the responding authorities had schemes under consideration.

2.13 Legal advice supports East Sussex County Council's ability to introduce these disposal charges and in doing so this would align East Sussex County Council's HWRS service with nearby authorities such as Surrey County Council and Hampshire County Council, who both charge for non-household waste.

2.14 Following the government's 2017 Litter Strategy, DEFRA is scheduled to release updated guidance on charging for non-household waste. The Litter Strategy referred to DIY waste being classed as household waste if it results from work that a householder would normally carry out. However, the Litter Strategy also referred to guidance being produced that would clarify what authorities could charge for at HWRSs. The guidance is expected in summer 2018. We are in contact with officials at WRAP and DEFRA and at this point we have no reason to believe that the ability for councils to charge for non-household waste will be removed. It is likely that the new guidance may indicate what can and cannot be charged for and this may impact some authorities who currently charge for a wide range of materials.

Opening times of ESCC HWRSs

2.15 The review identified that two of our twelve sites do not open all day Saturday and Sunday. We are awaiting proposals from Veolia on the intended alterations to opening and closing times. Veolia will be submitting planning applications to extend opening times at Eastbourne and Crowborough HWRSs to all day Saturday and Sunday, where they currently close for the day at lunchtime. Residents will be able to comment upon the Planning Applications in the normal way. This can be achieved on a cost neutral basis by reducing opening hours at these sites slightly during the week. The Lead Member for Communities, Economy and Transport will consider changes to opening times once firm proposals have been agreed.

2.16 We have also investigated where there might be opportunities to adjust opening hours and days at other sites. Based on current information, some HWRSs are more important strategically as they contain a waste transfer station and/or deal with a large volume of waste and their location serves a high number of residents or large area (Pebsham, Eastbourne, Newhaven, Maresfield, Heathfield and Crowborough). Seaford is already part time. Hailsham is a small, but very busy site and there are concerns that reducing hours at this site would cause significant difficulties to the management of the site. It would be possible to shorten opening hours at Lewes and Mountfield HWRSs, without significantly impacting operations or service levels. The consultation did not ask how residents felt about full day closures, but some residents did suggest that this might be a way of securing further savings and through discussion with our contractor Veolia, this has been raised as an alternative to shorter opening days as it may deliver further operational and financial efficiencies.

Payment of a small charge to enter HWRSs

2.17 As an alternative to closing sites, the review looked at whether it would be possible to make a small charge for entering sites. The Government, however, prohibited such charges in 2015.

Hailsham HWRS improvement

2.18 The review identified an opportunity to improve the site at Hailsham. Hailsham is a small site that cannot accommodate the full range of materials that residents are offered at most other sites. As a result the recycling rate is lower than other sites and material sent to landfill is higher.

2.19 Two options are being considered. The first is to slightly enlarge and improve the existing site. This option has been costed and will deliver annual savings and increased performance. The second option is to move the site to a yard opposite the existing site which may come at greater cost, but will help the site better manage future demand. The Wealden Local Plan anticipates 10,000 new homes being built in the area by 2037. This option is currently being investigated with the landowner (Wealden District Council) and Veolia.

2.20 Funding has been agreed to assist with the improvement work through Section 106 contributions towards waste infrastructure.

3. Results of the public consultation on proposals at the HWRSs

3.1 As the review identified some significant potential changes to the HWRS service, in February 2018 a public consultation was launched and ran from 22 February 2018 until 15 May 2018. The consultation report is included as Appendix 1.

The consultation asked for views on –

- Charging for rubble, soil, plasterboard, tyres and asbestos
- The closure of part time sites at Forest Row and Wadhurst
- Changing opening times to better suit demand
- The principle of charging a small fee for entry to sites

3.2 In total 3,385 consultation questionnaires were returned, although not all respondents answered all questions. 49 of these were paper copies and 3,336 were completed online. The vast majority of respondents to the consultation questionnaire (99%) were users of the Household Waste Site network and a large proportion of respondents (48%) cited one of the two HWRS we proposed to close as the site they used most often. A further 50 representations were made by email and letter from members of the public during the consultation period, interested organisations, Parish Councils, MPs and a neighbouring County Council. There were also 4 petitions, totalling 7,035 signatures.

3.3 Overall, 30% of respondents felt that the proposals were acceptable or completely acceptable with a further 15% of respondents choosing neutral. 55% of respondents found the proposals either unacceptable or completely unacceptable.

Charging for non-household waste

3.4 56% of respondents thought that charging for non-household waste was acceptable or completely acceptable. 14% of respondents were neutral. 30% of respondents thought that charges were unacceptable or completely unacceptable. Respondents were then invited to comment on the proposal. The most common responses to this proposal were concerns that there would be an increase in fly tipping (654), comments around the items charged for and the level of charge (288), concerns that the effect of the proposal will cost the council more than it will save (142), respondents agreed with the proposal (104) and respondents did not want to pay for any waste brought to the HWRSs (103).

Site Closures

3.5 Respondents were first asked if they agreed whether the 10 remaining sites would provide a reasonably accessible service, if Forest Row and Wadhurst closed. 25% agreed or strongly agreed. 21% were neutral and 54% disagreed or strongly disagreed. Through engagement with the affected Parish Councils we have begun to discuss how sites might be run by the local community, detailed in 3.23 below.

Forest Row

3.6 19% of respondents thought that closing Forest Row was acceptable or completely acceptable. 34% of respondents were neutral. 47% of respondents thought that closing Forest Row was unacceptable or completely unacceptable.

Wadhurst

3.7 19% of respondents thought that closing Wadhurst was acceptable or completely acceptable. 36% of respondents were neutral. 45% of respondents thought that closing Wadhurst was unacceptable or completely unacceptable.

Responses from users of Forest Row and Wadhurst

3.8 It is important to note that the views of local users of both sites are very different to the views from all respondents above, as they would be most affected by the proposal to close. As a result, they are shown below.

Forest Row site users

3.9 Less than 1% of respondents (Forest Row site users) thought that closing Forest Row was acceptable or completely acceptable. Less than 1% of respondents were neutral. Almost 99% of respondents thought that closing Forest Row was unacceptable or completely unacceptable.

Wadhurst site users

3.10 Almost 1% of respondents (Wadhurst site users) thought that closing Wadhurst was acceptable or completely acceptable. Less than 1% of respondents were neutral. 99% of respondents thought that closing Wadhurst was unacceptable or completely unacceptable.

3.11 All respondents were then invited to comment on the proposals to close the two sites. The most common responses to this proposal were concerns that there would be an increase in fly tipping (537), positive comments about the site, how busy it is and the impact on the community if it closed (451), concerns that there would be a negative impact on the environment and recycling (441), comments that the remaining sites are too far away (351) and concerns about increasing traffic and congestion (188).

Shortening opening times

3.12 Respondents were asked if shortening opening times at the sites would be acceptable. 70% thought that this was acceptable or completely acceptable, 12% were neutral and 18% thought this was unacceptable or completely unacceptable.

Eastbourne and Crowborough weekend opening

3.13 52% of respondents thought that opening Eastbourne and Crowborough for longer at the weekend and for less time during the week was acceptable or completely acceptable. 16% of respondents were neutral. 6% of respondents thought this was unacceptable or completely unacceptable and 26% did not visit the sites. The views of local users of both sites are very different to the views from all respondents above as they would be most affected by the proposal to open for longer at the weekend and close them at quieter times in the week. As a result, they are shown below.

Eastbourne site users

3.14 79% of respondents thought that opening Eastbourne later at the weekend and for less time during the week was acceptable or completely acceptable. 4% of respondents were neutral. 17% of respondents thought this was unacceptable or completely unacceptable.

Crowborough site users

3.15 86% of respondents thought that opening Crowborough later at the weekend and for less time during the week was acceptable or completely acceptable. Almost 7% of respondents were neutral. Almost 7% of respondents thought this was unacceptable or completely unacceptable.

3.16 All respondents were invited to comment on the proposals to change opening times at the HWRSs. The most common responses were suggestions for alternative opening hours/days (230), agreement with the proposal (212), disagreement with the proposal (131), the current or proposed times are inconvenient (84) and agreement with the proposal if it means threatened sites remain open (49).

Prepared to pay a small fee to enter the Household Waste Recycling Sites

3.17 34% of respondents thought it was acceptable or completely acceptable to pay a small fee to enter the HWRSs. 10% of respondents were neutral. 56% of respondents thought it was unacceptable or completely unacceptable.

Ranking the proposals

3.18 Respondents were asked to rank the proposals in order of acceptability. It should be noted that many residents have strong feelings about all of the proposals. The purpose of this question was not for respondents to pick a favourite, but to rank based on how acceptable they are. 56 respondents expressed clear dissatisfaction with being asked to rank the proposals or did not properly understand the requirement. The result of this question was that introduction of an entry charge was the least acceptable proposal, very closely followed by site closures, then charging for non-household waste and lastly changes to opening times.

Respondent suggestions for savings

3.19 Respondents were asked if they had any suggestion that the council could consider to achieve savings. The most common suggestions were that the items brought to the sites should be sold to increase revenue (184), alternative opening hours/days (121), introduce charges for other items (82), to cut down on staffing at the sites (71) and for East Sussex to find other ways of recycling more and reducing waste (70).

Consultation response themes

3.20 All comments about the proposals received, either through the consultation questionnaire or made directly to the Council, have been read and grouped according to the frequency of common themes. The three most frequently raised themes were that:

- there will be an increase in fly-tipping
- positive comments regarding a particular site, how busy it is, and that there will be a negative impact on the community if proposals go ahead
- there will be a negative impact on the environment/recycling as a whole

3.21 The Public Consultation Analysis report (Appendix 1) provides more detail of all the comments and the Council's consideration of and response to the issues raised. Copies of all the responses received as part of the consultation, together with a report of all the verbatim responses received, have been placed in the Members' Room and Cabinet Room. Comments received were largely in response to the specific questions consulted upon rather than any issues with the wider HWRS Review as a whole.

3.22 During the consultation period we primarily engaged with East Sussex County Council elected members, Parish Councils and members of the public. We have discussed the rationale behind the proposals with our neighbouring authorities. We have also continued our engagement with key stakeholders and met with some charitable organisations to better understand how they use our HWRS network.

HWRSs Operated by Alternative Organisations

3.23 We engaged with stakeholders during the consultation and were asked to consider how proposals for community-run and community-funded HWRS sites could be supported by the authority if Cabinet approve the recommendation to close the part time sites at Forest Row and Wadhurst. Some examples of this have been seen elsewhere with varying degrees of success. Appendix 5 provides further information on examples of where Waste Disposal Authorities have closed sites and their use has transferred to alternative organisations.

3.24 Suffolk County Council closed seven HWRS sites in 2011, all of which were reopened by other organisations. Three of these since have since closed. Of the four that remain, three are operated by the private sector and often on a part time or ad-hoc basis. One of the four sites, which is now operated by a local charity, closed after several years of operation but later it reopened funded by a Local Authority grant. Suffolk continues to provide financial and technical support.

3.25 Warwickshire County Council carried out a tendering exercise relating to a number of its HWRSs and reuse shops. By appointing a franchisee, Warwickshire was able to use the franchise fee to contribute towards the other waste disposal costs of the sites. Warwickshire retains the site waste permits and arranges the onward movement of material from the sites. The model is based on 13 reuse shops and 4

HWRSs sites being managed by the same franchisee and thereby providing it with greater volumes and income from recycling and reuse.

3.26 The Medium Term Financial Plan (MTFP) does not include an ongoing financial contribution from the Council for the HWRS if the operation of the sites transferred to another appropriate organisation. If Cabinet approve the recommendation to close the two sites, we will assist in terms of advice around aspects such as permitting and regulation, site competence cover, duty of care, etc.

3.27 Forest Row Parish Council has expressed an interest in retaining their local site and developing a business case with support and advice from ESCC. The Parish Council has not had sufficient time to develop their business case and has therefore not identified how a community-funded HWRS might operate. Should any viable proposals come forward, they will be considered by the Lead Member for Communities, Economy and Transport.

3.28 If a proposal from the community were to be accepted and East Sussex were to assist by offering peppercorn rent for the site, we would forego the capital value of the land at Forest Row (£175,000-£200,000) and Wadhurst (£150,000-£200,000), or potential rental income which could be in the region of £10,000 per site per year.

4. Review of HWRS evidence

4.1 Our consultation on proposed changes to the HWRS service encouraged respondents to make comments at a number of points including each individual proposal, and our overall approach. These comments have been extremely helpful in showing what is important to residents and what concerns would be raised by potential changes to the service.

4.2 Some of this feedback challenged work and evidence that we presented in our HWRS Review. We have used this information to reconsider our HWRS Review documentation and assess whether or not our own assumptions are correct.

4.3 The most common concern raised was whether changes to the service would cause an increase in fly tipping in East Sussex. We recognise that a change to the service may raise justifiable concerns over what the impact might be. We gathered information relating to other authorities including some of our closest neighbours, who have implemented charging schemes at their sites, and found that fly tipping tonnages do not directly increase as a result of those changes.

4.4 In addition, we analysed the impact of changes to the HWRS service that we made following our last review. In 2014 three of our twelve sites moved from full time to part time opening hours and we found that by cross referencing our own tonnage data, and reports made to the government by our district and boroughs, fly tipping incidents and tonnages have both reduced.

4.5 Many respondents commented that there will be a negative impact on recycling or the environment as a result of any changes made. Residents in East Sussex recycle 43% of their waste. This is a great achievement and in line with the national recycling average. In addition, East Sussex sends only 5% of waste to landfill. This makes us one of the highest performing authorities in the country for minimising waste to landfill. Our review showed that the network of sites can be reduced and still provide reasonable access to the service for residents. Some residents would be more inconvenienced by changes, especially residents who currently use Forest Row and Wadhurst. This would reduce residents' access to a HWRS within 20 minutes from 98.4% to 98.2% of homes, as detailed in the HWRS Accessibility Study. The journey time calculations were carried out using a software package called Visography TRACC. Other organisations that use this software include the Department for Transport and the NHS. We can be confident that the Accessibility Study is a suitable and robust basis upon which to determine reasonable journey times for travel to Household Waste Recycling Sites.

4.6 Respondents raised concerns about the impact of closures on the Ashdown Forest. We undertook an independently verified screening report in 2018 and the conclusion was that there would not be a likely significant impact on the Ashdown Forest as a result of the HWRS closure proposals.

4.7 Some respondents raised concerns about the effect on the local community if the proposals go ahead. Most of these concerns were in relation to the closure of Forest Row and Wadhurst. We recognise that both sites are highly thought of by residents in both areas and that these residents would be most affected if the sites were to close. One purpose of the HWRS review was to identify which sites were of the greatest strategic importance to the county. Forest Row and Wadhurst currently open three days per week and are the least busy sites in the network in terms of visitors per hour. Both sites are comparatively more expensive to operate based on the lower tonnage throughput. If both part time sites were to close, 5% of the

materials collected by the network of HWRSs would be displaced into the surrounding sites and kerbside collections. If both sites were to close, it is estimated that 200 residents in Forest Row and 540 residents in Wadhurst would have to travel for more than 20 minutes to reach an alternative HWRS. However, affected residents of Forest Row and Wadhurst would still be able to access the normal kerbside collection services for waste, bulky items, recycling and garden waste in addition to the remaining available HWRSs.

4.8 We analysed all of the consultation responses and our HWRS review evidence. We do not consider that any new information has been presented that would lead us to withdraw any of our three proposals. This would result in the introduction of charges for non-household waste at all sites, the closure of the part time sites at Forest Row and Wadhurst and subsequent reduction in network size from 12 to 10 sites, and the reduction in opening times at suitable sites. Through discussion with our contractor, Veolia, we are exploring whether a full day closure at certain HWRSs would offer additional efficiencies over and above shorter times. Through discussions with Parish Councils we are also exploring how a HWRS could be operated by another organisation.

5. Charity Waste

5.1 One area that did not form part of the consultation is the management of charity waste at HWRSs. The Council operates a permit scheme which allows charities to dispose of household waste at HWRSs free of charge. However, East Sussex has no defined policy on how this type of waste should be treated.

5.2 The permit scheme is currently used by 102 charities including large furniture reuse organisations, charity shops, social care and education providers, independent schools, churches, meeting halls and environmental organisations. It is estimated that they deliver 1,021 tonnes of waste to the County Council at a cost of £141,473 per annum.

5.2 Appendix 4 sets out in detail how charity waste is managed by East Sussex County Council. It is proposed that the Waste Team continue to engage with Charitable Organisations currently using ESCC facilities for the disposal of their waste to better understand the sources of this waste and what the impact the introduction of any restrictions may have on their organisations. A report will be submitted to Lead Member for Communities Economy and Transport on the findings and options for a Charity Waste Policy in the autumn of 2018.

6. Equality Impact Assessment

6.1 Members must have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty or PSED).

6.2 An Equalities Impact Assessment (Appendix 2) has been carried out to identify adverse impacts that may arise as a result of the proposals for those with protected characteristics. This assessment details potential actions to help minimise, avoid or mitigate negative impacts of the proposals. Members must read the Equalities Impact Assessment and take its findings into consideration when determining these proposals.

6.3 Three main groups have been identified as likely to be more affected by the proposals. These are people aged 75 and over, people with certain disabilities, and people in rural communities. Rurality is not a protected characteristic under the Equality Act 2010, but is an additional factor that ESCC takes into account.

6.4 In terms of site closure, this may mean that these groups may travel less frequently to an alternative site that is further away. Although residents of all ages who live in close proximity to one of the sites proposed for closure would be impacted by the inconvenience of having further to travel to an alternative site, a relatively small number of our current service users overall would be affected. Analysis of journey times also showed that many site users within the catchment area of the sites proposed for closure would not need to travel more than an extra 10 minutes each way to an alternative site.

6.5 People on lower incomes, such as some young working families, and some elderly residents and disabled people may be more impacted by the proposal to charge for non-household waste or in the case of site closures it may mean that they will incur additional fuel costs. However the impact will be less for those who link their visit to a recycling site with a trip for another purpose where possible such as work, shopping or visiting friends and family.

6.6 Overall, the potential impacts of the service changes are likely to be small. The current network of 12 sites and free disposal of non-household waste provides residents with a level of service that is higher than

is legally required. The charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no income is intended to be generated.

6.7 To help avoid negative impacts on these groups, the County Council will work with the District and Borough Councils to ensure that residents are well informed of the ranges of other ways that they can dispose of their waste, including the comprehensive kerbside recycling and refuse collections and the 'assisted collection' service which gives extra help for elderly and infirm residents. We will continue to promote other alternatives to visiting a household waste recycling site including the local recycling points, clinical waste collections, kerbside garden waste, bulky waste collections and home collections of reusable furniture by charities.

6.8 Prior to the introduction of any changes, we will clearly advertise the changes to ensure that site-users are well-informed. We will continue to work with site staff to ensure that additional help on site is provided when requested and continue to advertise this additional support that is already available, and we will continue to listen to feedback from site users to try to continue to improve the accessibility of our HWRS.

7. Implementation

7.1 Subject to agreement by Cabinet, implementation of the proposals would be carried out as follows.

Charging for non-household waste

7.2 It is proposed that the chargeable waste scheme would be communicated to residents over the summer and would start on Monday 3 September 2018.

Closure of the part time sites at Forest Row and Wadhurst

7.3 The two sites proposed for closure would be subject to a contractual notice period and it is therefore proposed they would close at the end of business on Sunday 30 September 2018. This will provide time for customers to be informed of the changes and to be provided with information on alternative HWRS services that are available to them.

Changes to site opening times

7.4 It is proposed that changes to opening times at Lewes and Mountfield HWRSs are communicated to residents over the summer and would begin on the 1 October 2018.

Hailsham HWRS improvements

7.5 The option to relocate is still being assessed. However, the option to upgrade the existing site will continue if the relocation is not possible. Subject to planning permission being granted to slightly extend the existing site, it is anticipated that work will commence towards the end of 2018 and may continue into early 2019. This will coincide with the quietest time of the year for the site and minimise inconvenience to residents who use the site.

8. Financial Analysis

8.1 The Medium Term Financial Plan (MTFP) reduces the waste service budget by £558k in 2018/19 and a further £162k in 2019/20. The service review was carried out to identify options to help achieve these savings.

8.2 Implementation of all recommendations would enable East Sussex to deliver against the proposed savings agreed by Full Council in February 2018. There are risks associated with the precise level of savings that might be delivered. These arise in relation to negotiations and also uncertainty over demand levels once changes are implemented. Whilst the consultation assists in being able predict the effects of the proposed changes, until they are implemented and have been in place for a period of time it is not possible to know precisely what impact they will have in terms of tonnage that passes through the system. Consequently while it is anticipated that the savings target of £720,000 will be met, or even potentially exceeded, there is also the potential for a shortfall, which would have to be met in other service areas.

9. Waste Contract Savings Scrutiny Review Board of the Economy, Transport and Environment (ETE) Scrutiny Committee

9.1 At the ETE Scrutiny Committee meeting held on 14 June 2017 the Committee agreed to establish a Scrutiny Review Board to examine in detail the opportunities for savings and efficiencies in the Waste Contract. The board has subsequently met four times since and is due to meet and consider this report on 18 June 2018.

9.2 The Board understood that it might be necessary to close a limited number of HWRS sites as well as introducing charging for certain types of non-household waste in order to achieve the required savings for 2018/19 and in the future. The Board recommended that it would be better to include both measures in the forthcoming consultation, rather than having to consult separately on the issues. The Board recommended that ESCC consult on firm proposals regarding specific sites, if closures and reduced hours together with charging are the only way to achieve the necessary levels of savings.

10. Conclusion and Reasons for Recommendations

10.1 It is estimated that the savings target will be met if all the proposals are implemented. It is also known that there will be additional revenue budget pressures as funding levels decrease in future years. Therefore, this report recommends that the following changes are made to the HWRS service –

- Charges are introduced for rubble and soil, plasterboard, asbestos and tyres at all HWRSs
- Closure of the two part time HWRSs at Forest Row and Wadhurst
- Reduction in opening times at Lewes and Mountfield HWRSs to 9-4pm

10.2 We have considered all of the feedback and concerns received during the consultation process and do not feel that the proposals should be withdrawn as a result of the information that our stakeholders have provided. We have learnt of the strong desire for the community to investigate whether they can run a site and we will support by giving advice and guidance. We will also explore whether a full day closure at certain HWRSs might offer further efficiencies beyond a shorter working day. The proposed changes to the HWRS service will enable East Sussex County Council to deliver required savings against its reduced waste budget.

10.3 The implementation of the proposals resulting from the Household Waste Recycling Site Review would enable the waste service to continue to provide high quality sites and a wide range of materials for recycling and disposal. The changes would also mean that East Sussex County Council continues to comply with its statutory obligations to provide sites that are reasonably accessible to residents of East Sussex and available for the free disposal of household waste.

10.4 East Sussex County Council only has a duty to accept residents' household waste free of charge at a HWRS. This duty does not extend to rubble and soil, asbestos, tyres and plasterboard. Charging for a limited number of non-household waste types has been implemented by over a third of Councils and aligns the authority with a number of close neighbours. The likely charge of £4 per bag and £2 per tyre is in line with charges that other authorities make for these types of material, and the proposal relates to materials that most residents do not generate on a regular basis.

10.5 Analysis from the HWRS review shows that 98.4% of residents have access to a site within a 20 minute drive from their property. The proposed reduction in the network shows that 98.2% of residents would still have access to a HWRS within a 20 minute drive from their property.

10.6 East Sussex County Council will provide advice to other organisations who may wish to present a business case to take over the operation of the sites proposed for closure and seek to offer the land at peppercorn rent if appropriate.

10.7 Residents expressed the highest level of support for reducing opening times at the HWRSs, although this proposal delivers a smaller saving. Initially two sites have been identified as suitable for reduced opening. Discussions with Veolia have indicated that a full day closure at each site may offer higher savings, but full day closures did not form part of the public consultation.

10.8 ESCC wants to continue to be able to offer local Charities reasonable levels of support with waste disposal, but this should be framed by an agreed policy. Options will be presented to Cabinet later in the year when engagement with East Sussex charities has been completed.

10.9 ESCC will continue to closely monitor levels of flytipping and take appropriate action with all relevant partner authorities and agencies to ensure implementation of any proposals does not have a negative impact on the environment.

RUPERT CLUBB

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None

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Cabinet
26 June 2018
Appendix 1

HWRS Service Review
Public Consultation Analysis

Prepared in conjunction with



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1. Executive Summary

1.1 The County Council undertook a public consultation on proposed changes to the county's Household Waste Recycling Sites service from February to May 2018. This followed a thorough review of the sites carried out in 2017 which identified ways of making necessary savings of £720,000 to the annual Waste and Recycling budget.

1.2 The proposed changes consulted upon included:

- charging for certain waste types that are not 'household waste', i.e. rubble, soil, plasterboard, tyres and asbestos,
- closing the part-time recycling sites at Forest Row and Wadhurst,
- changing recycling site opening hours to better suit demand and;
- improving the layout of Hailsham recycling site.

The County Council considers these proposals should enable the necessary savings to be made while ensuring the provision of a good level of service for residents with reasonable access to a network of Household Waste Recycling Sites (HWRSs).

1.3 Respondents were invited to have their say on the proposed changes via a consultation survey which was completed by a total of 3,385 people. Almost half the responses to the survey were from users of the part-time sites proposed for closure at Forest Row and Wadhurst, and four petitions were also received against the site closures with a total of 6,794 signatures.

1.4 During the consultation period, 31 members of the public emailed the Council's Waste team directly, or wrote or phoned us with their comments. We also received representations from two MPs and 17 organisations, including Parish and District Councils and a neighbouring County Council.

1.5 Overall, just under a third of survey respondents (30%) found the proposals acceptable as a way to make savings, with just over half (55%) finding them unacceptable.

1.6 Proposal 1: to charge for certain waste types

1.6.1 A higher level of support was received for this proposal than for the proposed changes overall, and just over half (56%) of survey respondents felt it was broadly acceptable. Issues raised in response to this proposal included concerns about fly-tipping, comments around the items charged for and the level of charge and concerns that the effects of the proposal will cost the council more than it will save.

1.7 Proposal 2: to close the recycling sites at Forest Row and Wadhurst

1.7.1 In response to the site closure proposal, when asked if they agreed whether the ten remaining sites would provide a reasonably accessible service if Forest Row and Wadhurst closed, the majority of survey respondents, just over half (54%), broadly disagreed. However the views of local users of these two sites responding to the survey are different to those of all the survey respondents in general, as they would be most affected by the proposal to close. For those respondents that use either Forest Row or Wadhurst as their main site, almost all (99%) felt that closing their local site was unacceptable.

1.7.2 The principal concern raised was the potential for an increase in fly-tipping. The comments and petitions received in response to the proposals to close Forest Row and Wadhurst sites show that the sites themselves as a facility, along with the reuse shops, are highly valued by their users, and it was frequently raised that site closures would result in a negative impact on the community. Respondents also commented on the potential negative impact on recycling or the environment.

1.8 Proposal 3: to make changes to recycling site opening hours

- 1.8.1 There was considerable support for reducing opening hours at the sites overall during quieter times, and just over two-thirds (70%) of survey respondents thought that this was broadly acceptable.
- 1.8.2 When asked about opening Eastbourne and Crowborough sites for longer at the weekend and closing them during quieter times in the week, over two-thirds (70%) of respondents thought this was broadly acceptable, excluding those that said the question was not applicable and did not visit those sites. For those survey respondents that said they use Eastbourne or Crowborough as their main site, there was even more support for the proposal.
- 1.8.3 Comments in response to this proposal included support for weekend opening, but there were also concerns about the current or proposed times being inconvenient for those that work.
- 1.9 The three most frequent suggestions made for ways to improve recycling at the sites were to sell items brought to the sites to raise revenue; suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings; and suggestions for other charges, to only charge for some items or that proposed charges are too high.
- 1.10 Overall the top five most frequently emerging themes in the comments from consultation survey respondents were: concerns about increases in fly-tipping; positive comments regarding a particular site (including how busy it is) and the negative impact on the community if proposals go ahead; concerns about a negative impact on the environment/recycling as a whole; suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings; and comments that the remaining sites are too far away, or it will take too long to travel, some saying longer than 20 minutes.
- 1.11 Following our analysis of consultation responses and comments, we do not consider that new information has been presented that would lead us to withdraw our proposals. This would result in the introduction of charges for non-household waste at all sites, the closure of the part time sites at Forest Row and Wadhurst and subsequent reduction in network size from 12 to 10 sites, and the reduction in opening times at suitable sites. Through discussion with our contractor Veolia, we are exploring whether a full day closure at certain HWRSs would offer additional efficiencies over and above shorter times. Through discussions with Parish Councils we are also exploring how an HWRS could be operated by another organisation.
- 1.12 Overall, it is considered that the potential impacts of the service changes are likely to be small. The level of service we are proposing ensures that we comply with our statutory duties. Closing sites would reduce residents' access to a HWRS within 20 minutes' drive-time to an alternative site from 98.4% to 98.2% of homes. With the improvements to the Hailsham site and the additional weekend opening hours proposed for the Eastbourne and Crowborough sites, we feel that the proposals will ensure the provision of a good level of service for residents with reasonable access to a network of HWRSs to meet the needs of current and future users.

2. Introduction

- 2.1 Between 22 February and 15 May 2018 the County Council undertook a public consultation on proposed changes to the Household Waste Recycling Sites service in East Sussex. This followed a review of the sites carried out in 2017 which looked at a variety of information, including use of the sites and the Council's legal duties and identified possible ways of making savings while considering residents' needs, and continuing to provide residents with reasonable access to Household Waste Recycling Sites.
- 2.2 As a result of the review of Household Waste Recycling Site service, a number of changes were proposed, including:
- charging for certain waste types that are not 'household waste', i.e. rubble, soil, plasterboard, tyres and asbestos,
 - closing the part-time recycling sites at Forest Row and Wadhurst,
 - changing recycling site opening hours to better suit demand and
 - improving the layout of Hailsham recycling site.
- 2.3 These proposed changes would enable the County Council to make the required level of savings to the annual Waste and Recycling budget of £720,000 whilst maintaining a good level of service for residents. For the full Household Waste Recycling Site review, see Appendix 6 to the Cabinet report.
- 2.4 During the consultation, respondents were invited to have their say on the proposed changes listed above, by completing a consultation questionnaire. A total of 3,385 people responded to the questionnaire: 98.6% (3,336) of respondents completed the questionnaire online and 1.4% of respondents (49) completed a paper version of the questionnaire.
- 2.5 People also emailed the Council's Waste team directly or wrote in with their comments, and 36 representations via email and letter (and one phone call) were received after the start of consultation from members of the public, organisations and MPs. Twelve Parish Councils, a District Council and a neighbouring County Council also sent in representations (see Appendix 1 of this report).
- 2.6 There were also four petitions received against site closure, totalling 6,794 signatures. Prior to the start of the formal consultation period, two petitions against the closure of the Forest Row site were received from Forest Row Parish Council, amounting to 3,959 signatures, and two more petitions were received during the consultation period from Wadhurst Parish Council and Frant Parish Council against the closure of the Wadhurst site totalling 2,835 signatures.
- 2.8 In addition, officers have attended meetings with East Sussex County Council elected members, parish councils and members of the public. All of the comments, feedback and suggestions received during the consultation have been analysed and have helped to inform the final proposals for presentation to East Sussex County Council's Cabinet on 26 June 2018.
- 2.9 The response to the consultation questionnaire has been overwhelmingly from users of recycling sites (99% of respondents). A large proportion of responses (48%) were from users of the part-time sites at Wadhurst and Forest Row. Analysis of those responses where a postcode was given showed that around 5% of respondents were from outside the County.

- 2.10 In all, 30% of respondents found the proposals overall either “perfectly acceptable”, or “acceptable” as a way to make savings, with a further 15% of respondents choosing ‘neutral’. 55% of respondents found the proposals overall either ‘Totally unacceptable’ or ‘Unacceptable’.
- 2.11 MCL, a locally-based transport and research consultancy, were appointed to provide data processing and analysis services in support of the consultation. This report is produced by the County Council in conjunction with MCL.
- 2.12 This report provides a complete analysis of all of the consultation questionnaires completed. It also includes the Council’s response to the main issues raised in questionnaire responses and other forms of representations (e.g. email, letter and face to face meetings). Section 5 of the report also provides a summary of the representations from key stakeholders made outside of the consultation questionnaire.
- 2.13 A range of methods and media were used to publish and advertise the consultation, to try to ensure that as many people as possible were encouraged and able to give their views. The intention was to ensure participation from a wide range of interested members of the local population and representative groups.
- 2.14 The publicity included a press release, banners displayed at all East Sussex Household Waste Recycling Sites, leaflets and posters at the sites and at the county libraries, and promotion on the County Council’s website and via social media. Various stakeholders were emailed directly to notify them of the proposals and the consultation, encouraging them to respond via the survey or in writing. These included the County, District and Borough Councils and councillors, Town and Parish Councils, MPs, our waste disposal contractor and a variety of relevant local third sector and public sector organisations (see Appendix 2 of this report).
- 2.15 The priorities and proposals were set out in the introduction to the consultation questionnaire, which is reproduced in full in Appendix 3 of this report. The questionnaire was available in different formats upon request, and included seven sections as follows:
1. Use of service, and recycling site used most often;
 2. Proposal 1 – to charge for certain waste types presently not charged for;
 3. Proposal 2 – to close the part-time recycling sites at Forest Row and Wadhurst;
 4. Proposal 3 – to make changes to recycling site opening hours;
 5. Supplementary question, the principle of a small charge to enter the recycling sites;
 6. Overall views and ranking of the proposals, and whether respondent is an individual or responding as part of an organisation;
 7. “About you” – questions designed to allow us to make informed decisions, by helping us to ensure the views of different groups are represented.

3. Summary of Results

The overall responses to each of the questions asked are summarised below – questions 1 to 15 relating to the respondent’s use of facilities and their views regarding the proposals being put forward.

Further questions (16 to 26) providing demographic and other personal information to assist in analysis and interpretation of the results are included in section 6, ‘About You - Classification of Respondents’.

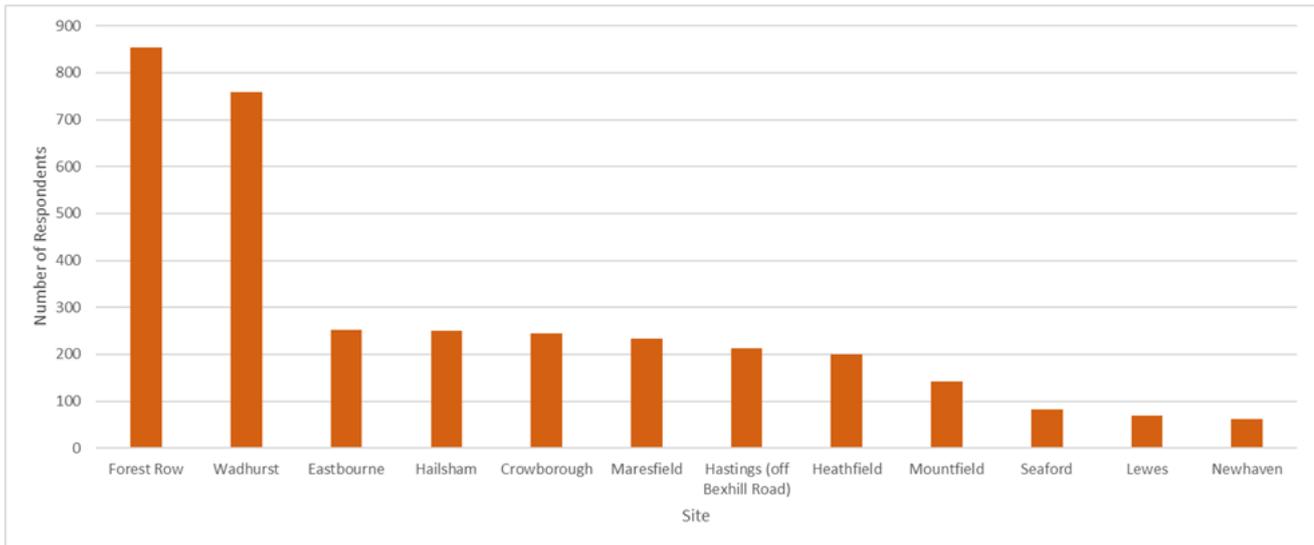
The Recycling Site you use

Q1. Do you use a household waste recycling site in East Sussex?

Response	Number of Respondents	Percentage
Yes	3,356	99%
No	28	1%
Total Number of Respondents	3,384	100%

Q2. If yes, which site do you use most often?

Response	Number of Respondents	Percentage
Forest Row	853	25%
Wadhurst	759	23%
Eastbourne	252	8%
Hailsham	250	7%
Crowborough	244	7%
Maresfield	233	7%
Hastings (off Bexhill Road)	212	6%
Heathfield	199	6%
Mountfield	142	4%
Seaford	83	2%
Lewes	69	2%
Newhaven	62	2%
Not Answered	25	1%
Total Number of Respondents	3,383	100%



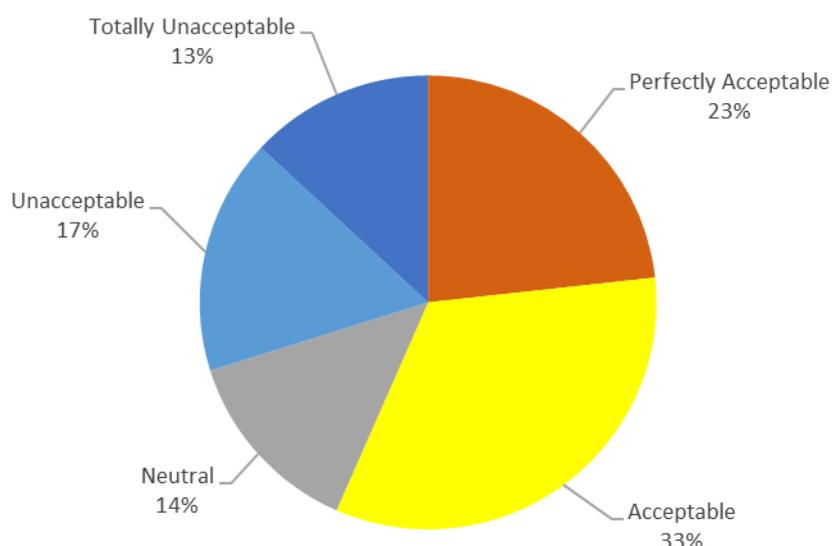
The response is overwhelmingly from users of the recycling sites, and it is also very clear that the proposal to close the part-time sites at Wadhurst and Forest Row has produced a much stronger response from those areas than from others. The survey shows that 47.6% of all respondents identified one of these two sites as the one they use most often.

The next section of the questionnaire sets out the proposals for possible changes to services, so that respondents could give their views in relation to each.

Proposal 1 - to charge for certain waste types presently not charged for

Q3. What do you think of the proposal to charge for the disposal of rubble, soil, plasterboard, tyres and asbestos to cover our disposal costs?

Response	Number of Respondents	Percentage
Perfectly Acceptable	786	23%
Acceptable	1,134	33%
Neutral	458	14%
Unacceptable	566	17%
Totally Unacceptable	440	13%
Total Number of Respondents	3,384	100%



56% of respondents stated this proposal was either perfectly acceptable or acceptable, with 30% expressing dissatisfaction. Our analysis shows that respondents in the oldest age groups, 75-84 and 85+, were least likely to oppose the proposal, with 16% and 8% respectively finding it unacceptable or totally unacceptable.

Respondents were invited to record comments as free text in relation to each proposal. In relation to Proposal 1, the ten most commonly recorded themes, in order of frequency, are listed in the table below. The comments evidenced that a proportion of respondents linked their support of this proposal to a hope that its implementation would prevent closure of the Forest Row or Wadhurst sites. The top issues listed are addressed below table P1 and in 'The Council's Response to Key Themes' section 4.

Table P1 – Summary of main themes in relation to Proposal 1

Rank	Comment Theme	Quantity
1	There is a concern there will be an increase in fly-tipping	654
2	Suggests other charges/only charge for some items/charges too high	288
3	The effects of the proposals will cost the council more than they will save (e.g. the cost of clearing up fly-tipping or the cost of staff to collect/administer the charges)	142
4	Agree with the Proposal	104
5	People don't want to pay any charges, either to dispose of non-household waste or to enter a waste site	103
6	We pay enough council tax to cover the cost of the sites/non-household waste items	70
7	Some items of non-household waste should be classified as household waste	58
8	Agrees with some of the proposals as long as it means threatened sites remain open	57
9	Comments regarding proposed non-household waste sack size / sack weight issues / sack costs	55

10	Asbestos materials need to be disposed of safely/concerns about irresponsible dumping/handling of these materials	49
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In total 1,306 people made comments relating to Proposal 1. The principal issue raised regarding this proposal is the potential for fly-tipping of the materials concerned, there was also a view that cost savings will be offset by additional cost in dealing with such consequences. Trade waste is not allowed into our recycling sites, but a number of people also raised concerns that some tradespeople are perceived as abusing the service, in some cases this extends to a view that these users ought to bear any additional costs that are to be introduced.

A large number of the *suggestions* received are around the detail of what charges should apply for what materials, and the proposed level of charges overall. The comments evidence that some feel the charges are too high, and some do not want to pay charges at all.

There were also a significant number of comments (161) in broad support for this proposal. A range of more general comments were made and there were also a number of themes identified comprised of comments raised by between one and 48 respondents.

Chargeable Waste Schemes for non-household waste at HWRSs are well established across England and Wales. A 2017 WRAP survey showed that 37% of responding authorities who are responsible for 421 HWRSs either charge already or are about to implement their scheme. A further 14% of the authorities have schemes under consideration. Introducing disposal charges would align East Sussex County Council’s HWRS service with nearby authorities such as Surrey and Hampshire County Councils who both charge for non-household waste.

The charges we have suggested are in line with those charged by other councils and have been calculated to cover the costs of waste disposal and implementing the scheme, and no profit would be received. We are not currently planning to introduce entry charges at our recycling sites and this Government does not allow the Council to charge an entry fee to recycling sites.

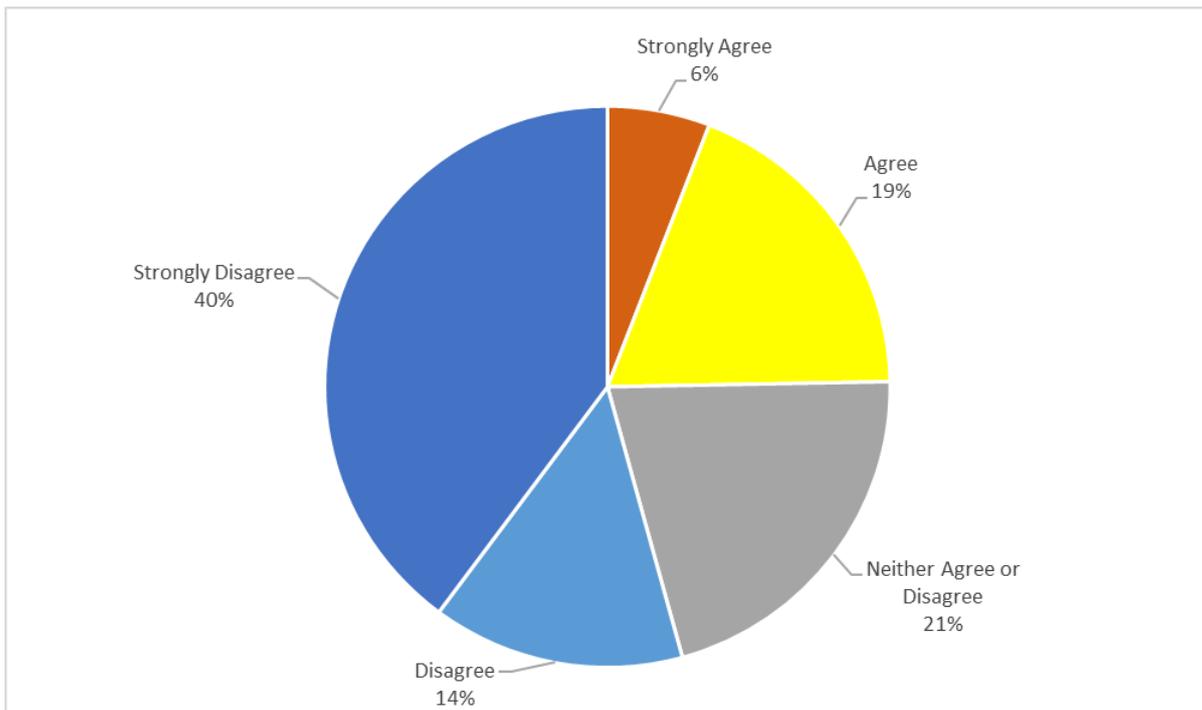
We gathered information relating to other authorities including some of our closest neighbours, who have implemented charging schemes at their sites, and found that fly-tipping has not directly increased as a result of those changes.

Some concerns were also raised about people burning waste, hiding it in refuse or disposing of asbestos irresponsibly. We would ensure that any publicity about a new scheme would include information aimed at preventing these potential impacts.

Proposal 2 – to close the part-time recycling sites at Forest Row and Wadhurst

Q5. If we closed Forest Row and Wadhurst recycling sites, do you agree the remaining ten sites across the county would give residents reasonable access to the service?

Response	Number of Respondents	Percentage
Strongly Agree	197	6%
Agree	633	19%
Neither Agree or Disagree	708	21%
Disagree	492	14%
Strongly Disagree	1,354	40%
Total Number of Respondents	3,384	100%



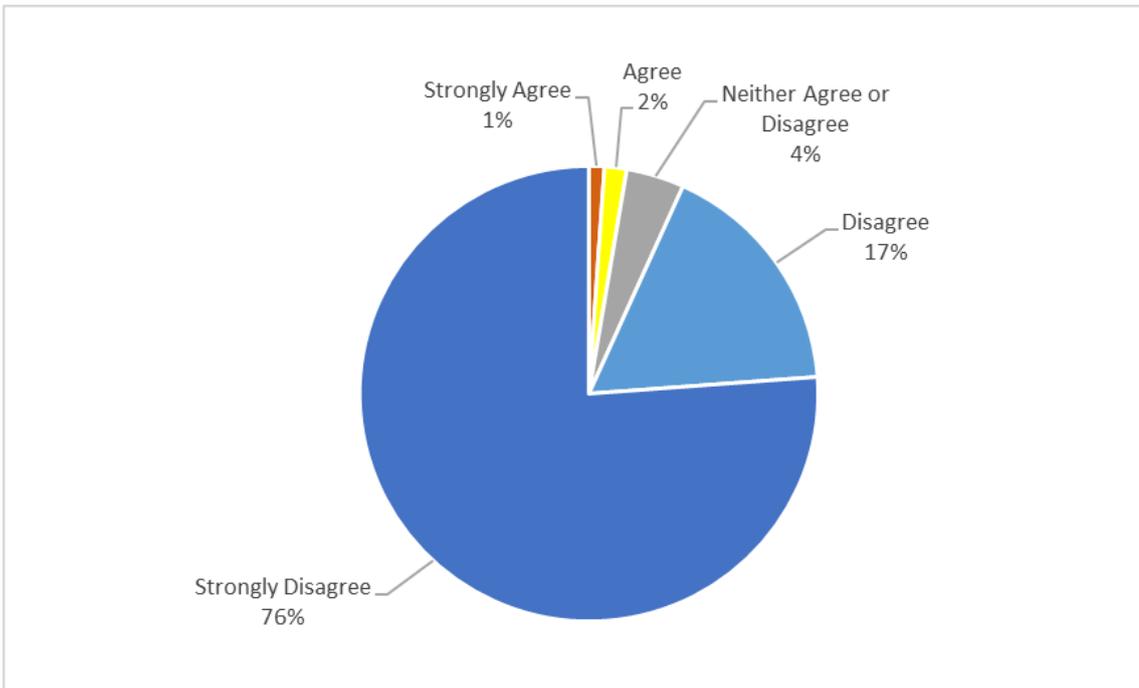
25% of respondents either agree or strongly agree with Proposal 2, but a majority of 54% did not agree. Almost half of all respondents to the consultation questionnaire record Wadhurst or Forest Row as the site they use most often, and the proposed closure of these sites is clearly an important issue for respondents, so it is not surprising that they have raised concerns here.

Given that the proposal to close the Forest Row and Wadhurst sites will most strongly affect the users of these sites, the response to question 5 has also been filtered by those respondents that selected these sites in answer to question 2 ('which site do you use most often?').

Q5. If we closed Forest Row and Wadhurst recycling sites, do you agree the remaining ten sites across the county would give residents reasonable access to the service?

Analysis for respondents using Forest Row site most often

Response	Forest Row	Percentage
Strongly Agree	9	1%
Agree	13	2%
Neither Agree or Disagree	34	4%
Disagree	149	17%
Strongly Disagree	648	76%
Total Number of Respondents	853	100%

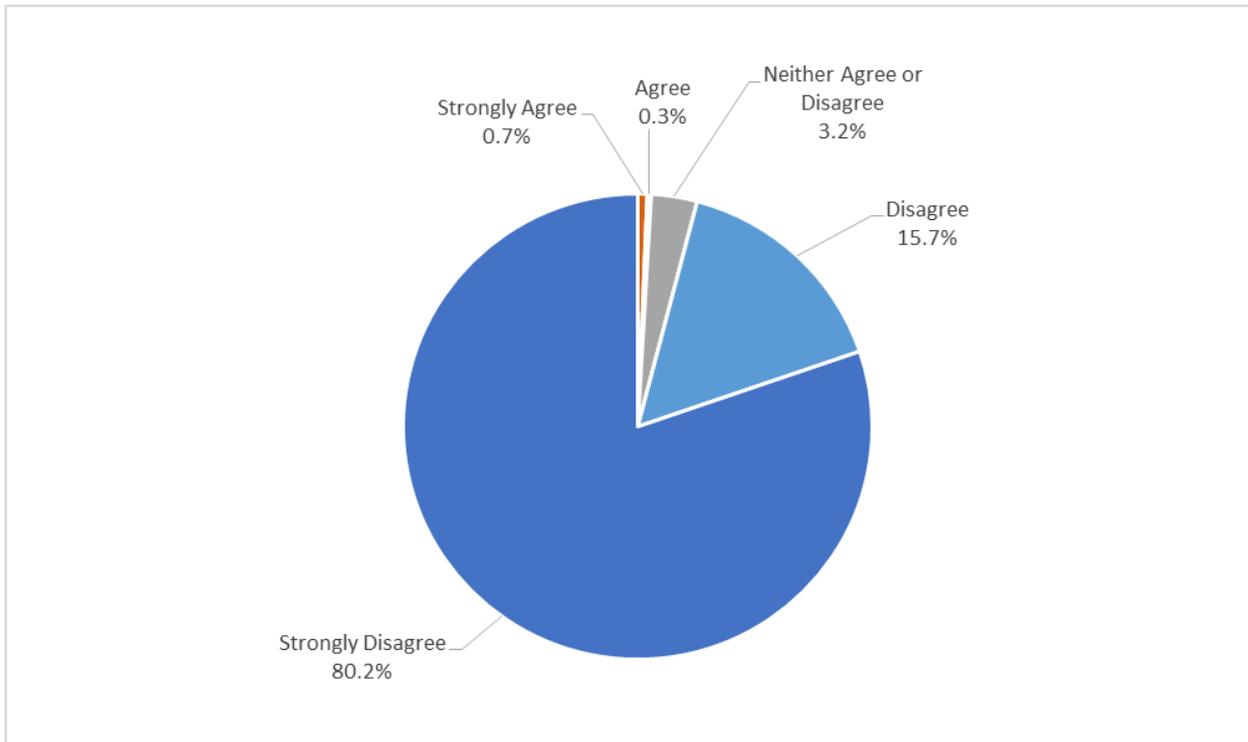


3% of Forest Row respondents either agree or strongly agree with Proposal 2, but the vast majority (93%) did not agree.

Q5. If we closed Forest Row and Wadhurst recycling sites, do you agree the remaining ten sites across the county would give residents reasonable access to the service?

Analysis for respondents using Wadhurst site most often

Response	Wadhurst	Percentage
Strongly Agree	5	0.7%
Agree	2	0.3%
Neither Agree or Disagree	24	3.2%
Disagree	119	15.7%
Strongly Disagree	609	80.2%
Total Number of Respondents	759	100%

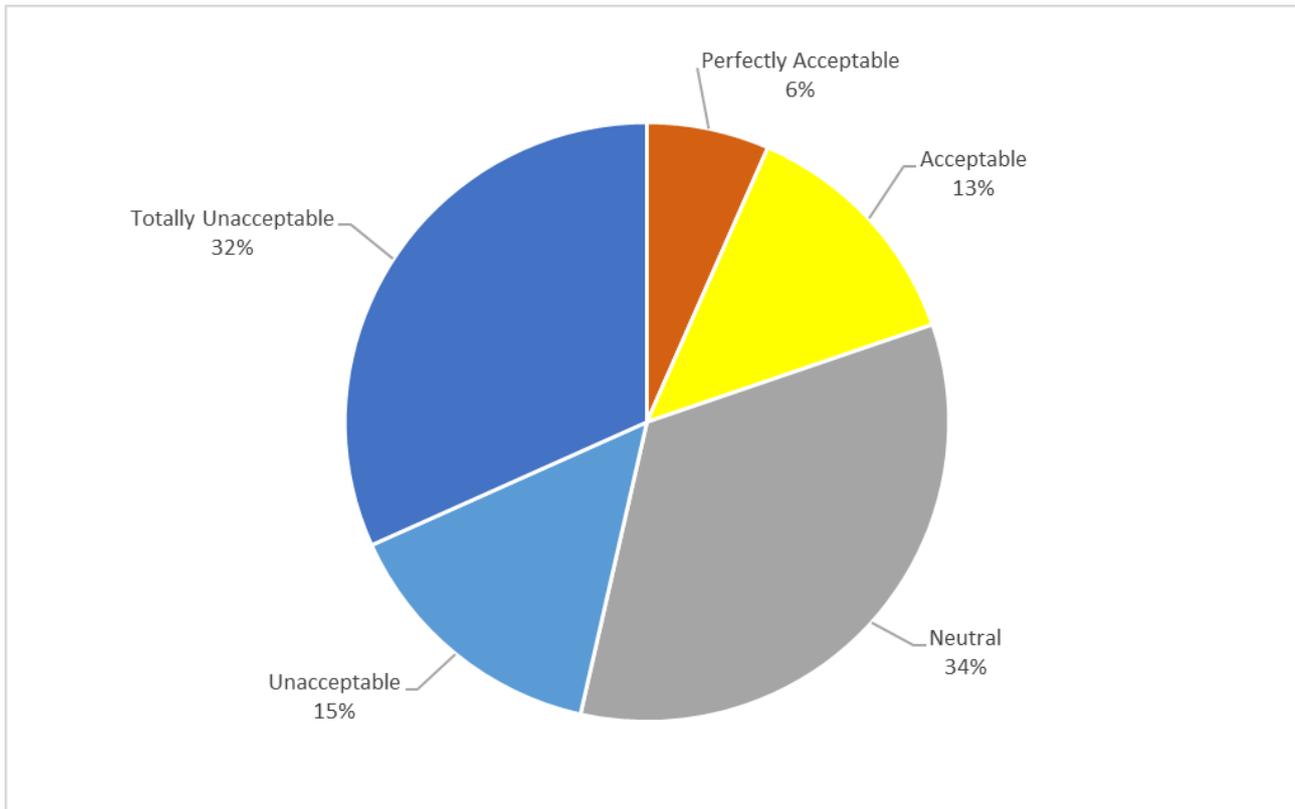


1% of Wadhurst respondents either agree or strongly agree with Proposal 2, but the vast majority (96%) did not agree.

Respondents were then asked what they thought of the proposal to close the Forest Row site (question 6) and the Wadhurst site (question 7). Responses to these are shown below, and it is clear that the pattern of response in each case is very similar.

Q6. What do you think of the proposal to close Forest Row Household Waste Recycling Site?

Response	Number of Respondents	Percentage
Perfectly Acceptable	222	6%
Acceptable	445	13%
Neutral	1,143	34%
Unacceptable	498	15%
Totally Unacceptable	1,074	32%
Total Number of Respondents	3,382	100%

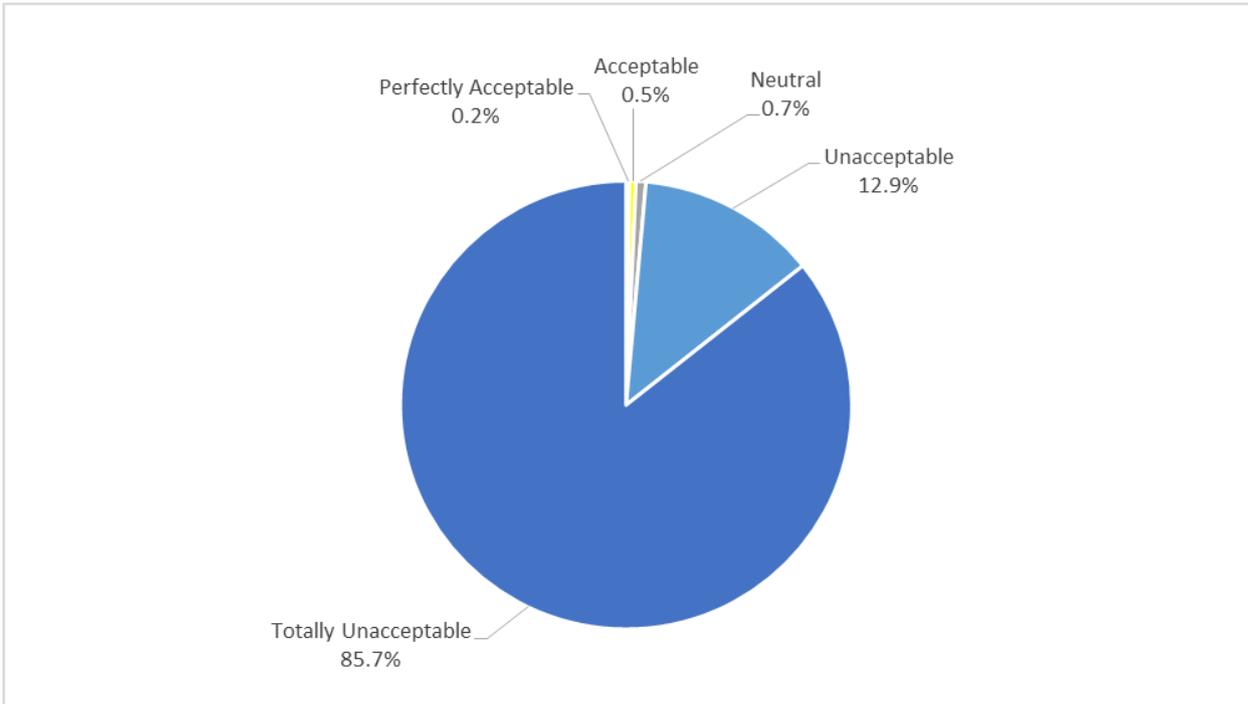


In the overall response here, a small majority find the proposal acceptable or are neutral, but 47% overall find it unacceptable or totally unacceptable. It is understandable that a significant proportion of respondents are neutral, being some of those that do not use the site at Forest Row.

Given that the proposal to close the Forest Row site will most strongly affect the users of this site, the response to question 6 has also been filtered by those respondents that selected this site in answer to question 2 ('which site do you use most often?').

Q6. What do you think of the proposal to close Forest Row Household Waste Recycling Site? Analysis for respondents using Forest Row site most often

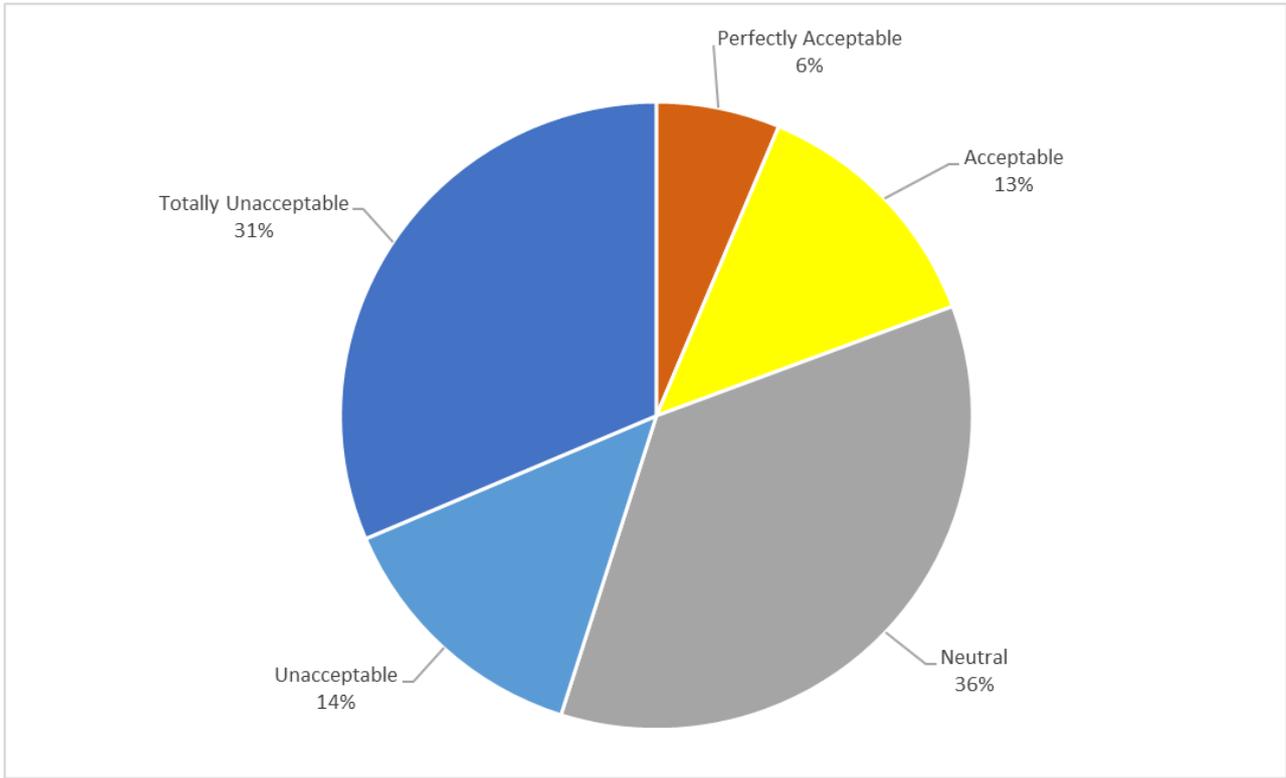
Response	Forest Row	Percentage
Perfectly Acceptable	2	0.2%
Acceptable	4	0.5%
Neutral	6	0.7%
Unacceptable	110	12.9%
Totally Unacceptable	730	85.7%
Total Number of Respondents	852	100%



With this filter applied, it is clear that the response from users of the site is very much against the proposal. Less than 1% found the proposal generally acceptable, with less than 1% of users being neutral and almost 99% finding it widely unacceptable.

7. What do you think of the proposal to close Wadhurst Household Waste Recycling Site?

Response	Number of Respondents	Percentage
Perfectly Acceptable	214	6%
Acceptable	439	13%
Neutral	1,201	36%
Unacceptable	464	14%
Totally Unacceptable	1,061	31%
Total Number of Respondents	3,379	100%

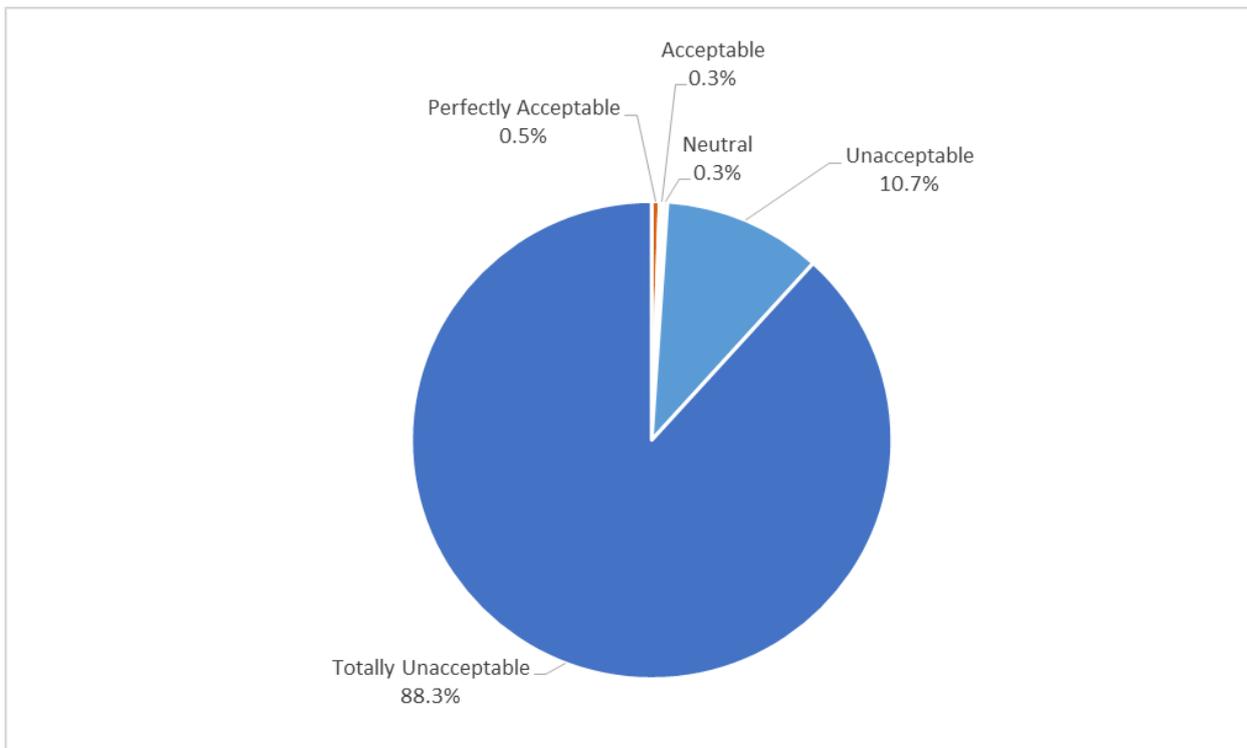


The response here is very similar to that for the Forest Row site. The most common response is neutral, but 45% find the proposal unacceptable or totally unacceptable, as opposed to 19% who find it acceptable or perfectly acceptable.

Again, given that the proposal to close the Wadhurst site will most strongly affect the users of this site, the response to question 6 has also been filtered by those respondents that selected this site in answer to question 2 ('which site do you use most often?').

***Q7. What do you think of the proposal to close Wadhurst Household Waste Recycling Site?
Analysis for respondents using Wadhurst site most often***

Response	Wadhurst	Percentage
Perfectly Acceptable	4	0.5%
Acceptable	2	0.3%
Neutral	2	0.3%
Unacceptable	81	10.7%
Totally Unacceptable	670	88.3%
Total Number of Respondents	759	100%



The filtered response is almost the same as with Forest Row site users in relation to that site. Although a small proportion, almost 1%, did say they found the proposal to be perfectly acceptable or acceptable, less than 1% were neutral and 99% of Wadhurst site users found it to be broadly unacceptable.

As with proposal 1, the table below sets out the ten most commonly expressed views in relation to Proposal 2, in order of frequency. The top issues listed are addressed below table P2 and in 'The Council's Response to Key Themes' section 4.

Table P2 – Summary of principal comments submitted in relation to proposal 2

Rank	Comment Theme	Quantity
1	There is a concern there will be an increase in fly-tipping	537
2	Positive comments regarding a particular site (including how busy it is), there will be a negative impact on the community if proposals go ahead	451
3	There is a concern there will be a negative impact on the environment/recycling as a whole	441
4	The remaining sites are too far away, it will take too long to travel, some have said longer than 20 minutes	351
5	There will be an increase in traffic/congestion	188
6	Don't want to use the other sites, difficulties in accessing them (other than transport issues)	113
7	Suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings	91
8	It will cost too much to travel to other sites (most say this is due to petrol costs)	90
9	This proposal doesn't affect me	83
10	The remaining sites will not cope well with the extra demand - too small, too busy or opening hours too restricted	82

In total 1,612 people made comments relating to proposal 2, significantly more than for the other proposals.

The principal concern raised was that changes to the service could cause an increase in fly-tipping in East Sussex. We recognise that this proposal raises genuine concerns over what the impacts of the change might be.

We analysed the impact of changes to the HWRS service that we made following our last review. In 2014 three of our twelve sites moved from full-time to part-time opening hours and we found that our own tonnage data and reports made to the Government by our district and borough councils showed that both fly-tipping incidents and fly-tipped quantities by weight had decreased since the opening hours were reduced.

East Sussex County Council will continue to closely monitor levels of fly-tipping and take appropriate action with all relevant partner authorities and agencies to ensure implementation of any proposals does not have a negative impact on the environment. Publicity regarding potential site closures would include information aimed at preventing people from disposing waste illegally or irresponsibly, such as fly-tipping or burning.

The comments showed that the Forest Row and Wadhurst sites themselves as a facility, along with the reuse shops, are highly valued by their users, and some respondents raised concerns about the effect on the local community if the closures go ahead. We recognise that both sites are highly thought of by residents in both areas and that these residents would be most affected if the sites were to close.

One purpose of the HWRS review was to identify which sites were of the greatest strategic importance to the county. Forest Row and Wadhurst current open three days per week and are the least busy sites in the network in terms of visitors and tonnages collected, and relatively more expensive to run.

Many respondents commented that there would be a negative impact on recycling or the environment as a result of any changes made. Residents in East Sussex recycled 44% of their waste in 2016/17. This is a great achievement and in line with the national recycling average. In addition, East Sussex is one of the highest performing authorities in the country for minimising waste sent to landfill. Affected residents of Forest Row and Wadhurst would be able to access other local HWRSs in addition to the normal kerbside collection services for waste, bulky items, recycling and garden waste.

It was raised that the remaining sites are too far away and will take too long to travel to. We appreciate that should the two proposed sites close, drive time to an alternative would increase for residents of Forest Row and Wadhurst and some of the surrounding settlements. However in overall county terms, modelling for the accessibility study within the HWRS Review Report shows that 98.4% of East Sussex residents currently have access to an HWRS within a 20 minute drive. Closing the proposed sites would still provide access to a site within a 20 minute drive for 98.2% of the county's population.

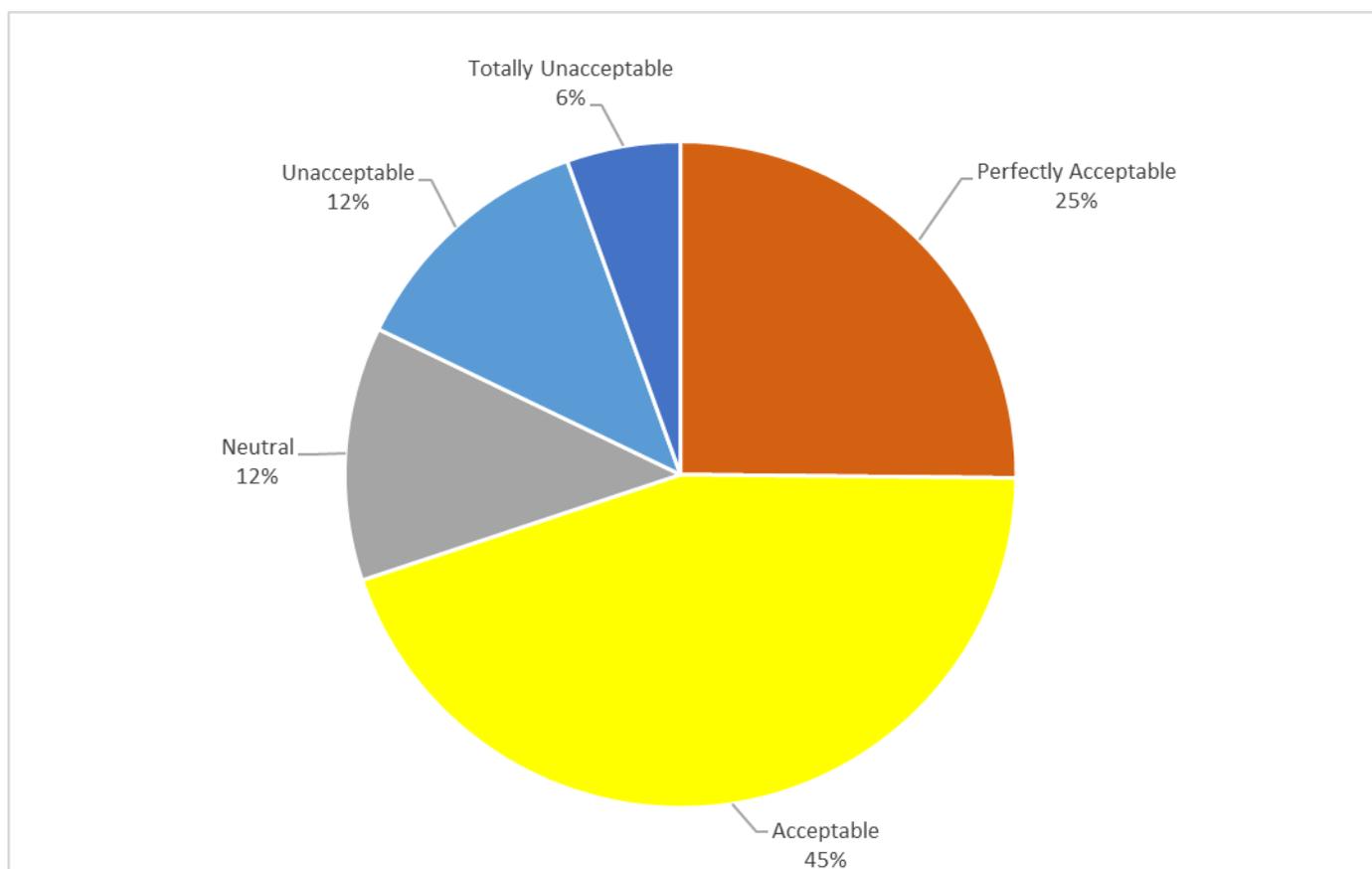
There were also concerns raised that closures will lead to more traffic on roads and more congestion at the 'next-nearest' sites. Other nearby sites within the network, including Crowborough, Heathfield, Maresfield and Mountfield will be able to receive the additional visitors and waste from the Forest Row and Wadhurst recycling sites. Should the two sites close, we will work with our contractor to monitor whether congestion is arising at the alternative sites and if any mitigation is needed.

There were also a number of themes comprised of comments raised by between one and 81 respondents.

Proposal 3 – Changes to recycling site opening hours

Q9. Thinking about the times you would want to visit the recycling sites, what do you think of slightly shorter opening times?

Response	Number of Respondents	Percentage
Perfectly Acceptable	850	25%
Acceptable	1,512	45%
Neutral	417	12%
Unacceptable	418	12%
Totally Unacceptable	186	6%
Total Number of Respondents	3,383	100%

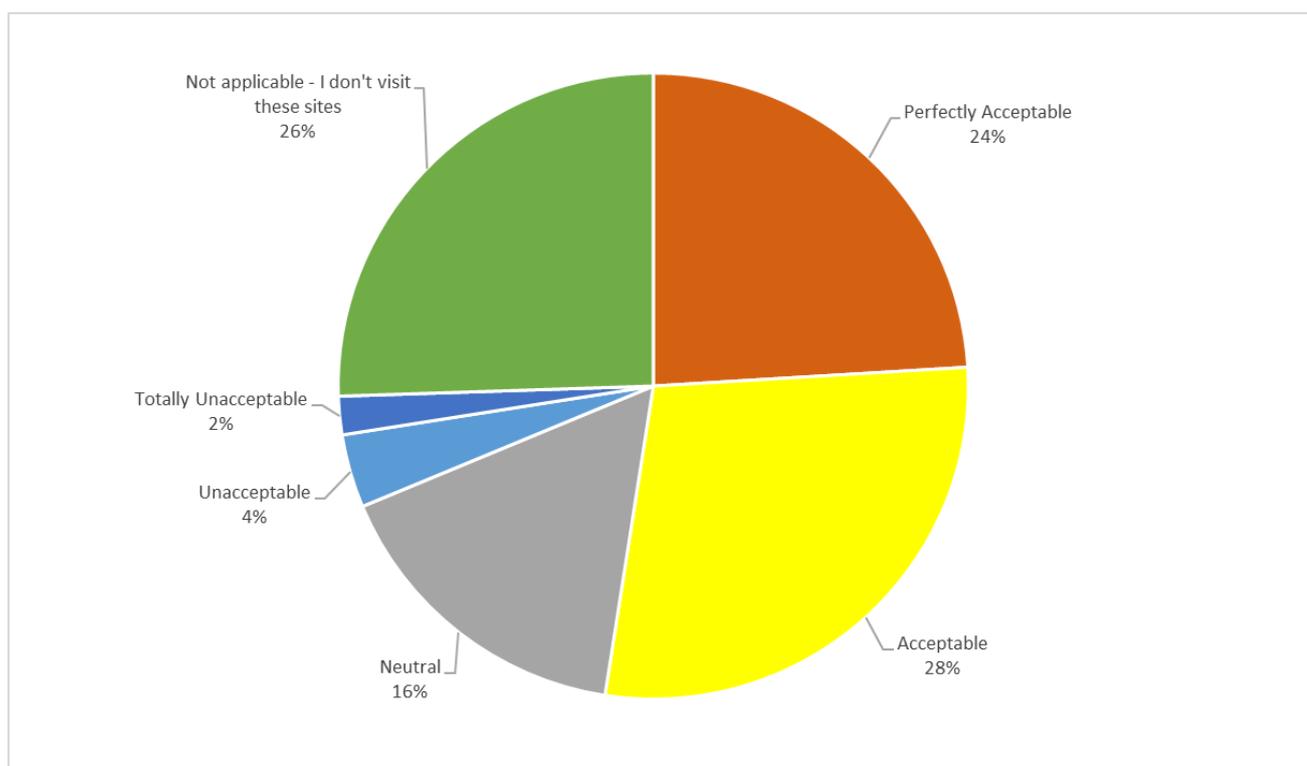


70% of respondents indicate support for proposal 3 in principle, and 12% are neutral, with 18% registering objections. Of the different age groups responding, those aged over 65 were less strongly opposed to the proposal, compared to those of working age, with 12% registering objections. The service could become less accessible for the proportion of the population who work at weekends and/or have other commitments before 4pm in the week.

Some concerns were also raised by residents that live close to the Eastbourne site about potential negative impacts of opening for longer at weekends. There will be a chance for these concerns to be raised through the planning process if permissions are applied for to open the sites for longer.

Q10. Thinking about the times you would want to visit Crowborough or Eastbourne sites. What do you think about keeping these sites open later at the weekend and closing them at quieter times during the week?

Response	Number of Respondents	Percentage
Perfectly Acceptable	813	24%
Acceptable	961	28%
Neutral	550	16%
Unacceptable	128	4%
Totally Unacceptable	67	2%
Not applicable - I don't visit these sites	863	26%
Total Number of Respondents	3,382	100%



In relation to the specific proposals around these two sites, on balance, there is support with 52% of all respondents agreeing they are acceptable. Although 26% felt it was not applicable to them and 16% were neutral. Only 6% of all respondents indicated they do not generally find this acceptable. Looking just at those respondents who feel this question is applicable to them, just over 70% found the proposals widely acceptable.

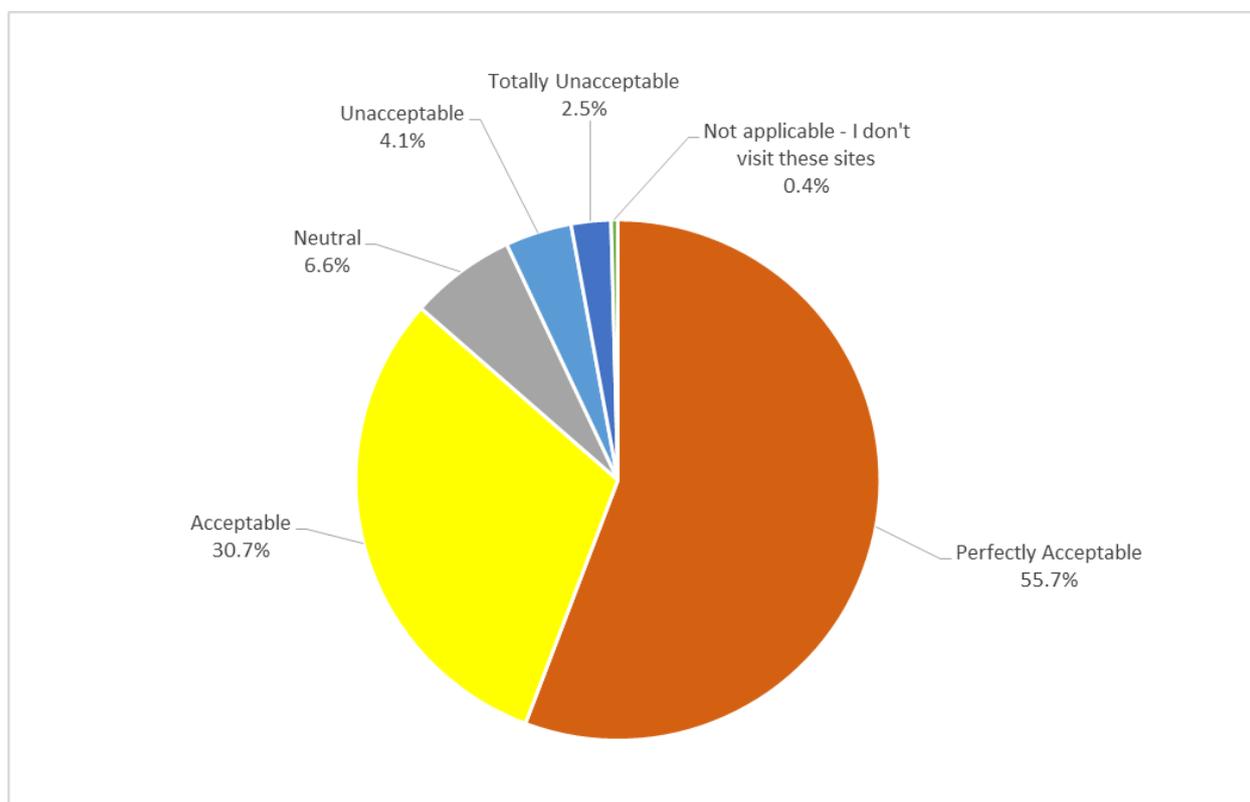
The views of local users of the Crowborough and Eastbourne sites are different to the views from all respondents above, as they would be directly affected whereas other respondents would generally not be.

Given that the proposal to keep the Crowborough site open later at the weekend and close it at quieter times during the week will most strongly affect the users of this site, the response to question 10 has also been filtered by those respondents that selected this site in answer to question 2 ('which site do you use most often?').

Q10. Thinking about the times you would want to visit Crowborough or Eastbourne sites. What do you think about keeping these sites open later at the weekend and closing them at quieter times during the week?

Analysis for respondents using Crowborough site most often

Response	Crowborough users	Percentage
Perfectly Acceptable	136	55.7%
Acceptable	75	30.7%
Neutral	16	6.6%
Unacceptable	10	4.1%
Totally Unacceptable	6	2.5%
Not applicable - I don't visit these sites	1	0.4%
Total Number of Respondents	244	100%



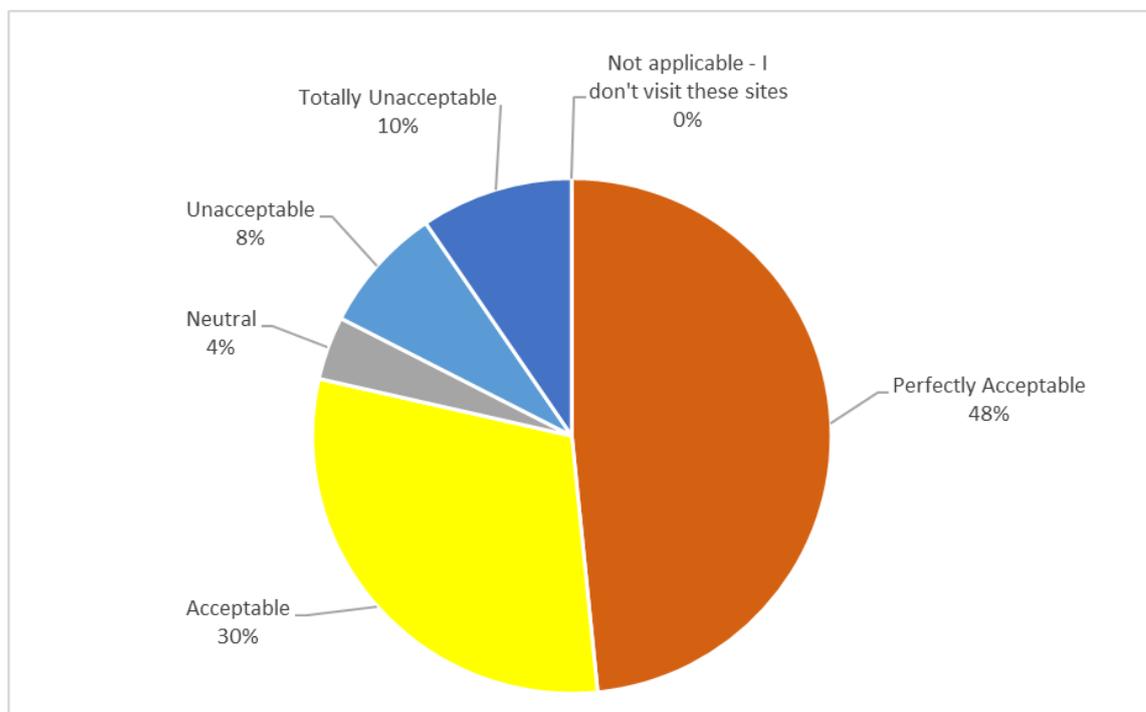
86% of Crowborough respondents find the proposal acceptable, with almost 7% finding it unacceptable.

Given that the proposal to keep the Eastbourne site open later at the weekend and close it at quieter times during the week will most strongly affect the users of this site, the response to question 10 has also been filtered by those respondents that selected this site in answer to question 2 ('which site do you use most often?').

Q10. Thinking about the times you would want to visit Crowborough or Eastbourne sites. What do you think about keeping these sites open later at the weekend and closing them at quieter times during the week?

Analysis for respondents using Eastbourne site most often

Response	Eastbourne Users	Percentage
Perfectly Acceptable	122	48%
Acceptable	76	30%
Neutral	10	4%
Unacceptable	20	8%
Totally Unacceptable	24	10%
Not applicable - I don't visit these sites	0	0%
Total Number of Respondents	252	100%



78% of Eastbourne respondents find the proposal acceptable, with 18% finding it unacceptable.

Again, the table below sets out the ten most commonly expressed views in relation to this proposal in order of frequency. The top issues listed are addressed below table P3 and in 'The Council's Response to Key Themes' section 4.

The comments in the table evidenced that a proportion of respondents linked their support of this proposal to a hope that its implementation would prevent closure of the Forest Row or Wadhurst sites.

Table P3 – Summary of principal comments submitted in relation to Proposal 3

Rank	Comment Theme	Quantity
1	Suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings	230
2	Agree with the Proposal	212
3	Disagree with reducing site opening hours	131
4	The current or proposed opening times are inconvenient for those who work	84
5	Agrees with some of the proposals as long as it means threatened sites remain open	49
6	There will be an increase in traffic/congestion	42
7	There is a concern there will be an increase in fly-tipping	40
8	This proposal doesn't affect me	31
9	The remaining sites are too far away, it will take too long to travel, some have said longer than 20 minutes	29
10	The timings of the skips being emptied, collected and swapped are inconvenient, some suggestions that this is the cause for low usage	25

Significant numbers of comments relating to proposal 3 were in support (261), with some also voicing disagreement, particularly people whose work commitments mean their ability to access sites could be restricted.

Comments in response to this proposal included support for weekend opening, but some said this shouldn't be at the expense of reducing weekday opening hours, and some suggested opening into the evenings. Many people made specific suggestions as to alternative opening patterns for some of the sites.

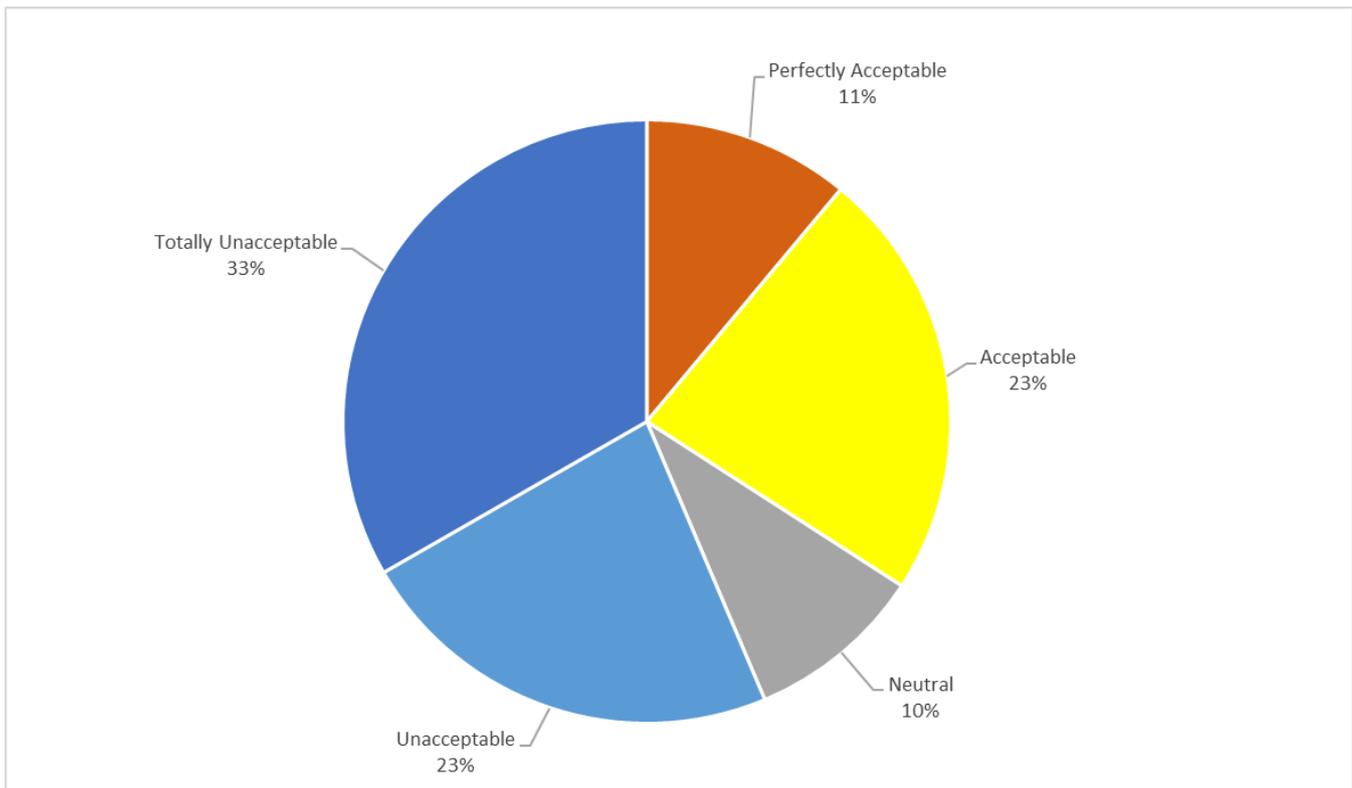
A range of more general comments were made and there were also a number of themes identified comprised of comments raised by relatively low numbers of people, between one and 22 respondents. In total, 877 people made comments.

In terms of the current or proposed opening times being inconvenient for those who work, it is proposed to ensure that the recycling sites are open during peak times of use in the week, and that where possible, they are also open all day at weekends. We consider that this will allow reasonable access to the sites for the vast majority of people.

Supplementary question – charging to enter sites: The principle of a small charge to enter the recycling sites

Q12. In principle, would you be prepared to pay a small fee to enter the Household Waste Recycling Sites (for example, £1 per visit)?

Response	Number of Respondents	Percentage
Perfectly Acceptable	373	11%
Acceptable	783	23%
Neutral	321	10%
Unacceptable	779	23%
Totally Unacceptable	1,128	33%
Total Number of Respondents	3,384	100%



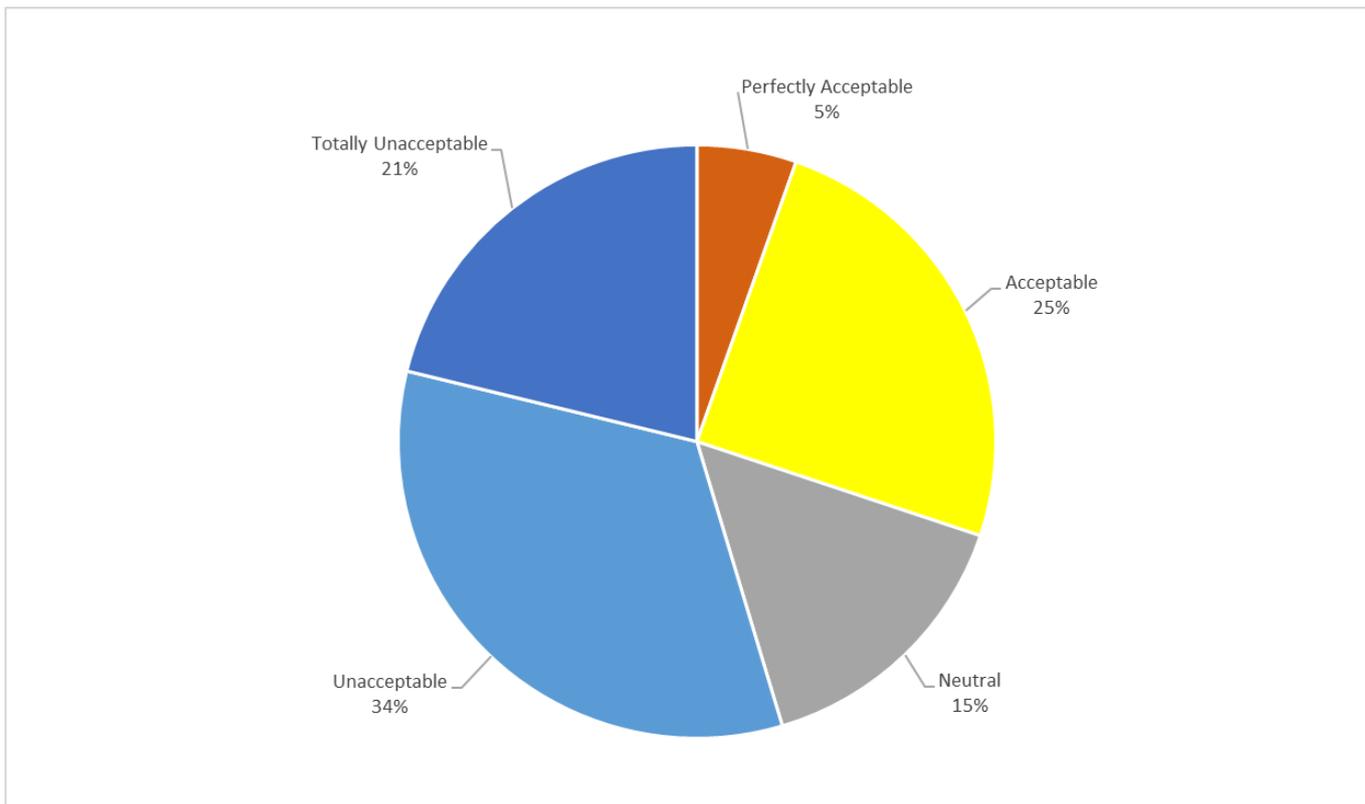
A majority here (56%) found this an unacceptable proposal, versus 34% responding positively and 10% neutral. There is much less support for a blanket charge to enter a HWRS than for proposal 1, where charges would apply to certain types of waste.

Your opinion of the recycling site service proposals

The final short section of questions regarding the services asks for overall views of the Council’s proposals, a ranking of the proposals from most to least acceptable, and additional suggestions or comments that respondents may have wanted to contribute to the consultation.

Q13. Thinking about what we've told you about our proposals so far, how do you feel about the proposals overall as a way to make savings?

Response	Number of Respondents	Percentage
Perfectly Acceptable	181	5%
Acceptable	836	25%
Neutral	513	15%
Unacceptable	1,132	34%
Totally Unacceptable	717	21%
Total Number of Respondents	3,379	100%



Overall, 30% of respondents thought that the four proposals outlined in the questionnaire were either a perfectly acceptable or acceptable way to make the required savings to Household Waste Recycling Sites. 55% of respondents thought the proposals were unacceptable.

Q14. Your preferred options: please rank the choices from 1 to 4 in order of acceptability, 1 being the choice you find most acceptable and 4 the one you find least acceptable.

In this question, respondents were asked to rank the four options to indicate which they found to be most acceptable (1) to least acceptable (4). The same number could not be selected twice in the ranking exercise.

Option		Ranking given - number of respondents				Average Score	Rank
		1	2	3	4		
1	Charges for certain types of waste	1,276	797	782	488	2.14	2
2	Closures, Forest Row & Wadhurst sites	518	675	510	1,640	2.98	3
3	Changes to opening hours	1,248	1,282	726	87	1.90	1
4	Introduction of an entry charge	301	589	1,325	1,128	2.98	4

The adjustment to opening hours is seen as the most acceptable of the options. The least acceptable is extremely close, between the proposal to charge for entry and to close the part-time Forest Row and Wadhurst sites, with no distinction between these at 2 decimal places in the scores.

It should be noted that many residents have strong feelings about more than one, and potentially all of the options. The purpose of this question was not for respondents to pick a favourite, but to rank them based on how acceptable they find them. The result of this question was that changes to opening times was the most acceptable proposal, followed by charging for non-household waste, then site closures and lastly the introduction of an entry charge. However, this result should not be taken in isolation; it should be considered along with the previous responses to the individual proposals in terms of their acceptability

A relatively small number of respondents (56) either expressed clear dissatisfaction with the requirement to rank these options in their comments in response to Q15 or by email, or made it evident that they did not properly understand the requirement to do so. As a response to this question was required, the questionnaire (when completed online) could not be submitted without a ranking being completed.

Where the respondent specified that we should not include their answer, or where we could not interpret a ranking for a respondent because (on a paper questionnaire) they had ranked more than one option at the same level, the answers to Q14 have not been used.

Finally in question 15, respondents were asked if they wanted to put forward suggestions for other ways in which the Council could make savings at recycling sites. In total 1,296 (38% of all respondents) expressed views here, although a number of comments were re-statements of concerns regarding the proposals rather than additional suggestions. The ten most commonly raised *suggestions* are summarised in the table below, in order of frequency.

Table P4 – Summary of principal comments submitted in relation to question 15 – suggestions for other ways to make savings

Rank	Comment Theme	Quantity
1	Sell items brought to the sites to raise revenue	184
2	Suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings	121
3	Suggests other charges/only charge for some items/charges too high	82
4	Some of the sites appear to have more staff than needed / suggest cutting down on staffing	71
5	You should be finding ways to increase recycling/reduce waste	70
6	Most of the non-household waste items are disposed at sites by trade users/charge business users a fee to use the sites/recycle items	66
7	The shops at the sites should be expanded/improved, some suggestions to sell additional types of items at them	65
8	You should try to make savings on your waste management contracts	61
9	Use money generated/make savings from other areas of the council to keep sites open	49
10	Materials brought to the sites should be reused e.g. soil for composting	41

Given the opportunity to tell us about their ideas for other ways of making savings, respondents' main suggestion to achieve savings was to sell items brought to the sites in order to increase revenue. However as explained in the FAQs we published on our website at the start of the consultation, under our contract agreement, the money from recycling and re-use shop sales goes to our contractor to help cover the cost of running the sites.

Respondents also suggested that savings could be made by operating alternative opening hours or days. Reducing hours and days results in limited operational savings compared to the full saving that can be achieved from closing a site. This means we cannot rely upon this alone to achieve the savings we need. The proposal to reduce opening hours during quieter times in the week needs to sit alongside other savings proposals, such as site closures. Based on current information, some HWRSSs are more importantly strategically as they contain a waste transfer station and/or deal with a large volume of waste and their location serves a high number of residents or large area (Pebsham, Eastbourne, Newhaven, Maresfield, Heathfield and Crowborough). Seaford is already part time. Hailsham is a small but very busy site and there are concerns that reducing hours at this site would cause significant difficulties to the management of the site. It would be possible to shorten opening hours at Lewes and Mountfield HWRSSs without significantly impacting operations or service levels. The consultation did not ask how residents felt about full day closures, but some residents did suggest that this might be a way of securing further savings and through discussion with our contractor Veolia, this has been raised as an alternative to shorter opening days as it may deliver further operational and financial efficiencies.

Comments were made about the level of charges proposed for non-household waste and the types of waste being charged for. In order to achieve the required savings, we would need to include the majority of materials proposed, and certainly rubble and soil which accounts for most of the tonnage and cost. The charges proposed have been calculated in order to cover the costs of the scheme and of disposal of the waste, and not to generate a profit for East Sussex. Respondents made some suggestions to charge for site entry, however this Government does not currently allow the Council to charge an entry fee to recycling sites, and it is not something we would be able to introduce at present.

It was also suggested that we could cut down on staffing at the sites, however it is not possible within our contract to reduce staff at sites or use volunteers at the sites whilst maintaining the required level of site safety and efficiency required from our contractor.

People also said we should be finding ways to increase recycling and reuse and reduce waste through for example:

- Educating the public on reducing consumption and waste.
- Encouraging people to recycle or donate usable items to charity shops instead of throwing them away.
- Encouraging people to do more home recycling and composting.

We will continue to support the waste collection authorities by promoting recycling through social media, our website and articles. We also promote home composting through our website, as well as reuse charities, letting people know they can reduce waste such as furniture and reusable items in good condition by making use of these organisations.

There were also a number of other themes comprised of comments raised by between one and 40 people.

4. County Council's response to key themes

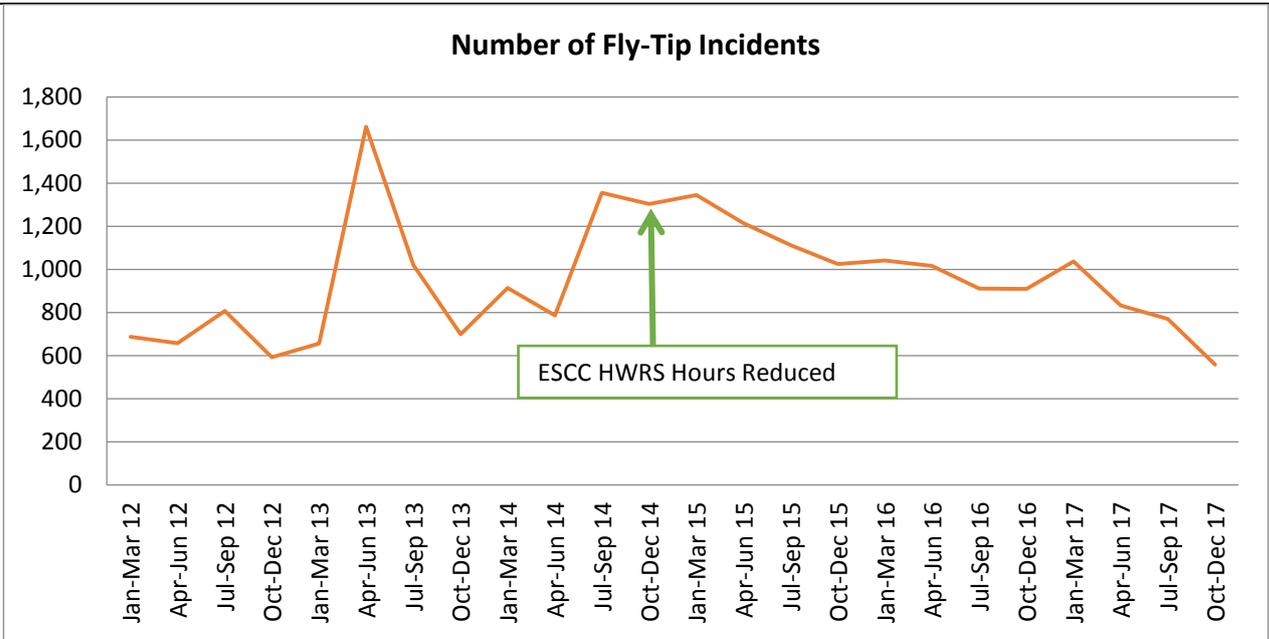
All of the responses, feedback and suggestions received during the consultation have been read and considered and have informed the final proposals that will be considered by Cabinet members in June 2018.

The overall top ten themes emerging from all comments received, listed in descending order of the frequency in which they arise, are as follows:

Rank	Comment Theme	Quantity
1	There is a concern there will be an increase in fly-tipping	1,315
2	Positive comments regarding a particular site (including how busy it is), there will be a negative impact on the community if proposals go ahead	532
3	There is a concern there will be a negative impact on the environment/recycling as a whole	527
4	Suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings	450
5	The remaining sites are too far away, it will take too long to travel, some have said longer than 20 minutes	395
6	Suggests other charges/only charge for some items/charges too high	386
7	The effects of the proposals will cost the council more than they will save (e.g. the cost of clearing up fly-tipping or the cost of staff to collect/administer the charges)	281
8	There will be an increase in traffic/congestion	236
9	Sell items brought to the sites to raise revenue	202
10	Disagree with reducing site opening hours	144

In this section, we provide the County Council's response to the overall top ten themes that have emerged from the survey comments received. This includes the comments received through the consultation in response to each of the proposals.

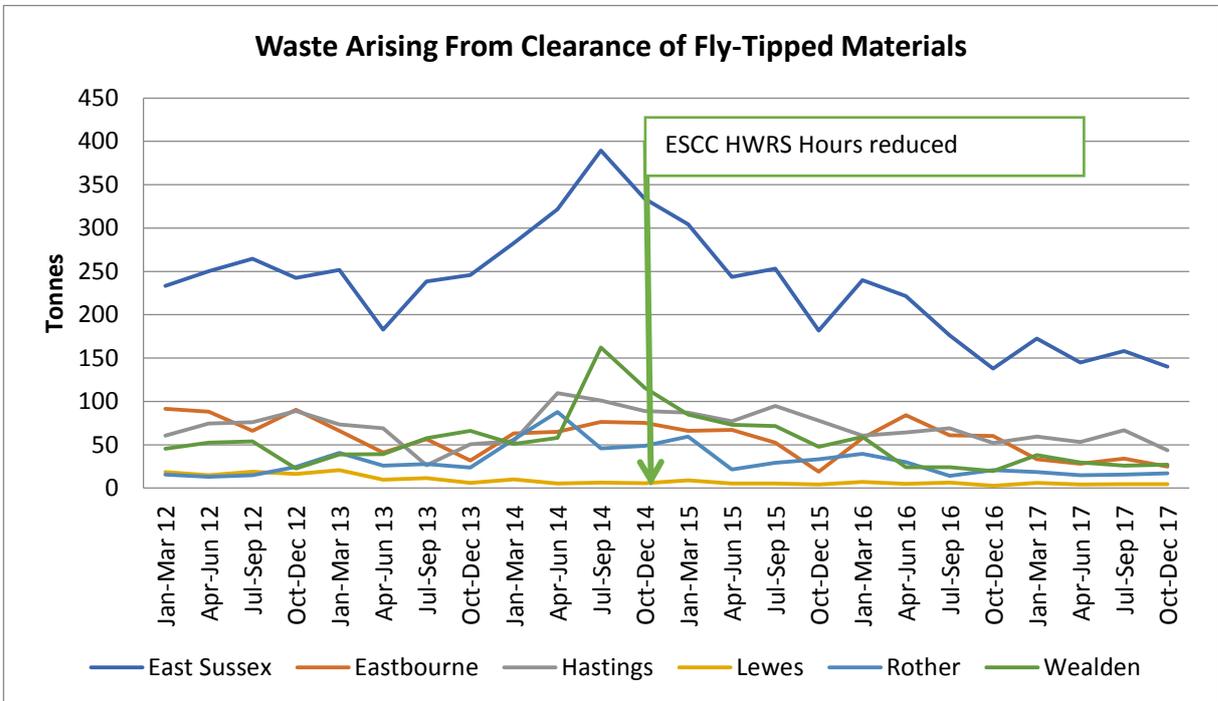
Rank	Comment Theme
1	<p>There is a concern there will be an increase in fly-tipping</p> <p>Site Closures:</p> <p>Should the two proposed sites close, alternative accessible options for disposing of waste should discourage fly-tipping. These include home composting, kerbside recycling and refuse collection services, bulky waste collections and local neighbourhood recycling banks, as well as travelling to the nearest alternative waste site. We appreciate that drive time to an alternative would increase for residents of Forest Row and Wadhurst and some of the surrounding settlements. However, our modelling shows that 98.2% of the population of East Sussex would still be able to access a Household Waste and Recycling site (HWRS) within a 20 minute drive.</p> <p>Local experience shows that residents are not likely to resort to fly-tipping if they cannot use a recycling site for any reason. Since opening hours at Forest Row, Seaford and Wadhurst were cut in October 2014, the number of fly-tips recorded by the local authorities in East Sussex has declined. There has also been a decreasing trend in the amount of fly-tipped waste reported.</p> <p>The graph below shows the number of fly-tipping incidents* reported by the local authorities to Defra (via Waste Data Flow, or WDF) in East Sussex, on a quarterly basis, for the last six years.</p>



*NB not all fly-tips on private land may be reported to the local authorities.

Lewes and Wealden District Councils' fly-tipped waste reported last year (2017/18) had reduced by 47% of the 2012/13 tonnage - prior to the changes in opening hours.

Defra data reported to WDF for East Sussex since October 2014 also shows that there has been a decreasing trend in the number of fly-tipping incidents reported (see above graph) and the quantities delivered to ESCC facilities (see below graph). For further detail see the full HWRS Service Review, Appendix 6 to the Cabinet report.



Introduction of charges:

Evidence shows that many councils who've introduced charges for certain waste types have seen no directly proportional increase in fly-tipping as a result, or just a slight increase in line with national trends.

	<p>In a NAWDO (National Association of Waste Disposal Officers) survey of local authorities in June 2017 carried out by the Waste Resources Action Programme, of those respondents which had introduced HWRS charges for non-household waste, regarding the impact on fly-tipping:</p> <ul style="list-style-type: none"> • 12 authorities said they have seen no impact, or a minimal one. • 4 authorities said they have seen an increase, but only in line with national trends. <p>Nearby authorities in the South East who have introduced charges for non-household waste, such as Surrey and Hampshire County Councils have not seen evidence of an increase in fly-tipping tonnages as a result. This indicates that residents are not likely to resort to fly-tipping if they must pay for materials that used to be free or if access to their local HWRS changes.</p> <p>Monitoring impacts:</p> <p>Fly-tipping is a criminal offence punishable by a fine of up to £50,000 or 12 months imprisonment if convicted in a Magistrates' Court. The offence can attract an unlimited fine and up to 5 years imprisonment if convicted in a Crown Court. It is considered that the severity of the custodial sentences and fines is an appropriate deterrent to deter most people from committing what is a significant criminal offence.</p> <p>If the Cabinet decides to make changes to the sites, we'll continue to closely monitor local fly-tip data as well as the sites, to check for signs of an impact. We will take appropriate action with all relevant partner authorities and agencies to ensure implementation of proposals does not have a negative impact on the environment.</p>
2	<p>Positive comments regarding a particular site (including how busy it is), there will be a negative impact on the community if proposals go ahead</p> <p>Most of these concerns were in relation to the closure of Forest Row and Wadhurst which were felt to be busy sites that help residents achieve their recycling goals. We recognise that both sites, and the reuse shops are highly valued by residents in both areas and that these residents would be most affected if the sites were to close.</p> <p>The network of 12 sites in East Sussex is well-used by residents. The sites receive 1.6 million visits per year and handle about a quarter of the total waste that East Sussex residents produce. One purpose of our HWRS review was to identify which sites were of the greatest strategic importance to the county. Through a wide range of metrics including waste tonnage data, visitor statistics, resident satisfaction, recycling rates and contractor performance monitoring, we have ascertained where the sites are being well-used and running efficiently, and where there is some capacity in the network. Forest Row and Wadhurst currently open three days per week and are the least busy sites in the network in terms of visitor numbers and tonnages collected.</p> <p>Tonnage:</p> <p>Both Forest Row and Wadhurst are comparably more expensive to operate based on the lower tonnage throughput. If both part time sites were to close, 5% of the quantity of materials by weight collected by the network of HWRSs would be displaced into the surrounding sites and kerbside collections. The Forest Row site handles less than 2% and Wadhurst less than 3% of the total HWRS tonnage, whereas the Maresfield site, located in a village with a similar population density, handles approximately 8% of the total.</p> <p>Forest Row has the lowest kilogram per site-user visit at 31kg per visit. The highest is Hailsham at 52kg per visit. The average across the network being 39kg per visit.</p>

Site Demand:

Low demand can also be evidenced via site hourly usage during open hours. Forest Row and Wadhurst both average 31 resident visits per hour open (the lowest across the network), whilst Maresfield is handling an average of 49 resident visits an hour and this is over a seven day a week, rather than three day a week, opening pattern.

Need to make savings:

The funding that we receive from the Government continues to reduce even though the demand for our services is rising, for example from the growing population of elderly people in the county.

The Council has already made savings of around £112 million this decade, and due to the continuing cuts in council funding we are expecting to need to save an additional £47 million by 2021 of which £17 million will need to be cut from the 2018/19 budget. At the same time we need to protect services for the most vulnerable.

It is getting more difficult to find ways to make savings. Tough decisions will have to be made by the Council's elected Members, and we're likely to see some reductions in services.

It costs £2.5 million a year to maintain and manage our 12 sites and another £7.5 million to recycle and dispose of all the waste residents bring. At the Full Council meeting on 6 February 2018, the Council's annual budget was considered and it was decided to reduce the annual waste and recycling budget by £720,000 to help make the savings the Council needs overall of which savings of £558,000 will need to be made in 2018/19. In future, even more savings may be needed.

If the recommendation to close both sites is agreed, it is recommended that officers continue to work with both Parish Councils and any other interested parties in order to ascertain whether a community-run site could be set up to retain appropriate elements of the service which would be run for local residents.

In the meantime, we consider that the proposed network of 10 remaining sites would provide residents with a reasonably accessible Household Waste Recycling Site service.

3 There is a concern there will be a negative impact on the environment/recycling as a whole**Recycling:**

We want to keep waste to a minimum and get as much useful material as possible out of the dustbin, and reused or recycled. In 2016/17, East Sussex residents together with the borough and district councils and the County Council recycled, reused or recovered energy from 95% of our household waste and only 5% went to landfill. This makes us one of the highest performing authorities in the country for minimising waste to landfill. East Sussex residents reused, recycled or composted 44% of household waste, in line with the national recycling average.

We don't expect a decrease in recycling as a result of the proposals. We think East Sussex residents will still have reasonable access to the Household Waste Recycling Sites, and the borough and district councils offer a comprehensive kerbside recycling collection. Information on recycling collections can be found on our [rubbish and recycling website page](http://www.eastsussex.gov.uk/rubbish-and-recycling-website-page): www.eastsussex.gov.uk/recyclemore/. We would encourage people to think about reducing and reusing waste as well as recycling. Should the proposals be implemented, we will continue to monitor recycling levels in East Sussex and assess whether mitigation measures, such as publicity campaigns, would be necessary.

Environment:

To reduce the possibility of an increase in traffic and pollution from some people having to travel further to a different recycling site, we encourage residents to save their waste up where possible to minimise trips to the recycling sites. Residents could also think about combining journeys to the sites with another in the same direction to save time, fuel and emissions, although we appreciate this is not always possible.

All the borough and district councils in East Sussex offer residents a kerbside collection of green waste from residents' homes as well as bulky waste collections which saves individual journeys to transport waste to recycling sites and helps the environment. We appreciate there is a cost to these services, however they also save residents petrol and time. Furniture in good useable condition can also be collected from homes through charitable collections. See information on local collection schemes on our [furniture re-use and recycling website page](http://www.eastsussex.gov.uk/furniture/): www.eastsussex.gov.uk/furniture/

Respondents raised concerns about the impact of closures on the Ashdown Forest. The Forest Row HWRS is within close proximity to the Ashdown Forest, and is a designated site, important for conservation and wildlife. A Habitats Regulations Assessment was undertaken in 2018 and independently reviewed and made the conclusion that there would not be a likely significant effect on the Ashdown Forest protected site as a result of the HWRS closure proposals.

Even if some trips across the protected site are extended, it is considered that alternative routing of Forest Row HWRS-user traffic is unlikely to increase overall traffic across (and within 200m of) the protected site. So the recycling site closure proposal would not adversely affect the ecological integrity of Ashdown Forest.

4 Suggestions for alternative site opening hours/days, some suggesting that these changes (too) could make savings

We may be able to reduce our costs if we closed the sites during quieter times and we are investigating this possibility with our contractor, Veolia. Previous experience has shown that limited savings can be achieved by reducing opening days. Unfortunately the savings are not proportional due to the fixed nature of many of the costs, and additional costs of servicing and security on the days when sites are closed.

The majority of costs associated with running a HWRS are fixed in nature, including aspects such as maintenance, IT equipment, personal protective equipment, site license fees and non-domestic rates. Reducing opening hours and/or days, proportionally reduces limited operational costs (such as staffing and utilities), but these can constitute a small fraction of the overall costs depending on the type of change to service.

Therefore reducing hours and days can result in limited operational savings compared to the full saving that can be achieved from closing a site and we cannot rely upon this alone to achieve the savings we need. So the proposal to reduce opening hours during quieter times sits alongside the proposal to close the sites at Forest Row and Wadhurst.

Based on current information, some HWRSs are more importantly strategically as they contain a waste transfer station and/or deal with a large volume of waste and their location serves a high number of residents or large area (Pebsham, Eastbourne, Newhaven, Maresfield, Heathfield and Crowborough). Seaford is already part time. Hailsham is a small but very busy site and there are concerns that reducing hours at this site would cause significant difficulties to the management of the site. It would be possible to shorten opening hours at Lewes and Mountfield HWRSs without significantly impacting operations or service levels. The consultation did not ask how residents felt about full day closures, but some residents did suggest that this might be a way of securing further

savings and through discussion with our contractor Veolia, this has been raised as an alternative to shorter opening days as it may deliver further operational and financial efficiencies.

5 The remaining sites are too far away, it will take too long to travel, some have said longer than 20 minutes

We consider that if the proposed sites were to close, residents will still be provided with reasonable access to the service.

Our latest review found that East Sussex currently offers an above average service in terms of the number of sites, and the number of residents per site and households per site, compared with other English councils with similar population sizes and geographical areas. The data shows that Wealden District, particularly in the North, currently offers a lower number of residents per site than the rest of the county.

WRAP¹ recognise that there is no nationally-recognised steer on the acceptable level of HWRS provision and continue to cite the National Assessment of Civic Amenity Sites (NACAS)² recommendations for minimum levels of HWRC provision.

The NACAS recommendations are based on journey times, catchment areas, waste tonnage at sites and households/population per HWRS. For journey times, the recommendation is '*maximum driving times to a site for the great majority of residents of 20 minutes in urban areas, and 30 minutes in rural areas*'.

If Forest Row and Wadhurst Household Waste Recycling sites were to close, we have calculated that less than 740 people from these areas would no longer be able to access a household waste site within a 20 minute drive time. We have a higher concentration of household waste recycling sites in the North of the county and we are currently offering a better than average service compared to the rest of England. See section 3 'Current Level of Service and Needs Analysis' of the full HWRS Service Review in Appendix 6 for more detail.

We appreciate that should the two proposed sites close, drive time to an alternative would increase for residents of Forest Row and Wadhurst and some of the surrounding settlements. Modelling for the accessibility study within the HWRS Review Report shows East Sussex residents' access to an HWRS within a 20 minute drive is currently 98.4% of the population. Closing the proposed sites would still provide access to a site within a 20 minute drive for 98.2% of the population of East Sussex.

The journey time calculations were carried out using a software package called Visography TRACC. Other organisations that use this software include the Department for Transport and the NHS. TRACC uses highways data to create journey times from origins to destinations. Highways information from an underlying road network connects the origins and destinations. A number of constraints are built in, such as travel distance and stop limitations. The software then uses the Dijkstra shortest path algorithm to route between these points. The data has been calculated using the most up-to-date available road network which is April 2016. By using this established software package, we can be confident that the Accessibility Study is a suitable and robust basis upon which to determine reasonable journey times for travel to Household Waste Recycling Sites.

We recognise that some residents who currently use Forest Row and Wadhurst would be inconvenienced by changes. Affected residents would be able to access other local

¹ The Waste & Resources Action Programme (WRAP) works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way

² The 2004 National Assessment of Civic Amenity Sites, NACAS, was the largest research project to have been carried out into Civic Amenity (CA) sites in the UK and is still considered relevant for benchmarking purposes

HWRSSs in addition to the normal kerbside collection services for waste, for bulky items, and for recycling and garden waste.

6 Suggests other charges/only charge for some items/charges too high

Waste Disposal authorities have a statutory duty to provide reasonably accessible Household Waste sites for the free disposal of ‘household’ waste. However, our sites still accept significant volumes of waste from residents classified as ‘non-household’ waste.

Bonded asbestos, hardcore, plasterboard, soil and tyres are not classed as ‘household’ waste, even if produced by residents. As such, under the Controlled Waste Regulations 2012, local authorities are not obligated to accept them for free at the HWRSSs. We are only proposing charging for this ‘non-household’ waste; councils are not legally able to charge for ‘household’ waste disposal.

We looked at other local authorities’ approaches to chargeable waste to see how they set up their schemes. We have decided on a much narrower range of proposed chargeable waste types than some other councils.

Our standard bag size was an average taken from across a selection of other authorities – some use a larger bag, others smaller. We have decided on a bag size which we believe to be a reasonable average and readily available in shops.

The proposed charges include the cost of setting up and operating a chargeable waste system, in addition to the costs of disposal of the waste through our contract with Veolia. We have also carried out, in conjunction with our Trading Standards colleagues, an exercise of test weighing bags to ascertain what would be an average weight. From there, we have calculated what a ‘standard bag’ will cost.

We have looked at prices that have been set by other authorities, and used feedback from our Trading Standards team to propose a fair price that covers the cost of disposal and scheme administrative costs, not to create income in the form of profit.

A £4 per bag charge for plasterboard, soil and hardcore doesn’t quite cover the overall cost to us of disposal of a ‘standard bag’, but we think this would be a reasonable amount to charge residents and in line with charges made by nearby authorities.

7 The effects of the proposals will cost the council more than they will save (e.g. the cost of clearing up fly-tipping or the cost of staff to collect/administer the charges)

There is no clear evidence that there is a link between changes to Household Waste Recycling Site policies and an increase in fly-tipping (see theme number 1 above). As such, we do not expect fly-tipping incidents or tonnages to increase significantly and cost much more in terms of the cost of clearing or disposing of fly-tipped waste. To give context, the table below shows the amount of fly-tipping and HWRSS waste we dealt with in 2017/18 and how much it cost to dispose of it.

Waste type	Tonnage	Percentage of total waste	Disposal cost
Fly-tipping	554	0.22%	£80,280
Non-household waste at HWRSSs	9,644	4%	£1.09m
Total waste at HWRSSs (including non-household)	63,796	25%	£7.5m

	<p>We are aiming to save the required £720,000 from the annual Waste and Recycling budget. Fly-tipping disposal costs would have to increase by over 800% in order to outstrip the savings we expect from our proposals. Fly-tipping also incurs collection costs covered by the Districts and Borough councils or land owners, so if service changes are introduced, it will be important to closely monitor local fly-tip data to check for signs of an impact and take appropriate action with partners if necessary.</p>
8	<p>There will be an increase in traffic/congestion</p> <p>Other nearby sites including Crowborough, Heathfield, Maresfield and Mountfield, will be able to receive the additional visitors and waste from the Forest Row and Wadhurst recycling sites.</p> <p>Should the two sites close, we will work with our contractor to monitor whether congestion is arising at the alternative sites and if any mitigation is needed.</p> <p>As the Forest Row HWRS is within close proximity to the Ashdown Forest, a designated site important for conservation and wildlife, we have looked at whether vehicle trips across the Forest protected site are likely to increase as a result of closure if residents take their waste to an alternative recycling site.</p> <p>It is considered that alternative routing of Forest Row HWRS-user traffic is unlikely to increase overall traffic across, or in the close vicinity of, the protected site. So the potential closure of the HWRS will not adversely affect the ecological integrity of Ashdown Forest.</p> <p>Also see 'Environment' above, theme number 3.</p>
9	<p>Sell items brought to the sites to raise revenue</p> <p>ESCC doesn't make any money from sales of recycling or items for reuse at the HWRSs. It costs £2.5m to pay for the upgrades to and the management of our 12 HWRSs and £7.5m to recycle and dispose of the waste that our residents bring to them. Under our waste management contract agreement, the money from recycling and re-use shop sales goes to our contractor, so the contract cost takes into account that the contractor can generate some income in this way.</p>
10	<p>Disagree with reducing site opening hours</p> <p>Comments about site opening hours included concerns that the extension of site opening hours at the weekend should not be at the expense of weekday opening hours, and concerns were also raised by those whose work commitments mean their ability to access sites could be restricted by the proposed changes in opening hours. The service could become less accessible for the proportion of the population who work at weekends and/or have other commitments before 4pm in the week. Of the different age groups responding, those aged over 65 were less likely to find the proposal unacceptable, compared to those of working age.</p> <p>We would expect retired people to be less likely to be impacted by the changes to opening hours as they may have the flexibility to travel at different times of the day. Those of working age could be somewhat disadvantaged by the proposal to reduce opening hours slightly at either end of the day.</p> <p>Nevertheless, the impact on residents is expected to be minimal as we have proposed reducing site opening hours outside periods of peak demand, with the sites continuing to be open when there is most demand, including both weekday and weekend opening hours. For those that find the changes to opening hours inconvenient, the impact may be that they use a site less often, and rely on other ways to dispose of their waste, such as kerbside and bulky waste collections.</p>

We will clearly advertise any changes to opening times to ensure that residents are informed. This will be done through marketing at sites as well as on the County Council's website.

Unfortunately due to the continuing cuts in central Government funding, caps placed on increasing council tax, and the rise in demand for Council services, for example from the growing population of elderly people in the county, our budget can no-longer cover the current cost of waste disposal.

We cannot afford to keep all the sites open for the hours that everyone would prefer during the week, as well as addressing the significant demand (evidenced by use at the other sites) for weekend use.

We need to be selective and responsive to where there is most customer demand.

Also see theme numbers 2 and 4 above.

5. Consultation Submissions from Key Stakeholders

5.1 Local Authorities and Waste Partnerships

5.1.1 Wealden District Council

Both HWRS sites proposed for closure are situated in Wealden district, and Wealden District Council (WDC) who replied to the consultation via Councillor Roy Galley. WDC's primary concern was around the proposed closure of the two HWRS sites within their district and highlighted the importance of these facilities to local residents. In particular, WDC referenced concerns over possible fly-tipping and also the impact upon the Ashdown Forest from increased vehicle trips and asked if a dedicated Habitats Regulations Assessment would be undertaken. Appendix 3 to the Cabinet report provides details of how East Sussex County Council has addressed this.

5.1.2 WDC asked if consideration had been given to alternative models of operation for these sites i.e. a community or voluntary body, parish council or private business. East Sussex County Council has been engaging with the respective Parish Councils regarding this and Appendix 5 to the Cabinet report '*Alternative Models of HWRS Operation*', provides more details on possible options that the Parish Councils may choose to consider.

5.1.3 WDC asked about the possibility of accepting trade waste at Waste Transfer Stations as referenced in the HWRS Service Review document (Appendix 6 to the Cabinet report). There looked to be an opportunity to explore this further with Veolia following publication of the HWRS Review. Subsequent work with Veolia suggests that due to existing market provision for this type of waste, a new service provided at our sites may not be as competitive as the services provided by other local waste management companies.

5.1.4 The proposed site improvements at Hailsham and altering of some opening hours to better meet demand are welcomed in WDC's response.

5.1.4 East Sussex Joint Waste Collection Partnership

The representation made by the East Sussex Joint Waste Collection Partnership was broadly supportive of the proposals made within the consultation and recognised the budgetary pressure the Authority faces. The Partnership referenced a risk of possible fly-tipping if Forest Row and Wadhurst HWRSs closed. They are keen to work with East

Sussex County Council to develop joint preventative measures. The Partnership supports improvements to Hailsham HWRS and the realigning of HWRS opening hours to ensure that they fit the needs of users. Regarding the proposal to charge for non-household waste, the Partnership supports this although they caution that they will monitor these waste streams to understand if these are being diverted into household waste kerbside collections.

5.1.5 West Sussex County Council (WSSC)

As a neighbouring Waste Disposal Authority, West Sussex County Council's response highlighted how changes to the ESCC HWRS service may impact their own service. They expressed concerns that increased numbers of ESCC residents may use WSSC sites and described the operational and financial impacts.

WSSC also described potential restrictions they may introduce on vans and trailers in the future at their own sites.

WSSC highlighted that, after withdrawing charges for non-household waste in 2017, they do not have any current plans to reintroduce charging. In addition, WSSC highlighted the current prohibition on charging for entry that forms part of our consultation, albeit as an information gathering exercise only.

5.2 Members of Parliament

5.2.1 A total of two responses were received directly from MPs during the consultation period. Nusrat Ghani MP cited environmental concerns and thought that the closure of the HWRS sites at Wadhurst and Forest Row could affect recycling. East Sussex County Council was asked to consider all possible options before any decision around site closures is taken.

5.2.2 Stephen Lloyd MP responded on behalf of a constituent who was specifically concerned about traffic implications of the Eastbourne HWRS opening for longer at weekends. The resident believes that there will be a number of detrimental traffic-related outcomes such as congestion and increased noise pollution.

5.2.3 Before the start of the consultation, Sir Nicholas Soames MP asked for further information around the consultation after a West Sussex resident had contacted him regarding his use of Forest Row HWRS.

5.3 Parish Councils

A total of 12 Parish Councils submitted representations:

5.3.1 Forest Row Parish Council

The Parish Council believes that the proposals to close the Forest Row site are 'counterproductive', 'disproportionate' (in terms of the saving realised from the closure of Forest Row HWRS) and also 'premature' in that any possible closures should be deferred until there is updated government guidance on councils ability to charge for waste disposal at HWRSs. Concerns include fly-tipping and increased traffic movements across the Forest.

5.3.2 East Sussex County Council has been working with Forest Row Parish Council to explore possible options for the Forest Row HWRS to be operated by the Parish Council using an alternative model, should Members decide to close the site. These discussions include

assessing legally possible options including models such as the site operation by the Parish Council itself or a Community Interest Company.

- 5.3.3 Waste Officers met with Forest Row Parish Council on 11 April 2018 to discuss options and have maintained a dialogue since then. The County Council has also subsequently supplied the Parish Council with advice to further inform their options. Appendix 5, '*Alternative Models of HWRS Operation*' provides more background to these options. As part of their response to the consultation, Forest Row Parish Council delivered two petitions to County Hall (via Cllr Whetstone) in February before the consultation period began. A paper petition with 1,594 signatures, and an e-petition with 2,365 signatures were presented, both against the closure of the Forest Row site.
- 5.3.4 **Wadhurst Parish Council**
Waste Officers met with Wadhurst Parish Council on the 28 March 2018 to discuss the consultation proposals. Wadhurst Parish Council also delivered a petition to County Hall (via Cllr Standley) against the closure of the Wadhurst site, with 2,684 signatures.
- 5.3.5 **Frant Parish Council's** response was focused on the proposed closure of the two HWRS sites that they suggest will lead to increased car journeys across the Ashdown Forest and could increase fly-tipping. A petition was also submitted by the Parish Council, against the closure of the Wadhurst site, with 151 signatures.
- 5.3.6 **Withyham Parish Council** believes that their residents will be 'substantially affected' by the consultation proposals which they suggest will lead to an increase in fly-tipping, increased traffic across Ashdown Forest, queuing at neighbouring recycling sites, less being recycled and more waste being sent to landfill.
- 5.3.7 **Catsfield Parish Council** have concerns that the savings target will impact upon the current HWRS service and also any further schemes for waste management.
- 5.3.8 **Chalvington with Ripe Parish Council** have concerns over increased fly-tipping as a result of charging for non-household waste and suggest that their residents object to paying extra for something which they already pay council tax for.
- 5.3.9 **Hartfield Parish Council's** response focused on concerns about possible extra journeys across the Ashdown Forest if the Forest Row HWRS site is closed, and additional fly-tipping. They also told us that their residents will be more inconvenienced and spend more time and money travelling to a HWRS site further away.
- 5.3.10 **Piddinghoe Parish Council** cited their concern as increased fly-tipping from the introduction of charges for non-household waste that would then need to be cleared by District & Borough Councils.
- 5.3.11 **Berwick Parish Council** said that they think charging for non-household waste will lead to an increase in fly-tipping.
- 5.3.12 **Arlington Parish Council's** response focused on a concern around increased fly-tipping as a result of charging for non-household waste.
- 5.3.13 **Isfield Parish Council** also said that they think charging for non-household waste will lead to an increase in fly-tipping.

5.3.14 **Horam Parish Council** invited an Officer to its AGM (18/5/18) to talk about the waste service and the consultation, which was attended by the Waste Team Manager.

5.3.15 **Ditchling Parish Council** replied to the consultation via the Consultation Hub but contacted the waste team to suggest that the ranking question in the online survey was difficult to use and understand.

5.4 Other Organisations

5.4.1 National Farmers Union (NFU)

The NFU's representation was primarily concerned with fly-tipping on private land and the possible impact upon the 450 East Sussex Farming & Growing businesses that it represents. The NFU believes that changes in HWRS provision could lead to changes in residents' behaviour, which will ultimately lead to increased fly-tipping. The NFU also suggested that the range of materials proposed to be charged for are typical of the sort of waste their members see fly-tipped in the countryside. In addition, the NFU believes that there is a lack of enforcement and prosecution within the County which should be addressed.

5.4.2 East Sussex Fire & Rescue Service (ESFRS)

In their response to the consultation, ESFRS highlighted the number of high profile and protracted fires across East Sussex involving waste recycling, landfill and waste wood sites. ESFRS highlighted the 32 fires since 2012 that they have attended at these types of sites. ESFRS did not comment on the specific proposals within the consultation but took the opportunity to raise the possible wider impact of changes around waste services provision. Through engagement and partnership, they wish to ensure that these changes would not result in an increased number of incidents in the community.

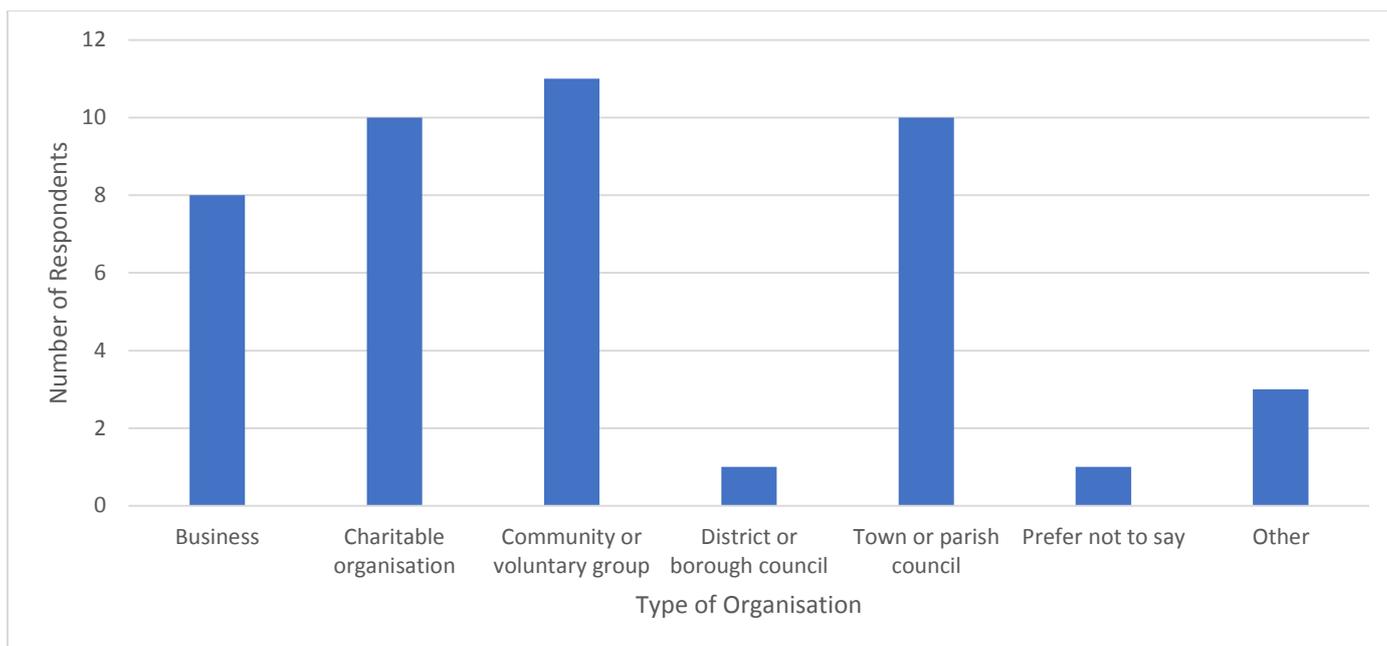
6. About You - Classification of Respondents

These questions provide demographic and other personal information to assist in analysis and interpretation of the results, and in particular to inform the Equalities Impact Assessment.

Q16. Are you responding as a resident or as part of an organisation?

Response	Number of Respondents	Percentage
Resident	3,319	98%
Organisation	44	1%
Prefer not to say	21	1%
Total Number of Respondents	3,384	100%

Q17. If you are answering as part of an organisation, what type of organisation are you?

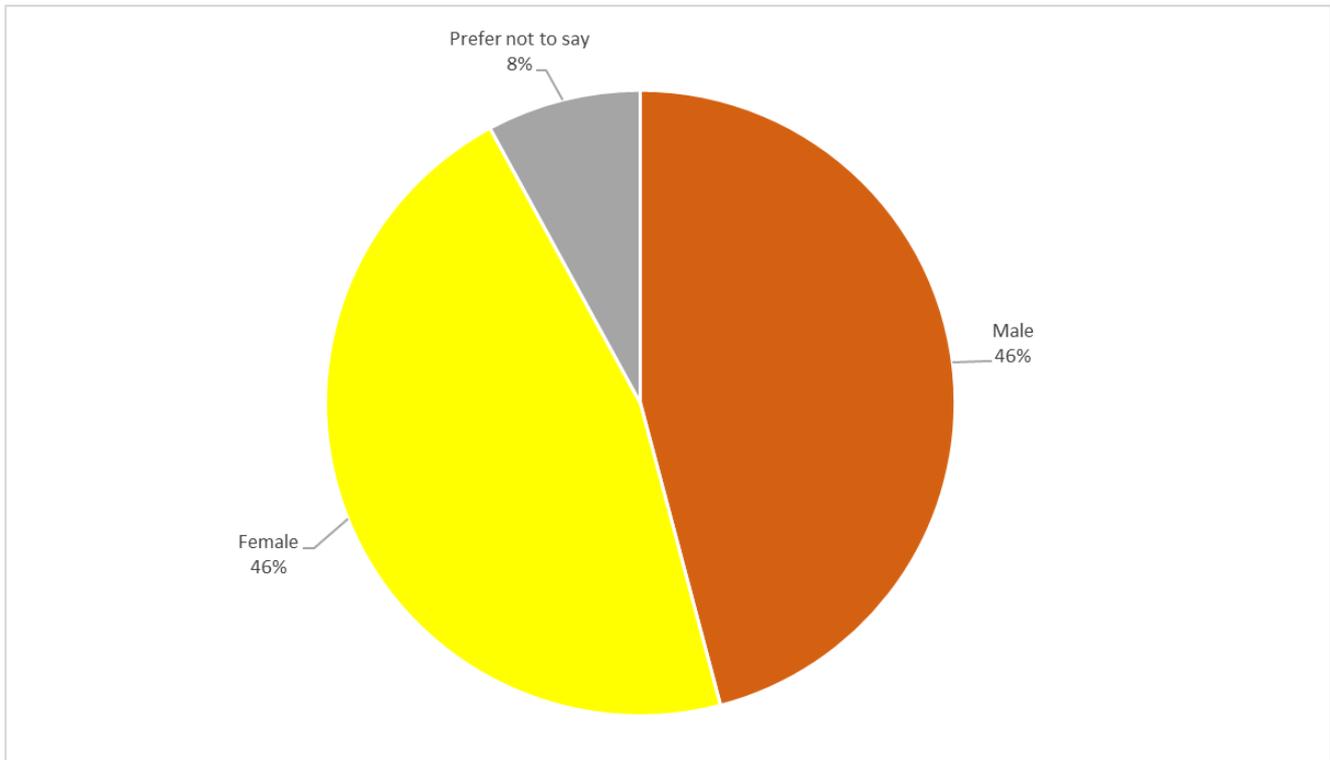


The range of organisations represented is fairly broad, but numbers overall are small at 44 and there is no statistical significance in the distribution. Some additional responses were received from Parish and District Councils separately from the survey, and these are summarised in section 5 above, as well as records of verbatim comments being available in the Cabinet Members’ room.

The consultation included twelve equalities questions, (questions 18 to 29). This information is collected to ensure that everyone is treated fairly and equally and to help us to meet our duties under the Equality Act 2010. Asking these questions helps ensure that we are giving everyone an opportunity to influence the decisions we make and that we are making our services accessible to everyone. This section of the questionnaire has informed the final Equalities Impact Assessment, included as Appendix 2 to the Cabinet report. A summary of the responses to these questions is provided below.

Q18. Which gender are you?

Response	Number of Respondents	Percentage
Male	1,511	46%
Female	1,531	46%
Prefer not to say	261	8%
Total Number of Respondents	3,303	100%

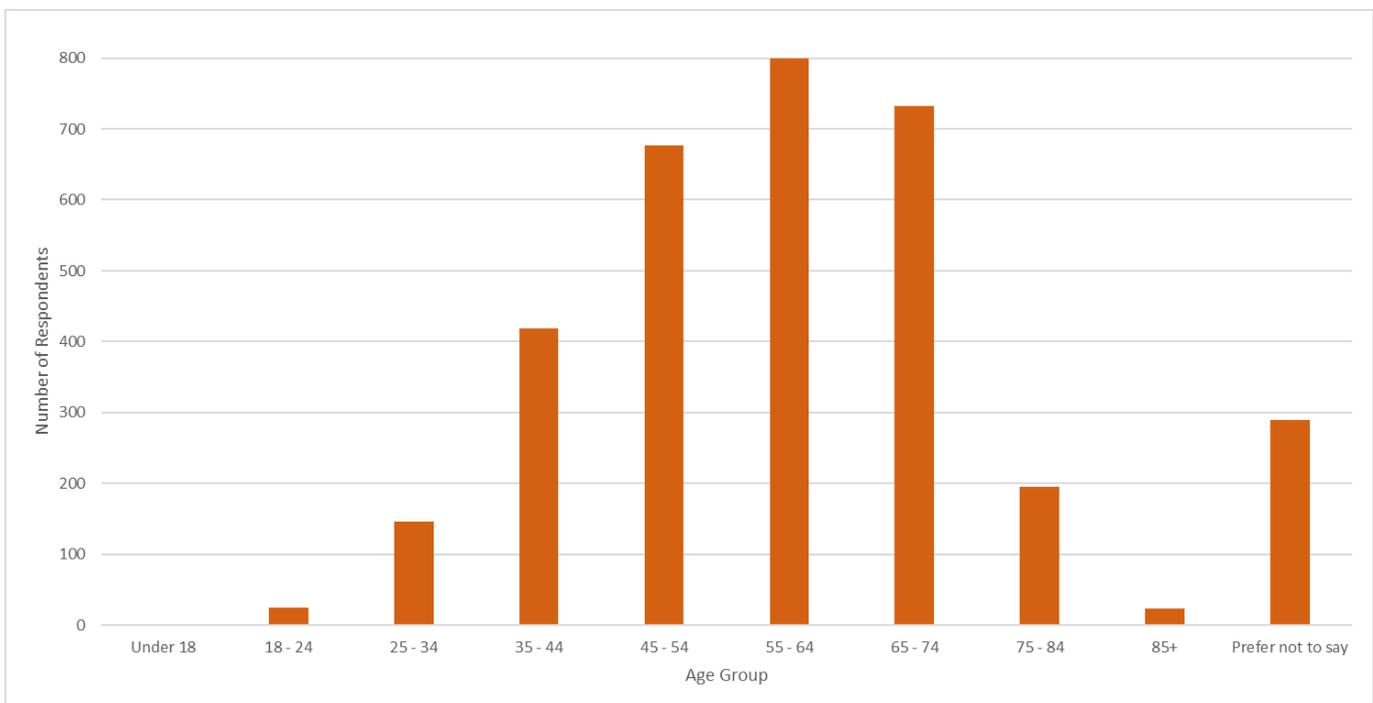


The response appears to be evenly split between men and women. Of those that gave their gender, there appeared to be particularly less women at 46% compared to the East Sussex census percentages (52%). Additionally, our 2016 customer satisfaction survey suggests that a greater proportion of site users seem to be female than in the general East Sussex population.

However, of the consultation survey respondents, 8% chose not to say and 82 people chose not to answer the question, so the gender split of respondents shown may not be entirely reflective of the reality.

Q20. Which of these age groups do you belong to?

Response	Number of Respondents	Percentage
Under 18	2	0%
18 - 24	25	1%
25 - 34	146	4%
35 - 44	418	13%
45 - 54	677	20%
55 - 64	799	24%
65 - 74	732	22%
75 - 84	195	6%
85+	24	1%
Prefer not to say	289	9%
Total Number of Respondents	3,307	100%



Overall, 79% of the respondents were in the age range 35-74. This broadly reflects our 2016 customer satisfaction survey, and it appears that a greater proportion of our site users are aged 35 to 74 compared to the general county population at 52%. The majority of these were in the 45-74 age group which is concurrent with proportions of the site users in our satisfaction survey.

Neither our consultation respondents, nor the users of our sites surveyed in 2016, reflect the proportion of the general population in the county up to 34. Significantly less of this age group appear to use our sites and have responded to the consultation, although children under 16 are not permitted to use the sites.

Although the site users surveyed in 2016 showed similar proportions of those aged 75 and over at 13%, to those in the 2016 county population estimate at 12%, consultation respondents of this age numbered just 7% of the total. Despite directly emailing several local representative groups, including Age UK and seniors' forums (see Appendix 2 of this report), it is possible that we haven't reached those of 75 and over as well as we reached other age groups that use the sites.

Q22. To which of these ethnic groups do you feel you belong?

Response	Number of Respondents	Percentage
White British	2,707	85%
White Irish	30	1%
White Gypsy/Roma	2	0%
White Irish Traveller	4	0%
White Other	98	3%
Mixed White and Black Caribbean	2	0%
Mixed White and Black African	2	0%
Mixed White and Asian	6	0%
Mixed Other	7	0%
Asian or Asian British Indian	6	0%
Asian or Asian British Pakistani	1	0%
Asian or Asian British Bangladeshi	0	0%
Asian or Asian British Other	1	0%
Black or Black British Caribbean	0	0%
Black or Black British African	1	0%
Black or Black British Other	0	0%
Arab	1	0%
Chinese	4	0%
Other ethnic group	21	1%
Prefer not to say	312	10%
Total Number of Respondents	3,205	100%

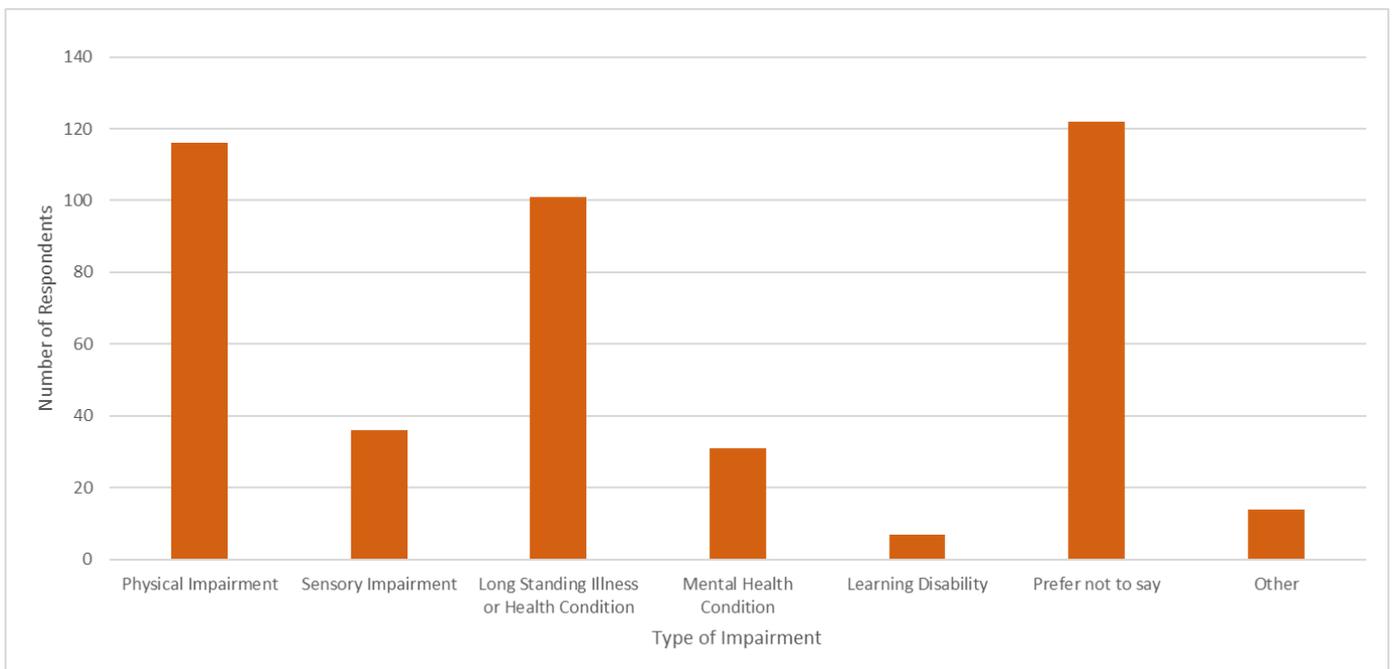
Of those that gave an ethnicity, 98% identified as a 'White' group, which is slightly higher than the East Sussex census at 96%. However, 492 people (14.5% of respondents to this question) chose not to answer this question, either by selecting the "prefer not to say" option or by making no response.

Q23. Do you consider yourself disabled as set out in the Equality Act 2010?

Response	Number of Respondents	Percentage
Yes	224	7%
No	2,738	83%
Prefer not to say	318	10%
Total Number of Respondents	3,280	100%

Q24. If you answered yes to Q23, please tell us the type of impairment that applies to you (total number of respondents here was 348)

Response	Number of Responses	Percentage
Physical Impairment	116	27%
Sensory Impairment	36	8%
Long Standing Illness or Health Condition	101	24%
Mental Health Condition	31	7%
Learning Disability	7	2%
Prefer not to say	122	29%
Other	14	3%
Total Number of Responses	427	100%



In 2016/17, 19% of adults of working age and 45% of adults over State Pension age reported a disability under the terms of Equality Act 2010, with mobility being the most prevalent impairment reported (Source: Family Resources Survey 2016/17).

In the 2011 county data, some 20% of people had a long-term health problem or disability, and in 9% of those their day-to-day activities were significantly limited.

The proportion of respondents who told us they are disabled was much less than this at 7%, and of those that told us the type of impairment they had, a physical impairment was the most frequently reported, followed closely by a long standing illness or health condition, with 71% having either a physical impairment or a long standing illness or health condition. 10% preferred not to say whether they were disabled or not, which could have affected the outcome.

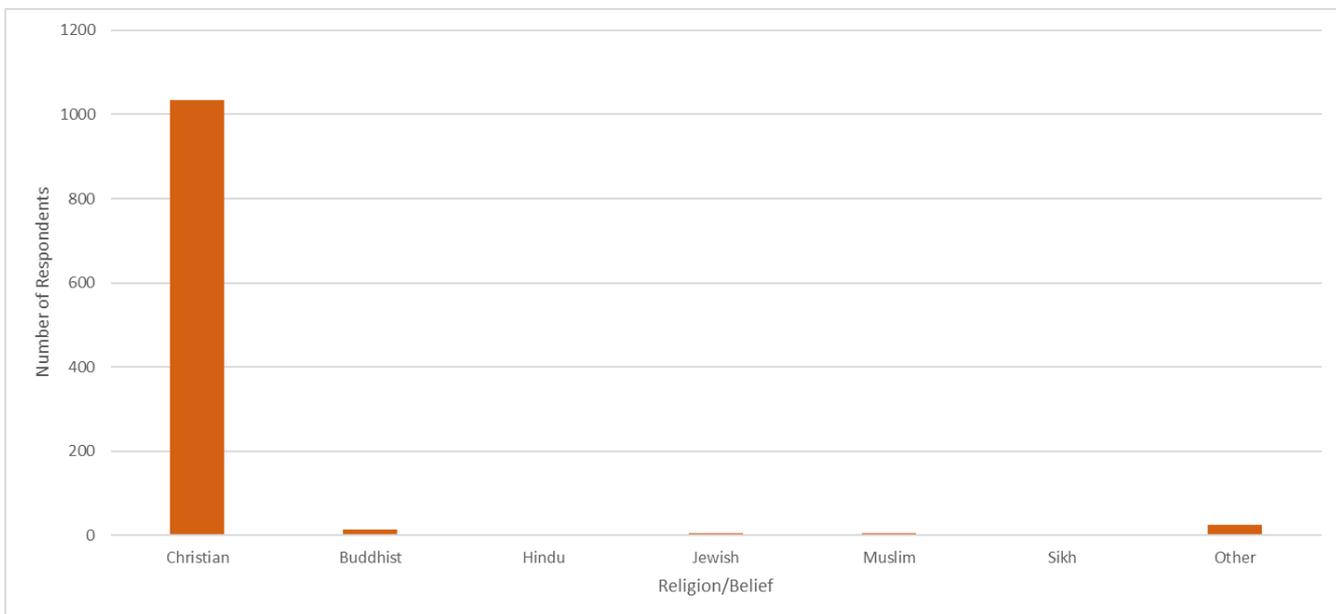
This does however reflect our latest customer satisfaction survey, to which 6% of respondents who use East Sussex sites told us they were disabled under the terms of the Equality Act 2010.

Q25. Do you regard yourself as belonging to any particular religion or belief?

Response	Number of Respondents	Percentage
Yes	1,096	34%
No	1,541	47%
Prefer not to say	605	19%
Total Number of Respondents	3,242	100%

Q26. If you answered yes to Q25, which one?

Response	Number of Respondents	Percentage
Christian	1,035	95.3%
Buddhist	15	1.4%
Hindu	2	0.2%
Jewish	5	0.5%
Muslim	5	0.5%
Sikh	0	0%
Other	24	2.2%
Total Number of Respondents	1,086	100%



Not all those that indicated they belonged to a religious or belief group went on to specify which. Of those that did, clearly the very large majority are Christian, nonetheless levels of the smaller religious groups in the county appear to be broadly reflected in the percentages of survey respondents, albeit in small numbers overall.

The final group of questions (19, 21, 27, 28 and 29) related to postcode, sexuality, transgender identity, partnership status and pregnancy rates among respondents, and these were used specifically for the Equalities Impact Assessment.

6.1 Equalities Impact Assessment

- 6.1.1 Through the Equalities Impact Assessment (see Appendix 2 to the Cabinet report) process, three main groups have been identified as likely to be more affected by the proposals. These are people aged 75 and over, people with certain disabilities, and people in rural communities.
- 6.1.2 Those aged 75 and over, and those with certain disabilities are less likely to be able to travel to an alternative recycling site in the event of site closures. The two sites proposed for closure are in rural parts of the county, and it is likely that residents may have further to travel to an alternative site. Additionally, people on lower incomes, such as some young working families, and some elderly residents and disabled people may be more impacted by the proposal to charge for non-household waste.
- 6.1.3 In terms of site closure, this may mean that these groups are likely to travel less frequently to an alternative site that is further away, or it may mean that they will incur additional fuel costs. However the impact will be less where people are able to link their visit to a recycling site with a trip for another purpose such as work, shopping or visiting friends and family.
- 6.1.4 To help avoid negative impacts on these groups, the County Council will work with the District and Borough Councils to ensure that residents are well informed of the ranges of other ways that they can dispose of their waste, including the comprehensive kerbside recycling and refuse collections and the 'assisted collection' service which gives extra help for elderly and less mobile residents. We will continue to promote other alternatives to visiting a household waste recycling site including the local recycling points, clinical waste collections, kerbside garden waste, bulky waste collections and home collections of reusable furniture by the charities.
- 6.1.5 Prior to the introduction of any changes, we would clearly advertise the changes to ensure that site-users are well-informed. We will continue to work with site staff to ensure that additional help on site is provided on request for those that need it, and continue to advertise this additional support that is already available. We will continue to listen to feedback from site users to endeavour to improve the accessibility of our HWRS service.

7. **Conclusions**

- 7.1 Our consultation encouraged respondents to make comments on a number of points including each individual proposal, and our overall approach. These comments have been useful in letting us know what is important to residents and their concerns about potential changes to the service. We have used this information to challenge our own HWRS Review documentation and assess whether or not our own assumptions are correct
- 7.2 Proposal 1: to charge for certain waste types
- 7.2.1 A higher level of support was received for this proposal than for the acceptability of the proposed changes overall, and 56%, over half of respondents, felt it was broadly acceptable.
- 7.3 Proposal 2: to close the recycling sites at Forest Row and Wadhurst
- 7.3.1 In terms of the proposal to close the Forest Row site, overall 47% found it broadly unacceptable and a large proportion, 34% were neutral. In relation to the proposal to close the Wadhurst site, overall 45% found it widely unacceptable and a similar 36% were neutral. Almost half of all respondents to the consultation questionnaire record Wadhurst or Forest Row as the site they use most often, and the proposed closure of these sites is clearly an important issue for respondents.

7.3.2 It is important to note that the views of local users of these two sites are very different to the views from all respondents above as they would be most affected by the proposal to close. For those respondents that use either Forest Row or Wadhurst as their main site, just under 1% thought that closing the sites was generally acceptable, and some 99% of respondents thought that closing their local site was widely unacceptable.

7.3.3 The comments and petitions received in response to the proposals to close Forest Row and Wadhurst sites show that the sites as a facility, along with the reuse shops, are highly valued by local users.

7.4 Proposal 3: to make changes to recycling site opening hours

7.4.1 There was considerable support for shortening opening times at the sites and 70% of respondents thought that this was broadly acceptable. When asked about opening Eastbourne and Crowborough sites for longer at the weekend and closing them during quieter times in the week, the majority of those that felt the question was applicable to them (70%) thought that the proposal was broadly acceptable.

7.4.2 For those respondents that said they use Eastbourne or Crowborough as their main site, there was even more support for the proposal. The proposal to extend the opening hours of the Eastbourne and Crowborough sites at weekends would benefit and help mitigate, at least in the catchment areas for those sites, negative effects on those of working age of reducing opening hours slightly during the week.

7.4.3 Similarly, making improvements to the Hailsham site may help mitigate negative effects to working age people in the catchment area of that site as a result of reducing opening hours slightly during the week.

7.5 Improving the Hailsham HWRS

7.5.1 We provided brief information about the Hailsham HWRS in our consultation but did not ask any direct questions about the possible improvements. Our 2016 customer satisfaction survey found that fewer users were positive about Hailsham HWRS than any other site, except Seaford. The satisfaction with the range of materials that can be recycled at Hailsham was 49% compared with 59% on average across all HWRSs. The feeling of safety was 7% lower than the average.

7.5.2 Improvements to the Hailsham site would result in benefits to site customers, allowing more space to park and to use the site, helping them to feel safer, and giving them the opportunity to recycle more materials. The site extension will also provide greater capacity to meet the increased customer demand arising from future housing growth planned for Hailsham and surrounding area. The better range of facilities will also mean that the planned improvements will pay for itself and deliver an annual saving.

7.6 Other survey questions

When asked about payment of a small fee to enter the HWRSs, the survey didn't evidence a great deal of support for the suggestion, and the majority of respondents, 57% thought it was broadly unacceptable. This however is not one of our current proposals, or something that we are planning to introduce as a result of this consultation.

7.7 In conclusion

7.7.1 Following our analysis of consultation responses and comments, and our HWRS review evidence, we do not consider that any new information has been presented that would lead us to withdraw our proposals. Through discussion with our contractor Veolia, we are exploring whether a full day closure at certain HWRSs would offer additional efficiencies

over and above shorter times. Through discussions with Parish Councils we are also exploring how a HWRS could be operated by another organisation.

- 7.7.2 Although residents who live in close proximity to either of the sites proposed for closure would be inconvenienced by having further to travel to an alternative site, a relatively small number of our current service users overall would be affected. Our analysis of journey times (see the Habitats Regulation Assessment, Appendix 3 of the Cabinet report) also showed that most residents within the catchment area of the Forest Row site would not need to travel more than an extra 10 minutes each way to an alternative site.
- 7.7.3 We recognise that of those residents who use the sites proposed for closure, there will be some people who will be more affected by the loss of service, especially those that live close to the sites and visit them on foot, and those that may feel unable to drive very far, including the elderly and those with certain disabilities.
- 7.7.4 Council waste team officers have engaged with Wadhurst and Forest Row Parish Councillors and District Councillors to investigate potential options for alternative services provided by the community or business sector. If the decision is made to close sites, it is recommended that this engagement continues.
- 7.7.5 There may be people that want to use the sites during the times we have proposed reducing the opening hours. And some will be more affected than others in terms of the proposal to introduce charges for non-household waste, including those on lower incomes and those generating more of the non-household waste types to dispose of. However, it should be noted that the charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no profit would be received.
- 7.7.6 The current network of 12 sites and free disposal of non-household waste provides residents with a good level of service. The level of service we are proposing ensures that we continue to comply with our statutory duties. We feel that overall, the potential impacts of the service changes are likely to be small and that our proposals will ensure the continuing provision of a good level of service for residents, with reasonable access to a network of HWRSs to meet the needs of current and future users.

Appendix 1: Summary of consultation correspondence and petitions received

The views of 31 members of the public and two MPs were shared with us by email, letter or phone call after the start of the consultation, along with representations from 12 Parish Councils, two District and County Councils, and three other organisations.

The respondents are listed in the table below. Their verbatim comments have been analysed and records are available in the Cabinet Members' room. Key stakeholder responses are also summarised in section 5 of this report.

Members of the public: 31
Parish Councils: 12
Arlington
Berwick
Catsfield
Chalvington with Ripe
Ditchling
Forest Row
Frant
Hartfield
Horam
Isfield
Piddinghoe
Withyham
District/Borough/County Councils
Wealden District Council (via Cllr Galley)
West Sussex County Council
MPs
Nusrat Ghani
Stephen Lloyd
Sir Nicholas Soames (prior to consultation start)
Other Organisations
National Farmers Union
East Sussex Fire & Rescue Service
East Sussex Joint Waste Collection Partnership
Petitions received against site closure
Paper petition from Forest Row Parish Council (PC): 1,594 signatures
E-petition from Forest Row PC: 2,365 signatures
Paper petition from Wadhurst PC: 2,684 signatures
Paper petition from Frant PC: 151 signatures

Appendix 2: List of organisations contacted

The following organisations were contacted directly by the County Council, notified of the proposals and the consultation start and end dates, and encouraged to respond via the survey or in writing.

Third Sector Organisations	Other organisations included via East Sussex Strategic Partnership
3VA (Eastbourne, Lewes District and Wealden)	East Sussex Fire & Rescue Service
Action in Rural Sussex	Clinical Commissioning Groups in the county
Age UK/Age Concern East Sussex	Highways Agency
Ashdown Forest Conservators	JobCentre Plus
East Sussex Association for the Blind	Kent, Surrey and Sussex Community Rehabilitation Company (Seetec)
Eastbourne Seniors Forum	National Probation Service
Eastbourne Society (Civic)	NHS England - Surrey and Sussex Area Team
Environmental Protection UK	Sussex Associations of Local Councils
Friends of Lewes	Sussex Police
Hastings and St. Leonards Senior Forum	MPs / Councillors
Hastings Older People's Ethnic Group	Stephen Lloyd
Hastings Voluntary Action	Maria Caulfield
Lewes District Seniors Forum	Huw Merriman
Meridian Mature Citizens' Forum	Amber Rudd
Possability People	Nusrat Ghani
Rother Environmental Group	Lloyd Russell-Moyle
Rother Seniors' Forum	East Sussex District & Boroughs
Rother Voluntary Action	Lewes District Council
Seaford Seniors Forum	Hastings Borough Council
SpeakUp	Eastbourne Borough Council
Sussex Community Development Association	Wealden District Council
Sussex Deaf Association, East Sussex Division	Rother District Council
The Friends of Ashdown Forest	Brighton & Hove City Council
Transition Town Eastbourne	Town / Parish Councils
Transition Town Hastings	All in East Sussex
Transition Town Lewes	Other Local Authorities
Transition Wadhurst	West Sussex County Council
Wealden Senior Citizens Partnership	Kent County Council
WRAP (Waste and Resources Action Programme)	Surrey County Council
Public bodies	Hampshire County Council
Environment Agency	Adur & Worthing Council
Hastings Youth Council	Mid Sussex District Council
High Weald AONB Unit	Crawley Borough Council
Natural England	Tandridge District Council
South Downs National Park Authority	Sevenoaks District Council
Educational institutions	Tunbridge Wells Borough Council
University of Brighton	Ashford Borough Council
University of Sussex	Shepway District Council
Waste Partnerships & Inter Authority Working Groups	Brighton and Hove City Council
East Sussex Joint Waste Collection Partnership	Contractor partner
Waste Crime Practitioners Group	Veolia South Downs

Appendix 3 - Public Consultation Questionnaire

Waste Consultation

Comment on our proposals for East Sussex Recycling Sites

Ends 15 May 2018



Household Waste Recycling Sites – Have Your Say

Overview

We're asking for your views on proposals for changes to our Household Waste Recycling Sites.

As part of our 30 year contract with Veolia, we've built facilities to deal with your recycling and garden waste and to recover energy from what goes into your bin. We want to keep waste to a minimum and get as much useful material as possible out of the dustbin and reused or recycled. We also provide places for you to take your waste and recycling.

In 2016/17, East Sussex residents together with the borough and district councils and the County Council recycled, reused or recovered energy from 95% of our household waste and only 5% went to landfill.

We carried out a review of our Household Waste Recycling Site service to try to identify where we might be able to make additional savings.

In this consultation, we'll ask you what you think about the specific proposals and our overall approach.

Why we are consulting

Our waste service has a contract with Veolia to run our twelve Household Waste Recycling Sites for us, where 66,000 tonnes of waste and recycling are taken yearly. This is about a quarter of the waste that East Sussex residents produce, the rest is collected from homes, litter bins and streets. We want to get the maximum value out of waste, and almost sixty per cent of the waste brought to the sites is recycled, composted or reused, with most of the rest used as fuel for energy.

It costs nearly £10 million a year to run our sites and to recycle and dispose of all the waste that residents bring. Savings have already been made since 2014 by reducing opening hours at three of our twelve sites.

We now need to reduce our annual Waste and Recycling budget by £720,000, while providing residents with a reasonably accessible Household Waste Recycling Site service. And in future years we may have to make even more savings as a result of the budget pressures we continue to face.

The Council has already made savings of around £112 million this decade. Due to further cuts in council funding from the Government, we need to save an extra £47 million by 2021, with £17 million to be saved in the next financial year. Meanwhile we need to protect services for the most vulnerable.

It is getting more difficult to find ways to make savings and tough choices will have to be made by the Council's elected Members.

Our Household Waste Recycling Site Review

The review of our Household Waste Recycling Sites looked at ways of making savings while considering residents' needs. We looked at a variety of information, including use of the sites and our legal duties. We found that:

- **Disposal of certain types of waste is expensive**
Disposal of items such as soil, rubble, plasterboard, tyres and asbestos is costly for us compared to other councils which charge residents to dispose of these waste types at their recycling sites - in East Sussex we don't charge.
- **We can still provide a good service with fewer Household Waste Recycling Sites**
In East Sussex we offer an above average number of recycling sites compared with similar councils. We assessed our sites looking at aspects like the number of visits, how much waste is brought and how much they cost to run. Over 98% of residents are currently able to reach a site within a 20 minute drive. If the smaller, part-time sites at Forest Row and Wadhurst closed, over 98% of residents would still be able to reach a site within a 20 minute drive and our nearest remaining sites would have space for the additional waste.
- **Opening hours at the recycling sites could be altered to fit better with demand**
Weekends are the busiest time for the sites. Most of our sites open all day at weekends, but Eastbourne and Crowborough only open in the morning. We think opening these two sites for longer at weekends would improve the service for residents. Most of the sites are less busy during the week, especially at the beginning and the end of the day. We may be able to reduce our costs if we closed the sites during quieter times in the week.
- **Hailsham Household Waste Recycling Site could work better**
The Hailsham site has the poorest recycling rate of the all sites. Improving the site layout would mean more waste could be separated for recycling. This would reduce costs and provide a better service for customers.
- **Fly-tipping is not likely to increase as a result of changes**
We looked carefully at evidence from councils who've made similar changes to those we're proposing, including Surrey, Hampshire and West Sussex. They saw no increase in fly-tipping, or just a slight increase in line with national trends. We have not found clear evidence to show that residents will fly-tip if they can't use a site, or if they have to pay for something that used to be free. If we make site changes, we'll check local fly-tip data for signs of an impact. We'll also continue to work with the district and borough councils, the Environment Agency and the Police to prevent and deal with fly-tipping.

For more information see the Household Waste Recycling Site review report and the FAQs on our website: eastsussex.gov.uk/wasteconsultation

What changes are proposed?

As a result of the recycling site review, we're now proposing to make these **changes**:

- Charge for certain waste types that are not 'household waste', i.e. rubble, soil, plasterboard, tyres and asbestos.
- Close the part-time recycling sites at Forest Row and Wadhurst.
- Change recycling site opening hours to better suit demand.
- Improve the layout of Hailsham recycling site.

We believe we can make these changes to the service while maintaining a good level of service for residents.

How to take part in this consultation

Fill in and return the following survey by midnight on 15 May 2018 – we expect it to take around 15 minutes to complete.

Completed surveys can be handed to staff at East Sussex libraries or posted back to us at: Waste Consultation, West B Floor, County Hall, St Anne's Crescent, Lewes, BN7 1UE.

If you need the survey in another format, call us on 0345 60 80 194 or email us at waste@eastsussex.gov.uk

If you need more help to take part in the survey, please let us know.

We'd like to hear from any residents of East Sussex, whether you're a regular user of our recycling sites or not. We also welcome feedback from charitable or community organisations with an interest in the service.

What happens next?

At this stage, no decisions have been made on our proposals.

Once the consultation is complete, your views will be presented to East Sussex County Council's Cabinet in summer 2018 to help them make a final decision.

Give Us Your Views

The Recycling Site you use:

Q1. Do you use a Household Waste Recycling Site in East Sussex?

- Yes
- No

Q2. If yes, which site do you use most often (please tick one box):

- Crowborough
- Eastbourne
- Forest Row
- Hailsham
- Hastings (off Bexhill Road)
- Heathfield
- Lewes
- Maresfield
- Mountfield
- Newhaven
- Seaford
- Wadhurst

Proposal 1:

Charge for certain waste types, i.e. rubble, soil, plasterboard, tyres and asbestos

Legally, the County Council only has to accept and pay for 'Household Waste' that residents bring to the sites.

Rubble, soil, plasterboard, tyres and asbestos are not 'Household Waste' so we don't have to accept them for free at the Household Waste Recycling Sites. At present, we don't charge residents to bring waste to our sites, but we do limit the amount of rubble, soil, plasterboard, tyres and asbestos brought in.

Many councils already charge for some or all of these waste types, including nearby authorities in Surrey and Hampshire. A small charge to residents for these items at the recycling sites would cover the cost of dealing with it. We'd expect charges to be something like this:

Rubble, bricks, tiles

£4 per rubble sack*

Soil

£4 per rubble sack*

Plasterboard

£4 per rubble sack*

Bonded asbestos

£6 per sheet

Tyres

£2 per tyre

*approximate sack size 55 x 85cm

We would remove the existing monthly limit for these items.

All other 'Household Waste' that residents currently bring to the sites, including garden waste, furniture, electricals, recycling and general waste will continue to be **free of charge** to dispose of at the sites.

No waste from businesses is allowed at any of our recycling sites and it is the job of our contractor to make sure that it is kept out.

Q3. What do you think of the proposal to charge for the disposal of rubble, soil, plasterboard, tyres and asbestos to cover our disposal costs?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable

Q4. Do you have any comments on Proposal 1 and how it could affect you or your organisation?

- No
- Yes

Proposal 2:

Close the part-time recycling sites at Forest Row and Wadhurst

We propose to permanently close two of the smaller Household Waste Recycling Sites – at Forest Row and Wadhurst.

We consulted on closing these sites in 2013, but decided to close them from Monday to Thursday rather than shut them permanently. Due to the financial situation and the budget pressures we face, unfortunately we now need to make more savings.

The Forest Row and Wadhurst sites currently open three days a week. Our traffic log shows they have fewer visitors per hour of opening than all the other sites, and they receive less waste. This means they're relatively more expensive to run. Forest Row receives around ten per cent of the visitors and waste that our busiest site (in Hastings) accepts.

Our review found that compared to similar English councils with similar population sizes and geographical areas, we offer an above average number of recycling sites in East Sussex.

Currently over 98% of residents can reach a site within 20 minutes. We appreciate that reducing the number of sites may mean a longer journey for some residents to their next nearest site. However we think our proposals will ensure there are enough sites over the county within reasonable reach of residents.

Other nearby sites within the network including Maresfield, Heathfield and Crowborough would be able to receive the additional visitors and waste from Forest Row and Wadhurst. If the Household Waste Recycling Sites at Forest Row and Wadhurst closed, over 98% of East Sussex residents would still be able to reach a site within a 20 minute drive of their home.

For more information see the Household Waste Recycling Site review report and the FAQs on our website: eastsussex.gov.uk/wasteconsultation

Q5. If we closed Forest Row and Wadhurst recycling sites, do you agree the remaining ten sites across the county would give residents reasonable access to the service?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Q6. What do you think of the proposal to close Forest Row Household Waste Recycling Site?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable

Q7. What do you think of the proposal to close Wadhurst Household Waste Recycling Site?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable

Q8. Do you have any comments on Proposal 2 and how it could affect you or your organisation?

- No
- Yes

Proposal 3: Changes to recycling site opening hours

We're looking at changing opening times at sites where possible, to fit better with times that residents use them most. This could mean sites closing at quieter times when there's less demand and some sites opening for longer at the busier time of weekends.

Most of our recycling sites open from 8 or 9am until 4 or 5pm every day. The sites are less busy at the beginning and end of the day, and around ninety per cent of our customers visit the recycling sites between 9am and 4pm.

It could be more efficient for us to close the sites during the less busy hours to help us reduce our costs. We're proposing the sites could open for slightly shorter days, remaining open during the peak time of 9am to 4pm.

Q9. Thinking about the times you would want to visit the recycling sites, what do you think of slightly shorter opening times?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable

The sites at Crowborough and Eastbourne close in the afternoon on Saturdays and Sundays.

Weekends are the busiest time for the sites. So we think opening the Crowborough and Eastbourne sites all day at weekends, and closing the sites during the less busy hours or days in the week, would be more convenient for residents.

Q10. Thinking about the times you would want to visit Crowborough or Eastbourne sites. What do you think about keeping these sites open later at the weekend and closing them at quieter times during the week?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable
- Not applicable – I don't visit these sites

Q11. Do you have any comments on Proposal 3 and how it could affect you or your organisation?

- No
- Yes

Question for information-gathering only:

The principle of a small charge to enter the recycling sites

We're not currently planning to introduce entry charges at our recycling sites. This Government does not allow the Council to charge an entry fee to recycling sites. However if this changed in future, charging residents a small entry fee could help to prevent further reductions to the service.

We'd like to hear your views on this. We're interested in the possibility of charging for entry because we may have to make more savings in future years as we face greater budget pressures.

Please note that this question does not form part of our current savings proposals.

Q12. In principle, would you be prepared to pay a small fee to enter the Household Waste Recycling Sites (for example, £1 per visit)?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable

Your opinion of the recycling site service proposals

As a result of our review of the Household Waste Recycling Sites, we're proposing the changes described previously as a way to help make the £720,000 per year of savings that we need:

- Charge for certain waste types that are not 'household waste', i.e. rubble, soil, plasterboard, tyres and asbestos.
- Close the part-time recycling sites at Forest Row and Wadhurst.
- Change recycling site opening hours to better suit demand.
- Improve the layout of Hailsham recycling site.

We think these changes would allow us to continue to provide a level of service county-wide that meets residents' needs within future budget pressures

For more information see the Household Waste Recycling Site review report and the FAQs on our website: eastsussex.gov.uk/wasteconsultation

Q13. Thinking about what we've told you about our proposals so far, how do you feel about the proposals overall as a way to make savings?

- Perfectly acceptable
- Acceptable
- Neutral
- Unacceptable
- Totally unacceptable

Q14. Your preferred options:

We appreciate that you may have strong views about some or all of our proposals, but we want to understand what is most important to you.

Thinking about the proposals outlined in this survey, please rank the choices below from 1 to 4 in order of acceptability, 1 being the choice you find most acceptable and 4 the one you find least acceptable.

Please select a different number for each option. For example, two options shouldn't be ranked equal 1st.

Charge for certain waste types at the sites, i.e. rubble, soil, plasterboard, tyres and asbestos

1 2 3 4 (please circle one choice)

Close the part-time recycling sites at Forest Row and Wadhurst

1 2 3 4 (please circle one choice)

Change opening hours at the recycling sites to better suit demand

1 2 3 4 (please circle one choice)

Introduce a small charge to enter the recycling sites (*in principle* as this is not allowed at present)

1 2 3 4 (please circle one choice)

Q15. Do you have any suggestions for other ways to make savings at the recycling sites?

- No
- Yes

Q16. Are you responding as a resident or as part of an organisation? Please tick one box

- Resident
- Organisation
- Prefer not to say

Q17. If you are answering as part of an organisation, what type of organisation are you?

- Business
- Charitable organisation
- Community or voluntary group
- District or borough council
- Town or parish council
- Prefer not to say
- Other, please describe

About you

We want to make sure that everyone is treated fairly and equally and that no one gets left out. That's why we ask you these questions.

We won't share the information you give us with anyone else. We will only use it to help us make decisions and make our services better.

If you would rather not answer any of these questions, you don't have to.

Q18. Are you.....? Please tick one box

- Male
- Female
- Prefer not to say

Q19. Do you identify as a transgender or trans person? Please tick one box

- Yes
- No
- Prefer not to say

Q20. Which of these age groups do you belong to? Please tick one box

- under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

Q21. What is your postcode?

Q22. To which of these ethnic groups do you feel you belong? (source: 2011 census)

Please tick one box

- | | |
|--|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Asian or Asian British Indian |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Asian or Asian British Pakistani |
| <input type="checkbox"/> White Gypsy/Roma | <input type="checkbox"/> Asian or Asian British Bangladeshi |
| <input type="checkbox"/> White Irish Traveller | <input type="checkbox"/> Asian or Asian British other* |
| <input type="checkbox"/> White other* | <input type="checkbox"/> Black or Black British Caribbean |
| <input type="checkbox"/> Mixed White and Black Caribbean | <input type="checkbox"/> Black or Black British African |
| <input type="checkbox"/> Mixed White and Black African | <input type="checkbox"/> Black or Black British other* |
| <input type="checkbox"/> Mixed White and Asian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Mixed other* | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Other ethnic group* | <input type="checkbox"/> Prefer not to say |

*If your ethnic group was not specified in the list please describe your ethnic group.

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q23. Do you consider yourself to be disabled as set out in the Equality Act 2010?

Please tick one box

- Yes No Prefer not to say

Q24. If you answered yes to Q23, please tell us the type of impairment that applies to you.

You may have more than one type of impairment, so please tick all that apply. If none of these apply to you please tick 'Other' and give brief details of the impairment you have.

- Physical impairment
- Sensory impairment (hearing and sight)
- Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- Prefer not to say
- Other*

*If other, please specify

Q25. Do you regard yourself as belonging to any particular religion or belief? Please tick one box

- Yes No Prefer not to say

Q26. If you answered yes to Q25, which one? Please tick one box

- Christian Hindu Muslim Any other religion, please specify
 Buddhist Jewish Sikh

Q27. Are you... Please tick one box

- Bi/Bisexual Gay woman/Lesbian Other
 Heterosexual/Straight Gay Man Prefer not to say

Q28. Are you currently pregnant or have you been pregnant in the last year? Please tick one box

- Yes No Prefer not to say

Q29. Are you married or in a civil partnership? Please tick one box

- Yes No Prefer not to say

Thank you for taking the time to complete this questionnaire. Your views are important to us.

Completed surveys can be handed to staff at East Sussex libraries or posted back to us at:
Waste Consultation, West B Floor, County Hall, St Anne's Crescent, Lewes, BN7 1UE.



Produced by the East Sussex County Council Waste team, in conjunction with MCL
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Cabinet 26 June 2018

Appendix 2

HWRS Service Review

Equality Impact Assessment



Equality Impact Assessment

Project or Service Template

Name of the proposal, project or service
Household Waste Recycling Site (HWRS) Service Proposals

File ref:		Issue No:	01
Date of Issue:	June 2018	Review date:	12 months following implementation of any changes to the HWRS Service

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Part 1 – The Public Sector Equality Duty and Equality Impact Assessments (EIA)

1.1 The Council must have due regard to its Public Sector Equality Duty when making all decisions at member and officer level. An EIA is the best method by which the Council can determine the impact of a proposal on equalities, particularly for major decisions. However, the level of analysis should be proportionate to the relevance of the duty to the service or decision.

1.2 This is one of two forms that the County Council uses for Equality Impact Assessments, both of which are available on the intranet. This form is designed for any proposal, project or service. The other form looks at services or projects.

1.3 The Public Sector Equality Duty (PSED)

The public sector duty is set out at Section 149 of the Equality Act 2010. It requires the Council, when exercising its functions, to have “due regard” to the need to

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (see below for “protected characteristics”

These are sometimes called equality aims.

1.4 A “protected characteristic” is defined in the Act as:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race (including ethnic or national origins, colour or nationality)
- religion or belief;
- sex;
- sexual orientation.

Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination.

The previous public sector equalities duties only covered race, disability and gender.

1.5 East Sussex County Council also considers the following additional groups/factors when carry out analysis:

- Carers – A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. [Carers at the Heart of 21st Century Families and Communities, 2008]
- Literacy/Numeracy Skills

- Part time workers
- Rurality

1.6 Advancing equality (the second of the equality aims) involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristic
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people including steps to take account of disabled people's disabilities
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

NB Please note that, for disabled persons, the Council must have regard to the possible need for steps that amount to positive discrimination, to "level the playing field" with non-disabled persons, e.g. in accessing services through dedicated car parking spaces.

1.6 Guidance on Compliance with The Public Sector Equality Duty (PSED) for officers and decision makers:

1.6.1 To comply with the duty, the Council must have "due regard" to the three equality aims set out above. This means the PSED must be considered as a factor to consider alongside other relevant factors such as budgetary, economic and practical factors.

1.6.2 What regard is "due" in any given case will depend on the circumstances. A proposal which, if implemented, would have particularly negative or widespread effects on (say) women, or the elderly, or people of a particular ethnic group would require officers and members to give considerable regard to the equalities aims. A proposal which had limited differential or discriminatory effect will probably require less regard.

1.6.3 *Some key points to note :*

- The duty is regarded by the Courts as being very important.
- Officers and members must be aware of the duty and give it conscious consideration: e.g. by considering open-mindedly the EIA and its findings when making a decision. When members are taking a decision, this duty can't be delegated by the members, e.g. to an officer.
- EIAs must be evidence based.
- There must be an assessment of the practical impact of decisions on equalities, measures to avoid or mitigate negative impact and their effectiveness.
- There must be compliance with the duty when proposals are being formulated by officers and by members in taking decisions: the Council can't rely on an EIA produced after the decision is made.
- The duty is ongoing: EIA's should be developed over time and there should be evidence of monitoring impact after the decision.
- The duty is not, however, to achieve the three equality aims but to consider them – the duty does not stop tough decisions sometimes being made.
- The decision maker may take into account other countervailing (i.e. opposing) factors that may objectively justify taking a decision which has negative impact on equalities (for instance, cost factors)

1.6.4 In addition to the Act, the Council is required to comply with any statutory Code of Practice issued by the Equality and Human Rights Commission. New Codes of Practice under the new Act have yet to be published. However, Codes of Practice issued under the previous legislation remain relevant and the Equality and Human Rights Commission has also published guidance on the new public sector equality duty.

Part 2 – Aims and implementation of the proposal, project or service

2.1 What is being assessed?

a) Proposal or name of the project or service.

Our Household Waste Recycling Site (HWRS) Service proposals:

- Proposal 1: Charge for certain non-household wastes at our sites
I.e. rubble, soil, plasterboard, tyres and asbestos.
- Proposal 2: Permanently close the sites at Wadhurst and Forest Row
We propose to permanently close these two smaller, part-time HWRSs.
- Proposal 3: Change opening hours at certain HWRSs to better suit demand
This could mean sites closing at quieter times when there's less demand and some sites opening for longer at the busier time of weekends.
Most of our recycling sites open from 8 or 9am until 4 or 5pm every day. We propose the sites could open for slightly shorter days, remaining open during the peak time of 9am to 4pm.
The sites at Crowborough and Eastbourne close in the afternoon on Saturdays and Sundays. We are proposing to open these sites all day at weekends and close them during less busy hours or days in the week.
- Proposal 4: to make improvements to the layout of Hailsham recycling site.
It is proposed to extend Hailsham HWRS and improve the site layout to create space for additional containers which will allow greater separation of materials for recycling and recovery to help generate ongoing savings through increased diversion from landfill.

b) What is the main purpose or aims of proposal, project or service?

The main purpose of the proposals is to make a saving of approximately £720,000 a year from the cost of our waste disposal contract.

The County Council's funding from central government continues to reduce and due to these cuts, caps placed on increasing council tax and the rise in demand for Council services, our budget can no-longer cover the current costs.

In the meantime, we must continue to provide residents with a safe and reasonably accessible Household Waste Recycling Site service, and we are also proposing some improvements to help us run the service more efficiently and be responsive to customer demand.

It costs £2.5m to pay for the upgrades to and the operation and management of our HWRSs, and £7.5m to recycle and dispose of the waste that our residents bring to them. At the Full Council meeting on 6 February 2018, the Council's annual budget was considered and it was decided to reduce the annual waste and recycling budget by £720,000, of which sum, savings of £558,000 will need to be made in 2018/19.

Aims of the proposals

- To make savings whilst running efficient sites which recycle as much as possible and are reasonably accessible for residents.
- Maintain a network of HWRS with opening hours that meet the needs of residents and also make operational and economic sense
- Improve the layout of Hailsham HWRS, thereby improving performance and user experience.
- To continue to meet our statutory obligations under the Environmental Protection Act 1990.

Manager(s) and section or service responsible for completing the assessment

Sarah Watson, Project Officer within the Waste Team, Transport and Operational Services in Communities, Economy & Transport has completed this assessment. Sarah worked on the last HWRS review in 2013 and has extensive experience with complex waste projects, performance management, consultations and complex data analysis. Sarah also worked on the previous Joint Waste Strategy EqIA relating to the 2013 HWRS review.

2.2 Who is affected by the proposal, project or service? Who is it intended to benefit and how?

The HWRSs provide a network of sites available to all East Sussex residents for the free disposal of household waste, including bulky items and a wide range of materials for recycling. HWRS are especially useful for waste which cannot be recycled or disposed of via the Borough and District Council collection services or the bring banks at the smaller recycling points operated by the Borough and District Councils.

Who is affected?

This proposal has the potential to affect all current site customers and future users of the HWRS Service, although those most likely to be affected differ with each proposal:

- **Proposal 1:** Charging for non-household waste – charges will mainly affect those site-users with waste created from work on properties or gardens, and vehicle owners with tyres to dispose of.
- **Proposal 2:** HWRS Closures – will affect residents who currently use the Forest Row and Wadhurst sites, and those in the catchment area who may want to use them. There could also be an impact on staff if fewer personnel are required.
- **Proposal 3:** Adjusting opening times – will affect site-users that use, or want to use the sites at the times we may make changes. We are working with Veolia to understand what effect this could have on their staffing patterns, recruitment, retention, etc.
- **Proposal 4:** Improve Hailsham HWRS - Hailsham site-users and staff, as well as future users.

Who is it intended to benefit and how?

- **Proposal 3:** Adjusting opening times – weekend opening of the Eastbourne and Crowborough sites will benefit some residents, especially residents who work and use these sites, who might find it easier to visit at weekends.
- **Proposal 4:** Improve Hailsham HWRS – the site layout will be improved with more space for pedestrians and cars. This would result in benefits to Hailsham site customers, allowing more space to park and to use the site, helping them to feel safer, and giving them the opportunity to recycle more materials. It would also provide an

improved site for staff to work within, i.e. more space and easier servicing. The site extension will also provide greater capacity to meet the increased customer demand arising from future housing growth planned for Hailsham and surrounding area.

2.3 How is, or will, the proposal, project or service be put into practice and who is, or will be, responsible for it?

East Sussex County Council acts as the Waste Disposal Authority (WDA), providing the Household Waste Recycling Sites. The HWRS Service proposals have arisen from the Service Review and have been agreed by the Project Board and Department Management Team and will be considered by Chief Officers and by Cabinet in June 2018.

The Project Board for this project comprises Karl Taylor, Assistant Director Operations, Communities, Economy & Transport; Carl Valentine, Head of Service for Transport and Operational Services; and Warwick Smith, Head of Communications, Governance Services.

Implementation of the proposals will be overseen by the Assistant Director Operations, Communities, Economy and Transport; the Head of Service for Transport and Operational Services and the Waste Team Manager. Relevant updates will be provided on progress to Scrutiny Committee, Lead Member or Cabinet as required.

Veolia Southdowns is contracted by the County Council to manage the HWRS service and will be expected to implement any operational changes at the sites, while the County Council's Waste Team staff will monitor these and provide the majority of the publicity to let residents know what changes are being made. Other Council departments and community partners will be important, such as Communications, and levels of local Government, such as the District and Borough Councils that deal with waste collections, and the Town and Parish Councils, will assist us to publicise changes.

2.4 Are there any partners involved? E.g. NHS Trust, voluntary/community organisations, the private sector? If yes, how are partners involved?

In April 2003 a 25-year Integrated Waste Management Services Contract (IWMSC) for the disposal of household waste worth approximately £1 billion was awarded to Onyx South Downs Ltd – now known as Veolia South Downs Ltd – by East Sussex County Council and Brighton & Hove City Council. A five year extension was agreed in 2008 and the contract will now end in March 2033. The contract includes the responsibility for managing the HWRSs in the contract area, of which East Sussex County Council currently provides twelve.

Internal stakeholders have been engaged during the development of the proposals. We have notified and encouraged other key external stakeholders to comment, including the District and Boroughs who are responsible for household waste collection, neighbouring Councils, the Town and Parish Councils within East Sussex and others, such as East Sussex Fire & Rescue Service, Sussex Police and community or voluntary sector support organisations and forums for the elderly and disabled (for a list of those contacted, see the Public Consultation Analysis report, Appendix 1 of the Cabinet report).

2.5 Is this proposal, project or service affected by legislation, legislative change, service review or strategic planning activity?

Our proposals focus more on our statutory obligations than before, setting out our approach to continue to provide an effective, efficient, affordable and sustainable HWRS service for the future.

The Council must follow Waste Regulations and the Waste Hierarchy, taking all such measures as are reasonable in the circumstances to prevent waste and apply the waste hierarchy in handling household waste.

The County Council, as a WDA is required by the Environmental Protection Act 1990, section 51, to provide sites for residents to dispose of their household waste, free-of-charge. There is no specified minimum required number of sites or mandatory opening times, although they must be open at 'reasonable times' and for part of either Saturday or Sunday and must be 'reasonably accessible'. There is no obligation to accept waste free-of-charge other than that classified as 'household waste'.

Defra are expected to provide updated guidance on charging for non-household waste in May 2018. Officers at this time have no reason to believe that this guidance will affect proposals, but will monitor and react accordingly when it is issued.

This service was subject to a service review in 2013 and more recently in 2017. In 2014 we revised our joint strategy for managing the county's waste until 2025 with our Waste Collection Authority partners. The County Council also has to plan for the long-term management of waste. The Waste and Minerals Plan for East Sussex, South Downs and Brighton and Hove covers local authority collected waste, as well as waste from commercial and industrial premises and from construction, demolition and excavation works. The plan's approach is to reduce the amount of waste created and to make sure that there is enough capacity in the future to deal with increases in recycling and recovery of waste.

2.6 How do people access or how are people referred to your proposal, project or service? Please explain fully.

The service provides a network of HWRSs available to all East Sussex residents for the free disposal of household waste free-of-charge, and certain non-household wastes within a monthly limit. All members of the public bringing household waste to the site may use the sites during opening hours, provided there are no temporary site closures e.g. because of weather conditions, emergencies or maintenance work.

The sites are signposted from the main roads and promoted on the East Sussex County Council website rubbish and recycling website pages, and Veolia's website on their recycling site website pages:

www.eastsussex.gov.uk/environment/rubbishandrecycling/recyclingsites/wastesites
www.veolia.co.uk/southdowns/recycling-sites

In terms of the 2018 consultation on our proposals, we explained that if people needed the consultation survey in another format e.g. a paper copy, they could request one by telephone or email. People were encouraged to let us know if they needed more help to take part in the survey.

3,336 respondents completed the questionnaire online and 49 completed a paper version of the questionnaire.

In developing the survey questions, overview and FAQs accompanying the consultation, the Plain English Campaign's 'Drive! Defence' tool, as well as a 'readability' tool were used to help ensure the text was clear, easy to understand and accessible.

One person called us and said they didn't want to complete the survey or write to us, so we took their points of view over the telephone and included them in our comments analysis. People and organisations also wrote to us and emailed us with their views, which we logged and analysed. We also met directly with various organisations to discuss the proposals and their views: Forest Row and Wadhurst Parish Councils, Horam Parish Council AGM, the East Sussex Joint Waste Collection Partnership, and West Sussex County Council.

2.7 If there is a referral method how are people assessed to use the proposal, project or service? Please explain fully.

There is no referral method.

2.8 How, when and where is your proposal, project or service provided? Please explain fully.

Household Waste Recycling Site network



Map 1: Locations of 12 current Household Waste Recycling Sites

Transport accessibility mapping showed 98.4% of residents (around 518,250 people) can reach an HWRS within 20 minutes by car or similar vehicle.

There is information on both Veolia's website and the Council's to publicise that assistance is available on request at the sites to residents with disabilities who need help for taking items to the correct recycling containers, as well as information on the availability of disabled parking:

www.veolia.co.uk/southdowns/recycling-sites

www.eastsussex.gov.uk/environment/rubbishandrecycling/recyclingsites/permits

There is a hatched, wider parking space for disabled site-users at all of the sites except Forest Row and Hailsham (which are more challenged in terms of available space). These parking spaces are located for the convenience for the user or in visible areas for the staff so that they can give assistance. At all but two of the sites (Crowborough and Heathfield) there are drop kerbs or no kerbs at all.

HWRS opening hours

The Forest Row, Wadhurst and Seaford sites currently open three days a week. The other sites are normally open seven days a week from 8 or 9am, until 4pm or 5pm, and some until 6pm in summer. Except Eastbourne HWRS that closes at 3.30pm on Fridays and 12 noon at weekends, and the Crowborough and Hailsham sites both close at 1pm at weekends. Most of the sites are open normal hours on bank holidays, except Crowborough and Eastbourne which are closed, and Hailsham which closes at 1pm.

Non-household waste policy

At present, we don't charge residents to bring waste to our sites, but we do have monthly limits on the amount of some materials classed as 'non-household' waste, i.e. rubble, soil, plasterboard, tyres and asbestos brought in. Legally, the County Council only has to accept and pay for materials classified as 'household' waste that residents bring to the sites.

Hailsham HWRS

Hailsham is an older site operating within a relatively small area. This makes use awkward for residents, with only one small area for the public to park their cars and access the containers, and it also limits recycling options.

Part 3 – Methodology, consultation, data and research used to determine impact on protected characteristics.

3.1 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken.

Types of evidence identified as relevant have X marked against them			
	Employee Monitoring Data		Staff Surveys
X	Service User Data	X	Contract/Supplier Monitoring Data
x	Recent Local Consultations		Data from other agencies, e.g. Police, Health, Fire and Rescue Services, third sector
	Complaints		Risk Assessments
x	Service User Surveys		Research Findings
x	Census Data	X	East Sussex Demographics
x	Previous Equality Impact Assessments	X	National Reports
	Other organisations Equality Impact Assessments	X	Any other evidence, e.g. our HWRS Service Reviews, traffic logs, waste tonnage data, site performance, journey route mapping.

3.1.1 Evidence of complaints against the proposal, project or service on grounds of discrimination.

We had no direct complaints about discrimination prior to the consultation regarding our HWRS service. Veolia produce an annual service report which includes complaints analysis, and as far as we are aware, there are no specific complaints that relate to discrimination.

During the 2018 consultation, 99 (out of 8,149) or some 1% of total comments from survey respondents and one comment via letter said that it would cost too much to travel to other sites, particularly with regard to the site closure proposals (91% of those comments). In addition there were 215 comments (2-3% of comments overall) from respondents' with concerns about difficulties accessing the other sites or without cars, particularly with regard to the site closure proposals (91% of those comments).

There were 91 comments from survey respondents that the current or proposed opening times are inconvenient for those who work, and most of these (92%) referred to the proposal to change site opening times. We received 81 comments from survey respondents and 2 via letters that the elderly would be disadvantaged by the proposals. Most of these (72% of those comments) referred to the proposal to close the sites.

There were also 34 comments from survey respondents that those on low incomes would be disadvantaged by the proposals, particularly with regard to the proposal to charge for non-household waste (62%). Plus 13 comments from survey respondents that the disabled would be disadvantaged by the proposals, which were mainly (92%) regarding proposals 1 and 2 about charging for certain wastes and site closures. In addition there were 11 comments about an unwelcome loss of employment, and this was mainly (55%) with reference to proposal 2 about site closures.

During the consultation some survey respondents (56 people) also raised issues with the fairness of the ranking question 14, (for the survey questionnaire, see the Consultation report, Appendix 1 of the Cabinet report). Some felt that by making this a required question, they were being forced to rank options that they didn't agree with, and felt it was discriminatory. The intention was to gather and present an overall picture of people's views in terms of the specific proposals, but we do appreciate that people may not find any of the proposals acceptable.

We have referred to these concerns in the Consultation report, and the responses to that question have not been considered in isolation, but in combination with the responses to each individual proposal. As a result, we have specified in our report that this question is for information rather than evidence to attach much significance to.

Through the consultation survey, we asked questions about the acceptability of each individual proposal and also gave residents an opportunity to present any specific concerns or comments in free text boxes. Comments in the text boxes within the survey responses were analysed and if a respondent commented that they found the 'preferred options' question unacceptable and asked that we did not include their answer to that question, we did not count it.

3.3 If you carried out any consultation or research on the proposal, project or service explain what consultation has been carried out.

To inform the proposals for Cabinet being consulted on, a thorough review of the Household Waste Site service was undertaken in 2017.

The full review was published on our website alongside and FAQs and a 12-week public consultation on the HWRS proposals which was undertaken from 22 February until 15 May 2018:

- Consultation Hub overview: consultation.eastsussex.gov.uk/economy-transport-environment/household-waste-recycling-sites-have-your-say-1/
- HWRS Review: www.eastsussex.gov.uk/media/10071/hwrs-service-review-final-2017-200218.pdf
- FAQs: www.eastsussex.gov.uk/environment/rubbishandrecycling/proposals-for-the-household-waste-recycling-sites-frequently-asked-questions

East Sussex residents were invited to have their say on the proposed changes by completing a consultation questionnaire. We received 3,385 online and written responses to the consultation questionnaire which is 0.7% of the East Sussex population aged 16 and over (454,109 people, source: ONS Population Estimates, 2017).

People also emailed the Council's Waste team directly or wrote in with their comments, and 36 representations via email and letter (and one phone call) were received after the start of consultation from members of the public, organisations and MPs. Twelve Parish Councils, a District Council and a neighbouring County Council also sent in representations (for a list of those sending in representations, see the Consultation report, Appendix 1 of the Cabinet report). There were also four petitions received against site closure, totalling 7,035 signatures. These petitions have been considered alongside the results of the public consultation.

We also received two petitions a week before the official start of the consultation against the closure of the Forest Row site with around 4,200 signatures, and two further petitions against the closure of the Wadhurst site totalling an additional 2,835 signatures during the consultation period. Petition signatures totalled 7,035.

Efforts were made to promote the questionnaire to non-users, as well as users, of the service. Nevertheless, the vast majority of respondents to the consultation questionnaire (99%) were HWRS-users.

To encourage people to take part, we publicised the consultation with banners, posters and leaflets at each of the HWRSs, as well as posters and leaflets at libraries and other council sites. At the start of the consultation, our press release was picked up by the Sussex Express, Eastbourne Herald, Hastings Observer and BBC Sussex Drivetime.

Regular posts were published on our Twitter and Facebook accounts, and there were links to the online consultation from the 'Rubbish and recycling' pages on our website as well as from the East Sussex County Council home page.

Various stakeholders were emailed directly to notify them of the consultation, including the County, District and Borough Councillors, Town and Parish Councils, and a variety of relevant local voluntary and public sector organisations including support organisations and forums for the elderly and the disabled (see the Consultation report, Appendix 1 of the Cabinet report).

Efforts were made in terms of those with protected characteristics by making the consultation questionnaire available upon request in other formats, including printed paper copies.

The consultation questionnaire included "About You" questions so that we could understand more about who is using our services and to consider any negative impacts of our proposals on protected groups, how impacts might be addressed and how to better advance equality. Also to identify any gaps in those groups engaged.

3.4 What does the consultation, research and/or data indicate about the positive or negative impact of the proposal, project or service?

HWRS consultation

The consultation shows that people believe there would be some negative impacts on particular groups as a result of the proposed service changes. For the full consultation questionnaire and analysis of responses, see the Consultation report, Appendix 1 to the Cabinet report.

In response to question 13 about the overall proposals as a way to make savings in the consultation questionnaire, 1,530 consultation respondents or 45%, found the proposed changes acceptable (30%) or neutral (15%) regarding the overall focus of our proposals.

A significant number of the comments indicated respondents' support for several of the proposals. However, some of the comments also evidence that people are concerned about disadvantaging the elderly, working people, those without transport or with difficulty accessing alternative sites, those on low incomes, site staff in terms of their employment and working hours, and the disabled.

- **Proposal 1:** Charge for certain non-household wastes at our sites.
57% (1,920 people) broadly accept the proposal to charge for non-household waste.
- **Proposal 2:** Closure of Wadhurst and Forest Row sites.
There is most opposition to the site closure proposals, and 55% (1,846 people) disagree that if we closed Forest Row and Wadhurst recycling sites, the remaining ten sites across the county would give residents reasonable access to the service.

Although 99% of respondents were site users (3,356 people), almost half of those predominantly use the part-time Forest Row or Wadhurst sites. Their responses to the consultation are likely to reflect the negative impact that the proposed closure of sites may have on people within these communities, and comments show that for some people it has affected their likelihood to accept the other proposals in the hope that that might prevent site closures.

Some 48% of the survey respondents (1,612 people) identified either Forest Row or Wadhurst as the site they use most often. Only 2% of responses, which is 29 people out of those that predominantly use one of these sites (1,612 people), were in broad agreement that the closure proposals would provide a reasonably accessible network of sites. This is compared to 45% of responses (801 out of 1,772 people) from those respondents that don't use one of the sites proposed for closure as their main site.

- **Proposal 3:** Change opening hours at certain sites to better suit demand. 70% (2,362 people) broadly accept the proposal to reduce opening hours at the sites overall. And 52% (1,774 people) (which is 82% of those respondents who use the Eastbourne and Crowborough sites most often) generally accept the proposal to extend weekend opening hours at those sites and reduce opening hours during quieter times.

Previous Equality Impact Assessment

During the ESCC previous waste strategy consultation in 2013, where the closure of Forest Row, Seaford and Wadhurst sites were proposed, we received 794 replies to the waste strategy consultation questionnaire. The closure proposals generated a large separate response; the County Council received 209 written responses during the consultation period whereby people were mainly opposed to the closure of the HWRs, and a total of 13,496 petition signatures against the proposed site closures.

The comments evidenced that provision of a network of neighbourhood recycling sites and local HWRs is seen by some residents as important in terms of the provision of accessible services for the elderly.

This gave us an indication of the strong local demand for these services and at that time we adapted the proposals to keep the sites open for part of the week, and so to partially reduce the hours of operation rather than permanently close the sites.

Service-user surveys and data

In general we undertake a regular HWRs Customer Satisfaction Survey of a random sample of East Sussex and Brighton and Hove residents by telephone, every two years. The East Sussex Customer Satisfaction Survey data we refer to in this document are derived from the survey undertaken by Veolia on our behalf in 2016, of which 719 survey respondents used our East Sussex HWRs. We do not regularly collect data about our site customers at the sites themselves, but our traffic log records show numbers of visits to each site.

Of 195 East Sussex and Brighton and Hove residents surveyed by Veolia in our 2016 customer satisfaction survey that don't use the HWRs, 4% gave the reason as due to being disabled. So we know that some people don't use the sites for that reason, however assistance is provided at the sites for disabled people that need help. We also know that the under-34s and some of our more elderly residents particularly may not be as likely to use the service as other age groups.

According to our satisfaction survey, the vast majority of people surveyed, over 99%, take their waste to the sites by vehicle, i.e. car, van, pick-up truck or motorbike, so it is mainly vehicle-users that will be impacted by the proposals, rather than those without transport.

One of the survey questions is intended to find out how older and less able people deal with a lack of accessibility to the sites, e.g. whether they use informal arrangements with neighbours, friends or family or if they pay for private collection. The latest survey shows that 9% of site-user respondents said they needed help for their waste to be taken to their local HWRS, of which 73% make informal arrangements with family, friends or neighbours.

- **Proposal 1:** Charge for certain non-household wastes at our sites
As we currently do not charge for any wastes at the HWRSs, or ask questions in the satisfaction survey specifically about non-household wastes, or people's means to pay charges, there is no relevant service-user information available for this proposal.
- **Proposal 2:** Closure of Wadhurst and Forest Row sites.
Our annualised visitor numbers indicate that 5% of site visits overall are to the two sites proposed for closure.
- **Proposal 3:** Change opening hours at certain sites to better suit demand.
Annualised visitor numbers indicate that 19% of site visits overall are to the Crowborough and Eastbourne sites and these visitors could therefore benefit from the extended weekend opening hours.
- **Proposal 4:** Improve the Hailsham site.
Annualised visitor numbers indicate that 6% of visits to the sites overall are to Hailsham, and these users could therefore benefit from the proposed improvements. Our satisfaction survey also found that fewer users were positive about Hailsham HWRS than any other site, except Seaford. The satisfaction with the range of materials that can be recycled at Hailsham was 49% compared with 59% on average across all HWRSs. Also, the feeling of safety at the Hailsham site was 7% lower than the average.

East Sussex demographics/census data

We identified three main characteristics: age, disability and rurality as being most likely to be affected by the proposals, rather than religion, gender, sexuality, marital status, pregnancy, literacy/numeracy, etc. These three characteristics were also raised by survey respondents during this and the last consultation, along with low income and lack of transport.

Those aged 75 and over are less likely to be able to travel to an alternative site, as are those with certain disabilities.

Rurality is not a protected characteristic under the Equality Act 2010 but is an additional factor that the County Council takes into account. For people living in rural communities the likely impact is that they would have further to travel to an alternative site.

HWRS Review information, 2017

- **Proposal 1:** Charge for certain non-household wastes at our sites
Many councils already charge for some or all of the non-household waste types that we are proposing to charge for, including nearby authorities in Surrey and Hampshire.
- **Proposal 2:** Closure of Wadhurst and Forest Row sites
Our latest review found that compared to similar English councils with similar population sizes and geographical areas, we offer an above average number of recycling sites in East Sussex. The data shows that Wealden District, particularly in the North, currently offers a lower number of residents per site than the rest of the county.

Transport accessibility mapping was also been undertaken to determine provision of local access within 20 minutes. WRAP¹ recognise that there is no nationally recognised steer on the acceptable level of HWRS provision and continue to cite the National Assessment of Civic Amenity Sites (NACAS)² recommendations for minimum levels of HWRS provision. These recommendations are based on journey times, catchment areas, waste tonnage throughout at sites and households/population per HWRS. The recommendation is '*maximum driving times to a site for the great majority of residents of 20 minutes in urban areas, and 30 minutes in rural areas*'.

Other nearby sites within the network including Maresfield, Crowborough, Heathfield and Mountfield would be able to receive the additional visitors and waste from Forest Row and Wadhurst. If the Household Waste Recycling Sites at Forest Row and Wadhurst closed, 98.2% (some 517,500 people) of East Sussex residents would still be able to reach an alternative site within a 20 minute drive of their home.

Our analysis of journey times showed that few site-users within the catchment area of the Forest Row site would need to travel more than an extra 10 minutes each way to reach an alternative site. Route mapping showed that for most users, it would take less than 10 minutes each way to reach an alternative site. We appreciate that reducing the number of sites may mean a longer journey for some residents to their next nearest site. However we think our proposals will ensure there are enough sites over the county within reasonable reach of residents.

- **Proposal 3:** Change opening hours at certain sites to better suit demand
Most of our recycling sites open from 8 or 9am until 4 or 5pm every day. The sites are less busy at the beginning and end of the day, and around 90% of our customers visit the recycling sites between 9am and 4pm. We're proposing the sites could open for slightly shorter days, remaining open during the peak time of 9am to 4pm.

The sites at Crowborough and Eastbourne close in the afternoon on Saturdays and Sundays. Weekends are the busiest time for the sites. So we think opening these sites all day at weekends and closing them during less busy hours or days in the week, would be more convenient for residents.

- **Proposal 4:** Improve the Hailsham site
There are currently limited recycling options at the Hailsham site, resulting in the poorest recycling rate of all our sites and the highest amount of material going to landfill. It is anticipated that the extension of the Hailsham site will provide space for additional containers. These could be used for a variety of different materials and it is envisaged that they will be used for cardboard, MDF, black bag and bulky waste.

Along with offering residents more opportunities to recycle, the extra containers will increase the overall capacity of the site and enable it to cope better with increased demand arising from the new housing developments in the Hailsham, Hellingly, and to a lesser extent Polegate, areas. This area is set to have the highest concentration of new housing development in the county with 10,000 new households being projected by 2037 in the emerging Wealden Local Plan. Since the start of the IWMSC in 2003 until 2014, the local population grew by 12%. Waste tonnages at Hailsham HWRS have also steadily increased in recent years.

¹ The Waste & Resources Action Programme (WRAP) works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way

² The 2004 National Assessment of Civic Amenity Sites, NACAS, was the largest research project to have been carried out into Civic Amenity (CA) sites in the UK and is still considered relevant for benchmarking purposes

Part 4 – Assessment of impact

4.1 Age: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Table 1: Population estimates for 2016, East Sussex and Districts/Boroughs (Percentage)

Age group	0-15	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
East Sussex	17.1	9.2	9.8	10.8	14.7	13.2	13.4	7.9	4
Eastbourne	17.2	10.1	11.2	11.5	13.4	11.9	12.3	7.8	4.5
Hastings	18.7	10.5	12.3	11.8	14.9	12.4	11	5.6	2.8
Lewes	17.4	8.8	9.6	11.1	14.9	13.2	13.1	8	4
Rother	15.1	8.2	7.8	9	14.1	14.3	16.7	9.8	5
Wealden	17.2	8.6	8.9	10.6	15.4	13.8	14	7.9	3.6

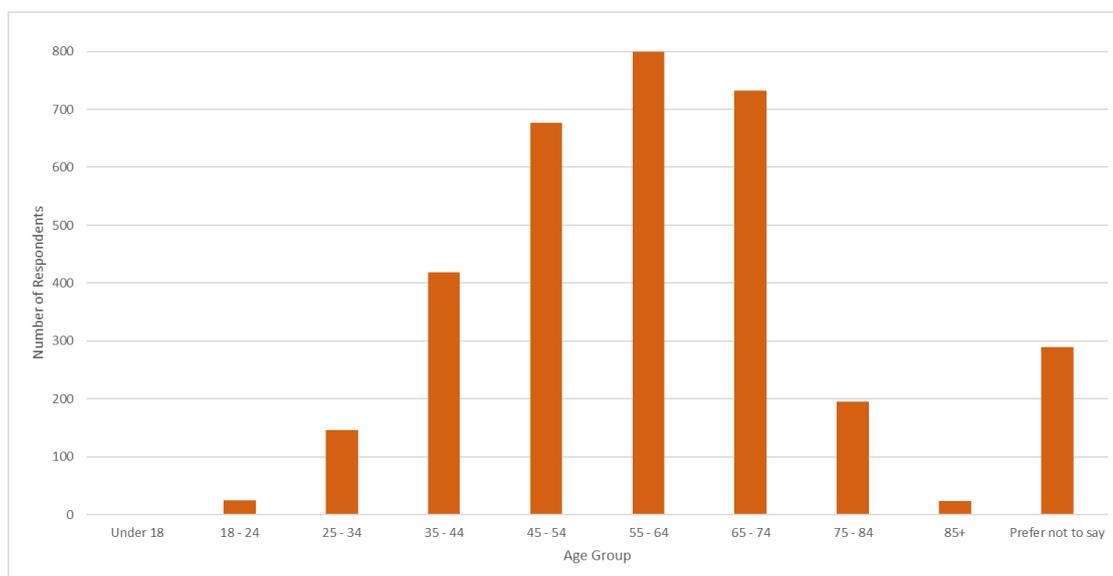
Source: East Sussex in Figures, (ONS revised mid-year estimates - revised district level data, March 2018)

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 2: Age of consultation respondents and satisfaction survey data compared to County population estimates

Age Group	HWRS consultation survey respondents, 2018		HWRS Customer Satisfaction Survey, 2016: East Sussex site user respondents		East Sussex 2016 population estimate
	No.	Percentage	No.	Percentage	Percentage
Under 16	0	0.0	0	0.0	17.1
16-24	27	0.8	5	0.7	9.2
25 - 34	146	4.4	26	3.6	9.8
35 - 44	418	12.6	91	12.7	10.8
45 - 54	677	20.5	159	22.1	14.7
55 - 64	799	24.2	171	23.8	13.2
65 - 74	732	22.1	158	22.0	13.4
75+	219	6.6	92	12.8	11.9
Prefer not to say	289	8.7	17	2.4	n/a
Total	3,307	100	719	100	100

Chart 1: Age of consultation respondents, 2018



It appears that a greater proportion, some 81% of our site users are aged 35 to 74, as evidenced by the 2016 customer satisfaction survey, compared to the general county population at 52%.

This is mirrored in our consultation with 79%, or 2,626 respondents being in the 35-74 age group - although 9% (or 289 respondents) chose not to tell us their age. The majority of these, 67% (2,208 people), were in the 45-74 age group. This is concurrent with the satisfaction survey site users, with some 68% being in the 45-74 age group.

Neither our consultation respondents nor the users of our sites surveyed in 2016, reflect the proportion of the general population in the county up to 34. Significantly less of this age group appear to use our sites and have responded to the consultation. That is to be expected as children under 16 are not permitted to use the sites for their own safety, and according to ONS data (2017), one in four people aged 20-34 are still living with family.

Although the site users surveyed in 2016 showed similar proportions of those aged 75 and over at 13% to those in the 2016 county population estimate at 12%, consultation respondents of this age numbered just 7% of the total, that is 219 people. We would expect service-users to be more likely to feel invested in the future of the sites and to respond to the consultation.

We have made efforts to reach all residents aged 16 and over with our consultation publicity and communications, however it is possible that we haven't reached those of 75 and over as well as we reached other age groups that use the sites. However, we directly emailed several local representative groups, including Age UK and seniors' forums (see the Consultation report, Appendix 1 of the Cabinet report) and the Consultation Hub indicated that we could be contacted by telephone or email to request the survey in other formats such as a paper copy. We also advertised the consultation in a variety of ways, including leaflets and posters, banners at the sites and a press release, as well as online.

However, it could be that the more elderly in general were less aware of the different ways they could share their views, i.e. on paper as well as online. Those aged 75 and over are less likely to go online than any other age group over 16 (Source: Adults' Media Use and Attitudes Report, Ofcom, 2018).

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

Proposal 1: Charge for certain non-household wastes at our sites

People of all ages on low incomes may be more impacted by this proposal and therefore disadvantaged in terms of the cost of disposing of non-household waste. Particularly the elderly and young, working families who might be on lower incomes. After housing costs, 16% of pensioners were in poverty in 2015/16 (Source: Poverty in later life, Age UK, 2018). The Child Poverty Action Group says statistics show that families are 'stuck on low pay while living costs rise'.

Proposal 2: Closure of Wadhurst and Forest Row sites

The elderly who live in the catchment areas of these sites and don't feel able to drive far, and those in the immediate area who don't have transport, may be more affected by the proposals.

Although those aged 65 and over comprise some 35% of our East Sussex site user respondents to our satisfaction survey, those that mainly use Forest Row and Wadhurst who are in that age group only comprise some 13% of the total number of consultation respondents (452 out of 3,385 people). Not all of those affected will need to make a significantly longer journey to reach an alternative site. Our analysis of journey times showed that few site-users within the catchment area of the Forest Row site would need to travel more than an extra 10 minutes each way (see the Habitats Regulation Assessment, Appendix 3 to the Cabinet report).

Respondents to the consultation survey who told us they use either the Forest Row or Wadhurst site most often and who are in the 75 plus age group comprise some 4% of the total number of respondents (133 out of 3,385 people). Of those, not all will need to make a significantly longer journey to reach an alternative site. However 5% of survey respondents, who said they use the Forest Row or Wadhurst sites most often, chose not to tell us their age group (161 out of 3,385 people).

We know that of 195 East Sussex and Brighton and Hove residents surveyed in our 2016 customer satisfaction survey that don't use the sites, 14% gave the reason as due to being elderly. Alongside that some also cited lack of transport or not needing to use the sites as additional reasons.

We are aware that a few residents who live near the Forest Row or Wadhurst sites are walking with their waste to the Forest Row or Wadhurst site, and the closure will certainly inconvenience them, especially if they don't have transport. We know that this likely to be a very small proportion of users overall, and our satisfaction survey would suggest less than 1% of site-users overall bring their waste to the sites on foot.

We also know that a proportion of site-users (around 9% estimated from the satisfaction survey) need help for their waste to be taken to a site. This is likely to include some of the more elderly members of the population who do not drive. Most of those that need help say they make informal arrangements with family, friends or neighbours. We believe these informal arrangements are likely to continue, even if local sites are closed.

The elderly and other age groups such as young, working families could be on lower incomes and so disadvantaged in terms of the slightly greater cost of a slightly longer journey to an alternative.

Residents of all ages who live in close proximity to one of the sites proposed for closure would be impacted by the inconvenience of having further to travel to an alternative site. Those residents that are retired and with transport may be least impacted as they are

more likely to have more available time to travel further to dispose of their waste, compared to residents that work or who have young families.

Proposal 3: Change opening hours at certain sites to better suit demand

Those of working age are more likely to benefit from our proposal to open some of the sites at weekends, and some 58% of the East Sussex population are of working age, being 16-64.

Those of working age could also be somewhat disadvantaged by the proposal to reduce opening hours slightly at either end of the day. Retired people of 65+ are less likely to be impacted by the changes to opening hours as they are more likely to have the flexibility to travel at different times of the day.

d) What is the proposal, project or service's impact on different ages/age groups?

Proposal 1: Charge for certain non-household wastes at our sites

Most respondents (56%) (1,920 people) found the proposal broadly acceptable.

Of those over 25, the consultation respondents in the 75-84 age group, and 85+ groups were the least likely to oppose the proposal, with 16% (31 people) and 8% (2 people) respectively finding the proposal widely unacceptable.

Of the 35-74 age groups, between 25 and 31% of respondents, found the proposal unacceptable. However, there was an exception in the case of respondents in the 24-34 year old age group, of whom 39% (57 people) found the proposal generally unacceptable, whilst 13% (19 people) were neutral about it. It should be noted though that these comprised only 2% (76 people) of the total respondents. These respondents could be young families on relatively low incomes.

Proposal 2: Closure of Wadhurst and Forest Row sites

Of those consultation respondents over 25, those of 75 and over were more likely to disagree (by an average of 16 percentage points) that if Forest Row and Wadhurst recycling sites were to close, the remaining ten sites across the county would give residents reasonable access to the service.

Proposal 3: Change opening hours at certain sites to better suit demand

For the proposal to slightly reduce opening times at either end of the day, 70% (2,362 people) found this broadly acceptable. However, of the different age groups responding, the 18-64 groups of working age were on average 14 percentage points more likely to find the proposal unacceptable, compared to those of retirement age.

Most consultation respondents (excluding those that didn't use these two sites or feel the question was applicable), found the proposal to open the Eastbourne and Crowborough sites for longer at weekends and close them earlier in the week broadly acceptable, that is 70% or 1,774 people. Just 8% (195 people) indicated that they found this proposal generally unacceptable. Those of working age (i.e. 18-64 age groups) were just 1 percentage point on average more likely to find the proposals unacceptable.

e) What actions are to/or will be taken to avoid any negative impact or to better advance equality?

- The District and Borough Councils will continue to provide comprehensive kerbside recycling collections, which benefit elderly people who are less mobile as there is less need to travel to recycling sites. The District and Borough Councils will continue to provide an 'assisted collection' service which gives extra help for

elderly residents who are too infirm to move their rubbish or recycling containers to the edge of their property. The Council's website (www.eastsussex.gov.uk/recyclemore) publicises the assisted collections. The County Council will continue to help the Waste Collection Authorities (WCAs) promote their kerbside recycling collections and their local recycling points, and with the agreement of the WCAs would aim to encourage families through social media to let their relatives know about the assisted collection service.

- The County Council will continue to promote other services on the Council website that reduce the need for the elderly to travel to sites such as collections from the WCAs for clinical waste, kerbside garden waste, and bulky waste and home collections of reusable furniture by the charities. With the agreement of the WCAs (if their policies allow), the County Council would aim to further promote how to request extra rubbish bins or recycling containers where appropriate.
- Previous consultation also highlighted that the design of reduced-price home compost bins being offered needs to be appropriate for use by the elderly, i.e. with the door located at the bottom of container, and we will continue to offer this type of composter.
- The HWRS network offered through the waste service, including the reuse shops will continue to be advertised via the County Council's website: www.eastsussex.gov.uk/recycling sites. We would aim to promote the service and what it can offer to specific groups via our social media channels (Twitter and Facebook), eg low cost items at the reuse shops, convenient opening hours for working people, etc.

f) Provide details of the mitigation.

The potential impacts of the service changes are likely to be small. The current network of 12 sites and free disposal of non-household waste provides residents with a level of service that is higher than is legally required. The charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no profit would be received.

In terms of the proposal to extend the opening hours of the Eastbourne and Crowborough sites at weekends. This would benefit and help mitigate, at least in the catchment areas for those sites, negative effects on those of working age of reducing opening hours slightly during the week. Similarly, making improvements to the Hailsham site in terms of ease of use and feelings of safety may help mitigate negative effects to working age people in the catchment area of that site as a result of reducing opening hours slightly during the week.

The County Council will continue to provide a network of ten HWRSs across the county which will provide reasonable access for all residents. We will continue to work with site staff to ensure that additional help on site is provided when requested, including carrying bags of waste to the containers for those that are less physically able. We will also continue to advertise this additional support that is already available, via the County Council's website.

Prior to the closure of Forest Row and Wadhurst HWRS, we would advertise to users of these two sites the date of closure and their closest alternative site, through marketing at sites and on the County Council's website.

Prior to the introduction of charges for non-household waste we would advertise these changes at the network of HWRSs in East Sussex. We would also clearly advertise any changes to opening hours of the sites prior to the introduction of these changes, to ensure

that all residents are informed. This will be done through marketing at sites as well as on the County Council's website.

We will continue to work with District and Borough councils to ensure that residents are well informed of the ranges of ways that they can dispose of their waste and will continue to promote on our website the alternatives to visiting a HWRS, including kerbside recycling, green waste kerbside collection, bulky waste kerbside collection and household waste collection.

Council waste team officers have engaged with Wadhurst and Forest Row Parish Councillors and District Councillors to investigate potential options for alternative services provided by the community or business sector. If the decision is made to close sites, it is recommended to Cabinet that this engagement continues following closure.

g) How will any mitigation measures be monitored?

We will continue to monitor the number of users at each of our sites, to compare the number of users before and after the changes have taken effect.

We will also monitor the levels of non-household waste entering our sites to assess the impact of the introduction of charges.

We will continue to monitor the responses to our customer satisfaction surveys and feedback from representative groups.

4.2 Disability: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County /District/Borough?

Table 3: Residents with limiting long-term illness and disability, East Sussex and District (Percentage)

	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
People with long-term health problem or disability	20.3	21	22.1	19.5	23.4	17.5
People without long-term health problem or disability	79.7	79	77.9	80.5	76.6	82.5
Day-to-day activities limited a little	11.2	11.3	11.5	10.9	12.8	10.2
Day-to-day activities limited a lot	9.2	9.7	10.6	8.7	10.7	7.3

Source: Census 2011, East Sussex in Figures.

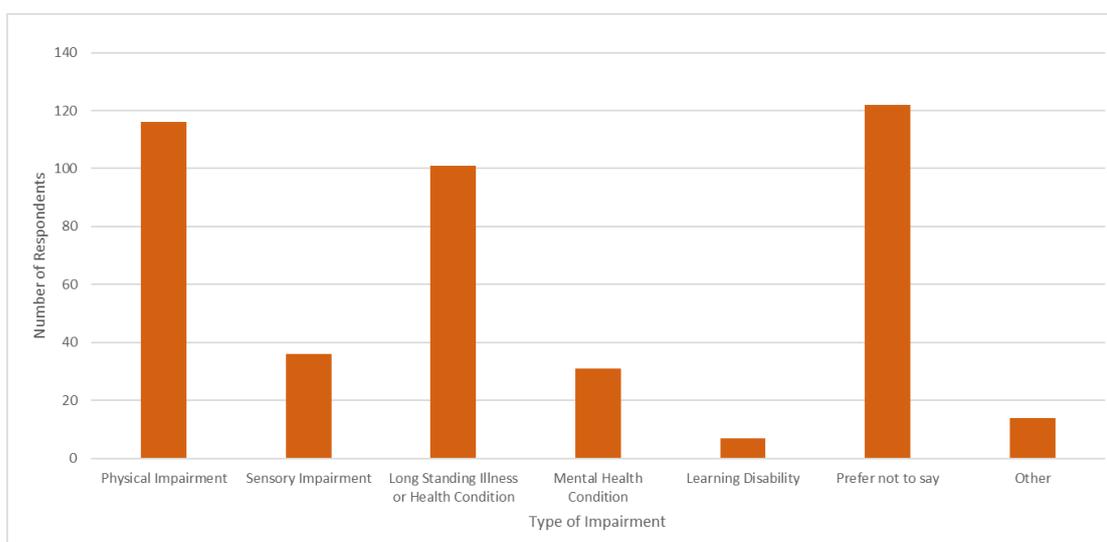
Note that 'Day-to-day activities limited a little' and 'Day-to-day activities limited a lot' are as a proportion of the percentage of those with a long-term health problem or disability.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 4: Survey respondents who consider themselves disabled as set out in the Equality Act 2010 compared with satisfaction survey data.

	HWRS consultation survey respondents, 2018		HWRS Customer Satisfaction Survey, 2016: East Sussex site users	
	No.	Percentage	No.	Percentage
Yes	224	7	45	6
No	2,738	83	666	93
Prefer not to say	318	10	8	1
Total	3,280	100	719	100

Chart 2: Type of impairment reported by HWRS consultation survey respondents, 2018



In 2016/17, 19% of adults of working age and 45% of adults over State Pension age reported a disability under the terms of Equality Act 2010, with mobility being the most prevalent impairment reported (Source: Family Resources Survey 2016/17).

In the 2011 county data, some 20% of people had a long-term health problem or disability, and in 9% of those their day-to-day activities were significantly limited.

This isn't directly comparable with the responses to the question in the consultation survey, about whether people considered themselves disabled as set out in the Equality Act 2010. The proportion of respondents who told us they are disabled was much less than this at 7% (224 people), and of those that told us the type of impairment they had, a physical impairment was the most frequently reported at 38% (by 116 people), followed closely by a long standing illness or health condition (101 people), with 71% having either a physical impairment or a long standing illness or health condition. 12% of all

respondents chose not to tell us whether they were disabled or not, which could have affected the outcome.

This does reflect our latest customer satisfaction survey, to which 6% of respondents who use East Sussex sites told us they were disabled under the terms of the Equality Act 2010.

Although it is our policy to offer assistance at the HWRSs for those that need it, our satisfaction survey showed that some 4% of respondents do not visit the sites because they are disabled.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

Proposal 1: Charge for certain non-household wastes at our sites

Those with a disability may have less income than other working age adults and so be disadvantaged in terms of the charges for waste. The Equality and Human Rights Commission 2017 report cites a disability pay gap of 13.6%. On top of that, disabled people are significantly more likely to be unemployed or in low-waged work than non-disabled people (Source: www.gov.uk/government/publications/disability-facts-and-figures/disability-facts-and-figures).

Proposal 2: Closure of Wadhurst and Forest Row sites

Respondents to the consultation survey who told us they use the Forest Row or Wadhurst sites most often who also reported that they have a disability comprise 3.2% of the total number of respondents (108 out of 3,385 people). Of those, it is unlikely that all would need to make a significantly longer journey to reach an alternative site, or ask someone to do so on their behalf. The survey respondents who said they use the Forest Row or Wadhurst sites most often and chose not to tell us if they had a disability were 5.8% of the total (197 out of 3,385 people).

Assistance is available on request at the sites for taking items to the correct recycling containers. Hatched disabled parking spaces are available at all the sites except Forest Row and Hailsham. We also know that around 9% of site-users need help for their waste to be taken to a site. This is likely to include some disabled members of the population who cannot easily access the sites. Most of those that need help say they make informal arrangements with family, friends or neighbours. We believe these informal arrangements are likely to continue, even if local sites are closed.

Proposal 3: Change opening hours at certain sites to better suit demand

People with this protected characteristic are not expected to be any more affected than the non-disabled. This was not highlighted as a significant issue as no consultation respondent made specific comments that the proposed changes to opening hours were a problem in terms of any disability, and it is not expected that shutting a site slightly earlier would cause a significant impact.

d) What is the proposal, project or service's impact on people who have a disability?

Proposal 1: Charge for certain non-household wastes at our sites

This proposal showed the most significant difference between the responses of the disabled and those without a disability. Of the respondents overall, 30% (1,006 people) felt that the proposal was broadly unacceptable, which rose to 34% (86 people) for those that consider themselves disabled. This accounted for 7% of respondents to the survey

overall and could be due to the disability pay gap and the likelihood of unemployment or low-waged work as outlined in section c) above.

Proposal 2: Closure of Wadhurst and Forest Row sites

Respondents with a disability were slightly less likely (by three percentage points) to disagree that if we close the proposed sites, the remaining sites would give residents reasonable access to the service, than those without a disability.

Proposal 3: Change opening hours at certain sites to better suit demand

Of the respondents overall, 18% (604 people) felt that the proposal for slightly shorter opening hours was unacceptable. Respondents with a disability were to some extent more likely to oppose the slightly shorter opening times. Those that opposed the changes accounted for 19% of disabled respondents, which is 48 people and 1% of the total consultation respondents.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

- Work to ensure that customers who need assistance at the site are offered help or advice when requested: Of the 719 HWRS-user respondents to our customer satisfaction survey, 41% said they needed assistance at the site, and of those 8% said assistance wasn't offered to them or provided when requested. However the question didn't ask whether the help was required due to a disability. People may have wanted help in terms of directions to the right place to deposit their waste.
- Work with Veolia to include questions in the HWRS customer satisfaction survey to ask why assistance is required, e.g. because of a particular disability, etc., whether help was requested or not, and whether the respondent received the help they needed. The customer satisfaction survey is usually undertaken every 2 years and is next due in 2019.
- The District and Borough Councils will continue to provide comprehensive kerbside recycling collections, which benefit those who are less mobile as there is less need to travel to recycling sites. The District and Borough Councils will continue to provide an 'assisted collection' service which gives extra help for residents who are unable to move their rubbish or recycling containers to the edge of their property. The Council's website (www.eastsussex.gov.uk/recyclemore) publicises the assisted collections. The County Council will continue to help the Waste Collection Authorities (WCAs) promote their kerbside recycling collections.
- The County Council will continue to promote other services on the Council website that reduce the need for people to travel to sites such as collections from the WCAs for clinical waste, kerbside garden waste, and bulky waste and home collections of reusable furniture by the charities. With the agreement of the WCAs (if their policies allow), the County Council would aim to promote how to request extra rubbish bins or recycling containers where appropriate.
- The HWRS network offered through the waste service, including the reuse shops will continue to be advertised via the County Council's website: www.eastsussex.gov.uk/recyclingsites. We would aim to promote the service and what it can offer to specific groups via our social media channels (Twitter and Facebook), e.g. low cost items at the reuse shops.

f) Provide details of any mitigation.

The potential impacts of the service changes are likely to be small. The current network of 12 sites and free disposal of non-household waste provides residents with a level of service that is higher than is legally required. The charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no profit would be received

We will continue to provide a network of ten HWRSs across the county which will provide reasonable access for all residents. We will continue to work with site staff to ensure that additional help on site is provided when requested, including carrying bags of waste to the containers for those that are less physically able. We will also continue to advertise this additional support that is already available, via the County Council's website. Hatched disabled parking spaces will continue to be available at all the remaining sites, and plans for the Hailsham site will consider improving accessibility.

Prior to the closure of Forest Row and Wadhurst HWRS, we would advertise to users of these two sites the date of closure and their closest alternative site, through marketing at sites and on the County Council's website.

Prior to the introduction of charges for non-household waste we would advertise these changes at the network of HWRSs in East Sussex. We would also clearly advertise any changes to opening hours of the sites prior to the introduction of these changes, to ensure that all residents are informed. This would be done through marketing at sites as well as on the County Council's website.

We will continue to work with District and Borough councils to ensure that residents are well informed of the ranges of ways that they can dispose of their waste and will continue to promote on our website the alternatives to visiting a HWRS, including kerbside recycling, green waste kerbside collection, bulky waste kerbside collection and household waste collection.

We will continue to listen to feedback from site users to try to continue to improve the accessibility of our HWRS.

g) How will any mitigation measures be monitored?

We will continue to monitor the proportion of disabled customers using the sites via the regular customer satisfaction survey, compared to prior to the changes taking effect.

We will continue to monitor the responses to our customer satisfaction surveys and feedback from representative groups.

4.3 Ethnicity: Testing of disproportionate, negative, neutral or positive impact. Race categories are: Colour. E.g. being black or white, Nationality e.g. being a British, Australian or Swiss citizen, Ethnic or national origins e.g. being from a Roma background or of Chinese Heritage

a) How is this protected characteristic reflected in the County /District/Borough?

Table 5: Ethnic group in 2011 – East Sussex and Districts (Percentage)

Ethnicity	All White	All Mixed	All Asian or Asian British	All Black or Black British	Other ethnic group
East Sussex	96	1.4	1.7	0.6	0.3
Eastbourne	94.1	1.8	2.8	0.8	0.5
Hastings	93.8	2.2	2.4	1.2	0.5
Lewes	96.6	1.3	1.4	0.4	0.3
Rother	97.1	1.1	1.2	0.3	0.2
Wealden	97.5	1	1.2	0.2	0.2

Source: Census 2011, East Sussex in Figures

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 6: Ethnic group proportions of consultation respondents compared to county census data

Ethnic group	HWRS consultation survey respondents, 2018		East Sussex ethnic groups, 2011
	No.	Percentage	Percentage
All White	2,841	88.6	96.0
All Mixed	17	0.5	1.4
All Asian or Asian British	8	0.2	1.7
All Black or Black British	1	0.0	0.6
Other ethnic group	26	0.8	0.3
Prefer not to say	312	9.7	n/a
Total	3,205	100	100

Although the consultation survey respondents are mainly from the 'all white' ethnic group like the county census data, the proportion of our consultation survey respondents who answered the ethnicity question is lower in terms of all the ethnic groups including 'all white', except the 'other ethnic group' category which was slightly higher, when compared with the East Sussex ethnic group data of 2011. However 10% of the respondents (312 people) to the ethnicity question preferred not to say (and 180 people chose not to answer the question), so this may not be entirely reflective of the reality, and in addition the ethnic composition of the county may have changed in the past 6 to 7 years.

- c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?**

The proposals are not expected to have any specific impact on individuals from different ethnic backgrounds as it is considered that the service will continue to meet or support the needs of current and future customers, regardless of ethnicity.

- d) What is the proposal, project or service's impact on those who are from different ethnic backgrounds?**

See above.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

n/a

- f) Provide details of any mitigation.**

n/a

- g) How will any mitigation measures be monitored?**

n/a

4.4 Gender/Transgender: Testing of disproportionate, negative, neutral or positive impact

- a) How is this protected characteristic target group reflected in the County/District/Borough?**

Table 7: Population by gender in 2011 – East Sussex and Districts (Percentage)

	Females	Males
East Sussex	51.8	48.2
Eastbourne	52.2	47.8
Hastings	51.2	48.8
Lewes	51.4	48.6
Rother	52.5	47.5
Wealden	51.8	48.2

Source: Census 2011, East Sussex in Figures

Statistics about the number of transgender people are not available from the 2011 Census. However, the Gender Identity Research & Education Society estimates that about 1% of the British population are gender nonconforming to some degree with numbers of trans boys and trans girls being about equal.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 8: Gender of consultation respondents compared to county census data and satisfaction survey data

	HWRS consultation survey respondents, 2018		HWRS Customer Satisfaction Survey, 2016: East Sussex site users		East Sussex data, 2011
	No. of Respondents	Percentage	No. of Respondents	Percentage	Percentage
Male	1511	46	273	38	48
Female	1531	46	446	62	52
Prefer not to say	261	8	n/a	n/a	n/a
Total	3303	100	719	100	100

Of the consultation survey respondents, 8% chose not to say (and 82 people chose not to answer the question), so the gender split of respondents shown may not be entirely reflective of the reality.

Although of those that gave their gender, there appeared to be particularly less women compared to the East Sussex percentages. A greater proportion of site users could be female than in the general East Sussex population, as suggested by the HWRS satisfaction survey, or it may be that more women than men chose to answer the phone to the survey interviewer, or agreed to complete the telephone survey.

0.5% of respondents to our 'About You' question on gender in the consultation survey describe themselves as a transgender or trans person. This is a little less than the estimate of about 1% of the British population being gender nonconforming (Source: The Gender Identity Research & Education Society), but it is not greatly inconsistent.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

One gender is not expected to be any more affected than another.

d) What is the proposal, project or service's impact on different genders?

See above.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

n/a

f) Provide details of any mitigation.

n/a

g) How will any mitigation measures be monitored?

n/a

4.5 Marital Status/Civil Partnership: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 9: Marital status in 2011 - East Sussex and Districts (Percentage)

Marital Status	Single	Married	In a registered same-sex civil partnership	Separated	Divorced	Widowed
East Sussex	29.1	48.4	0.3	2.7	10.7	8.7
Eastbourne	33.3	42.8	0.4	3	11.5	9.1
Hastings	36.5	39.2	0.3	3.7	12.8	7.4
Lewes	28.7	49.6	0.5	2.5	10.2	8.4
Rother	24.7	51.3	0.3	2.6	10.3	10.8
Wealden	24.9	55.1	0.2	2.3	9.4	8.2

Source: Census 2011, East Sussex in Figures

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 10: Partnership status of consultation respondents compared to county census data

Response to are you married or in a civil partnership question	HWRS consultation survey respondents, 2018		East Sussex population, 2011
	No. respondents	Percentage	Percentage
Yes	1,947	61	49
No (in ESiF includes single, separated, divorced or widowed).	675	21	51
Prefer not to say	593	18	n/a
Total	3,215	100	100

The survey respondents appeared to have a higher percentage of married (or in a civil partnership) people than the East Sussex population and a lower percentage of unmarries. However, 18% preferred not to say (and 170 people chose not to answer the question), making it more difficult to compare with the East Sussex 2011 data, and in addition the marital make-up of the county may have changed in the past 6 to 7 years.

- c) **Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?**

The County Council HWRS service is provided to all residents, irrespective of their marital status and therefore those with this protected characteristic are not expected to be more impacted by the changes.

- d) **What is the proposal, project or service's impact on people who are married or same sex couples who have celebrated a civil partnership?**

See above.

- e) **What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

n/a

- f) **Provide details of any mitigation.**

n/a

- g) **How will any mitigation measures be monitored?**

n/a

4.6 **Pregnancy and maternity: Testing of disproportionate, negative, neutral or positive impact.**

- a) **How is this protected characteristic target group reflected in the County/District/Borough?**

The crude birth rate per 1000 of population in East Sussex in 2016 was 9.5 (source: East Sussex in Figures), or around 1% of the population.

- b) **How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?**

Table 11: Response to the 2018 HWRS consultation question: Are you currently pregnant or have you been pregnant in the last year?

	No. respondents	Percentage
Yes	27	1
No	2,573	82
Prefer not to say	522	17
<i>Total</i>	3,122	100

1% of the respondents were pregnant or had been in the last year which is fairly reflective of the 1% birth rate in East Sussex. Although 17% preferred not to say (and 263 people chose not to answer the question), so this may not be entirely reflective of the reality.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

It is considered that pregnant women and those in the first few weeks of maternity leave will be less likely to be taking items to the sites and carrying them.

d) What is the proposal, project or service's impact on pregnant women and women within the first 26 weeks of maternity leave?

People with this protected characteristic that currently use Forest Row or Wadhurst, may find it difficult to drive further to an alternative HWRS. They may also be on low income, due to maternity leave and therefore be less likely to be able to afford the charges for non-household waste.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

- Work to ensure that customers who need assistance at the site are offered help or advice when requested: Of the 719 HWRS-user respondents to our customer satisfaction survey, 41% said they needed assistance at the site, and of those 8% said assistance wasn't offered to them, or provided when requested. However the question didn't ask whether the help was required due to pregnancy.
- Include an HWRS customer satisfaction survey question to ask why assistance is required, e.g. because of pregnancy, etc., and whether the respondent received help. The customer satisfaction survey is usually undertaken every 2 years and is next due in 2019.
- The District and Borough Councils will continue to provide comprehensive kerbside recycling collections, which benefit those who are less mobile as there is less need to travel to recycling sites. The County Council will continue to help the Waste Collection Authorities (WCAs) promote their kerbside recycling collections.
- The County Council will continue to promote other services on the Council website that reduce the need for people to travel to sites such as collections from the WCAs for clinical waste, kerbside garden waste, and bulky waste and home collections of reusable furniture by the charities.
- The HWRS network offered through the waste service, including the reuse shop will continue to be advertised via the County Council's website www.eastsussex.gov.uk/recyclingsites. We would aim to promote the service and what it can offer to specific groups via our social media channels (Twitter and Facebook), e.g. low cost items at the reuse shops.

f) Provide details of the mitigation

We will continue to provide a network of ten HWRSs across the county which will provide reasonable access for all residents. We will continue to work with site staff to ensure that additional help on site is provided when requested, including carrying bags of waste to the containers for those that are less physically able. We will also continue to advertise this additional support that is already available, via the County Council's website.

The charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no profit would be received

Prior to the introduction of charges for non-household waste we would advertise these changes at the remaining of HWRSs in East Sussex. We would also clearly advertise any

changes to opening hours of the sites prior to the introduction of these changes, to ensure that all residents are informed. This will be done through marketing at sites as well as on the County Council's website.

We will continue to work with District and Borough councils to ensure that residents unable to visit a HWRS as frequently, are well informed of the ranges of ways that they can dispose of their waste and will continue to promote on our website the alternatives to visiting a HWRS, including kerbside recycling, green waste kerbside collection, bulky waste kerbside collection and household waste collection.

g) How will any mitigation measures be monitored?

We will continue to monitor customer feedback, to ensure the required help at sites is provided.

4.7 Religion, Belief: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Table 12: Religion in 2011 – East Sussex and Districts (Percentage)

Religions	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Christian	59.9	59.6	51.9	57	64.8	64
Buddhist	0.4	0.5	0.5	0.5	0.3	0.3
Hindu	0.3	0.4	0.5	0.3	0.2	0.1
Jewish	0.2	0.2	0.2	0.3	0.2	0.2
Muslim	0.8	1.5	1.3	0.6	0.5	0.4
Sikh	0	0.1	0	0	0	0
Other religions	0.7	0.6	0.7	0.6	0.6	0.8
No religion	29.6	29.2	36.6	32.5	25.2	26.3
Religion not stated	8.1	8	8.3	8.2	8.2	7.9

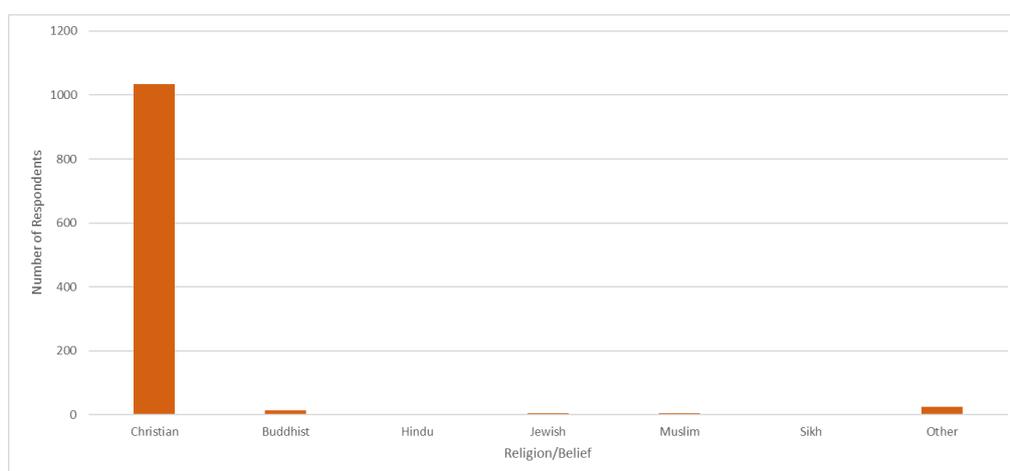
Source: Census 2011, East Sussex in Figures

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 13: Religion of consultation respondents compared to county census data.

Respondents' religion	HWRS consultation survey respondents, 2018		East Sussex data, 2011
	No. of Respondents	Percentage	Percentage
Christian	1,035	31.9	59.9
Buddhist	15	0.5	0.4
Hindu	2	0.1	0.3
Jewish	5	0.2	0.2
Muslim	5	0.2	0.8
Sikh	0	0.0	0
Other	24	0.7	0.7
No religion	1,541	47.5	29.6
Prefer not to say or not stated	615	19.0	8.1
<i>Total</i>	<i>3,242</i>	<i>100</i>	<i>100</i>

Chart 3: Religions/beliefs of HWRS consultation survey respondents, 2018



Levels of the smaller religious groups in the county are broadly reflected in the survey respondents, however there are less Christians and more non-religious people than the 2011 East Sussex data. It is likely that this is down to the 19% who preferred not to state their religious orientation, and 143 people chose not to answer the question. Or it is possible that the religious composition of the county may have changed in the past 6 to 7 years.

- c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?**

Proposals 1 and 2 are not generally expected to have a disproportionate impact on individuals from any religion as it is considered that the service will continue to meet or support the needs of customers, regardless of religious beliefs.

Proposal 3: Change opening hours at certain sites to better suit demand

Some religions have specific days that they would not carry out work on a 'Sabbath'. This may fall on a particular day of the week and mean that changing the days or times that a site is open may impact on certain religious groups. For those of the Jewish faith, the Sabbath is on a Saturday and Christians may restrict their activities on a Sunday. So for these groups in the Eastbourne or Crowborough site catchment areas, opening at the weekend and closing earlier in the week may cause a slight disadvantage. Hindus, Muslims and Sikhs do not observe a Sabbath, and Buddhists do not observe a specific weekly holy day.

- d) What is the proposal, project or service's impact on the people with different religions and beliefs?**

Proposal 3: Change opening hours at certain sites to better suit demand

Of the faiths that we asked about (Buddhist, Christian, Hindu, Jewish, Muslim, Sikh), Muslim (5 people) and Jewish (5 people) respondents were significantly more likely to find the proposals overall unacceptable as a way to make savings than the other specific faiths. However, this is a very small sample, and possibly not representative.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

We would clearly advertise any changes to opening hours of the sites prior to their introduction to ensure that all residents are informed and aware of week-day opening times. This would be done through marketing at sites as well as on the County Council's website.

We will continue to monitor feedback from customers and any complaints regarding this protected characteristic to better advance equality.

- f) Provide details of any mitigation.**

n/a

- g) How will any mitigation measures be monitored?**

n/a

4.8 Sexual Orientation - Gay, Lesbian, Bisexual and Heterosexual: Testing of disproportionate, negative, neutral or positive impact.

- a) How is this protected characteristic reflected in the County/District/Borough?**

No local data is available on sexual orientation. National and regional estimates are as follows:

Table 14: Sexual identity in the UK, 2016 (Percentage)

	UK	South East
Heterosexual or straight	93.4	90.1
Gay or lesbian	1.2	2.1
Bisexual	0.8	0.6
Other	0.5	0.5
Don't know or refuse	4.1	6.7

Source: Annual Population Survey, Office for National Statistics

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 15: Sexual orientation of consultation respondents compared to regional data for the SE.

	HWRS consultation survey respondents, 2018		South East estimate, 2016.
Sexual orientation	No. respondents	Percentage	Percentage
Heterosexual	2,164	70.0	90
Gay woman or man	47	1.5	2
Bi/Bisexual	26	0.8	1
Other	47	1.5	1
Don't know or prefer not to say	807	26.1	5
Total	3,091	100	99

Levels of gay, bi and 'other' sexual orientations in the survey respondents broadly reflect the SE data, however there are significantly less heterosexual respondents than the 2016 SE estimates. It is likely that this is down to the 26.1% who preferred not to state their sexuality.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

It is not anticipated that the changes will have a disproportionate impact on people with differing sexual orientation and we will continue to monitor feedback from customers and complaints regarding this protected characteristic to better advance equality.

d) What is the proposal, project or service's impact on people with differing sexual orientation?

See above.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

n/a

f) Provide details of the mitigation

n/a

g) How will any mitigation measures be monitored?

n/a

4.9 Other: Additional groups/factors that may experience impacts - testing of disproportionate, negative, neutral or positive impact.

4.9.1 Additional Factor 1: Carers

a) How are these groups/factors reflected in the County/District/Borough?

Table 16: Provision of unpaid care in 2011 – East Sussex and District (Percentage)

	People provide no unpaid care	People provide unpaid care	Provides 1 to 19 hours unpaid care a week	Provides 20 to 49 hours unpaid care a week	Provides 50 or more hours unpaid care a week
East Sussex	88.7	11.3	7.5	1.3	2.5
Eastbourne	89.4	10.6	6.7	1.3	2.6
Hastings	89.5	10.5	6.3	1.5	2.7
Lewes	88.2	11.8	8.2	1.2	2.4
Rother	87.6	12.4	8	1.4	3
Wealden	88.8	11.2	8	1.2	2.1

Source: Census 2011, East Sussex in Figures

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

Not asked in customer satisfaction survey or consultation survey.

- c) Will people within these groups or affected by these factors be more affected by the proposal, project or service than those in the general population who are not in those groups or affected by these factors?**

Proposal 2: Closure of Wadhurst and Forest Row sites

Carers may have less flexibility to travel further to an alternative site if they are unable to leave those they are caring for longer periods.

Proposal 3: Change opening hours at certain sites to better suit demand

Carers may have less flexibility to visit at different times of day if they are unable to leave those they are caring for during the new times.

- d) What is the proposal, project or service's impact on the factor or identified group?**

Carers in the Forest Row or Wadhurst site catchment areas may visit these sites less often as they might not have the time to travel further to alternatives. The carers that use the other sites may also find it difficult to visit sites within the reduced opening hours.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

With the agreement of the WCAs, we would promote alternative options for residents caring for the elderly, ill or disabled at home, such as potential extra waste containers (if WCA policies allow), clinical waste collections and home collections of reusable furniture by charities.

- f) Provide details of the mitigation.**

We will continue to provide a network of ten sites across the county with reasonable access to all residents. These sites will continue to be open during peak hours.

- g) How will any mitigation measures be monitored?**

Customer satisfaction surveys and customer feedback.

4.9.2 Additional Factor 2: Literacy/Numeracy Skills

- a) How are these groups/factors reflected in the County/District/Borough?**

There are areas of East Sussex which are among the top 10 most deprived wards in England for working age adults with no or low qualifications, or who cannot speak English well or at all. Parts of the county have an adult population with skills below a level which means they could compare products and services for the best buy, or work out a household budget.

There is variance across the county with Rother having the highest percentage of working age residents with no qualifications at 7.3% (3,600 residents), compared to Lewes with the lowest percentage at 3.7% (2,200 residents). Source: Annual Population Survey, 2017, East Sussex in Figures.

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

Not asked in customer satisfaction survey or consultation survey.

c) Will people within these groups or affected by these factors be more affected by the proposal, project or service than those in the general population who are not in those groups or affected by these factors?

Those with low literacy, numeracy or language skills may have difficulty understanding any promoted service changes.

d) What is the proposal, project or service's impact on the factor or identified group?

Those with low literacy, numeracy or language skills could have issues working out the cost of waste they might want to dispose of if charges are introduced, or understanding the changes in opening times.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

Clear signage at sites and simple, 'plain English' explanations of the changes on our website and within our promotion at the sites, using images as well as text where possible to illustrate changes.

Site staff will be fully briefed on the changes so that they can clearly explain them to all site users.

We will continue to monitor the responses to our customer satisfaction surveys and feedback.

f) Provide details of the mitigation.

n/a

g) How will any mitigation measures be monitored?

n/a

4.9.3 Additional Factor 3: Part time workers

a) **How are these groups/factors reflected in the County/District/Borough?**

Table 17: Hours worked in 2011 – East Sussex and District (Percentage)

	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
In full-time employment	67.3	67.8	67.7	66.8	66.5	67.6
Worked 31-48 hours	53.3	56	56.1	53.3	51	51.3
Worked 49 or more hours	14	11.9	11.6	13.5	15.5	16.3
In part-time employment	32.7	32.2	32.3	33.2	33.5	32.4
Worked 15 hours or less	11.2	10.7	9.7	11.4	11.6	12.1
Worked 16-30 hours	21.5	21.5	22.6	21.8	21.9	20.3

Source: Census 2011, East Sussex in Figures

b) **How is this group/factor reflected in the population of those impacted by the proposal, project or service?**

Not asked in customer satisfaction survey or consultation survey.

c) **Will people within these groups or affected by these factors be more affected by the proposal, project or service than those in the general population who are not in those groups or affected by these factors?**

Proposal 1: Charge for certain non-household wastes at our sites

Part time workers may have less income and therefore be more disadvantaged in terms of paying to take non-household waste to the sites.

Proposal 2: Closure of Wadhurst and Forest Row sites

Our data shows that Forest Row and Wadhurst visitors comprise about 5.2% of all East Sussex HWRS site visits. Part time workers who use these sites may be negatively impacted as they may have less income and therefore be less able to afford the cost of additional fuel to drive to an alternative site, unless they are able to combine their visit with a trip for other purposes.

On the other hand, part-time workers may have more time to travel further to an alternative site than those that work full time.

Proposal 3: Change opening hours at certain sites to better suit demand

The service could become less accessible for the proportion of the population who work at weekends and/or have other commitments before 4pm in the week.

d) **What is the proposal, project or service's impact on the factor or identified group?**

Proposal 1: Charge for certain non-household wastes at our sites

The charge for non-household waste is expected to have a relatively low impact on all users of our sites. The charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no profit would be received

Proposal 2: Closure of Wadhurst and Forest Row sites

Some of the comments from survey respondents evidence that people are concerned about disadvantaging working people.

Proposal 3: Change opening hours at certain sites to better suit demand

Although just 6% of respondents (or 195 people) overall indicated that found the proposal to open the Eastbourne and Crowborough sites for longer at weekends and close them earlier in the week unacceptable, those in the 25-74 age groups were on average 4 percentage points more likely to find the proposals unacceptable. It is possible that this age group includes a higher proportion of part-time workers who work at weekends and live in the catchment areas for these sites and feel disadvantaged by the proposal.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

- We will continue to provide a network of ten sites across the county with reasonable access to all residents. These sites will continue to be open during peak times when demand is highest, during both weekdays and weekends.
- The District and Borough Councils will continue to provide comprehensive kerbside recycling collections, which benefit those less able to travel to recycling sites.

f) Provide details of the mitigation.

The potential impacts of the service changes are likely to be small. The current network of 12 sites and free disposal of non-household waste provides residents with a level of service that is higher than is legally required. The charges proposed for non-household waste have been calculated in order to cover the costs of the scheme and of disposal of the waste, and no profit would be received

We will ensure that the closure of Forest Row and Wadhurst sites is clearly communicated to site users prior to closure, the closest alternative sites will be advertised through marketing at these sites and on the County Council's website.

Prior to the introduction of charges for non-household waste we would advertise these changes at the network of HWRSs in East Sussex. We would also clearly advertise any changes to opening hours of the sites prior to the introduction of these changes, to ensure that all residents are informed. This will be done through marketing at sites as well as on the County Council's website.

The County Council will continue to work with District and Borough councils to promote other services on the Council website that reduce the need to visit the HWRSs, such as collections from the WCAs for clinical waste, kerbside garden waste, kerbside recycling collections, local recycling points, and bulky waste collection and home collections of reusable furniture by the charities.

g) How will any mitigation measures be monitored?

We will continue to monitor customer numbers at our sites and customer feedback.

4.9.4 Additional Factor 4: Rurality

a) **How are these groups/factors reflected in the County/District/Borough?**

Table 18: Population by urban and rural areas in 2011 – East Sussex and District (Percentage)

	Urban	Rural
East Sussex	74	26
Eastbourne	100	0
Hastings	100	0
Lewes	77.1	22.9
Rother	47.7	52.3
Wealden	55	45

Source: Census 2011, East Sussex in Figures

b) **How is this group/factor reflected in the population of those impacted by the proposal, project or service?**

Most respondents provided their postcode, meaning responses could be compared for those living in urban and rural areas.

Table 19: Rurality of consultation survey respondents compared to county census data

Rurality	HWRS consultation survey respondents, 2018		East Sussex population, 2011
	No. respondents	%	Percentage
Urban	1,514	45	74
Rural	1,402	41	26
Postcode not given	297	9	n/a
Outside East Sussex	172	5	n/a
Total	3,385	100	100

Urban areas are defined as being those forming or within settlements with a population of over 10,000. In this case, Eastbourne, Hastings, Bexhill, Seaford, Crowborough, Hailsham, Lewes, Uckfield, Newhaven, Saltdean and Peacehaven.

These urban areas have as at 2011 a total population of just over 383,000 – at that point, 73% of the total population of the County.

c) Will people within these groups or affected by these factors be more affected by the proposal, project or service than those in the general population who are not in those groups or affected by these factors?

Proposal 1: Charge for certain non-household wastes at our sites

Those in rural areas would not be disproportionately affected by this change as charges would apply to all users of our sites who bring certain non-household waste types.

Proposal 2: Closure of Wadhurst and Forest Row sites

These two sites are in rural areas of the county and it is likely that the closure of these sites will mean those in the catchment area have further to travel to an alternative HWRS. This may mean that customers are likely to travel less frequently to an alternative site that is further away, or it may mean that they will incur additional fuel costs. However the impact will be less where people are able to link their visit to a recycling site with a trip for another purpose such as work or shopping.

It is possible that users do not necessarily visit their nearest site, there are other factors apart from travel time that influence decisions on which site to visit, and there may be a range of reasons behind this, including where people work, or combining a visit to the HWRS with a trip for another purpose, such as shopping, or visiting friends and family. It may therefore be that someone living in a rural location travels to a site in an urban setting and vice versa dependent on their patterns of travel.

The closure of these sites will impact a relatively small number of our current service users (our annualised visitor numbers indicate 5% of overall visits are to these sites), furthermore our analysis of journey times showed that many site-users within the catchment area for the Forest Row site would not need to travel more than an extra 10 minutes each way to an alternative site.

Proposal 3: Change opening hours at certain sites to better suit demand

A change to weekend opening hours at the Eastbourne site is likely to predominantly impact those in urban areas due to the location of the site being in a larger town, whereas the change at the Crowborough site is more likely to impact both urban and rural communities due to the catchment of this site extending to villages and hamlets surrounding Crowborough such as Mark Cross, Rotherfield, Mayfield, etc. The impact is expected to be minimal however, as the sites will continue to be open when there is most demand, and will include extended weekend opening hours as well as any reduction in weekday opening hours.

For those that live in rural areas in the catchment areas of any of the other sites who find the proposed changes to opening hours inconvenient whereby it is more difficult for them to access an alternative site, the impact may be that they use a site less often, and rely on other ways to dispose of their waste, such as kerbside collections.

d) What is the proposal, project or service's impact on the factor or identified group?

In terms of the proposals overall as a way to make savings, those respondents from rural areas were 11 percentage points more likely to find the proposals unacceptable compared to those from urban areas. This is not surprising as almost half of the respondents reported they use Forest Row or Wadhurst most often and it is likely to reflect general negative feelings about the site closures.

Proposal 1: Charge for certain non-household wastes at our sites

There was a fairly even response to the consultation on this proposal between rural and urban residents of the county, at 71% and 70% finding the proposal acceptable respectively.

Proposal 2: Closure of Wadhurst and Forest Row sites

There was a strong bias towards rural areas in terms of those that respondents that gave us their postcode and found the closure proposal widely unacceptable, 65% being against the proposal in rural areas and 43% in urban areas. It may be concluded that the response to the consultation over-represents residents in rural areas, particularly the catchment areas of the two sites proposed for closure.

Proposal 3: Change opening hours at certain sites to better suit demand

In terms of the acceptability of the proposal to reduce site opening hours at quieter times of less demand, there was a fairly even response between rural and urban residents of the county, 17% and 18% finding the proposal unacceptable respectively.

Regarding the acceptability of keeping Eastbourne and Crowborough sites open for longer at the weekend and closing them at quieter times during the week, again there was a fairly even response between rural and urban residents of the county, with 70% and 72% finding the proposal acceptable respectively.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

- The District and Borough Councils will continue to provide comprehensive kerbside recycling collections, which reduce the need to travel to recycling sites. The County Council will continue to help the Waste Collection Authorities (WCAs) promote their kerbside recycling collections and their local recycling points.
- The County Council will continue to promote other services on the Council website that reduce the need to travel to sites such as collections from the WCAs for kerbside garden waste, and bulky waste and home collections of reusable furniture by the charities.
- In order to help minimise the negative impact of potential site closures, the range of alternative provision available will be promoted at sites prior to the closures.
- The HWRS network of sites offered through the waste service, including the reuse shop will continue to be advertised via the County Council's website.

f) Provide details of the mitigation.

The potential impacts of the service changes are likely to be small. The current network of 12 sites and free disposal of non-household waste provides residents with a level of service that is higher than is legally required. It is considered that a network of ten HWRSs would provide the majority of the county with access to a site within reasonable travel time by vehicle

Crowborough is a potential alternative site for some of the residents in the catchment area of both Wadhurst and Forest Row sites. So the proposal to open Crowborough for longer at weekends would benefit those residents and help mitigate potential site closures, as well as benefiting those in the rural catchment area for the Crowborough site and helping to mitigate proposed reduced opening hours of that site in the week.

Prior to the closure of Forest Row and Wadhurst HWRS, we would advertise to users of these two sites the date of closure and their closest alternative site, through marketing at sites and on the County Council's website.

We would clearly advertise any changes to opening hours of the sites prior to the introduction of these changes, to ensure that all residents are informed. This would be done through marketing at sites as well as on the County Council's website.

We will continue to work with District and Borough councils to ensure that residents are well informed of the ranges of ways that they can dispose of their waste and will continue to promote on our website the alternatives to visiting a HWRS, including kerbside recycling, green waste kerbside collection, bulky waste kerbside collection and household waste collection.

Council waste team officers have engaged with Wadhurst and Forest Row Parish Councillors and District Councillors to investigate potential options for alternative services provided by the community or business sector. If the decision is made to close sites, it is recommended to Cabinet that this engagement continues, following the closure of these two sites by the County Council.

g) How will any mitigation measures be monitored?

We will continue to monitor the number of users at each of our sites, to compare the number of users before and after the changes have taken effect.

We will continue to monitor the responses to our customer satisfaction surveys and feedback from representative groups.

4.10 Human rights - Human rights place all public authorities under an obligation to treat service users with fairness, equality, dignity, respect and autonomy. **Please look at the table below to consider if your proposal, project or service may potentially interfere with a human right.**

We do not consider that the proposals have any impact on human rights.

Articles	
A2	Right to life (e.g. pain relief, suicide prevention)
A3	Prohibition of torture, inhuman or degrading treatment (service users unable to consent, dignity of living circumstances)
A4	Prohibition of slavery and forced labour (e.g. safeguarding vulnerable adults)
A5	Right to liberty and security (financial abuse)
A6 & 7	Rights to a fair trial; and no punishment without law (e.g. staff tribunals)
A8	Right to respect for private and family life, home and correspondence (e.g. confidentiality, access to family)
A9	Freedom of thought, conscience and religion (e.g. sacred space, culturally appropriate approaches)
A10	Freedom of expression (whistle-blowing policies)
A11	Freedom of assembly and association (e.g. recognition of trade unions)
A12	Right to marry and found a family (e.g. fertility, pregnancy)
Protocols	
P1.A1	Protection of property (service users property/belongings)
P1.A2	Right to education (e.g. access to learning, accessible information)
P1.A3	Right to free elections (Elected Members)

Part 5 – Conclusions and recommendations for decision makers

5.1 Summarise how this proposal/policy/strategy will show due regard for the three aims of the general duty across all the protected characteristics and ESCC additional groups.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups.
- Foster good relations between people from different groups.
- The EqIA has informed the picture of need in the county and the impact of the proposals on different groups. ESCC considers that by delivering these proposals and with the general provisions of the HWRS Service as a whole, we are meeting our statutory duties under the Environmental Protection Act 1990 and the Equalities Act 2010.
- The proposals have been developed to avoid disproportionate impact on current users while helping to contribute to the required saving. The proposed changes to opening hours and the site closures do not alter the nature of the provisions of the HWRS Service.

5.2 Impact assessment outcome Based on the analysis of the impact in part four mark below ('X') with a summary of your recommendation.

X	Outcome of impact assessment	Please explain your answer fully.
	<p>A No major change – Your analysis demonstrates that the policy/strategy is robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups.</p>	<p>Our proposals are based on a thorough service review which has outlined where and how the household waste recycling site service can best meet identified needs in the county, whilst continuing to meet the statutory duty to provide a reasonably accessible HWRS Service.</p>
	<p>B Adjust the policy/strategy – This involves taking steps to remove barriers or to better advance equality. It can mean introducing measures to mitigate the potential effect.</p>	<p>A 12-week consultation has been undertaken and all comments and feedback received have been considered prior to finalising our proposals for Cabinet. We are confident that reasonable steps have been taken to ensure the protected groups have been considered among existing household waste recycling site customers and among those that completed the recent consultation questionnaire on our service change proposals, as well as the views of those that wrote to us during the period of public consultation.</p>
X	<p>C Continue the policy/strategy - This means adopting your proposals, despite any adverse effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate</p>	<p>This EqIA has identified the groups most likely to be disadvantaged or inconvenienced as a result of the proposals and has helped to identify a</p>
	<p>D Stop and remove the policy/strategy – If there are adverse effects that are not justified and cannot be mitigated, you will want to consider stopping the policy/strategy altogether. If a policy/strategy shows unlawful discrimination it <i>must</i> be removed or changed.</p>	

		<p>number of measures that could be put in place to reduce the negative impact of the proposals on these groups.</p> <p>We are satisfied that there is no unlawful discrimination as a result of the proposals and therefore no further changes are required as a result of this EqIA.</p>
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5.3 What equality monitoring, evaluation, review systems have been set up to carry out regular checks on the effects of the proposal, project or service?

The waste team will undertake equality monitoring of the changes proposed through the customer satisfaction surveys by monitoring answers, as well as visitor numbers to the sites.

In addition, service complaints arising from the proposed changes will be kept under review at 3 monthly intervals for a period of 12 months. The results of complaints and customer satisfaction surveys will be used to monitor whether there is any evidence of adverse impact of the changes on service users.

5.6 When will the amended proposal, proposal, project or service be reviewed?

The proposed changes would be implemented by the end of 2018 and these changes would be reviewed one year after implementation of any service changes.

Date completed:		Signed by (person completing)	
		Role of person completing	
Date:		Signed by (Manager)	

Part 6 – Equality impact assessment action plan

If this will be filled in at a later date when proposals have been decided please tick here and fill in the summary report.

The table below should be completed using the information from the equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact
4. **If no actions fill in separate summary sheet.**

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

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Area for improvement	Changes proposed	Lead Manager	Timescale	Resource implications	Where incorporated/flagged? (e.g. business plan/strategic plan/steering group/DMT)

6.1 Accepted Risk

From your analysis please identify any risks not addressed giving reasons and how this has been highlighted within your Directorate:

Area of Risk	Type of Risk? (Legal, Moral, Financial)	Can this be addressed at a later date? (e.g. next financial year/through a business case)	Where flagged? (e.g. business plan/strategic plan/steering group/DMT)	Lead Manager	Date resolved (if applicable)

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Cabinet 26 June 2018

Appendix 3

HWRS Service Review

Habitats Regulation Assessment

Prepared in conjunction with

AECOM

Habitats Regulations Assessment Report

Undertaken by Competent Authority - East Sussex County Council, April 2018. AECOM were procured to provide technical advice on the logic, sense and technical justification of our proposed approach.

1. Introduction

- 1.1 The purpose of undertaking a Habitats Regulations Assessment (HRA) is to ensure protection of the integrity of sites protected by European Union Directives.
- 1.2 This report presents the findings from the Test of Likely Significant Effects, and where necessary, the subsequent Appropriate Assessment stage of the HRA process, identifying European protected sites which could be affected by East Sussex County Council's proposal to close two Household Waste Recycling Sites (HWRSs) at Forest Row and Wadhurst, as part of an efficiency-saving measure to reduce the number of HWRSs in the Council's network from twelve to ten sites.
- 1.3 When preparing plans or projects, member states of the European Community are required to take into account habitats and wild species of European importance through Article 6 of Council Directive 92/43/EEC on the Conservation of Natural Habitats and of wild fauna and flora (the Habitats Directive).
- 1.4 The Test of Likely Significant Effects on the protected sites caused by the closure proposals on Natura 2000 sites (or European sites) is a screening process determining whether it is necessary to carry out the subsequent stages of the HRA, namely the Appropriate Assessment (AA).
- 1.5 Natura 2000 sites include sites designated as:
 - Special Areas of Conservation (SACs) – designated for flora, fauna and habitats of community interest; and
 - Special Protection Areas (SPAs) – designated to conserve the habitat of protected wild birds.
 - RAMSAR Sites - these are designated under the International Convention on Wetlands as being of International Importance especially as Waterfowl Habitat

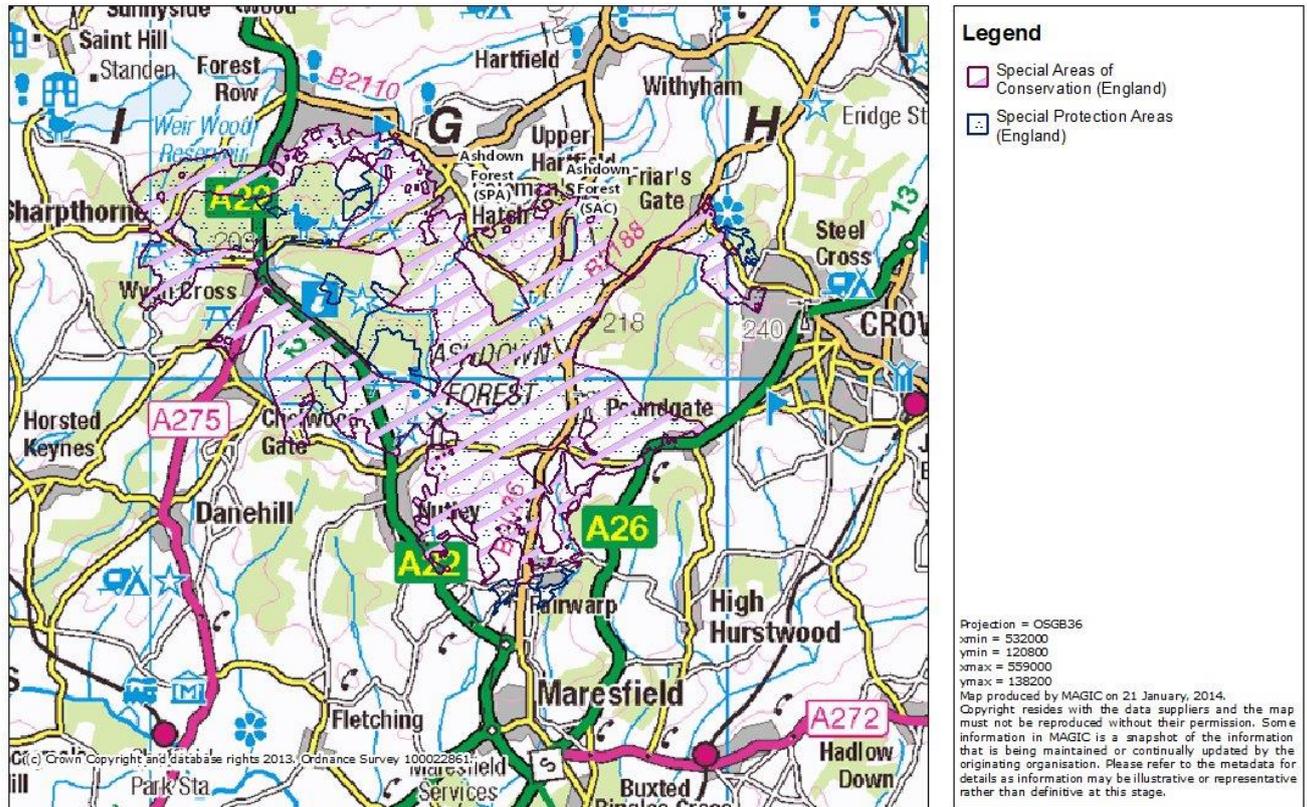
For the remainder of this report , SACs, SPAs and RAMSAR sites will be collectively known as 'protected sites'.

- 1.6 Other plans and strategies that could have an impact on protected sites "in combination" with the plan under production, also have to be taken into account. It may be assessed that there would be no significant effect caused by an individual plan on a particular protected site, but when considering it with a number of other plans and strategies, the cumulative outcome could be assessed to cause a likely significant effect.

2.0 Ashdown Forest Protected Site

- 2.1 There is one protected site designated as both an SAC and an SPA located within the catchment areas served by the HWRSs proposed for closure, Forest Row and Wadhurst. This site is Ashdown Forest, part of the European Natura 2000 network because it hosts some of Europe's most threatened species and habitats.
- 2.2 No other protected sites in the county are considered likely to be impacted upon from the proposed closure of the HWRSs and can be screened out. These sites are the Pevensey Levels and Lewes Downs which are a significant distance away from either Forest Row and / or Wadhurst and therefore unaffected by any closure of these two HWRS.
- 2.3 Ashdown Forest has European statutory designations as an SAC and an SPA. The reasons shown below for the site's protected designation have been taken from the descriptions provided on the Joint Nature Conservation Committee's (JNCC's) website¹.
- 2.4 Ashdown Forest was classified as an SAC under the EC Habitats Directive because it has one of the largest single continuous blocks of lowland heath in south-east England, with both European dry heaths and, in a larger proportion, wet heath. The site supports important assemblages of lichens, beetles, dragonflies, damselflies and butterflies, including the nationally rare silver-studded blue, and birds of European importance, such as the Eurasian hobby.
- 2.5 Ashdown Forest was classified as an SPA under the EC Bird Directive because it supports breeding bird populations of European importance of the Dartford Warbler and Nightjar.
- 2.6 The European site conservation objectives for Ashdown Forest SAC and SPA as published by Natural England on 30 June 2014 (version 2) are listed in Appendix 1.

¹ <http://jncc.defra.gov.uk/default.aspx?page=2052>
<http://jncc.defra.gov.uk/protectedsites/sacselection/sac.asp?EUCode=UK0030080>



3.0 Test of Likely Significant Effects

- 3.1 In terms of the possible effects of the HWRS closure proposals, the proposals are not directly connected with, or necessary to the management of either the Ashdown Forest SAC and SPA. Nevertheless, it is still necessary to consider whether the proposals are likely to have a significant effect on the interest features of the designated sites, alone or in combination.
- 3.2 The SPA designation, arising due to the presence of ground nesting birds, is susceptible to the impact arising from increased recreational use on the Ashdown Forest. Due to the nature of the proposals subject to this Screening Opinion, it is not considered that they will give rise to any recreational impact, which could be deemed to undermine the SPA designation. The need for any Appropriate Assessment for this particular designation can therefore be screened out.
- 3.3 With regards to the SAC designation, increasing traffic on the roads running through and within 200m of the protected site could increase air pollution, negatively impacting on the integrity of the site.

3.4 Proposal to close Wadhurst Household Waste Recycling Site

- 3.4.1 The Wadhurst HWRS proposed for closure, is about 13km directly from the edge of the Ashdown Forest protected site. Potential alternative recycling sites to the Wadhurst one are Heathfield, Mountfield or Crowborough in East Sussex (see map in Appendix 2), or Tunbridge Wells (a Kent County Council site). These alternative sites have been identified in terms of their proximity and available road network to Wadhurst HWRS.
- 3.4.2 The Crowborough HWRS is the nearest to the Forest at an estimated 4 km directly from the edge of the Ashdown Forest protected site, to the East. If people are using Crowborough as an alternative to the Wadhurst HWRS, vehicles would be most likely to be approaching from the East side (most likely using the B2100 that connects Crowborough to Wadhurst along a East to West route) and so not making extra journeys across the Forest. Those who live within the catchment for the Wadhurst HWRS and using Heathfield, Mountfield or Tunbridge Wells (a Kent County Council site) as an alternative site would also not be making trips across the Ashdown Forest in order to access these recycling sites. This is confirmed by both Google Maps and the AA Route Planner.

3.5 Proposal to close Forest Row Household Waste Recycling Site

- 3.5.1 Forest Row HWRS is some 1 to 2 km directly from the edge of the Ashdown Forest protected site. If the Forest Row HWRS were to close, the intensification of use of other HWRS in the locality, when people take their waste to a nearby alternative HWRS, is expected.
- 3.5.2 Nearby alternative recycling sites for Forest Row HWRS users have been identified as Maresfield and Crowborough in East Sussex, and East Grinstead (a West Sussex County Council site) and Tunbridge Wells (a Kent County Council site). Both HWRSs at Maresfield and Crowborough are located approximately 4km from the boundary of the Ashdown Forest protected site. Note that there is some evidence to suggest that up to 20% of current Forest Row HWRS users live outside East Sussex², most likely in West Sussex and to some extent in Kent. There is evidence too that some East Sussex residents currently use recycling sites in West Sussex and Kent.
- 3.5.3 For residents within the Forest Row HWRS catchment area, travelling to an alternative recycling site could lead to additional vehicle movements across, or passing within 200m of, the Ashdown Forest protected site to a greater extent than they were before when they travelled to Forest Row HWRS. However, consideration also needs to be given to trips that are currently made to the Forest Row HWRS, which go across the Ashdown Forest protected site, but would no longer take place should this proposal be implemented.

² Based on postcode information from Forest Row site users collected by ESCC Traffic Enumerators, May 2018

3.6 Evaluation of likely effects on traffic movements across the protected site

3.6.1 Baseline situation

Currently the Forest Row HWRS is open 3 days a week from Friday to Sunday, with alternative opening arrangements for Christmas Day and New Year's Day, as well as Christmas eve and New Year's eve if they fall on Friday to Sunday. In 2016/17, Forest Row HWRS had a throughput of 1,279 tonnes of waste with an estimated 40,788 vehicles visiting the site.

3.6.2 Potential additional vehicle trips

Forest Row HWRS annual waste tonnages and numbers of vehicles bringing waste:

	2016/17 (actual or estimated)	2017/18 (forecast)	2018/19 (forecast)	2028/29 (forecast)
Waste Tonnage (t)*	1,279	1,242	1,246	1,354
Estimated annual no. vehicles visiting the site **	40,788	39,608	39,736	43,180
Av. no. vehicles visiting the recycling site per day (based on annual, ie 365 days)	112	109 (of which approx 1 per day is an HGV)	109	118
Daily av. no. vehicle trips to and from the site by users of Forest Row HWRS	223	218	218	236

*Waste Tonnage is based on East Sussex County Council's wider tonnage forecasts relating to the Integrated Waste Management Service Contract (IWMSC) with Veolia South Downs.

**Based on 10 months of traffic logger data (Nov-16 to Aug-17) uplifted to 12 months to give an annual total.

Assumptions:

1. It is estimated that people are bringing an average amount of 31.4kg of waste per trip to the Forest Row HWRS in their vehicles. This is based on vehicle numbers from a traffic logger at Forest Row and the total tonnage accepted at the recycling site over the same period.
2. Here, the worst-case scenario has been assumed: that all vehicles that would have taken household waste to Forest Row HWRS, drive through, or within 200m of, the protected site to reach an alternative HWRS in East Sussex, generating two vehicle journeys through Ashdown Forest, to the HWRS and back. And that all vehicles that currently visit Forest Row HWRS are not generating any journeys through the protected site.

3. In addition the worst-case situation has been assumed that people continue to take all the waste that they would have previously taken to Forest Row HWRS, to an alternative HWRS rather than being waste being diverted elsewhere, or reduced.

3.6.3 Route mapping

In the absence of technical traffic modelling software and spatial population data, a simple exercise has been undertaken using online mapping (Google Maps and AA Route Planner) to measure and map routes between destinations. We then estimated whether residents of the towns, villages and hamlets in the Forest Row HWRS catchment area would be likely to be making more, less or the same amount of journeys across, or within 200m of, the protected site en route to their nearest alternative recycling sites, see Appendix 3. It is not possible to predict which alternative site residents will decide to use, or exactly which route they will take to get there. The most likely scenario is that residents will travel to the nearest available HWRS. AA Route Planner methodology has allowed us to assess the travel times and distances to recycling sites from settlements in the Forest Row HWRS catchment area, based on average off-peak driving conditions.

1. Forest Row, Hammerwood, Highgate and Holteye residents, as well as West Sussex residents in Ashurst Wood and Brambletye would be likely to use East Grinstead recycling centre, North of the protected site, so there would be no change and no increase or decrease in journeys across the protected site.
2. Blackham residents to the East of Forest Row would be likely to use either East Grinstead or Tunbridge Wells, both journeys are likely to move away from the protected site, thereby reducing journeys close to or through it.
3. West Sussex residents of Horsted Keynes SW of Forest Row would be likely to use East Grinstead recycling centre, which reduces journeys through, or close, to the protected site as the quickest route avoids the A22.
4. Chelwood Gate, Chelwood Common and Danehill residents to the SW would be likely to use Maresfield, the routes to which come into less contact with the protected site than going to Forest Row.
5. Withyham and Balls Green residents to the East of Forest Row would be likely to use Crowborough HWRS which avoids the Forest and so reduces trips through the protected site.
6. If residents of Newbridge, Coleman's Hatch and Chuck Hatch to the South East of Forest Row use either Maresfield HWRS or Crowborough HWRS, journey length across, and close to, the protected site could increase. If they use East Grinstead recycling centre, it would remain the same.
7. If residents of Gallipot Hill, Hartfield, Hartwell and Upper Hartfield to the East of Forest Row use Maresfield HWRS, journey length could increase across,

and close to, the protected site. If they use either Crowborough or East Grinstead recycling sites, contact with the protected site would remain the same or reduce.

Although there are a number of villages and hamlets situated on the edge of the Ashdown Forest, the Forest lacks any significant settlements within its boundary, and the only town in the catchment area of the Forest Row HWRS is Forest Row itself. Population figures are available at Parish level from census data (2011), the Parishes that best map to the settlements within the Forest Row HWRS catchment area are Forest Row, Hartfield, most of Danehill, part of Withyham, the parish of Ashurst Wood in West Sussex and most of Horsted Keynes, also in West Sussex (see Appendix 4). These amount to an estimated population of approximately 12,600 within the catchment area.

	No traffic contact with the protected site is currently likely in travelling to Forest Row HWRS, and is not likely after proposed HWRS closure in travelling to an alternative	Traffic contact with the protected site is likely to reduce or be eliminated after proposed HWRS closure when travelling to an alternative	Traffic contact with the protected site is likely to increase <i>in the worst case scenario</i> after proposed HWRS closure when travelling to an alternative
Settlements within Forest Row HWRS estimated catchment area	Forest Row Highgate Hammerwood Holteye Ashurst Wood Brambletye	Withyham Balls Green Blackham Chelwood Gate Chelwood Common Danehill Horsted Keynes	Gallipot Hill Hartfield Hartwell Upper Hartfield Newbridge Coleman's Hatch Chuck Hatch
Parishes mapped to catchment area & their populations (2011 census data)	Forest Row: 4,954 Ashurst wood: 1,833 Hartfield (1/3): 726 Total: 7,513	Withyham (1/3): 951* Danehill (3/4): 1468 Horsted Keynes (3/4): 1,190 Total: 3,609	Hartfield (2/3): 1,453 Total: 1,453
Proportion of catchment area population	60%	29%	12%

It can be seen from this mapping exercise, that in terms of the main settlement in the catchment area, Forest Row, along with five settlements to the North of the Forest, which are incorporated in Forest Row Parish and Ashurst Wood Parish, the likelihood is no change and no journey over the protected site. This accounts for some 60% of the catchment area population.

For three settlements to the North-East of the Forest within part of Withyham Parish, there is likely to be a reduction in contact with the protected site from the alternative journeys. Four settlements to the West of the Forest are likely to use routes that come into less contact with the protected site or avoid it altogether. These four settlements are within part of Danehill and part of the parish of Horsted Keynes in West Sussex. This accounts for some 29% of the residents of the catchment area.

In the worst case scenario, the journey length for seven other small settlements within part of Hartfield Parish could increase across, or within 200m of, the protected site, that is an estimated 12% of the catchment area's population. However it's possible that these residents could use alternative recycling sites, in which case the journey length could remain the same or decrease.

3.7 Evaluation of likely effects on fly tipping within the protected site

- 3.7.1 We have considered increased fly-tipping in the protected site as one of the potential risks of the closure of Wadhurst and Forest Row HWRSSs. However, we are not aware of any evidence showing a link between the number of recycling sites and levels of fly-tipping and it is considered that an increase in fly tipping is unlikely to arise.
- 3.7.2 Should the two proposed sites close, there are easily accessible alternative options for disposing of waste, which should discourage fly-tipping. These include kerbside collection services of refuse, recycling and garden waste, bulky waste collections, local neighbourhood recycling banks and home composting, as well as travelling to the nearest alternative waste site.
- 3.7.3 Local experience shows that residents are not likely to resort to fly-tipping if they cannot use a recycling site for any reason. Since opening hours at the Forest Row, Seaford and Wadhurst recycling sites were cut in October 2014, the number of fly-tips recorded by the local authorities in East Sussex has declined. There has also been a decreasing trend in the amount of fly-tipped waste reported. See the 2017 Household Waste Recycling Site review report: www.eastsussex.gov.uk/media/10071/hwrs-service-review-final-2017-200218.pdf
- 3.7.4 If it is decided to close either of the two sites, East Sussex Council will closely monitor local fly-tip data to check for signs of an impact. The recycling sites themselves will also be monitored, particularly in the Forest Row area due to

close proximity to the European protected site, as well as the rest of the recycling site network. We will take appropriate action with relevant partner authorities and agencies to ensure implementation of proposals does not have a negative impact on the environment.

4.0 Appropriate Assessment

4.1 Consideration of the effects of vehicle movements

- 4.1.1 Not all vehicles that would have taken household waste to Forest Row HWRS will need to make additional journeys through, or within 200m of, the protected site to reach an alternative HWRS in East Sussex. It is likely that a significant proportion of journey routes taken to alternative recycling sites will reduce the need to travel via, or close to, the protected site. Several settlements in the Forest Row HWRS catchment area can reach either Maresfield, Crowborough, Tunbridge Wells or East Grinstead HWRS without crossing or passing close to the protected site. The mapping exercise above shows that no change in, or a reduction in, journey-length across and within 200m of the protected site could be expected for the majority of HWRS trips. Therefore it seems likely that the reduction in HWRS journey lengths within and close to the protected site for some 29% of the catchment area (by population) could outweigh any likely increase in HWRS journey lengths for around 12% of the catchment area (by population).
- 4.1.2 Furthermore, people will not continue to take all the waste that they would have previously taken to Forest Row HWRS to an alternative HWRS. Evidence from other local authorities has shown that when recycling sites close, waste taken to HWRSs is likely to decrease due to diversion to other disposal routes, (which could include green waste and bulky waste kerbside collections) or home composted. This could reduce the number of vehicle journeys to HWRSs.
- 4.1.3 People may also hold on to their household waste for longer if they need to drive further and therefore make less journeys.
- 4.1.4 In terms of impact on Heavy Duty Vehicle (HDV) flows, in 2017/18, 340 of the total number of vehicles visiting the Forest Row HWRS, were HGV (Heavy Goods Vehicle) servicing trips to and from Maresfield waste transfer station. These were trips that are likely to have crossed, or passed within 200m of, the protected site at one or more points. These trips will cease if the recycling site closes (staff journeys to and from the HWRS will also cease, although the number of these are considered to be insignificant). Some of the additional servicing trips to and from the alternative recycling site at Crowborough could involve passing close to the protected site via the A26, although the road only comes within 10m of the protected site for a short 30m stretch, at this point the protected site is elevated above the road with a thick belt of trees separating the two.

- 4.1.5 Vehicular emissions from HDVs are considerably greater (due to the larger diesel engines) than those of LDVs (Light Duty Vehicles such as small vans and cars). As such the removal of a single HDV from roads within 200m of the European site (such as a HGV used to collect waste from Forest Row HWRS) will have a greater positive effect on air quality within the European site within 200m of an affected road (and thus nitrogen deposition within Ashdown Forest) than the removal of a single LDV from roads within 200m of the European site
- 4.1.6 Whilst we cannot be certain about the degree to which background pollutant concentrations will decrease, it is likely there will be cleaner cars and better air quality by 2030, due to improving emissions technology and stricter standards.

4.2 Consultation with Natural England and AECOM

- 4.2.1 East Sussex County Council sought the input, comment and advice of AECOM and their expertise in Strategic Environmental Assessment. An AECOM senior ecologist reviewed this report and agreed with the approach taken and the outcome concluded with regard to the closure of the Forest Row and Wadhurst Household Waste Recycling Sites and the potential for effects on the Ashdown Forest SPA and SAC.
- 4.2.2 East Sussex County Council have provided Natural England with this report and they have been invited to comment. East Sussex County Council previously engaged with Natural England in a similar way when the HWRS Service was last reviewed in 2013/14.

4.3 Conclusions

4.3.1 Wadhurst closure proposal

In respect of the Wadhurst HWRS closure proposal, the impact of the Project can be considered neutral in terms of local air quality because no additional journeys are considered likely across, or within 200m of, the protected site as a result, and so no further assessment is needed for this proposal.

4.3.2 Forest Row closure proposal

1. It is considered that the reduction in HWRS journey lengths across and within 200m of the protected site as a result of implementing the Project could potentially outweigh a likely increase. Furthermore, there will be additional factors affecting vehicle movements to the overall benefit of the protected site, including diversion of waste to other disposal routes which don't involve a journey to an HWRS; reduction of waste through increased home composting; a reduction in journeys if people hold on to their waste for longer; cessation of the HDV vehicle trips servicing Forest Row recycling site; and future improvements to emissions technology and standards for vehicles.

2. Taking into account these factors, even if in the worst case scenario that some trips across (and within 200m of) the protected site are extended, it is thought that alternative routing of Forest Row HWRS-user traffic is unlikely to increase traffic overall, across or in the close vicinity of the protected site, i.e. on the minor localised access routes that pass within 200m of the site's boundaries or the A22, or A26 at Ashdown Forest. So the Project will not adversely affect the ecological integrity of Ashdown Forest.
3. Therefore it is not considered that there will be a likely significant effect on the protected site from this Project (Forest Row HWRS closure proposal) whether alone or as an 'in combination' impact. As such, no further assessment is required.
4. The Project may proceed therefore on the basis of no likely significant effect on the Ashdown Forest protected site.

Appendix 1: European Site Conservation Objectives

European Site Conservation Objectives for Ashdown Forest SAC³

With regard to the SAC and the natural habitats and/or species for which the site has been designated (the 'Qualifying Features' listed below), and subject to natural change;

Ensure that the integrity of the site is maintained or restored as appropriate, and ensure that the site contributes to achieving the Favourable Conservation Status of its Qualifying Features, by maintaining or restoring;

- The extent and distribution of qualifying natural habitats and habitats of qualifying species
- The structure and function (including typical species) of qualifying natural habitats
- The structure and function of the habitats of qualifying species
- The supporting processes on which qualifying natural habitats and the habitats of qualifying species rely
- The populations of qualifying species, and,
- The distribution of qualifying species within the site.

Qualifying Features:

Wet heathland with cross-leaved heath
European dry heaths
Great crested newt

European Site Conservation Objectives for Ashdown Forest SPA⁴

With regard to the SPA and the individual species and/or assemblage of species for which the site has been classified (the 'Qualifying Features' listed below), and subject to natural change;

Ensure that the integrity of the site is maintained or restored as appropriate, and ensure that the site contributes to achieving the aims of the Wild Birds Directive, by maintaining or restoring;

- The extent and distribution of the habitats of the qualifying features
- The structure and function of the habitats of the qualifying features
- The supporting processes on which the habitats of the qualifying features rely
- The population of each of the qualifying features, and,
- The distribution of the qualifying features within the site.

Qualifying Features:

European nightjar (Breeding)
Dartford warbler (Breeding)

³ <http://publications.naturalengland.org.uk/file/6746917321048064>

⁴ <http://publications.naturalengland.org.uk/file/6291482747076608>

Appendix 2

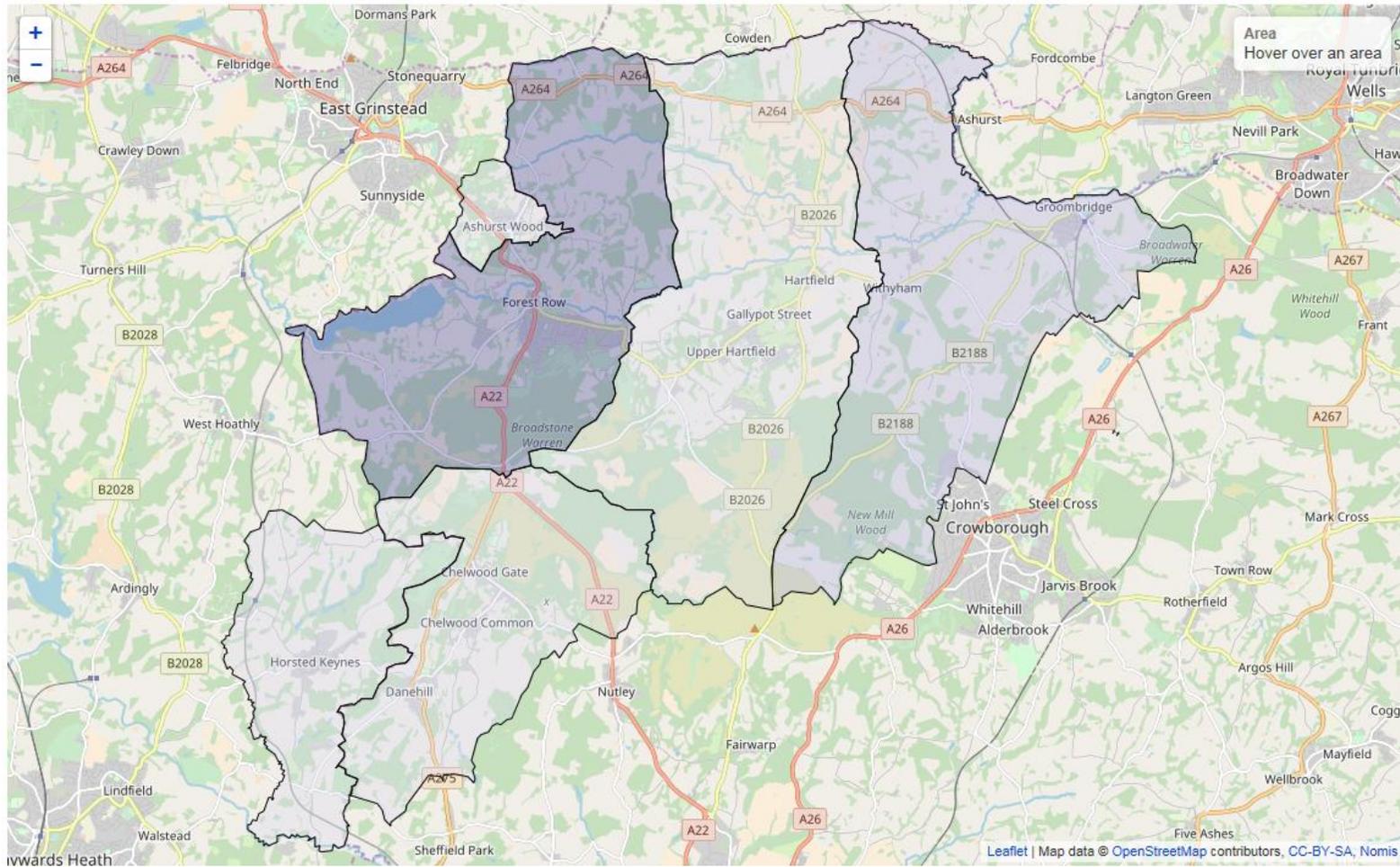
Map of Household Waste Recycling Site network



Appendix 3: Routes to HWRS and journey times											
Using AA Route Planner											
Parish	Settlement	Forest Row HWRS		East Grinstead HWRS		Maresfield HWRS		Crowborough HWRS		Tunbridge Wells HWRS	
		Km	Time (mins)	Km	Time (mins)	Km	Time (mins)	Km	Time (mins)	Km	Time (mins)
Forest Row	Forest Row	0.6	2	7.4	12	13.8	15	19.5	24		
Forest Row	Highgate	1.4	4	8.1	13	14.7	17	18.3	26		
Hartfield	Hammerwood	7.7	13	9.2	15	21.9	24	19.7	26		
Hartfield	Holteye	6.4	10	5.9	10	23.6	24	21.4	26		
Danehill	Chelwood Gate	6.9	9	11.5	16	8.7	11	14.7	20		
Danehill	Chelwood Common	8	11	12.6	17	9.7	12	15.8	21		
Danehill	Danehill	8.8	10	13.4	17	10.4	12	17.3	23		
Withyham	Withyham	9.1	12	17.5	21	15.5	17	9.7	15		
Withyham	Balls Green	10	14	17.3	22	16.7	18	9.9	15		
Withyham	Blackham	13.5	18	15.3	20	19.9	22	15.4	23	12.9	22
Hartfield	Gallipot Hill	5.8	8	13.4	18	14	14	13	19		
Hartfield	Hartfield	7.2	10	15.9	20	13.6	15	11.8	18		
Hartfield	Hartwell	9	13	15.2	19	15.4	17	13.2	19		
Hartfield	Coleman's Hatch	3.4	5	11	16	11.9	13	14.3	18		
Hartfield	Upper Hartfield	5.3	7	13	18	14.4	15	13.5	19		
Hartfield	Newbridge	4.8	7	13.4	18	10.5	11	12.8	16		
Hartfield	Chuck Hatch	8.3	12	16.9	22	10.6	12	13	17		
Ashurst Wood	Ashurst Wood (W. Sussex)	2.1	4	6.1	9	15.5	17	19.1	26		
Ashurst Wood	Brambletye (W. Sussex)	2.3	5	7.3	11	15.7	19	19.3	27		
Horsted Keynes	Horsted Keynes (W. Sussex)	10.4	14	11.2	16	12.7	16	22	27		

Appendix 4

Map of Parishes (Source: NOMIS) – estimation of Forest Row HWRS catchment area served





Cabinet 26 June 2018

Appendix 4

HWRS Service Review

Charity Waste Permit Scheme Review

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Executive Summary

- a) The East Sussex Charity Waste Permit Scheme is currently used by 102 charities including large furniture reuse organisations, charity shops, social care and education providers, independent schools, churches, meeting halls and environmental organisations. It is estimated that they deliver 1,021 tonnes of waste to the County Council at a cost of £141,473 per annum.
- b) The Environmental Protection Act 1990 and Controlled Waste Regulations 2012 means that the County Council does not have a legal obligation to accept charity waste free of charge at waste transfer stations or household waste recycling sites.
- c) Eight furniture reuse charities account for 59% of overall tonnage. Free waste disposal via the permit scheme is seen as a crucial part of their business model. There is some evidence that they contribute significantly to reuse of waste – and this is likely to result in a net saving for the County Council. However, there is scope to improve how reuse data is recorded and shared.
- d) There may be scope to realise savings by developing a more formal approach to screening Contract Waste for furniture and items for reuse. Every additional tonne of bulky waste diverted from landfill could save the County Council approximately £48 in waste disposal costs. However, this is dependent on the availability of suitable storage and logistics as well as there being enough good quality material in the waste stream to justify the effort. Existing contractual arrangements with waste collection and disposal contractors should also be reviewed when considering working with charities on a more formal basis.
- e) Approximately 70% of current permit holders are charities that have links to County Council services, particularly those in Adult Social Care & Health and Children's Services. Some of these charities are directly contracted to provide services to vulnerable groups. Most permit holders are local organisations or have strong local or regional connections. Raising income through charity shops and furniture reuse is seen as increasingly vital in light of recent reductions in public sector funding for the voluntary and community sector.
- f) Many permit holders use their permits to dispose of fly-tipped waste on premises such as outside charity shops and as well as open spaces managed by the charity. Fly-tipping is difficult to prevent and would be a drain on the resources of charities if not for the permit scheme.
- g) There is weak evidence to suggest that charity permits are being used to import significant quantities of waste into East Sussex to take advantage of free waste disposal. It is hoped that some neighbouring local authorities operate similar policies for charity waste acceptance.

1. Review Aims

1.1 The aims of the review are:

- To explore opportunities to work with charities to increase the reuse of waste – to support achieving the Waste Hierarchy;
- To understand the contribution made by the scheme to the business model of charities that sell second-hand furniture and bric-a-brac to generate income;
- To understand the role the scheme plays in helping the voluntary and community sector to dispose of waste generated by their activities;
- To explore the extent to which local charities in East Sussex are the main beneficiaries;
- To consider whether the current scheme contains sufficient controls to minimise misuse of permits; and
- To evaluate whether offering unlimited free waste disposal to any charity in the county is a cost-effective way of delivering these aims.

2. Current Practice

- 2.1 Any registered charity or place of worship may apply for and be granted a permit to use one of the County Council's waste facilities free of charge to dispose of their waste. Scheme administration is carried out by Veolia on behalf of the County Council.
- 2.2 Charity permit holders are responsible for bringing their waste to a facility provided that they comply with site rules covering waste acceptance, vehicle type and health & safety. It is requested that charities sort their waste before coming to site to maximise the amount of recycling. The permit does not entitle the charity to free collection of waste by the Waste Collection Authority (WCA) nor is non-household waste such as hardcore, soil, tyres, plasterboard and asbestos accepted from charities.
- 2.3 Whilst the majority of charity permit holders use their nearest HWRSs to dispose of waste, larger charities with significant quantities of waste are directed to Waste Transfer Stations (WTS). This is also the case at Hastings HWRS where due to the high numbers of customers at the site, all charities are asked to use the neighbouring WTS.
- 2.4 The larger charities generally deliver waste in vans and may contract a commercial collection service for this purpose. Smaller charities often rely on volunteers using their own vehicles to bring waste to sites.
- 2.5 From time to time, the County Council receives requests from local groups and town and parish councils to dispose of waste from community litter picking events. These groups are not usually registered charities, but permission is often granted on a discretionary basis for an agreed period of time.
- 2.6 Charities are not required to register with the Charities Commission if its annual income is less than £5,000, or if it is an organisation exempt from registering such as a church or a Scout or Guide group. Under current arrangements, all places of worship and Scout and Guide groups are granted permits. Permit requests from small, unregistered charities are rare and it is thought that smaller charities and

groups generally dispose of their waste through household bins or by bringing it to HWRs without declaring it as charity waste.

- 2.7 The East Sussex Charity Waste Permit Scheme is not publicised on the County Council's website and it is not promoted to the voluntary and community sector.

3. Statutory Obligations

Environmental Protection Act (EPA) 1990

- 3.1 Many local authorities believe – and internal legal advice obtained supports this view, that there is no legal obligation to accept waste from charities at HWRs or transfer stations, even if the cost of disposal can be recovered. Under s51 of the EPA 1990, Waste Disposal Authorities (WDA) have an obligation to accept (i) controlled waste collected in its area by Waste Collection Authorities (WCA), and (ii) to provide places at which persons resident in its area may deposit their household waste for disposal. A charity is not a WCA or a “person resident in its area” meaning that there is no obligation to accept waste from charities under the EPA 1990.
- 3.2 Some WDAs have used this argument to refuse all charity waste inputs regardless of the type of charity. The only charity waste accepted by these local authorities is charity waste collected by WCAs and delivered to a transfer station.

Controlled Waste Regulations (CWR) 2012

- 3.3 CWR 2012 is used in conjunction with the EPA 1990 to classify waste as household, commercial or industrial waste. The regulations also govern whether local authorities can charge for collection and disposal of the waste depending on the type of premises and/or activity. A summary of the CWR 2012 classifications that typically apply to charities is included in Appendix 1.
- 3.4 Waste is classed as household waste under CWR 2012 if it is from a charity shop or a charity or community interest company involved in the reuse of domestic waste. Despite the designation as household waste, under CWR 2012 a WCA may charge a charity to collect waste from these types of premises. However, the WDA cannot add their disposal cost onto the collection charge.
- 3.5 The entitlement to free waste disposal only applies if the charity is involved in the reuse of goods donated from domestic premises, or if the premise is a place of worship or used for public meetings. Waste of a non-domestic nature from charity premises (e.g. office space, workshops, studios and open spaces) is classed as commercial waste and can be charged for both collection and disposal. Waste from premises used for the boarding or stabling of animals (e.g. cat rehoming centres) is classed as industrial waste and can also be charged for both collection and disposal.
- 3.6 This means that under CWR 2012, charitable status or classification of waste as household waste does not automatically entitle the organisation to free disposal of waste.
- 3.7 As far as we are aware, the law has not been tested to determine whether classification under CWR 2012 has any bearing on the EPA 1990 right to access HWRs or transfer stations. On this basis, we believe that the County Council has discretion to refuse charities access to waste facilities.
- 3.8 Extracts of the relevant parts of the EPA 1990 and CWR 2012 are included in Appendix 1.

4. Estimated Usage

- 4.1 The current number of permit holders and their estimated tonnage and disposal cost is shown in table 1 below. Transfer station tonnage is based on weighbridge data. HWRSs usage is estimated because these sites do not have weighbridges. Instead, usage is estimated on the expected frequency of visits stated by charities on their permit application form.

Table 1: Permit usage by waste facility

Facility	No. permit holders	Estimated tonnage	Estimated disposal cost (2018/19) ²
HWRSs ¹	49	332	£46,026
Eastbourne WTS	30	302	£41,886
Maresfield WTS	3	8	£1,147
Pebsham WTS	20	378	£52,411
All facilities	102	1,021	£141,473

¹ Excluding Eastbourne and Hastings HWRSs where all permit holders use the WTS at these sites. Charities at Maresfield can use either the HWRS or WTS depending on their volume of inputs.

² Disposal cost is based on estimating the likely split of landfill, recovery and recycling. Bulky waste such as furniture is generally landfilled.

5. Current Permit Holders

- 5.1 There are currently 102 permit holders from a wide range of sectors such as charity shops, furniture reuse organisations, social care providers, community centres, independent schools, environmental trusts and places of worship. The full list of current charity permit holders is included in Appendix 2.
- 5.2 The eight largest charity permit holders, based on estimated tonnage, are shown in table 2 below. These charities are all furniture reuse organisations and account for 59% of the estimated tonnage. Large charities sometimes hold multiple permits because permits are issued for a specific site in East Sussex, rather than for all premises managed by the organisation. This is intended to prevent charities from using the permit to bring waste into East Sussex from their premises outside of the county.

Table 2: Estimated usage of the largest permit holders

Charity permit holder	No. permits held	Estimated annual tonnage
British Heart Foundation	4	160
Emmaus Hastings and Rother	1	85
Age UK East Sussex	3	79
St Wilfrid's Hospice	1	77
The Sara Lee Trust	1	63
Hastings & Rother Voluntary Association for the Blind	1	59
Cats Protection	4	41
Furniture Now	4	39
Largest 8 charities	19	602
All other charities	83	419
Total	102	1,021

6. Furniture Reuse Charities

- 6.1 The business model of these charities is based on reselling donated goods collected from domestic sources such as furniture and bric-a-brac. These charities collect items to sell in shops or offer the items free of charge to people in need. Some charities PAT test electrical items and offer them for sale or donate them to vulnerable groups. Unsold and damaged items are tipped using the charity permit. In at least one case, the charity is selling unsold textiles and books to a third party to maximise their income.
- 6.2 Furniture reuse by charities makes an important contribution to waste management by reusing items that would otherwise end up in the local authority waste stream. One charity shared data to illustrate that 89% of the estimated 945 tonnes of domestic waste collected annually was being reused. This is a significant contribution towards the Waste Hierarchy. The latest Annual Report for this charity indicates that they typically collect from over 6,000 households in East Sussex per annum. The saving in the County Council's disposal costs from this one charity alone is in the region of £125,000¹ per annum. No other charity was able to provide this level of information.
- 6.3 The offer of free collection by many charities makes furniture reuse an attractive option for many residents, particularly those that do not own a car or are unwilling to pay for local authority bulky waste collection.
- 6.4 The charities we spoke to said that they rely heavily on their charity waste permit due to the cost of disposing of waste through private waste companies and the rising cost of Landfill Tax. We were told that the margins in the furniture reuse sector are small and that the permit scheme is vital for this to be a viable way of generating income. This has grown in importance in recent years as charities recognise the need to reduce their reliance on public sector funding for their activities.
- 6.5 A major challenge for re-use charities is the variable quality of domestic goods donated to them by the public. Charities we spoke to said that they have a clear idea of the type and condition of goods that will sell in their shops. This is particularly important for charities that lack warehouse storage space or have limited space on the shop floor. Charities will usually decline to collect items that are damaged, heavily worn, soiled or outdated. However, the acceptance criterion is subjective and can vary between charities. There is noticeable frustration amongst charities that the public often believe that charities will accept second-hand goods regardless of their condition and usability.
- 6.6 A number of charities mentioned that a significant proportion of their waste is items that have been fly-tipped outside their shops. This material is often in poor condition or has been exposed to the weather making it unsuitable for resale.
- 6.7 Some charities are exploring new revenue streams by branching out into office furniture reuse. This is commercial waste that would not normally be the responsibility of County Council. One charity is working with local universities to reuse items discarded by students in halls of residence. Whilst waste from premises forming part of a university is classified as household waste, local authorities are allowed to charge for collection and disposal of this waste under CWR 2012.
- 6.8 A number of charities asked whether it is possible to work with local authorities in East Sussex to reuse furniture and bric-a-brac found at HWRSs and in bulky waste collections. There is currently no formal mechanism to allow charities to screen out items for reuse in the local authority waste stream

¹ This is on the basis that when residents deal directly with charities, the County Council does not incur any costs because the waste is not being processed through the Integrated Waste Management Services Contract (IWMSC).

before the waste is sent for energy recovery or landfill. The only reuse at East Sussex HWRSs is through the reuse shops found at the majority of sites.

- 6.9 There is however, a long-standing arrangement at Hove HWRS whereby the reuse shop is operated by YMCA. At East Sussex HWRSs, the reuse shops are operated by Veolia staff and the income used to support the running of the site.
- 6.10 Establishing a new arrangement with charities to promote will require co-ordination with Veolia who contractually own any waste deposited at IWMSC facilities. This means the saving from diverting Contract Waste from landfill to reuse is lower compared with when a member of the public deals directly with the charity. Every additional tonne of bulky waste diverted from landfill could save the County Council approximately £48 in waste disposal costs.
- 6.11 The following aspects will need to be considered if the benefits of working with charities are to be realised:
- Whether there is sufficient quantity of good quality furniture present in bulky waste collections or at HWRSs to make it worthwhile screening the waste for items that can be reused by charities. Good quality material is likely to have already been lost to collection by charities or to ebay/Facebook Marketplace;
 - Storage space (ideally undercover) for furniture and items awaiting screening and collection by charities;
 - The selection of one (or more) charity partners to work with the County Council and Veolia to promote reuse on a more formal basis;
 - Weighing material reused by charities at HWRS sites where there is no weighbridge;
 - Opportunities to establish a similar relationship at Brighton & Hove sites, where the idea of a 'reuse depot' has been suggested by a local group; and
 - The impact on HWRS reuse shops.

7. Services provided by Charity Permit Holders

- 7.1 Table 3 below shows the extent to which charity waste permit holders are directly contributing towards delivering the County Council's strategic priorities. These priorities are:
- Keeping vulnerable people safe;
 - Helping people to help themselves;
 - Driving economic growth; and
 - Making best use of resources.

Table 3: Alignment between ESCC strategic priorities and the charitable objectives of permit holders

Link to ESCC strategic priorities	No. permit holders	% of tonnage
Charity is contracted to provide services, grant funded or is a supplier to ESCC	19	20%
Closely aligns but not directly funded	44	50%
Indirect link	12	10%
No clear link	27	21%
Total	102	100%

- 7.2 In at least 19 instances (possibly more), the charity is directly contracted or grant funded by the County Council to provide services to vulnerable groups and their carers. Age UK for example, currently holds three contracts with ESCC for services relating to home from hospital care and day care provision. Adult Social Care alone currently funds 61 different charities so the number of charities contracted by ESCC is far higher than the actual number of permit holders.
- 7.3 There are 44 charity permit holders that are not currently directly funded by ESCC, but are involved in providing services that are closely aligned with the County Councils strategic priorities. Examples of these include organisations that provide support for people with physical and learning disabilities, support for carers, mental health services, training and skills provision, hospices and foodbanks.
- 7.4 South Downs Housing Association and Community Housing & Therapy are examples of charity permit holders that provide supporting housing support for vulnerable people including people with mental health, learning and physical disabilities. In both cases, the amount of tonnage is thought to be small and is typically large bulky items such as furniture, electrical items and fly-tip. South Downs Housing Association is set up as Industrial and Provident Society (ISPs) rather than a charity so it is unclear whether organisations of this nature should be treated the same as charities.
- 7.5 There are at least 16 charity permit holders that are organisations included in the “Local Offer” for East Sussex. The Local Offer is a published list of services available to support children and young adults who are disabled or have Special Educational Needs (SEN) and their families.
- 7.6 Furniture Now and Emmaus are good examples of charities that use the proceeds from furniture reuse to fund training and support for people who are long-term unemployed or homeless. Furniture Now provides furniture and essential household items to people being rehomed (e.g. people fleeing domestic violence) in conjunction with district and borough councils and housing associations. Emmaus provides accommodation for homeless people who work in their workshop and warehouse to help them back into mainstream society and employment.
- 7.7 Following dialogue with Adult Social Care and Children’s Services, it is clear that a significant proportion of charity permit holders are important service providers that play a key role in supporting and representing disadvantaged groups in East Sussex.
- 7.8 Around one-third of charity permit holders are organisations where the link to the County Council’s strategic priorities is less clear. Examples of these include some animal/wildlife related charities, independent schools, outdoor activity centres, places of worship and charities that support projects abroad. Some of these charities provide work placements for school students. The largest charity in this group is British Heart Foundation; a national charity that funds medical research.

8. Independent Schools

- 8.1 There are currently four independent schools with charitable status that currently hold a Charity Waste Permits. These organisations are understood to use their permits to dispose of the occasional bulky item such as furniture, equipment and electrical appliances. Day to day disposal of waste is provided by a waste collection arrangement with the commercial sector. Waste disposal contractors normally charge extra to take bulky items or refuse to take them, so the permit is a convenient way of disposing of these items. Tonnage for the four schools is estimated at no more than 12 tonnes per annum.

- 8.2 Given that independent schools are generally well resourced, they are arguably not a high priority for providing assistance with free waste disposal. As an alternative, we are keen to encourage independent schools to work with furniture reuse charities as there may be scope to reuse furniture discarded by the school, such as furniture and domestic items from boarding quarters.
- 8.3 We are keen to distinguish between independent schools that provide mainstream schooling to fee paying students, from those that provide specialist education services to vulnerable groups. One example of this is Chailey Heritage School (part of the Chailey Heritage Foundation) that provides specialist education services, residential and day care to children and young adults with complex learning and physical disabilities.

9. Places of Worship and Meeting Halls

- 9.1 Use of charity permits by churches and village/community halls is surprisingly rare given how many there are in the county (400+). There are relatively few with charity permits (eight churches and seven village/community centres) because most have waste collected free of charge by their WCA because of the classification of their waste as household waste in CWR 2012. Charity waste permits seem to be used to dispose of furniture, fly-tip and grounds maintenance waste. There are also two examples of churches that use their permit to dispose of waste from foodbanks operating at their premises.

10. Countryside Management and Animal Rescue Charities

- 10.1 There are charity permit holders who are organisations responsible for land management of nature reserves. These organisations typically use their permit to dispose of litter and fly-tip from their land and visitor car parks. The Ashdown Forest Trust is the best known example and is a registered charity controlled and managed by East Sussex County Council.
- 10.2 Fly-tip is a significant challenge in the Ashdown Forest due to the size of the AONB and the number of car parks and lay-bys that they are responsible for. Forest Rangers dealt with a total of 83 serious fly-tip incidents between 2015/16 and 2017/18. In serious cases, a contractor is brought in to collect and dispose of the fly-tip at a commercial waste facility.
- 10.3 There are four examples of charity permit holders where the main focus is to care for abandoned pets or injured wildlife. Their waste typically consists of used bedding, cat litter and other boarding related waste. Under CWR 2012, this waste is classed as industrial waste and would not normally be the responsibility of the County Council.

11. Commercial Sub-contractors

- 11.1 A further consideration is whether the waste has arisen from a commercial contractor carrying out works or services on behalf of a charity. Examples of this include grounds maintenance, cleaning and haulage contractors. Many charities employ their own drivers, but at least one uses a commercial contractor. Whilst it is questionable whether it is fair that a commercial enterprise benefits from the charity permit, there are some operational benefits from using a dedicated haulage operator with the correct licences. However, there is a risk of non-charity waste being mixed with charity waste and brought to the County Council's facilities.

12. Out of County Waste

- 12.1 It is a requirement of the existing permit scheme to only accept waste that has arisen at premises or activities in East Sussex. It is difficult to enforce this rule because a visual inspection of the waste is inadequate to determine its origin. A site visit to the charity's premise may help to reduce this risk, but it is resource intensive to undertake visits on a routine basis. This is a risk because larger charities with operations across the region could potentially import waste into East Sussex to take advantage of free waste disposal.
- 12.2 However, this risk is thought to be low because many of the larger charities operate either as an East Sussex entity (Age UK East Sussex) or each shop operates as a standalone business unit with its own haulage (British Heart Foundation). However, there is one charity that operates a warehouse near the border with West Sussex where the risk of out of county waste will be much higher.
- 12.3 Table 4 below shows the breakdown of charities according to whether they are predominantly East Sussex based, or whether they have a regional, national or even international reach. Many of the regional charities are pan-Sussex or cover East Sussex and Kent (the Weald). This table shows that about three-quarters of charity permit holders have a strong local connection.

Table 4: Geographic reach of current permit holders

Geographic reach	No. permit holders	Tonnage %
East Sussex	65	63%
South East	16	11%
National	19	25%
International	2	1%
Total	102	100%

- 12.4 Defining a charity as local or national is not straightforward or necessarily informative. Some charities that are locally based (e.g. Age UK East Sussex) are part of a wider network of 150 separate organisations under the Age UK umbrella. Likewise, Scout and Girl Guide/Brownie groups are local chapters registered as East Sussex entities, but are affiliated with the national charity. Many charities that are national entities have premises in East Sussex where local services are provided, for example Fitzroy Support in Newhaven, The Disabilities Trust in Eastbourne and RNLI in various locations.
- 12.5 Arguably, there are just two charities with permits that do not benefit East Sussex residents in some way – two very small charities that fundraise locally to support orphanages and animal rescue centres abroad.
- 12.6 It is also helps that the local authorities directly bordering East Sussex operate similar charity waste acceptance policies. A summary of the policies of neighbouring local authorities is shown below in table 5.

Table 5: Charity waste policies of local authorities in the South East

Local authority	Charity waste policy
Brighton & Hove City Council	<ul style="list-style-type: none"> - Charities are issued with a limited number of permits for non-recyclable waste. - Each permit allows one visit to Hove HWRS to dispose of non-recyclable waste. - Unlimited visits for recyclable waste. - No access to Brighton HWRS or Hollingdean WTS. - Scheme is administered by BHCC separately to the ESCC permit scheme
Kent County Council	<ul style="list-style-type: none"> - Any charity may register in advance for permission to bring waste to a transfer station. - The charity is issued with a limited number of dockets with each docket allowing one visit.
Hampshire County Council	<ul style="list-style-type: none"> - Waste from charities is not accepted at any facility.
Surrey County Council	<ul style="list-style-type: none"> - No formal policy, but current practice is to accept local and small charities that reuse domestic waste where the waste originates in the county and only if the charity is run by volunteers. - Charities may only use selected transfer stations and not HWRSs. - Limited to 12 visits per year for each reuse organisation
West Sussex County Council	<ul style="list-style-type: none"> - Any charity or community group may register for permission to dispose of waste from their charitable work. - Charity waste is only accepted at Burgess Hill, Westhampnett or Crawley Transfer Stations.

13. Non-household Waste

13.1 Non-household waste is typically construction and demolition waste originating from building maintenance and fly-tip such as tyres, oil canisters and asbestos. Some charities have said that whilst large quantities of construction and demolition waste can be disposed of by hiring a skip, it is difficult to dispose of smaller amounts from minor repairs because hiring a skip is excessive for this quantity of waste. It is current policy to not allow construction and industrial waste from any charity permit holder on the grounds that it is not the statutory duty of local authorities to take this type of waste from residents or charities.

13.2 If charging for non-household waste is introduced, then charities could be allowed to bring construction and demolition waste from small DIY projects to HWRSs, provided that they pay the charge for disposal.

14. Charity Waste Data

14.1 It is a common theme in this review that there is scope to improve the collection of data about charity waste, particularly in the following areas:

- The recording of the charity's name on weighbridge tickets – this is a free text box so the name is not always recorded in a consistent manner;
- HWRS usage by charities e.g. their frequency of visit or estimated tonnage. This practice should be reviewed given the Duty of Care requirements for waste transfer notes;
- The amount of waste collected by charities from residents and reused – to help with tracking the amount of domestic waste that is reused and estimating the benefit of the avoided cost to the East Sussex County Council waste budget;
- Whether the waste originates from domestic or non-domestic properties;
- The amount of waste that originates from premises located outside of East Sussex; and
- The quantity of charity waste that is recycled, incinerated or landfilled.

14.2 Data recording could be improved by making it a requirement for permit holders complete documentation at HWRSs and to report information about the source of their waste and their reuse activities on a regular basis to the County Council.

15. Conclusions

15.1 Charity permits are important for furniture reuse charities by providing a means of disposing of items that they have attempted to reuse but are unable to do so. Many charities lack space on the shop floor or warehouse to store items that they are unable to resell. Without a permit scheme, many charities would be less inclined to take the risk of collecting items that are not guaranteed to sell. This will limit the throughput of material handled by furniture reuse charities. Local residents unable to take their waste to HWRSs also benefit from having charities willing to collect unwanted domestic items for free.

15.2 It would normally be the responsibility of County Council to dispose of most of this waste so there are clear financial benefits from supporting charities in this way. Whilst data on reuse by charities is limited, the level of saving under the existing scheme could be significant and should be investigated further to balance against the cost of the permit scheme.

15.3 There is currently no formal arrangement for working with charities to reuse furniture collected by WCAs or brought by the public to HWRSs. Waste reused by charities is generally through their own efforts to publicise their service and deal directly with local residents. Whilst this approach is generally successful, there may be scope to increase reuse further by giving furniture reuse charities access to local authority waste streams. This should be explored further to understand the feasibility, potential savings and contractual implications of inviting charities to work with waste collection and disposal contractors on reusing waste.

15.4 There is an opportunity to promote reuse by working with furniture reuse charities in a more formal way. Every additional tonne of bulky waste diverted from landfill could save the County Council approximately £48 in waste disposal costs. But this is highly dependent on there being sufficient quantity of good quality items suitable for reuse. Logistics such as suitable storage space and haulage arrangements will also need to be considered. The contractual arrangement with local authority waste collection and disposal contractors would also need to be understood.

15.5 We estimate that 63 out of 102 current permit holders are either important service providers for the County Council or provide services to vulnerable groups that are priorities for Adult Social Care & Health and Children's Services, and to a lesser extent, Communities, Economy & Transport. These charities account for 70% of the estimated tonnage.

- 15.6 For many charities, maximising income from furniture reuse is a key part of the business plan of some charities in their effort to reduce reliance on local authority funding. Major changes to the permit scheme could present a risk of adversely affecting service providers in the voluntary and community sector.
- 15.7 39 of the 102 existing charity permit holders are organisations with charitable aims that do not closely align with the County Council's strategic priorities in terms of helping vulnerable groups. These charities are estimated to deliver approximately 315 tonnes of waste per year. Approximately two-thirds of this is from British Heart Foundation and Cats Protection whose waste is generated from the reuse of domestic waste. This leaves a mixture of private schools, animal rescue/rehoming centres, charities that support projects abroad, places of worship and community facilities.
- 15.8 Many charities use their permits to dispose of fly-tipped waste, such as poor quality items left outside charity shops, or fly-tip and litter found on open spaces managed by the charity. Fly-tipping is detrimental to the environment and would be a drain on a charity's resources if not for the ability to dispose of this waste free of charge through the permit scheme.
- 15.9 There is a risk that some smaller charities, particularly those led by volunteers, will resort to using household bins or unauthorised use of HWRSs to dispose of waste if their permit is withdrawn.
- 15.10 A number of furniture reuse charities are using their permits to dispose of waste from commercial premises. It is acknowledged that commercial furniture is growing in importance for some charities as a way of generating income, but the County Council is not responsible for disposing of this waste.
- 15.11 Charities are currently not allowed to dispose of construction and demolition waste using their permits. This restriction could be relaxed if charging for non-household waste is introduced as charities could pay for this waste.
- 15.12 There is scope to improve how data is captured at transfer stations and HWRSs to give better clarity about how permits are used. It could also be made a condition of the permit that the larger furniture reuse charities report data on collection and reuse to help evidence the extent to which waste is being diverted from landfill and measure the associated benefit to East Sussex County Council.

Appendix 1: Key Legislation

Extract from the Environmental Protection Act (1990)

51 Functions of waste disposal authorities.

(1) It shall be the duty of each waste disposal authority to arrange—

(a) for the disposal of the controlled waste collected in its area by the waste collection authorities; and

(b) for places to be provided at which persons resident in its area may deposit their household waste and for the disposal of waste so deposited;

Extract from the Controlled Waste Regulations (2012)

Description	Waste classification	Can WCAs charge for collection?	Can WDAs charge for disposal?
A charity shop selling donated goods originating from domestic property	Household waste	Yes	No
Waste from premises occupied by a CIC or charity which collects goods for reuse or waste to prepare for re-use from domestic property	Household waste	Yes	No
Premises occupied by a charity and wholly or mainly used for charitable purposes	Commercial waste	Yes	Yes
A place of worship	Household waste	No	No
Premises used wholly or mainly for public meetings	Household waste	Yes	No
Waste from premises forming part of a university, school or other educational establishment	Household waste	Yes	Yes
A residential home or land belonging or wholly or mainly used in connection with a residential home [residential = care home]	Household waste	Yes	Yes
Waste from premises used for the breeding, boarding or stabling of animals	Industrial waste	Yes	Yes

Appendix 2: Current Charity Permit Holders (May 2018)

Controlled Waste Regulations 2012 classification	No. permit holders	Estimated annual tonnage
A charity shop selling donated goods originating from domestic property	20	444
Waste from premises occupied by a community interest company or charity which collects goods for reuse or waste to prepare for re-use from domestic property	10	236
Premises occupied by a charity and wholly or mainly used for charitable purposes	41	225
A residential home [i.e. a care home] or land belonging or wholly or mainly used in connection with a residential home	8	30
Premises used wholly or mainly for public meetings	7	27
A place of worship	8	26
Waste from premises used for the breeding, boarding or stabling of animals	4	21
Waste from premises forming part of a university, school or other educational establishment	4	12
Total	102	1,021

Charity shops selling donated goods originating from domestic property

- Age UK East Sussex – Eastbourne
- Age UK East Sussex – Polegate
- British Heart Foundation Eastbourne (202 Terminus Rd)
- British Heart Foundation Eastbourne (165 Terminus Rd)
- British Heart Foundation Hastings (12 Wellington Place)
- British Heart Foundation Hastings (White Rock)
- Cats Protection (14 Seaside Rd) – Eastbourne
- Cats Protection (120 Seaside Rd) – Eastbourne
- Demelza House – Eastbourne
- Eastbourne Christian Resource Centre
- Friends of Crowborough
- Furniture Now – Hailsham
- Hospice In the Weald – Five Ashes
- PDSA – Eastbourne
- PDSA – Newhaven
- Salvation Army Charity Shop – Eastbourne
- Samaritans Retail Ltd – Eastbourne
- St Peter & St James Hospice Shops Ltd – Lewes
- The Martlets Hospice – Peacehaven
- The Sara Lee Trust – Hastings

Charity or community interest companies that collects goods for reuse from domestic property

- Age Concern Eastbourne – Eastbourne
- Age UK East Sussex Newhaven – Newhaven
- Cats Protection (Warehouse) – Chelwood Gate
- Emmaus Hastings and Rother – St Leonards On Sea
- Furniture Now Eastbourne (Britland) – Eastbourne
- Furniture Now Eastbourne (Courtlands Road) – Eastbourne
- Furniture Now – Lewes

- Hastings Furniture Service Ltd – Hastings
- Pegasus Children's Project (Tribal Earth) – Enfield
- RSPCA – Fairlight
- St Wilfred's Hospice Furniture Centre – Eastbourne

Other premises occupied by a charity

- 1066 Gymnastics – Bexhill-on-Sea
- 1st Wadhurst Brownies – Ticehurst
- 9th Bexhill Scout Group – Bexhill-on-Sea
- Activate Fairlight Youth Club – Fairlight
- Age UK – Worthing
- Ashdown Forest Trust – Forest Row
- Autism Sussex Ltd – Battle
- Battle District Girl Guides – Battle
- Bexhill Caring Community – Bexhill-on-Sea
- Bowles Rocks Trust – Eridge Green
- Burwash and Etchingam Scout Group
- Care for the Carers – Eastbourne
- Chailey Brownies
- Churches together in Bexhill
- Childs Charitable Trust – Eastbourne
- Computers for Charities – Hailsham
- East Sussex Hearing Resource Centre – Eastbourne
- Eastbourne and District Mencap (Pevensey Road)
- Eastbourne Foodbank
- Friends of Old Town Library – Eastbourne
- Hailsham Foodbank
- Hastings Foodbank
- Hastings & Rother Voluntary Association for the Blind – St Leonards On Sea
- Hastings Advice & Representation Centre – St Leonards On Sea
- Headway East Sussex – Newick
- House Project Centre – Peacehaven
- International Animal Rescue – Uckfield
- Kingdom Way Trust – Eastbourne
- Lewes & District Visual Arts Association – Lewes
- Newhaven Community Development Association – Newhaven
- Ouse & Adur Rivers Trust – Lewes
- Project Art Works – Hastings
- RNLI – Hastings
- Scope – Hastings
- Southdown Housing Association – Lewes
- The Disabilities Trust – Langney
- The Kit Wilson Trust – Uckfield
- The Oyster Project – Lewes
- Weald Society for the Disabled – Ashford
- YMCA Downslink – St Leonards on Sea

Residential care homes / social care support

- Bernhard Baron Cottage Homes – Polegate
- Bevern Trust – Lewes
- Children's Respite Trust – East Hoathly
- Community Housing and Therapy – Eastbourne
- Eastbourne & District Mencap (Greensleaves)
- Eastbourne and District Mencap (Arundel Rd)
- Fitzroy Support – Newhaven
- Order of St Augustine of the Mercy of Jesus – Ditchling Common
- Chailey Heritage Foundation

Independent schools

- Battle Abbey School
- St Andrews Prep School – Eastbourne
- St Bede's School Trust – Eastbourne
- St Bede's School Trust – Hailsham

Premises used for the breeding, boarding or stabling of animals

- RSPCA Mallydam Wood – Fairlight
- Caring for Cats – Eastbourne
- Cats Protection (Cattery) – Chelwood Gate
- Seahaven Wildlife Rescue – Newhaven

Public meeting halls

- Blackboys Village Hall & Allotments
- Cooksbridge Recreation Committee
- Community Wise – Eastbourne
- Hillcrest Community Partnership – Newhaven
- Langney Village Hall – Eastbourne
- Saltdean Community Association
- South Heighton Village Hall – Newhaven

Places of worship

- Chichester Diocesan Fund and Board of Finance – Seaford
- Community Church Eastbourne – Pevensey Bay
- Crowborough Community Church
- St Nicolas & St Wilfrid's Pevensey Parochial Church Council
- St Thomas Church – Groombridge
- The Christian Trust – Stone Cross
- The Church of The Holy Cross – Uckfield
- The Parochial Church Council of the Ecclesiastical Parish of All Saints Eastbourne



Cabinet
26 June 2018
Appendix 5

HWRS Service Review
Alternative Models for HWRS Provision

1 Alternative Models for HWRS Provision

- 1.1 This appendix provides information on alternative delivery models for HWRSs, following feedback received during the consultation, and as a result of the proposal to close the Forest Row and Wadhurst HWRSs.
- 1.2 At the time of this paper's submission for East Sussex County Council's June 2018 Cabinet meeting, the Waste Team have not received any firm proposals or expressions of interest to operate the Forest Row site whilst there has been one tentative expression of interest from a private company in Wadhurst with an interest in operating, in some capacity, its HWRS. As such, this paper has been produced to attempt to cover all likely scenarios. The Waste Team is committed to assisting, where possible, 3rd parties to explore specific scenarios if they are provided to East Sussex County Council.
- 1.3 Its purpose is to ascertain if there are potentially effective models that, if Cabinet decide to close Forest Row and Wadhurst HWRSs, could be considered by interested parties. These would need to be framed by any interested parties within the context of the annual costs, usage and tonnages of the two sites, which effectively provides the basis of any business model.
- 1.4 Research has considered
 - 1.4.1 Options available to East Sussex County Council to retain effective control over the two sites but which may enable it to operate on a more commercial basis
 - 1.4.2 Options whereby the local authority transfers the site into the control of an alternative organisation(s).
 - 1.4.3 For both of the above options, the ability for sites to charge for entry, which Waste Disposal Authorities such as East Sussex County Council cannot do under the Local Government (Prohibition of Charges at Household Waste Recycling Centres) (England) Order 2015.
 - 1.4.4 The ability of an alternative organisation operating a HWRS to have access to the Integrated Waste Management Service Contract (IWMSC), to help provide the service.

2.0 Summary of possible alternative models of HWRS operation

- 2.1 ESCC could transfer the operation of a HWRS to an alternative organisation / community group. It would be possible, via a contract variation, for this alternative organisation to access the IWMSC. This alternative organisation / community group could charge for the disposal of non-household waste but not to access to the site, nor charge for disposal of household waste, due to the prohibition on charging for entry (and disposal of household waste) by Local Authorities. This prohibition arises due to the contractual link of the alternative organisation / community group accessing the IWMSC which is held by East Sussex County Council.
- 2.2 A Parish Council could operate a household waste site by resolving to adopt the general power of competence under section 8(2) of the Localism Act 2011. However, it could not charge residents to access the site as it would be caught by the

prohibition on local authorities using the general power of competence to charge residents to access Household Waste Sites.

- 2.3 An alternative organisation / community group (for example a CIC) could charge for access to a HWRS and for the disposal of household waste which may allow it to trade on a commercial basis. However, it could not charge for access to a HWRS and disposal of household waste *and* also access the IWMSC due to the relationship with East Sussex County Council. Therefore, they would have to make their own arrangements for the disposal of waste at their own cost.
- 2.4 An alternative organisation / community group could seek to deal directly with Veolia (outside of the IWMSC) or alternatively, a different waste contractor.
- 2.5 ESCC could form a Local Authority Trading Company (LATC) to operate a HWRS beyond its statutory provision. However, if there was any contractual link back to the Local Authority, the LATC could not charge for entry to the site due to its proximity to the Local Authority and the prohibition on charging that it (the Local Authority) is subject to.

3.0 Local Authority Trading Companies (LATC) / Teckal Companies.

- 3.1 Via the powers in section 95 of the Local Government Act 2003¹ a Local Authority is able to establish a Local Authority Trading Company (LATC). A local authority is permitted to trade in anything that it is authorised to do under its ordinary functions. LATCs generate a vehicle into which large portions of the Local Authorities business can be moved. They can be set up without a tender process but thereafter, can tender for additional work in other councils.
- 3.2 Any profits made by a wholly- or partly-owned company can be reinvested in other council services. Setting up a company, and putting in place arrangements is subject to satisfying a number of requirements, and involves various costs. A local authority that sets up a company must produce a business case before doing so. The authority must recover the costs of any accommodation, goods, services or staff provided. LATCs are governed by normal company law, and must be run according to the wishes of their shareholders. Like any company, they must pay VAT and corporation tax, and are subject to EU state aid rules.
- 3.3 Section 4 of the 2011 Localism Act² permits authorities, via the general power of competence, to provide a service on a commercial basis through a company – though this can only be done for things that the council can do for a non-commercial purpose. Where a local authority has statutory responsibilities to provide specific services to individuals, these services cannot be provided on a commercial basis³.
- 3.4 The County Council would potentially not have a specific duty under section 51 of the Environmental protection Act in respect of statutory provision of the HWRSs at Forest

¹ Local Government Act 2003 <https://www.legislation.gov.uk/ukpga/2003/26/contents>

² Localism Act, 2011 <http://www.legislation.gov.uk/ukpga/2011/20/contents/enacted>

³ House of Commons Briefing Paper: Local government: alternative models of service delivery <http://researchbriefings.files.parliament.uk/documents/SN05950/SN05950.pdf>

Row and Wadhurst as it already operates another 10 sites under section 51, and therefore it could potentially set up a company to run a HWRS under its general power of competence on a commercial basis. It's contractual relationship with the Local Authority would, to a large extent, determine much of the commercial framework within which it could legally operate (see 5.2) below.

- 3.5 In order for the LATC to operate commercially at the site without any of the restrictions of the local authority, it would need to be a completely separate entity with no links to the existing disposal contract. This may not be advisable as the commercial site would be operating near to a network of free sites.

4.0 Community Operated HWRSs

- 4.1 Examples of Household Waste Sites that have moved from Local Authority Operation to other organisations – either alternative public sector, private or 3rd sectors – are relatively limited.

- 4.2 Two Waste Disposal Authorities have had significant experience of transferring the operation of Household Waste sites into alternative ownership with mixed results – this is largely due to the differing styles and sizes of sites transferred and the operating models involved.

- 4.3 Appendices 1 and 2 provide an overview of the examples in Warwickshire and Suffolk of alternative organisations operating HWRSs.

5.0 Charging for Access to a HWRS

- 5.1 Given the low comparatively tonnages that are handled by Forest Row and Wadhurst HWRSs (approximately 1,300 and 1,800 tonnes/year respectively), one option to allow these sites to run on a more commercial basis could be to charge for basic access with this entry charge contributing to costs of site operation and the disposal of waste.

- 5.2 The prohibition on charging for site access would not apply to a LATC, as it would be a separate legal body to that of its owning local authority. However if the LATC was under any sort of contract with the local authority to provide a household waste recycling centre, then the prohibition, and restriction on charging would probably apply to such arrangements, on the basis that the HWRC was being provided by the local authority. While the County Council could potentially support the setting up of the LATC, subject to it recovering its costs of doing so, it would probably not be able to enter into a contract with the LATC to provide a household waste centre, without such arrangements being caught by the prohibition, and restriction on charging. Without such a contract, the LATC would have to survive by obtaining business for itself, and deal with the disposal of any waste deposited.

- 5.3 The prohibition on charging for site access would apply if the site was transferred to a Parish Council as it would be caught by the prohibition on local authorities using the general power of competence to charge residents to access Household Waste Sites. In order for this site to charge, the Parish Council would itself need to transfer the site

to a 3rd party (e.g. a CIC). However, there could be no residual links back to the Parish Council or Local Authority.

- 5.4 Providing there is no contractual link to the Local Authority, a HWRS transferred into the operation of an alternative organisation such as a Limited Company, Community Interest Company etc. could, if it wished, charge for access. It would however need to decide if this made good business sense as the chargeable facility would be surrounded by a network of free facilities.

6.0 Access to the Integrated Waste Management Service Contract (IWMSC)

- 6.1 The IWMSC and its provision of the Household Waste Recycling Site network within East Sussex delivers an effective framework to deal with the approximate 1.6million visits per year and 66,500t (2016/17 figures) tons of recyclable and non-recyclable material deposited across the 12 sites.
- 6.2 If a HWRS site transferred to another organisation and that organisation wished to access the IWMSC it would necessary for the IWMSC to be varied in accordance with the requirements of its clause 24, so that Veolia was no longer responsible for providing the HWRS on behalf of ESCC.
- 6.3 A CIC could agree a contract directly with Veolia (outside of the IWMSC) but it would then need itself to pay for the services provided.

7.0 Regulatory Aspects

- 7.1 Any organisation operating a HWRS would need to satisfy a significant number of regulatory requirements. Examples of these are below but please note that this list is not exhaustive.
- 7.2 An appropriate Environmental Permit is required to be held at each site. It is possible that the existing sites permits could be transferred or, possibly, any new operator may have to apply for a new permit from the Environment Agency. Once a Permit has been secured, the site operator would need to adhere to any requirements of the permit particularly around acceptance of waste types, emissions monitoring etc.
- 7.3 Every waste management facility needs to have an accredited professional working on site for an agreed percentage of the time that has the training, knowledge and skills to govern safe working procedures. In terms of a facility like a HWRS, this can be satisfied by a 'Certificate Of Technical Competency' (CoTC) obtained via specialist, accredited training supplier.
- 7.4 More general regulatory aspects concern good practice around [Duty of Care](#). Any business that produces, handles or disposes of controlled waste has a statutory obligation to ensure it is managed correctly under [Duty of Care legislation](#). These day-to-day operational considerations also include aspects such as the recording of Waste Transfer notes. For non-hazardous waste types, these take the form of a 'Waste Transfer Note' and for hazardous waste, a 'Consignment Note'.

Appendix 1

Suffolk County Council

Suffolk County Council undertook a review of their HWRS network in 2010-11 and closed 7 of its 18 HWRSs

- 11 remain open under Local Authority Control
- Where alternative operators were found for the 7 sites proposed for closure, Operating Permits Transferred to the new operators – the County Council facilitated this.
- Sites take care of their own CoTC (Certificate of Technical Competency) cover with some assistance provided by district and borough councils.
- Some sites that were located relatively close to 'free' alternatives quickly failed as usage and tonnage dropped by a significant amount. 4 of the 7 sites now remain (see below).
- SCC did end up providing some temporary grant money to keep some sites open
- SCC offered some help in helping the organisations establish disposal routes but couldn't be too closely engaged in this due to procurement rules.
- Sites are generally let on a peppercorn rent.
- Sites generally charge for disposal of non-recyclable waste but not for entry
- Community run sites do not form part of SCC's Statutory Provision – they are 'extra' sites. SCC maintains its statutory provision via the retention of its other 11 HWRSs.

The Peninsula Community Recycling Centre

Chelmondiston Parish Council took over the running of this site in conjunction with a local skip company. It was subsequently found to be financially unviable and closed. Public use was based upon a 'pay as you throw' system.

As the Parish Council holds a Waste Carriers License, it re-opened and now operates a 'Village Skip Day' two days per week again on a 'pay as you throw' basis. The site is staffed by volunteers.

The site has some recycling containers (free of charge) for paper, textiles and glass.

Fridges/freezers, gas bottles, asbestos, TV monitors, vehicle batteries, tyres, garden soil, plasterboard, liquid and hazardous wastes, including paint are not accepted.

<http://chelmondiston.onesuffolk.net/shops-and-services/public-facilities/recycling-facilities/>

Brome Community Recycling Centre (previously run by Suffolk County Council)

This site appears to have had several changes of ownership since taking the site from Suffolk County Council in 2011. Now run by 'KHK Recycling' with the site permit held by Mid Suffolk District Council who also provide the CoTC cover as a 'support in kind'

Recyclables can be deposited free of charge with charges for the deposit of residual waste. The operator says that this site closes periodically on an ad-hoc basis depending on material prices and volumes of waste.

Brome Community Recycling Centre: <http://www.midsuffolk.gov.uk/waste-services/brome-community-recycling-centre/>

Newmarket Recycling Centre (previously run by Suffolk County Council)

'Newmarket Open Door' is a Registered charity and limited company and was formed from a 'Churches Together' initiative

Took over the local Household Waste Recycling Centre in response to its proposed closure by Suffolk County Council in July 2011 but then closed in September 2015. The site later reopened with the help of a grant from SCC in April 2016.

Recyclables such as metal, glass, cardboard etc. are free of charge but garden waste as well as general household waste, plastics and non-reusable furniture are all chargeable.

<http://www.newmarketopendoor.org.uk/recycling-centre>

Beccles Community Recycling Centre

Opened in 2016 by Radical Waste (Limited Company), this site is co-located with a skip hire company - B&B Skips). Charges are in place for bags and single items and also 'per load' charges for vans and trailers. There is free acceptance of some recyclable streams such as Cardboard, paper and textiles. Commercial vehicles are not permitted at the Community Recycling Centre, however all commercial waste can be dealt with at B&B Skips on a per tonne basis

<http://radicalwaste.co.uk/community-recycling/>

Appendix 2

Warwickshire County Council

In 2012-13, WCC 'franchised' 2 HWRCs and 5 Re-Use Shops to the Warwickshire Community Recycling - a social enterprise and voluntary sector organisation.

- The organisation recruited and trained 22 volunteers who provide 4,000 hours of their time per year.
- Warwickshire County Council maintained provision of technical and management support

In 2014 –

- WCC tendered the operation of 8 Re-Use Shops including the whole-site operation of 2 small HWRCs
- Warwickshire emphasised that whilst it welcomed enterprises to operate its re-use shops, peppercorn rents were seen as insubstantial and unsustainable in the current climate of austerity. With some shop sites turning over £250,000 a year, a benchmark was set of £50,000 per annum for each of the tendered lots.
- Age UK Warwickshire won all four tendered lots, and its contract to operate the eight sites – including the whole-site operation of two small HWRCs – commenced on 5 November 2014.
- WCC saw partnering with a reputable third sector partner with sufficient capacity was of prime importance
- WCC remains the permit holder
- WCC still supply the CoTC cover – this will eventually transfer to Age UK
- The operator has licence to occupy rather than a lease
- These sites remain part of network of statutory provision – not unofficial HWRCs
- The operator receives a share of the proceeds of material sales (metal, cardboard, WEEE etc.)
- The authority pays cost of residual and hazardous disposal
- The authority brokers / tenders for material sales across all sites which include the 2 smallest HWRCs operated by Age UK.
- The operator derives income from proceeds of recyclate and revenue from re-use shops. Because the package of sites includes 5-6 re-use shops at other sites where the HWRC is managed by WCC, they are able to cross-subsidise and absorb any costs associated with their 2 HWRCs. WCC receives a franchise fee of more than £300,000 a year from Age UK for the whole package.

Cabinet 26 June 2018

Appendix 6

HWRS Service Review, December 2017



Household Waste Recycling Site Service Review December 2017

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1 Introduction

East Sussex County Council works with the five District and Borough Councils within the County - Eastbourne, Hastings, Lewes, Rother and Wealden – to collect waste and recycling from kerbside, provide recycling sites and further options for recycling, reuse, composting and energy recovery. Whilst the District and Boroughs collect the waste, East Sussex County Council operates the Household Waste Recycling Sites and is responsible for composting waste and dealing with waste that's not collected for recycling.

The East Sussex Joint Waste Strategy sets out how we work together to manage waste within the County and adheres to the 5-stage Waste Hierarchy as laid out in the nationally adopted Waste Framework Directive (2008/98/EC)¹



Over the past ten years we have dramatically changed the way we handle household waste in East Sussex. In that time we have:

- **more than doubled** the amount of waste we recycle and compost; and
- **reduced** the amount of waste sent to landfill by 90%

We continue to review the waste services we offer to the public to ensure they remain fit for purpose whilst offering residents value for money. This review focuses on the service East Sussex County Council provides at its 12 Household Waste Recycling Sites (HWRSs) located across the County on the map below.



¹ <http://ec.europa.eu/environment/waste/framework/>

HWRs continue to have a significant role in enhancing the recycling and waste management services that local authorities provide for the public. They accept significant tonnages of waste and can achieve high recycling rates, providing a valuable service to local residents. These sites also provide residents with an alternative to kerbside collections for the responsible disposal, recycling or re-use of their household waste, particularly for items that are not collected or are costly to collect at the kerbside.²

Our 12 HWRs are an integral part of the Integrated Waste Management Services Contract (IWMSC) that was signed in April 2003 with Veolia Environmental Services South Downs Ltd (then known as Onyx South Downs Ltd) with East Sussex County Council and Brighton & Hove City Council to manage the disposal of refuse and recycling across the County.

Both authorities tendered the contract after being awarded £114 million in government PFI credits, of which £76 million relates to East Sussex County Council and £38 million to Brighton & Hove City Council. A five year extension was agreed in 2008 and the contract will now end in March 2033.

The network of 12 sites in East Sussex is a popular service with residents. The sites receive 1.6 million visits per year and handle about a quarter of the total waste that East Sussex residents produce. The sites also recycle compost or reuse almost 60% of the materials that are brought to them by residents and provide containers for up to 36 different materials.

Household Waste Recycling Sites Service Review 2013

A previous review was carried out in 2013 (focusing only on East Sussex County Council sites) and, after a public consultation exercise was conducted; three sites – Forest Row, Seaford and Wadhurst reduced opening hours to three days per week.³

2 Relevant Legal Duties of Waste Disposal Authorities

East Sussex County Council, acting in its capacity as a Waste Disposal Authority (WDA) is required by the Environmental Protection Act 1990, section 51⁴ to provide reasonably accessible Household Waste sites for the free disposal of household waste. There is no specified minimum required number of sites or mandatory opening times although they must be open for part of either Saturday or Sunday

In order to put the obligations of the EPA in perspective, it is useful to break it down into its prescriptive elements:

Environmental Protection Act 1990 Section 51	Interpretation
It shall be the duty of each waste disposal authority to arrange for places to be provided at which persons resident in its area may deposit their household waste and for the disposal of waste so deposited	The number of facilities is not prescribed
...they must be provided for persons resident within the county:	There is no requirement to provide any free facilities for residents who live outside East Sussex
They must accept residents' own household waste free of charge	There is no requirement to accept any waste other than a residents own household waste free of charge. Currently in East Sussex there are a number of non-household wastes accepted for free

² Wrap 'Household Waste Recycling Centres Guide', 2016: <http://www.wrap.org.uk/content/household-waste-recycling-centres-guide>

³ East Sussex County Council Household Waste Recycling Sites Service Review 2013

⁴ Environmental Protection Act 1990 http://www.legislation.gov.uk/ukpga/1990/43/pdfs/ukpga_19900043_en.pdf

Environmental Protection Act 1990 Section 51	Interpretation
The arrangements made by a waste disposal authority shall be such that each place is situated either within the area of the authority or so as to be reasonably accessible to persons resident in its area	There is no definition of what is reasonably accessible, both in terms of distance travelled and vehicle type accepted
The arrangements made by a waste disposal authority shall be such that each place is available for the deposit of waste at all reasonable times (including at least one period on the Saturday or following day of each week except a week in which the Saturday is 25th December or 1st January)	There is no definition of reasonable times other than the availability for a period on a Saturday or Sunday.

3 Current Level of Service and Needs Analysis

With our HWRS network being able to be benchmarked against national data, other authorities and statutory duties, we are able to consider if we are meeting residents needs in terms of appropriate access to a HWRS. This section builds a picture of the level of service that we provide and how well this meets the needs of our residents. Section 5 'HWRS Service & Performance' then takes this further by providing an analysis of how well the network is performing. This section also provides information on customer satisfaction which provides us with critical insight on how well our HWRS service is received by residents. In the latest HWRS Customer Satisfaction surveyed carried out, our contractor - Veolia - reports an 89% satisfaction rate across the network.⁵ Residents reported being most satisfied around aspects of site safety, the range of materials able to be recycled and helpful site staff.

The NACAS recommendations for minimum levels of HWRC provision

WRAP⁶ recognise that there is no nationally recognised steer on the acceptable level of HWRS provision and continue to cite the National Assessment of Civic Amenity Sites (NACAS)⁷ recommendations for minimum levels of HWRC provision. These recommendations are based on journey times, catchment areas, waste tonnage throughout at sites and households/population per HWRS.

NACAS Measure	Provision in East Sussex
Maximum catchment radii of three miles in urban areas and seven miles in rural areas covering the great majority of residents	<i>See below and full accessibility study</i>
Maximum driving times to a site for the great majority of residents of 20 minutes in urban areas, and 30 minutes in rural areas; though preferably less than this by the order of 10 minutes in each case.	<i>See below and full accessibility study</i>
At least one site per 143,750 residents, with a maximum throughput for any site of 17,250 tonnes per annum	<i>See below</i>

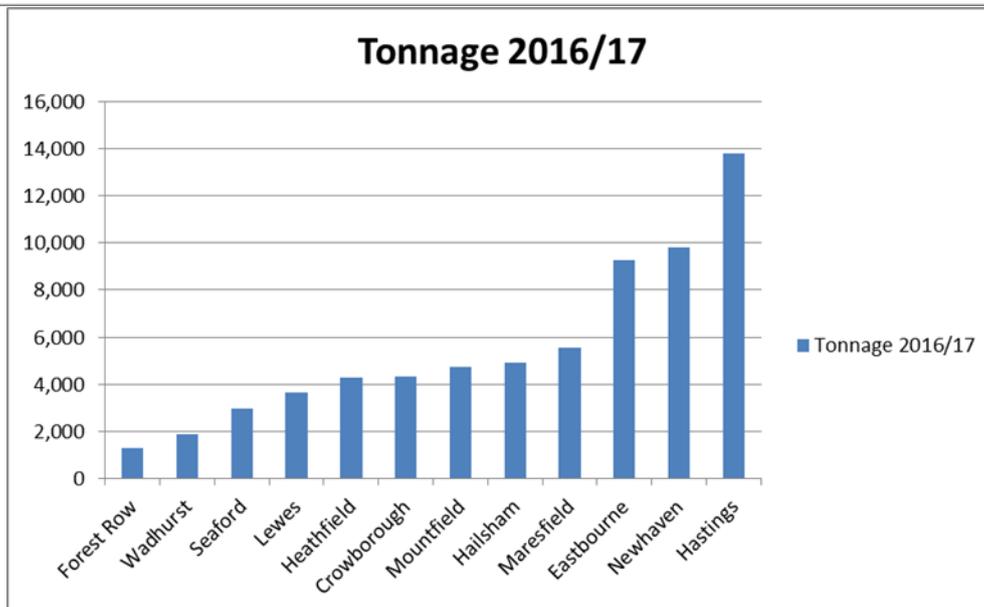
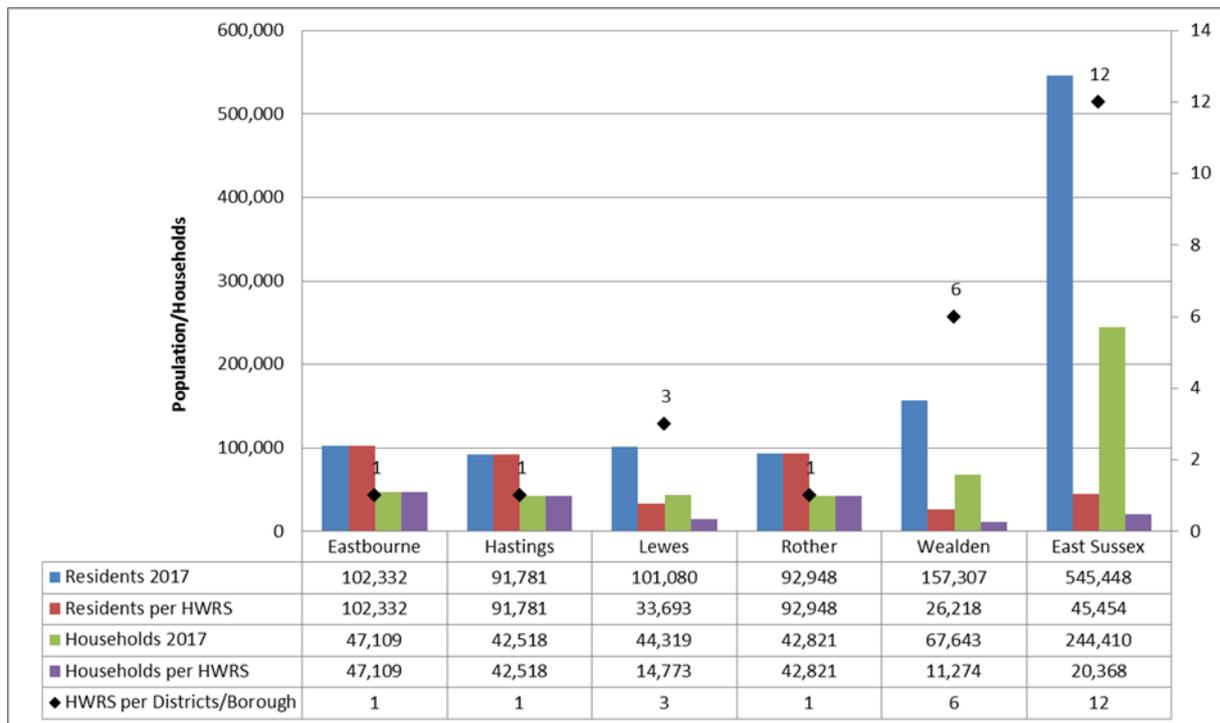
⁵ Veolia, 2016 HWRS Satisfaction Survey

⁶ The Waste & Resources Action Programme (WRAP) works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way

⁷ The 2004 National Assessment of Civic Amenity Sites, NACAS, was the largest research project to have been carried out into Civic Amenity (CA) sites in the UK and is still considered relevant for benchmarking purposes

HWRS Service Provision across East Sussex

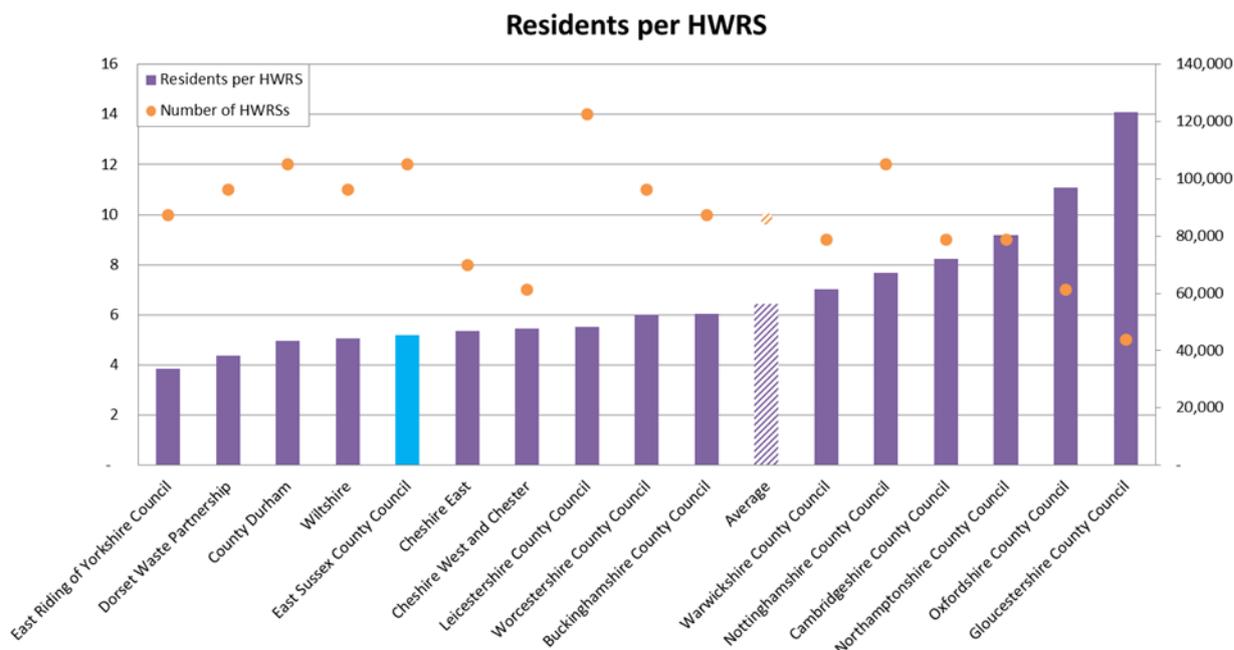
The two graphs below shows that East Sussex is well within the NACAS guidelines of at least one site per 143,750 residents and a maximum throughput of 17,250 tonnes per annum for an individual site.



Comparison of HWRS sites against total number of residents

Compared with a selection of similar authorities, East Sussex County Council currently offers an above average number of HWRSs, and is above average in terms of the number of residents per site, as well as the number of households per site, based on Waste Data Flow data⁸.

The chart below shows the number of residents per HWRS for East Sussex County Council compared to county and unitary councils which have similar-sized populations within similar-sized areas. These councils were selected using the CIPFA (Chartered Institute of Public Finance and Accountancy) Nearest Neighbours Model.⁹



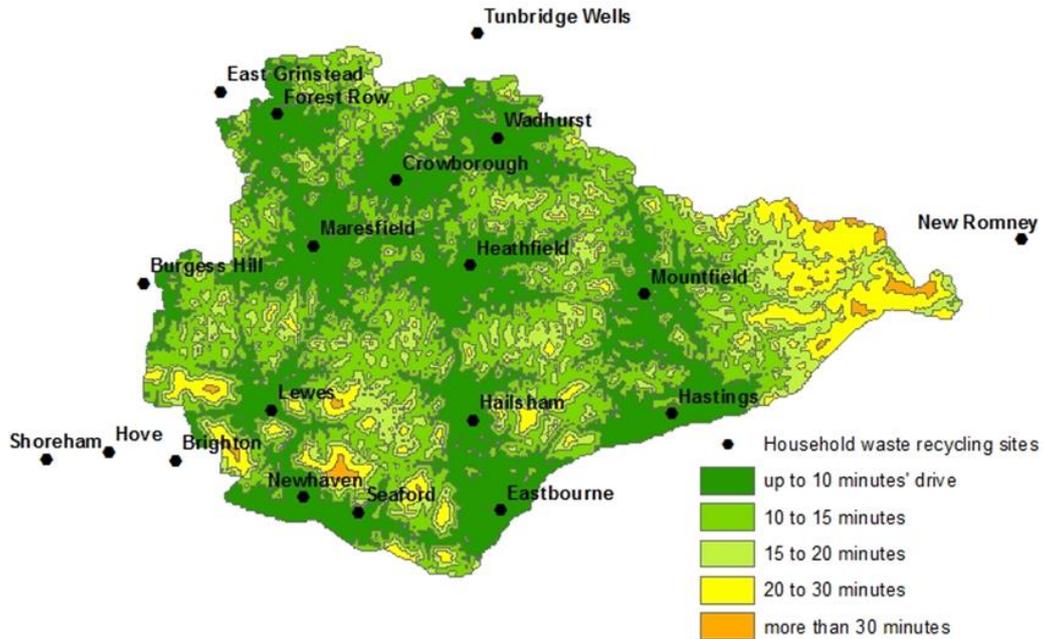
The average number of residents per site for the above group of 16 'nearest neighbour' councils is 59,642 and the average number of sites is 10. East Sussex currently offers an **above average service** in terms of the number of sites, and the number of residents per site and households per site, compared with other English councils with similar population sizes and geographical areas

⁸ WasteDataFlow is the web based system for municipal waste data reporting by UK local authorities to government

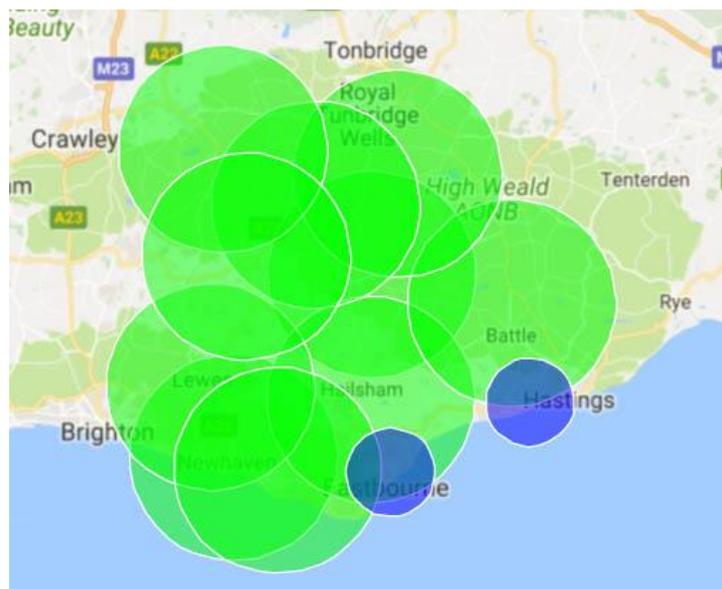
⁹ <https://www.cipfastats.net/resources/nearestneighbours/profile.asp?view=select&dataset=england>

Site Accessibility

The NACAS recommendation suggests a maximum driving time to a site for the great majority of residents of 20 minutes in urban areas, and 30 minutes in rural areas. The full accessibility study is covered in more detail in Appendix 10. However, it is worth noting that after measuring against the NACAS recommendation, the East Sussex network compares favourably with 98.4% of residents currently able to reach a site within 20 minutes.



The NACAS recommendations also cite recommended maximum catchment radii of three miles in urban areas and seven miles in rural areas covering the 'great majority of residents'. Looking at East Sussex provision, the map below showing radii of seven miles (green – 'predominantly' and 'mainly' rural) and three miles (blue - urban) shows that the great majority of residents are covered and the gaps in provision are areas that are relatively unpopulated.



4 HWRS Service Costs

Current Service Costs

Operating across 12 sites, the Household Waste Recycling Site service is a significant network of infrastructure. As such, this service requires considerable financial resource.

Under the IWMSC East Sussex County Council pay a management fee for the contractor to operate the HWRS network. This is a fixed fee per HWRS, indexed each contract year. The fee was calculated based on estimates at contract award to cover capital and operating costs of each site, plus a contribution to overall management, overheads and contractors return. The management fees per site for 2017/18 total £2.55million for East Sussex County Council.

East Sussex County Council also pays for each tonne of waste that is handled at the sites, and the level of payment varies depending on how the waste is disposed of or recycled. This amounts to £7.12 million to East Sussex County Council. Of this £0.99million relates to non-household waste types including materials like soil, hard-core, tyres and plasterboard. East Sussex County Council does not receive a share of any income received for waste handled at the sites.

The cost of the HWRS Service to East Sussex County Council is shown below -

Cost of Household Waste Recycling Sites

	ESCC
Management fees	£2.55m
Disposal of household waste	£6.13m
Disposal of non-household waste	£0.99m
Total cost	<u>£9.67m</u>

5 HWRS Performance and Usage

East Sussex County Council closely monitors usage of its HWRS network through a wide range of metrics including waste tonnage data, visitor statistics, resident satisfaction and contractor performance monitoring. By combining these it is possible to gain a clear oversight of where the network is performing well and where there is room for improvement

The table below features some key performance indicators of the HWRS network across the county. Following on from the table is some commentary around the various aspects illustrated.

HWRS Site Performance

Performance Element	Crowborough	Eastbourne	Forest Row	Hailsham	Hastings	Heathfield	Lewes	Maresfield	Mountfield	Newhaven	Seaford	Wadhurst
Tonnage	4,325	9,261	1,279	4,902	13,812	4,293	3,623	5,536	4,732	9,814	2,966	1,882
Chargeable waste types 2016/17	705	1,602	168	827	1,970	677	430	831	698	1,788	385	309
Type of site (single/split level)	Split	Single	Single	Split	Split	Split	Single	Split	Single	Split	Single	Single
Stand alone or co-located	stand alone	co-located with WTS	stand alone	stand alone	co-located with WTS	stand alone	stand alone	co-located with WTS	stand alone	stand alone	stand alone	stand alone
Recycling performance 2016/17	64%	55%	58%	43%	54%	58%	66%	63%	53%	61%	64%	59%
Reuse performance 2016/17	16%	19%	16%	17%	13%	17%	15%	17%	16%	18%	14%	18%
Landfill performance 2016/17	10%	10%	36%	48%	7%	18%	8%	11%	16%	14%	10%	27%
Recovery performance 2016/17	27%	35%	6%	9%	40%	24%	27%	27%	32%	25%	27%	14%
Visitor numbers annualised	118,567	195,320	40,153	94,011	336,477	109,920	105,352	152,584	102,271	254,320	83,923	44,964
Av. Visits/hr open	47	86	31	35	107	34	36	49	33	82	65	31

Tonnage

Total tonnage across the network (2016/17) was approximately 66,500t which equates to about one quarter of the total tonnage going through the County's Waste Disposal Contract with Veolia.

Whilst not always directly comparable on a like-for-like basis, it is nonetheless useful to note the significant differences in tonnages handled at specific sites. For example, Forest Row which has operated on reduced opening since the 2013 review handles less than 10% of the total waste deposited at our busiest site in Hastings. Whilst this is obviously in the context of a three-day opening versus a seven-day opening pattern, it nonetheless has resulted in a waste facility taking in relatively small fraction of the total tonnage deposited across the network. Forest Row handles less than 2% of the total tonnage passing through the HWRS network whereas Hastings alone handles approximately 21% of the total HWRS tonnage.

Site characteristics can also be seen by the kilogram per visit giving an indication of how the site is used by residents. Forest Row has the lowest kilogram per visit at just 31kgs/visit. The second lowest is another of the three day per week sites – Seaford at 33kgs/visit. The highest is Hailsham at 52kgs/visit. The average across the network is 39kgs/visit.

Site Demand

Annualised visitor numbers show that, across the network of 12 HWRSs, there are approximately 1.6 million visits. Within that figure, some allowance should be made for operational servicing however Veolia consider this would be an insignificant amount against the visits made by residents.

By far, Hastings has the most visitors at over 336,000 per year or just over 900 visits a day.

Low demand can also be evidenced via site hourly usage during open hours. Wadhurst averages 31 resident visits an hour whilst Hastings is handling an average of 107 residents an hour and this is over a seven day a week, rather than three day a week, opening pattern. This low frequency per hour opening is also reflected at one of the other three-day-a-week opening sites – Forest Row (also an average of 31 visits per hours open) - although Seaford is significantly higher at 65 visits an hour which makes it the fourth busiest site in terms of visitors per open hour.

Time of Day

All sites experience a pronounced peak in the middle of the day and this peak starts at 11am and continues to about 2-3pm when usage drops off.

The sites are least busy at either end of their operating days with usage broadly similar in both their first and last hours.

Time of Year

Clear seasonal trends can be seen across all 12 HWRSs with three significant peak periods – immediately post-Christmas & New Year, the Easter Bank Holiday and August Bank Holiday although the latter two peaks sit within generally busier periods.

Using Hastings as an example, just under 18% of the sites total visits are in the winter months of December, January and February. During the peak summer months of June, July and August, the site receives 30% of its total visits. The difference is slightly less than would be perhaps expected.

This pattern is repeated at one of the smaller sites at Wadhurst that receives 20% of its visits in winter and, like Hastings, 30% of its total visits in summer.

As spring contains the busy Easter and May Bank Holiday periods, the 'low season' for HWRS access is autumn.

The data available will allow the Waste Team to analyse in more detail when sites are in demand and when they are less so. This will allow, for each HWRS, a refined usage profile to be produced which will help deliver future need.

Non Household Waste Deposited at HWRS

As previously covered, we have a statutory duty as a Waste Disposal authority to provide reasonably accessible Household Waste sites for the free disposal of household waste. However, our sites still accept the deposit of significant volumes of non-household waste. Bonded asbestos, hardcore, plasterboard, soil and tyres are not classed as household waste and as such, under the Controlled Waste Regulations 2012, local authorities are not obligated to accept them for free at the HWRSs. At present, we have a policy in place to limit the amount that the public can deliver in a calendar month, outlined in the table below:

Material	Quantity per month
Bonded asbestos	4 sheets / 6 x 25kgs bags (Eastbourne, Hastings, Heathfield and Newhaven sites only)
Hardcore/soil	6 x 25kg bags
Plasterboard	4 sheets / 6 x 25kgs bags (Eastbourne, Crowborough, Hastings, and Newhaven sites only)
Tyres	2 per month (Eastbourne, Hastings, Lewes, Maresfield and Newhaven sites only.)

Despite these restrictions, 10,392 tonnes of non-household waste was accepted at the 12 HWRSs across the network in 2016/17, costing East Sussex approximately £0.99m in disposal costs.

Customer Satisfaction

How residents experience the HWRS network is important to East Sussex County Council and its contractor, Veolia. In its most recent Customer Satisfaction Survey, Veolia report¹⁰ an 89% satisfaction rate across the network.

Three in five users reported being 'very satisfied' with the site they used with Maresfield, Mountfield, Lewes and Newhaven enjoying the highest levels of satisfaction. The lowest satisfaction was reported at Seaford with just 77% reporting as being positive which represents a 19% drop on the previous survey in 2014.

The survey highlighted a slight decrease in the number of people reporting as using a HWRS – 64% - from the 2014 version where 69% reported using a HWRS within the network. The report cites that 'the main reason for not using the HWRS is people feeling they don't need to as other methods are sufficient for their needs'.

¹⁰ Veolia, 2016 HWRS Satisfaction Survey

When set in context of the low tonnage and low kg/visit, the survey reported that residents using the Forest Row and Wadhurst HWRSs were 'most likely to use sites 1-4 times a week' (compared to the wider network average of 1-3 times a month) suggesting that these sites are visited by a small pool of people depositing small amounts of waste at any one time. However, even though both of these sites are small, when service changes were proposed in 2013/14 to close both sites, a very strong response was received indicating how popular they are with residents.

Site Design – Split Level, Single-Level

The East Sussex County Council HWRS network consists of a mix of design and layout much of which is the result of older sites being situated on land that has limited available space and access issues that mean these cannot be developed to a standard expected of a modern new-build HWRS.

The IWMSC contract with Veolia has allowed new HWRS sites to be developed such as the examples at Crowborough, Maresfield and Hastings which are of the modern split level type meaning they offer residents much greater ease of access whilst also allowing them to be serviced more efficiently and safely.

However, on some of the older sites within the network, despite the best efforts of the contractor to maximise space, these suffer from issues such as difficult access and lack of space reducing the options for recycling material.

One of the most difficult sites in terms of site usage is Hailsham which, whilst it is a split level, is an older site operating within a relatively small footprint of 200m². Apart from making usage awkward for residents, it is also limited in terms of recycling options hence it has the poorest recycling rate of all sites in the network at just 43%.

HWRSs Network – Infrastructure Location

The HWRS network in East Sussex has evolved to meet changing needs over many years. HWRSs form one element of the strategic waste infrastructure that makes up the required facility provision for effective waste collection, transport and disposal. Waste Transfer Stations (WTSs) are an important part of this infrastructure allowing for the bulking of material for onward haulage elsewhere. It makes practical operational sense to co-locate, where possible, HWRSs alongside WTSs and in East Sussex. This has been done at Eastbourne, Hastings and Maresfield.

In collaboration with its contractor, Veolia, East Sussex County Council continue to consider if the network is capable of meeting residents and operational need in years to come in terms of geographical layout. Future need was the driver behind the creation of new sites at Crowborough, Hastings and Maresfield and the expected future strategic importance of the Hailsham HWRS is one of the drivers behind the investment business case for this site outlined in the 'HWRS Service Improvement Options'.

So, from a strategic perspective, some sites within the HWRS service are more operationally critical than others.

6 Strategic importance of individual sites.

Through a combination of an analysis of the performance metrics covered above and an understanding of the geographic layout of the network, it is possible to group East Sussex County Council's HWRS sites according to strategic importance – both in terms of meeting residents needs and also maintaining a operationally functioning network.

The table below lists those sites, taking into account an overall consideration of the performance metrics available that are considered to be of **critical importance** to the HWRS network.

HWRS	Key Site Characteristics
Hastings	<ul style="list-style-type: none"> • New site opened in 2012 • Co-located with a Waste Transfer Station hence operationally critical • East Sussex's busiest HWRS processing almost 14,000 tonnes per annum and over 336,000 visits per annum. • 2nd lowest Site Management Fee per tonne • Geographically important for residents in the East of the County. • Modern split level site
Eastbourne	<ul style="list-style-type: none"> • Co-located with a Waste Transfer Station hence operationally critical • 3rd busiest site, processing over 9,000 tonnes and over 195,000 visits per annum
Maresfield	<ul style="list-style-type: none"> • New site opened in 2009 • Modern split level site • Co-located with a Waste Transfer Station hence operationally critical • Geographically well placed for easy resident access.
Newhaven	<ul style="list-style-type: none"> • New site opened in 2011 • Modern split level site • Highest Customers Satisfaction Survey Score March 2016 – 96%¹¹ • Lowest Site Management Fee per visit • 2nd busiest site within the network, processing almost 10,000 tonnes and over 254,000 visits per annum

The table below lists those sites, taking into account an overall consideration of the performance metrics available are considered to be of **high importance** to the HWRS network.

HWRS	Key Site Characteristics
Crowborough	<ul style="list-style-type: none"> • Relatively new site (opened 2004) • Modern split level design • Joint second highest Recycling rate - 64% • Near to Maresfield Waste Transfer Station i.e. good part of the network
Heathfield	<ul style="list-style-type: none"> • Modern design split level site • Geographically important as this sites serves a relatively large area in the East of the County
Mountfield	<ul style="list-style-type: none"> • Geographically important as this site serves a relatively large area in the East of the County and meets the need of residents in this area having an HWRS within 20 minutes' drive.
Lewes	<ul style="list-style-type: none"> • Highest Recycling performance of all HWRS sites across East Sussex – 66% • 2nd lowest waste to landfill performance – 8% • Closure would put additional pressure on Newhaven HWRS
Hailsham	<ul style="list-style-type: none"> • Expected to experience the most local population growth and therefore will be increasingly strategically important. • Business case exists to improve site performance and deliver future savings (please see 'HWRS Service Improvement Options' section)

¹¹ Customers satisfied or very satisfied with site based upon a telephone survey undertaken in March 2016

The table below lists those sites, taking into account an overall consideration of the performance metrics available are considered to be of **lower** importance to the HWRS network

HWRS	Key Site Characteristics
Forest Row	<ul style="list-style-type: none"> • Lowest visitor numbers of all HWRS in the network • Large reuse shop • Site Management Fee per visit which is over double that of most of the other HWRS • Joint lowest visitors by hour • Older style site with the smallest footprint (118m2)¹²
Wadhurst	<ul style="list-style-type: none"> • 2nd lowest visitor numbers • Joint lowest visitors by hour open • 3rd highest waste to landfill figure • Older single-level site – 3rd smallest footprint (1890m2)
Seaford	<ul style="list-style-type: none"> • Lowest Customers Satisfaction Survey Score March 2016 – 77% • Clear alternative site – Newhaven – exists • Older style single-level site

7 HWRS Potential Service Changes

The previous sections have sought to evidence how East Sussex County Council delivers a successful HWRS network that not only meets its statutory obligations but which also exceeds recommended provision by some considerable margin.

Savings overview

The Waste service budget will reduce by £558k in 2018/19 and a further £162k the following year, which has led to the current review of the Household Waste Recycling Sites service. This section makes recommendations as to how the budget gap could be reduced by making changes to the HWRS Service but which still ensure a comprehensive service to residents is maintained.

HWRS closures – full and / or part time

Under the IWMSC, Council savings may be realised where there is a reduction in the contractor's net cash outflows as a result of East Sussex County Council changing service requirements.

As part of the service review, consideration is being given to reduced opening days or fully closing HWRS.

Previous experience has shown that reducing opening days does not yield proportional savings due to the fixed nature of many of the costs, and additional servicing and security cost on the closed days.

Fully closing a site should yield a saving nearer to the full operating costs, although there could be additional operational costs at other nearby sites due to the diversion of waste. For example, closure of one HWRS could mean additional staffing and other operating costs at another to manage additional waste and visitors.

Commercial discussions have taken place with Veolia regarding the potential closure of the three sites of lower strategic importance. During discussions with Veolia it was identified that the closure of Seaford would require significant transfer of resources and this would result in a net cost to East

¹² Amended from previous version of document that incorrectly listed Forest Row site as 200m2.

Sussex rather than a saving. Seaford HWRS will not be considered for closure as a result, at this time.

Charging for HWRS Access (not allowed at this time)

In April 2015, local authorities were prohibited from charging residents for entering or exiting household waste recycling centres. Nonetheless, some authorities are looking to assess (via lobbying central government) if charging for access could be possible with the view that a small charge for entry can help to protect service provision. ESCC are working with Hampshire County Council to assist in lobbying central government on this issue.

Charging for non-household waste

Charging for non-household waste streams at HWRSs is well established across England and Wales and has been recently introduced at a number of neighbouring authorities to East Sussex, including Surrey County Council in September 2016 and Hampshire County Council a month later. West Sussex County Council also implemented a scheme in October 2016 but has subsequently suspended this whilst they await some further guidance from Defra (see below).

A recent WRAP (The Waste and Resources Action Programme) Survey of 55 NAWDO (National Association of Waste Disposal Officers) Authority members covering 421 HWRSs showed that 37% either have Chargeable Waste Schemes in place or are about to implement them. Another 14% currently have Chargeable Waste Schemes under consideration.

There has been significant recent growth in Chargeable Waste Schemes being implemented with seven more Authorities implementing them in 2016.

As described above, in April 2015 legislation came into effect, which prohibits authorities from charging fees to enter or exit HWRSs, or for the deposit of household waste. However, internal legal advice confirms that this does not prevent the Council from charging residents to deposit waste which is not classified as 'household waste' at HWRSs. The Controlled Waste (England and Wales) Regulations 2012¹³ Schedule 1, subsection 3, item 9 provides that "notwithstanding the place where it is produced... waste from construction or demolition works, including preparatory works must be treated for the purposes of Part 2 of the EPA ... as industrial waste". No exception was made for some types of waste commonly associated with renovations such as plasterboard, hardcore etc. These wastes are not therefore, using the interpretation of the Controlled Waste Regulations, household waste.

In April 2017, the Governments 'Litter Strategy for England'¹⁴ included a section on HWRS and asserted a view that 'DIY waste is classed as household waste if it results from work a householder would normally carry out.' However, as seen from above this is at odds with the legislation and DIY waste is not defined by law. Further guidance from DEFRA was due before the end of 2017 but is now expected early 2018.

¹³ <http://www.legislation.gov.uk/ukxi/2012/811/contents/made>

¹⁴ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630999/litter-strategy-for-england-2017-v2.pdf

8 Key Service Conclusions

This report has framed East Sussex County Council's HWRS service provision within the context of difficult choices and acute budget pressures. By assessing need alongside our HWRS network provision we can see that East Sussex currently offers an **above average** service in terms of the number of sites, and the number of residents per site and households per site, compared with other English councils with similar population sizes and geographical areas. We can also see that **98.4%** of residents are currently able to reach a site within 20 minutes. Geographically, in the south-west and north-west of the network, there appears to be some overcapacity of HWRS provision. As such, this report makes the following key conclusions.

Conclusion 1

Chargeable Waste Schemes for non-household waste at HWRSs are well established across England and Wales. Legal advice supports East Sussex County Council's ability to introduce these disposal charges and in doing so would align East Sussex County Council's HWRS service with nearby authorities such as Surrey and Hampshire County Councils who both charge for non-household waste.

Conclusion 2

Analysing the Performance Data available including the number and frequency of visits, tonnage deposited etc., Forest Row HWRS would appear to have usage of a level that could be absorbed by alternative HWRSs within the network and deliver an annual cost saving.

Conclusion 3

Analysing the Performance Data available including the number and frequency of visits, tonnage deposited etc., Wadhurst HWRS would appear to have usage of a level that could be absorbed by alternative HWRSs within the network and deliver an annual cost saving.

It is important to note that these conclusions have been formed in the context of East Sussex County Council still being able to provide a HWRSs service that would continue to meet the needs of residents whilst also allowing us to comfortably meet statutory and recommended minimum provision.

The 'HWRS Performance and Usage' section sought to provide a rationale to identify HWRS network need and, from this, the informal hierarchy ranking illustrated those sites that were critical to the network through to those sites that could be seen as providing excess capacity.

As previously cited, the HWRS Service provided by East Sussex County Council is an extremely popular one with the 12 sites receiving approximately 1.6 million visits by residents each year. East Sussex County Council recognises that any changes made will have an impact upon some residents. For any conclusions within this report, consideration is made to minimise any possible reduction in service levels and ensure that the provision still meets the needs of residents. Appendices 1-12 provide an analysis of the impact of these changes for both residents' service experience and also how the network will continue to function effectively and efficiently.

Appendix 1 HWRS Service Improvement Options

Section 5 around HWRS performance and usage covered site satisfaction and made the point that this is something East Sussex County Council work hard to maintain and improve. As such, this section of the report covers aspects where East Sussex County Council proposes options that aim to provide a better service for residents across the network.

Hailsham HWRS improvement

A proposal has been developed to extend Hailsham HWRS to the west by approximately seven metres to create additional concrete hardstanding space for additional containers. This will increase the number of containers on site, which will allow greater separation of materials for recycling and recovery. **This is expected to generate a saving of approximately £38,000pa through increased diversion from landfill.** The proposed changes will also improve the customer experience and increase the capacity of the site to accommodate future housing growth described in more detail below.

Hailsham HWRS performs poorly in term of percentage of waste recycled compared to other East Sussex HWRS with only 43% of material recycled (2016/17) compared with 66% at Lewes HWRS which is the highest performing site in terms of material recycled.

Hailsham also has the highest amount of material going to landfill at 48% which is in stark contrast to highest performer here – Hastings – that sends just 7% to landfill.

This proposal aims to increase performance, improve residents' satisfaction and provide long-term additional capacity to meet the requirements of the local population in the years to come.

Business case

It is anticipated that the extension will provide space for an additional four 40yd containers. These could be used for a variety of different materials and it is envisaged that they will be used for cardboard, MDF, black bag and bulky waste.

Along with offering residents more opportunities to recycle, the extra containers will increase the overall capacity of the site and enable it to cope better with increased demand arising from the new housing developments in the Hailsham, Hellingly and to a lesser extent – Polegate - areas. This area is set to have the highest concentration of new housing development in the county and 10,000 new households are projected by 2037 in the emerging Wealden Local Plan. Since the start of the IWMS in 2003, the local population has grown by 12% to around 25,000 residents in 2014. Waste tonnages at Hailsham HWRS have also steadily increased in recent years.

The site is currently very small with only one small area for the public to park their cars and access the containers. Under this proposal the site will be expanded in size and an additional area for recycling containers could be created on the lower level. This will also help to create more space on the upper level by moving some of the containers that can cause a bottleneck. Overall the site layout will be improved with more space for pedestrians and cars.

The HWRS Satisfaction Survey in 2016 found that fewer users were positive about Hailsham HWRS than any other site other than Seaford HWRS. Net satisfaction with the range of materials that can be recycled at Hailsham is 49% compared with 59% on average across all HWRSs. The feeling of safety is 7% lower than the average so the additional space offered by the extension may help with making pedestrians feel better separated from moving vehicles.

The proposed extension to Hailsham HWRS offers a quick payback on the investment and an on-going saving, the potential to improve customer satisfaction and greater capacity to accommodate population growth in the area.

Funding availability

As of 30th January 2018, £96,069 is held by the planning authority in s106 contributions towards waste infrastructure. This funding is restricted to increasing the capacity of waste infrastructure in the area. This consists of £82,966 allocated for the Hailsham area, and a further £13,104 for neighbouring areas in the catchment area for Hailsham HWRS (Stone Cross, Westham and Polegate).¹⁵ A further £68,839 of s106 has been agreed for Hailsham, but the contributions are yet to be collected and so there is no certainty about when this money will be available.

The extension is estimated to cost in the region of £131,000. This is based on the original estimate of £100,000 by a contractor in 2014, uplifted by 10% inflation and 10% contingency (total £121,000). The additional tree protection works are estimated at £2,500 for consultancy plus £7,500 for works. Therefore, the current budget shortfall is estimated at £34,931 but this would potentially be covered by the previously mentioned £68,839 of s106 from WDC. Whilst this £68,839 S106 is not guaranteed as it relies upon planned housing development actually going ahead, although this is a risk, even if we had to cover the £34,931 shortfall, it is on an invest to save basis as the HWRS development could bring £38k per year disposal savings, so could pay for itself in a little under 1 year.

Other HWRS Service Improvement Options

Opening Hours (savings to be confirmed)

Most sites are open at the same times every day. There are a few local exceptions where opening times and days can differ.

Examples include Eastbourne's HWRS that closes at 12 noon at weekends, Crowborough HWRS that closes at 1pm at weekends and Hailsham HWRS that also closes at 1pm at weekends. Weekends are the busiest time for the service and therefore restricted hours here cause inconvenience to service users.

Much of these inconsistencies arise from historical Planning and Permitting restrictions which has created the current pattern of HWRS network opening hours.

This review recommends that East Sussex County Council should work with Veolia, the regulator (Environment Agency) and internal Planning Departments to review where there are opportunities to operate site opening times that meet the needs of users.

This could mean opening later and closing early to fit with low demand, seasonal opening and investigating opening for longer where the demand exists.

Trade Waste – illegal use of HWRSs (savings to be confirmed)

The abuse of HWRSs by traders seeking to illegally deposit their waste is an issue that makes sites more difficult to manage often creating a tense atmosphere and, as a consequence, this has a detrimental effect on other site users and staff and hinders recycling efforts.¹⁶ There is also a significant cost associated with disposal of this illegally deposited waste material. This review recommends that we work with Veolia to understand the extent of any illegal trade waste abuses and

¹⁵ Figures obtained from ESCC Strategic Economic Infrastructure 2/10/17

¹⁶ Wrap HWRC Guide 2016

http://www.wrap.org.uk/sites/files/wrap/INH0449_HWRC_Guidance_2015_7%20FINAL.pdf

review the operational enforcement of illegal access by traders to not only deter them from attempting to access the site in the first instance but also ultimately in order to reduce the cost incurred by disposing of their waste. This will involve looking at how we deter waste both at the site itself but also through our communications channels to reduce the amount of unauthorised access attempts.

Trade Waste Acceptance (income to be confirmed)

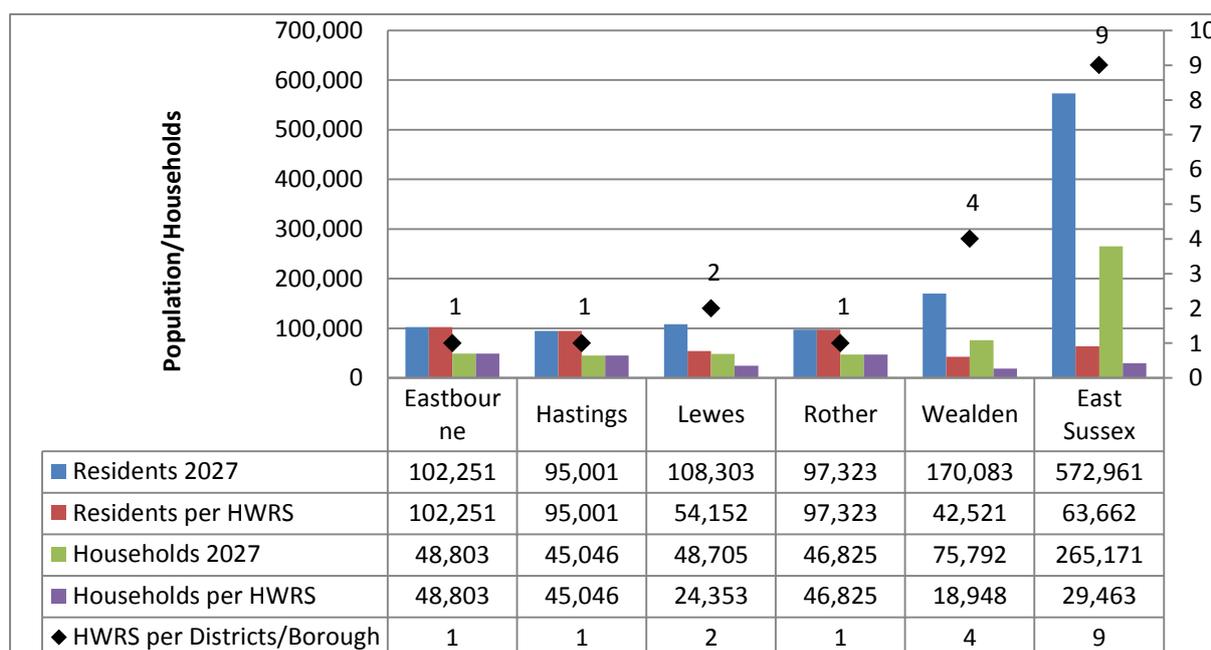
East Sussex County Council has no statutory duty to accept trade waste at any of the HWRSs and Veolia's HWRS Waste Permits/Licenses do not currently allow trade waste to be deposited. As such, East Sussex County Council does not currently offer facilities for traders to legitimately deliver their business waste/recycling for a charge to any of the contract waste facilities (HWRS or WTS). With the right infrastructure/systems in place it could, in theory, be possible to accept waste from small businesses creating an opportunity to generate revenue and provide a convenient disposal option for businesses.

The Maresfield, Hastings, Eastbourne and Hove sites all have weighbridges (as part of their Waste Transfer Stations) allowing commercial waste to be weighed. A trade service may be attractive to small businesses. This review recommends that East Sussex County Council should engage with Veolia to revisit this proposal. As such, East Sussex County Council have asked Veolia to consider what may be feasible as part of the specification for Chargeable Trade Waste.

Appendix 2 Benchmarking HWRS network provision

The East Sussex HWRS network is designed to ensure that there is a service provided that meets the needs of residents whilst also maintaining our statutory responsibilities and obligations.

If the sites of lower strategic importance (Forest Row, Wadhurst, and Seaford) were to close and taking into account expected population growth, the graph below shows that the remaining nine sites would still significantly provide a service in excess of the NACAS¹⁷ recommendation of offering at least one site per 143,750 residents. East Sussex would retain one HWRS per 64,000 residents which, even given 10 years expected population growth by 2027, would comfortably be within recommended provision.



¹⁷ The National Assessment of Civic Amenity Sites, NACAS, was the largest research project to have been carried out into Civic Amenity (CA) sites in the UK and is still considered relevant for benchmarking purposes

Appendix 3 Accessibility study

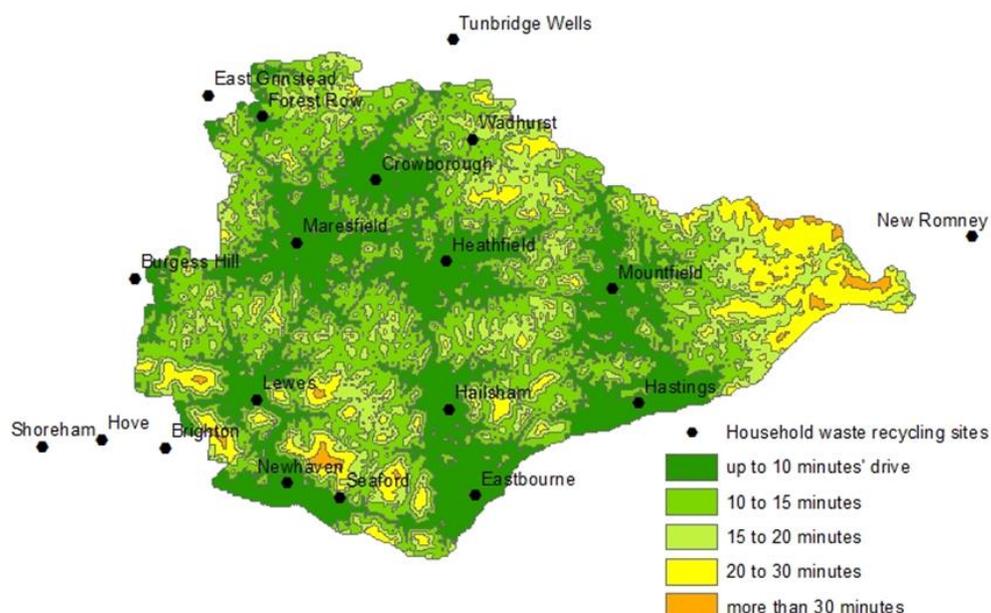
Where any site closures are proposed, consideration needs to be given to the possible movement of waste – both in terms of residents making alternative arrangements and also tonnages of waste displaced from the sites that are proposed to close.

The TRACC model indicates that 98.4% of the population of East Sussex can currently access any Household Waste and Recycling site (HWRS) within 20 minutes, including sites operated by other local authorities. TRACC models theoretical journey times using the road network assuming fixed speeds. There are currently 8,633 residents out of a total 526,671 (1.6%) who cannot access any HWRS within the recommended 20 minute threshold.

Sites identified as having lower strategic importance were modelled. Closing the Seaford site would have the least impact on residents' ability to access a HWRS, with 0.02% of dwellings (less than 120 residents) losing access to a site within 20 minutes. Closing Forest Row would affect 0.04% of dwellings (less than 200 residents), but the greatest impact is seen if Wadhurst is closed, with 0.1% of dwellings (less than 540 residents) losing access within 20 minutes. If all three sites are closed, 850 people or an additional 0.16% of the population would lose access within 20 minutes.

Time threshold	Number of people with access at present	% of population with access	% of population with access if all 3 sites closed
20 mins	518,040 ¹⁸	98.4	98.2
Total population	526,670 ¹⁹		

Accessibility contour for HWRS if all sites included (including those operated by other LAs) and all three sites closed (Forest Row, Seaford, and Wadhurst)



¹⁸ Figure updated from previous version that showed 518,038 residents (-2)

¹⁹ Figure updated from previous version that showed 526,671 residents (+1)

Full details of the study and its methodology are included at Appendix 10

Appendix 4 Traffic Movement – effect of specific site closures

The table below shows, for sites of lower strategic importance, the annualised visitor figures using traffic data collected from the sites.

HWRS Location	Annualised Visitor Number – traffic logger data
Forest Row	40,153
Wadhurst	44,964
Seaford	83,923

If these sites were to close it is reasonable to expect that residents will still wish to visit a HWRS in the remaining network. For some residents, they may change their habits such as accessing a kerbside Garden waste collection service or consolidating their visits to a HWRS, but many will seek to use the next site closest to them.

For Wadhurst and Forest Row, their geographical position means that any changes to residents HWRS usage patterns are likely to be relatively disparate and they will likely have more than one alternative HWRS they consider to be their next preference. East Sussex County Council recognise that, as waste in residents eyes is ‘borderless’, the next site considered to be preferential could well be that of a neighbouring authority. We encourage East Sussex residents to use sites within our own network and base provision on this assumption. However, East Sussex County Council maintains a pragmatic view of cross-boundary movement of waste and accepts that whilst some of its residents may use a HWRS outside of the County, the opposite holds true with external waste coming in from other authorities. East Sussex County Council is always mindful and seek engagement with neighbouring authorities where appropriate.

As any closure of Wadhurst and / or Forest Row HWRS would result in a fragmented pattern of alternative usage and subsequent traffic flow, the road network would not be adversely affected.

A possible closure of Seaford HWRS however required a more detailed traffic analysis of potential effect on the road network. Due to its geographical location, it is reasonable to assume that any closure of this site would likely result in the vast majority of this sites waste moving to Newhaven HWRS via the A259 which is a journey of almost exactly five miles.

In assessing the viability of a site closure to ensure the continued suitability of HWRS network provision, regard is given to vehicle trips made as residents make journeys to alternative HWRSs. In the case of a full closure of Seaford HWRS, traffic analysis carried out by East Sussex County Council’s Strategic Economic Infrastructure Team suggests, that under a worst case scenario, the road network would see an average increase of 2.9% which equates, on average, to one additional car every couple of minutes. The biggest percentage increase in traffic relative to current traffic levels is in the early morning opening hours of the Newhaven HWRS (8:00am) but this is because the traffic levels are relatively low compared to the rest of the day and is still well within the capacity of the road.

This ‘worst case scenario’ assumes that all journeys made as alternatives to visits to Seaford HWRS would go to Newhaven HWRS along the A259.

In terms of site access and vehicle capacity, Newhaven has a large internal circulation lane (approximately 200m to the parking area) and also a right hand turn lane on the A26 which can accommodate six or seven additional cars. Given this vehicle capacity and analysis of possible

additional vehicle movement, Newhaven HWRS and local road network would be able to cope with a full closure of Seaford HWRS. Appendix 11 shows the traffic data used for this study.

Appendix 5 Habitats Regulations Assessment Screening Report

The Forest Row HWRS is adjacent to Ashdown Forest, part of the European Natura 2000 network²⁰ and a site with European statutory designations as a Special Area of Conservation (SAC) and a Special Protection Area (SPA). If the Forest Row site were to close, the intensification of use of other HWRS in the locality (identified as Maresfield or Crowborough), when people take their waste to a nearby alternative HWRS, could have an impact on traffic movements across Ashdown Forest,

A similar study was carried out as part of the 2013 review and concluded that taking the worst-case scenario of a predicted additional 486 to 512 per day car journeys across the Forest, the average daily traffic flow up until 2025 was not likely to increase by 1,000 vehicles or more. Therefore it was not considered that there would be a likely significant effect on the designated site.

East Sussex County Council consulted Natural England on this screening assessment at the time and they supported the conclusion.

Assuming the consultation goes ahead and if Cabinet decided to progress site closure, we will revisit and refresh this study.

Appendix 6 HWRS Service Change Considerations: Displaced Waste Tonnage and Operational Capacity

As previously mentioned, whilst a visit to a HWRS requires (in most cases) a vehicle journey, it also results, normally, in a deposit of waste. Closing a site will mean that this waste will need to be accommodated elsewhere. Whilst some residents will form new mitigating behaviours such as using kerbside garden waste collection schemes, home composting etc. it is reasonable to expect that the majority of the volume of waste being deposited at any sites suggested for closure will need to be accommodated elsewhere. **Sites of lower strategic importance were modelled to show impacts on displaced tonnage operational capacity.**

The table below shows the annual tonnage of waste at Forest Row, Wadhurst and Seaford HWRS

Site	Annual tonnage 16-17	Nearest East Sussex County Council alternative site tonnage	Total Combined
Forest Row	1,279t	Maresfield - 5,536t Crowborough – 4,325t	6,815t (Maresfield) or 5,604t (Crowborough)
Seaford	2,996t	Newhaven – 9,814t	12,810t
Wadhurst	1,882t	Crowborough – 4,325t	6,207t

²⁰ http://ec.europa.eu/environment/nature/natura2000/index_en.htm

The above table shows that if each site's annual tonnage all went to its nearest alternative, the highest increased tonnage would result in Newhaven HWRS accepting an extra 2,996t resulting in a total annual tonnage of 12,810t. This would still be well below the NACAS recommendation of maximum throughput for any HWRS site of 17,250 tonnes per annum²¹.

Displaced tonnage may create on-site operational pressures which would be managed by our contractor Veolia.

Displaced waste from Seaford, assuming it all moved to Newhaven results in a modelled uplift to approximately 12,800t per annum. The Environment Agency has put in place a 75,000 waste tonne limit on the site permit but Veolia have operational concerns about handling the extra tonnage. East Sussex County Council will need to work with Veolia to consider any adaptations necessary at the site to deal with this additional waste.

The other HWRS likely to be impacted in terms of increased waste is Crowborough HWRS. However, even if 100% of Wadhurst's tonnage and 50% of Forest Row's (worst case) went to Crowborough, this would still only total 6,847t (based upon 2016/17 figures) which is below the Environment Agencies' permitted site license of 7,000t per annum.

It is worth noting, that if a scheme for Chargeable Waste is introduced, tonnages for non-household waste types being deposited at HWRSs are likely to decline in the region of 70-80%. This reduces the displaced tonnage pressures following any site closures as well as setting a lower base tonnage at the sites that will be diverted to.

It is also worth noting that tonnage across the HWRS network is gradually declining. One significant element of this has been the introduction of kerbside Garden Waste Collections by the District & Boroughs which has resulted in less green waste being received at HWRSs.

Appendix 7 Fly-tipping – concerns and preventative measures

Proposing changes to our HWRS services will raise concerns about the potential for increased fly-tipping, however there is little evidence that HWRS service changes cause increases in fly tipping.

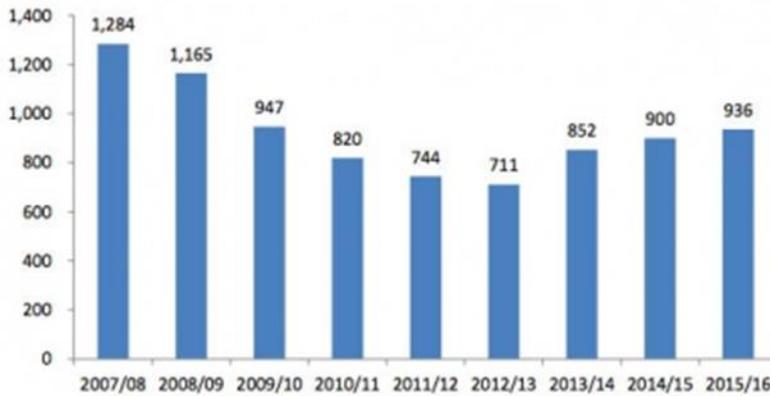
Statutory enforcement powers regarding fly tipping on public or private land lie with the district and borough councils and the Environment Agency. However, we do have a duty to dispose of fly-tipped waste collected by the district and borough councils, and to cover the disposal cost. And although fly-tipping on private land is not the responsibility of the local authorities, it remains a concern.

The national picture

Following years of steady decline, there was a significant increase in reported cases of fly-tipping on public land in England in 2013/14. The Government statistics show that local authorities reported around 852,000 cases of fly-tipping in England in 2013/14 and that the Environment Agency dealt with a further 137 illegal waste dumping incidents. This represented an increase of 20% since 2012/13. This trend is continuing.²²

²¹ The National Assessment of Civic Amenity Sites, NACAS, was the largest research project to have been carried out into Civic Amenity (CA) sites in the UK and is still considered relevant for benchmarking purposes

²² 'Fly-tipping - the illegal dumping of waste', 2017
<http://researchbriefings.files.parliament.uk/documents/SN05672/SN05672.pdf>



Number of fly-tipping incidents in England, 2007/08 to 2015/16 (in thousands)

Graph: Defra

²³ See endnote

It has not been evidenced that policies introduced at HWRSS are the main cause of the increase in fly-tipping. The way fly-tipping incidents are recorded by district/ borough councils varies and has changed over time which may at least partly account for the change.

DEFRA has also indicated that this rise could be due to more local authorities introducing new technologies, such as online reporting and electronic apps, as well more training for staff for dealing with fly-tipping cases, rather than because of an actual increase in fly-tipping.²³

As the cost of waste disposal increases, the increase in fly-tips could be affected by trade waste operators avoiding the cost of proper waste disposal.

The Government's litter strategy states that businesses caught fly-tipping have cited the reason for doing so as a lack of funds to pay legitimate waste disposal charges²⁴. It is important to consider the nature of the waste and the size of the fly-tips to help determine whether they come from a trade or household source.

The local picture

The data available suggests that fly-tipping in both East Sussex County Council has not closely mirrored the national trend. In East Sussex County Council, whilst the number of incidents reported per quarter decreased from April 2013 to January 2017 (Local Authority reports to Waste Data Flow [WDF]*), an increase in annual fly-tip tonnages recorded in 2013/14 has been followed by a larger decrease by 2016/2017 (weighbridge data from Veolia*).

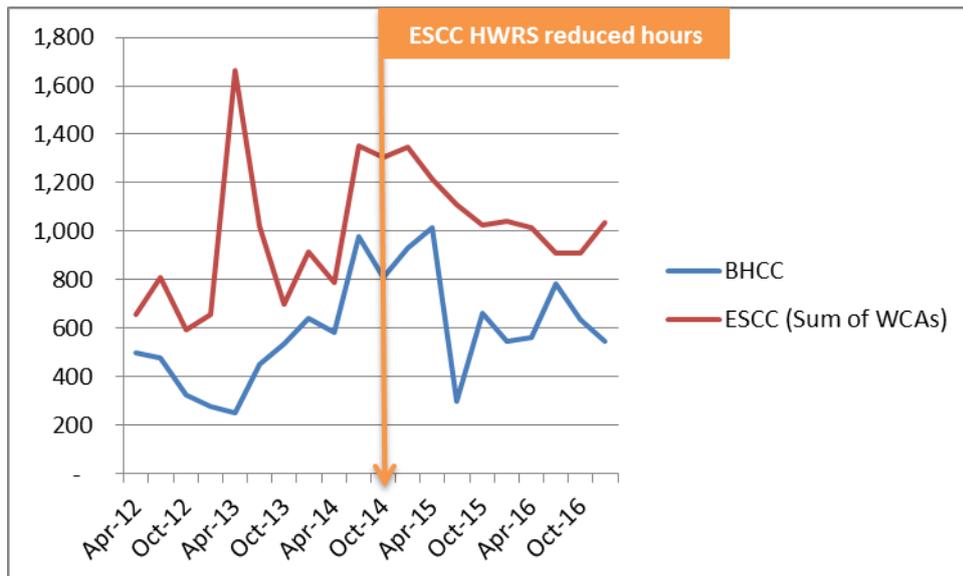
The graph below shows the number of fly-tipping incidents* reported by the local authorities to WDF in East Sussex and Brighton & Hove, on a quarterly basis, for the last five years

²³ 'Fly-tipping continues to rise as councils spend £50m clearing dumps' by Edward Perchard, Resource, March 2017

<http://resource.co/article/fly-tipping-continues-rise-councils-spend-50m-clearing-dumps-11707>

²⁴ HM Government, Litter Strategy for England, April 2016

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630999/litter-strategy-for-england-2017-v2.pdf



*NB not all fly-tips on private land may be reported to the local authorities.

Could fly-tipping increase as a result of HWRS service changes?

There is no significant evidence to link policies, such as charging for non-household waste at HWRSs, with increased fly-tipping. In a NAWDO (National Association of Waste Disposal Officers) survey of local authorities in June 2017, of those respondents which had introduced HWRS charges for non-household waste, regarding the impact on fly-tipping:

- 12 authorities said they have seen no impact, or a minimal one.
- 4 authorities said they have seen an increase, but only in line with national trends.

Neighbouring authorities who have introduced charges for non-household waste, such as Surrey and Hampshire County Councils have not seen evidence of an increase in fly-tipping as a result. This indicates that residents are not likely to resort to fly-tipping if they must pay for materials that used to be free or if access to their HWRS changes.

Fly-tipping is a criminal offence punishable by a fine of up to £50,000 or 12 months imprisonment if convicted in a Magistrates' Court. The offence can attract an unlimited fine and up to 5 years imprisonment if convicted in a Crown Court²⁵. It is considered that the severity of the custodial sentences and fines is an appropriate deterrent to deter most people from committing what is now a significant criminal offence.

In 2015/16 in East Sussex, the number of fly-tips reported to WDF which were bigger than a car-boot load accounted for 64% of the total, suggesting that the majority of fly-tips may not originate from residents²⁶.

²⁵ Clean Neighbourhoods & Environment Act 2005
http://www.legislation.gov.uk/ukpga/2005/16/pdfs/ukpga_20050016_en.pdf

²⁶ "ENV24 Fly-tipping incidents and actions taken", published by the Department of Environment, Food and Rural Affairs. Fly-tipping statistics are taken from the WasteDataFlow database.

In East Sussex, changes to the HWRS opening hours for Wadhurst, Forest Row and Seaford were implemented on 6th October 2014. In terms of separately recorded fly-tip tonnage (from Veolia weighbridge data) in the relevant districts, there was an increase in Wealden which began five months before the changes in opening hours, and then started declining from October 2014 when the opening hours reduced. Lewes district's annual fly-tip tonnage has seen a year-on-year decline since 2013/14.

Both LDC and WDC fly-tipped waste last year (2016/17) had reduced by 47% of the 2012/13 tonnage - prior to the changes in opening hours. As some estimation of the split of loads is involved, we cannot be certain how accurate the data is. However, in terms of the WDF data for East Sussex since October 2014, there has also been a decreasing trend in the quarterly number of fly-tipping incidents reported and the quarterly tonnages (see above graph).

Future prevention plans

East Sussex County Council will take a pro-active role with its District & Boroughs and neighbouring authorities in order to work together to minimise the incidences of fly tipping across the County. Suggestions for potential mitigation measures to prevent fly-tipping could include:

- Work with the Borough and District councils to develop a fly-tipping prevention strategy and action plan during 2018.
- Engage with The National Fly-tipping Prevention Group (NFTPG) to ensure national best practice is incorporated locally into any future initiatives
- Continue to monitor the HWRSs through CCTV and Automatic Number Plate Recognition (ANPR) and carry out inspections to assess the impact of HWRS service changes.
- Work with Veolia to review the potential for allowing small businesses access to the larger HWRSs at proportionate cost.
- Signpost private land owners and the Farmers Union to support and advice in preventing and evidencing fly-tipping.
- Educate residents and businesses about their 'duty of care' responsibilities when disposing of waste.
- Work with Districts and Boroughs to provide clear direction and encouragement for reporting incidents of fly-tipping.
- Work closely with the District and Borough Councils, and other agencies such as Police, the Environment Agency, Trading Standards and representatives of the rural community, to ensure any incidents of fly-tipping are promptly reported, cleared and investigated fully with enforcement action taken where possible.
- Support Borough and District councils with enforcement against fly-tipping through the sharing of legal powers.
- Work closely with the District and Borough Councils to progress understanding of the current situation by monitoring fly-tipping reports/records and enforcement action.
- Contribute to an anti fly-tipping campaign to highlight the impacts and consequences such as the successful one run by Suffolk County Council, 'Tip-Off: Stop Fly-tipping in Suffolk'.
- Focus on Ashdown Forest, a highly protected area.

Appendix 8: HWRS Performance Table

Performance Element	Crowborough	Eastbourne	Forest Row	Hailsham	Hastings	Heathfield	Lewes	Maresfield	Mountfield	Newhaven	Seaford	Wadhurst
Tonnage 2016/17	4,325	9,261	1,279	4,902	13,812	4,293	3,623	5,536	4,732	9,814	2,966	1,882
Chargeable waste types 2016/17	705	1,602	168	827	1,970	677	430	831	698	1,788	385	309
Type of site (single/split level)	Split	Single	Single	Split	Split	Split	Single	Split	Single	Split	Single	Single
Age (new/redeveloped/old)	New	Old	Old	Old	New	Old	Old	New	Old	New	Old	Old
Stand alone or co-located	stand alone	co-located with WTS	stand alone	stand alone	co-located with WTS	stand alone	stand alone	co-located with WTS	stand alone	stand alone	stand alone	stand alone
Site area (sq m)	2,760	9,230	1,180	2,000	24,905	3,780	2,840	15,848	1,650	5,660	2,560	1,890
Opening hours	Limited - esp. weekends	Limited - esp. weekends	Limited - 3 days a week	Limited - esp. weekends	Standard - good hours	Standard - good hours	Standard - good hours	Standard - good hours	Standard - good hours	Standard - good hours	Limited - 3 days a week	Limited - 3 days a week
Full range of materials recycled or limited	Full	Full	Full	Full	Medium - no bric-a-brac or furniture	Full	Full	Full	Full	Full	Full	Full
Recycling performance 2016/17	64%	55%	58%	43%	54%	58%	66%	63%	53%	61%	64%	59%
Dry recycling performance as a % of waste excluding green 2016/17	54%	49%	48%	37%	44%	49%	54%	54%	44%	50%	48%	51%
Reuse performance 2016/17	16%	19%	16%	17%	13%	17%	15%	17%	16%	18%	14%	18%
Landfill performance 2016/17	10%	10%	36%	48%	7%	18%	8%	11%	16%	14%	10%	27%
Recovery performance 2016/17	27%	35%	6%	9%	40%	24%	27%	27%	32%	25%	27%	14%
Visitor numbers 01/12/2016 to 31/08/2017	88,925	146,490	30,115	70,508	252,358	82,440	79,014	114,438	76,703	190,740	62,942	33,723

Appendix 8: HWRS Performance Table (cont.)

Performance Element	Crowborough	Eastbourne	Forest Row	Hailsham	Hastings	Heathfield	Lewes	Maresfield	Mountfield	Newhaven	Seaford	Wadhurst
Visitor numbers annualised	118,567	195,320	40,153	94,011	336,477	109,920	105,352	152,584	102,271	254,320	83,923	44,964
Kg/visit 01/12/2016 to 31/08/2017	35	46	31	52	41	38	34	36	45	37	33	38
Av. Visits/hr open	47	86	31	35	107	34	36	49	33	82	65	31
Status of land (leasehold/free hold)	Freehold	Freehold	Freehold	Leasehold	Leasehold	Freehold	Leasehold	Freehold	Freehold	Freehold	Leasehold	Freehold
Indicative value of freehold land if vacated (2017/18)	£650,000-£750,000	£1million plus	£175,000-£200,000	N/A	N/A	£250,000-£300,000	N/A	Up to £750,000	£50,000-£100,000	£500,000-£600,000	N/A	£150,000-£200,000
Annual cost of leasehold (2017/18)	N/A	N/A	N/A	£ 12,140	N/A	N/A	£ 20,000	N/A	N/A	N/A	£ 22,500	N/A
Penalty for ending lease	N/A	N/A	N/A	No termination clause - liable for remaining term rent to 30/04/2079	No termination clause - liable for remaining term rent to 31/03/2058	N/A	No termination clause - liable for remaining term rent to 15/04/2029	N/A	N/A	N/A	No termination clause - liable for remaining term rent to 14/05/2028	N/A
Customer Satisfaction with site March 2016	85%	87%	87%	82%	85%	92%	94%	95%	93%	96%	77%	87%
Customer Complaints per site 2016/17	1	2	0	1	2	1	1	0	0	3	1	2
Customer Compliments per site 2016/17	20	17	8	5	4	37	23	6	9	7	15	3

Appendix 9 Modelling accessibility impacts of closing Household Waste and Recycling Sites in East Sussex

November 2017

If Forest Row, Seaford and Wadhurst Household Waste and Recycling sites were to close, 850 people or 0.16% of the county's population would no longer be able to access a household waste site within a 20 minute drive time.

Part 1: Summary of impact of closure of specific Household Waste and Recycling sites

Table 1.1: Summary results – access to any Household Waste and Recycling sites – including external sites

Time threshold	Number of people with access at present	% of population with access	% of population with access if all 3 sites closed
20 mins	518,040	98.4	98.2
<i>Total population</i>	<i>526,670</i>		

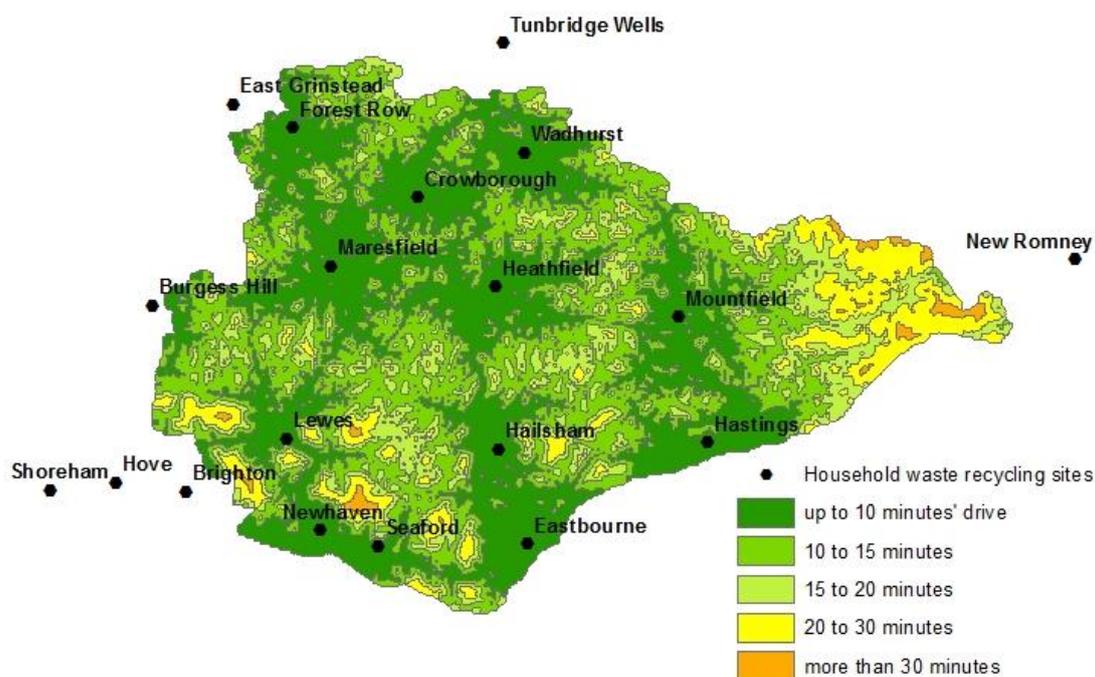
The TRACC model indicates that 98.4% of the population of East Sussex can currently access any Household Waste and Recycling site (HWRS) within 20 minutes, including sites operated by other local authorities. TRACC models theoretical journey times using the road network assuming fixed speeds depending on road type.

There are currently 8,630 residents who cannot access any HWRS within the recommended 20 minute threshold.

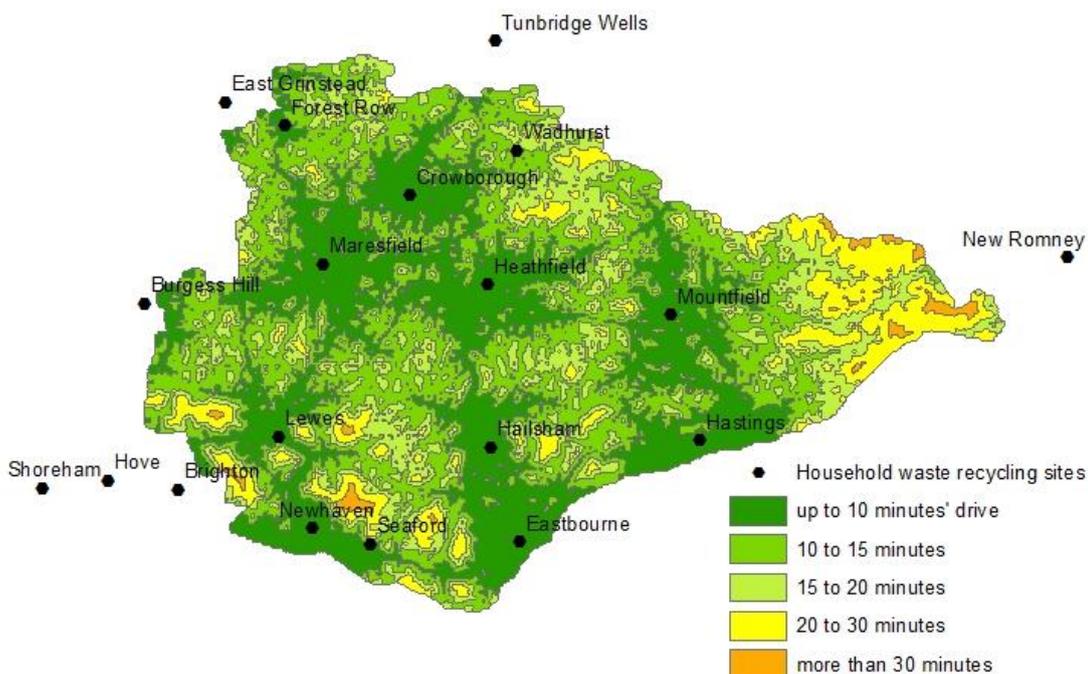
Part 2: Current accessibility contour maps showing times taken to access to waste sites

Part 2 shows contour maps generated using the TRACC model, showing journey times to Household Waste and Recycling sites (HWRS). The greenest areas indicate the shortest journey times (less than 10 minutes), with orange areas indicating the longest journey times (20+ minutes). Six maps are shown giving current journey times and journey times if all three HWRS sites are closed, for both all available HWRS, those located in and run by East Sussex County Council and Brighton and Hove City Council, and those run by ESCC alone..

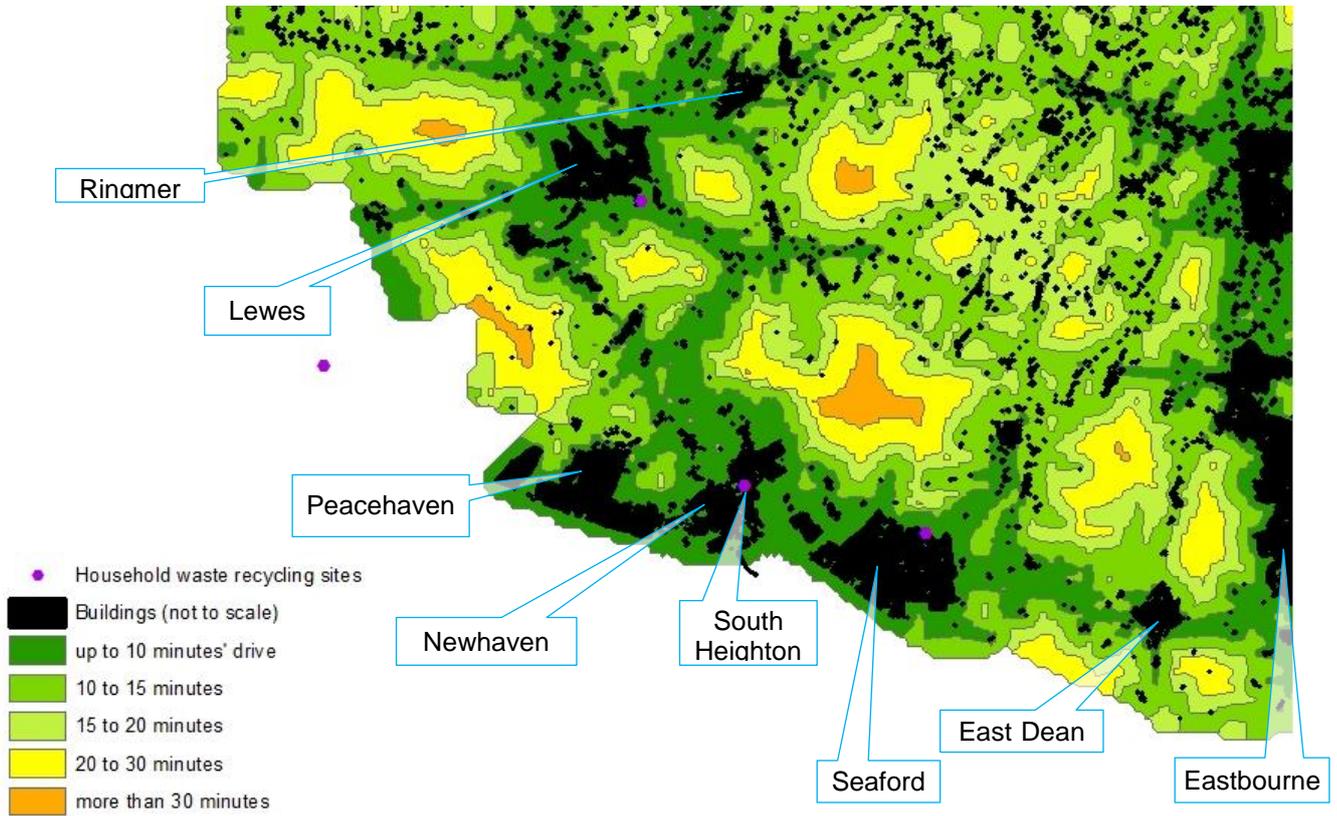
Map 2.1: Current accessibility contour - journey times to a Household Waste and Recycling site (HWRS) if all HWRS are available to East Sussex residents, including those operated by other local authorities (LAs)



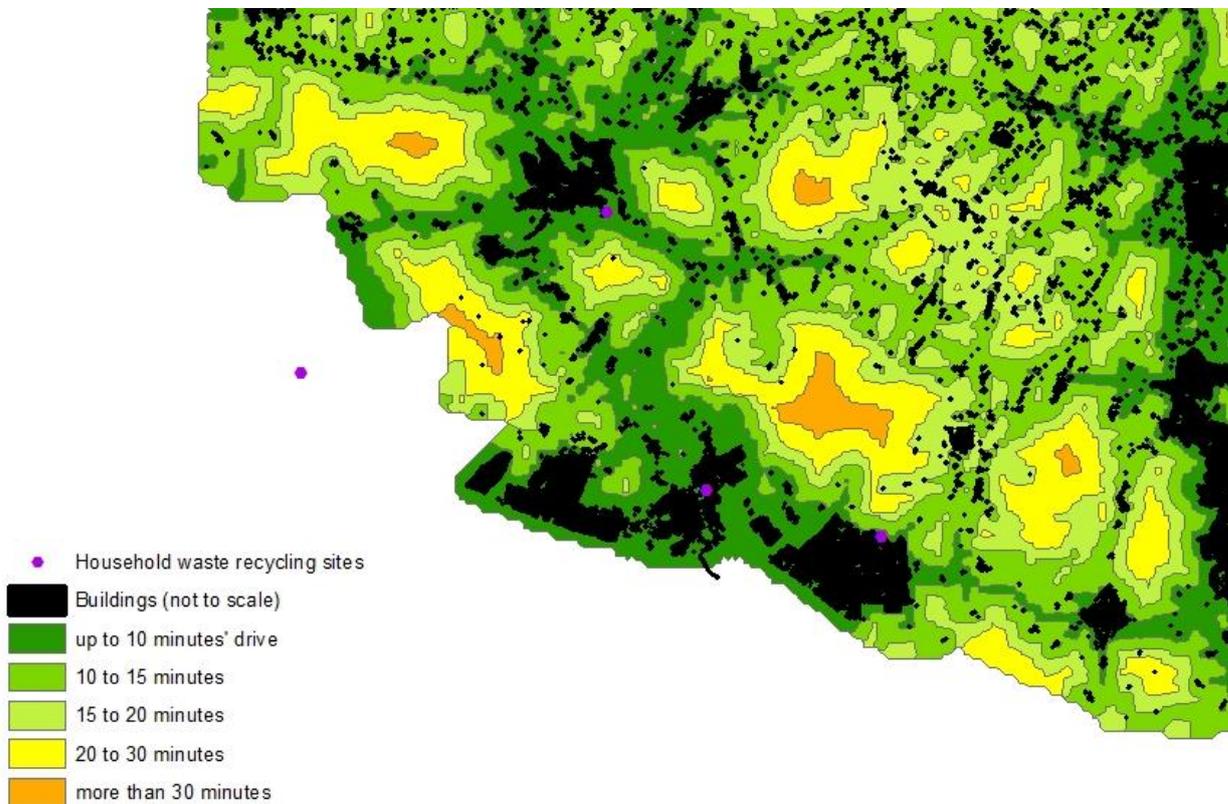
Map 2.2: Accessibility contour for HWRS if all sites included (including those operated by other LAs) and all three sites closed (Forest Row, Seaford, Wadhurst)



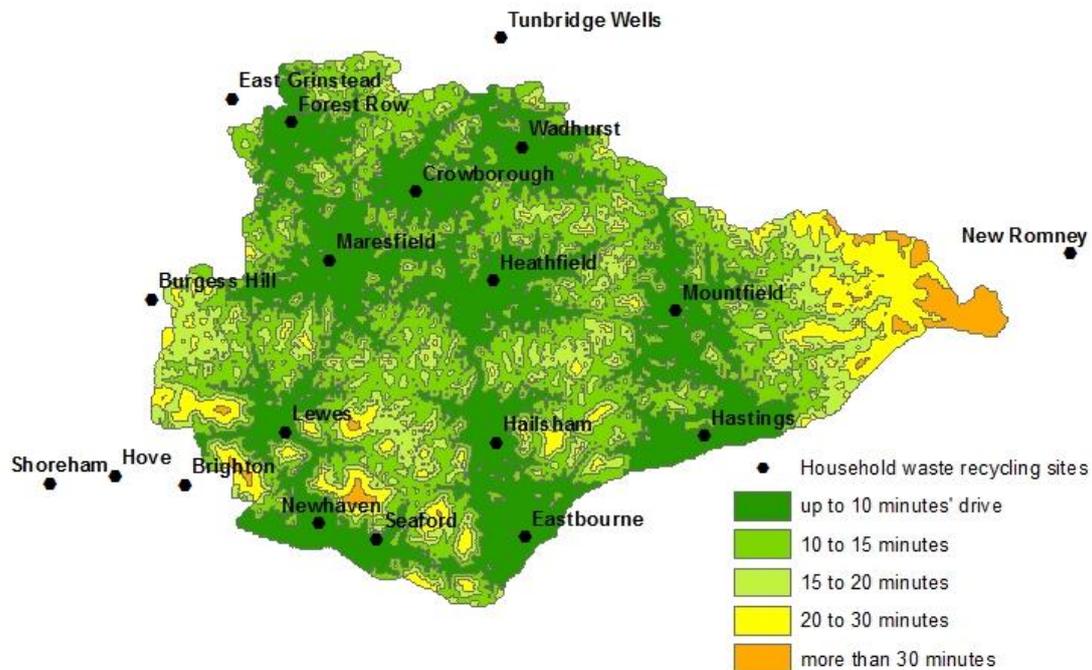
Map 2.3: Current accessibility contour for HWRS (including external sites) – detail for Lewes-Seafood area – with location of buildings and labelled settlements



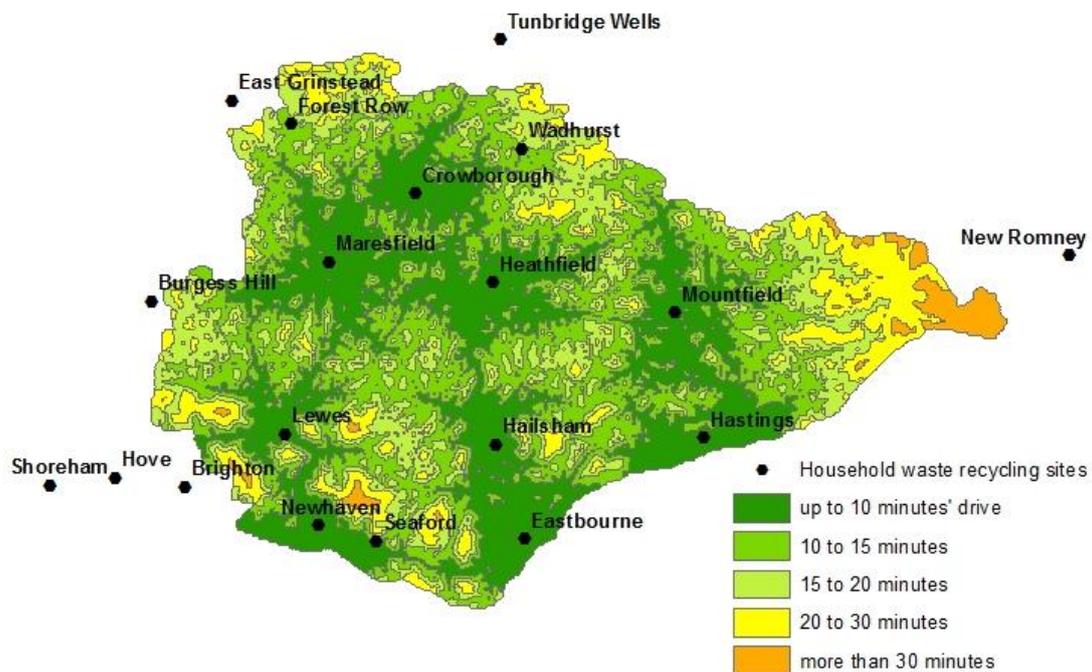
Map 2.4: Accessibility contour if three sites closed – detail for Lewes-Seafood area – including buildings



Map 2.5: Current accessibility contour for HWRS if all sites located outside East Sussex (operated by all other LAs) are excluded



Map 2.6: Accessibility contour for HWRS if sites outside East Sussex (operated by all other LAs) are excluded and all three sites closed



Note: The destinations indicated on the map are the locations of the HWRS, not town centres.

Accessibility Method statement

The journey time calculations are carried out using a commercially available software package called Visography TRACC, supplied by Basemap.

TRACC uses highways data to create journey times from origins to destinations. Highways information from an underlying road network creates a linear network that connects the origins and destinations together to give a fully routable network of nodes and lines which is saved into memory as a graph network.

This graph has various constraints attached such as travel distance, interchange penalties and stop limitations. The TRACC software then queries the graph with origin and destination co-ordinates and uses the Dijkstra shortest path algorithm to route between these points.

Car journeys include the walk from the origin to the road and once the road network is reached the journey proceeds link by link along the road network at speeds governed by data held in the model, which are specific to the road type, and in some cases the individual road link.

TRACC generates results files giving the shortest journey time from each origin to the closest destination. A population for each origin is calculated, based on the output area population from the 2011 Census.

This is then used to calculate the proportion of the total resident population that is able to access a household waste and recycling site within 20 minutes using the formula:

$$\text{Accessibility} = \frac{\text{Resident population with access at each origin point}}{\text{Total resident population}}$$

The data has been calculated using the most up-to-date available road network which is April 2016.

For car journeys, the maximum connection distance to the road network is set at 2km, and it is assumed that people using cars will travel down alleyways and footpaths at walking speed (4.8km/h) before using standard road speeds for the road based part of their journey.

Some HWRS located close to the border with East Sussex, but in other local authorities, have been included in this study. This study assumes that residents do have access to these sites provided by other local authorities, but has examined how accessibility at the periphery of the county would be adversely affected if these sites were unavailable to the county's residents.

The full list of Household Waste and Recycling Sites used is as follows:

East Sussex County Council			
Crowborough	Hastings	Mountfield	Hailsham
Eastbourne	Heathfield	Newhaven	Maresfield
Forest Row	Lewes	Seaford	Wadhurst
Brighton & Hove City Council	West Sussex County Council	Kent County Council	
Brighton Hove	Burgess Hill East Grinstead Shoreham	Tunbridge Wells New Romney	

Appendix 10: Newhaven Traffic Study Data

Site No. 00000025 Site Ref 00000025 Grid Ref 545963,101296
 A259 SEAFORD ROAD NEWHAVEN
 Vehicle Count Report
 Total Flow

	Mon Apr 03	Tue Apr 04	Wed Apr 05	Thu Apr 06	Fri Apr 07	Sat Apr 08	Sun Apr 09
02:00	34	33	41	53	31	82	114
03:00	27	31	27	32	39	65	66
04:00	38	52	38	50	50	47	46
05:00	104	93	118	93	114	66	50
06:00	303	278	286	292	269	152	125
07:00	888	904	939	932	889	398	283
08:00	1822	1905	1942	1858	1788	719	557
09:00	1824	1836	1854	1883	1869	1261	772
10:00	1673	1598	1790	1783	1697	1759	1387
11:00	1791	1739	1899	1863	1937	1976	1960
12:00	1933	1844	1935	1964	1991	2101	2188
13:00	1880	1841	1999	2038	2047	2124	2111
14:00	1845	1743	1941	1942	2093	2050	2171
15:00	1918	1777	2031	1997	2093	1991	1979
16:00	1937	1926	2021	2007	2096	1997	1999
17:00	2122	2048	2253	2169	2222	2045	1754
18:00	2202	2246	2222	2319	2221	1787	1751
19:00	1546	1607	1828	1706	1719	1516	1321
20:00	997	1068	1193	1201	1328	1046	1067
21:00	651	705	734	747	805	731	609
22:00	473	540	620	598	569	516	417
23:00	295	460	388	397	443	465	242

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Site No. 00000025 Site Ref 00000025
 A259 SEAFORD ROAD NEWHAVEN
 Vehicle Count Report
 Total Flow + average Seaford HWRS traffic

	Mon Apr 03	Tue Apr 04	Wed Apr 05	Thu Apr 06	Fri Apr 07	Sat Apr 08	Sun Apr 09
02:00	34	33	41	53	31	82	114
03:00	27	31	27	32	39	65	66
04:00	38	52	38	50	50	47	46
05:00	104	93	118	93	114	66	50
06:00	303	278	286	292	269	152	125
07:00	888	904	939	932	889	398	283
08:00	1874	1957	1994	1910	1840	771	609
09:00	1876	1888	1906	1935	1921	1313	824
10:00	1725	1650	1842	1835	1749	1811	1439
11:00	1843	1791	1951	1915	1989	2028	2012
12:00	1985	1896	1987	2016	2043	2153	2240
13:00	1932	1893	2051	2090	2099	2176	2163
14:00	1897	1795	1993	1994	2145	2102	2223
15:00	1970	1829	2083	2049	2145	2043	2031
16:00	1989	1978	2073	2059	2148	2049	2051
17:00	2122	2048	2253	2169	2222	2045	1754
18:00	2202	2246	2222	2319	2221	1787	1751
19:00	1546	1607	1828	1706	1719	1516	1321
20:00	997	1068	1193	1201	1328	1046	1067
21:00	651	705	734	747	805	731	609
22:00	473	540	620	598	569	516	417
23:00	295	460	388	397	443	465	242

Percentage Difference						
Mon Apr 03	Tue Apr 04	Wed Apr 05	Thu Apr 06	Fri Apr 07	Sat Apr 08	Sun Apr 09

2.85%	2.73%	2.68%	2.80%	2.91%	7.23%	9.34%
2.85%	2.83%	2.80%	2.76%	2.78%	4.12%	6.74%
3.11%	3.25%	2.91%	2.92%	3.06%	2.96%	3.75%
2.90%	2.99%	2.74%	2.79%	2.68%	2.63%	2.65%
2.69%	2.82%	2.69%	2.65%	2.61%	2.48%	2.38%
2.77%	2.82%	2.60%	2.55%	2.54%	2.45%	2.46%
2.82%	2.98%	2.68%	2.68%	2.48%	2.54%	2.40%
2.71%	2.93%	2.56%	2.60%	2.48%	2.61%	2.63%
2.68%	2.70%	2.57%	2.59%	2.48%	2.60%	2.60%

1. Annualised trips - 83923 over three days per week (156 days per year)
2. If annualised trips averaged out over 362 days and 9 days per hour (days/hours that New haven is open) = average of 26 per hour
3. Assumed existing trips to Seaford would transfer to New haven and go via the A259
4. Assumed non-linked trips on the network and journeys would be two way on the A259 travelling to Seaford HWRS = 52 average additional trips per hour
5. Assumed UAP2/3 classification of road (DMRB 79/99) of varying width - between 7.3m and 10m (average capacity vehicles per hour one way - 1,520 - and two way - 3,040)

Appendix 10 (cont.)

Site No. 00000025 Site Ref 00000025 Grid Ref 545963,101296
 A259 SEAFORD ROAD NEWHAVEN
 Vehicle Count Report
 Total Flow

	Mon Aug 21	Tue Aug 22	Wed Aug 23	Thu Aug 24	Fri Aug 25	Sat Aug 26	Sun Aug 27
02:00	26	43	29	29	42	67	89
03:00	39	37	31	31	54	51	56
04:00	109	108	111	110	101	97	79
05:00	256	263	271	264	262	167	95
06:00	766	819	813	812	705	302	258
07:00	1659	1779	1787	1719	1549	704	382
08:00	1819	1873	1892	1905	1715	1314	651
09:00	1670	1752	1778	1764	1494	1599	1234
10:00	1789	1838	1875	1995	1693	1992	1932
11:00	1917	2030	1934	2048	1967	2171	2120
12:00	1917	1846	2014	2018	1976	2127	2220
13:00	1928	2000	1950	1921	2061	2047	1928
14:00	1888	1950	1932	1971	1985	2035	1915
15:00	1873	2044	2172	2093	2197	2005	1937
16:00	2071	2212	2317	2278	2375	2009	1897
17:00	2128	2318	2248	2364	2244	1859	1713
18:00	1655	1925	1748	1951	1841	1635	1528
19:00	1035	1171	1195	1297	1418	1259	1186
20:00	757	836	797	904	912	903	905
21:00	477	556	582	631	654	544	525
22:00	348	422	418	459	531	456	333
23:00	166	193	225	237	314	308	222

Site No. 00000025 Site Ref 00000025
 A259 SEAFORD ROAD NEWHAVEN
 Vehicle Count Report
 Total Flow + average Seaford HWRS traffic

	Mon Aug 21	Tue Aug 22	Wed Aug 23	Thu Aug 24	Fri Aug 25	Sat Aug 26	Sun Aug 27
02:00	26	43	29	29	42	67	89
03:00	39	37	31	31	54	51	56
04:00	109	108	111	110	101	97	79
05:00	256	263	271	264	262	167	95
06:00	766	819	813	812	705	302	258
07:00	1659	1779	1787	1719	1549	704	382
08:00	1871	1925	1944	1957	1767	1366	703
09:00	1722	1804	1830	1816	1546	1651	1286
10:00	1841	1890	1927	2047	1745	2044	1984
11:00	1969	2082	1986	2100	2019	2223	2172
12:00	1969	1898	2066	2070	2028	2179	2272
13:00	1980	2052	2002	1973	2113	2099	1980
14:00	1940	2002	1984	2023	2037	2087	1967
15:00	1925	2096	2224	2145	2249	2057	1989
16:00	2123	2264	2369	2330	2427	2061	1949
17:00	2128	2318	2248	2364	2244	1859	1713
18:00	1655	1925	1748	1951	1841	1635	1528
19:00	1035	1171	1195	1297	1418	1259	1186
20:00	757	836	797	904	912	903	905
21:00	477	556	582	631	654	544	525
22:00	348	422	418	459	531	456	333
23:00	166	193	225	237	314	308	222

Percentage Difference							
Mon Aug 21	Tue Aug 22	Wed Aug 23	Thu Aug 24	Fri Aug 25	Sat Aug 26	Sun Aug 27	

2.86%	2.78%	2.75%	2.73%	3.03%	3.96%	7.99%	
3.11%	2.97%	2.92%	2.95%	3.48%	3.25%	4.21%	
2.91%	2.83%	2.77%	2.61%	3.07%	2.61%	2.69%	
2.71%	2.56%	2.69%	2.54%	2.64%	2.40%	2.45%	
2.71%	2.82%	2.58%	2.58%	2.63%	2.44%	2.34%	
2.70%	2.60%	2.67%	2.71%	2.52%	2.54%	2.70%	
2.75%	2.67%	2.69%	2.64%	2.62%	2.56%	2.72%	
2.78%	2.54%	2.39%	2.48%	2.37%	2.59%	2.68%	
2.51%	2.35%	2.24%	2.28%	2.19%	2.59%	2.74%	

1. Annualised trips - 83923 over three days per week (156 days per year)
2. If annualised trips averaged out over 362 days and 9 days per hour (days/hours that New haven is open) = average of 26 per hour
3. Assumed existing trips to Seaford would transfer to New haven and go via the A259
4. Assumed non-linked trips on the network and journeys would be two-way on the A259 travelling to Seaford HWRS = 52 average additional trips per hour
5. Assumed UAP2/3 classification of road (DMRB 79/99) of varying width - between 7.3m and 10m (average capacity vehicles per hour one way - 1,520 - and two way - 3,040)

Appendix 11 Equalities Impact Assessment

Subject to the approval of the consultation, an Equalities Impact Assessment will be drafted on the HWRS service proposals, and completed after the consultation has been concluded, when the specific proposals to be implemented have been decided.

The previous Equalities Impact Assessments of the 2013/14 HWRS proposals came to the conclusion that there would be no impact on protected characteristics either arising from the recommended service closures, or as a result of the reduced operating hours which were implemented. However, the nature of this service does assume that a person is fit enough to travel (usually by car) and to be physically able enough to carry and dispose of waste.

We do not expect the latest proposals to impact on protected characteristics, although introducing a small charge for the disposal of certain 'non-household' waste types will affect residents on lower incomes to a greater degree. Local authorities are not legally obliged to deal with non-household waste and it may not be affordable for us to continue to accept it free of charge. Nevertheless, the charge would be just to cover the costs of processing this waste, and would be set at a reasonable rate compared to the alternatives such as hiring a skip. Waste classed as 'household waste' will continue to be free of charge to dispose of at the HWRSs.

We will ensure that the consultation is widely publicised and communicated, with the aim that all residents are aware of it and can submit their views. We will use a variety of media channels and groups, including parish and town councils, community groups/voluntary organisations representing particular sectors of society such as older people and those with a disability. We will make the consultation available in a range of formats on request, so that everyone can participate.

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Adult Social Care 2018/19 proposals**
Purpose of Report: **To consider the background to the proposals for 2018/19 Adult Social Care budget**

RECOMMENDATIONS

Cabinet is recommended to:

- **note the background to the Adult Social Care proposals for 2018/19**
 - **note the reports on actions taken to deliver staffing savings**
 - **note the proposal to use the additional 2018-2019 Government funding allocation of £1.616m to fund and partly mitigate Supporting People Community Based Services and Supporting People Accommodation Services**
-

1. Background and Supporting Information

1.1 Following the decision at Cabinet in January 2018 to consult on savings proposals, a public consultation took place between 15th February and 25th April 2018 on the areas of saving identified in the January Cabinet report.

1.2 This consultation was expanded to include commissioned Older People's Day Services, Affinity Trust Learning Disability Residential Service and the HIV Support Service as these were services that required review given existing contractual arrangements were drawing to a close. The initial work which had been carried out in reviewing older people's day services also showed we needed additional information to help us make a decision on how to find the required savings. This ensured a holistic approach was taken to the best use of resources across Adult Social Care.

1.3 Over 6000 responses were received to the consultation through meetings, surveys and other feedback such as letters, emails and videos. All of the feedback received during the public consultation is available within the Members' and Cabinet Room for Members' consideration. Consultation reports are appended to each of the individual supporting reports elsewhere on this agenda.

1.4 In the ten week consultation period we asked for people's views on how we are proposing to make the savings. This was in addition to asking specific questions about each of the saving areas. The key messages listed below reflect the feedback received from organisations, groups and individuals across surveys and other feedback such as emails and letters:

- People are unhappy and concerned about the nature of all the proposals and say that the most vulnerable people in society would be affected
- Some people and organisations acknowledge the funding pressures that the Council is facing
- People are concerned that the county has an ageing population and an increasing need for services.
- Organisations say that it has been proven that cutting back on preventative services is more costly in the long run
- People would be put at risk and it would put more pressure on statutory services
- The voluntary and community sector won't be able to plug the gaps in provision

- The proposals would impact on the community through the loss of vital services and increases in homelessness, anti-social behaviour and crime
- It would affect staff, who would be under more pressure, and it may cause good quality staff to leave
- Organisations suggest increasing partnership working and ensuring that the voluntary sector is involved in the process

1.5 Local partner organisations such as the Clinical Commissioning Groups and East Sussex Fire and Rescue Service have responded to the consultation acknowledging the scale of the challenge and impact of the proposals; in addition to offering support and suggestions on how we can work together to potentially mitigate some of the impact of the proposals. These letters are available to Members as part of the consultation feedback and we will continue to work in partnership to progress this work.

1.6 Equality Impact Assessments (EqIAs) have been undertaken for each area proposal. In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). EqIAs are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full EqIAs and take their findings into consideration when determining these proposals. Summaries of each impact assessment are appended to each of the supporting reports.

1.7 The EQIAs identify a range of impacts for existing and future clients and carers of the services within scope of the proposals. The impact of the proposals on service delivery is significant. The EQIAs and consultation feedback identify a range of common themes including:

- Increased social isolation, risk of poverty and increasing debts
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs
- Impact on carers mental and physical health, access to peer support; increasing feelings of isolation
- Increased anxiety and distress for older people with dementia and mental health conditions, and due to reduced capacity for specialised support and the increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care
- There are likely to be direct impacts on other services and their providers. For example, if delivery of the savings results in service reduction or closure, impacts for Children's Services, District and Borough Councils; health services, mental health, Police and voluntary sector service providers have been identified through the EQIA's

2. Financial Appraisal

2.1 In February 2018 County Council agreed the Council Plan and budget which required savings of £17m including Adult Social Care savings of £9.6m. The 2018-2019 net revenue budget for Adult Social Care is £166m. A summary of the savings proposals is at 4.5.

2.2 On 6th February 2018 the Government announced an additional £150m funding for the 2018-2019 Adult Social Care Support Grant nationally. This is a one-off payment for 2018-2019 only, it is not an ongoing funding allocation. The East Sussex allocation is £1.616m. It is proposed that this additional funding is used to remove the savings proposals for Supporting People services. It is, however, acknowledged that it does not address the longer term funding gap and will add to the savings requirement in future years.

2.3 For the proposals relating to Adult Social Care staff, the formal staff consultation processes commenced on 19th March 2018 and have not, as yet, concluded. As such, final decisions about future staffing structures have not been made and it is not therefore possible to know the exact numbers of

staff that will be redundant. Given this, and that the amount of a redundancy payment is determined by the age and length of service of the individual concerned, it is not possible to provide an accurate assessment of the redundancy costs arising. However, based on current proposals and information, a broad indicative estimate would provide for redundancy costs to be somewhere in the order of approximately £2.8m to £3m. The costs for redundancy that arise will be met from the Redundancy Reserve which stands £4.9m at the end of 2017/18.

2.4 As regards pension access, any individual aged 55 or over who is made redundant is entitled to the immediate payment of their pension benefits, provided they have at least two years' membership in the LGPS. As access to the pension is in advance of the 'normal date of retirement' there is a cost to this early access. For the reasons already stated above, it is not possible to provide an accurate assessment of these costs at this stage. However, based on current proposals, a broad indicative estimate would provide for these costs to be approximately £2m to £2.2m. These costs do not fall directly on the service as they are met from within the employer's pension contribution rate.

3. Savings proposals

3.1 The areas identified for savings in 2018-2019 need be considered in the context of the savings already delivered over recent years. Between 2013 and 2016 Adult Social Care has delivered £23.4m savings. This included £10.8m of savings from reducing community, residential and nursing care packages. In addition, funding for services and support commissioned through our commissioning grants prospectus was significantly reduced. This affected services such as educational, occupational, leisure and activity-based services, largely commissioned from the voluntary sector.

3.2 Given the scale of the ongoing savings requirement for 2018-2019 there are inevitably a number of areas of saving identified that have already been subject to previous funding reductions, for example Supporting People community based services (Home Works and STEPS); directly provided services; day services and staffing.

3.3 The services identified for savings in 2018-2019 include services which provide preventative and early intervention support. It is recognised that these services help to stop or delay the need for statutory service intervention which is more costly. In addition, the proposals include a number of accommodation based services which support people with a wide range of often complex needs including: adults and young people who are homeless or at risk of homelessness; people who have mental health problems; people with learning disabilities; people with physical disabilities; people with sensory impairments; young mothers; people with substance misuse problems; people who have recently come out of prison.

3.4 This is the first year in which proposals have been made to reduce staffing capacity in operational services including assessment and care management, learning disability services and older peoples directly provided services. During the consultation process, the Adult Social Care Departmental Management Team met with Union representatives to discuss the Union response to the proposals. In addition, Union support for staff affected by the proposals has been in place. In addition the Human Resources team developed a staff support programme to support staff during the process.

3.5 The actions being taken within Assessment and Care Management staffing (Appendix 1) and Strategy and Commissioning staffing (Appendix 2) are attached and Cabinet are asked to note them.

3.6 The actions for Assessment and Care Management will reduce assessment and care management capacity across the county which will impact on waiting times for assessments and reviews. Priority will be given to Safeguarding and urgent cases. These have been designed to minimise the impact on areas such as hospital discharge, Health and Social Care Connect and Financial Assessment Teams, however they come at a time when demand for adult social care continues to rise and we are in the eighth successive year of social care savings. The impact on both clients and remaining staff within the assessment and care management teams will be closely monitored. The changes will be implemented with effect from October 2018.

3.7 The Strategy and Commissioning Division will continue to plan and commission services based on need and resources. The final structure of the Division will be determined through the ongoing development of integrated commissioning, with proposals being made later in the year. Although the actions taken to deliver the required savings will present challenges the remaining capacity will still enable us to continue the programme of integration with health and work with our partners in the District and Borough Councils in delivering shared priorities.

3.8 The 2018-2019 proposals do not identify savings for the Community Care Budget which is used to fund people's individual care packages to meet identified eligible social care needs. This area of spend was subject to previous savings referred to above. In addition, hospital social care teams have not been identified for savings in order to continue supporting the whole system approach to enabling people to be discharged from hospital in a supported and timely manner.

3.9 Individual supporting reports set out the recommendations for delivering the savings proposals are listed below. It is proposed to allocate the additional £1.616m Adult Social Care Support Grant funding to remove the need, in 2018/19 only, to agree some of the savings proposals. In order to ensure Cabinet are able to consider the totality of the Adult Social Care savings when allocating the £1.616m, this report includes the appendices (1 and 2) updating Cabinet on the actions already in train to deliver staffing savings.

The proposed service changes arising from the reduction in the ASC budget will be considered later on the agenda. These include:

- Older Peoples Intermediate Care Services and Day Services: Milton Grange, Firwood House and Warwick House
- Stroke Recovery Service
- HIV Support Service
- Carers Services
- Older Peoples Commissioned Day Services
- Discretionary East Sussex Support Service (DESSS)
- Learning Disability: Directly Provided Services
- Affinity Trust Services
- Supporting People Accommodation Services
- Supporting People Community Based Services

3.10 The volume and strength of feedback received through the consultation and the level of impact identified through the EqlAs provides a comprehensive body of evidence about the impact on clients, carers and families of delivering the service and staffing based proposals savings. All of the proposals will have a direct impact on current or future service users, their families and carers and the staff involved in delivering those services.

4. Allocation of additional Adult Social Care Support Grant

4.1 Consideration has been given to all of the information presented in this and the supporting reports in proposing the deployment of the additional Government funding for 2018/19. The recommendations Cabinet is being asked to note is based on the level of risk to clients of losing the support they currently receive; the complexity and level of need of clients in receipt of the service; the reach of the service in terms of the number of people the services support, and; the likelihood of immediate additional costs being incurred by Adult Social Care and Children's Services.

4.2 Additional demand on Adult Social Care teams is likely if clients lose the supporting people community based support services. Current users of the STEPS community support services are more likely to be older people on low incomes with illness and long-term conditions; experiencing anxiety and depression; at risk of food and fuel poverty; or at increased ill-health and increased risk of hospitalisation. A primary purpose of the Home Works intervention is to mitigate the risk of an escalation of need. Clients are supported to develop the resilience necessary to address personal

crises as they arise. In addition Home Works provide a crucial move-on service to help vulnerable people transition safely from other services into independence. If agreed, the proposals risk the potential for serious adverse impact for vulnerable people including carers. Many of those who may be impacted have both mental and physical health needs.

4.3 Accommodation based housing support services are provided to people with a wide range of often complex needs including: adults and young people who are homeless or at risk of homelessness; people who have mental health problems; people with learning disabilities; people with physical disabilities; people with sensory impairments; young mothers; people with substance misuse problems; people who have recently come out of prison. The needs of people accessing these services is increasing: they are presenting as increasingly complex and chaotic; often demonstrating multiple needs and issues including exploitation and domestic abuse, mental health, substance misuse, self-harm and are therefore in greater need of supported accommodation. The increased risks for people waiting for fewer bed-spaces would have to be managed by ESCC social care teams.

4.4 It is therefore recommended that the additional £1.616m one-off funding is allocated across the following services:

- **Support People Community (Home Works and Steps)**
Recommendation: to utilise £1.212m of the additional 2018-2019 Government funding allocation to support these services – meaning the budget will have reduced by £1.288m in the current financial year.

Supporting People Accommodation based services (Refuges; Homeless; Mental Health; Young People; Young Mothers)

Recommendation: to utilise £404,000 of the additional 2018-2019 Government funding meaning the budget will have reduced by £396,000 in the current financial year.

4.5 If the proposals outlined above are agreed, the savings target of £9.6m will be delivered in a full year, however, this level of savings will not be achieved within 2018/19, reflecting that the proposals will need to be implemented in line with statutory and contractual responsibilities and duties. The part year impact of the savings proposals will be managed within the authority's overall Medium Term Financial Plan and the appropriate use of reserves and contingency funds. The table below summarises the savings proposals.

Summary of Savings Proposals for Adult Social Care

Service Description	Estimated Savings Delivered in 2018/19 £	Full Year Savings £
Older People Intermediate Care Beds and Directly Provided Services	271,500	1,086,000
Older People Commissioned Day Services	0	188,438
Remodelling of Carers Services	422,000	422,000
Stroke Recovery Service	33,100	79,500
Learning Disability Directly Provided Services	405,000	1,170,000
Affinity Trust Service at Cregg Na Ba	180,000	360,000
Discretionary East Sussex Support Service (DESSS)	163,000	390,000
Assessment & Care Management Staffing	714,000	1,958,000
Supporting People – Accommodation Based Services	800,000	800,000
Supporting People – Community Based	2,500,000	2,500,000
Strategy, Commissioning & Supply Management	390,000	590,000
Community Safety Staffing	40,000	40,000
HIV Support Service	0	48,000
Total	5,918,600	9,631,938

5. Alternative Service Provision

5.1 The availability of alternative service provision has been considered across all proposals. Consideration has also been given through for the potential of other organisations to deliver services, where this is a more cost effective option.

5.2 Discussions with service providers have taken place during the consultation period to identify the impacts of the proposals on clients and services and to identify possible outcomes. For example, it is proposed that the Affinity Trust service savings are met by providing alternative accommodation placements operated by the same provider.

5.3 If the proposals are agreed, any ongoing service provision which can be provided with remaining funding will be designed with providers and key stakeholders. Redesign will be informed by the public consultation feedback and will determine the client group, eligibility, referral routes and the key outcomes.

6. Conclusion and Reason for Recommendations

6.1 If the recommendations in this and the supporting reports are agreed, it is proposed that reports are made to the Lead Member for Adult Social Care and Health every six months setting out

progress with implementation. The People Scrutiny Committee are meeting on 22nd June 2018 to consider the proposed allocation of additional funding and the proposals set out above and in this and the other Adult Social Care reports on the agenda. Any comments will be reported at the Cabinet meeting.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Samantha Williams, Assistant Director
Lead Member: Councillor Maynard
Local Member: All

BACKGROUND PAPERS:

None

Assessment and Care Management Staffing: update on actions being taken to deliver the budget savings agreed at County Council

1. Background

1.1 Efficiency has improved significantly across Assessment and Care Management, with this being achieved by changes in practice, finding more cost effective ways to provide assessment services and through reductions in the prices of contracts with a range of care and support providers. Income has also increased through the more efficient delivery of Adult Social Care Financial Assessment Services, by targeted financial assessment and achieving reductions in client debt. Reducing the amount of staffing across assessment teams remains the only option to deliver the required level of saving.

2. Supporting Information

2.1 As part of the work to achieve a balanced budget there is a requirement for Assessment and Care Management to deliver staffing savings of £1,958,000. This figure represents a reduction of just over 8% on current staffing resources. The saving will be achieved by reducing staffing levels across assessment teams.

2.4 The objective is to reduce the number of assessment staff across a range of assessment teams, which is equivalent to approximately 54 whole time equivalent posts. Savings were weighted and targeted to minimise the impact on:

- Qualified and Health and Care Professions Council (HCPC) Registered Staff: Social Workers and Occupational Therapists to manage greater risk and complexity
- Administrative staff: to ensure practitioners maximise client contact time
- Hospital Teams: to support the ongoing focus on Delayed Transfers of Care
- Health and Social Care Connect: to maintain cost effective diversion and resolution
- Financial Assessment: to maximise income and mitigate the need for further reductions
- Social Work Education Training and Development: to improve practice and deliver improved outcomes with fewer resources

2.5 Therefore the savings are being focused on the following posts:

- Resource Officers
- Assessment Officers
- Community Support Workers
- Support Time Recovery Workers
- Occupational Therapy Assistants
- Service Development Managers
- Safeguarding Co-ordinator

2.6 It should be noted that no changes to staffing numbers for Social Workers are being sought. This staff group has however been included in the consultation process, in relation to any potential change to workload as a result of the proposed changes.

2.7 Reducing assessment and care management capacity within operational teams will impact on the timeliness of assessments and reviews and may increase waiting times for services. Priority will be given to Safeguarding and urgent cases. We will continue to develop new ways of working to mitigate the impact of these savings.

3 Conclusion

3.1 Actions are in place to ensure the required savings are delivered. This will present capacity challenges but systems are in place to ensure we maintain a safe level of assessment and care management service provision.

Strategy Commissioning and Supply Management Staffing: update on actions being taken to deliver the savings agreed at County Council

1. Supporting Information

- 1.1 The 2018/19 budget agreed by County Council identified savings of £590,000 for Strategy Commissioning and Supply Management staffing.
- 1.2 Extensive consultation has taken place with all the staff affected. Head of Service roles have reduced from six to four, with commissioning manager and other support roles reduced from eighteen to eleven.
- 1.3 Our objective is to implement fully integrated commissioning with our NHS partners. Although the reduction in management capacity will be challenging these risks are best mitigated by maintaining the work to make best use of our collective management resources across health and social care. Closer partnership working with Borough and District colleagues will also ensure we deploy our management resources efficiently and effectively.
- 1.4 The priorities for Strategy, Commissioning and Supply in 2018/19 will be:
 - Develop and implement proposals for integrated commissioning across the health and social care economy
 - Continue to implement a more collaborative approach with Borough and Districts
 - Develop a more collaborative relationships for commissioners and providers
 - Move away from commissioners defining service specifications to focus on outcomes whilst supporting providers to stimulate the market as a response
 - Provide a simplified and flexible structure for provider relationships, to support better communication and outcomes
 - Provide a centralised and rationalised commissioning function that that is organised so that it can take a whole system view, whilst removing duplication
 - Provide with the NHS integrated commissioning unit that works to a single investment and planning process to manage the whole economy collectively

2. Conclusion

- 2.1 The County Council's priority is to establish integrated commissioning with the NHS and with our partners in the District and Boroughs to deliver our shared priorities. Although the actions being taken to deliver the required savings will present capacity challenges, this will be mitigated by joint working with our commissioning partners.

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Savings proposal for Older Peoples' intermediate care beds and directly provided day services**
Purpose of Report: **To consider the proposed changes for Directly Provided Older Peoples Services**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to the reconfiguration of all intermediate care beds into Milton Grange as set out in the report;**
 - 2. agree to the reconfiguration of all day services into Milton Grange as set out in the report;**
 - 3. agree to the closure of the 19 intermediate care beds at Firwood House;**
 - 4. agree to the closure of the 25 place Warwick House Day Service; and**
 - 5. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations.**
-

1. Background

1.1 Firwood House, in Eastbourne, provides 19 short term intermediate care beds. The service is delivered by a team of care staff supported by nurses, therapists and rehabilitation support workers, and a visiting GP and pharmacy service. The Firwood service is funded jointly by the Clinical Commissioning Groups (CCGs) and Adult Social Care. The purpose of the Firwood service is to facilitate timely discharges from acute units and enable people to return home and live independently, and to prevent unnecessary hospital admissions. The service supports the whole system by easing pressures on acute beds and preventing delayed discharges.

1.2 Milton Grange, in Eastbourne is 2.2 miles from Firwood and provides 37 short term intermediate care beds; 19 of the beds provide general intermediate care with nursing. The remainder provide short term mental health intermediate care with specialist nursing. These services are supported by an onsite multidisciplinary team, comprising occupational therapists, physiotherapists and social workers. There is a visiting GP and pharmacy service.

2. Supporting Information

2.1 The net budget for Older People's directly provided bed and day services is £4.7m. The cost of the proposed new model of service provision will be £3.7m. The proposal will achieve savings of £1.087m. Details are set out in Appendix 1. The proposal set out in this report continues to include an NHS contribution to funding these services of £1,166,000.

2.2 Between April 2017 and April 2018, 87% of people who underwent the Milton rehabilitation or reablement programme were still living independently at home 91 days after discharge from Milton. This is a national measure for all health and social care systems.

2.3 Milton Grange also provides day services on the same site, which supports 114 clients who have mental health needs, predominantly dementia. The service is accessed 365 days per year and enables people to remain in their own homes by preventing social isolation and providing support to carers. A range of activities are provided to stimulate and improve cognitive function. There are 40 places available per day Monday to Friday and 25 at weekends. Milton Grange has the capacity to support up to 55 people per day.

2.4 Warwick House Day service in Seaford is a similar service supporting 42 clients who have mental health needs. This service operates Monday to Friday. There are 25 places per day with an average occupancy of 14.

2.5 People who access these services predominantly live in Eastbourne, Seaford and surrounding areas. Service Profiles are set out in Appendix 1.

3. Consultation Summary

3.1 In the consultation periods from 15th February to 25th April 2018 (Milton Grange and Firwood House) and 19th April to 28th May 2018 (Warwick House day services) a number of individual and collective consultation meetings took place. In addition, views were sought from a range of stakeholders by letter, telephone and email.

3.2 In excess of 830 comments or queries were received from people about Firwood House and Milton Grange intermediate care beds and Milton Grange and Warwick House day services, prior to and during the consultation period. In addition there were three consultation meetings held with clients and their representatives at the day services. We received a petition entitled 'Save Milton Grange and Firwood House!' with 10,080 signatures. Due to the number of signatures this petition was presented to County Council on 15th May 2018, and Council resolved "The County Council welcomes all views. The petition will be taken fully into account when Cabinet considers the outcome of the consultations and impact assessments on all the services affected on 26 June. This will ensure a fair and transparent approach to the difficult choices faced by the County Council". The petitioner will also be given the opportunity to address Cabinet. A petition against the day services savings was signed by 35 people.

3.3 In summary, users and their representatives and GPs were against the closure of the services, citing significant adverse impacts, including delayed transfers of care, increased costs as people may enter long term care in the absence of rehabilitation services, lack of commensurate provision in the independent sector and impacts on carers health and wellbeing.

3.4 Some of the overall themes from the consultation:

- These are essential services and reducing/closing them would negatively affect the vulnerable, older people who use them and their family and carers
- These are high quality services provided by friendly and supportive staff. Demand for these services is already high
- Organisations say it isn't possible to provide the same level of service at a cheaper cost.
- They give people time to regain their strength, rebuild their confidence and get help to make their home safe for their return
- They help take the pressure off Eastbourne District General Hospital and prevent bed blocking. Closing the services would increase people's length of stay in hospital and increase admissions and readmissions
- People would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted
- This would affect their ability to regain their independence, rebuild their confidence and to recover after a hospital stay or illness

- It will be more expensive in the long term for the Council, either because people need to use other services or end up in permanent residential care
- People value the fact that these are local Eastbourne services, making it easier to visit their relatives.

3.5 The consultation report setting out a summary and analysis of consultation responses can be found at Appendix 2 and all of the responses received during the public consultation are in the Members' and Cabinet Room for Members consideration.

4. Proposed changes to service provision

4.1 The proposal is to incorporate Firwood House intermediate care beds and Warwick House day services at Milton Grange, in one establishment. In order to achieve this, the following adjustments would be required to existing services:

- Firwood House intermediate care beds will close and this service will be provided from Milton Grange
- The day service provided from Warwick House will close and will be provided from Milton Grange
- Increased capacity in Milton Day Service to 55 places to accommodate clients from Warwick House. Based on current occupancy levels this is feasible and will create additional capacity if required.
- Re-provide part of the current Milton Grange mental health bed based service through a specialist day service. This will enable the service at Milton Grange to increase the generic intermediate care bed provision to 27 beds while retaining 10 specialist mental health beds
- Reduce the clients' average length of stay through robust management of throughput to increase capacity in Milton Grange

4.2 We have reviewed capacity to provide these services in the independent sector. While there are other bed based services available, they would be unable to meet the needs of people who require specialist rehabilitation and mental health bed based care.

4.3 Access to the beds will remain the same as currently in operation, that is, determined by individual need, with the majority of referrals coming from acute settings.

4.4 Periodically systems are under pressure and additional transitional bed capacity is required to maintain patient flows in and out of acute beds. For example, this can occur during the winter months. This proposal does not affect such arrangements and we will purchase additional capacity in partnership with the CCGs as per current practice.

4.5 This proposal will ensure continuity of services, supporting the whole system and will enable people to return to their own homes, without long term residential care or excessive home care packages.

4.6 Details of current and proposed service provision are set out in Appendix 3. The table below sets out the summarised financial implications of the proposed service provision.

	£	£	£
Combined budgets for Older People Directly Provided Services	3,558,000		
NHS CCG Funding	1,166,000		
Net Budget		4,724,000	
Less the Cost of the Proposed New Model		3,637,000	
Saving Available			1,087,000

5. Impact of delivering the proposed service changes

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equalities Impact assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 4. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full EqIAs and take their findings into consideration when determining these proposals.

5.2 The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers' services will also have a negative impact on carers and older people:

- Both Milton Grange and Warwick House provide services for older people, so any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue as well as physical needs associated with the ageing process.
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services.
- There are also cumulative effects on independent and voluntary sector care provision as a result of these proposals and the commissioned day services – placing extra stress on already limited services.

5.3 People who need to transfer to Milton Grange from Warwick House will be fully supported through the transition, for example through maintaining existing friendship groups, support with transport.

6. Conclusion and Recommendations

6.1 There is strong local support to retain the Firwood intermediate care beds and Warwick House day services. However, these can be re-provided more efficiently and effectively at Milton Grange whilst maintaining standards of care; retaining quality; retaining workforce expertise; and operating within the reduced budget.

6.2 Combining the Milton and Warwick House day services will provide a more cost effective service and ensure people are able to continue accessing an appropriate day service. Individuals will be supported through the transition of the services.

6.3 The proposal will continue to meet the needs of local people by providing a unique short term rehabilitation services, and also ameliorate the impacts on staff of compulsory redundancies.

6.4 Cabinet is therefore recommended to agree the recommendations.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Shane Heber, Head of Directly Provided Services (Older People)

Lead Member: Councillor Maynard

Local Member(s): Councillors Ungar, Swansborough and Lambert

BACKGROUND PAPERS:

Appendix 1: Profile of services, proposal summary, impact and changes made

Appendix 2: Consultation Report

Appendix 3: Current and proposed service provision for Intermediate Care Beds
Appendix 4: Equality impact assessment – summary

Profile of services, proposal summary, impact and changes made

Directly Provided Day Services												
2018-2019 net budget £ 914,000		Savings proposal £281,000										
Day services service profile	<p>156 people attend older peoples directly provided day services over a seven day period</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Location</th> <th style="text-align: left;">Service name</th> <th style="text-align: right;">No. people attending service</th> </tr> </thead> <tbody> <tr> <td>Seaford</td> <td>Warwick House Day Service</td> <td style="text-align: right;">42</td> </tr> <tr> <td>Eastbourne</td> <td>Milton Grange</td> <td style="text-align: right;">114</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • The majority of people who attend these services have a mental health need. 			Location	Service name	No. people attending service	Seaford	Warwick House Day Service	42	Eastbourne	Milton Grange	114
Location	Service name	No. people attending service										
Seaford	Warwick House Day Service	42										
Eastbourne	Milton Grange	114										
Proposal summary	<p>To close Warwick House Day Service and re-provide the Service at Milton Grange</p> <ul style="list-style-type: none"> • People who attend Warwick House would continue to receive the same level of service, at Milton Grange in Eastbourne. • Any additional transport requirements will be assessed and transport provided as appropriate. • Current friendship groups would be maintained. • People who currently attend Warwick House would have the opportunity to avail of a weekend service which is currently not provided at Warwick House. • Some staff from Warwick House would move to Milton Grange to maintain continuity of care. 											
Number of people affected and impacted by the proposal	<p>A total of 42 people attend day services at Warwick House and would therefore experience change and disruption to their service from ESCC.</p> <ul style="list-style-type: none"> • 27 people will have their journey time extended by 15 minutes or more • 22 people who attend Warwick House live with carers • The remaining 18 people live alone • There would be no impact on the 114 people who attend Milton Grange 											
Number of staff affected and impacted by the proposal	<p>There are 38 staff employed at Milton Grange and Warwick House</p> <ul style="list-style-type: none"> • The new amalgamated service at Milton Grange will require 24 staff • Therefore 14 staff will be affected by the proposed changes 											

Milton Grange and Firwood House Intermediate Care Beds Service

2018-2019 net budget £3.8m

Savings proposal £805,000

<p>Milton Grange and Firwood House Intermediate Care services</p>	<p>These services support people to recover following discharge from hospital or a period of ill health at home. The services provide a range of therapeutic interventions with a rehabilitative focus, to enable people to return to their own homes. In addition, Milton Grange provides specialist support for people who have mental health needs. These services help to facilitate timely discharges from hospital and prevent unnecessary hospital admissions.</p> <ul style="list-style-type: none"> • There is a total of 56 beds across the two services: Firwood House has 19 Generic Intermediate care beds. Milton Grange has 19 Generic Intermediate care beds. Milton Grange has 10 Mental Health (dementia) beds. Milton Grange has 8 Mental Health (depression, anxiety etc.) beds. • The services are regulated by the Care Quality Commission, with Milton Grange being rated as outstanding and Firwood House being rated as good. • Both services offer nursing care and are supported by visiting GP and pharmacy services. Physiotherapy, Occupational Therapy, Social Work and specialist Mental Health nursing support is also provided. • People who use these services tend to be older people who have a range of complex physical needs including the need for rehabilitation following surgery, nursing needs following a prolonged period of illness, recovery following falls etc. • People who have a dementia type illness or other mental health needs such as anxiety, depression, bi- polar disorder, are supported at Milton Grange. • The service is provided on a short term basis up to a maximum of six weeks • Between April 2017 and March 2018 a total of 442 people were supported by these services.
<p>Proposal summary</p>	<ul style="list-style-type: none"> • To close Firwood House and move all of the intermediate care bed service provision to Milton Grange. The proposal will provide support to the same number of people currently supported across the two services. • This will be achieved by reducing the average length of stay by four days from 32 to 28. • Providing some of the mental health services through a specialist day service will increase the number of generic intermediate care beds at

	Milton Grange to 27.
Number of people affected and impacted by the proposal	<p>As this is a short term service existing people who use the service will not be affected.</p> <ul style="list-style-type: none"> • The proposal will provide the same level of support as the current services and therefore no negative impact on future cohorts of people accessing these services is anticipated.
Number of staff affected and impacted by the proposal	<p>There are 175 staff employed across Milton Grange and Firwood House.</p> <ul style="list-style-type: none"> • The proposed staffing structure will required 104 Full time equivalent staff. • The 175 current staff equate to 143 full time equivalent posts. • There will therefore be a reduction of 39 full time equivalent posts. • Although a number of staff will be affected by this reduction it is difficult to say how many as many staff work part time.
Changes made in response to consultation feedback	<p>During the consultation a number of suggestions were made to reduce costs and these have now been implemented.</p> <p>The Consultation focused on three options:</p> <ol style="list-style-type: none"> 1 To close Firwood House and Warwick House and re- provide all services at Milton Grange. 2 To close Firwood House, Milton Grange and Warwick House and re- provide all services through independent sector providers. 3 To close Firwood House, Milton Grange and Warwick House and re- provide the bed services on a hospital site, and day services in the independent sector. <p>Feedback from the consultation indicated that the current proposal (option 1) was the preferred option.</p>

ASC savings consultation 2018

Older people's intermediate care and day services



Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and May 2018, focusing on older people's intermediate care and day services

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposals for older people's intermediate care and day services. We are proposing to spend less money on the services we run ourselves and those we commission other providers to run.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We started consulting on our savings proposals for older people's intermediate care and day services on 15 February. Updated information was published on 19 March with more details about the proposals for a number of services. As a result the consultation about Firwood House and Milton Grange closed on 25 April, while the consultation about the other four services (Charter Centre, Isabel Blackman Centre, Phoenix Centre and Warwick House) closed on 28 May.

Activity and events – day services

Event type	Details	Attendees
Consultation meeting	21 & 22 Feb, Milton Grange, Eastbourne	25
Consultation meeting	15 Mar, Warwick House, Seaford	22
Consultation meeting	10 Apr, Isabel Blackman Centre, Hastings	65
Consultation meeting	11 Apr, Charter Centre, Bexhill	22
Consultation meeting	13 Apr, Phoenix Centre, Lewes	140

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Feb-Apr, paper and online)	396
General survey about the savings (Feb-Apr, paper and online)	72
Updated day services surveys (Mar-May, paper and online)	147
Other feedback (Email, letter, call, video, feedback form)	Indiv: 163 Org or group: 8
Event or meeting	274
Total responses	1060

Other activity: We received a petition titled 'Save Milton Grange and Firwood House!' with 10,080 signatures on it and one against day services cuts signed by 35 people.

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

INTERMEDIATE CARE

Overall themes

- People and organisations disagree with the proposal to close these services and say it is a silly idea to even consider doing so.
- These are essential services and reducing/closing them would negatively affect the vulnerable, older people who use them and their family and carers.
- These are high-quality services provided by friendly and supportive staff. Demand for these services is already high.
- Organisations say it isn't possible to provide the same level of service at a cheaper cost.
- They give people time to regain their strength, rebuild their confidence and get help to make their home safe for their return.
- They help take the pressure off Eastbourne District General Hospital and prevent bed blocking. Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- People would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted.
- This would affect their ability to regain their independence, rebuild their confidence and recover after a hospital stay or illness.
- It would be more expensive in the long term for the Council, either because people would need to use other services or end up in permanent residential care.
- People value the fact that these are local Eastbourne services, making it easier to visit their relatives.
- The Council should innovate, look at combining these services, or look for savings from other departments and staffing.

Firwood House specific themes

- People said don't make savings here and that the current service works well.
- People value the rehabilitation it provides. It helps get people ready to go home and improve their independence.
- People said that access to a physio and support with exercising made the biggest difference in getting them ready to go home.

Milton Grange intermediate care specific themes

- People said the service shouldn't be closed and that it would be more expensive in the long term for the Council and the NHS.
- People value the rehabilitation that this high-quality service provides.
- It helps to get people ready to go home and improve their independence.
- Having a high-quality service with good support from staff made the biggest difference in getting people ready to go home. Access to assessments made a difference too.

DAY SERVICES

Overall themes

- People disagreed with, or are unhappy about, the proposals to cut funding for day services, although there weren't as many responses about the Charter Centre as the others.
- They say there is a lack of clarity around the savings and what is happening with services.
- Organisations said there is an increasing need for services like this for older people and those with dementia.
- Day services are a lifeline to older people. They provide routine, social contact, stimulation, and access to activities, and people really enjoy attending them.
- They are concerned that if the services close there wouldn't be any alternatives or that private sector services won't be as good.
- People said their family member would become increasingly isolated if they couldn't use the service and would be stuck at home.
- It could push people into decline or crisis and lead to the use of more expensive services.
- Families and carers save the government money. Closing the service would have a negative impact on their health and wellbeing too, and may mean they can't continue in their caring role.
- It would be a false economy, as there would still be community care costs to pay if people can't attend day services and some people might need more expensive residential care if they can't access day services.
- Publicise the day services more, make more money from them and charge for transport.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Milton Grange day service specific themes

- People value the social aspect and enjoyable activities that this essential and high-quality service offers to people living with dementia.
- People particularly value the fact that the service provides expert support for people

living with dementia and Parkinson's.

- Reducing or closing services would limit access for people living with dementia and Parkinson's and could accelerate their condition.

Isabel Blackman Centre specific themes

- The IBC is much more than just a day service. It is also a community building and lots of people and groups use it to access/provide activities and services.

Phoenix Centre specific themes

- People particularly value the fact that the service provides expert support for people with dementia and Parkinson's.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- The Phoenix Centre is much more than just a day service. It is also a community building and lots of people and groups use it to access/provide activities and services.
- Reducing or closing services would limit access to services for people living with dementia and Parkinson's and could accelerate their condition.

Warwick House specific themes

- The Council invested significant money in Warwick House and this excellent, purpose-built facility should not be wasted.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- People particularly value the fact that the service provides expert support for people with living dementia and Parkinson's.
- Reducing or closing services would limit access for people living with dementia and Parkinson's and could accelerate their condition.

Summary of themes by response method

Client and family surveys (original and updated)

Firwood House

Value most: People value the high-quality service that it offers. They praised the staff who are friendly and supportive. They said they value the rehabilitation it offers and that it is an essential service which helps to prevent bed blocking.

Biggest difference in getting ready to go home: People said that the support of helpful and caring staff made the biggest difference. Access to a physio and support with exercising are important. Having a high-quality service and getting help to go home are also important.

Suggestions: People said don't make savings here and suggested limiting the use of expensive agency staff.

If the service were to close how would people be affected: Eastbourne District General Hospital would be affected through increased bed blocking. It would have a negative impact on people who need this sort of support and their families and carers. There would be more pressure on the NHS locally and people may end up in care homes. Where would people go instead?

Any other comments: The service shouldn't be closed. It is a silly idea to consider closing a service that stops bed blocking. Eastbourne would lose a vital service.

Milton Grange intermediate care

Value most: People said that they value the high-quality service it provides. They praised the staff who are friendly and supportive. The service provides residential respite for carers and limits bed blocking at the hospital.

Biggest difference in getting ready to go home: Having a high-quality service with good support from staff. The service helped rebuild their confidence and gave them access to assessments. Time to regain their strength and get help to return home was important too.

Suggestions: People said don't make savings here and suggested limiting the use of expensive agency staff.

If the service were to close how would people be affected: Eastbourne District General Hospital would be affected through increased bed blocking. It would have a negative impact on people who need this sort of support and their families and carers. There would be more pressure on the NHS locally and people may end up in care homes. Where would people go instead?

Any other comments: The service shouldn't be closed. It is essential. Look at other areas for savings. Closing the service would cause bed blocking and Eastbourne would lose a vital service.

Milton Grange day services

Value most: The opportunity for carers to have some respite while the cared-for has access to a high-quality service. People value the social aspect and enjoyable activities that this service offers to people living with dementia.

Suggestions: People said don't make savings here and look at how the service can make an income by charging more and having realistic transport charges.

If the service were to close how would people be affected: It would have a negative impact on the family and carers of people who use the service, limiting their ability to have a break and possibly affecting their health. People would lose a service they consider a lifeline and they would miss the social aspect.

Any other comments: Families and carers save the government money and closing the service would have a negative impact on them as well as the client.

Other day services (Charter, IBC, Phoenix, Warwick)

Value most: People value the social aspect and the fact the activities stimulate the clients, particularly important for people with dementia and Parkinson's. The staff are good, people have access to refreshment and it provides respite for the carer.

Suggestions: Publicise the service and get more people using it. Cut management roles and look at making savings elsewhere. Raise money through things like renting the space out.

If the service were to close how would people be affected: People said their family member would become increasingly isolated and the family would be affected. Some said that there weren't any similar facilities available and there would be less dementia support available.

Any other comments: People said that it would be a false economy and older people need looking after.

General surveys (original and updated)

Intermediate care

Views on the proposal

- People talked about the benefit of the services and said it would be more expensive in the long term if they weren't available.
- The most vulnerable would be affected if these vital services were closed.
- Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- They disagree with the proposal to make savings from these services.

The impact of the proposal

- It would lead to the use of more expensive services and hospital stays in the long term.
- It would increase hospital length of stay and admissions/readmissions and affect people's ability to recover after a hospital stay or illness.
- These are vital services and closing them would put people at risk.

Suggestions

- Do things differently and innovate or look for savings in other departments instead.
- Cut management salaries and reduce staff working in management and support.

Day services

Views on the proposal

- People disagree with this vital service being cut.
- It would impact on vulnerable older people and increase the stress on carers.
- The respite the services offer is very important to carers.
- People had an issue with the consultation process or information.

The impact of the proposal

- It would be more expensive to meet people's need through support at home or in residential care if they could no longer remain at home.
- It would leave people isolated and push them into decline or crisis, particularly people with dementia and Parkinson's.
- It would remove an opportunity for social interaction and stimulation.

- A community resource would be lost in some cases (Phoenix Centre and IBC).

Suggestions

- Charge people more to use services.
- Comment about councillors' recent allowance increase.
- Look at fundraising opportunities for the services.

Other comments

- People said the communication was poor around the consultation about day services changes.

Other feedback via letter, email etc

Organisation and group feedback – intermediate care

Views on the proposal

- They are against the proposals and concerned about what would replace these services.
- The units provide an excellent service and are critical to the flow of the system.
- It isn't possible to provide the same level of service at a cheaper cost.
- Making savings here would simply increase the costs for other parts of the health and social care system.

The impact of the proposal

- Closing the units would lead to the loss of considerable expertise and have a negative impact on patient safety.
- Bed blocking would be increased in the NHS if these services are reduced.

Suggestions

- Understand and review the cost and impact on the whole health and social care system in making decisions.

Organisation and group feedback – day services

Views on the proposal

- There is an increasing need for services like this for older people and those with dementia.
- It's important to make the best use of Warwick House considering the investment that has been put into the service.
- It wasn't clear what is being proposed for Warwick House.
- Any commissioned services need to be financially sustainable and providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.

Individual feedback – intermediate care

Views on the proposal

- People disagree with the proposals and think it is ridiculous to consider closing these excellent and highly rated services.
- Demand for these rehabilitation services is already high.
- Both Milton Grange and Firwood House provide crucial services and reduce the pressure on NHS hospital and GP services.
- People praise the services and the staff who provide them, saying they provide a vital stepping stone to returning home after a hospital stay.
- They say the services helped their, or a family member's, recovery and made it

possible for them to return home after a hospital stay.

- The Council should not cut these intermediate care services and should work with the government to find the funds to keep them open.
- Eastbourne would lose vital services and people would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted.

The impact of the proposal

- People believe that the Council would face greater costs in the long term if it closes these services.
- It would increase the pressure on hospitals and GPs and the costs for the Council if people aren't able to return home and end up in residential care.
- It would impact on people's ability to maintain and regain their independence and confidence.
- The loss of residential respite services would make it harder for carers to continue in their role and could push people into residential care earlier than necessary.

Suggestions

- Raise Council tax and reduce expenses.
- Look to other departments for more savings.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Individual feedback – day services

Views on the proposal

- People disagree with the proposal to close day services, although there weren't as many responses about the Charter Centre as the others.
- They are angry and upset about these vital services reducing or closing.
- Day services are a lifeline to older people and give their family and carers a break. They also offer personal care.
- Day services provide routine, social contact, stimulation, and access to activities, and people really enjoy attending them.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- With an ageing population and increasing dementia diagnoses, the county needs more day services, not less.
- People particularly value the fact that the Phoenix Centre and Warwick House provide expert support for people with dementia and Parkinson's.
- The Phoenix Centre and Isabel Blackman Centre are much more than just day services. They are also community buildings and lots of people and groups use them to access/provide activities and services.
- The Council invested significant money in Warwick House and this excellent purpose-built facility should not be wasted.

The impact of the proposal

- People believe that the Council would face greater costs in the long term if it closes day services.
- There would still be community care costs to pay if people can't attend day services and some people might need more expensive residential care if they can't access day services.
- Reducing or closing services would limit access for people with dementia and

Parkinson's and could accelerate their condition.

- It would have a big impact on the health and wellbeing of carers and may mean they can't continue in that role.

Suggestions

- Publicise the day services more and get more people paying to use them.
- Charge people more for transport; to use the day service; or to use the service for more days.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Event feedback

Intermediate care

Views on the proposal

- This is a vital service that helps people regain their mobility.

Suggestions

- Combine the Milton Grange and Firwood House services on one site.
- Seek funding from other sources.
- Councillors should take pay cuts.

Day services (directly provided at Milton Grange and Warwick House)

Views on the proposal

- People value the highly skilled staff at both services.
- Carers need a break and the services offer a caring environment to the people who attend.
- They are concerned that if the services close there wouldn't be any alternatives or that private sector services won't be as good.
- What would happen to Warwick House, where the facilities were purpose built?

The impact of the proposal

- There would be other costs if the service were to close, such as people may have to go into more expensive long-term care.

Suggestions

- Charge more money for services and transport to day services.
- Increase occupancy through better promotion of the service and faster access to the service.
- Limit the amount of change for people with dementia. If Warwick House closes, then everyone should move to the same service.

Day services (commissioned at Charter, IBC and Phoenix)

Views on the proposal

- Praise was given to the three services and the staff who work there.
- The services stop people becoming isolated and stuck at home.
- Day services provide a respite opportunity for carers.
- Other day services have already closed, so there is less and less available.
- It would be more expensive in the long term if services reduce or close, as people would need more care at home or end up in residential care.

- People are concerned about the constant reviews the services face.

Suggestions

- Promote the services and get more people paying to use them.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

Intermediate care

“These facilities have considerable expertise at supporting vulnerable people. If they were closed there is a huge safety issue and a risk that this expertise could be lost and the care provided compromised.”

“We are concerned that the closure of these two institutions compromises patient safety and would add extra cost to the health and social care system through increased cost of care of social care at home or institutions, and in an increased number of hospital bed days.”

Day services (directly provided at Milton Grange and Warwick House)

“We are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development, both revenue and capital, and its excellent location in the centre of Seaford and the many health and care needs of its residents.”

Day services (commissioned at Charter, IBC and Phoenix)

“Any commissioned services also need to be financially sustainable. Private sector and third sector providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.”

“The ARCC centres ... have recently closed. When ESCC closed Pinehill many promises were made about support for individuals with conditions like Dementia and Parkinson’s. Sadly these undertakings have not been kept. The recent ESCC Dementia Service report say Day centres are needed.”

Individual comments including clients, carers, staff and the public

Intermediate care

“Knowing your family member is being cared for in a safe and caring environment. Receiving rehabilitation from talented professionals to enable a return to home life after their confidence, which has undoubtedly been eroded after ... a long hospital stay has been restored.”

“This was the only place where a 94 year old man outside of hospital and any type of homecare support could be encouraged to overcome his feebleness and participate in a positive and active way and over 12 weeks they worked miracles. They gave him a reason for living.”

“The service ensures beds remain free for patients in the hospital. It is friendly, welcoming and provides good care for those unable to return to independent living. The residential care is exemplary.”

“It was an opportunity for my mother to get the appropriate care following a stroke and empowering her to quickly to work towards getting back home. The nursing care was there

to meet her immediate needs following the stroke but allowing her to be out of hospital and on the road to recovery.”

“To lose two homes within the town would be devastating to the area which has a large elderly population who are in need of post op care. It would have been impossible for a member of [the] family to have cared for my mother as much as she was at Firwood.”

“Everyone would be affected. More people would need to go into expensive Residential or Nursing EMI which would cost the local authority millions. More people would be unsafe at home. The hospital would be overloaded and bed blocking would occur.”

“Having recently experienced the excellent service provided to my uncle by both of these establishments I was astonished to hear of the proposed closure. If you have not visited either of these buildings I suggest you do so and see for yourself what a superb job they do.”

“I understand there is a huge push towards community-based rehab, however our clients are the ones who are not able to return home immediately and need 24/7 supervision. We achieve significant gains in 6 weeks to allow more independence of the clients and thus less strain on the already scarce care resources in the community.”

“Once she was no longer in need of medical care, but not in a position to return home, she was basically being ignored by hospital staff... Once she got to Milton Grange all that changed. Back into the daily routine of getting up, getting dressed, caring for herself, coupled with the social interaction and mental stimulation, she was soon able to return home. At the same time a precious bed at the DGH was free for someone else.”

Day services (directly provided at Milton Grange and Warwick House)

“Service is wonderful and gives him a reason to get up in the morning.”

“Very good value for money.”

“Day care services organised by East Sussex are much more effective than some of the privately run ones. They have more specialism and are not just ‘baby minding’.”

“On a personal note my [relative] will be on her own from 9 in [the] morning to 6 in [the] evening Monday to Friday. She cannot cook for herself without being at risk and lack of social interaction and stimulation will accelerate her dementia.”

“Our activities include, exercise, well we sit in the chairs but we do move, music and singing, puzzles, quiz, group crosswords and other activities to stimulate us. I do love the chitter chatter I have with others also. It is like home from home, the staff go out of their way to ensure we are all happy, enjoying the benefits of the interaction, and meeting people. I call this my club, not a day centre, it’s MY CLUB.”

“Warwick House is a lifeline to me, it keeps me functioning, as able as I can be, and happy, my dementia is stable but without this who knows.”

“He has rediscovered his passion for drawing and painting. Since attending... his mental health has greatly improved and it has given him something to look forward to.”

“Secondly, her memory has improved and continues to do so. The activities at WH and the inclusion in a community has stimulated my Mum’s brain and her Alzheimer’s has stabilized. This is amazing. She was going downhill quite quickly and this miraculous turnaround started with the activities, specialized care and kindness that Warwick House and its staff provides.”

“Closing Warwick House would have a detrimental impact on council budgets as there would be a greater need for individual at-home care, then rather in a community setting.”

Day services (commissioned at Charter, IBC and Phoenix)

“We still need day care to enable community interaction with others and to feel part of the community. A PA is not always appropriate as can still be isolating with that one person as not meeting other people.”

“It’s very good here; the staff are all very good. We would be isolated at home if we couldn’t come here and [it] helps give carers some respite.”

“My [relative] has been coming here 5 years for carers respite, we need this help and maybe more contribution towards the cost would help.”

“I’m a different person since coming here, the staff have helped me, I’m more confident and my health has improved. I can help volunteer.”

“My [relative] attends twice a week and she wants to feed back what she gets from the Phoenix Centre – enrichment, creativity, distraction from health problems, independence, and safety.”

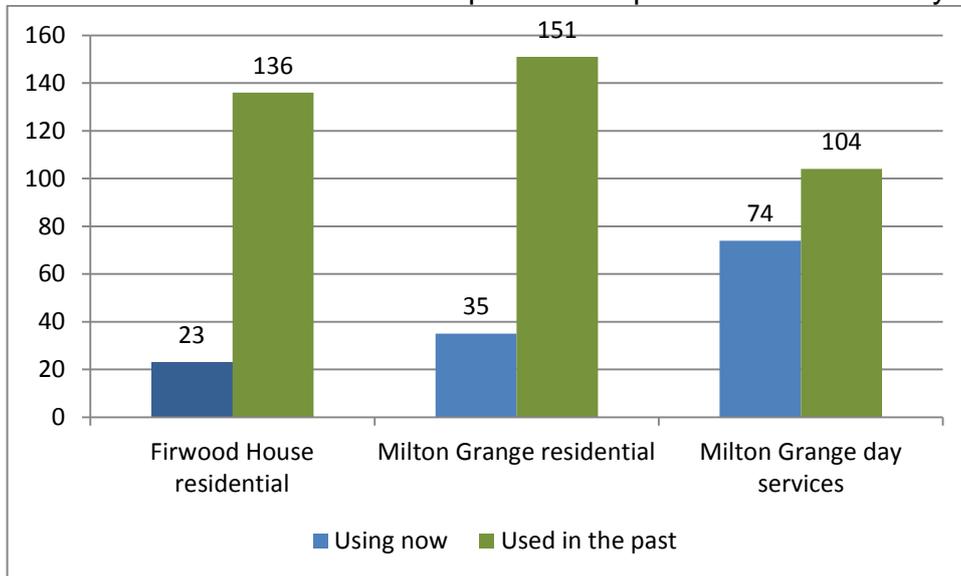
“The centre could be opened to more families and children as an intergenerational community hub as there are known benefits to this model, including preventing reliance on more expensive services plus [it is] one way to reduce the bed blocking in hospitals.”

Appendix 1: Client and family surveys (Feb-Apr)

This is taken from the original intermediate care and day services consultation which ran from March to May.

Please tell us which service you, or your family member, uses or has used:

Please note that this was a multiple choice question and not everyone answered the question.



What do you value most about the service? (365 answered)

Firwood House

Top theme: The thing that people most value about Firwood House is the fact that it offers a high-quality service.

The other key themes were:

- Praise for the staff who provide the service and are friendly and supportive.
- People value the rehabilitation that the service provides.
- This is an essential service which helps to prevent bed blocking at the hospitals.
- Praise for the service and how it is run.
- The service supports people to recover after a hospital admission and gets them ready to go home.
- It works with people to improve their independence.
- People value the fact that it is a local service in Eastbourne, which means that it is easier to visit their family and friends during their recovery.
- The service takes the pressure off Eastbourne District General Hospital.

Milton Grange intermediate care

Top theme: The thing that people most value about Milton Grange is the fact that it offers a high-quality service.

The other key themes were:

- Praise for the staff who provide the service and are friendly and supportive.
- People said the service prevents bed blocking.
- People value the rehabilitation that the service provides.
- People praise the service and how it is run.
- This is an essential service.
- People value the fact that it is a local service in Eastbourne, which means that it is easier to visit their family and friends during their recovery.
- People value the social aspects of the service.
- It provides a vital service in a safe environment.

- The service helps prevent bed blocking at the hospitals.

Milton Grange day services

Top theme: People value the opportunity to have some respite from their caring role and for the person they care for to experience a high-quality service.

The other key themes were:

- People value the social aspect of the service and the fact that it provides activities that people living with dementia enjoy taking part in.
- People praise the staff who provide the service.
- People value the fact that it provides a safe environment and offers activities for people living with dementia.
- This is an essential service for clients and for their families and carers.
- People praise the service.

If you have used the residential services, what has made the biggest difference in getting you ready to go home safely? (212 answered)

Firwood House

Top theme: People said that the support of helpful and caring staff made the biggest difference.

The other key themes were:

- Access to a physio and support with exercising are important.
- People said it is a high-quality service which gives people the chance to go back home and not into a care home.
- The service helps people to rebuild their confidence and gives them time to regain their strength.
- They get support to walk again.
- It gives them time and helps to get their home ready and safe to go back to, with adaptations and equipment.

Milton Grange intermediate care

Top theme: People said having a high-quality service with good support from staff made the biggest difference.

- The service helped to rebuild their confidence.
- Having access to an assessment made a big difference.
- This service gave them time to regain their strength and time/help to get their home ready and safe to go back to, with adaptations and equipment.
- The service gives people the chance to go home and not to a care home.
- Access to a physio and support with exercising was important.

Do you have any suggestions about how we could change the current service to make savings? (363 answered)

Firwood House

97 people said 'No', while 52 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- They commented on Council spending in other areas.
- They said this is an essential service.
- Stop using expensive agency staff.

Milton Grange intermediate care

122 people said 'No', while 51 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- People commented on other Council spending.
- Stop using expensive agency staff.

Milton Grange day services

107 people said 'No', while 48 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- They suggested charging for some usage and getting more people who can pay using the service.
- People commented on other Council spending.

If the services were to close, how would you, or people like you, be affected? (370 answered)

Firwood House

Top theme: People were concerned about the impact on Eastbourne District General Hospital and the increased bed blocking closing this service would cause.

The other key themes were:

- People would be stuck in hospital for longer.
- It would have a negative impact on patients and the families and carers of people who need this sort of service.
- It would increase the pressure and costs for NHS services in the area.
- People asked where people would go instead.
- People would end up in care homes in either the short or long term.

Milton Grange intermediate care

Top theme: People were concerned about the impact on Eastbourne District General Hospital and the increased bed blocking closing this service would cause.

The other key themes were:

- It would have a negative impact on patients and the families and carers of people who need this sort of service.
- It would increase the pressure and costs for NHS services in the area.
- People asked where people would go instead.
- People would end up in care homes in either the short or long term.

Milton Grange day services

Top theme: People are concerned about how the family and carers of people who use the service would be affected by the loss of the service.

The other key themes were:

- People could end up in care homes if services reduce in the community.
- Clients would miss the social aspect of the service.
- It would affect carers' ability to have a break and could have a negative impact on their health.

Do you have any other comments about these proposals? (368 answered)

Firwood House

33 people said 'No', while 114 said 'Yes'.

Top theme: People are against the idea and said the service shouldn't be closed.

The other key themes were:

- It is a silly idea to close them.
- Closing the service would cause bed blocking at the hospitals.
- Eastbourne would lose an essential service.

Milton Grange intermediate care

51 people said 'No', while 117 said 'Yes'.

Top theme: People are against the idea and said the service shouldn't be closed.

The other key themes were:

- This is an essential service.
- The Council should find savings in other areas of the budget instead.
- Closing the service would cause bed blocking at the hospitals.
- Eastbourne would lose a vital service.
- It would be more expensive in the long run, adding costs to the NHS or pushing people towards residential services.
- It is a silly idea and would have a negative impact on patients who need this service.

Milton Grange day services

47 people said 'No', while 113 said 'Yes'.

Top theme: People said the service shouldn't be closed.

The other key themes were:

- Closing the service would have a negative impact on the client and their family.
- It would be more expensive and people would end up in care homes if they can't stay at home.

Appendix 2: Client and family surveys (Mar-May)

This is taken from the updated day services consultation which ran from March to May.

Please tell us which service you, or your family member, uses or has used:

Please note that this was a multiple choice question.

	Charter	IBC	Phoenix	Warwick
Using now	1	38	13	3
Used in the past	1	9	4	1

What do you value most about the service? (67 answered)

Top theme: People value the social aspect and the fact the activities stimulate the clients, which is particularly important for people with dementia and Parkinson's.

The other key themes were:

- The staff are good.
- People have access to refreshment.
- It provides respite for the carer.
- The service offers personal care to clients too.
- The service keeps them safe and people value the fact it is convenient and gives them a routine.
- Travel is offered to the service.
- Access is easy to the building.
- It is an essential service and reduces isolation.

Do you have any suggestions about how we could change the current service to make savings?

36 people said 'No', while 20 said 'Yes'.

Top theme: Publicise the service and get more people using it.

The other key themes were:

- They are against changes to the service.
- Cut management roles at the Council.
- The austerity agenda is wrong.
- Look at making savings elsewhere.
- Raise money through things like renting the space out.

If the services were to close, how would you, or people like you, be affected? (66 answered)

Top theme: People said their family member would become increasingly isolated and the family would be affected.

The other key themes were:

- Some said that there aren't any similar facilities available.
- There would be less dementia support available.
- People would be angry and there would be a negative impact.

Do you have any other comments about these proposals?

17 people said 'No', while 34 said 'Yes'.

Top theme: People said that it would be a false economy and older people need looking after.

The other key themes were:

- The facility is great.
- Families would suffer.
- There is no other service like this.

Appendix 3: General survey (Feb-Apr)

All the data in this section shows responses for people who ticked to say that they were providing a comment about these savings areas (72 people) and not everyone who filled in the general survey (over 700 people).

This is taken from the original consultation survey that ran from February to April.

Are you completing the survey as: (72 answered)

Please note that this was a multiple choice question.

Intermediate care

Answer option	Count
A family member or friend of someone who uses social care services	12
An employee of a health or social care organisation	15
A member of the public	24
A group or forum (providing an official response)	0
An organisation (providing an official response)	1
Other (please explain below)	1
Not Answered	2

Day services

Answer option	Count
A family member or friend of someone who uses social care services	9
An employee of a health or social care organisation	10
A member of the public	19
A group or forum (providing an official response)	0
An organisation (providing an official response)	2
Other (please explain below)	5
Not Answered	2

If you are providing an official organisation or group response, please tell us your:

Intermediate care

The following organisations and groups provided a response through the survey:

- Sussex Community Development Association

Day services

The following organisations and groups provided a response through the survey:

- Friends of Lewes Society
- Sussex Community Development Association

What do you think about our savings proposals? (68 answered)

Intermediate care

Top theme: People talked about the benefit of the services, and the fact that the most vulnerable would be affected, and they said that it would be more expensive in the long term if they weren't available.

The other key themes were:

- Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- They disagree with the proposal to make savings from these vital services.
- They are unhappy or angry that the proposal has even been made.

Day services

Top theme: It would be more expensive in the long term.

The other key themes were:

- The service benefits the client.
- It would impact on older people.
- It would increase the stress on carers.
- People raised an issue with the consultation process or information.
- They have worked and paid their taxes and deserve to get the support they need.
- It would have a negative impact on the quality of life for the client and their family and carers.

How would people and organisations be affected by the proposals? (64 answered)

Intermediate care

Top theme: It would lead to the use of more expensive services and hospital stays in the long term.

The other key themes were:

- It would increase the length of hospital stays and increase admissions/readmissions.
- These are vital services and closing them would put people at risk.
- It would impact on people's health and their ability to recover after a hospital stay or illness.
- It would increase the pressure on NHS services and other statutory services.

Day services

Top theme: It would lead to the use of more expensive services and leave people isolated.

The other key themes were:

- It would increase the stress on carers and have a negative impact on them.
- It would have a negative impact on older people, pushing them into decline or crisis.
- It would remove an opportunity for social interaction and stimulation.

Do you have any suggestions for alternative ways of making the savings? (66 answered)

Intermediate care

Top theme: Do things differently and innovate or look for savings in other departments instead.

The other key themes were:

- Reduce the staff working in management and support.
- Cut management salaries to make savings.
- Comment about councillors' recent allowance increase.

Day services

Top theme: Charge people more to use services.

The other key themes were:

- Do things differently and innovate.
- Comment about councillors' recent allowance increase.
- Look for savings in other departments instead.
- Reduce management and support staffing numbers.

Do you have any other comments about the proposals?

Intermediate care

30 people ticked 'No', while 19 ticked 'Yes'. There weren't any key themes.

Day services

21 people ticked 'No', while 19 ticked 'Yes'.

Top theme: People said the communication was poor around the consultation about day services changes.

Appendix 4: General survey (Mar-May)

This is taken from the updated day services consultation which ran from March to May. Some of the responses were generally about older people's day services, but the majority of people focused their comments on one or two day centres.

- Isabel Blackman Centre: 22 responses
- Warwick House: 19 responses
- Phoenix Centre: 10 responses
- Charter Centre: 1 response

Are you completing the survey as: (78 answered)

Please note that this was a multiple choice question.

Answer option	Count
A family member or friend of someone who uses social care services	25
An employee of a health or social care organisation	5
A member of the public	53
A group or forum (providing an official response)	3
An organisation (providing an official response)	2
Other (please explain below)	9

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- etcsussex Dementia Day service
- Lewes Area Access Group
- The Magdalen & Lasher Charities

What do you think about our savings proposals? (74 answered)

Top theme: People disagree with the proposal to make savings in this area.

The other key themes were:

- These are vital services for day services clients and offer them many benefits.
- The most vulnerable would be affected.
- It would impact on carers and their ability to have a break.
- It would be upsetting for the clients, who benefit from using the service.
- They are concerned about the proposals.
- The respite the services offer is very important to carers.
- It would impact on the community if this resource was removed. This was particularly mentioned in relation to the Phoenix Centre.
- Comment on councillors' recent allowance increase.
- It would have a negative impact on people with dementia and Parkinson's.
- It would be more expensive to meet people's need through support at home or in residential care if they could no longer remain at home.

How would people and organisations be affected by the proposals? (74 answered)

Top theme: It would leave people isolated if they couldn't use these services, particularly people with dementia who can't get out on their own.

The other key themes were:

- People talked about the benefits of the services to people who use them.
- Reducing or cutting these services could worsen or cause mental health issues.

- It would impact on carers and increase the stress on them.
- It would make people more vulnerable and put them at risk.
- It would lead to the use of more expensive services and hospital stays.
- The respite opportunities for carers would be reduced.
- It would put more pressure on statutory organisations.

Do you have any suggestions for alternative ways of making the savings? (68 answered)

Top theme: Comment about the councillors' recent allowance increase and cutting that.

The other key themes were:

- Look for savings elsewhere in the Council budget.
- Cut management salaries.
- Reduce Council expenses.
- Look for savings from other parts of the adult social care budget.
- Charge people more to use services.
- Other fundraising for social care (charitable or lottery).

Do you have any other comments about the proposals?

41 people ticked 'No', while 33 ticked 'Yes'.

Top theme: People said they are unhappy about the proposed cuts.

The other key themes were:

- Be mindful about the impact of cuts when you are making decisions.
- Make the savings in other ways.
- These proposals would impact on families and there is a need for these services.

Appendix 5: About you questions

The first two sections of data provide the About You responses collected across the client/family survey and the general surveys in the February to April survey. The third set of data covers the combined data for the updated day services for both the client/family survey and the general survey.

Feb to Apr client and family survey

Gender

	Respondents		Census
Male	102	26%	48%
Female	266	67%	52%
Prefer not to say	16	4%	N/A
Not answered	12	3%	N/A

Transgender

One person identified as transgender, while 333 (84%) answered 'no' and 31 chose prefer not to say. The rest (31) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	4	1%	7.3%
25-34	9	2%	9.6%
35-44	37	9%	12.5%
45-54	62	16%	14.2%
55-59	41	10%	6.3%
60-64	55	14%	7.5%
65-74	81	20%	11.2%
75+	65	16%	11.6%
Not answered	42	11%	N/A

Ethnicity

	Respondents		Census
White British	341	86%	98%
White Irish	3	1%	
White Gypsy/Roma	1	0.3%	
White Irish Traveller	0	0%	
White other	5	1%	
Mixed White and Black Caribbean	1	0.3%	0.5%
Mixed White and Black African	1	0.3%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	1	0.3%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	1	0.3%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	1	0.3%	
Other ethnic group	0	0%	
Prefer not to say	16	4%	N/A
Not Answered	25	6%	n/a

Disability

91 (23%) respondents consider themselves to be disabled, while 264 (67%) don't and 19 chose prefer not to say. The rest (22) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	51	13%
Sensory impairment (hearing and sight)	25	6%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	37	9%
Mental health condition	33	8%
Learning disability	3	1%
Other	7	2%
Prefer not to say	10	3%

Religion

177 (45%) respondents consider themselves to have a religion or belief, while 156 (39%) do not, and 42 chose prefer not to say. The rest (21) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	178	45%	60%
Buddhist	1	0.3%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	4	1%	0.7%
Not answered	213	54%	

Sexuality

	Respondents	
Bi/Bisexual	4	1%
Heterosexual/Straight	295	74%
Gay woman/Lesbian	2	1%
Gay Man	2	1%
Other	2	1%
Prefer not to say	52	13%
Not answered	39	10%

Marriage or civil partnership

229 (58%) respondents are married or in a civil partnership, while 104 (26%) are not and 38 chose prefer not to say. The rest (25) did not answer the question.

February to April general survey

Gender

	Respondents		Census
Male	22	31%	48%
Female	44	61%	52%
Prefer not to say	4	6%	N/A
Not answered	2	3%	N/A

Transgender

One person identified as transgender, while 65 (90%) answered 'no' and 3 chose prefer not to say. The rest (3) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	6	8%	9.6%
35-44	8	11%	12.5%
45-54	18	25%	14.2%
55-59	9	13%	6.3%
60-64	10	14%	7.5%
65-74	9	13%	11.2%
75+	7	10%	11.6%
Not answered	5	7%	N/A

Ethnicity

	Respondents		Census
White British	60	83%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	1	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	1	1%	
Mixed other	1	1%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	1	1%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	4	6%	N/A
Not Answered	3	4%	n/a

Disability

12 (17%) respondents consider themselves to be disabled, while 54 (75%) don't and 4 chose prefer not to say. The rest (2) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	6	8%
Sensory impairment (hearing and sight)	1	1%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	6	8%
Mental health condition	5	7%
Learning disability	2	3%
Other	1	1%
Prefer not to say	3	4%

Religion

32 (44%) respondents consider themselves to have a religion or belief, while 31 (43%) do not, and 7 chose prefer not to say. The rest (2) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	30	42%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	1	1%	0.8%
Sikh	0	0%	0%
Other	1	1%	0.7%
Not answered	40	56%	

Sexuality

	Respondents	
Bi/Bisexual	2	3%
Heterosexual/Straight	56	78%
Gay woman/Lesbian	0	0%
Gay Man	1	1%
Other	0	0%
Prefer not to say	9	13%
Not answered	4	6%

Marriage or civil partnership

43 (60%) respondents are married or in a civil partnership, while 17 (24%) are not and 10 chose prefer not to say. The rest (2) did not answer the question.

March to May general and client surveys

Gender

	Respondents		Census
Male	45	31%	48%
Female	85	58%	52%
Prefer not to say	4	3%	N/A
Not answered	13	9%	N/A

Transgender

No one identified as transgender, while 118 (80%) answered 'no' and 6 chose prefer not to say. The rest (23) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	0	0%	9.6%
35-44	4	3%	12.5%
45-54	22	15%	14.2%
55-59	2	1%	6.3%
60-64	22	15%	7.5%
65-74	31	21%	11.2%
75+	39	27%	11.6%
Not answered	27	18%	N/A

Ethnicity

	Respondents		Census
White British	114	78%	98%
White Irish	2	1%	
White Gypsy/Roma	1	1%	
White Irish Traveller	0	0%	
White other	2	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	2	1%	
Asian or Asian British Indian	0	0%	0.6%

Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	1	1%	
Prefer not to say	6	4%	N/A
Not Answered	18	12%	n/a

Disability

44 (30%) respondents consider themselves to be disabled, while 74 (50%) don't and 9 chose prefer not to say. The rest (20) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	31	21%
Sensory impairment (hearing and sight)	14	10%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	16	11%
Mental health condition	14	10%
Learning disability	5	3%
Other	4	3%
Prefer not to say	2	1%

Religion

58 (39%) respondents consider themselves to have a religion or belief, while 62 (42%) do not, and 12 chose prefer not to say. The rest (15) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	54	37%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	3	2%	0.7%
Not answered	90	61%	

Sexuality

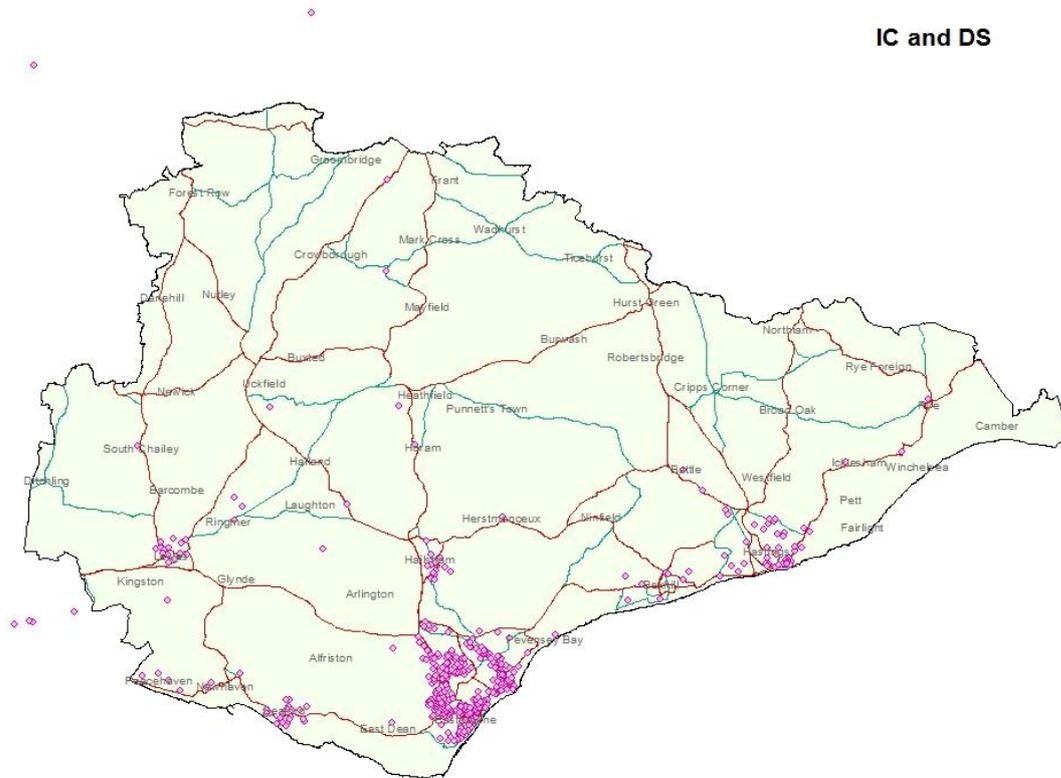
	Respondents	
Bi/Bisexual	1	1%
Heterosexual/Straight	99	67%
Gay woman/Lesbian	1	1%
Gay Man	4	3%
Other	2	1%
Prefer not to say	20	14%
Not answered	20	14%

Marriage or civil partnership

72 (49%) respondents are married or in a civil partnership, while 42 (29%) are not and 15 chose prefer not to say. The rest (18) did not answer the question.

Appendix 6: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client and general, both the original and the updated survey). Of the 552 people who shared their views about these proposals and provided their post code, a total of 475 were mappable.



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 7: Other feedback

Organisation and group feedback

The following organisations provided feedback about the intermediate care and day services proposals:

- 1) Arlington Parish Council
- 2) Brightside Surgery
- 3) East Sussex Area Branch UNISON
- 4) Eastbourne Borough Council
- 5) Eastbourne GP Practices Group
- 6) Eastbourne, Hailsham and Seaford and Hastings and Rother Clinical Commissioning Groups
- 7) Hastings Old Town Residents' Association
- 8) Public video

Key themes – intermediate care

The overall themes were:

- They are against the proposed closure of the units, although many recognise the financial pressures that the Council is facing.
- Looking at more efficient use of resources makes sense, but simple cost cutting of services like these risks making the situation worse.
- The units provide an excellent service and the staff working there have considerable expertise.
- The services are critical to the flow of the system and people being supported to leave hospital in a timely way.
- The services help people to regain and maintain their independence.

The key concerns were:

- What would be available in place of these services and would it be as good as what is currently provided at Milton Grange and Firwood House?
- That it isn't possible to provide the same level of support at a cheaper cost.
- That making savings here would simply increase the cost for other parts of the health and social care system.

The key impacts were:

- Considerable expertise would be lost if the units were to close.
- Concern about the impact on patient safety if these services weren't available.
- There is a risk of bed blocking being increased if service provision is reduced.

The key suggestions were:

- Understand and review the cost and impact on the whole health and social care system in making decisions.

Key themes – day services (directly provided at Milton Grange and Warwick House)

The overall themes were:

- Recognise the need to make savings and to make the best use of resources.
- It's important to make the best use possible of Warwick House considering the investment of resources that went into the service.
- The services support people to maintain their independence within the community.

The key concerns were:

- There is an increasing need for services for older people with dementia and increasing frailty in the county.

- What was being proposed for Warwick House, as this wasn't clear in the consultation information.

Day services (commissioned at Charter, IBC and Phoenix)

The overall themes were:

- Services have continuously been under threat of closure.
- Organisations are against the closures.
- Meeting the needs of people in other ways could cost more or lead to them needing to use more expensive services.
- Other day services in the area have closed, making the current service more critical.
- The ESCC dementia service report says that day centres are needed.
- Reducing or closing the service would impact on families and carers. This would increase the costs in meeting people's needs.
- Any commissioned services need to be financially sustainable and providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0012	February	Email	Arlington Parish Council
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • While understanding that further economies are required, they feel that this sector is one of the last suitable places to make them. • They are in support of keeping Milton Grange and Firwood House open. • Social care is in considerable difficulty generally and this affects the NHS. • Any piecemeal reduction in services can only make the problem worse. • As part of a fundamental rationalisation of the whole sector, looking to make more efficient use of resources could be of benefit, but simple cost cutting risks making the situation worse. 			
Code: Org0013	March	Email	Eastbourne Borough Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the 			

proposals in the medium and longer term.

Accommodation-based housing support services

- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children's and adult services).
- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.

Community-based housing support services

- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly opposes this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher-cost services in the health and social care sectors, including both adult social care and children's services.

Older people's day services

- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.

- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.
- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.

DESSS

- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group, which focuses on the need to support people facing extreme financial difficulties.

Code: Org0023	April	Letter	Brightside Surgery	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposed closure of these services.
- The units give excellent care to patients and they don't want them to close.
- They have considerable expertise which could be lost.
- If they were closed, what would be put in place instead?
- They cannot see how it would be possible to provide the same level of support at a cheaper cost.
- They are concerned about the impact on patient safety and the increased cost to other parts of the health and social care system if they were to close.

Code: Org0030	April	Letter	Eastbourne, Hailsham and Seaford and Hastings and Rother Clinical Commissioning Groups	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They recognise the challenging context for health and social care.
- The entire statutory sector locally is dealing with funding pressures or deficits.
- It would be helpful to understand the proportionality of the savings required for adult social care in the context of the Council's overall budget and savings proposals.
- Difficult decisions will need to be made and some services that support prevention, independence and wellbeing are being considered as part of the savings proposals.
- They understand that it is not fully possible to mitigate these proposals.
- For them, services that support people in the local communities and out of hospital in a timely way are critical to people being supported to remain as independent as possible, and to the flow of the system.
- The proposals relating to intermediate care, day services and the Stroke Recovery Service are therefore of particular note.
- They are keen to work together to review the impact and cost of the proposals on the system as a whole and quantify how people would be affected.

Code: Org0035	April	Letter	Eastbourne GP Practices Group	
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposed closure of these services.
- The units give excellent care to patients and they don't want them to close.
- They have considerable expertise which could be lost.
- If they were closed, what would be put in place instead?
- They cannot see how it would be possible to provide the same level of support at a cheaper cost.
- They are concerned about the impact on patient safety and the increased cost to other parts of the health and social care system if they were to close.
- The Council is a key member of the ESBT Alliance, one aim of which is to share costs across the system.
- They therefore encourage strategic discussion across ESBT about the impact on the system of the proposed closures.

Code: Org0015	April	Letter	East Sussex Area Branch UNISON	
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

Note: This summary focuses on the elements of the response that relate to the public consultation proposals.

- They are concerned about the proposals for staffing reductions and how that would impact on clients and services.
- The packs provided to staff are confusing, particularly the Warwick House information where it wasn't clear these were even included at an earlier stage.
- There is a risk of bed blocking being created by reductions to service provision and commissioning teams.
- What would happen to learning disability clients who won't receive any community support under the plans? Staff often have strong relationships in this sort of service, so this would affect them too.
- The reduction in hours for learning disability day services staff would make it hard to retain this staff group under the current way it is planned.
- They believe the impact on staff and clients affected by the proposals would have a consequence for service delivery elsewhere, for statutory services both locally and nationally.
- They are concerned about the increased risk the proposals would put clients under and that the most vulnerable would be affected by what happens.

Code: Org0044	May		Video		Public video
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)		LD dps & residential
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)		Stroke Recovery Service

Summary

- They are against cuts to day services for older people.
- Phoenix Centre is under threat for the second time in a couple of years.
- They are worried about Warwick House, where they say that families would be bereft without the services it provides.
- Two speakers speak about the benefits to their relative of attending Warwick House.
- There would also be a big impact on carers and families if the service was reduced or stopped.
- The day services also provide important things like access to personal care.
- Closing these services would be short sighted. They are fighting against this happening.

Code: Org0045	May		Letter		Hastings Old Town Residents' Association
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)		LD dps & residential
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)		Stroke Recovery Service

Summary

- This is the fourth time that the Isabel Blackman Centre has been under threat of closure.
- Hastings is home to some of the most needy people in the county and a needs profile should have been produced.
- Meeting the needs of people using the services in other ways would cost more money and deliver a poorer level of support.
- The current service is excellent.
- There has been little detailed financial information offered and previous exercises of things like cost-benefit analysis are still relevant.
- The ARCC centres (Activities, Respite, Rehabilitation Care Centre) in the area have recently closed.
- When other services have closed in the past promises have been made about support for people with dementia and Parkinson's, but this hasn't happened.
- The ESCC dementia service report says that day centres are needed.
- Reducing or closing the service would impact on families and carers. This would increase the costs in meeting people's needs.
- The centre has recently been supported by a family trust. This sort of fundraising and activities should be encouraged.
- They urge the Council to find other ways to limit savings, including using the reserves.

Individual feedback

About the feedback	
Number of respondents:	163
When it was received:	Before the consultation: 73 February: 8 March: 18 April: 47 May: 17
How it was received:	Email: 83 Feedback form: 21 Letter: 58 Phone: 1
Who it was from:	Carer: 23 Councillor/MP: 2 Client: 12 Employee: 10 Family/friend: 51 Resident: 64 Other: 1

Key themes

The overall themes were:

- People disagree with the proposal to close all these intermediate care and day services, although there are few comments about the Charter Centre.
- They think it is ridiculous to even consider closing intermediate care services, while they are angry and upset about closures to day services.
- Demand for these intermediate care services is already high.
- Milton Grange has an enviable reputation of providing respite care for people with dementia.
- Firwood House is genuinely recognised as one of the best rehabilitative homes in the region and plays a crucial role in reducing the numbers of elderly, frail people overstaying their time at DGH.
- Day services provide a lifeline to older people and the opportunity to have a break to their family and carers.
- People particularly value the fact that the Phoenix Centre and Warwick House provide expert support to people with dementia and Parkinson's.
- They, a relative or friend, has used the intermediate care services which are excellent services delivery by friendly and caring staff.
- The intermediate care services helped their recovery and made it possible for them to return home after a hospital stay.

- The intermediate care services provide a vital stepping stone between clinical services and getting back home.
- Day services provide social contact and stimulation and people really enjoy attending them.
- Older people, particularly those with dementia and Parkinson's, often attend regularly during the week and this enables them to continue living in the community.
- People value the access day services sometimes provide to personal care support.
- Older people need the routine of day services to help them function.
- The Phoenix Centre and Isabel Blackman Centre are much more than just day services. They are community buildings and lots of people and groups use them to access/provide activities and services.
- The Council invested significant money in Warwick House and this excellent purpose-built facility should not be wasted.
- The Council should not cut these intermediate care services and should work with the government to find the funds to keep them open.

The key concerns were:

- The loss of essential services to Eastbourne and the impact on family and friends' ability to visit people during their rehabilitation.
- Access to the physiotherapy and exercise would be lost if the intermediate care services closed.
- People wouldn't have access to assessments and the time they need to get their home adapted ready to go home.
- With an ageing population and increasing dementia diagnosis, the county needs these intermediate care and day services.
- Day services enrich the lives of older people, particularly those with dementia and Parkinson's, and people deserve to be able to access these services.
- Closing any of these services would be short-sighted and a false economy.
- People are concerned what would happen to the buildings if services closed.
- What would happen to people if the intermediate care services weren't available?
- If the services reduced or closed, skilled and caring staff would be lost.
- Day services are sparse in the county and have closed over the years.

The key impacts were:

- People believe that the Council would face greater costs in the long term if it closes any of these services.
- If they closed people would face longer hospital stays and the NHS would see increased bed blocking, particularly at Eastbourne District General Hospital.
- There would be more pressure on GP services to fill the gaps.
- More people would end up unnecessarily in care homes in the short and longer term, which would be upsetting for them and their families and more expensive for adult social care.
- It would impact on people's ability to maintain and regain their independence and confidence.
- Closing the intermediate care services would impact on the family of people who need this support.
- If day services reduce or are closed it would limit access to valuable services and could lead to a decline in the condition of people with dementia, and increase isolation for people who can't access services.

- Reducing or closing day services would have a big impact on carers and may make it harder or impossible for them to continue in their caring role.

Suggestions:

- Publicise the day services more and get more people paying to use them.
- Raise Council tax and reduce expenses.
- Look to other departments for more savings.
- Charge people more for transport, to use the day service or to use the service for more days.
- Make money from renting the building out to groups and organisations.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Appendix 8: Events feedback

Key themes – intermediate care

The overall themes were:

- The rehabilitation offered by the service is vital and helps people to regain their mobility.

Suggestions:

- Combine the Milton Grange and Firwood House services on one site.
- Seek funding from other sources, such as the NHS and the National Lottery grants.
- Councillors should take pay cuts.

Key themes – day services (directly provided)

The overall themes were:

- People value the highly skilled staff at both services.
- Milton Grange is very good value for money.
- People are happy and engaged at Milton Grange day services.
- Warwick House reduces stress for carers by providing a safe and caring environment.
- Carers need a break and like the fact that the Milton Grange service cares for their relative well.
- Milton Grange provides stimulus and encouragement to engage in activities.

The key concerns were:

- That services would just be taken away and people would be left without any service.
- That the decision to close the services has already been made.
- About the alternative services that would be available in the private sector, whether there are any and whether they can provide an equivalent service.
- What would happen to Warwick House if the service stopped, as it is purpose built for day services.
- That people with dementia don't respond well to change.

The key impacts were:

- There would be other costs if the service were to close, such as people may have to go into more expensive long-term care.

Suggestions:

- Increase occupancy through better promotion of the service and faster access to the service.
- Let people pay to attend for extra days at Warwick House.
- Charge more money to attend day services at Milton Grange.
- Look at Milton Grange transport costs and make changes such as using volunteer drivers or charging people more for this part of the service.
- Seek funding from other sources for Milton Grange, such as the NHS and the National Lottery grants.
- Staff could set themselves up as a limited company and run the Milton Grange service.
- If Warwick House were to close and people had to move to a new service, they should go to the same one to limit the amount of change they have to cope with.
- Before making a decision consider the opportunity costs, direct operational costs and the costs of longer-term care.
- Councillors should take pay cuts.
- Make savings in back office staffing costs.

Key themes – day services (commissioned)

The overall themes were:

- Praise for the three services and the staff who work there.
- The services stop people becoming isolated and stuck at home.
- Day services provide a respite opportunity for carers.
- Other day services have already closed, so there is less and less available.
- The Charter Centre day services are needed and help people to feel part of the community.
- The Phoenix Centre provides key support to people with dementia.
- The foot clinic at Phoenix provides important care and stops unnecessary hospital visits.

The key concerns were:

- It would be more expensive in the long term if services reduce or close, as people would need more care at home or end up in residential care.
- About the constant reviews the services face and the ongoing reductions in attendees.
- That there aren't any equivalent services available locally if the Charter Centre was to close.
- That the Charter Centre isn't getting the referrals it needs to be sustainable.
- About the other organisations that use or rent the Phoenix Centre.

Suggestions:

- Promote the services and get more people paying to use them.
- Look at reducing the transport costs to the Charter Centre.
- Generating income from the Phoenix Centre in other ways.
- Turn the Phoenix Centre into an intergenerational hub.
- Combine the Charter Centre with another service, like the Isabel Blackman Centre.

Milton Grange – 21 & 22 February

Please note that some of the timeline has changed since the meeting.

Purpose of the Meeting

AF explained the purpose of the meeting was to give some background information about the review of Milton Grange day service and provide those attending with an opportunity to give their views and ask questions.

AF confirmed that a copy of the minutes would be sent to all clients and their representatives to ensure those who are unable to attend are kept fully informed.

AF provided some background information:

East Sussex County Council needs to make savings of 17 million pounds over the next 12 months of which Adult Social Care needs to contribute 10 million pounds. In order to achieve these savings a wide range of services are being reviewed including Milton Grange and Firwood House. The savings target for Milton Grange and Firwood House is 1.2 million pounds.

AF said she is aware that one of the options highlighted in the media is closure but added that other options are being considered and stressed that no final decision will be made until the cabinet meeting which takes place on the 5th of June 2018.

From the 14th of February until mid-April a 10-week public consultation is taking place which covers all of Adult Social Care services across East Sussex County Council. During this consultation the public are invited to give their suggestions, views and feedback – this is for the whole community, not just those who use the services. The consultation form can be completed online. Alternatively, JP has printed some paper copies which are available. This feedback is very important and will enable all views to be considered by the Cabinet in order to assist them in making their final decision.

Discussion

During both meetings a number of questions were asked and concerns raised. These are summarised below:

Attendees raised concerns regarding services being taken away.

AF said she was aware that this is an anxious time for people but stressed that no decision would be made until all the feedback had been heard and all options considered.

Attendees queried how these financial savings could be made as there would be other costs if the service was to close, some people felt that without day services their relatives would have to go to long term care which would be much more expensive.

AF said that the review will look at options to deliver the savings and that proposals will go to Councillors for the decision. Proposals will consider any cost implications if the service was to close.

Attendees queried how £1.2 million pounds can be saved.

A number of suggestions were made as follows:

- Managers are looking at all aspects of the service to identify areas where savings can be made, including transport routes being considered as well as making more use of pool cars and utilising taxis to their full capacity.
- A number of attendees recognised that Milton Grange was very good value for money compared to other options and said they would be 'willing to pay more'.
- Attendees proposed that client transport costs and charges ought to be considered.
- A suggestion was put forward to combine Milton Grange and Firwood House on one site.
- Funding from other organisations including the NHS and National Lottery was suggested.

- Use of volunteer drivers.
- Staff could set themselves up as a limited company and run the service.
- Attendees suggested that councillors should take pay cuts.

AF confirmed that all of these suggestions would be considered as part of the review. AF stressed that as part of the consultation it was really important that everyone gave their ideas for savings as well as what they would be willing to compromise to retain the services.

Attendees asked what service was provided by Firwood House and Milton Grange bed services.

AF explained that Milton Grange Bed Services provides Intermediate Care with Nursing as well as specialist mental health Intermediate Care to enable people to return home following a period of rehabilitation. The service is provided to support people following a discharge from hospital or to people from the community to prevent an admission to hospital. Firwood House is a similar service which offers specialist Intermediate Care with Nursing. Occupancy for the Bed Services is approximately 90-95%.

Further discussion included Milton Grange's Bed Services and how valuable this has been to clients. One attendee in particular advised her husband had a better level of mobility following a stay at Milton Grange and felt that the rehabilitation offered was vital.

Attendees queried the rumour that Milton Grange may be sold to a private company.

AF said that this was a rumour and she is not aware of any plans of this nature.

Many attendees gave their views on the service as follows:

- One person said that [their relative] has been coming to Milton Grange for [a long time] and she is angry at even the thought of closure
- 'Carers need a break and our relatives are very happy here'
- 'Staff are very highly skilled and very well trained'
- 'Service is wonderful and gives him a reason to get up in the morning'
- 'Stimulus provided is excellent, encouragement to engage in activities'
- 'People are motivated by staff'
- 'Staff care for the relatives as well'
- 'We can feel confident our relatives are happy here and well cared for'
- 'Very good value for money'
- 'A lot of people don't even think about social care until it affects them'

One client gave a speech, commending the services provided by a 'highly skilled and caring staff', and stated it was difficult to understand why the service was on the list for closure and what would happen to staff and clients if the service was to close? He urged those making decisions 'for compassion for all clients who attend the service and for all staff that work here'.

Attendees expressed concern that the decision to close may have already been made.

AF reassured people that this was not the case and no decision would be made until the 5th June when Councillors would make the final decision at cabinet.

Attendees queried what other options would be available if closure was to happen.

AF advised that if it was to come to closure then they would have a duty to support clients to find alternatives, and that individuals' needs would be reviewed in order to find appropriate alternatives.

Attendees queried whether local MPs were interested in helping and shared with each

other that there was a lot of support from Stephen Lloyd who could be contacted via facebook.

AF said that a letter will be sent to all clients and their representatives and will include a link to the online consultation on the ESCC website and a copy of the minutes from the consultation meetings. Once proposals are clearer, further meetings will be arranged in order to discuss developments. Attendees felt it was very helpful to have these meetings. AF and SH thanked everyone for their time.

Warwick House - 15 March

Purpose of the Meeting

AF explained the purpose of the meeting was to give some background information about the review of Warwick House Day Service and provide those attending with an opportunity to give their views and ask questions.

AF confirmed that a copy of the minutes would be sent to all clients and their representatives to ensure those who are unable to attend are kept fully informed.

AF provided some background information:

East Sussex County Council needs to make savings of 17 million pounds over the next 12 months of which Adult Social Care needs to contribute around 10 million pounds. In order to achieve these savings a wide range of services are being reviewed, including Warwick House.

AF said all options are being considered and stressed that no final decision will be made until the cabinet meeting which takes place on the 26th of June 2018.

From the 19th March until 28th May a 10-week public consultation is taking place. During this consultation the public are invited to give their suggestions, views and feedback – this is for the whole community, not just those who use the services. The consultation form can be completed online. Alternatively, ... DPS managers will ensure some paper copies are available at Warwick House. This feedback is very important and will enable all views to be considered by the Cabinet in order to assist them in making their final decision.

Discussion

During the meeting a number of questions were asked and concerns raised. These are summarised below:

Attendees raised concerns regarding services being taken away if the service closes.

AF said she was aware that this is an anxious time for people but stressed that no decision would be made until all the feedback had been heard and all options considered.

Attendees queried how these financial savings could be made as there would be other costs if the service was to close; staff would have to be paid unemployment benefit and their skills would be lost. Some attendees asked for a financial breakdown of the true costs of the service recognising that for example the £2 charge for transport was not very realistic. They expressed a wish to understand where there were losses and where savings could be made. Consequently, a breakdown of the costs is included below:

Warwick House Day Services 2017-18	Budget
	£
Employee Costs	318,700
Premises Related Costs	39,100
Transport Related Costs	59,000
Supplies & Services	28,000
Customer & Client Receipts*	- 102,000
Total Net Expenditure	342,800

* income from customers and clients was based on an average attendance of 25 people per day. Actual attendance is averaging at 14 people per day so the income is lower at £93,800

Several people expressed their appreciation of the staff team stating they were highly skilled and second to none.

One person stated she had been informed by her local MP that the decision had already been made.

AF emphasised that this was not the case and that a decision would not be made until the cabinet meeting in June.

A couple of people mentioned that they had been in contact with the local media including the Argos and local radio and they would be speaking to their MP.

Concern was expressed about services being re provided in the independent sector. It was felt that this would be no more than a “baby Minding service” and that staff in the private sector did not have the training or expertise required to deliver the service.

Some people suggested the savings could be made elsewhere for example in admin and management and office roles.

AF assured everyone present that a wide range of roles are being considered as part of this process including administration and management.

Some attendees were concerned about the building as Warwick House was purpose built and designed to do the job of caring for clients.

SH and AF said this was not known at present.

Several attendees spoke of how the service at Warwick house supported them, helping to alleviate stress, providing a safe and caring environment and highlighted that people with dementia do not respond well to change, and suggested that if they have to go to an alternative service that the stay together.

A number of suggestions were put forward as to how savings could be made as follows:

- Fewer Managers and Administrators.
- To get a government grant like Lewes (this referred to the “Lewes Promenade”).
- Take less time to get an assessment so the service can be accessed faster which would increase occupancy.
- Consider the opportunity costs, the direct operational costs and the costs of longer-term care.
- Better advertising and promotion of the service.
- Being able to pay for extra days.

AF and SH thanked everyone for attending and said they would keep people informed of developments as the review progressed.

Charter Centre - 11 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Question: The service at the Charter Centre has already reduced how many more cuts?

Answer: We need to consider the best way to provide day services that meets people's needs within a reduced budget.

Q: A lot of money is wasted on taxis – why not have a mini bus?

A: There are different cost-effective ways to look at transport and buses can be equally expensive to run and operate.

Attendee comment: It's better for people to remain in their own homes, much more expensive in residential care, it's a false economy.

Attendee comment: There is no other day care in Bexhill to meet high needs. The staff are marvellous, well trained and can meet various needs.

Q: I look after my husband 24/7, the Charter Centre is a welcome break, and I get peace of mind as I know he will be well looked after. I value the one day respite. What else would be provided if not here?

A: There is a duty and responsibility to meet people's individual care and support needs, including carers and this will include considering if there are other alternative support services to meet people's needs.

Attendee comment: My [relative] comes twice a week and all her needs are met, Charter Centre is the best possible option and she has a good time here.

Attendee comment: The Learning Disability team looked at alternative services but nothing was available.

Attendee comment: This is the only day I come; I use ambulance transport (Wealden transport). I would be stuck at home all week if I didn't come here.

Q: What is the cost of keeping reviewing services, it seems to happen a lot?

A: The review is in response to the financial circumstances, pressure on the community care budget and savings that need to be found. Day services are very expensive and the centre is not full, people are not choosing this type of service.

Attendee comment: There is a lunch club in Bexhill which is run by older volunteers and can't get new staff. There are clients there that should be attending the Charter Centre.

Attendee comment: Cost is an issue for many people – somebody new was interested and visited but declined to pay the £54 a day price.

Q: What does it cost a day?

A: The cost to the client is £54 but the actual cost of the service per day is a lot more to cover the building and transport costs funded by ESCC.

Attendee comment: Residents of Thalia House – five of the residents (100 residents in the flats) visit the centre and come for our lunch. They are very good facilities and the staff are wonderful. We could encourage more people to attend.

Attendee comment: Always seems to be Adult Social Care that has to find the savings even with council tax increases.

A: Central Government are not funding councils.

Attendee comment: Many care homes closed in Hastings. Please don't close this centre.

Q: Which day services are proposed to close?

A: Not proposing to close any, however five of the council-supported day centres including; IBC, Warwick House (Seaford), Charter Centre, Phoenix Centre and Milton Grange (Eastbourne) are all being reviewed.

Attendee comment: Two services could be put together e.g. Charter & IBC, the bus would be available and the two could be combined to use the same building. There is only 6 miles between the centre but can't be on the bus more than one hour.

Attendee comment: We have new landlords. Could a rent reduction be considered to help with reducing cost?

Attendee comment: We used to have over 100 clients attend the day centre and as we have been under review over time the numbers have reduced.

Q: Why are we not getting the referrals – the carers' breaks service is not referring either?

A: It's likely that the funding is not available via the community care budget.

Q: Is the Charter Centre being advertised? Only the people with highest needs are getting funded. Maybe some of the senior staff jobs can be looked at?

A: Adult Social Care staff know about the centre and management jobs are being reduced.

Q: There has been a lot of building work done and money spent on the centre – were they necessary?

A: Money spent on renovations is spent from a different budget. The building needs to work better as a whole.

Attendee comment: We still need day care to enable community interaction with others and to feel part of the community, a PA is not always appropriate as can still be isolating with that one person as not meeting other people.

The Council closed the meeting and thanked everybody for their time and valuable contribution.

Isabel Blackman Centre – 10 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Question: Is this a done deal, what can we do to keep IBC open?

A: It is not a done deal; we need to consider the best way to provide day services that meets people's needs within a reduced budget.

Q: What do you propose if IBC closes?

A: Need to explore if there are any alternatives and to take note of the importance to people's individual needs and including caring respite. IBC is not always full and we need to understand the reasons for this.

Attendee comment: It's very good here; the staff are all very good. We would be isolated at home if we couldn't come here and helps give carers some respite.

Attendee comment: Come here 5 days a week' there is nice food, good company – not fair for government to shut us down.

Q: Pinehill shut and so we came here – what will happen to people who use this service?

A: If services closes all clients would have individual reviews to look at their needs this would include their carers. Alternative provision will be looked at before the day services closes.

Attendee comment: My [relative] has been coming here five years for carers respite, we need this help and maybe more contribution towards the cost would help.

Attendee comment: What about Bevan's promise to care "from cradle to grave".

Attendee comment: The centre is open seven days a week; we go out on trips, excellent staff and activities. It helps reduce loneliness and poor mental health.

Q: As the representative from the GMB Union, please can you confirm the consultation dates? IBC is a vital service and makes people's lives better. We need to know what the budget is for IBC and to understand what the other options might be, plus the cost of any replacement to help people make decisions, otherwise we are at a disadvantage.

A: From the 19th March until 28th May a 10-week public consultation is taking place. People can take place in a variety of ways. All costs will be considered and this will need to be presented to council cabinet in June 2018.

Attendee comment: As the chair of the Old Town Association – this is the fourth time that IBC has been at risk of closure. What are the reasons it should close. There are many facilities including bathing, the current management are excellent and the IBC serves a unique poverty profile in Hastings. It is crucial that we have more information to inform the consultation and a needs profile must be considered.

A: An Equality Impact Assessment (EIA) will be completed to look at all needs including demography, deprivation, the impact on protective characteristics, this includes carers, disability and future demand.

Q: Will we see the EIA?

A: Yes, this will be available alongside the cabinet papers in June.

Attendee comment: Day care in Rye has already closed, can't close this as well. I am very happy here and have lots of friend that attend also.

Attendee comment: Perhaps there is money available from a small trust that can help with the costs.

Q: The Government say they have no money but I think they have. How much has the council got in reserves?

A: Unable to answer this.

Attendee comment: Please use microphones for future meetings as unable to hear.

A: Noted and apologies.

Attendee comment: Carers save the Government a lot of money. The Prime Minister is not helping the elderly and disabled. The IBC provides carers respite.

Q: Is the increased council tax for Adult Social Care (ASC)?

A: Yes and work has been done to look at ways to reduce savings in ASC already.

Attendee comment: Last time IBC went out to tender and SCDA won the contract and have made an excellent job. The boss comes out every day to see everybody. If it closes there will be the cost of providing care in people's own homes. The new dementia service set up 2nd April states day centres are needed.

Q: We would like assurance from cabinet members that they have looked at the levels of deprivation in Hastings – can they visit to see the great work here? The council leader lives in [removed] – could we invite him to visit?

A: You can contact your own MP to ask them to visit and have your say about the centre.

Attendee comment: I'm a different person since coming here, the staff have helped me, I'm more confident and my health has improved. I can help volunteer.

Attendee comment: IBC helps prevent crisis in the community, helps check and monitor people's health and wellbeing every week inc. health appointments if not available it would be more expensive to resolve health issues and impact on the hospitals.

The meeting was closed and everybody was thanked for their time and valuable contribution.

Phoenix Centre – 13 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Q: Why is the consultation closing on a Bank Holiday (BH)?

A: Comments received on a BH will be processed.

Q: Council Cabinet could overturn the decision.

A: Full council is required to make financial decisions.

Q: This is a vital service for carer respite and I would have lost my job if it had not been for the Phoenix Centre. I have given feedback in past consultations; why is the council consulting again?

A: More financial savings are required again this year and need to look at ways to re-configure services.

Q: The number of people who have attended the meeting today is an indication of the importance and necessity of the centre. What is the cost and are there alternatives available?

A: £90 a day and the centre is under-occupied. We need to reduce costs.

Attendee comment: The building could be let out to generate income – explore third sector funding.

Q: What political party dominates council Cabinet? The MP is not present.

A: Conservatives.

Q: Why are so many council-owned properties left standing open empty?

A: Many are sold off and a list can be provided to show where properties have been sold.

Attendee comment: St Nicolas day centre has reduced its service, need to keep Phoenix open. I volunteer here.

A: Not proposing to cut the service need to look at all day care as a whole.

Attendee comment: My [relative] attends twice a week and she wants to feed back what she gets from the Phoenix Centre – enrichment, creativity, distraction from health problems, independence, and safety. The staff are amazing and centre is superb. My [other relative] receives respite as her carer and has no worries while she is here. Third party carers would not be accepted. I've given up a career to look after my parents or my mum would go into care.

Savings ideas they have are – to have more paying clients, train more in-house staff and therapeutic activities, centralise administration support, relocate to a smaller premises, outsource the food provision. The Government need to provide more funding.

Attendee comment: Had various professionals involved but not one ever mentioned or promoted the Phoenix Centre. It's not advertised in the GP centres.

Attendee comment: Previous councillor campaigned against the closure of Harvard Rd in Ringmer. A new care/ nursing home is now open and the cost is up to £2,000 a night so £90 a day is a good price.

Day services provide respite care for the carers and reduce carer breakdown. There would be an added cost. There is an increasing older population in the area. These are not savings, they are cuts and there is money available.

Q: Have there been any estimates on the potential increased cost of individuals' packages of care to meet high care needs if they were not receiving day care?

A: The Centre is not closing but there are cheaper ways to provide day services approximate cost is £55 a day. Need to increase occupancy and work with business partners to have an effective business model for the future.

Q: The Council treats older people like the poor relation – has ESCC made a strong petition to central government? Has there been a march outside Downing Street?

A: It is important to ensure your message is shared with elected members. Campaigning at both national levels with the Stand Up for East Sussex Campaign and via the Association of

Directors of Adult Social Services to government demonstrating that more funding is needed even to maintain current levels of funding. Council have to operate in a budget set by elected members. Saving proposals can be opened to challenge.

Attendee comment: Are you aware 40 other organisations rent this building?

Attendee comment: Dementia Action Alliance is supported by SCDA. People with dementia access support at the centre including essential peer support.

Q: Is the Council signed up to supporting people with their personal independence payments and other benefits?

A: Yes, within the dementia guide service and through welfare and benefit support projects.

Attendee comment: Transport for people can be difficult and a challenge but is much needed for the benefit for people to get out.

Attendee comment: Warwick House in Seaford is well used and covers the Havens. If you cut services there will be nothing left but damage to civilized society.

A: The value, importance and benefit of services is known and understood. Demand on the system is greater and unable to operate as it currently stands.

Attendee comment: The centre could be opened to more families and children as an intergenerational community hub, as there are known benefits to this model, including preventing reliance on more expensive services plus one way to reduce the bed blocking in hospitals.

Attendee comment: The centre was reconfigured two to three years ago and SCDA has created more opportunities for people. Council is stuck as they need to generate income as there is less funding from the government and this has dropped over the years.

We want our MP to know what is going on as this is a disgrace to the community to be constantly threatened.

A: It is important to have the dialogue in the right place and with the right people.

Attendee comment: The foot clinic provided at the centre helps to prevent more expensive hospital care.

Attendee comment: The repeated possibility of closure does not help anybody including Home Works – higher future costs inevitable. Have your say to your MP and cabinet members.

Q: Why are Milton Grange and Firwood House included in the cabinet papers as a proposal to close?

A: All services are being looked at as a whole as some provide a range of support. £59,000 of savings are required this year. It is therefore important to look at all day care provision services across the county.

Attendee comment: Need to raise awareness of the centre and the cognitive stimulation it provides with excellent staff. Carer respite and meeting high care needs. Use GPs to advertise more.

Attendee comment: This is a fantastic facility for my [relative] it enables me to go to work as long days' respite are provided with amazing food.

Attendee comment: Use it or lose it – need more people to pay. Patient participation group held here, the facilities of the centre could be used more. We need more information to help decide as part of the consultation. Could planning permissions regulations and processes help keep the building open?

The meeting was closed and everybody was thanked for their time and valuable contributions.

Current and proposed service provision for Intermediate Care Beds.

Table 1: Milton Grange and Firwood House Generic intermediate Care Beds – Actual 2017/18 (38 beds -19 beds at Firwood House and 19 beds at Milton Grange)

	Milton	Firwood	Total
Max Bed Nights Available	6935	6935	13870
Actual Bed Nights Available	6829	6482	13311
Bed Nights Used	6041	5752	11793
Occupancy	88%	89%	89%
Total number of clients	136	198	334
Total Length of Stay (days)	5070	5738	10808
Average length of Stay (days)	37	29	32

Table 2: :Milton Grange Generic Intermediate Care Beds – Proposal (27 beds- 19 beds plus 8 additional beds, formerly mental health)

	Milton	Firwood	Total
Max Bed Nights Available	9855	-	9855
Bed Nights Available (95% Occupancy)	9362	-	9362
Target Average Length of Stay (days)	28	-	28
Total number of clients	334	-	334

Summary: Between April 2017 and March 2018 there were 38 Generic Intermediate Care beds available at Firwood House and Milton Grange. A total of **334** people received a Generic Intermediate care service. The combined occupancy was 89% and the average length of stay was 32 days.

(Table 1)

The new model proposes 27 Generic Intermediate Care beds at Milton Grange. To provide the additional 8 beds, some of the mental health service will be provided through a specialist day service. The proposal is to provide a Generic Intermediate Care service to **334** people. This will be achieved by increasing the occupancy level to 95% and reducing the average length of stay to 28 days (**Table 2**). To facilitate this there will be an increase in the number of therapy assistants and increased social work support to expedite discharges home.

Table 3: Milton Organic Mental Health Intermediate Care Beds – Actual 17/18 (10 Beds)

	Milton
Max Bed Nights Available	3650
Actual Bed Nights Available	3598
Bed Nights Used	3134
Occupancy	87%
Total number of clients	55
Total Length of Stay (days)	3234
Average length of Stay (days)	59

Summary: Between April 2017 and March 2018 a total of **55** people received a mental health Intermediate Care service (dementia) at Milton Grange. The Occupancy was 87% and the average length of stay was 59 days. **(Table 3)**. There are no proposed changes to the number of beds providing this service. However, by increasing occupancy to 95% and reducing average length of stay to 28 days it is anticipated that a total of **124** people can be supported by this service. **(Table 4)**. To facilitate this there will be an increase in the number of therapy assistants and increased social work support to expedite discharges home.

Table 4: Milton Organic Mental Health I/C Beds - Proposal (10 Beds)

	Milton
Max Bed Nights Available	3650
Bed Nights Available (95% Occupancy)	3468
Target Average Length of Stay (days)	28
Total number of clients	124

Table 5: Milton Functional Mental Health Intermediate Care Beds - Actual 2017/18 (8 Beds)

	Milton
Max Bed Nights Available	2920
Actual Bed Nights Available	2867
Bed Nights Used	2460
Occupancy	86%
Total number of clients	52
Total Length of Stay (days)	2617
Average length of Stay (days)	50

Table 6: Milton Functional Mental Health Day Care - Proposal (10 Places, Mon - Sun)

	Milton
Max number of places available	3650
Target length of Engagement (days)	42
Total number of clients	86

Summary: Between April 2017 and March 2018 52 people with a functional mental health need (i.e. depression, anxiety, schizophrenia, bi-polar disorder etc.) received a bed based Mental Health Intermediate care service at Milton Grange. The occupancy was 86% and the average length of stay was 50 days. **(Table 5)**.

The new model proposes to provide this service through a discreet, specialist day service located at Milton Grange. The service will operate 7 days per week and there will be 10 places available. This is an increase of 2 on the bed capacity. As people will be already living at home it is anticipated that the length of engagement will be 42 days. It is therefore anticipated that support will be provided to a total of 86 people. To facilitate this process the service will be supported by a specialist team of therapy assistants, mental health nurses and mental health occupational therapists.

Conclusion:

The current and proposed service provision is summarised in Table 7. By improving efficiency, increasing occupancy and managing the flow through the service it is anticipated that there will be an increase in the number of people supported. This will be achieved by the use of specialist staff and increased support to manage admissions and discharges.

Table7 Current and proposed numbers of people

Service	Number of people currently supported	Number of people to be supported in the proposed new model	Difference
Generic Intermediate Care Service	334	334	–
Mental Health Intermediate Care Dementia Service	55	124	+ 69
Functional Mental Health Intermediate Care Service	52	86	+34
Total	441	544	+103

Equality impact assessment – summary report for RPPR Older People’s DPS Day Services

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council’s website.

Date of assessment update: May 2018

Manager(s) name: Shane Heber **Role:** Head of Service, Older People’s DPS

Impact assessment:

East Sussex County Council is reviewing the day service provided by Milton Grange and Warwick House in order to deliver savings. The review will look at the impact of closure or other savings options such as re-provision. This review is closely linked to a related review of commissioned day services and intermediate care beds at Milton Grange and Firwood House.

Summary of findings:

The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers services will also have a negative impact on carers and older people.

- Both Milton Grange and Warwick House provide services for older people, so any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue as well as physical needs associated with the ageing process.
- Potential changes would result in an increase in anxiety and distress for older people with dementia and mental health conditions due to reduced capacity for specialised support and increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care.
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services.
- There were also related potential effects on race and sexuality for clients, although it is acknowledged that these issues relate to access to services in general, rather than the proposals specifically. These have been assessed as neutral but addressed in the mitigations where possible.
- There are also cumulative effects on independent and voluntary sector care provision as a result of these proposals and the commissioned day services – placing extra stress on already limited services.

Summary of recommendations and key points of action plan:

- Any proposed re-provision of service will aim to keep clients grouped together where possible, and will work with clients and their families/carers individually to manage change at a pace that is appropriate.
- Commissioning of suitable alternative services should existing services cease.
- Any cultural or lifestyle issues will be reflected in client’s care plans and should re-provision of service happen, be discussed appropriately with providers.

Groups that this project or service will impact upon

	Positive	Negative	Neutral
Age		x	
Disability		x	
Ethnicity			x
Gender/Transgender			x
Marriage or Civil partnership			x
Pregnancy and Maternity			x
Religion/Belief			x
Sexual Orientation			x
Other (inc. carers/rurality etc)		x	
All			

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Older People's Commissioned Day Services**
Purpose of Report: **To consider the proposals for commissioned older people's day services**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to continue the model of service at the Phoenix Centre and to re-tender;**
 - 2. agree to close the services delivered through the Charter Centre and Isabel Blackman Centre and re-commission this care in the Independent Sector; and**
 - 3. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 Adult Social Care currently funds older people's day care places for over 330 clients in over 30 different services across East Sussex. These places are primarily individually purchased at an agreed rate with no additional cost, other than transport.

1.2 The exceptions to this pattern of service are the services provided by Sussex Community Development Association (SCDA) who were awarded the tender to deliver older people's day services at the Charter Centre in Bexhill, Isabel Blackman Centre in Hastings and the Phoenix Centre in Lewes from July 2014. SCDA took over responsibility for delivering these services from Adult Social Care. The services provide support to older people with dementia and other long term conditions.

1.3 The Isabel Blackman Centre and Phoenix Centre are owned by the County Council and the Charter Centre which is part of a sheltered housing complex is leased from the landlord, Optivo.

2. Supporting Information

2.1 The financial information within this report relates to older people's day services which have been commissioned from Independent Sector providers over the last three years. The paper does not include older people's day services which are directly provided by Adult Social Care. The average unit cost of providing a day service place has remained constant for the last three years at approximately £53, across the Independent Sector.

2.2 Based on 2017-2018 attendance, the unit costs for the SCDA services are:

Unit costs per person per day	Charter	Phoenix	IBC
Total Unit cost (all costs including premises)	£211	£54	£75

2.3 Re-commissioning older people's day services from the Charter Centre and Isabel Blackman Centre within the Independent Sector will realise a full year saving of £188,438 due to the lower costs of this provision.

3. Consultation Summary

3.1 In the ten week consultation period from 19th April to 28th May 2018 a series of consultation meetings took place in each centre: Charter; Phoenix; Isobel Blackman. In addition, views were sought from a range of stakeholders by letter, telephone and email. Appendix 1 outlines the consultation process and responses. All responses to the consultation have been placed in the Members Room and the Cabinet Room for Member's consideration.

3.2 Over 147 comments or queries were received from people about the older people's day services savings proposals, prior to and during the consultation period.

3.3 Overall themes from the consultation

- People disagreed with, or are unhappy about the proposal, to make savings in this area.
- They said it would be wrong to close them and a false economy in the long run. They are vital services and clients would be upset if they are cut
- The services are convenient and flexible, providing a routine and stimulation for the client. The staff are good and people value the social aspect and having access to personal care
- People talked about the benefit of the services to clients and the fact that cutting or closing them would increase the stress on carers
- It would leave people isolated if they couldn't use these services. It could push people into decline or crisis and lead to the use of more expensive services
- Reducing or cutting these services could worsen or cause mental health issues
- They suggested charging people more to use these services and publicising them better to increase usage and their income. People also said the space could be rented out to make some money
- People said they would still need to attend a day service if these closed and are concerned that there aren't any similar services available
- It's important that the Council is mindful of the impact the cuts would have when it is making decisions about savings areas

4. Proposed changes to service provision

4.1 There is a range of other older people's day service provision in the voluntary and independent sector across the county. The County Council already fund places for clients with other day services.

4.2 The higher unit costs of running the SCDA older people's day services at Isabel Blackman Centre and the Charter Centre relate in large part to lower levels of occupancy. This challenge has continued despite extensive efforts from SCDA to increase the numbers of clients attending. The savings proposal therefore is to terminate the contracts with SCDA for both centres and find alternative services for the clients from April 2019.

4.3 We will develop a framework approach to commission older people's day services in the independent sector that are not attached to particular buildings. The framework will be designed to ensure a good geographical spread of provision across the County and to ensure higher levels of need can be met. Two Extra Care Schemes already have day service providers based with them (Bentley Grange and Marlborough House). It is proposed to explore options for further developing the use of Extra Care Services as potential day service providers.

4.4 Currently there are no other local older people's day services providers in Lewes and surrounding area. It is therefore proposed to continue the current model of care at the Phoenix Centre. This will require a further procurement process during 2018/19 as the current contractual arrangements are drawing to a close.

4.5 All individuals receiving a service from the SCDA contracted day services, including people who fund their own day care, will have a review of their needs to inform any choice and decisions about alternative support options, where this would be required.

4.6 The table below sets out the financial rationale for the proposed level of savings that can be derived from the proposed framework commissioning approach.

Older Peoples Day Services	Days	Cost of service	
		£	£
Current Independent Sector Day Services model for Older People			
2017-18 Planned days service	15,314		
2018-19 cost of service using agreed rates including contribution towards voids*		1,030,727	
2018-19 Premises budget - ASC buildings		96,900	
2018-19 estimated total cost of day service			1,127,627
Proposed model			
Planned days service	15,314		
Proposed max framework price per day	£55.00		
Proposed estimated cost of service		842,289	
2018-19 Premises budget - ASC buildings		96,900	
Proposed estimated total cost			939,189
Potential saving achievable compared to 2017-18 demand and prices			188,438
* this figure includes contract void payments			

5. Impact of delivering the proposed changes to service provision

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 2. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full version of the EqIAs and take their findings into consideration when determining these proposals.

5.2 Given the nature of the proposals in this report and its potential to impact upon those with protected characteristics (most notably those individuals who are elderly and/or have a disability as set out below) the regard that shall be required is high. This however is one relevant factor to consider alongside other factors such as budgetary and economic factors.

5.3 The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers' services will also have a negative impact on carers and older people:

- As these day services are for older people, any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue, as well as physical needs associated with the ageing process
- Potential changes would result in increased anxiety and distress for older people with dementia and mental health conditions, and due to reduced capacity for specialised support and the increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services
- An impact to clients who rely on day services for social interaction and stimulation, and likewise to carers who have made social connections with other carers, or use the time to meet other responsibilities or self-care
- Potentially longer travel times to reach services, particularly for clients living in rural areas and who are reliant on arranged transport
- There were also related potential effects on race and sexuality for clients, although it is acknowledged that these issues relate to access to services in general, rather than the proposals specifically. These have been assessed as neutral but addressed in the mitigations where possible
- As directly provided services are also under review, there may be additional impacts on the day services which are contained within this review.
- Whilst there is a reduction in people using day services in East Sussex, by 2025 the number of people with dementia is expected to be 13,425¹, an increase of approximately 30%, which may require approximately 90 additional places based upon the current day care placements of 310.

6. Conclusion and Reason for Recommendations

6.1 There is strong local support to retain the day services at the Charter, Phoenix and Isabel Blackman Centres. The views of carers reflected concern at possible loss of service, quality of staff and capacity to support carers through the respite element of day services. There are a range of viable options to re-commission the day care provision currently delivered at two of the three centres, Charter Centre and Isabel Blackman Centre, whilst ensuring that the current clients continue to be properly supported. The local availability of alternative services combined with low occupancy and high unit costs means that maintaining this provision in the current format is not considered good value.

6.2 The recommendation is therefore to re-commission alternative services in the independent sector. This recommendation supports the strategic direction for older peoples' day services by developing the market, challenging price and developing longer term sustainability of service provision.

6.3 Cabinet is recommended to agree to proceed with the recommendations which will deliver savings of £188,000 from older people's commissioned day services:

¹ Dementia Joint Strategic Needs Assessment, Public Health ESCC, November 2016

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Tamsin Peart, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Members:

Isabel Blackman Centre:	Councillor Charman
Phoenix Centre:	Councillor Philip Daniel
Charter Centre:	Councillor Elford

BACKGROUND PAPERS:

Appendix 1: Consultation Report

Appendix 2: Equality Impact Assessment Summary



ASC savings consultation 2018

Older people's intermediate care and day services

Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and May 2018, focusing on older people's intermediate care and day services

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposals for older people's intermediate care and day services. We are proposing to spend less money on the services we run ourselves and those we commission other providers to run.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We started consulting on our savings proposals for older people's intermediate care and day services on 15 February. Updated information was published on 19 March with more details about the proposals for a number of services. As a result the consultation about Firwood House and Milton Grange closed on 25 April, while the consultation about the other four services (Charter Centre, Isabel Blackman Centre, Phoenix Centre and Warwick House) closed on 28 May.

Activity and events – day services

Event type	Details	Attendees
Consultation meeting	21 & 22 Feb, Milton Grange, Eastbourne	25
Consultation meeting	15 Mar, Warwick House, Seaford	22
Consultation meeting	10 Apr, Isabel Blackman Centre, Hastings	65
Consultation meeting	11 Apr, Charter Centre, Bexhill	22
Consultation meeting	13 Apr, Phoenix Centre, Lewes	140

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Feb-Apr, paper and online)	396
General survey about the savings (Feb-Apr, paper and online)	72
Updated day services surveys (Mar-May, paper and online)	147
Other feedback (Email, letter, call, video, feedback form)	Indiv: 163 Org or group: 8
Event or meeting	274
Total responses	1060

Other activity: We received a petition titled 'Save Milton Grange and Firwood House!' with 10,080 signatures on it and one against day services cuts signed by 35 people.

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

INTERMEDIATE CARE

Overall themes

- People and organisations disagree with the proposal to close these services and say it is a silly idea to even consider doing so.
- These are essential services and reducing/closing them would negatively affect the vulnerable, older people who use them and their family and carers.
- These are high-quality services provided by friendly and supportive staff. Demand for these services is already high.
- Organisations say it isn't possible to provide the same level of service at a cheaper cost.
- They give people time to regain their strength, rebuild their confidence and get help to make their home safe for their return.
- They help take the pressure off Eastbourne District General Hospital and prevent bed blocking. Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- People would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted.
- This would affect their ability to regain their independence, rebuild their confidence and recover after a hospital stay or illness.
- It would be more expensive in the long term for the Council, either because people would need to use other services or end up in permanent residential care.
- People value the fact that these are local Eastbourne services, making it easier to visit their relatives.
- The Council should innovate, look at combining these services, or look for savings from other departments and staffing.

Firwood House specific themes

- People said don't make savings here and that the current service works well.
- People value the rehabilitation it provides. It helps get people ready to go home and improve their independence.
- People said that access to a physio and support with exercising made the biggest difference in getting them ready to go home.

Milton Grange intermediate care specific themes

- People said the service shouldn't be closed and that it would be more expensive in the long term for the Council and the NHS.
- People value the rehabilitation that this high-quality service provides.
- It helps to get people ready to go home and improve their independence.
- Having a high-quality service with good support from staff made the biggest difference in getting people ready to go home. Access to assessments made a difference too.

DAY SERVICES

Overall themes

- People disagreed with, or are unhappy about, the proposals to cut funding for day services, although there weren't as many responses about the Charter Centre as the others.
- They say there is a lack of clarity around the savings and what is happening with services.
- Organisations said there is an increasing need for services like this for older people and those with dementia.
- Day services are a lifeline to older people. They provide routine, social contact, stimulation, and access to activities, and people really enjoy attending them.
- They are concerned that if the services close there wouldn't be any alternatives or that private sector services won't be as good.
- People said their family member would become increasingly isolated if they couldn't use the service and would be stuck at home.
- It could push people into decline or crisis and lead to the use of more expensive services.
- Families and carers save the government money. Closing the service would have a negative impact on their health and wellbeing too, and may mean they can't continue in their caring role.
- It would be a false economy, as there would still be community care costs to pay if people can't attend day services and some people might need more expensive residential care if they can't access day services.
- Publicise the day services more, make more money from them and charge for transport.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Milton Grange day service specific themes

- People value the social aspect and enjoyable activities that this essential and high-

quality service offers to people living with dementia.

- People particularly value the fact that the service provides expert support for people living with dementia and Parkinson's.
- Reducing or closing services would limit access for people living with dementia and Parkinson's and could accelerate their condition.

Isabel Blackman Centre specific themes

- The IBC is much more than just a day service. It is also a community building and lots of people and groups use it to access/provide activities and services.

Phoenix Centre specific themes

- People particularly value the fact that the service provides expert support for people with dementia and Parkinson's.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- The Phoenix Centre is much more than just a day service. It is also a community building and lots of people and groups use it to access/provide activities and services.
- Reducing or closing services would limit access to services for people living with dementia and Parkinson's and could accelerate their condition.

Warwick House specific themes

- The Council invested significant money in Warwick House and this excellent, purpose-built facility should not be wasted.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- People particularly value the fact that the service provides expert support for people with living dementia and Parkinson's.
- Reducing or closing services would limit access for people living with dementia and Parkinson's and could accelerate their condition.

Summary of themes by response method

Client and family surveys (original and updated)

Firwood House

Value most: People value the high-quality service that it offers. They praised the staff who are friendly and supportive. They said they value the rehabilitation it offers and that it is an essential service which helps to prevent bed blocking.

Biggest difference in getting ready to go home: People said that the support of helpful and caring staff made the biggest difference. Access to a physio and support with exercising are important. Having a high-quality service and getting help to go home are also important.

Suggestions: People said don't make savings here and suggested limiting the use of expensive agency staff.

If the service were to close how would people be affected: Eastbourne District General Hospital would be affected through increased bed blocking. It would have a negative impact on people who need this sort of support and their families and carers. There would be more pressure on the NHS locally and people may end up in care homes. Where would people go instead?

Any other comments: The service shouldn't be closed. It is a silly idea to consider closing a service that stops bed blocking. Eastbourne would lose a vital service.

Milton Grange intermediate care

Value most: People said that they value the high-quality service it provides. They praised the staff who are friendly and supportive. The service provides residential respite for carers and limits bed blocking at the hospital.

Biggest difference in getting ready to go home: Having a high-quality service with good support from staff. The service helped rebuild their confidence and gave them access to assessments. Time to regain their strength and get help to return home was important too.

Suggestions: People said don't make savings here and suggested limiting the use of expensive agency staff.

If the service were to close how would people be affected: Eastbourne District General Hospital would be affected through increased bed blocking. It would have a negative impact on people who need this sort of support and their families and carers. There would be more pressure on the NHS locally and people may end up in care homes. Where would people go instead?

Any other comments: The service shouldn't be closed. It is essential. Look at other areas for savings. Closing the service would cause bed blocking and Eastbourne would lose a vital service.

Milton Grange day services

Value most: The opportunity for carers to have some respite while the cared-for has access to a high-quality service. People value the social aspect and enjoyable activities that this service offers to people living with dementia.

Suggestions: People said don't make savings here and look at how the service can make an income by charging more and having realistic transport charges.

If the service were to close how would people be affected: It would have a negative impact on the family and carers of people who use the service, limiting their ability to have a break and possibly affecting their health. People would lose a service they consider a lifeline and

they would miss the social aspect.

Any other comments: Families and carers save the government money and closing the service would have a negative impact on them as well as the client.

Other day services (Charter, IBC, Phoenix, Warwick)

Value most: People value the social aspect and the fact the activities stimulate the clients, particularly important for people with dementia and Parkinson's. The staff are good, people have access to refreshment and it provides respite for the carer.

Suggestions: Publicise the service and get more people using it. Cut management roles and look at making savings elsewhere. Raise money through things like renting the space out.

If the service were to close how would people be affected: People said their family member would become increasingly isolated and the family would be affected. Some said that there weren't any similar facilities available and there would be less dementia support available.

Any other comments: People said that it would be a false economy and older people need looking after.

General surveys (original and updated)

Intermediate care

Views on the proposal

- People talked about the benefit of the services and said it would be more expensive in the long term if they weren't available.
- The most vulnerable would be affected if these vital services were closed.
- Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- They disagree with the proposal to make savings from these services.

The impact of the proposal

- It would lead to the use of more expensive services and hospital stays in the long term.
- It would increase hospital length of stay and admissions/readmissions and affect people's ability to recover after a hospital stay or illness.
- These are vital services and closing them would put people at risk.

Suggestions

- Do things differently and innovate or look for savings in other departments instead.
- Cut management salaries and reduce staff working in management and support.

Day services

Views on the proposal

- People disagree with this vital service being cut.
- It would impact on vulnerable older people and increase the stress on carers.
- The respite the services offer is very important to carers.
- People had an issue with the consultation process or information.

The impact of the proposal

- It would be more expensive to meet people's need through support at home or in residential care if they could no longer remain at home.
- It would leave people isolated and push them into decline or crisis, particularly

people with dementia and Parkinson's.

- It would remove an opportunity for social interaction and stimulation.
- A community resource would be lost in some cases (Phoenix Centre and IBC).

Suggestions

- Charge people more to use services.
- Comment about councillors' recent allowance increase.
- Look at fundraising opportunities for the services.

Other comments

- People said the communication was poor around the consultation about day services changes.

Other feedback via letter, email etc

Organisation and group feedback – intermediate care

Views on the proposal

- They are against the proposals and concerned about what would replace these services.
- The units provide an excellent service and are critical to the flow of the system.
- It isn't possible to provide the same level of service at a cheaper cost.
- Making savings here would simply increase the costs for other parts of the health and social care system.

The impact of the proposal

- Closing the units would lead to the loss of considerable expertise and have a negative impact on patient safety.
- Bed blocking would be increased in the NHS if these services are reduced.

Suggestions

- Understand and review the cost and impact on the whole health and social care system in making decisions.

Organisation and group feedback – day services

Views on the proposal

- There is an increasing need for services like this for older people and those with dementia.
- It's important to make the best use of Warwick House considering the investment that has been put into the service.
- It wasn't clear what is being proposed for Warwick House.
- Any commissioned services need to be financially sustainable and providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.

Individual feedback – intermediate care

Views on the proposal

- People disagree with the proposals and think it is ridiculous to consider closing these excellent and highly rated services.
- Demand for these rehabilitation services is already high.
- Both Milton Grange and Firwood House provide crucial services and reduce the pressure on NHS hospital and GP services.

- People praise the services and the staff who provide them, saying they provide a vital stepping stone to returning home after a hospital stay.
- They say the services helped their, or a family member's, recovery and made it possible for them to return home after a hospital stay.
- The Council should not cut these intermediate care services and should work with the government to find the funds to keep them open.
- Eastbourne would lose vital services and people would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted.

The impact of the proposal

- People believe that the Council would face greater costs in the long term if it closes these services.
- It would increase the pressure on hospitals and GPs and the costs for the Council if people aren't able to return home and end up in residential care.
- It would impact on people's ability to maintain and regain their independence and confidence.
- The loss of residential respite services would make it harder for carers to continue in their role and could push people into residential care earlier than necessary.

Suggestions

- Raise Council tax and reduce expenses.
- Look to other departments for more savings.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Individual feedback – day services

Views on the proposal

- People disagree with the proposal to close day services, although there weren't as many responses about the Charter Centre as the others.
- They are angry and upset about these vital services reducing or closing.
- Day services are a lifeline to older people and give their family and carers a break. They also offer personal care.
- Day services provide routine, social contact, stimulation, and access to activities, and people really enjoy attending them.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- With an ageing population and increasing dementia diagnoses, the county needs more day services, not less.
- People particularly value the fact that the Phoenix Centre and Warwick House provide expert support for people with dementia and Parkinson's.
- The Phoenix Centre and Isabel Blackman Centre are much more than just day services. They are also community buildings and lots of people and groups use them to access/provide activities and services.
- The Council invested significant money in Warwick House and this excellent purpose-built facility should not be wasted.

The impact of the proposal

- People believe that the Council would face greater costs in the long term if it closes

day services.

- There would still be community care costs to pay if people can't attend day services and some people might need more expensive residential care if they can't access day services.
- Reducing or closing services would limit access for people with dementia and Parkinson's and could accelerate their condition.
- It would have a big impact on the health and wellbeing of carers and may mean they can't continue in that role.

Suggestions

- Publicise the day services more and get more people paying to use them.
- Charge people more for transport; to use the day service; or to use the service for more days.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Event feedback

Intermediate care

Views on the proposal

- This is a vital service that helps people regain their mobility.

Suggestions

- Combine the Milton Grange and Firwood House services on one site.
- Seek funding from other sources.
- Councillors should take pay cuts.

Day services (directly provided at Milton Grange and Warwick House)

Views on the proposal

- People value the highly skilled staff at both services.
- Carers need a break and the services offer a caring environment to the people who attend.
- They are concerned that if the services close there wouldn't be any alternatives or that private sector services won't be as good.
- What would happen to Warwick House, where the facilities were purpose built?

The impact of the proposal

- There would be other costs if the service were to close, such as people may have to go into more expensive long-term care.

Suggestions

- Charge more money for services and transport to day services.
- Increase occupancy through better promotion of the service and faster access to the service.
- Limit the amount of change for people with dementia. If Warwick House closes, then everyone should move to the same service.

Day services (commissioned at Charter, IBC and Phoenix)

Views on the proposal

- Praise was given to the three services and the staff who work there.

- The services stop people becoming isolated and stuck at home.
- Day services provide a respite opportunity for carers.
- Other day services have already closed, so there is less and less available.
- It would be more expensive in the long term if services reduce or close, as people would need more care at home or end up in residential care.
- People are concerned about the constant reviews the services face.

Suggestions

- Promote the services and get more people paying to use them.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

Intermediate care

“These facilities have considerable expertise at supporting vulnerable people. If they were closed there is a huge safety issue and a risk that this expertise could be lost and the care provided compromised.”

“We are concerned that the closure of these two institutions compromises patient safety and would add extra cost to the health and social care system through increased cost of care of social care at home or institutions, and in an increased number of hospital bed days.”

Day services (directly provided at Milton Grange and Warwick House)

“We are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development, both revenue and capital, and its excellent location in the centre of Seaford and the many health and care needs of its residents.”

Day services (commissioned at Charter, IBC and Phoenix)

“Any commissioned services also need to be financially sustainable. Private sector and third sector providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.”

“The ARCC centres ... have recently closed. When ESCC closed Pinehill many promises were made about support for individuals with conditions like Dementia and Parkinson’s. Sadly these undertakings have not been kept. The recent ESCC Dementia Service report say Day centres are needed.”

Individual comments including clients, carers, staff and the public

Intermediate care

“Knowing your family member is being cared for in a safe and caring environment. Receiving rehabilitation from talented professionals to enable a return to home life after their confidence, which has undoubtedly been eroded after ... a long hospital stay has been restored.”

“This was the only place where a 94 year old man outside of hospital and any type of homecare support could be encouraged to overcome his feebleness and participate in a positive and active way and over 12 weeks they worked miracles. They gave him a reason

for living.”

“The service ensures beds remain free for patients in the hospital. It is friendly, welcoming and provides good care for those unable to return to independent living. The residential care is exemplary.”

“It was an opportunity for my mother to get the appropriate care following a stroke and empowering her to quickly to work towards getting back home. The nursing care was there to meet her immediate needs following the stroke but allowing her to be out of hospital and on the road to recovery.”

“To lose two homes within the town would be devastating to the area which has a large elderly population who are in need of post op care. It would have been impossible for a member of [the] family to have cared for my mother as much as she was at Firwood.”

“Everyone would be affected. More people would need to go into expensive Residential or Nursing EMI which would cost the local authority millions. More people would be unsafe at home. The hospital would be overloaded and bed blocking would occur.”

“Having recently experienced the excellent service provided to my uncle by both of these establishments I was astonished to hear of the proposed closure. If you have not visited either of these buildings I suggest you do so and see for yourself what a superb job they do.”

“I understand there is a huge push towards community-based rehab, however our clients are the ones who are not able to return home immediately and need 24/7 supervision. We achieve significant gains in 6 weeks to allow more independence of the clients and thus less strain on the already scarce care resources in the community.”

“Once she was no longer in need of medical care, but not in a position to return home, she was basically being ignored by hospital staff... Once she got to Milton Grange all that changed. Back into the daily routine of getting up, getting dressed, caring for herself, coupled with the social interaction and mental stimulation, she was soon able to return home. At the same time a precious bed at the DGH was free for someone else.”

Day services (directly provided at Milton Grange and Warwick House)

“Service is wonderful and gives him a reason to get up in the morning.”

“Very good value for money.”

“Day care services organised by East Sussex are much more effective than some of the privately run ones. They have more specialism and are not just ‘baby minding’.”

“On a personal note my [relative] will be on her own from 9 in [the] morning to 6 in [the] evening Monday to Friday. She cannot cook for herself without being at risk and lack of social interaction and stimulation will accelerate her dementia.”

“Our activities include, exercise, well we sit in the chairs but we do move, music and singing, puzzles, quiz, group crosswords and other activities to stimulate us. I do love the chitter chatter I have with others also. It is like home from home, the staff go out of their way to ensure we are all happy, enjoying the benefits of the interaction, and meeting people. I call this my club, not a day centre, it’s MY CLUB.”

“Warwick House is a lifeline to me, it keeps me functioning, as able as I can be, and happy, my dementia is stable but without this who knows.”

“He has rediscovered his passion for drawing and painting. Since attending... his mental health has greatly improved and it has given him something to look forward to.”

“Secondly, her memory has improved and continues to do so. The activities at WH and the inclusion in a community has stimulated my Mum’s brain and her Alzheimer’s has stabilized. This is amazing. She was going downhill quite quickly and this miraculous turnaround started with the activities, specialized care and kindness that Warwick House and its staff provides.”

“Closing Warwick House would have a detrimental impact on council budgets as there would be a greater need for individual at-home care, then rather in a community setting.”

Day services (commissioned at Charter, IBC and Phoenix)

“We still need day care to enable community interaction with others and to feel part of the community. A PA is not always appropriate as can still be isolating with that one person as not meeting other people.”

“It’s very good here; the staff are all very good. We would be isolated at home if we couldn’t come here and [it] helps give carers some respite.”

“My [relative] has been coming here 5 years for carers respite, we need this help and maybe more contribution towards the cost would help.”

“I’m a different person since coming here, the staff have helped me, I’m more confident and my health has improved. I can help volunteer.”

“My [relative] attends twice a week and she wants to feed back what she gets from the Phoenix Centre – enrichment, creativity, distraction from health problems, independence, and safety.”

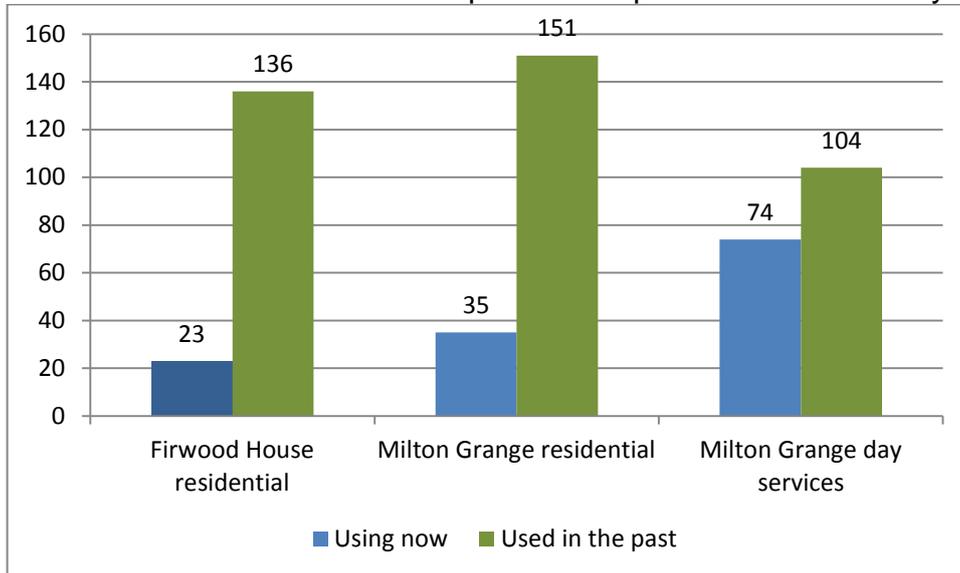
“The centre could be opened to more families and children as an intergenerational community hub as there are known benefits to this model, including preventing reliance on more expensive services plus [it is] one way to reduce the bed blocking in hospitals.”

Appendix 1: Client and family surveys (Feb-Apr)

This is taken from the original intermediate care and day services consultation which ran from March to May.

Please tell us which service you, or your family member, uses or has used:

Please note that this was a multiple choice question and not everyone answered the question.



What do you value most about the service? (365 answered)

Firwood House

Top theme: The thing that people most value about Firwood House is the fact that it offers a high-quality service.

The other key themes were:

- Praise for the staff who provide the service and are friendly and supportive.
- People value the rehabilitation that the service provides.
- This is an essential service which helps to prevent bed blocking at the hospitals.
- Praise for the service and how it is run.
- The service supports people to recover after a hospital admission and gets them ready to go home.
- It works with people to improve their independence.
- People value the fact that it is a local service in Eastbourne, which means that it is easier to visit their family and friends during their recovery.
- The service takes the pressure off Eastbourne District General Hospital.

Milton Grange intermediate care

Top theme: The thing that people most value about Milton Grange is the fact that it offers a high-quality service.

The other key themes were:

- Praise for the staff who provide the service and are friendly and supportive.
- People said the service prevents bed blocking.
- People value the rehabilitation that the service provides.
- People praise the service and how it is run.
- This is an essential service.
- People value the fact that it is a local service in Eastbourne, which means that it is easier to visit their family and friends during their recovery.

- People value the social aspects of the service.
- It provides a vital service in a safe environment.
- The service helps prevent bed blocking at the hospitals.

Milton Grange day services

Top theme: People value the opportunity to have some respite from their caring role and for the person they care for to experience a high-quality service.

The other key themes were:

- People value the social aspect of the service and the fact that it provides activities that people living with dementia enjoy taking part in.
- People praise the staff who provide the service.
- People value the fact that it provides a safe environment and offers activities for people living with dementia.
- This is an essential service for clients and for their families and carers.
- People praise the service.

If you have used the residential services, what has made the biggest difference in getting you ready to go home safely? (212 answered)

Firwood House

Top theme: People said that the support of helpful and caring staff made the biggest difference.

The other key themes were:

- Access to a physio and support with exercising are important.
- People said it is a high-quality service which gives people the chance to go back home and not into a care home.
- The service helps people to rebuild their confidence and gives them time to regain their strength.
- They get support to walk again.
- It gives them time and helps to get their home ready and safe to go back to, with adaptations and equipment.

Milton Grange intermediate care

Top theme: People said having a high-quality service with good support from staff made the biggest difference.

- The service helped to rebuild their confidence.
- Having access to an assessment made a big difference.
- This service gave them time to regain their strength and time/help to get their home ready and safe to go back to, with adaptations and equipment.
- The service gives people the chance to go home and not to a care home.
- Access to a physio and support with exercising was important.

Do you have any suggestions about how we could change the current service to make savings? (363 answered)

Firwood House

97 people said 'No', while 52 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- They commented on Council spending in other areas.
- They said this is an essential service.
- Stop using expensive agency staff.

Milton Grange intermediate care

122 people said 'No', while 51 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- People commented on other Council spending.
- Stop using expensive agency staff.

Milton Grange day services

107 people said 'No', while 48 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- They suggested charging for some usage and getting more people who can pay using the service.
- People commented on other Council spending.

If the services were to close, how would you, or people like you, be affected? (370 answered)

Firwood House

Top theme: People were concerned about the impact on Eastbourne District General Hospital and the increased bed blocking closing this service would cause.

The other key themes were:

- People would be stuck in hospital for longer.
- It would have a negative impact on patients and the families and carers of people who need this sort of service.
- It would increase the pressure and costs for NHS services in the area.
- People asked where people would go instead.
- People would end up in care homes in either the short or long term.

Milton Grange intermediate care

Top theme: People were concerned about the impact on Eastbourne District General Hospital and the increased bed blocking closing this service would cause.

The other key themes were:

- It would have a negative impact on patients and the families and carers of people who need this sort of service.
- It would increase the pressure and costs for NHS services in the area.
- People asked where people would go instead.
- People would end up in care homes in either the short or long term.

Milton Grange day services

Top theme: People are concerned about how the family and carers of people who use the service would be affected by the loss of the service.

The other key themes were:

- People could end up in care homes if services reduce in the community.
- Clients would miss the social aspect of the service.
- It would affect carers' ability to have a break and could have a negative impact on their health.

Do you have any other comments about these proposals? (368 answered)

Firwood House

33 people said 'No', while 114 said 'Yes'.

Top theme: People are against the idea and said the service shouldn't be closed.

The other key themes were:

- It is a silly idea to close them.
- Closing the service would cause bed blocking at the hospitals.
- Eastbourne would lose an essential service.

Milton Grange intermediate care

51 people said 'No', while 117 said 'Yes'.

Top theme: People are against the idea and said the service shouldn't be closed.

The other key themes were:

- This is an essential service.
- The Council should find savings in other areas of the budget instead.
- Closing the service would cause bed blocking at the hospitals.
- Eastbourne would lose a vital service.
- It would be more expensive in the long run, adding costs to the NHS or pushing people towards residential services.
- It is a silly idea and would have a negative impact on patients who need this service.

Milton Grange day services

47 people said 'No', while 113 said 'Yes'.

Top theme: People said the service shouldn't be closed.

The other key themes were:

- Closing the service would have a negative impact on the client and their family.
- It would be more expensive and people would end up in care homes if they can't stay at home.

Appendix 2: Client and family surveys (Mar-May)

This is taken from the updated day services consultation which ran from March to May.

Please tell us which service you, or your family member, uses or has used:

Please note that this was a multiple choice question.

	Charter	IBC	Phoenix	Warwick
Using now	1	38	13	3
Used in the past	1	9	4	1

What do you value most about the service? (67 answered)

Top theme: People value the social aspect and the fact the activities stimulate the clients, which is particularly important for people with dementia and Parkinson's.

The other key themes were:

- The staff are good.
- People have access to refreshment.
- It provides respite for the carer.
- The service offers personal care to clients too.
- The service keeps them safe and people value the fact it is convenient and gives them a routine.
- Travel is offered to the service.
- Access is easy to the building.
- It is an essential service and reduces isolation.

Do you have any suggestions about how we could change the current service to make savings?

36 people said 'No', while 20 said 'Yes'.

Top theme: Publicise the service and get more people using it.

The other key themes were:

- They are against changes to the service.
- Cut management roles at the Council.
- The austerity agenda is wrong.
- Look at making savings elsewhere.
- Raise money through things like renting the space out.

If the services were to close, how would you, or people like you, be affected? (66 answered)

Top theme: People said their family member would become increasingly isolated and the family would be affected.

The other key themes were:

- Some said that there aren't any similar facilities available.
- There would be less dementia support available.
- People would be angry and there would be a negative impact.

Do you have any other comments about these proposals?

17 people said 'No', while 34 said 'Yes'.

Top theme: People said that it would be a false economy and older people need looking after.

The other key themes were:

- The facility is great.
- Families would suffer.
- There is no other service like this.

Appendix 3: General survey (Feb-Apr)

All the data in this section shows responses for people who ticked to say that they were providing a comment about these savings areas (72 people) and not everyone who filled in the general survey (over 700 people).

This is taken from the original consultation survey that ran from February to April.

Are you completing the survey as: (72 answered)

Please note that this was a multiple choice question.

Intermediate care

Answer option	Count
A family member or friend of someone who uses social care services	12
An employee of a health or social care organisation	15
A member of the public	24
A group or forum (providing an official response)	0
An organisation (providing an official response)	1
Other (please explain below)	1
Not Answered	2

Day services

Answer option	Count
A family member or friend of someone who uses social care services	9
An employee of a health or social care organisation	10
A member of the public	19
A group or forum (providing an official response)	0
An organisation (providing an official response)	2
Other (please explain below)	5
Not Answered	2

If you are providing an official organisation or group response, please tell us your:

Intermediate care

The following organisations and groups provided a response through the survey:

- Sussex Community Development Association

Day services

The following organisations and groups provided a response through the survey:

- Friends of Lewes Society
- Sussex Community Development Association

What do you think about our savings proposals? (68 answered)

Intermediate care

Top theme: People talked about the benefit of the services, and the fact that the most vulnerable would be affected, and they said that it would be more expensive in the long term if they weren't available.

The other key themes were:

- Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- They disagree with the proposal to make savings from these vital services.
- They are unhappy or angry that the proposal has even been made.

Day services

Top theme: It would be more expensive in the long term.

The other key themes were:

- The service benefits the client.
- It would impact on older people.
- It would increase the stress on carers.
- People raised an issue with the consultation process or information.
- They have worked and paid their taxes and deserve to get the support they need.
- It would have a negative impact on the quality of life for the client and their family and carers.

How would people and organisations be affected by the proposals? (64 answered)

Intermediate care

Top theme: It would lead to the use of more expensive services and hospital stays in the long term.

The other key themes were:

- It would increase the length of hospital stays and increase admissions/readmissions.
- These are vital services and closing them would put people at risk.
- It would impact on people's health and their ability to recover after a hospital stay or illness.
- It would increase the pressure on NHS services and other statutory services.

Day services

Top theme: It would lead to the use of more expensive services and leave people isolated.

The other key themes were:

- It would increase the stress on carers and have a negative impact on them.
- It would have a negative impact on older people, pushing them into decline or crisis.
- It would remove an opportunity for social interaction and stimulation.

Do you have any suggestions for alternative ways of making the savings? (66 answered)

Intermediate care

Top theme: Do things differently and innovate or look for savings in other departments instead.

The other key themes were:

- Reduce the staff working in management and support.
- Cut management salaries to make savings.
- Comment about councillors' recent allowance increase.

Day services

Top theme: Charge people more to use services.

The other key themes were:

- Do things differently and innovate.

- Comment about councillors' recent allowance increase.
- Look for savings in other departments instead.
- Reduce management and support staffing numbers.

Do you have any other comments about the proposals?

Intermediate care

30 people ticked 'No', while 19 ticked 'Yes'. There weren't any key themes.

Day services

21 people ticked 'No', while 19 ticked 'Yes'.

Top theme: People said the communication was poor around the consultation about day services changes.

Appendix 4: General survey (Mar-May)

This is taken from the updated day services consultation which ran from March to May. Some of the responses were generally about older people's day services, but the majority of people focused their comments on one or two day centres.

- Isabel Blackman Centre: 22 responses
- Warwick House: 19 responses
- Phoenix Centre: 10 responses
- Charter Centre: 1 response

Are you completing the survey as: (78 answered)

Please note that this was a multiple choice question.

Answer option	Count
A family member or friend of someone who uses social care services	25
An employee of a health or social care organisation	5
A member of the public	53
A group or forum (providing an official response)	3
An organisation (providing an official response)	2
Other (please explain below)	9

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- etcsussex Dementia Day service
- Lewes Area Access Group
- The Magdalen & Lasher Charities

What do you think about our savings proposals? (74 answered)

Top theme: People disagree with the proposal to make savings in this area.

The other key themes were:

- These are vital services for day services clients and offer them many benefits.
- The most vulnerable would be affected.
- It would impact on carers and their ability to have a break.
- It would be upsetting for the clients, who benefit from using the service.
- They are concerned about the proposals.
- The respite the services offer is very important to carers.
- It would impact on the community if this resource was removed. This was particularly mentioned in relation to the Phoenix Centre.
- Comment on councillors' recent allowance increase.
- It would have a negative impact on people with dementia and Parkinson's.
- It would be more expensive to meet people's need through support at home or in residential care if they could no longer remain at home.

How would people and organisations be affected by the proposals? (74 answered)

Top theme: It would leave people isolated if they couldn't use these services, particularly people with dementia who can't get out on their own.

The other key themes were:

- People talked about the benefits of the services to people who use them.
- Reducing or cutting these services could worsen or cause mental health issues.
- It would impact on carers and increase the stress on them.
- It would make people more vulnerable and put them at risk.
- It would lead to the use of more expensive services and hospital stays.
- The respite opportunities for carers would be reduced.
- It would put more pressure on statutory organisations.

Do you have any suggestions for alternative ways of making the savings? (68 answered)

Top theme: Comment about the councillors' recent allowance increase and cutting that.
The other key themes were:

- Look for savings elsewhere in the Council budget.
- Cut management salaries.
- Reduce Council expenses.
- Look for savings from other parts of the adult social care budget.
- Charge people more to use services.
- Other fundraising for social care (charitable or lottery).

Do you have any other comments about the proposals?

41 people ticked 'No', while 33 ticked 'Yes'.

Top theme: People said they are unhappy about the proposed cuts.

The other key themes were:

- Be mindful about the impact of cuts when you are making decisions.
- Make the savings in other ways.
- These proposals would impact on families and there is a need for these services.

Appendix 5: About you questions

The first two sections of data provide the About You responses collected across the client/family survey and the general surveys in the February to April survey. The third set of data covers the combined data for the updated day services for both the client/family survey and the general survey.

Feb to Apr client and family survey

Gender

	Respondents		Census
Male	102	26%	48%
Female	266	67%	52%
Prefer not to say	16	4%	N/A
Not answered	12	3%	N/A

Transgender

One person identified as transgender, while 333 (84%) answered 'no' and 31 chose prefer not to say. The rest (31) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	4	1%	7.3%
25-34	9	2%	9.6%
35-44	37	9%	12.5%
45-54	62	16%	14.2%
55-59	41	10%	6.3%
60-64	55	14%	7.5%
65-74	81	20%	11.2%
75+	65	16%	11.6%
Not answered	42	11%	N/A

Ethnicity

	Respondents		Census
White British	341	86%	98%
White Irish	3	1%	
White Gypsy/Roma	1	0.3%	
White Irish Traveller	0	0%	
White other	5	1%	
Mixed White and Black Caribbean	1	0.3%	0.5%
Mixed White and Black African	1	0.3%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian Pakistani	0	0%	0.6%
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	1	0.3%	
Black or Black British Caribbean	0	0%	
Black or Black British African	1	0.3%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	1	0.3%	
Other ethnic group	0	0%	
Prefer not to say	16	4%	N/A
Not Answered	25	6%	n/a

Disability

91 (23%) respondents consider themselves to be disabled, while 264 (67%) don't and 19 chose prefer not to say. The rest (22) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	51	13%
Sensory impairment (hearing and sight)	25	6%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	37	9%
Mental health condition	33	8%
Learning disability	3	1%
Other	7	2%
Prefer not to say	10	3%

Religion

177 (45%) respondents consider themselves to have a religion or belief, while 156 (39%) do not, and 42 chose prefer not to say. The rest (21) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	178	45%	60%
Buddhist	1	0.3%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	4	1%	0.7%
Not answered	213	54%	

Sexuality

	Respondents	
Bi/Bisexual	4	1%
Heterosexual/Straight	295	74%
Gay woman/Lesbian	2	1%
Gay Man	2	1%
Other	2	1%
Prefer not to say	52	13%
Not answered	39	10%

Marriage or civil partnership

229 (58%) respondents are married or in a civil partnership, while 104 (26%) are not and 38 chose prefer not to say. The rest (25) did not answer the question.

February to April general survey

Gender

	Respondents		Census
Male	22	31%	48%
Female	44	61%	52%
Prefer not to say	4	6%	N/A
Not answered	2	3%	N/A

Transgender

One person identified as transgender, while 65 (90%) answered 'no' and 3 chose prefer not to say. The rest (3) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	6	8%	9.6%
35-44	8	11%	12.5%
45-54	18	25%	14.2%
55-59	9	13%	6.3%
60-64	10	14%	7.5%
65-74	9	13%	11.2%
75+	7	10%	11.6%
Not answered	5	7%	N/A

Ethnicity

	Respondents		Census
White British	60	83%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	1	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	1	1%	
Mixed other	1	1%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	1	1%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	4	6%	N/A
Not Answered	3	4%	n/a

Disability

12 (17%) respondents consider themselves to be disabled, while 54 (75%) don't and 4 chose prefer not to say. The rest (2) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	6	8%
Sensory impairment (hearing and sight)	1	1%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	6	8%
Mental health condition	5	7%
Learning disability	2	3%
Other	1	1%
Prefer not to say	3	4%

Religion

32 (44%) respondents consider themselves to have a religion or belief, while 31 (43%) do not, and 7 chose prefer not to say. The rest (2) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	30	42%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	1	1%	0.8%
Sikh	0	0%	0%
Other	1	1%	0.7%
Not answered	40	56%	

Sexuality

	Respondents	
Bi/Bisexual	2	3%
Heterosexual/Straight	56	78%
Gay woman/Lesbian	0	0%
Gay Man	1	1%
Other	0	0%
Prefer not to say	9	13%
Not answered	4	6%

Marriage or civil partnership

43 (60%) respondents are married or in a civil partnership, while 17 (24%) are not and 10 chose prefer not to say. The rest (2) did not answer the question.

March to May general and client surveys

Gender

	Respondents		Census
Male	45	31%	48%
Female	85	58%	52%
Prefer not to say	4	3%	N/A
Not answered	13	9%	N/A

Transgender

No one identified as transgender, while 118 (80%) answered 'no' and 6 chose prefer not to say. The rest (23) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	0	0%	9.6%
35-44	4	3%	12.5%
45-54	22	15%	14.2%
55-59	2	1%	6.3%
60-64	22	15%	7.5%
65-74	31	21%	11.2%
75+	39	27%	11.6%
Not answered	27	18%	N/A

Ethnicity

	Respondents		Census
White British	114	78%	98%
White Irish	2	1%	
White Gypsy/Roma	1	1%	
White Irish Traveller	0	0%	
White other	2	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	

Mixed other	2	1%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	1	1%	
Prefer not to say	6	4%	N/A
Not Answered	18	12%	n/a

Disability

44 (30%) respondents consider themselves to be disabled, while 74 (50%) don't and 9 chose prefer not to say. The rest (20) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	31	21%
Sensory impairment (hearing and sight)	14	10%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	16	11%
Mental health condition	14	10%
Learning disability	5	3%
Other	4	3%
Prefer not to say	2	1%

Religion

58 (39%) respondents consider themselves to have a religion or belief, while 62 (42%) do not, and 12 chose prefer not to say. The rest (15) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	54	37%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	3	2%	0.7%
Not answered	90	61%	

Sexuality

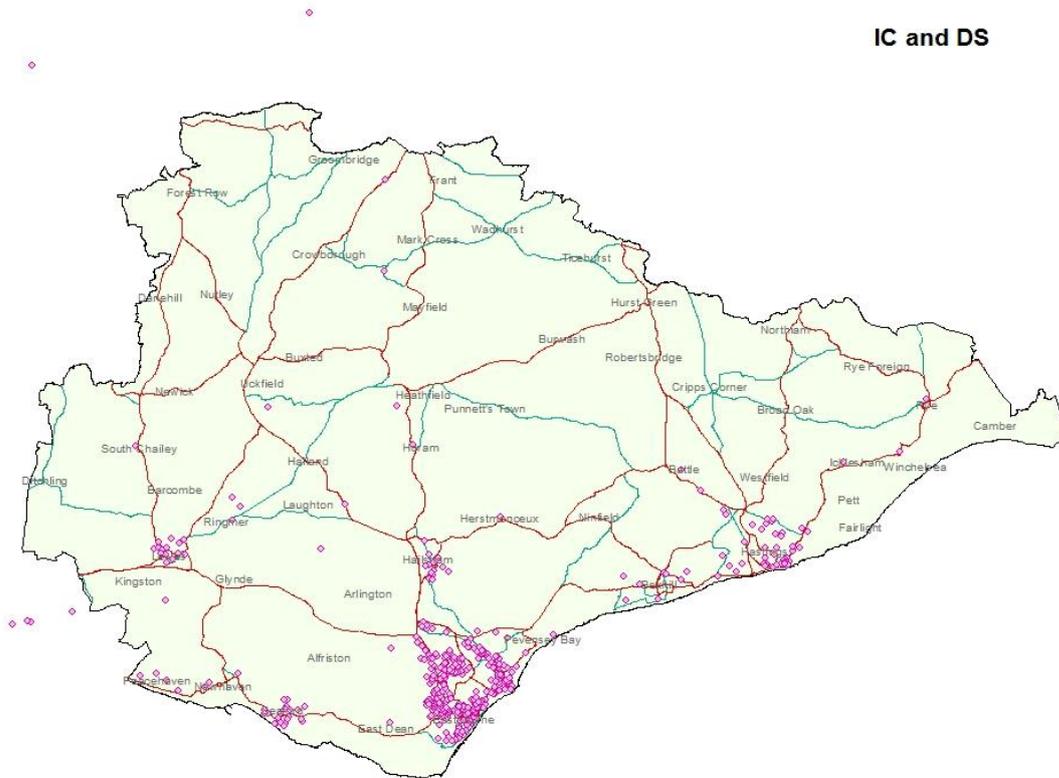
	Respondents	
Bi/Bisexual	1	1%
Heterosexual/Straight	99	67%
Gay woman/Lesbian	1	1%
Gay Man	4	3%
Other	2	1%
Prefer not to say	20	14%
Not answered	20	14%

Marriage or civil partnership

72 (49%) respondents are married or in a civil partnership, while 42 (29%) are not and 15 chose prefer not to say. The rest (18) did not answer the question.

Appendix 6: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client and general, both the original and the updated survey). Of the 552 people who shared their views about these proposals and provided their post code, a total of 475 were mappable.



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 7: Other feedback

Organisation and group feedback

The following organisations provided feedback about the intermediate care and day services proposals:

- 1) Arlington Parish Council
- 2) Brightside Surgery
- 3) East Sussex Area Branch UNISON
- 4) Eastbourne Borough Council
- 5) Eastbourne GP Practices Group
- 6) Eastbourne, Hailsham and Seaford and Hastings and Rother Clinical Commissioning Groups
- 7) Hastings Old Town Residents' Association
- 8) Public video

Key themes – intermediate care

The overall themes were:

- They are against the proposed closure of the units, although many recognise the financial pressures that the Council is facing.
- Looking at more efficient use of resources makes sense, but simple cost cutting of services like these risks making the situation worse.
- The units provide an excellent service and the staff working there have considerable expertise.
- The services are critical to the flow of the system and people being supported to leave hospital in a timely way.
- The services help people to regain and maintain their independence.

The key concerns were:

- What would be available in place of these services and would it be as good as what is currently provided at Milton Grange and Firwood House?
- That it isn't possible to provide the same level of support at a cheaper cost.
- That making savings here would simply increase the cost for other parts of the health and social care system.

The key impacts were:

- Considerable expertise would be lost if the units were to close.
- Concern about the impact on patient safety if these services weren't available.
- There is a risk of bed blocking being increased if service provision is reduced.

The key suggestions were:

- Understand and review the cost and impact on the whole health and social care system in making decisions.

Key themes – day services (directly provided at Milton Grange and Warwick House)

The overall themes were:

- Recognise the need to make savings and to make the best use of resources.
- It's important to make the best use possible of Warwick House considering the investment of resources that went into the service.
- The services support people to maintain their independence within the community.

The key concerns were:

- There is an increasing need for services for older people with dementia and increasing frailty in the county.
- What was being proposed for Warwick House, as this wasn't clear in the consultation information.

Day services (commissioned at Charter, IBC and Phoenix)

The overall themes were:

- Services have continuously been under threat of closure.
- Organisations are against the closures.
- Meeting the needs of people in other ways could cost more or lead to them needing to use more expensive services.
- Other day services in the area have closed, making the current service more critical.
- The ESCC dementia service report says that day centres are needed.
- Reducing or closing the service would impact on families and carers. This would increase the costs in meeting people's needs.
- Any commissioned services need to be financially sustainable and providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0012	February	Email	Arlington Parish Council
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • While understanding that further economies are required, they feel that this sector is one of the last suitable places to make them. • They are in support of keeping Milton Grange and Firwood House open. • Social care is in considerable difficulty generally and this affects the NHS. • Any piecemeal reduction in services can only make the problem worse. • As part of a fundamental rationalisation of the whole sector, looking to make more efficient use of resources could be of benefit, but simple cost cutting risks making the situation worse. 			
Code: Org0013	March	Email	Eastbourne Borough Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the proposals in the medium and longer term.

Accommodation-based housing support services

- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children's and adult services).
- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.

Community-based housing support services

- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly opposes this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher-cost services in the health and social care sectors, including both adult social care and children's services.

Older people's day services

- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.
- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.
- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.

DESSS

- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group, which focuses on the need to support people facing extreme financial difficulties.

Code: Org0023	April	Letter	Brightside Surgery	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposed closure of these services.
- The units give excellent care to patients and they don't want them to close.
- They have considerable expertise which could be lost.
- If they were closed, what would be put in place instead?
- They cannot see how it would be possible to provide the same level of support at a cheaper cost.
- They are concerned about the impact on patient safety and the increased cost to other parts of the health and social care system if they were to close.

Code: Org0030	April	Letter	Eastbourne, Hailsham and Seaford and Hastings and Rother Clinical Commissioning Groups	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support	Carers support	DESSS	Intermediate care and day	LD dps &

service			services (Milton and Firwood)	residential
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They recognise the challenging context for health and social care.
- The entire statutory sector locally is dealing with funding pressures or deficits.
- It would be helpful to understand the proportionality of the savings required for adult social care in the context of the Council's overall budget and savings proposals.
- Difficult decisions will need to be made and some services that support prevention, independence and wellbeing are being considered as part of the savings proposals.
- They understand that it is not fully possible to mitigate these proposals.
- For them, services that support people in the local communities and out of hospital in a timely way are critical to people being supported to remain as independent as possible, and to the flow of the system.
- The proposals relating to intermediate care, day services and the Stroke Recovery Service are therefore of particular note.
- They are keen to work together to review the impact and cost of the proposals on the system as a whole and quantify how people would be affected.

Code: Org0035	April	Letter	Eastbourne GP Practices Group
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposed closure of these services.
- The units give excellent care to patients and they don't want them to close.
- They have considerable expertise which could be lost.
- If they were closed, what would be put in place instead?
- They cannot see how it would be possible to provide the same level of support at a cheaper cost.
- They are concerned about the impact on patient safety and the increased cost to other parts of the health and social care system if they were to close.
- The Council is a key member of the ESBT Alliance, one aim of which is to share costs across the system.
- They therefore encourage strategic discussion across ESBT about the impact on the system of the proposed closures.

Code: Org0015	April	Letter	East Sussex Area Branch UNISON
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

Note: This summary focuses on the elements of the response that relate to the public consultation proposals.

- They are concerned about the proposals for staffing reductions and how that would impact on clients and services.
- The packs provided to staff are confusing, particularly the Warwick House information where it wasn't clear these were even included at an earlier stage.
- There is a risk of bed blocking being created by reductions to service provision and commissioning teams.
- What would happen to learning disability clients who won't receive any community support under the plans? Staff often have strong relationships in this sort of service, so this would affect them too.
- The reduction in hours for learning disability day services staff would make it hard to retain this staff group under the current way it is planned.
- They believe the impact on staff and clients affected by the proposals would have a consequence for service delivery elsewhere, for statutory services both locally and nationally.
- They are concerned about the increased risk the proposals would put clients under and that the most vulnerable would be affected by what happens.

Code: Org0044	May	Video	Public video
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- They are against cuts to day services for older people.
- Phoenix Centre is under threat for the second time in a couple of years.
- They are worried about Warwick House, where they say that families would be bereft without the services it provides.
- Two speakers speak about the benefits to their relative of attending Warwick House.
- There would also be a big impact on carers and families if the service was reduced or stopped.
- The day services also provide important things like access to personal care.
- Closing these services would be short sighted. They are fighting against this happening.

Code: Org0045	May	Letter	Hastings Old Town Residents' Association
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- This is the fourth time that the Isabel Blackman Centre has been under threat of closure.
- Hastings is home to some of the most needy people in the county and a needs profile should have been produced.
- Meeting the needs of people using the services in other ways would cost more money and deliver a poorer level of support.
- The current service is excellent.
- There has been little detailed financial information offered and previous exercises of things like cost-benefit analysis are still relevant.
- The ARCC centres (Activities, Respite, Rehabilitation Care Centre) in the area have recently closed.
- When other services have closed in the past promises have been made about support for people with dementia and Parkinson's, but this hasn't happened.
- The ESCC dementia service report says that day centres are needed.
- Reducing or closing the service would impact on families and carers. This would increase the costs in meeting people's needs.
- The centre has recently been supported by a family trust. This sort of fundraising and activities should be encouraged.
- They urge the Council to find other ways to limit savings, including using the reserves.

Individual feedback

About the feedback	
Number of respondents:	163
When it was received:	Before the consultation: 73 February: 8 March: 18 April: 47 May: 17
How it was received:	Email: 83 Feedback form: 21 Letter: 58 Phone: 1
Who it was from:	Carer: 23 Councillor/MP: 2 Client: 12 Employee: 10 Family/friend: 51 Resident: 64 Other: 1

Key themes

The overall themes were:

- People disagree with the proposal to close all these intermediate care and day services, although there are few comments about the Charter Centre.
- They think it is ridiculous to even consider closing intermediate care services, while they are angry and upset about closures to day services.
- Demand for these intermediate care services is already high.
- Milton Grange has an enviable reputation of providing respite care for people with dementia.
- Firwood House is genuinely recognised as one of the best rehabilitative homes in the region and plays a crucial role in reducing the numbers of elderly, frail people overstaying their time at DGH.
- Day services provide a lifeline to older people and the opportunity to have a break to their family and carers.
- People particularly value the fact that the Phoenix Centre and Warwick House provide expert support to people with dementia and Parkinson's.
- They, a relative or friend, has used the intermediate care services which are excellent services delivery by friendly and caring staff.

- The intermediate care services helped their recovery and made it possible for them to return home after a hospital stay.
- The intermediate care services provide a vital stepping stone between clinical services and getting back home.
- Day services provide social contact and stimulation and people really enjoy attending them.
- Older people, particularly those with dementia and Parkinson's, often attend regularly during the week and this enables them to continue living in the community.
- People value the access day services sometimes provide to personal care support.
- Older people need the routine of day services to help them function.
- The Phoenix Centre and Isabel Blackman Centre are much more than just day services. They are community buildings and lots of people and groups use them to access/provide activities and services.
- The Council invested significant money in Warwick House and this excellent purpose-built facility should not be wasted.
- The Council should not cut these intermediate care services and should work with the government to find the funds to keep them open.

The key concerns were:

- The loss of essential services to Eastbourne and the impact on family and friends' ability to visit people during their rehabilitation.
- Access to the physiotherapy and exercise would be lost if the intermediate care services closed.
- People wouldn't have access to assessments and the time they need to get their home adapted ready to go home.
- With an ageing population and increasing dementia diagnosis, the county needs these intermediate care and day services.
- Day services enrich the lives of older people, particularly those with dementia and Parkinson's, and people deserve to be able to access these services.
- Closing any of these services would be short-sighted and a false economy.
- People are concerned what would happen to the buildings if services closed.
- What would happen to people if the intermediate care services weren't available?
- If the services reduced or closed, skilled and caring staff would be lost.
- Day services are sparse in the county and have closed over the years.

The key impacts were:

- People believe that the Council would face greater costs in the long term if it closes any of these services.
- If they closed people would face longer hospital stays and the NHS would see increased bed blocking, particularly at Eastbourne District General Hospital.
- There would be more pressure on GP services to fill the gaps.
- More people would end up unnecessarily in care homes in the short and longer term, which would be upsetting for them and their families and more expensive for adult social care.
- It would impact on people's ability to maintain and regain their independence and confidence.
- Closing the intermediate care services would impact on the family of people who need this support.

- If day services reduce or are closed it would limit access to valuable services and could lead to a decline in the condition of people with dementia, and increase isolation for people who can't access services.
- Reducing or closing day services would have a big impact on carers and may make it harder or impossible for them to continue in their caring role.

Suggestions:

- Publicise the day services more and get more people paying to use them.
- Raise Council tax and reduce expenses.
- Look to other departments for more savings.
- Charge people more for transport, to use the day service or to use the service for more days.
- Make money from renting the building out to groups and organisations.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Appendix 8: Events feedback

Key themes – intermediate care

The overall themes were:

- The rehabilitation offered by the service is vital and helps people to regain their mobility.

Suggestions:

- Combine the Milton Grange and Firwood House services on one site.
- Seek funding from other sources, such as the NHS and the National Lottery grants.
- Councillors should take pay cuts.

Key themes – day services (directly provided)

The overall themes were:

- People value the highly skilled staff at both services.
- Milton Grange is very good value for money.
- People are happy and engaged at Milton Grange day services.
- Warwick House reduces stress for carers by providing a safe and caring environment.
- Carers need a break and like the fact that the Milton Grange service cares for their relative well.
- Milton Grange provides stimulus and encouragement to engage in activities.

The key concerns were:

- That services would just be taken away and people would be left without any service.
- That the decision to close the services has already been made.
- About the alternative services that would be available in the private sector, whether there are any and whether they can provide an equivalent service.
- What would happen to Warwick House if the service stopped, as it is purpose built for day services.
- That people with dementia don't respond well to change.

The key impacts were:

- There would be other costs if the service were to close, such as people may have to go into more expensive long-term care.

Suggestions:

- Increase occupancy through better promotion of the service and faster access to the service.
- Let people pay to attend for extra days at Warwick House.
- Charge more money to attend day services at Milton Grange.
- Look at Milton Grange transport costs and make changes such as using volunteer drivers or charging people more for this part of the service.
- Seek funding from other sources for Milton Grange, such as the NHS and the National Lottery grants.
- Staff could set themselves up as a limited company and run the Milton Grange service.
- If Warwick House were to close and people had to move to a new service, they should go to the same one to limit the amount of change they have to cope with.
- Before making a decision consider the opportunity costs, direct operational costs and the costs of longer-term care.
- Councillors should take pay cuts.
- Make savings in back office staffing costs.

Key themes – day services (commissioned)

The overall themes were:

- Praise for the three services and the staff who work there.
- The services stop people becoming isolated and stuck at home.
- Day services provide a respite opportunity for carers.
- Other day services have already closed, so there is less and less available.
- The Charter Centre day services are needed and help people to feel part of the community.
- The Phoenix Centre provides key support to people with dementia.
- The foot clinic at Phoenix provides important care and stops unnecessary hospital visits.

The key concerns were:

- It would be more expensive in the long term if services reduce or close, as people would need more care at home or end up in residential care.
- About the constant reviews the services face and the ongoing reductions in attendees.
- That there aren't any equivalent services available locally if the Charter Centre was to close.
- That the Charter Centre isn't getting the referrals it needs to be sustainable.
- About the other organisations that use or rent the Phoenix Centre.

Suggestions:

- Promote the services and get more people paying to use them.
- Look at reducing the transport costs to the Charter Centre.
- Generating income from the Phoenix Centre in other ways.
- Turn the Phoenix Centre into an intergenerational hub.
- Combine the Charter Centre with another service, like the Isabel Blackman Centre.

Milton Grange – 21 & 22 February

Please note that some of the timeline has changed since the meeting.

Purpose of the Meeting

AF explained the purpose of the meeting was to give some background information about the review of Milton Grange day service and provide those attending with an opportunity to give their views and ask questions.

AF confirmed that a copy of the minutes would be sent to all clients and their representatives to ensure those who are unable to attend are kept fully informed.

AF provided some background information:

East Sussex County Council needs to make savings of 17 million pounds over the next 12 months of which Adult Social Care needs to contribute 10 million pounds. In order to achieve these savings a wide range of services are being reviewed including Milton Grange and Firwood House. The savings target for Milton Grange and Firwood House is 1.2 million pounds.

AF said she is aware that one of the options highlighted in the media is closure but added that other options are being considered and stressed that no final decision will be made until the cabinet meeting which takes place on the 5th of June 2018.

From the 14th of February until mid-April a 10-week public consultation is taking place which covers all of Adult Social Care services across East Sussex County Council. During this consultation the public are invited to give their suggestions, views and feedback – this is for the whole community, not just those who use the services. The consultation form can be completed online. Alternatively, JP has printed some paper copies which are available. This feedback is very important and will enable all views to be considered by the Cabinet in order to assist them in making their final decision.

Discussion

During both meetings a number of questions were asked and concerns raised. These are summarised below:

Attendees raised concerns regarding services being taken away.

AF said she was aware that this is an anxious time for people but stressed that no decision would be made until all the feedback had been heard and all options considered.

Attendees queried how these financial savings could be made as there would be other costs if the service was to close, some people felt that without day services their relatives would have to go to long term care which would be much more expensive.

AF said that the review will look at options to deliver the savings and that proposals will go to Councillors for the decision. Proposals will consider any cost implications if the service was to close.

Attendees queried how £1.2 million pounds can be saved.

A number of suggestions were made as follows:

- Managers are looking at all aspects of the service to identify areas where savings can be made, including transport routes being considered as well as making more use of pool cars and utilising taxis to their full capacity.
- A number of attendees recognised that Milton Grange was very good value for money compared to other options and said they would be 'willing to pay more'.
- Attendees proposed that client transport costs and charges ought to be considered.
- A suggestion was put forward to combine Milton Grange and Firwood House on one site.
- Funding from other organisations including the NHS and National Lottery was

suggested.

- Use of volunteer drivers.
- Staff could set themselves up as a limited company and run the service.
- Attendees suggested that councillors should take pay cuts.

AF confirmed that all of these suggestions would be considered as part of the review. AF stressed that as part of the consultation it was really important that everyone gave their ideas for savings as well as what they would be willing to compromise to retain the services.

Attendees asked what service was provided by Firwood House and Milton Grange bed services.

AF explained that Milton Grange Bed Services provides Intermediate Care with Nursing as well as specialist mental health Intermediate Care to enable people to return home following a period of rehabilitation. The service is provided to support people following a discharge from hospital or to people from the community to prevent an admission to hospital. Firwood House is a similar service which offers specialist Intermediate Care with Nursing. Occupancy for the Bed Services is approximately 90-95%.

Further discussion included Milton Grange's Bed Services and how valuable this has been to clients. One attendee in particular advised her husband had a better level of mobility following a stay at Milton Grange and felt that the rehabilitation offered was vital.

Attendees queried the rumour that Milton Grange may be sold to a private company.

AF said that this was a rumour and she is not aware of any plans of this nature.

Many attendees gave their views on the service as follows:

- One person said that [their relative] has been coming to Milton Grange for [a long time] and she is angry at even the thought of closure
- 'Carers need a break and our relatives are very happy here'
- 'Staff are very highly skilled and very well trained'
- 'Service is wonderful and gives him a reason to get up in the morning'
- 'Stimulus provided is excellent, encouragement to engage in activities'
- 'People are motivated by staff'
- 'Staff care for the relatives as well'
- 'We can feel confident our relatives are happy here and well cared for'
- 'Very good value for money'
- 'A lot of people don't even think about social care until it affects them'

One client gave a speech, commending the services provided by a 'highly skilled and caring staff', and stated it was difficult to understand why the service was on the list for closure and what would happen to staff and clients if the service was to close? He urged those making decisions 'for compassion for all clients who attend the service and for all staff that work here'.

Attendees expressed concern that the decision to close may have already been made.

AF reassured people that this was not the case and no decision would be made until the 5th June when Councillors would make the final decision at cabinet.

Attendees queried what other options would be available if closure was to happen.

AF advised that if it was to come to closure then they would have a duty to support clients to find alternatives, and that individuals' needs would be reviewed in order to find

appropriate alternatives.

Attendees queried whether local MPs were interested in helping and shared with each other that there was a lot of support from Stephen Lloyd who could be contacted via facebook.

AF said that a letter will be sent to all clients and their representatives and will include a link to the online consultation on the ESCC website and a copy of the minutes from the consultation meetings. Once proposals are clearer, further meetings will be arranged in order to discuss developments. Attendees felt it was very helpful to have these meetings.

AF and SH thanked everyone for their time.

Warwick House – 15 March

Purpose of the Meeting

AF explained the purpose of the meeting was to give some background information about the review of Warwick House Day Service and provide those attending with an opportunity to give their views and ask questions.

AF confirmed that a copy of the minutes would be sent to all clients and their representatives to ensure those who are unable to attend are kept fully informed.

AF provided some background information:

East Sussex County Council needs to make savings of 17 million pounds over the next 12 months of which Adult Social Care needs to contribute around 10 million pounds. In order to achieve these savings a wide range of services are being reviewed, including Warwick House.

AF said all options are being considered and stressed that no final decision will be made until the cabinet meeting which takes place on the 26th of June 2018.

From the 19th March until 28th May a 10-week public consultation is taking place. During this consultation the public are invited to give their suggestions, views and feedback – this is for the whole community, not just those who use the services. The consultation form can be completed online. Alternatively, ... DPS managers will ensure some paper copies are available at Warwick House. This feedback is very important and will enable all views to be considered by the Cabinet in order to assist them in making their final decision.

Discussion

During the meeting a number of questions were asked and concerns raised. These are summarised below:

Attendees raised concerns regarding services being taken away if the service closes.

AF said she was aware that this is an anxious time for people but stressed that no decision would be made until all the feedback had been heard and all options considered.

Attendees queried how these financial savings could be made as there would be other costs if the service was to close; staff would have to be paid unemployment benefit and their skills would be lost. Some attendees asked for a financial breakdown of the true costs of the service recognising that for example the £2 charge for transport was not very realistic. They expressed a wish to understand where there were losses and where savings could be made. Consequently, a breakdown of the costs is included below:

Warwick House Day Services 2017-18	Budget
	£
Employee Costs	318,700
Premises Related Costs	39,100
Transport Related Costs	59,000
Supplies & Services	28,000
Customer & Client Receipts*	- 102,000
Total Net Expenditure	342,800

* income from customers and clients was based on an average attendance of 25 people per day. Actual attendance is averaging at 14 people per day so the income is lower at £93,800

Several people expressed their appreciation of the staff team stating they were highly skilled and second to none.

One person stated she had been informed by her local MP that the decision had already been made.

AF emphasised that this was not the case and that a decision would not be made until the

cabinet meeting in June.

A couple of people mentioned that they had been in contact with the local media including the Argos and local radio and they would be speaking to their MP.

Concern was expressed about services being re provided in the independent sector. It was felt that this would be no more than a “baby Minding service” and that staff in the private sector did not have the training or expertise required to deliver the service.

Some people suggested the savings could be made elsewhere for example in admin and management and office roles.

AF assured everyone present that a wide range of roles are being considered as part of this process including administration and management.

Some attendees were concerned about the building as Warwick House was purpose built and designed to do the job of caring for clients.

SH and AF said this was not known at present.

Several attendees spoke of how the service at Warwick house supported them, helping to alleviate stress, providing a safe and caring environment and highlighted that people with dementia do not respond well to change, and suggested that if they have to go to an alternative service that they stay together.

A number of suggestions were put forward as to how savings could be made as follows:

- Fewer Managers and Administrators.
- To get a government grant like Lewes (this referred to the “Lewes Promenade”).
- Take less time to get an assessment so the service can be accessed faster which would increase occupancy.
- Consider the opportunity costs, the direct operational costs and the costs of longer-term care.
- Better advertising and promotion of the service.
- Being able to pay for extra days.

AF and SH thanked everyone for attending and said they would keep people informed of developments as the review progressed.

Charter Centre – 11 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Question: The service at the Charter Centre has already reduced how many more cuts?

Answer: We need to consider the best way to provide day services that meets people's needs within a reduced budget.

Q: A lot of money is wasted on taxis – why not have a mini bus?

A: There are different cost-effective ways to look at transport and buses can be equally expensive to run and operate.

Attendee comment: It's better for people to remain in their own homes, much more expensive in residential care, it's a false economy.

Attendee comment: There is no other day care in Bexhill to meet high needs. The staff are marvellous, well trained and can meet various needs.

Q: I look after my husband 24/7, the Charter Centre is a welcome break, and I get peace of mind as I know he will be well looked after. I value the one day respite. What else would be provided if not here?

A: There is a duty and responsibility to meet people's individual care and support needs, including carers and this will include considering if there are other alternative support services to meet people's needs.

Attendee comment: My [relative] comes twice a week and all her needs are met, Charter Centre is the best possible option and she has a good time here.

Attendee comment: The Learning Disability team looked at alternative services but nothing was available.

Attendee comment: This is the only day I come; I use ambulance transport (Wealden transport). I would be stuck at home all week if I didn't come here.

Q: What is the cost of keeping reviewing services, it seems to happen a lot?

A: The review is in response to the financial circumstances, pressure on the community care budget and savings that need to be found. Day services are very expensive and the centre is not full, people are not choosing this type of service.

Attendee comment: There is a lunch club in Bexhill which is run by older volunteers and can't get new staff. There are clients there that should be attending the Charter Centre.

Attendee comment: Cost is an issue for many people – somebody new was interested and visited but declined to pay the £54 a day price.

Q: What does it cost a day?

A: The cost to the client is £54 but the actual cost of the service per day is a lot more to cover the building and transport costs funded by ESCC.

Attendee comment: Residents of Thalia House – five of the residents (100 residents in the flats) visit the centre and come for our lunch. They are very good facilities and the staff are wonderful. We could encourage more people to attend.

Attendee comment: Always seems to be Adult Social Care that has to find the savings even with council tax increases.

A: Central Government are not funding councils.

Attendee comment: Many care homes closed in Hastings. Please don't close this centre.

Q: Which day services are proposed to close?

A: Not proposing to close any, however five of the council-supported day centres including; IBC, Warwick House (Seaford), Charter Centre, Phoenix Centre and Milton Grange (Eastbourne) are all being reviewed.

Attendee comment: Two services could be put together e.g. Charter & IBC, the bus would be available and the two could be combined to use the same building. There is only 6 miles between the centre but can't be on the bus more than one hour.

Attendee comment: We have new landlords. Could a rent reduction be considered to help with reducing cost?

Attendee comment: We used to have over 100 clients attend the day centre and as we have been under review over time the numbers have reduced.

Q: Why are we not getting the referrals – the carers' breaks service is not referring either?

A: It's likely that the funding is not available via the community care budget.

Q: Is the Charter Centre being advertised? Only the people with highest needs are getting funded. Maybe some of the senior staff jobs can be looked at?

A: Adult Social Care staff know about the centre and management jobs are being reduced.

Q: There has been a lot of building work done and money spent on the centre – were they necessary?

A: Money spent on renovations is spent from a different budget. The building needs to work better as a whole.

Attendee comment: We still need day care to enable community interaction with others and to feel part of the community, a PA is not always appropriate as can still be isolating with that one person as not meeting other people.

The Council closed the meeting and thanked everybody for their time and valuable contribution.

Isabel Blackman Centre – 10 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Question: Is this a done deal, what can we do to keep IBC open?

A: It is not a done deal; we need to consider the best way to provide day services that meets people's needs within a reduced budget.

Q: What do you propose if IBC closes?

A: Need to explore if there are any alternatives and to take note of the importance to people's individual needs and including caring respite. IBC is not always full and we need to understand the reasons for this.

Attendee comment: It's very good here; the staff are all very good. We would be isolated at home if we couldn't come here and helps give carers some respite.

Attendee comment: Come here 5 days a week there is nice food, good company – not fair for government to shut us down.

Q: Pinehill shut and so we came here – what will happen to people who use this service?

A: If services closes all clients would have individual reviews to look at their needs this would include their carers. Alternative provision will be looked at before the day services closes.

Attendee comment: My [relative] has been coming here five years for carers respite, we need this help and maybe more contribution towards the cost would help.

Attendee comment: What about Bevan's promise to care "from cradle to grave".

Attendee comment: The centre is open seven days a week; we go out on trips, excellent staff and activities. It helps reduce loneliness and poor mental health.

Q: As the representative from the GMB Union, please can you confirm the consultation dates? IBC is a vital service and makes people's lives better. We need to know what the budget is for IBC and to understand what the other options might be, plus the cost of any replacement to help people make decisions, otherwise we are at a disadvantage.

A: From the 19th March until 28th May a 10-week public consultation is taking place. People can take place in a variety of ways. All costs will be considered and this will need to be presented to council cabinet in June 2018.

Attendee comment: As the chair of the Old Town Association – this is the fourth time that IBC has been at risk of closure. What are the reasons it should close. There are many facilities including bathing, the current management are excellent and the IBC serves a unique poverty profile in Hastings. It is crucial that we have more information to inform the consultation and a needs profile must be considered.

A: An Equality Impact Assessment (EIA) will be completed to look at all needs including demography, deprivation, the impact on protective characteristics, this includes carers, disability and future demand.

Q: Will we see the EIA?

A: Yes, this will be available alongside the cabinet papers in June.

Attendee comment: Day care in Rye has already closed, can't close this as well. I am very happy here and have lots of friend that attend also.

Attendee comment: Perhaps there is money available from a small trust that can help with the costs.

Q: The Government say they have no money but I think they have. How much has the council got in reserves?

A: Unable to answer this.

Attendee comment: Please use microphones for future meetings as unable to hear.

A: Noted and apologies.

Attendee comment: Carers save the Government a lot of money. The Prime Minister is not helping the elderly and disabled. The IBC provides carers respite.

Q: Is the increased council tax for Adult Social Care (ASC)?

A: Yes and work has been done to look at ways to reduce savings in ASC already.

Attendee comment: Last time IBC went out to tender and SCDA won the contract and have made an excellent job. The boss comes out every day to see everybody. If it closes there will be the cost of providing care in people's own homes. The new dementia service set up 2nd April states day centres are needed.

Q: We would like assurance from cabinet members that they have looked at the levels of deprivation in Hastings – can they visit to see the great work here? The council leader lives in [removed] – could we invite him to visit?

A: You can contact your own MP to ask them to visit and have your say about the centre.

Attendee comment: I'm a different person since coming here, the staff have helped me, I'm more confident and my health has improved. I can help volunteer.

Attendee comment: IBC helps prevent crisis in the community, helps check and monitor people's health and wellbeing every week inc. health appointments if not available it would be more expensive to resolve health issues and impact on the hospitals.

The meeting was closed and everybody was thanked for their time and valuable contribution.

Phoenix Centre – 13 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Q: Why is the consultation closing on a Bank Holiday (BH)?

A: Comments received on a BH will be processed.

Q: Council Cabinet could overturn the decision.

A: Full council is required to make financial decisions.

Q: This is a vital service for carer respite and I would have lost my job if it had not been for the Phoenix Centre. I have given feedback in past consultations; why is the council consulting again?

A: More financial savings are required again this year and need to look at ways to re-configure services.

Q: The number of people who have attended the meeting today is an indication of the importance and necessity of the centre. What is the cost and are there alternatives available?

A: £90 a day and the centre is under-occupied. We need to reduce costs.

Attendee comment: The building could be let out to generate income – explore third sector funding.

Q: What political party dominates council Cabinet? The MP is not present.

A: Conservatives.

Q: Why are so many council-owned properties left standing open empty?

A: Many are sold off and a list can be provided to show where properties have been sold.

Attendee comment: St Nicolas day centre has reduced its service, need to keep Phoenix open. I volunteer here.

A: Not proposing to cut the service need to look at all day care as a whole.

Attendee comment: *My [relative] attends twice a week and she wants to feed back what she gets from the Phoenix Centre – enrichment, creativity, distraction from health problems, independence, and safety. The staff are amazing and centre is superb. My [other relative] receives respite as her carer and has no worries while she is here. Third party carers would not be accepted. I've given up a career to look after my parents or my mum would go into care.*

Savings ideas they have are – to have more paying clients, train more in-house staff and therapeutic activities, centralise administration support, relocate to a smaller premises, outsource the food provision. The Government need to provide more funding.

Attendee comment: Had various professionals involved but not one ever mentioned or promoted the Phoenix Centre. It's not advertised in the GP centres.

Attendee comment: Previous councillor campaigned against the closure of Harvard Rd in Ringmer. A new care/ nursing home is now open and the cost is up to £2,000 a night so £90 a day is a good price.

Day services provide respite care for the carers and reduce carer breakdown. There would be an added cost. There is an increasing older population in the area. These are not savings, they are cuts and there is money available.

Q: Have there been any estimates on the potential increased cost of individuals' packages of care to meet high care needs if they were not receiving day care?

A: The Centre is not closing but there are cheaper ways to provide day services approximate cost is £55 a day. Need to increase occupancy and work with business partners to have an effective business model for the future.

Q: The Council treats older people like the poor relation – has ESCC made a strong petition to central government? Has there been a march outside Downing Street?

A: It is important to ensure your message is shared with elected members. Campaigning at both national levels with the Stand Up for East Sussex Campaign and via the Association of Directors of Adult Social Services to government demonstrating that more funding is needed even to maintain current levels of funding. Council have to operate in a budget set by elected members. Saving proposals can be opened to challenge.

Attendee comment: Are you aware 40 other organisations rent this building?

Attendee comment: Dementia Action Alliance is supported by SCDA. People with dementia access support at the centre including essential peer support.

Q: Is the Council signed up to supporting people with their personal independence payments and other benefits?

A: Yes, within the dementia guide service and through welfare and benefit support projects.

Attendee comment: Transport for people can be difficult and a challenge but is much needed for the benefit for people to get out.

Attendee comment: Warwick House in Seaford is well used and covers the Havens. If you cut services there will be nothing left but damage to civilized society.

A: The value, importance and benefit of services is known and understood. Demand on the system is greater and unable to operate as it currently stands.

Attendee comment: The centre could be opened to more families and children as an intergenerational community hub, as there are known benefits to this model, including preventing reliance on more expensive services plus one way to reduce the bed blocking in hospitals.

Attendee comment: The centre was reconfigured two to three years ago and SCDA has created more opportunities for people. Council is stuck as they need to generate income as there is less funding from the government and this has dropped over the years.

We want our MP to know what is going on as this is a disgrace to the community to be constantly threatened.

A: It is important to have the dialogue in the right place and with the right people.

Attendee comment: The foot clinic provided at the centre helps to prevent more expensive hospital care.

Attendee comment: The repeated possibility of closure does not help anybody including Home Works – higher future costs inevitable. Have your say to your MP and cabinet members.

Q: Why are Milton Grange and Firwood House included in the cabinet papers as a proposal to close?

A: All services are being looked at as a whole as some provide a range of support. £59,000 of savings are required this year. It is therefore important to look at all day care provision services across the county.

Attendee comment: Need to raise awareness of the centre and the cognitive stimulation it provides with excellent staff. Carer respite and meeting high care needs. Use GPs to advertise more.

Attendee comment: This is a fantastic facility for my [relative] it enables me to go to work as long days' respite are provided with amazing food.

Attendee comment: Use it or lose it – need more people to pay. Patient participation group held here, the facilities of the centre could be used more. We need more information to help decide as part of the consultation. Could planning permissions regulations and processes help keep the building open?

The meeting was closed and everybody was thanked for their time and valuable contributions.

Equality impact assessment – summary report for RPPR Older People’s Day Services

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council’s website.

Date of assessment update: May 2018

Manager(s) name: Tamsin Peart **Role:** Strategic commissioner

Impact assessment:

As part of the council’s RPPR process a review is being conducted in order to identify savings within older people’s day services. The EqIA explores the potential impacts of closure or other savings options such as re-provision.

The day services being reviewed are all provided by the independent sector, both voluntary and private organisations. These are provided by and include:

- Charter Centre, Bexhill - Sussex Community Development Association (SCDA)
- Isabel Blackman, Hastings - SCDA
- Phoenix House, Lewes - SCDA
- The Pavilion, Uckfield - Sussex Support Service (SSS)
- The Havens, Peacehaven & Newhaven - Age UK East Sussex
- A range of other independent providers from which we spot purchase places

This review is closely linked to a related review of commissioned day services at Milton Grange and Warwick House.

Summary of findings:

The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers’ services will also have a negative impact on carers and older people.

- As these day services are for older people, any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue, as well as physical needs associated with the ageing process.
- Potential changes would result in increased anxiety and distress for older people with dementia and mental health conditions, and due to reduced capacity for specialised support and the increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care.
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services.
- An impact to clients who rely on day services for social interaction and stimulation, and likewise to carers who have made social connections with other carers, or use the time to meet other responsibilities or self-care.
- Potentially longer travel times to reach services, particularly for clients living in rural areas and who are reliant on arranged transport.
- There were also related potential effects on race and sexuality for clients, although it is acknowledged that these issues relate to access to services in general, rather than the

proposals specifically. These have been assessed as neutral but addressed in the mitigations where possible.

- As directly provided services are also under review, there may be additional impacts on the day services which are contained within this review.

Summary of recommendations and key points of action plan:

- Any proposed re-provision of service will aim to keep clients grouped together where possible, and will work with clients and their families/carers individually to manage change at a pace that is appropriate.
- Commissioning of suitable alternative services should existing services cease.
- Any cultural or lifestyle issues will be reflected in client’s care plans and should re-provision of service happen, be discussed appropriately with providers.

Groups that this project or service will impact upon

	Positive	Negative	Neutral
Age		x	
Disability		x	
Ethnicity			x
Gender/Transgender			x
Marriage or Civil partnership			x
Pregnancy and Maternity			x
Religion/Belief			x
Sexual Orientation			x
Other (inc. carers/rurality etc)		x	
All			

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Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Learning Disability Directly Provided Services**
Purpose of Report: **To consider proposals for Learning Disability Directly Provided Services**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to the proposed changes to the Learning Disability Directly Provided Services set out in the report; and**
 - 2. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 The services that are managed within Learning Disability Directly Provided Services, support over 700 clients across East Sussex. This support is offered in a number of different service areas: day services; community support services, which include supported living services and supported employment; respite services; Shared Lives and supported accommodation. The latter service also supports vulnerable people and people who are supported by mental health services.

2. Supporting Information

2.1 The Learning Disability Directly Provided Services 2018/19 budget of £8,548,000 is set out in Appendix 1. The required reduction in budget represents a reduction of 14% of the available resource. Appendix 1 also provides details of the breakdown of budget reductions by service area, if the proposals are accepted.

2.2 By way of context, it is important to note that the budget in Learning Disability Services has reduced by over £1,500,000 over the last four years, without decreasing the level of service. This has been achieved through investment in buildings and making changes to operational practice to ensure high levels of efficiency. This, in turn, means that the only way to meet the required savings target this year is to reduce the level of support available and thus staff costs.

2.3 The overall rationale underpinning the proposals to achieve the required saving, is to avoid the need to close services, instead focussing on reduced support to save money without putting vulnerable people at risk. As such, the overall aim is:

- to protect day and respite services from closure;
- to continue to provide services that offer people a home;
- to continue to support people who would be unsafe if an existing service is withdrawn.

2.4 The location of each service or office base is at Appendix 2, Map 1. Appendix 2, Table 1, outlines the following information:

- a profile of Learning Disability services;
- a summary of the proposals;
- the number of people affected by, and the impact of, the proposals - information which is shown for clients and their families and then for staff.

The table also provides details of the way in which the proposals have been revised as a result of feedback received.

3. Consultation Summary

3.1 Within Learning Disability Services, two distinct consultation processes have been running:

- A ten week consultation period from 15th February to 25th April 2018, when a series of individual and collective consultation meetings have taken place with clients, parents, carers and key stakeholders;
- Staff consultation which was launched on 19th March and will conclude on 30th July 2018. Consultation events and opportunities have been arranged for staff at all levels.

3.2 Appendix 3 outlines draft information from the consultation with clients, parents, carers and key stakeholders as well as providing details of staff engagement activity. Key themes from the consultation include:

- These clients are all vulnerable so the negative impact will be significant
- Many people are concerned that those cared-for will be upset by the proposals and struggle with the change to their routine
- People are concerned that the changes will make it harder for them to maintain their caring role. A number of people said it could well mean their family member would end up in residential care permanently
- People felt the proposals would lead to higher costs in the long run, as if people struggle to cope the Council will need to fund additional or alternative services or the client may end up in residential care
- The impact on carers' wellbeing and mental health was raised. The proposals would increase the stress on carers and could lead to people having breakdowns or health issues of their own
- The impact on routines and particularly changes to staff who people are used to were also issues
- Some people felt that some people got more services than others and this should be taken into account if the proposals go ahead
- People who work are worried about their ability to maintain their employment. They felt that those working full time should have access to full-time support

3.3 There were many complimentary and positive comments about the high standard of care that is provided by Learning Disability Services, throughout the consultation, with strong support, from clients and their families, to continue to provide the current level of service. A full set of consultation responses are available in the Cabinet and Members' Rooms for Members consideration. Appendix 3 provides a summary of the consultation responses.

3.4 Appendix 4 provides a summary of the themes from the staff consultation with a management response and an indication of changes that will be made to the staff consultation pack as a result of these comments.

4. Proposed changes to service provision

4.1 If the proposals are agreed, all clients who are affected will be offered an individual review to consider whether their support package, in light of service reductions, continues to meet their assessed needs. Where it is deemed that the services directly provided by Adult Social Care are not sufficient to meet the assessed needs of individuals, Care Managers will seek alternative support solutions.

4.2 Going forward, it is likely that future levels of service provision for some clients will differ from the levels currently provided. In some cases, especially for longer-term clients, current levels of service provision are historic and were agreed at a time when resources and eligibility criteria were less restricted. Early indications suggest that some clients may not require alternative service provision going forward. For

other people who require a high level of support, a reduced support package may not be viable. Wherever possible, new and creative solutions would be sought through the use of Direct Payments and clients would be supported to make choices and decisions about available options.

4.3 Given the very nature of learning disability services, the proposed reductions would also impact directly on carers. As part of the individual service reviews mentioned above, carers would be offered a carer's assessment, or a review of their assessment, to determine whether support packages, using the revised Council offer, continue to meet their assessed need.

5. Impact of delivering the proposed changes to service provision

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 5. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full EqIAs and take their findings into consideration when determining these proposals.

5.2 The area of biggest impact is on carers and people with disabilities. Taken individually, each of the proposals would have a low to medium risk. However collectively, these services being reduced at the same time could mean a significant gap in service provision. A broad overview of the impact includes:

- Negative impact on people who use Learning Disability Day, Respite and Community Support Services, including ChoicES supported employment service. There may be emotional/ psychological distress due to change in routine, social anxieties around loss of connection/ interaction, any physical disabilities that may mean any changes are doubly difficult to endure.
- Negative impact on families and carers of people who use these services, due to increased pressure on their supporting roles. There may be an additional impact as a result of proposed savings in carers services.
- Increased reliance on other services, for example mainstream health services such as Primary Care and Mental Health.
- Increased levels of social isolation, reduction in aspirations to get paid employment, increased levels of carers' physical and mental ill health.
- Increased likelihood that a proportion of people will live in the community without the support they need. It is likely that some service users may require other care services as a result of these services being reduced.
- Increased demand on independent providers (private or voluntary sector) – both in capacity to fill the gap in services and in supporting their existing clients' increased demand/needs as a result of the proposals.

6. Conclusion and Reason for Recommendations

6.1 It is acknowledged that feedback has been received from clients, parents and carers opposing the proposals that have been put forward. Officers have made some changes to the original proposals to accommodate the views of clients, parents and carers where possible and appropriate.

6.2 It should be noted that everyone who is affected by the proposals would be offered an individual review; early indications suggest that 58 people may experience a total withdrawal of services provided directly by Learning Disability Services and a further 158 people would experience a reduction to the support they currently receive, 27 of whom would experience a decrease in support from more than one

service. The proposals include a transitional period, for people in the latter group, to ensure that they experience a consistent level of support from at least one service until April 2019.

6.3 The views of clients, parents and carers reflected concern about a potential loss of skilled staff. Through careful and considered staff engagement in the consultation process, it is anticipated that these proposals would allow for the retention of the majority of staff, with voluntary redundancy used to release staff who wish to move on, thus achieving the required level of reduction without a detrimental effect on service quality.

6.4 The recommendation therefore is to implement the proposals as set out in Appendix 2, Table 1, of this report. This recommendation will reduce the overall cost of Learning Disability Directly Provided Services whilst maintaining high quality in the remaining service provision.

6.5 Cabinet is recommended to agree to proceed with the proposals set out in Appendix 2, Table 1, to remodel services for the Learning Disability Directly Provided Services.

KEITH HINKLEY
Director of Adult Social Care and Health

Contact Officer: Kay Holden, Head of Directly Provided Learning Disability Services

Lead Member: Councillor Maynard

Local Members:

Grangemead Respite Service:	Cllr Bowdler
Greenwood Respite Service:	Cllr Ensor
St Nicholas Day Service:	Cllr O’Keeffe
Linden Court Day Service:	Cllr Tutt
Hookstead Day Service:	Cllr Tidy
Beeching Park Day Service:	Cllr Earl
Working Wonders (Conquest):	Cllr Scott

BACKGROUND PAPERS:

Appendix 1: Potential Savings from Proposal in Learning Disability Directly Provided Services

Appendix 2: Map 1: Countywide Location of Learning Disability Services
Table 1: Profile of Services, Proposal Summary, Impact and Changes Made

Appendix 3: Summary of public consultation

Appendix 4: Staff Consultation summary themes and response

Appendix 5: Equality Impact Assessment Summary Report

APPENDIX 1

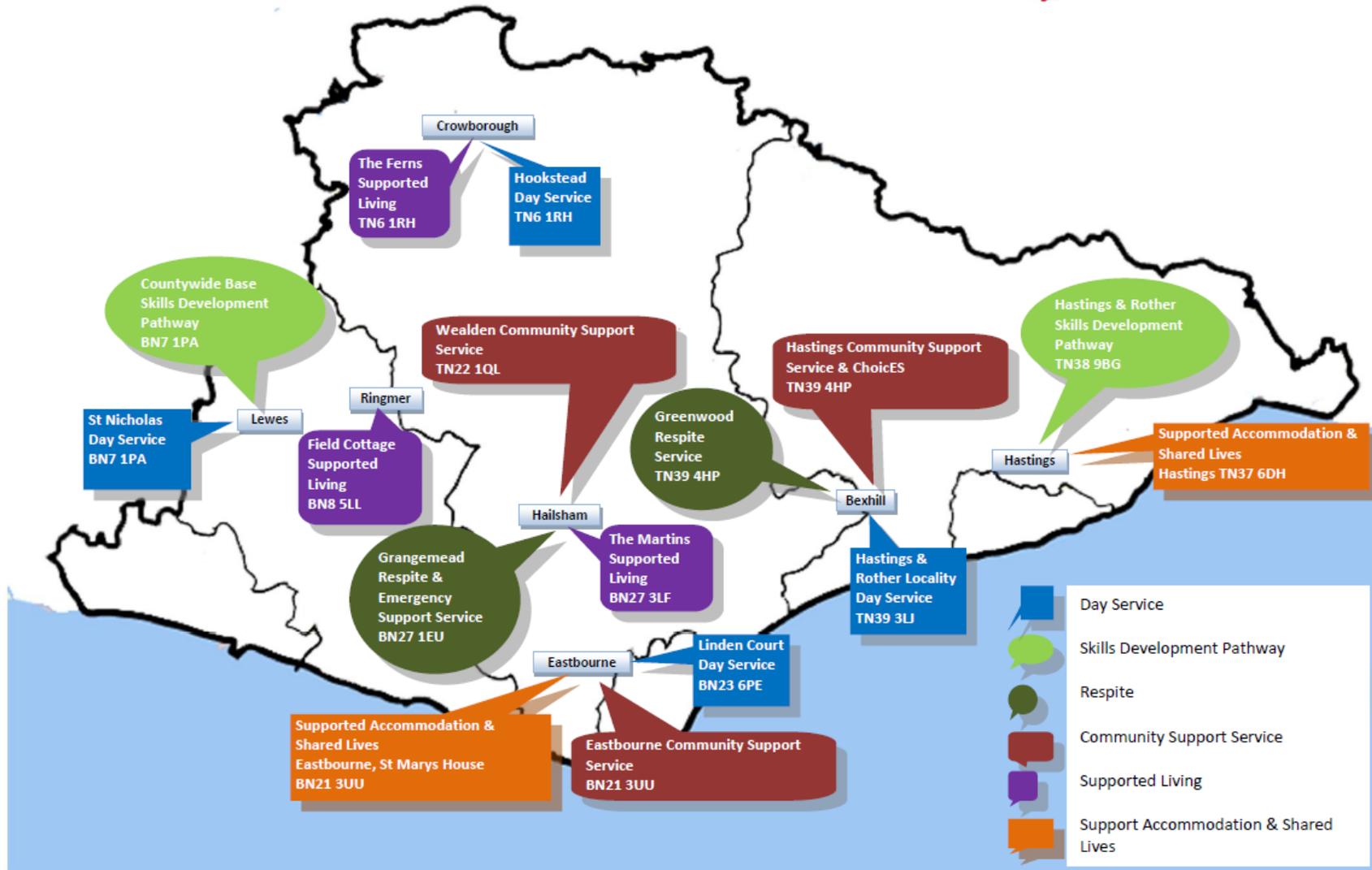
Potential Savings From Proposal in Learning Disability Directly Provided Services

Service	2017-18 Budget			Potential Saving From Proposal	
	Gross	Income	Net	(£000)	%
	(£000)	(£000)	(£000)		
Community Support Services	2,553	180	2,373	609	26%
Day Services	3,493	338	3,155	317	10%
Respite Services	1,965	140	1,825	63	3%
Shared Lives and Supported Accommodation	670	288	382	93	24%
Central Management & Administration	557	0	557	88	16%
	9,238	946	8,292	1,170	14%

APPENDIX 2: Map 1 - Countywide Location of Learning Disability Services



Cross County Map



APPENDIX 2: Table 1: Profile of services, proposal summary, impact and changes made

Day Services																
2017-2018 gross budget £3,493m Savings proposal £317,000																
Day services service profile	<p>315 people attend learning disability directly provided day services over a five day period</p> <table border="1"> <thead> <tr> <th>Location</th> <th>Service name</th> <th>No. people attending service</th> </tr> </thead> <tbody> <tr> <td>Bexhill/St Leonards</td> <td>Hastings and Rother day service</td> <td align="right">115</td> </tr> <tr> <td>Crowborough</td> <td>Hookstead</td> <td align="right">55</td> </tr> <tr> <td>Eastbourne</td> <td>Linden Court</td> <td align="right">67</td> </tr> <tr> <td>Lewes</td> <td>St Nicolas</td> <td align="right">78</td> </tr> </tbody> </table>	Location	Service name	No. people attending service	Bexhill/St Leonards	Hastings and Rother day service	115	Crowborough	Hookstead	55	Eastbourne	Linden Court	67	Lewes	St Nicolas	78
Location	Service name	No. people attending service														
Bexhill/St Leonards	Hastings and Rother day service	115														
Crowborough	Hookstead	55														
Eastbourne	Linden Court	67														
Lewes	St Nicolas	78														
Proposal summary	<p>To close each day service for one day per week</p> <ul style="list-style-type: none"> • Clients who attend four days or less would continue to receive the same level of service, albeit that patterns of service may be disrupted. • It is proposed that two services would close on Wednesday, one on Tuesday and one on Thursday. <p>To close the extended day service that operates one day per week at Hookstead in Crowborough.</p>															
Number of people affected and impacted by the proposal	<p>Currently 83 people attend day services for five days each week and would therefore experience a reduction to their service from ESCC.</p> <ul style="list-style-type: none"> • Of this number, 25 people live with paid carers. • A further 116 clients would be disrupted by the need to change the days they attend. • Four clients would lose the extended day service; two of whom would also experience a reduction in respite and day services. 															
Number of staff affected	<ul style="list-style-type: none"> • 69 full time equivalent staff 															

and impacted by the proposal	<ul style="list-style-type: none"> • All 69 full time contracts* in day services would reduce from 37 to 30 hours per week. • Staff who choose to take a 30 hour contract would have 10% of their current pay protected for 12 months, that is, they would be paid 33.7 hours* • Where possible and requested, staff would be offered seven hour contracts in other services. • ESCC transport services are keen to employ relief drivers where drivers' hours would be reduced. <p>*This figure does not include staff working in Skills Development.</p>
Changes made in response to consultation feedback	<p>Some families commented that closure on a Monday or Friday would affect their respite break so only Tuesday, Wednesday or Thursday is now proposed as closure day, with the two services that are furthest apart, geographically, closing on the same day.</p>

<p align="center">Shared Lives / Supported Accommodation (SL/SA) 2017-2018 gross budget £670,000 Savings proposal £93,000</p>	
Shared Lives / Supported Accommodation service profile	<p>These services source and support small providers to offer accommodation either in their own home or in accommodation with regular support.</p> <ul style="list-style-type: none"> • Countywide service, with staffing costs only, not placement costs, funded from Learning Disability Services. • Shared Lives is regulated by the Care Quality Commission. • 200 clients are currently supported by 105 approved carers.
Proposal summary	<ul style="list-style-type: none"> • To delete one Shared Lives / Supported Accommodation Officer post and one supervisory post.
Number of people affected and impacted by the proposal	<p>Existing clients and paid carers would not be directly affected by the budget reduction. However, the potential for the teams to continue to develop and expand would be curtailed. This may impact on overall costs to the Council as placement costs are generally lower within these services when compared to independent sector provision.</p>
Number of staff	<p>The Shared Lives and Support Accommodation (SL/SA) Team comprises: two Supervisory posts; one office manager;</p>

affected and impacted by the proposal	two Senior SL/SA posts; 10.43 FTE SL/SA posts and 1.5 x SS4 admin staff. One worker would be displaced. The remaining reduction would be found via a vacant post.
Changes made in response to consultation feedback	As original proposal

Respite Services

2017-2018 gross budget £1,965m Savings proposal £63,000

Respite services profile	<p>190 clients receive support from respite services with allocations per client varying from 12 nights per year to 104 nights.</p> <ul style="list-style-type: none"> • Allocations are dependent on client and family assessed need. <p>Two service locations:</p> <ul style="list-style-type: none"> • Greenwood in Bexhill, offers 15 beds for respite services; • Grangemead in Hailsham, offers five beds for respite services and six beds for emergency residential care. • The services are registered with, and regulated by, the Care Quality Commission.
Proposal summary	<ul style="list-style-type: none"> • Not normally exceed 49 respite nights, per year, per client unless exceptional circumstances and for a time limited period. • To structure respite breaks, to achieve maximum levels of occupancy, such that people would be only offered either four day midweek breaks or three night weekend breaks with a 50/50 split of each across each person's allocation. Single nights would be offered as a last minute arrangement only. • To slightly alter the night time staff cover at Grangemead. • No change is proposed to emergency provision.

Number of people affected and impacted by the proposal	<p>55 clients currently have an allocation between 49 nights and 55 nights' per year.</p> <p>A further eight clients have an allocation above 55 nights.</p> <p>21 families use the service for single or two night breaks, with the remaining 169 clients already using the structured approach of weekday or weekend breaks.</p>
Number of staff affected and impacted by the proposal	<ul style="list-style-type: none"> • Each service would reduce support staff by 1.5 full time equivalent posts. • No staff would be affected as there are sufficient vacancies to absorb the change. • At Grangemead only, night staff would lose half an hour from each shift they work.
Changes made in response to consultation feedback	<ul style="list-style-type: none"> • 25 clients would experience a decrease in day services and in respite services. A further eight clients would experience a significant reduction in respite of between 21 to 55 nights. • To mitigate the impact, it is suggested that a transitional period is introduced such that the reduction in respite is not realised until April 2019 for these 33 families. However, it is proposed that the structured approach for all breaks would take effect in October 2018. • Greater clarity is needed to explain that longer breaks would be permissible within allocation and alternative services, such as Shared Lives, may offer more flexible support for families wishing to retain single night breaks.

Central Management and Administration costs

2017-2018 gross budget £557,000		Savings proposal £88,000
Central management and administration profile	<ul style="list-style-type: none"> • The senior management team for Learning Disability Services comprises seven management posts and three administrative posts. 	
Proposal summary	<ul style="list-style-type: none"> • To delete two management (LMG1) posts and 0.5 administration post 	
Number of people affected and impacted by the proposal	<ul style="list-style-type: none"> • Clients would not be directly affected. 	

Number of staff affected and impacted by the proposal	<ul style="list-style-type: none"> • One Manager would be displaced. The remaining reduction would be found via vacant posts.
Changes made in response to consultation feedback	<ul style="list-style-type: none"> • As original proposal

Community Support Services (CSS)

2017-2018 gross budget £2,553m Savings proposal £609,000

Community Support services profile	<ul style="list-style-type: none"> • 134 people receive regular support in their own home from this service. • A further 28 people receive active support from ChoicES, our supported employment team. • The service is countywide with teams based in three locations. • Each team is registered with, and regulated by, the Care Quality Commission. • The level of support provided ranges from one hour per week to 24 hours a day, seven days per week. • 36 people receive full 24 hour support.
Proposal summary	<ul style="list-style-type: none"> • To provide services in future only to people who would be unsafe without this support. • To reconfigure management arrangements for these teams. • To reduce the supported employment service and revise the referral criteria such that the team focus on move on from day services only. • To retain two Community Support Workers to provide outreach respite in people's own homes- to be introduced in April 2019.
Number of people affected and	<ul style="list-style-type: none"> • Initial assessment indicates that 59 people would remain safe if the service is withdrawn, one of whom would experience a reduction in other services. A further 36 people would be deemed safe if their support is reduced.

impacted by the proposal	<p>This information would be formally ratified, if the proposals are agreed, through reviews with Care Managers.</p> <ul style="list-style-type: none"> • Critical support to maintain employment would continue to be provided for a limited period, naturally reducing, therefore figures about a service reduction for ChoicES has not been included in the details above.
Number of staff affected and impacted by the proposal	<ul style="list-style-type: none"> • The number of posts within the Fieldwork team of Community Support Services would reduce from 24.5 to 8.5 (full time equivalent). In ChoicES, the number of support worker posts would reduce from two to one. • Team Leader posts would reduce from 10 to 5.5 FTE, with Service Manager posts reducing from two to one post. • Staff would be managed as one Countywide team, rather than three locality teams, with a distinct structure for Supported Living Services.
Changes made in response to consultation feedback	<ul style="list-style-type: none"> • One person would experience a cessation in CSS and a reduction in day services. To mitigate the impact on this family, the revised proposal introduces a transitional period such that CSS would not be withdrawn until April 2019. • It was originally proposed that an outreach respite service is set up to mitigate the impact of the reduction in respite and community support services. However interest in this new service is variable and therefore it is proposed that its introduction is delayed to cover the additional cost of the transitional arrangement for respite and CSS. In the meantime, the new service would be developed based on emerging needs following changes to services

- **Please note:** A number of clients are supported by more than one service.
Client numbers are correct at 30 April 2018.
FTE means Full Time Equivalent

ASC savings consultation 2018

Learning disability directly provided services



Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the learning disability directly provided services

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About this document:

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<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposal for learning disability directly provided services.

We are proposing to spend just over £1 million less on these services.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for learning disability directly provided services between 15 February and 25 April 2018.

Activity and events

Where notes were taken at the meeting these are included in appendix 6. Otherwise people's feedback is included based on how it was submitted.

Event type	Details	Attendees
Client consultation meetings	Week commencing 5 Mar Meetings held as part of day services Three meetings held for community support services	3 meetings 27 clients 8 parent/carers
Parent/carer consultation meetings	Week commencing 5 Mar Three meetings held in different locations at different times	69
Drop-in sessions	Week commencing 12 Mar, Client sessions led by POhWER	3 sessions
Drop-in sessions	Week commencing 12 Mar Parent/carer drop-in sessions	4 sessions
Stakeholder consultation meeting	12 Mar Meeting for health colleagues and providers	11

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Paper and online)	Day services: 33 CSS: 26 Respite: 17

Survey for family and friends of people who use services (Paper and online)	32
General survey about the savings (Paper and online)	41
Other feedback (Email, letter, call, video, feedback form)	Indiv: 230 Org or group: 1
Event or meeting	115
Total responses	495

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

Overall themes

- The majority of families and carers strongly disagree with the proposals, although they are most concerned about the cap for respite nights and the closure of day centres for one day a week.
- People who use services are sad, concerned and uncertain about the proposals.
- People with a learning disability need structure and routine and any changes are likely to affect their behaviour.
- The proposals would have a significant impact on carers and their ability to have a break, maintain their employment and continue in their caring role.
- The proposals would cause carers and family more stress, affect their health and could affect their mental health.
- Older carers are particularly concerned about how they would manage in future.
- They say that adults living with their families would be hardest hit because of the way the cuts are being done.
- Decisions about which services people can use and how much they need them should be based on individual assessed need.
- Continuity of service is important, so offering alternative provision to meet assessed need won't work for some people.
- Reducing essential services like day and respite means that some people would have to consider residential care. The cost of residential care would be much higher.
- For all the proposals, clients said the thing that would help them get ready was to be kept updated about the plans.
- People suggested that the Council make savings in other departments instead or to bring in income from unused properties.

Respite

- People mainly strongly disagree with the proposal to cap respite nights.
- They think it is short sighted and would be more expensive in the long run, as it risks people not coping and families having to consider residential care.
- People say they need, or have been assessed as needing, their current level of respite and say that it enables the carer to continue in their caring role.
- They are less concerned about the proposal to change the way respite is booked, although some say it would limit their respite options and others say their relative

couldn't cope with longer stays.

- Families said the change in their family member's routines would be hard and could have a big impact on their behaviour.
- There is little interest in using the proposed at-home respite service, while people don't think offering single nights at short notice is practical.

Day services

- People generally strongly disagree with the proposals, although a small number of families and clients agree with them.
- People like seeing their friends and staff and taking part in activities, and are worried about the changes impacting on that, although some clients don't mind staying at home.
- Families said the change in their family member's routines would be hard and could affect their behaviour.
- Organisations and families are concerned that it would be harder to retain good-quality staff if they aren't offered full-time positions.
- If the proposals go ahead, more thought needs to go into the days the services would close in order to manage routines and link up with respite.
- The day services cuts could affect the cost of living in supported homes or limit the access to activities for those people.

Community Support Service

- Clients aren't happy about the proposal, while families and carers nearly all disagree with it.
- They are worried about being safe at home and in the community without the community support service.
- The changes would impact on people's independence, limit their learning, increase their isolation and impact on their ability to access the community.
- Clients said they wouldn't be able to do, or would forget to do, everyday tasks and would be more isolated.
- People said it could be more costly in the long term if people aren't able to continue living at home and have to move into residential care.
- People suggested that having some skills training might help them to get ready.

ChoicES

- People were least concerned about the proposal for ChoicES, although some people did say that they need the service to find or keep a job and volunteering opportunity, and a few families were concerned about future access to the service.

Summary of themes by response method

Client surveys

Day services

Views on the plan to open day centres four days a week: Just over half disagree with the plan, although the rest were split between agree and not sure. People said they are upset or unhappy about the proposal.

How they would be affected: People said they would miss sessions and activities that they enjoy. Some said they aren't affected or wouldn't mind staying at home instead.

Which activities are most important: Being creative was the most popular and sensory activities the least popular. There was a fairly even split across the other five types of activity.

Helping people get ready: People said to keep them updated and tell them the decision as soon as possible.

Community support service (CSS) and ChoicES

Views on the plan to limit who uses the CSS: People said they wouldn't be able to do, or would forget to do, everyday tasks like shopping and cooking. They aren't happy about the proposals, saying they would be more isolated and don't know how they would manage without it.

Only offering ChoicES to people who use the day centres: Some people said they don't use the service, while others said they need the service to help them find or keep their job.

Help them to get ready: Some people said they don't know, while others would like skills training.

Other comments: People need this support to keep going, so it shouldn't be stopped.

Respite

Limit the amount of nights people get at respite services: People said they enjoy staying there. Others agreed with the plan.

Views on the plan to change the way respite services are booked: People said they agreed with the plan or didn't know what they thought about it.

Help them to get ready: Keep them updated on the plans.

Family and carer survey

Views on the savings proposals: The majority of the respondents disagree or strongly disagree with all the proposals. Limiting the employment service and introducing block bookings for respite had the highest levels of agreement, while changing the CSS eligibility and lowering the maximum numbers of respite nights had lowest levels of agreement.

Why people agree or disagree: If the savings go ahead it would be more expensive in the long term. Decisions about which services people can use and how much they need them should be based on individual need. It would also cause more stress for carers and limit their ability to have a break.

How their family member would be affected: They would be upset about the changes. It would impact on their independence, limit their learning, increase their isolation and impact on their ability to access the community. The change in their routines would be hard and could affect their behaviour.

How they as a carer would be affected: It would put them under more stress and would have a negative impact on their health. It would limit their ability to have a break and mean their family member would need more support.

Impact on their ability to maintain their employment: Over half of the respondents say it would affect their ability to work. People say they would have to give up their job or they would lose their job.

Views on the plan to limit access to the CSS: People said they disagree with the proposal and the Council must be mindful of the added risk that removing the service could bring. People said you still need support even if you are living at home and it could be more costly if people aren't able to stay living at home.

Interest in using the at-home respite service: The majority of respondents say they wouldn't be interested in using this service. They said respite should be personalised and people should be able to use the services they choose.

Suggestions for other ways of making savings: People said look for savings from other departments instead.

Other comments: The proposals are short sighted and would lead to higher costs in the long term, particularly if people end up in residential care as a result.

General survey

Views on the proposals

- The most vulnerable would be affected.
- People are concerned about the negative impact on carers.

The impact of the proposals

- It would increase the stress on carers.
- It would have a negative impact on the families and carers of people who use these services.

Suggestions

- The number of management and support staff should be reduced.
- People said it was important do things differently and innovate.

Other comments

- The proposals would affect people's quality of life if they went ahead.
- It would be more expensive in the long term.
- They are unhappy with the cuts.

Other feedback via letter, email etc

Organisations and groups

Views on the proposals

- What would happen to people who won't receive any community support under the plans?
- Staff often have strong relationships in this sort of service, so this would affect them too.
- The reduction in hours for learning disability day services staff would make it hard to retain this staff group under the current way it is planned.

Individuals

Views on the proposals

- Families and carers disagree with the cuts and the way the service is planning to make them, particularly day and respite services.
- People who use services are sad, concerned and uncertain about the proposals, although some say they agree with the day services plans.
- They say that carers save the Council money and some carers who would be affected are getting older which makes it harder.
- People with a learning disability need structure and routine and any changes are likely to affect their behaviour.
- Continuity of service is important, so offering alternative provision to meet assessed need won't work for some people.
- People value all these services, but particularly day and respite, and both clients and their families say they get lots of benefits from attending.
- Day services: People like seeing their friends and staff and enjoy taking part in activities. They are worried about how the changes would affect these things.
- Respite: People say they need or have been assessed as needing their current level of respite.
- Respite: Being able to access respite allows them to continue in their caring role and for some it is their only break.
- Respite: They don't think that the proposals around short notice single nights and at-home respite would work.

The impact of the proposals

- Reducing essential services like day and respite services means that some people would have to consider residential care. The cost of residential care would be much higher.
- Day services: The reduction in hours would make it harder to retain good staff.
- Day services: It would have a big impact on carers ability to continue caring, working and keep their relative living at home.
- Day services: If the proposals go ahead, more thought needs to go into the days the services would close in order to manage routines and link up with respite.
- Respite: If the service reduced, it risks people not coping and families having to consider residential care.
- Community support service: They are worried about the service being stopped entirely and say that they won't be able to meet all of their relative's needs without this service.

Event feedback

Views on the proposals

- Community support is an excellent service and people are worried about how they

would cope without it.

- The community support service helps them to be independent and have a social life.
- It would be unfair if only people at day services can use ChoicES.
- Adults living with their families would be hardest hit because of the way the cuts are being done.
- St Nicholas is an important service and must be retained.
- Parents of clients are getting older and may be looking towards more help, not less.

Impact of the proposals

- They are worried about being safe at home and in the community without the community support service.
- They say they would struggle to cope and it would be hard to do everyday tasks and get out and about without the community support service.
- It would be difficult to find work and volunteering opportunities without ChoicES.
- Capacity in the day services could be stretched.
- The day services cuts could affect the cost of living in supported homes or limit the access to activities.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

“I think that the savings proposal is as fair as can be planned, taking into account of the effects across all day care establishments in the County. As long as provision is made for all ‘adults with additional needs’ in their care plans, to use the day centres on alternative days, in place of the day when their centre will be closed.”

Individual comments including clients, carers, staff and the public

General

“The people that are targeted by these proposed cuts are vulnerable adults, all with various disabilities. With too many changes, all in one go, the effect of these cuts will be detrimental to them and their carers. The cuts to their services will be very difficult for them to understand and for most, their behaviour will become more challenging and put extra emotional stress on their carers.”

“The cuts would affect not just my son and me but all of his extended family who will share his pain as the cuts bite. The cuts are also very short-sighted as they increase the possibility that parents and other carers will not be able to cope in the future which will lead to more expensive outlay by ESCC in the future.”

“It would cause indescribable upset and confusion to the person we support, resulting in escalation of behavioural and challenging behaviour.”

“He will have to go into full time residential care which he does not want to do. He needs support 5 days a week by others. Without this he is at severe risk. If left at home he would eat raw food, go outside with no sense of danger, and would be totally unable to deal with any emergency like a fire. I never, ever, leave him on his own, not even for a minute.”

“The changes would cause indescribable stress resulting in Physical and Mental

breakdown to my husband and myself.”

“Review some packages. Some people receive way too much and others too little.”

“[T]hese proposals will extensively affect our ability to maintain a section of our normal life and relationships which are essential to our health & wellbeing, and enable us to provide care for [my relative].”

Day services

“I am being unfairly treated because someone who goes to Hookstead for less than 5 days, and who doesn't use EDS or respite will not be affected at all but I am hit by the cuts in three ways. This is unfair and doesn't seem to have been thought through... Friday is also not a good day bearing in mind the restrictions on respite starting days. Whereas now, if I am going to respite on a Friday then I go to Hookstead in the morning and then go to Grangemead in the evening. This can't happen if I don't go to Hookstead on a Friday and I am anxious about what might happen instead.”

“I work ... full time and need 5 days at day services. Without this I cannot do my job or look after my son the rest of the time.”

“The important aspect of day services and respite care is to allow families to have a 'normal' life together ie; In visiting friends or the theatre. Because of these cuts the families will be deprived of 'normal activities' leading to deprivation of socialization and resulting in isolation.”

“The fact that the service would be cut on every Friday would mean more pressure on us as carers to continually provide 3 consecutive days of full care and support; we are not paid carers and this would affect us more than paid carers in a group-home or similar facility.”

“Why is the Phoenix Centre not closing for 1 day too? We travel with them. It feels like it is always LD services.”

Respite

“This change takes away from me and my parents the great deal of flexibility that we used to enjoy, being able to start and finish respite stays on any day in the week. This means that my parents get less enjoyment from respite breaks now that the system is so rigid and they can't make the best use of my respite stays. Because of the cuts to my days at Hookstead I will no longer be there on a Friday and can no longer go from Hookstead to Grangemead on Friday evening. This will again reduce the value of my respite stays to my parents. Being able to start a respite stay on other weekdays will overcome this.”

“Carers need a break from caring; most of us are at breaking point. It isn't unreasonable for someone to need 7-10 days to recharge their batteries knowing the person they care for are looked after in their absence.”

“But also consideration for those who may need singular days or nights and that block bookings won't be appropriate.”

“It may be that if my daughter feels pressurised to do 4 nights it might deter her from wanting to go and that would be serious.”

“If my respite provision were altered then I would be unable to continue to provide care for the four people I currently look after and therefore the council/state would have the financial burden of residential care which I think would be substantial. In comparison, the cost of respite is peanuts.”

Community support

“I don’t think it should stop. I need them because they support me in lots of things. I need support to go out and do things. I don’t go to a day centre because I get very tired because of my [health problems]. Two hours, two or three times a week is enough for my energy. I also need people who I know and that know me well, otherwise I get really anxious. I am going to be really upset if it stops. Over the years they have been helping me they have given me reassurance and have helped me to stay positive and try new things. I love my community support, it really helps my life.”

“Community Support Services are vital for anyone who cares for someone with a learning disability and who is unable to be left alone at any time and that includes being in the same room.”

“Ridiculous! What about those who live with others but are in need of socialisation with others in a similar situation or of a similar age etc. Just because you live with someone doesn’t mean you wouldn’t benefit from accessing services.”

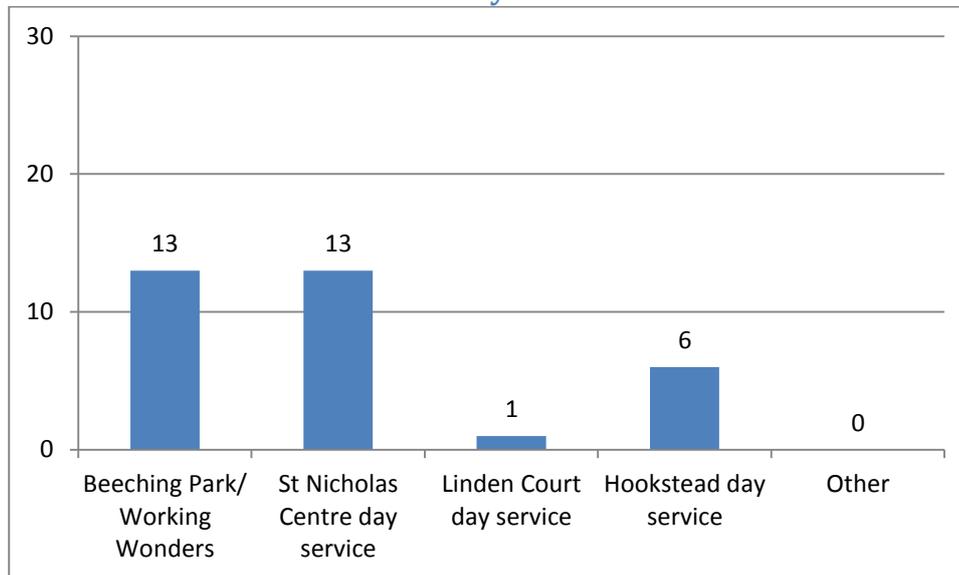
Supported employment

“All people with learning disabilities need some level of employment support. Not all need day services, but when the person you care for does need day services these shouldn’t be restricted. The aim should be to get people out of day services and into employment wherever possible.”

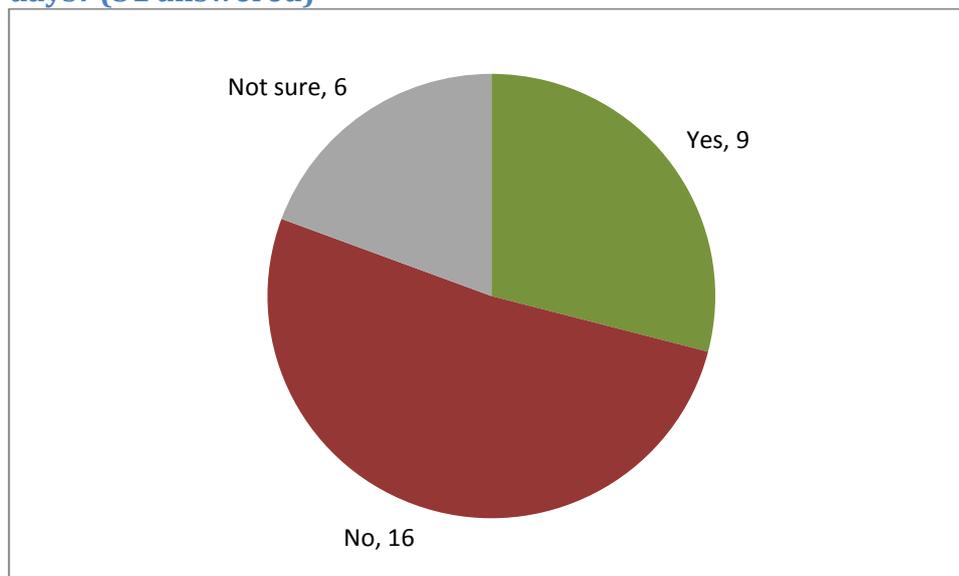
Appendix 1: Client surveys

Day services (33 surveys)

Tick the sentence that describes you best:



Do you agree with our plan to open our day centres on four days a week instead of five days? (31 answered)



People had the option of adding a comment, with 18 people doing so.

Top theme: People are upset or unhappy about the proposal.

The other key themes were:

- That they aren't clear about the proposal or don't understand it.

How would you be affected by the plan? (30 answered)

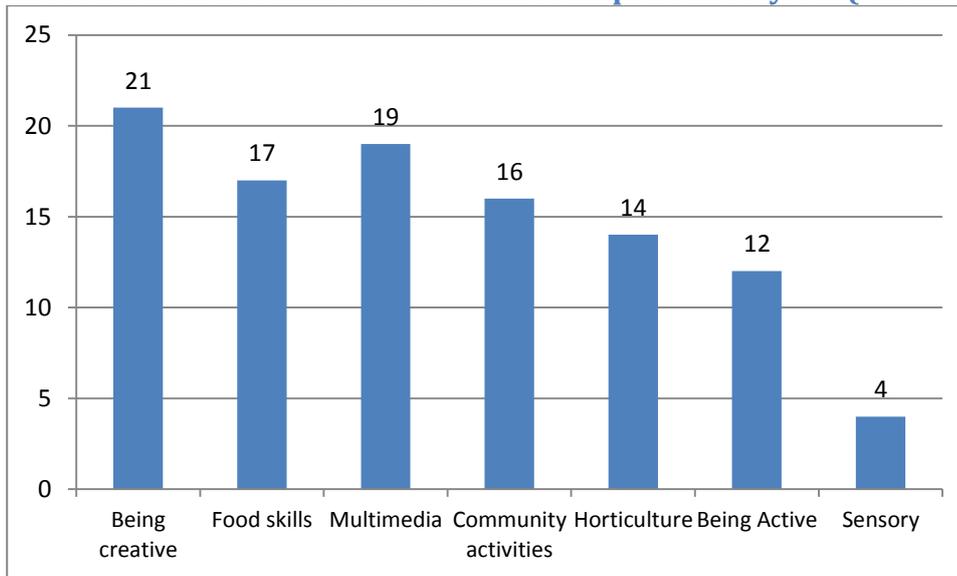
Top theme: They would miss sessions and activities that they enjoy on the day the service closed.

The other key themes were:

- It would mean having less contact with their friends and staff.
- They don't attend on the day the service would close or aren't affected.
- They don't mind staying at home instead on the day it closed.

- They would be upset if it went ahead.

Please tick the activities that are most important to you? (31 answered)



What could we do to help people get ready for the changes if they went ahead? (23 answered)

The key themes were:

- Keep them updated on the plans.
- Tell them the decision as soon as possible.
- Let them come on another day instead if they day they attend would close.
- They don't know.

Is there anything else you would like to say? (16 answered)

The key themes were:

- They don't want anything to change.

Community support service and ChoicES (26 surveys)

What do you think about the plan to stop some people using the community support service? (24 answered)

Top theme: It would affect their daily life, meaning that they aren't able to do, or forget to do, everyday tasks like shopping and cooking.

The other key themes were:

- They aren't happy about the proposals and would be upset if they lose their service.
- If the proposal went ahead it would make them more isolated, as they need support to get out and about.
- They are worried about how they would manage without it.
- They are worried or confused by the idea of the service stopping.

What do you think about the plan to only offer ChoicES to people who go to the day centres? (24 answered)

Top theme: People said they don't use the service.

The other key themes were:

- They need the support from the service to keep doing their job or find a job.
- They think it's a bad idea and disagree.
- They say it isn't fair.

What could we do to help you get ready for the changes if they went ahead? (20 answered)

Top theme: People said they don't know.

The other key themes were:

- People would like skills training such as admin, cooking, money, travel training, and social skills.
- People would like help to access training.

Is there anything else you would like to say? (17 answered)

Top theme: People need this support to keep going.

The other key themes were:

- Don't stop their support.
- The cuts would have a negative impact on clients and their carers.

Respite (17 surveys)

What do you think about the plan to limit the amount of time people can go to respite? (16 answered)

Top theme: They enjoy staying there or say they agree with the plan.

The other key themes were:

- This would affect the amount of time they would spend there.
- They are assessed as needing this support.

What do you think about the plan to change the way respite services are booked? (17 answered)

Top theme: They agree with the plan.

The other key themes were:

- They don't know or aren't sure.
- The service would be less flexible.

What could we do to help you get ready for the changes if they went ahead? (15 answered)

Top theme: Keep them updated.

The other key themes were:

- They would feel sad and anxious if it went ahead.
- They would need support and time to get used to the changes.

Is there anything else you would like to say? (12 answered)

There weren't any key themes.

About you questions

Gender

	Respondents		Census
Male	40	53%	48%
Female	26	34%	52%
Prefer not to say	1	1%	N/A
Not answered	9	12%	N/A

Transgender

No one identified as transgender, while 57 (75%) answered 'no' and 7 chose prefer not to say. The rest (12) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	10	13%	7.3%
25-34	14	18%	9.6%
35-44	7	9%	12.5%
45-54	7	9%	14.2%
55-59	4	5%	6.3%
60-64	5	7%	7.5%
65-74	5	7%	11.2%
75+	0	0%	11.6%
Rather not say	15	20%	N/A
Not answered	9	12%	N/A

Ethnicity

	Respondents		Census
White British	60	79%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	0	0%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	1	1%	
Black or Black British African	0	0%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	
Chinese	1	1%	0.3%
Other ethnic group	0	0%	
Prefer not to say	3	4%	N/A
Not Answered	11	14%	n/a

Disability

52 (68%) respondents consider themselves to be disabled, while 7 don't and 9 chose prefer not to say. The rest (8) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	9	12%
Sensory impairment (hearing and sight)	2	3%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	1	1%
Mental health condition	4	5%
Learning disability	53	70%
Other	0	0%
Prefer not to say	5	7%

Religion

26 (34%) respondents consider themselves to have a religion or belief, while 31 (41%) do not, and 6 chose prefer not to say. The rest (13) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	29	38%	60%
Buddhist	1	1%	0.4%
Hindu	1	1%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	0	0%	0.7%
Not answered	45	59%	N/A

Sexuality

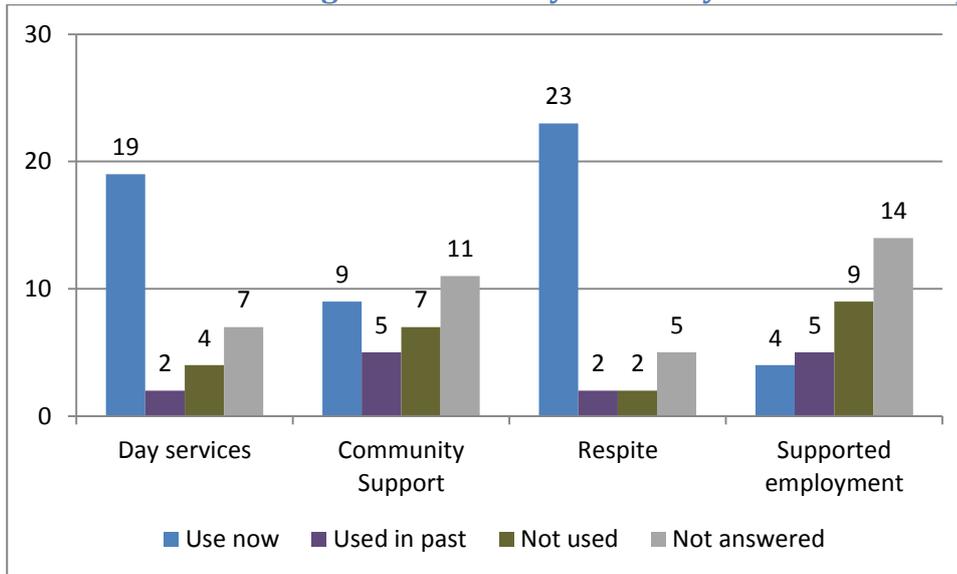
	Respondents	
Bi/Bisexual	3	4%
Heterosexual/Straight	36	47%
Gay woman/Lesbian	0	0%
Gay Man	1	1%
Other	0	0%
Prefer not to say	16	21%
Not answered	20	26%

Marriage or civil partnership

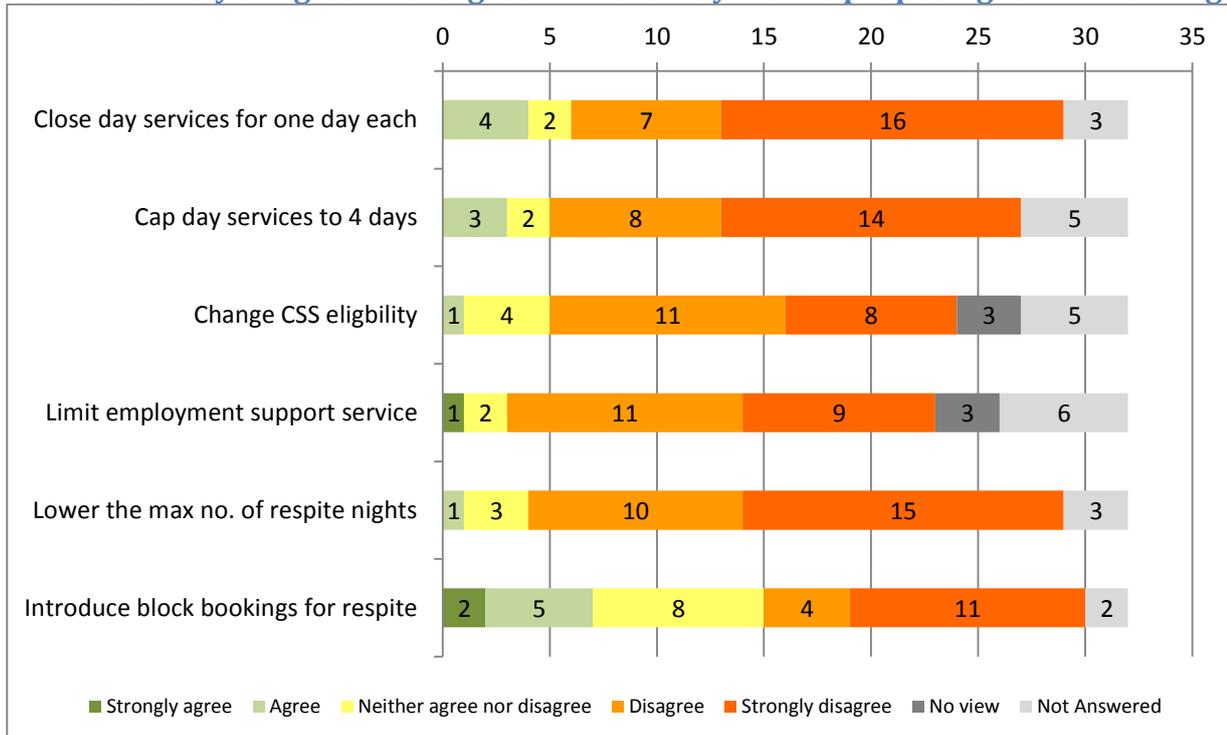
None of the respondents are married or in a civil partnership, while 3 are not. The rest (73 or 96%) did not answer the question.

Appendix 2: Family survey

Which of the following services does your family member or the person you support use?



How much do you agree or disagree with the way we are proposing to make savings?



People also had the option of telling us why they agreed or disagreed. 27 people chose to answer the question.

Top theme: Decisions about which services people can use and how much they need them should be based on individual need.

The other key themes were:

- If the savings go ahead it would be more expensive in the long term.
- Carers need a break, so any reductions in service would limit those opportunities and cause more stress for them.

How would your family member or the person you support be affected by the proposals? (30 answered)

Top theme: The proposed service changes would upset the person they care for or their family member.

The other key themes were:

- Cutting the community support service would impact on their family member's ability to become more independent and maintain their independence.
- The cuts would limit the learning and skills development opportunities for the person they care for or their family member.
- Services for their relative provide a break and help them to continue in their caring role.
- It would impact on the well-established routine of the person they care for and the family. This would be hard for their relative to deal with and is likely to have a negative impact on their behaviour.
- It would increase their relative's isolation if they attend day services less or can't use the community support service.
- It would increase the stress for them as carers, affect their mental health and could lead to them having a breakdown.
- Staff changes would be worrying for the person they care for or their relative.
- Cutting community support would impact on their relative's ability to access and be part of the community.
- Their relative or person they care for has been assessed as needing the current level of service they receive.
- All the changes would have a negative impact on carers and families.
- People need five days at day services and having fewer days would impact on their socialisation.
- Their family member or person they care for would have to go into residential care.
- Their family member would get less support and their wellbeing would be affected.

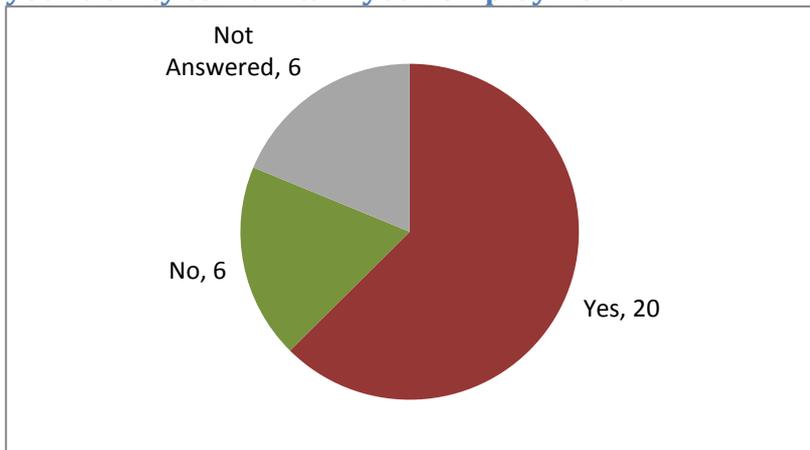
How would you be affected by the proposals? (30 answered)

Top theme: It would put them under more stress.

The other key themes were:

- The extra stress and caring responsibilities would have a negative impact on their health.
- Carers need a break and the service cuts would mean they are less able to do that.
- Their family member would need more support from them.
- It would affect their ability to maintain their employment.
- It would affect family life.
- They would need alternative service provision for the day when the day centre closed.

If you have caring responsibilities for your family member, would the proposals affect your ability to maintain your employment?



People were asked to explain their answer, with 23 people adding a comment.

Top theme: They would have to give up their job or would lose their job.

The other key themes were:

- They already can't work.
- They are worried about how it would affect their work.
- It would affect their employment if their family member needs more support.

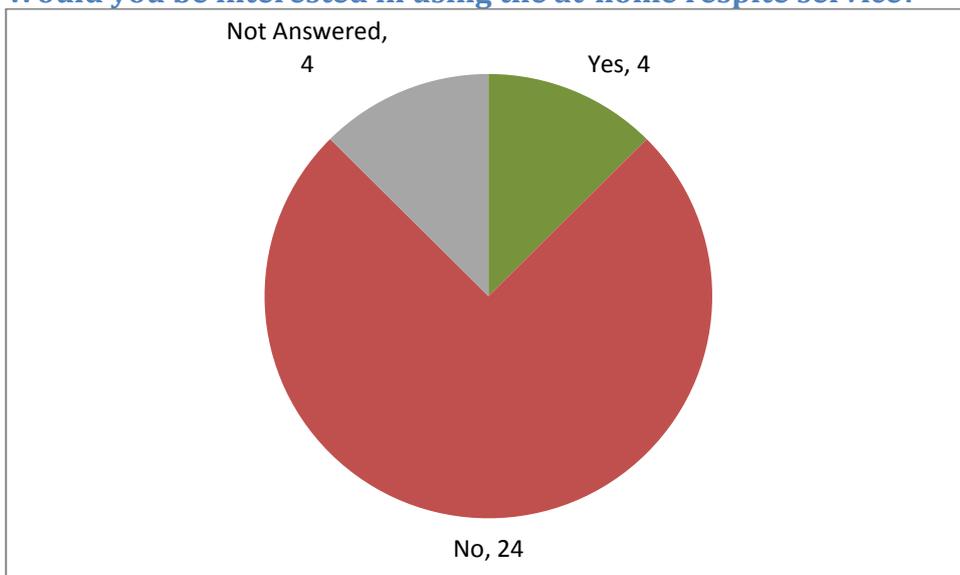
What do you think about this proposal for who would use the community support service in future? (24 answered)

Top theme: People said they disagree with the proposal.

The other key themes were:

- The Council must be mindful of the added risk that removing these services would bring for some clients.
- You still need support even if you live with family and the proposal would penalise people who live at home.
- It would be more costly in the long term as people would need alternative support or won't be able to stay living at home without this support.

Would you be interested in using the at-home respite service?



People had the option of adding a comment. 15 people added a comment.

Top theme: Respite needs to be personalised and people should have a choice of respite providers and not just have to use the Council one.

Do you have any suggestions for how we prioritise access to the at-home respite service?

22 people ticked 'No', while 5 ticked 'Yes'. There weren't any key themes.

Do you have any suggestions for other ways we could make the savings?

7 people ticked 'No', while 20 ticked 'Yes'.

Top theme: Look for savings from other Council departments instead.

The other key themes were:

- The most vulnerable would be affected by these proposals.
- The Council should work with charities and the voluntary sector to deliver services more cost effectively.

Do you have any other comments about the proposals?

3 people ticked 'No', while 21 ticked 'Yes'.

Top theme: These cuts would affect the most vulnerable members of society.

The other key themes were:

- This is short termism and would lead to be more costs in the long term, particularly if people end up in residential care as a result.
- The negative impact of the cuts on clients.
- The Council should look elsewhere for cuts.

About you questions

Gender

	Respondents		Census
Male	8	25%	48%
Female	20	63%	52%
Prefer not to say	2	6%	N/A
Not answered	2	6%	N/A

Transgender

No one identified as transgender, while 25 (78%) answered 'no' and 3 chose prefer not to say. The rest (4) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	2	6%	7.3%
25-34	3	9%	9.6%
35-44	1	3%	12.5%
45-54	4	13%	14.2%
55-59	5	16%	6.3%
60-64	4	13%	7.5%
65-74	4	13%	11.2%
75+	1	3%	11.6%
Not answered	8	25%	N/A

Ethnicity

	Respondents		Census
White British	22	69%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	1	3%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	2	6%	
Mixed other	1	3%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	0	0%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	
Chinese	0	0%	0.3%
Other ethnic group	0	0%	
Prefer not to say	2	6%	N/A
Not Answered	4	13%	n/a

Disability

6 (19%) respondents consider themselves to be disabled, while 20 (63%) don't and 3 chose prefer not to say. The rest (3) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	0	0%
Sensory impairment (hearing and sight)	1	3%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	1	3%
Mental health condition	1	3%
Learning disability	3	9%
Other	1	3%
Prefer not to say	2	6%

Religion

13 (41%) respondents consider themselves to have a religion or belief, while 10 (31%) do not, and 4 chose prefer not to say. The rest (5) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	12	38%	60%
Buddhist	1	3%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	0	0%	0.7%
Not answered	19	59%	N/A

Sexuality

	Respondents	
Bi/Bisexual	0	0%
Heterosexual/Straight	23	72%
Gay woman/Lesbian	0	0%
Gay Man	0	0%
Other	1	3%
Prefer not to say	3	9%
Not answered	5	16%

Marriage or civil partnership

16 (50%) respondents are married or in a civil partnership, while 7 are not and 6 chose prefer not to say. The rest (3) did not answer the question.

Appendix 3: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (41 people) and not everyone who filled in the general survey (over 700 people).

Are you completing the survey as:

Please note that this was a multiple choice question.

Answer option	Count
A family member or friend of someone who uses social care services	22
An employee of a health or social care organisation	5
A member of the public	10
A group or forum (providing an official response)	0
An organisation (providing an official response)	2
Other (please explain below)	5
Not Answered	0

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- Newhaven, Lewes & District Mencap
- Sussex Community Development Association

What do you think about our savings proposals? (40 answered)

Top theme: People say the most vulnerable would be affected and they are concerned about the negative impact on carers.

The other key themes were:

- It would be more expensive in the long term as people's needs would still have to be met.

How would people and organisations be affected by the proposals? (41 answered)

Top theme: It would increase the stress on carers.

The other key themes were:

- It would have a negative impact on the families and carers of people who use these services.
- There would be even more limited services available to people.
- It would affect the health and quality of life of the client and their family and carers.
- Services and charities are already stretched.

Do you have any suggestions for alternative ways of making the savings? (35 answered)

Top theme: The number of management and support staff should be reduced.

The other key themes were:

- People said do things differently and innovate.
- They made suggestions about national spending or savings.
- The Council should bring in income from unused properties.
- It could charge people more to use services.
- Comment on councillors recent allowance increase.
- Look for savings from other departments.

- Raise Council Tax and reduce expenses.

Do you have any other comments about the proposals?

21 people ticked 'No', while 17 ticked 'Yes'.

The key themes were:

- The proposals would affect people's quality of life if they went ahead.
- It would be more expensive in the long term.
- They are unhappy with the cuts.

About you questions

Gender

	Respondents		Census
Male	9	22%	48%
Female	30	73%	52%
Prefer not to say	2	5%	N/A
Not answered	0	0%	N/A

Transgender

One person identified as transgender, while 35 (85%) answered 'no' and 3 chose prefer not to say. The rest (2) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	2	5%	7.3%
25-34	1	2%	9.6%
35-44	5	12%	12.5%
45-54	14	34%	14.2%
55-59	4	10%	6.3%
60-64	5	12%	7.5%
65-74	7	17%	11.2%
75+	1	2%	11.6%
Not answered	2	5%	N/A

Ethnicity

	Respondents		Census
White British	30	73%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	3	7%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	1	2%	
Asian or Asian British Indian	1	2%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	0	0%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	
Chinese	1	2%	0.3%
Other ethnic group	0	0%	
Prefer not to say	3	7%	N/A
Not Answered	2	5%	n/a

Disability

8 respondents consider themselves to be disabled, while 29 (71%) don't and 4 chose prefer not to say.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	4	10%
Sensory impairment (hearing and sight)	0	0%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	1	2%
Mental health condition	2	5%
Learning disability	5	12%
Other	1	2%
Prefer not to say	1	2%

Religion

16 (39%) respondents consider themselves to have a religion or belief, while 17 (41%) do not, and 5 chose prefer not to say. The rest (3) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	16	39%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	1	2%	0.7%
Not answered	24	59%	N/A

Sexuality

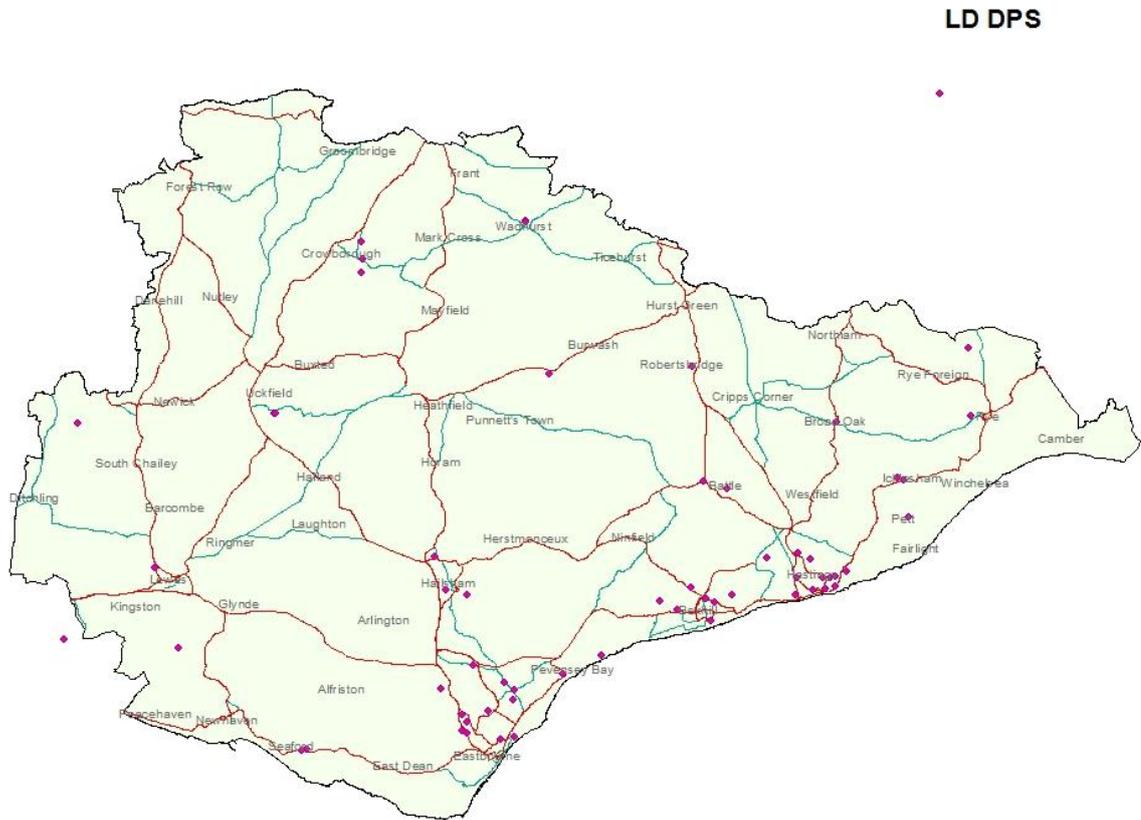
	Respondents	
Bi/Bisexual	2	5%
Heterosexual/Straight	27	66%
Gay woman/Lesbian	0	0%
Gay Man	0	0%
Other	0	0%
Prefer not to say	7	17%
Not answered	5	12%

Marriage or civil partnership

22 (54%) respondents are married or in a civil partnership, while 13 (32%) are not and 4 chose prefer not to say. The rest (2) did not answer the question.

Appendix 4: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client, family/carer and general). Of the 102 people who shared their views about these proposals and provided their post code, a total of 69 were mappable.



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 5: Other feedback

Organisation and group feedback

The following organisations provided feedback about the intermediate care and day services proposals:

- 1) East Sussex Area Branch UNISON

Key themes

The overall themes were:

- What would happen to learning disability clients who won't receive any community support under the plans?
- Staff often have strong relationships in this sort of service, so this would affect them too.

The key concerns were:

- The reduction in hours for learning disability day services staff would make it hard to retain this staff group under the current way it is planned.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0015	April	Letter	East Sussex Area Branch UNISON
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Note: This summary focuses on the elements of the response that relate to the public consultation proposals.

- They are concerned about the proposals for staffing reductions and how that would impact on clients and services.
- The packs provided to staff are confusing, particularly the Warwick House information where it wasn't clear these were even included at an earlier stage.
- There is a risk of bed-blocking being created by reductions to service provision and commissioning teams.
- What would happen to learning disability clients who won't receive any community support under the plans? Staff often have strong relationships in this sort of service, so this would affect them too.
- The reduction in hours for learning disability day services staff would make it hard to retain this staff group under the current way it is planned.
- They believe the impact on staff and clients affected by the proposals would have a consequence for service delivery elsewhere for statutory services both locally and nationally.
- They are concerned about the increased risk the proposals would put clients under and that the most vulnerable would be affected by what happens.

Individual feedback

The high volume of feedback forms is a result of the meetings and drop-in sessions that were held with clients, as they were encouraged to share their feedback with the help of staff.

About the feedback	
Number of respondents:	230
When it was received:	Before the consultation: 4 February: 4 March: 171 April: 51
How it was received:	Email: 13 Feedback form: 203 Letter: 9 Phone: 5
Who it was from:	Carer: 13 Client: 203 Employee: 1 Family/friend: 11 Member of the public: 2

Key themes – overall

The overall themes were:

- Parents and carers disagree with the proposals for day services and respite.
- People who use services are concerned about the community support proposals and aren't clear on what they would mean for them.
- There were a large number of comments from parents and carers about the value of services to their relative, to them as carers and to the wider family.
- There were lots of comments from people who use services about what they like about services and how they use them.
- Carers save the Council money and these proposals aren't fair.
- People with learning disabilities need structure and routine. This means the changes would be worrying and upsetting, and could cause challenging behaviour and self-harm in clients.
- It also means that offering alternative provision from other services won't work as it would be too disruptive. Continuity of provision in one place is crucial for both day and respite services.
- The way the changes are being proposed, those who have been assessed as having the greatest level of need are potentially suffering the greatest cutbacks.
- People's individual needs must be considered when making changes.
- In assessing need, it is important that the age of carers is considered and their ability to provide care if services are reduced.

- People are concerned that as they age they would find it harder to care for their relative and cuts to services would make that even harder.
- Reducing essential services means that some people would have to consider residential care for their relative.
- The cost of residential care would be much higher than the services that are being cut.
- People who use services are on the whole concerned about the proposals for day services and what these would mean for them, although some say they disagree or agree with the proposals.
- There is a lot of uncertainty among people who use services about the changes to day services and the community support service.
- Lots of people talked about the impact of the proposals. Parents and carers talked about how they and the person who uses services would be affected. Clients generally talked about what they would miss if they couldn't go.

Key themes – day services

- People like seeing their friends and staff when they go to the day centre and would miss them if they can't go as much.
- People enjoy doing activities and are worried about still being able to do them if the days change.
- People are concerned that the reduction in working hours would cause staff to leave and make it harder to retain good staff.
- If their relative could not attend it would affect their behaviour and put their health at risk.
- Cutting it to four days a week would have a big impact for carers.
- Being able to use the service five days a week makes it possible for their family member to stay living at home.
- A reduction in day services would put their ability to work at risk or mean they couldn't work full time.
- There needs to be a plan for people in group homes and what they would do if they can't attend day services on one day.
- When considering which days to close day centres it's important to remember that people often extend their overnight respite by tagging on a day at day services or people are picked up from day services.
- Being closed on a Thursday could be disruptive to routines, as you go three days, don't go, and then go for one day.
- They are worried that if the day centres close for a day now they would eventually close.

Key themes – respite

- People say they need or have been assessed as needing their current level of respite.
- Being able to access respite allows them to continue in their caring role.
- For some people respite is the only chance they get for a break and a social life.
- The level of respite they currently receive enables their family member to stay living at home.

- The Council risks more people not coping and clients ending up in expensive emergency care.
- Doing four days in a row as proposed would be too much for their relative.
- They don't think that the proposal to offer single nights on the off-chance would work.
- The at-home respite proposal cannot be considered respite and offers no choice to parents and carers in their respite.

Key themes – community support service

- Day services has not been considered an ideal service for some time, as community service and access is the ideal.
- They are worried about their relative losing all access to this service.
- It won't be possible to meet all their relative's needs without this service.
- People who use the service are concerned about the proposals for community support and how they would cope without the help they get.

Appendix 6: Event feedback

Please note that where notes were taken at the meeting they are included below. Otherwise people's feedback is included based on how it was submitted, such as in the individual feedback section if people were encouraged to complete feedback forms.

Key themes

Overall themes:

- They are worried that further cuts could follow in the coming years too.
- Adults living at home with their families would be hardest hit because of the way the cuts are being done.
- The cuts could affect the cost of living in supported homes or limit the access to activities.
- Parents of clients are getting older and may be looking towards more help, not less.

Community support:

- People say the service is excellent and they like it.
- Many say they would be worried and struggle without the service.
- It has helped them to be independent and they want to keep their social life.
- They don't know what they would do without it and they would be lonely.
- They praise the staff who support them and say they like spending time with them.
- The service helps them to get out and about.
- It helps them with things like staying safe, college attendance, being social, letters, road safety, medical appointments, finance and cleaning their flat.
- They are worried about being safe when they go out without the help of the service.
- If the service stopped they say that their family couldn't help them.
- They are worried about whether how they would do everyday tasks like cooking and shopping without the service.
- They already pay towards the service and think it should carry on.

ChoiceS:

- The service has helped them to find a job.
- They come and visit them at their job.
- It would be unfair if only people at day services can use it.
- Finding work and volunteering would be difficult without the service.

Day services:

- St Nicholas is an important asset and must be retained.
- People are concerned about capacity in the day services if the closures went ahead.

T

What's important to you about Community Support and ChoicES?

- CSS 'helps me be independent'
- CSS 'help me to sort out letters and finances.'
- 'I like CSS'
- ChoicES 'look after you at work. They come and see you'
- ChoicES 'help you find a job'
- ChoicES 'is very good. I have a new job. The job is handy for me. Good hours. I can meet other people. Happy with my job'
- CSS 'they are always on time'
- CSS 'help me to stay in my flat'
- Maintain independence
- 'They are excellent'
- 'Very happy'
- 'My life has changed since having community support'
- 'My house has never been so tidy'
- 'The staff are all nice people'
- 'I like community support. They help me sort out letters'
- 'It gets you out and about'
- It makes HB 'feel refreshed'
- 'Going to places I've never been before'
- 'Getting to know people'
- 'Help me stay in my flat'
- 'I like ChoicES because they help me'
- 'I like seeing staff; I feel happy and have a laugh'
- 'I love chatting to staff'
- 'Staff help me to top up my electric'

CSS help with:

- | | |
|----------------------------|------------------------|
| College attendance | Meeting new people |
| Personal safety | Having fun |
| Paperwork / correspondence | Being social |
| Medication | Exercise |
| Road safety | Learning new things |
| Medical appointments | Travel training |
| Check fridge / food | Meal planning |
| Keeping warm | Writing shopping lists |
| Pets | Staying safe |

Finding friends	Keep my tenancy
Personal care reminders	Staying healthy
Healthy eating	Cooking
General information	Listening to me
Listening	Family / relational
Crazy golf	Social activities
Finances / banking	Shopping

What do you think about the proposed reduction in services?

- 'I think it is unfair to charge people to use ChoicES who don't receive a day service'
- 'How can people on a low benefit afford it?'
- 'If I didn't have support from ChoicES, I would give up work'
- 'I already have to pay £10 for CSSI'
- 'I don't have anybody in my family to help me'
- 'I would have to ask my brother to help me'
- 'I would feel lonely if I don't see staff three times a week'
- 'I would be worried' (without them)
- 'I don't know what I'd do'
- 'I would struggle'
- 'I would probably lose the plot without them and end up back on the drink'
- 'I might not get my money and buy food'
- 'I need help to go to the doctors'
- 'They would be missed a lot should they go – I would be sad'
- 'I don't want them to go'
- 'I wouldn't be able to manage'
- 'It would be out of order if it stopped'
- 'I would not get help with finances, appointments and managing at home'
- 'I need help. I just can't manage'

Questions

- 'Why doesn't Theresa May give us more money?'
- 'Why are they putting up houses instead of spending money on service?'
- 'What's going to happen to all of the staff?'
- 'Does it mean we won't be able to do our travel training or cooking?'
- 'Will I still have a voice?'

What help do you think you would need with the changes?

- Learning how to use a cash point and remembering the pin number
- Learning how to cook (x2)
- I would still need help to read correspondence
- Changing hob to electric so I feel safe to cook. Or more microwave meals
- Support to find other services as still need help
- Find it easier to understand information when at home
- Reading and writing will be a continuing need
- Lots of warning
- Money skills
- Support to keep in touch with friends. 'I don't want to lose that'

CSS Client Consultation – Notes from flipchart

Linden Court – Thursday 8th March 2018

What's important to me?

- Night staff make it safe at night
- **ChoiCES** helped me get my job at the theatre
- Help and support in the community gives me confidence
- Checking post, support to appointments, night staff make me feel safe
- Travel training, cooking, road safety are important
- Cooking, shopping, having a balanced diet, money, my work and my benefits
- **ChoiCES** help me with getting a job
- Attending clubs, showering, shaving – looking after my hygiene
- Help with my money and help me to go out in a social setting

What do you think about the plan?

- No support could lead to depression
- I want to keep my social life
- I might not have clean clothes without support as I need helping hanging them out to dry
- My health needs may not be met without support
- **ChoiCES** – I could lose my job without them
- I don't want to go to Tunbridge Wells to get drunk because I have no support
- I feel unsafe on roads without support
- I feel that help may not be available when I need it
- I could have a lay-in if I had no support
- Support helps keep you healthy
- I may not be able to do cooking safely without support
- I (and others) would be very thankful for any support

How can we prepare for changes to support?

- More group supports for shopping or social
- Lots of easy read information for us
- Visual routine reminders to prompt people
- Equipment to help with cooking e.g. meat thermometer, slow cooker, talking microwave
- Video communication, so the person does not need to be in the room to support
- Use of technology e.g. Amazon Echo 'Alexa' or Google Home Hub for Medication reminders
- Environmental Assessments for people to ensure they will be safe ongoing
- People can be taught to do shopping online
- Scanning/Computer reading of people's post – "Seeing AI" App on mobile
- TrueCaller app on phone will tell you if a caller is a scammer
- Support 'buddying up' so people can support each other
- Sharing skills with each other and teaching each other
- The wait to find out what will happen to people's service is adding to the stress of the situation

Questions

Q: What does unsafe mean?

A: This means whether someone will be harmed, this may be in different ways such as mentally, emotionally or physically.

Q: Will support activities that do not specifically make someone 'safe' be cut? e.g Travel training or social support.

A: It is likely that this will happen, but we cannot say anything for certain at the moment.

Q: Why are **Choices** only going to be supporting people who go the Day Service?

A: There are a lot of people who are supported by **Choices** but are only require a small amount of support. This change means people who go to Day Services can be supported to find a job, so people who are in the community may need to use another service to get a job.

Q: Why are Disability Services being targeted?

A: All teams across Adult Social Care are facing budget cuts.

Q: Will someone who currently has set hours have their hours changed?

A: The number of hours of support you will receive will be decided from a review, based on whether you will be safe or not

Q: How will this affect the staff?

A: If the proposed changes go ahead then there will not be a need for as many staff as we have at the moment.

Q: Will the service be losing staff?

A: Yes, the service will lose staff as part of the savings being made.

Client meeting Bellbrook 9th March 2018

What is important to me?

CSS learning

- Learning
- Using the internet
- Keeping safe & helped me use local buses
- Crossing the roads
- Using money
- Keeping time
- Staff they help me travel training
- Appointments cards to help with communication
- Make me laugh keep me happy
- Live alone help to shop cooking or I forget things
- Makes sure I'm alright, get my shopping, I live alone
- Social if 1 group – don't have this I will not go out
- Medication
- Checking my post
- We need to get more support from CSS
- CSS is important they help with shopping and make sure I'm alright

ChoicES

- Finding work / volunteering – difficult
- Meeting new people – I might be nervous around new people
- Apprenticeships
- Confidence
- Work in charity shops – now paid work
- Will not work with family, only staff so important or would not go out
- Benefits – going to the job centre
- ChoicES
- Essential – manage anxiety
- Have a life
- Showing people how to use skills
- The big gig – more of this

What do you think of the plan?

- I would be confused and upset
- Worried
- Moving jobs – who helps
- Confusion and uncertainty
- It will affect me badly – I'll be stuck
- I would not eat, shop, I may forget my tablets, make my bed – I'm worried
- Stuck in all day
- My 'papa' is older now
- Parents can't shadow at jobs
- I will give up, collapse and this would cost the government even more! (parent)
- Like to have extra support from ChoicES

- Chance to get out and meet new people through work
- Opportunities for work out there and I need support to find these
- Live on my own, help me cook and shopping, cleaning – I need support because I forget things
-

How can we prepare for changes to support?

- Lifeline
- Learning how to use it properly
- Medication training – medication prompts –tech
- Cooking course – college
- Talk to advocacy – send us information
- Job centre disabilities employment advisor
- A.I. App scan & read letters
- Know who to go to, to get another job
- Access to work
- Signposting to other services
- Setting up social groups independently
- Shared / group support
- Gig buddies
- Volunteer groups – directory of contacts

What's important to me?

- Night staff make it safe
- ChoicES helped me get my job at the theatre
- Help and support in the community – gives confidence (night staff)
- Checking post, appointments
- Travel training, cooking, road safety & more
- Cooking shopping, diet, money work, benefits
- ChoicES help getting a job
- Attending clubs, shower, shave – hygiene
- Confidence
- Help with my money help me go out in social setting

What do you think about the plan?

- No support could lead to depression
- Want to keep social life
- Might not have clean clothes with no support – need help hanging clothes
- Health needs not met with no support
- ChoicES – could lose job without
- Don't want to have to go to Tunbridge Wells due to now support
- Feel help may not be available
- Could have a lay-in without support
- Support helps keep you healthy
- May not be able to cook safely without it
- Would be very thankful for support

How can we prepare for changes to support?

- More group supports – shopping, social
- Lots of easy read information
- Visual routine reminders
- Equipment to help with cooking, e.g. meat thermometer, slow cooker, talking microwave
- Video communication, so person does not have to be in the room
- Medication reminders
- Amazon echo, Google home etc.,
- Environmental assessments – to ensure people will be safe
- Shopping online – can be taught
- Scanning/ computer reading or people's post (app) – seeing A.I.
- True caller app to prevent picking up scam calls
- Support buddying up – people supporting each other
- Sharing skills with each other – teaching each other.

Questions

- Q What does unsafe mean?
A Someone coming to harm – emotionally, physically etc.,
- Q Will support activities that do not specifically make someone 'safe' be cut? E.g. travel training, social
A
- Q Why are ChoicES only supporting people at the day service?
A Lots of people don't need much support from ChoicES, people in community may have to sue another service to get a job.
- Q Why are LD DPS being targeted?
A All ASC are facing budget cuts
- Q Waiting to find out what will happen is a part of the stress
A
- Q Will someone with set hours have their hours changed?
A This is decided at review – based on if you are SAFE
- Q How will this affect the staff?
A If changes go ahead then there will not be a need for so many staff.

St Nicholas

- St Nicholas is very important to clients in Seaford, Newhaven and Peacehaven as there is a lack of facilities on the coastal strip.
- Parents/carers wanted to be assured that if their family member currently attends on the closure day they would be able to transfer to another day.
- Concern was raised that there may not be sufficient capacity over four days to accommodate all the clients.
- Consider shutting either side of the weekend, thereby having a longer time shut, which would create savings in heating and cleaning.
- It is important that the respite homes are retained in light of the fact that they have had major refurbishments recently.
- Concern that even after these cuts, more would be “sliced off” in subsequent years.
- Concern that adults living with families would be the hardest hit by the cuts. This in turn would also affect their families. Adults do not want to spend more time with “Mum and Dad”.
- Are our buildings under threat in the near future, due to maintenance issues?
- Stimulation for clients living in supported living may be less as the supported living homes do not always provide activities – in some cases this is supplied by CSS.
- St Nicholas is so valuable and is an exceptional service compared to what is available in other parts of the country – it must be retained.
- Buildings are often left empty when services close – this is a waste of resources.
- Transport is important for the clients in the coastal strip and the more rural areas.
- It was felt the wording on the original document didn’t make it clear that individual clients’ needs would be taken into account and each client would be entitled to a review.
- Concern that cuts in day services and CSS may precipitate a hike in prices at supported living homes.
- On days when the day centres are not accessed by clients, any attempts at income generation need to be targeted at nurseries, conferences and summer schools (the big payers).
- Parents of clients are getting older and may be looking towards more help – not less.

RPPR Staff Consultation summary themes and response

Theme from consultation Comments from staff	Management response	Change to consultation pack
<p>Deployment of staff in Day Services: Closing a day service on Tuesday or Thursday would be too disruptive.</p> <p>Staff in day services should have 32 hour contracts, the same as in respite, working an 8 hour day as currently there is not sufficient time to complete recording.</p>	<p>Families and carers have indicated that closing a day service on Monday or Friday would be the worst days as this will impact on respite breaks. Plans for day services were costed using 30 hour and 32 hour contracts. The difference in the saving that can be realised is £105,000. Thus, if 32 hour contracts were offered the shortfall would need to be found by further reducing the level of service available to clients.</p>	<p>No change to consultation pack however days for closure have been reconsidered. The Hookstead Day Service proposed closure day has changed from Friday to Wednesday. No change to consultation pack.</p>
<p>Management resources: There are too many managers within some day services</p> <p>Skills Development Pathway (SDP) structure has too many posts and is management heavy</p> <p>Countywide Community Support, fieldwork team, does not have enough management and administration</p>	<p>The larger day services have a proportionately greater management structure as they have large staff teams. We propose to change the management resource across St Nicholas and Hookstead to one FTE as these services are smaller.</p> <p>The presentation of the SDP structure did not properly reflect the tasks and the extent of the service.</p> <p>Move one FTE Team Leader from Supported Living Services to fieldwork team. Introduce peripatetic admin across Day Services and CSS (using funding created as a result of reducing the Service Manager post described above).</p>	<p>St Nicholas day service: remove Service Manager 30 hour per week post. Hookstead: remove Service Manager 30 hour per week post. Introduce 1 x FTE Service Manager post, to take responsibility for Hookstead and St Nicholas Day Services..</p> <p>Amend the way in which the SDP structure is presented.</p> <p>Please note: The transfer of the Car Valet Service to ESCC brings with it 1.6 FTE vacant posts which will be added to the SDP structure.</p> <p>Retain two FTE fieldwork Team Leader posts rather than one. Reduce Team Leader posts within Supported Living Schemes, from 4.5 to 3.5 FTE Introduce 1 x FTE Peripatetic Admin post to work across Day Services and CSS.</p>
<p>All staff across LD Services should take a reduction in hours to find the saving.</p>	<p>This would lead to greater disruption for clients than is necessary across all services.</p>	<p>No change to consultation pack.</p>

<p>Transport in day services:</p> <p>The number of buses and the cost of transport at Linden Court should be reduced.</p> <p>Driver contracts are not sufficient to cover hours needed in Hastings & Rother.</p> <p>At Hookstead: Driver contracts are not sufficient to cover hours needed during the day for community sessions.</p> <p>Split shift roles are historically hard to recruit in Crowborough and have remained vacant for 6 months plus.</p> <p>Passenger Assistant role has been covered by support staff for some time which could continue without impacting on the service.</p>	<p>Transport at Linden Court has been reviewed; if the service is open four days, the number of people attending each day will increase and reducing transport will not be feasible. However it is noted that only two drivers are needed during the day for session transport.</p> <p>Bus routes have been reviewed and in some instances found to be too long for client comfort. Alternative arrangements will be sought for some clients.</p> <p>Transport roles have been reviewed and the structure for Hookstead changed to allow the availability of one driver during the day.</p> <p>It is acknowledged that split shift roles are hard to recruit in this area. Therefore separate passenger assistant roles have been removed with the expectation that these are picked up by support staff as part of their role.</p>	<p>Retain 1x 30 hour Driver/Handyperson post. Retain 1 x 30 Driver/Passenger Assistant Post Reduce 1 x 30 hour Driver/Passenger Assistant to 20 hours Driver/Passenger Assistant.</p> <p>No change to consultation pack.</p> <p>Remove the 2 x 16 hour Driver/Carer posts, replacing with 1 x 30 hour post</p> <p>Replace the 16 hour Passenger Assistant post SS3 with a Passenger Assistant Driver SS4 post.</p>
<p>Efficient use of the Council's resources</p> <p>If day services close for one day the resources that are available, that is the building and the buses, will lie dormant and this will be a waste of money.</p>	<p>Discussions have been held with colleagues in:</p> <ul style="list-style-type: none"> - Care management; it is possible that buildings could be used for Occupational Therapy and Care management assessment clinics; - Training; the buildings may be used to facilitate staff training events and thus reduce the cost of external venues; - Transport; the vehicles may be used for other Council requirements thus reducing spend on contract vehicles. 	<p>No direct impact to driver contracts, however the transport hub has indicated that there would be opportunities for drivers to engage in relief work if current contracts are reduced.</p>

Equality impact assessment – summary report for Learning Disability DPS reconfiguration

Date of assessment update: 8 May 2018

Manager(s) name: Kay Holden **Role:** Head of Service (Learning Disability DPS)

Impact assessment: Learning Disability Directly Provided Services' reconfiguration (ASC savings proposals 2018/19).

To achieve the required reduction in budgets within Learning Disability provision by 14.11%, the following cuts to services are proposed:

- **Day Services –**
 - Reduce five day support packages to four days maximum;
 - Close each day centre for one day each week, accommodating all clients over four days;
 - Cut extended day service at Hookstead (this is a service which runs until 9pm one day per week as an extension to the day service. It only runs in Crowborough)
- **Respite Services –**
 - Not normally exceed 49 respite nights, per year, per client unless exceptional circumstances and for a time limited period.
 - Structure all breaks as weekdays or weekend breaks, with 50/50 split
- **Community Support Services –**
 - Cut services to all except people who would be unsafe if support is not provided;
 - Reduce supported employment service, focusing such support on people leaving day service provision and people who have already found employment and require support;
 - retain two CSW posts to provide outreach respite in the family home - mitigating the impact of reducing respite services;
- **Shared Lives / Supported Accommodation –**
 - Reduce staffing in Shared Lives by one FTE
 - Reduce management of Supported Accommodation / Shared Lives by one FTE;
- **Reduce central management and administration costs**

Summary of findings:

The area of biggest impact is on people with disabilities and carers.

Taken individually, each of the proposals would have a low to medium risk. However collectively, these services being reduced at the same time could mean a significant gap in service provision. A broad overview of the impact includes:

- Negative impact on people who use Learning Disability Day, Respite and Community Support Services, including ChoicES supported employment service. There may be emotional/psychological distress due to change in routine, social anxieties around loss of connection/interaction, any physical disabilities that may mean any changes are doubly difficult to endure.
- Negative impact on families and carers of people who use these services, due to increased pressure on their supporting roles. There may be an additional impact as a result of proposed cuts to carers' services.

- Increased reliance on other services, for example mainstream health services such as Primary Care and Mental Health.
- Increased levels of social isolation, reduction in aspirations to get paid employment, increased levels of carers' physical and mental ill health.
- Increased likelihood that a proportion of people will live in the community without the support they need. It is likely that some clients may require other care services as a result of these services being reduced.
- Negative impact on provider staff, as central management and administration costs are being reduced and staff may face redeployment, redundancy or reduced hours.
- Increased demand on independent providers (private or voluntary sector) – both in capacity to fill the gap in services and in supporting their existing clients' increased demand/needs as a result of the proposals.

Summary of recommendations and key points of action plan:

- Individual reviews of support plans will be undertaken for everyone affected by the reductions in service;
- Carers' assessments or reviews of carers' assessments will also be conducted.
- A transition plan is proposed to ensure that everyone experiences a consistent level of support from at least one service until April 2019.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative
Age		
Disability		X
Ethnicity		
Gender/Transgender		
Marriage or Civil partnership		
Pregnancy and Maternity		
Religion/Belief		
Sexual Orientation		
Other (including carers/rurality etc)		X
All		

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Affinity Trust service at Cregg Na Ba**
Purpose of Report: **To consider proposals for the Affinity Trust service at Residential Home, Cregg Na Ba**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree the re-provisioning of care of five residents from Cregg Na Ba to other local care homes provided by Affinity Trust;**
 - 2. agree to the closure of the Affinity Trust service at Cregg Na Ba following the re-provisioning of the service within alternative Residential Homes operated by Affinity Trust; and**
 - 3. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 From April 2009, as part of the national Valuing People Now strategy, funding and commissioning of social care for adults with learning disabilities transferred from the NHS to local authorities. The rationale was twofold: to give full control of social care resources for learning disabled people to councils; and to clarify that the NHS's role is to meet the group's health needs, not offer long-term support.

1.2 Locally, the Affinity Trust manages the group home services which transferred to East Sussex County Council under Valuing People Now. These services were previously run by Hastings and Rother Primary Care Trust.

2. Supporting Information

2.1 The services included in the block contract held by Affinity Trust consists of six group homes providing services for up to 37 adults with a learning disability being supported by approximately 85 staff. Affinity Trust was awarded a seven year contract with a possible extension of two years in April 2012. The contract was let on the basis of that the services would be significantly re-developed to supported accommodation. The anticipated developments have not taken place as a result of the complexities of the Valuing People Now capital transfer arrangements.

2.2 Affinity Trust delivers a stable and consistent service with all the group homes rated by CQC as Good. The client group has been very stable and is aging. The provider has been resistant to accepting new placements as it has been difficult to match new clients with aging residents. As a result there has been a steady increase in voids across the six group homes. There are currently eight voids across all the services.

2.3 Affinity Trust agreed to produce an options appraisal to address the current void position. The options appraisal recommended developing Cregg Na Ba as the most suitable service to develop into a supported living model. Cregg Na Ba is located in Battle near the town centre and as such is well situated. It is recognised that there is a need for increased supported accommodation in the east of the county and specifically buildings that are fully accessible. It is likely that this would be for a younger cohort of clients with additional physical needs.

2.4 The proposal is therefore to close Cregg Na Ba and for the residents to move to alternative homes in the local area operated by Affinity Trust, which will consequently increase the occupancy rate within the remaining homes and reduce the financial commitment related to unoccupied beds. Five people with learning disabilities currently live at Cregg Na Ba. A profile of the service is available in Appendix 1. Packages of care for the individuals who would move will not reduce, but the location where they receive their care will change.

3. Consultation Summary

3.1 In the ten week consultation period from 15th February to 25th April 2018 a series of individual consultation meetings took place with the families of the residents living at Cregg Na Ba. Consultation has taken place as appropriate to the needs of the residents at Cregg Na Ba. In addition, views were sought from a range of stakeholders by letter, telephone and email. Appendix 2 outlines the consultation process and a summary of responses and themes. All responses to the consultation have been placed in the Members Room and the Cabinet Room for Member's consideration.

3.2 A total of ten comments or queries were received from people about Cregg Na Ba prior to and during the consultation period.

3.3 There were many complimentary and positive comments about the high standard of care that is provided at Cregg Na Ba with all families stating that they were very happy with the care and support provided.

3.4 Families were concerned that moving home could be distressing for the residents of Cregg Na Ba and that their connections to the local community could be lost. However, they recognised that if this proposal is agreed moving to a familiar home where staff and residents are known will minimise distress. They were also confident that any move would be managed well.

4. Alternative Service Provision

4.1 Affinity Trust have vacancies at three of the residential homes they operate as part of this block contract. These are The Willows in Bexhill, The Views in Broad Oak and Jasmine Lodge in Northiam. All are within a fifteen minute drive of Cregg Na Ba.

4.2 These homes are familiar to the residents of Cregg Na Ba as Affinity Trust operates all these services collectively and there will have been regular social events at these homes for all Affinity Trust residents. Two of the homes are the same design of Cregg Na Ba which enhances this familiarity. The staff at Cregg Na Ba will also move to the alternate residential homes ensuring continuity of care.

4.3 If this proposal is agreed Best Interest meetings will be held, involving families and advocacy, to ensure that any move is managed with the residents' need for help paramount. The alternative home will be identified for residents taking into account their needs, friendship groups, compatibility with current residents through discussion with families, the care and support team, Care Managers and advocacy.

4.4 The three residential homes that would be considered for the residents to move to are able and equipped to meet the needs of these residents to the same high standards that they currently receive. A schedule will be implemented to facilitate any potential move to include visiting, decorating new bedrooms and plans to maintain current community activity such as attending church.

4.5 As a consequence of implementing this proposed alternative service model it would be possible to achieve savings on the basis reflected within the Table below.

	Average Unit Cost of a Vacant Bed per week (£)	Average Number of Vacant Beds per week	Annual Saving Achieved (£)
Reduced Financial Commitment	1,156	6	360,672

5. Impact of delivering of the proposed service change

5.1 In considering the proposals in this report, Cabinet Members are required to have ‘due regard’ to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equalities Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 3 and the full version of relevant completed EqIAs have been placed in the Members’ and Cabinet Room and are available on the [Cabinet](#) pages of the County Council’s website. They can be inspected upon request at County Hall. Members must read the full the EqIAs and take their findings into consideration when determining these proposals.

5.2 The area of impact is on the existing five residents at Cregg Na Ba, who all have disabilities. All the residents have been at Cregg Na Ba for many years and are settled there. If the proposal goes ahead the move to a new home may cause some considerable anxiety and distress and affect their mental and physical health and wellbeing.

5.3 Residents have very limited capacity for understanding so there is an additional impact on the families of those residents. Advocacy services have been part of the planning for this proposal and are actively supporting families and clients during the consultation process, where appropriate.

6. Conclusion and Reason for Recommendations

6.1 There is support from families to retain the residential service at Cregg Na Ba. However, the local availability of alternative services operated by the same provider combined with the number of voids across Affinity services and the cost of void payments means that maintaining this provision in the current format is not considered good value. Should it be maintained, savings will need to be made to services elsewhere to continue to support it. The views of families reflected concern at possible loss of service and distress and anxiety this could cause to residents. There is however a range of viable and familiar options for the residents to move to and be supported by familiar staff ensuring that the current clients continue to be properly supported.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Richard Lewis, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Member: Councillor Field

BACKGROUND PAPERS:

Appendix 1: Profile of Services, Proposal Summary, Impact and Changes Made

Appendix 2: Consultation Report

Appendix 3: Equality Impact Assessment Summary Report

Profile of service, proposal summary, impact and changes made

Service Area	Profile of service	Proposal summary	Number of people affected by, and impact of, the proposal	Number of staff affected by, and impact of, the proposal	Changes made in response to feedback
Cregg Na Ba Registered residential home for adults with a learning disability operated by Affinity Trust	<p>Cregg Na Ba is a six bed residential home.</p> <p>The single bedrooms share bathrooms, kitchen and communal lounge.</p>	<p>To close Cregg Na Ba and facilitate the residents moving to other residential services operated by Affinity Trust</p>	<p>Five people with learning disabilities currently live at Cregg Na Ba.</p> <p>The care package will not change although this will be delivered in a different home.</p> <p>The residents may experience distress and anxiety through moving although this would be mitigated through moving to a new residential home where the environment, staff and other residents are familiar.</p>	<p>Affinity Trust do not need to make any redundancies as all staff will be able to work in alternative homes.</p> <p>Their contracts of employment are not specific to Cregg Na Ba therefore no formal consultation is required.</p>	<p>The feedback has highlighted the importance of maintaining current community access.</p> <p>This will be written into care plans so that activity such as attending church is maintained.</p>

ASC savings consultation 2018

LD residential



Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the LD residential service managed by Affinity Trust.

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk</p> <p>Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposal for the LD residential service managed by AffinityTrust. We are proposing to make changes to how our residential services in the east of the County are provided.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for the LD residential service between 15 February and 25 April 2018.

Respondent numbers and response methods

The response rates for this consultation reflect the small number of people who live in the residence.

Method	Volume
Other feedback (Email, letter, call, video, feedback form)	Indiv: 3 Org: 1
Event or meeting	6
Total responses	10

Key messages

These key messages reflect the feedback received from groups and individuals across meetings and other feedback such as emails and letters.

- People praised the service and the wonderful staff, saying their relatives and friends are happy and settled.
- The area the care home is based in is safe and accessible for residents and the alternatives which have been suggested aren't as well located.
- It would be harder for family to visit as the alternative homes are not easily accessible by public transport and this could mean residents become isolated.
- Many residents are known within the local community and some would be moving away from their Church community.
- The residents have complex needs and adjusting to new things can be traumatic.
- Staff said that it is very important that concerns about the health of residents are addressed as part of the assessment and placement process.
- A permanent move from the home is likely to have a negative impact on residents' health and wellbeing and for some residents it may have serious implications for their life and health.
- Some residents would need extra support during and after the move to allow it to happen and to help them to try to settle in.
- Retaining staff they know would help if the move went ahead.
- Staff requested that any move doesn't take place until after the summer holidays, so that they can fully support residents with the process.
- Staff suggested that it would help residents to visit and to retain their links to their local community if extra disabled parking spaces could be added.

Summary of themes by response method

Meetings with relatives

Views on the proposal

- They are very happy with the current service and the support their relative receives.
- They are confident the provider would handle the move well if it does go ahead.
- They were reassured that any move would be to a home run by the same provider.
- They were reassured that staff would be moving too.

The impact of the proposal

- The potential disruption to their relatives and their lives.
- A move to a rural location would make it harder to visit their relative in the longer term.

Other feedback via letter, email etc

Organisation and group feedback

Views on the proposal

- They are keen to protect the wellbeing of the residents they support and minimise the impact on the people they support.
- The residents' health and wellbeing must be considered in planning any move and they should provide extra support if they need it.

The impact of the proposal

- A move from their home is likely to have a negative impact on the residents' health and wellbeing, and for a couple of residents it may have serious implications for their life and health.

Suggestions

- The move should be delayed until after August, so that staff aren't on leave and can support residents with the move.
- More disabled parking is added in their current local community to allow residents to continue to maintain their links to the area.

Individual feedback

Views on the proposals

- The service is great and the staff are wonderful.
- Their relative or friend is happy and settled.
- They are concerned about how the move itself would affect the residents and what any future service would be like.
- It's important that they retain staff they know and access to community activities that they currently take part in.

The impact of the proposal

- The move could have health implications for residents and have a negative impact on their wellbeing.
- It would be harder for people to visit them and for them to access the community at the proposed alternative care homes.

Suggestions

- That people are able to move with staff and friends who they know.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation and group comments

“We want to support all the [people] we look after to have fulfilled, happy and settled lives in their twilight years.”

Individual comments including clients, carers, staff and the public

“I am very sad to hear that my [relative] is going to move to another care home. [They have] never been happier than now. [They are] calm, clearly feel safe and enjoy the company of [their] fellow residents. The staff ... are wonderful.”

“[S]taff ensure that [two residents] who are both members of my church are able to attend worship each week. This is an extremely important part of their lives and we would take a very dim view if either of them were denied their right to worship in a place of their choosing.”

“My [relative] has complex needs and finds adjusting to new spaces, people and situations, very traumatic... I am hugely concerned for [my relative's] emotional wellbeing at being moved from [their] stable surroundings permanently.”

Annex 1: Family feedback

One-to-one meetings were held with the relatives and carers of the residents.

The key overall themes were:

- They are very happy with the current service and the support their relative receives.
- They are confident the provider will handle the move well if it does go ahead.
- They were reassured that any move would be to a home run by the same provider.
- They were reassured that staff would be moving too.

The key concerns were:

- A move to a rural location would make it harder to visit their relative in the longer term.

The key impacts were:

- The potential disruption to their relatives and their lives.

Meeting date	Held with	Feedback
9 March	Relatives of resident x 2	<ul style="list-style-type: none">• Concerned about the potential disruption to their relative, although they understood the rationale.• Happy with the support their relative receives.• They are confident if the move does take place that the provider would manage this well.• They were reassured that any move would be to a home run by the same provider.• They both live some distance away so changing locations for their visits wasn't a concern.
19 March	Relatives of resident x 2	<ul style="list-style-type: none">• They were concerned about the move, as they are very happy with the support their relative receives and don't want to lose that.• They were particularly concerned that their relative could continue to attend their church.• They were reassured that there would be support and if a move occurred this would be written into the care plan.• They were concerned about continuing to visit if they could no longer drive and their relative was living in a rural location.• The provider confirmed that visits could be arranged elsewhere if need be.• It was confirmed that residents would be involved in the move wherever possible, such as planning their

		rooms.
19 April	Parents of resident x 2	<ul style="list-style-type: none"> • Following a number of placement breakdowns, their relative is now having a positive experience at the residence. • They are very happy with the care and support provided. • They are concerned at the potential disruption, but confident the provider would manage the move well. • They were reassured to hear that staff would also be moving if the proposal went ahead, so there would be familiar staff. • Their main concern was the same provider continue to provide the care for their relative.

Annex 2: Other feedback

Organisation and group feedback

The following organisations provided feedback about the proposal:

- The staff team at the residence.

The key overall themes were:

- They are keen to protect the wellbeing of the residents they support.
- The move feels inevitable and they want to minimise the impact on the people they support.

The key concerns were:

- That the health and wellbeing of residents is considered as part of the assessment and placement process if the proposal goes ahead.
- Residents have extra support if they need it during and after the move.

The key impacts were:

- That a move from their home is likely to have a negative impact on the residents' health and wellbeing.
- For a couple of residents it may have serious implications for their life and health.

Suggestions:

- The move be delayed until after August, so that staff aren't on leave and can support residents with the move.
- More disabled parking is added in their current local community to allow them to continue to maintain their links to the area.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0034	April	Letter	Learning disability residential staff team	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> • They are concerned about the proposals and keen to protect the wellbeing of the residents they support. • The move feels inevitable and they want to minimise the discomfort, distress, disruption and trauma to the people they support. • The staff request that any move of residence doesn't take place until September at the earliest, as staff leave in August means they wouldn't be able to fully support residents with the move. • They say that it is very important that concerns about the health of residents are considered and addressed as part of the assessment and placement process if the proposals go ahead. 				

- Some residents would need extra support during and after the move to allow it to happen and them to try to settle in.
- A permanent move from the home is likely to have a negative impact on residents' health and wellbeing and for some residents it may have serious implications for their life and health.
- The residents can access the community and are known within it. They would like them to be able to maintain that link.
- Staff suggest that the Council provide extra disabled parking spaces in their current location so the residents could still visit and remain part of the community if the move goes ahead.

Individual feedback

About the feedback	
Number of respondents:	3
When it was received:	February: 1 March: 2
How it was received:	Email: 1 Letter: 2
Who it was from:	Family/friend: 3

Key themes

The overall themes were:

- They are concerned to hear about the proposed move for their relative or friend.
- The service there is great and the staff are wonderful.
- Their relative or friend is very happy there.

The key concerns were:

- They are concerned about their relative or friend moving to a new care home that is less suitable for them personally.
- That residents would lose access to the community they know and the ability to attend their church.

The key impacts were:

- The move could have health implications for residents.
- There is the potential for the changes to have an impact on the residents' wellbeing both in the short-term and the long-term.
- The proposed alternatives are less accessible for family to visit and for residents to access the community.

Suggestions:

- That people are able to move with staff and friends who they know.

Equality impact assessment – summary report for Learning Disability Affinity

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: 8 May 2018

Manager(s) name: Richard Lewis

Role: Strategic Commissioning Manager, Learning Disabilities

Impact assessment:

The proposal for Affinity (ASC savings proposals 2018/19) is to close the residential service at Cregg Na Ba and for the clients living there to move to an alternative residential service delivered by Affinity Trust in the Hastings & Rother area.

Summary of findings:

The area of biggest impact is on the existing five residents at Cregg Na Ba, who all have disabilities.

- All the residents have been at Cregg Na Ba for many years and are settled there. If the proposal goes ahead – the move to a new home may cause some considerable anxiety and distress and affect their mental and physical health and wellbeing.
- In some cases frailty is a considerable factor and the move may also increase the risk of needing acute and primary health services.
- Residents have very limited capacity for understanding so there is an additional impact on the families of those residents. Advocacy services have been part of the planning for this proposal and are actively supporting families and clients during the consultation process, where appropriate.
- Access for families to visit may be more difficult if relying on public transport – however none are primary carers.

Summary of recommendations and key points of action plan:

- Should the proposal go ahead, Adult Social Care and Affinity, advocacy services, families and the clients will work together to identify the most appropriate new home and support the move at a pace that is best for each individual.
- Clients are familiar with the alternative homes and know the residents there. The staff team at Cregg na Ba will also move to the alternative homes providing a level of continuity and consistency. The current manager of Cregg Na Ba will 'float' between the new homes to support the clients (and their families) in the move.
- In cases where frailty is a particular factor, appropriate medical care and occupational therapy input should be taken into consideration.
- Religion has been identified as an area that will need to be addressed for some of the residents at Cregg Na Ba. If the proposal goes ahead, it will be necessary to ensure that clients are still able to access their chosen place of worship and maintain their faith.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative
Age		
Disability		X
Ethnicity		
Gender/Transgender		
Marriage or Civil partnership		
Pregnancy and Maternity		
Religion/Belief		
Sexual Orientation		
Other (including carers/rurality etc)		X
All		

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Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Stroke Recovery Service**
Purpose of Report: **To consider proposals for the Stroke Recovery Service.**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to give notice to vary the agreement, withdrawing the Adult Social Care funding but maintaining the contract with Clinical Commissioning Group funding; and**
 - 2. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 A stroke service has been jointly commissioned by East Sussex County Council (ESCC) and the Clinical Commissioning Groups since 2009 and during this time has always been delivered by The Stroke Association, initially through the commissioning grants prospectus and now through a contract.

1.2 The service is commissioned to support stroke survivors and their carers to manage the effects of a stroke, including improved or maintained physical, economic and social outcomes and emotional wellbeing. In the last year the service supported 1488 individual beneficiaries and 780 carers. This equates to a cost of £35 per person taking just the ESCC element of the funding into account.

1.3 The service supports stroke survivors and their carers who live in East Sussex or who are registered with a GP in East Sussex

2. Supporting Information

2.1 The total three year gross budget for the Stroke Recovery Service (April 2017 to 31 March 2020) is £476,727 (£158,909 per year); details are set out in Appendix 1. The service is part funded by the three CCGs in East Sussex. The gross Council budget to fund the service is £238,363.50 (£79,454.50 per year).

2.2 The contract is held by the County Council with funding from the CCGs. The contract commenced in April 2017 and is for three years with a possible two year, as the contract allows the commissioners to alter the level of funding.

2.3 De-commissioning of the Adult Social Care element of the Stroke Recovery Service will realise a full year saving in 2018-2019 of £33,106.04¹ and £79,454.50 in 2019-2020.

2.4 The service provides a number of recognised essential components of stroke support, including:

- delivery of personalised and specialised stroke specific information for stroke survivors and carers) which is provided on a face to face, basis normally in the individual's home
- 1:1 communication support

¹ The year-end saving figure for 2018/19 is an estimated amount as it is not possible to discuss with the Stroke Association timescales unless the proposed saving has been agreed.

- a structured exercise and education programme in a range of community venues across the county
- 6-monthly stroke reviews based on the Greater Manchester Stroke Assessment Tool
- information sessions including training and guest speaker sessions

Appendix 2 sets out the Profile of Services. The service also provides practical and virtual support to nine stroke support groups across the county to ensure that these peer-run groups are sustainable in the longer term.

2.5 The service works closely with the Stroke Rehabilitation teams at East Sussex Healthcare Trust (ESHT) and Sussex Community Foundation Trust (SCFT) to ensure long term stroke recovery support for stroke survivors and their carers.

3. Consultation Summary

3.1 In the ten week consultation period from 15th February to 25th April 2018 three public consultation meetings took place on the Stroke Recovery Service proposals. These were held in each CCG area. In addition, views were sought from a range of stakeholders by letter, telephone and email. Appendix 3 provides more information about the consultation feedback and all of the responses received during the public consultation are in the Members' and Cabinet Room for Members consideration.

3.2 Key themes from the consultation feedback included:

- If the proposals went ahead, stroke survivors are concerned that it would leave them or people like them isolated
- People are concerned that if the proposal went ahead it would affect people's ability to recovery from a stroke
- The information and advice element of the service made a significant difference to over half of the respondents
- The exercise course and communication support made a significant difference to over a third of the respondents
- Generalised exercise programmes are less likely to be effective than stroke-specific courses

4. Impact of delivering the savings proposal

4.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 4. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full EqIAs and take their findings into consideration when determining these proposals.

4.2 The following groups are identified as at particular risk of experiencing a negative impact:

- **Age**

People are most likely to have a stroke after the age of 55, and by the age of 75, 1 in 5 women and 1 in 6 men will have a stroke. 76% of Stroke Association cases are aged 65+. Strokes suffered by people of working age may have significant impacts to their capacity to work, affecting their income.

- **Disability**

Stroke is the leading cause of disability in the UK. Stroke can affect walking, talking, speech, balance, co-ordination, vision, spatial awareness, swallowing, bladder control bowel control

and mental health. Stroke survivors may not have access to support with their communication needs, and a reduction to specific exercise classes will mean less opportunity for social engagement and physical activity.

- **Carers**

Carers have to adjust to the physical, emotional, economic and social strains of caring duties. A reduction to the service may impact their mental and physical health, and access to peer support- increasing feelings of isolation. Carers may also be negatively impacted by reductions to other services.

- **Rurality**

People in rural areas may no longer receive support in their home, meaning an additional barrier to accessing support for themselves and their carers, potentially increasing isolation.

4.3 In the short to longer term it is likely that these proposals will also mean an increased demand on adult social care assessment teams and the stroke community rehabilitation teams at ESHT and SCFT.

5. Alternative Service Provision

5.1 On 17th May 2018 the project lead, provider and representatives from the CCG met to discuss what the service model could look like with 50% of the funding. The provider agreed to undertake further work on two different service delivery models for the CCGs to comment on. It was agreed by all parties that a service could continue to be delivered with the reduction in funding, but that it would have a significant impact on the type and level of service that could be provided. It was agreed that any new service delivery model would require the provider to introduce a triage process as the new model would not be able to deliver to the same number of clients as it currently does.

5.2 All parties agreed that a preferred model would be approved by them prior to the ESCC Cabinet meeting on the 26th June so if the proposal to make the savings goes ahead, the provider and project lead can immediately commence work on implementing the reduction.

5.3 All parties also agreed that if the proposal is agreed on the 26th June, the project lead, with the provider, will work closely with the stroke rehabilitation teams from SCFT and ESHT to develop a triage process.

5.4 Whilst a service could continue to be delivered to some stroke survivors and their carers there will be a decrease in capacity against demand. The following therefore explores the possible alternative provision for the different elements of the service for those stroke survivors and carers who may no longer be able to access the service.

5.5 Specialist stroke specific information and advice

The Stroke Association website and national helpline:

Stroke survivors and their carers would be able to access this free of charge. However, there will be accessibility issues for those with communication issues and those who do not use or access the internet. Stroke survivors have also indicated through the consultation the importance of having face to face support in their own home.

Access to specialist stroke specific information and advice via the Stroke Association website and national helpline may only be an alternative service provision for a small minority of stroke survivors and their carers. This provision is also unlikely to be able to provide any effective emotional support for stroke survivors and their carers which has been identified in the EQIA and consultation feedback.

Stroke Community Rehabilitation teams at East Sussex Healthcare Trust (ESHT) and Sussex Community Foundation Trust (SCFT):

These teams can provide stroke specific support but this will only be available for those who meet the access criteria for the service. Support and information also tends to be focused on their areas of specialism (e.g. physiotherapy, occupational therapy and speech and language therapy). As identified in the EQIA, recovery from a stroke is very long term (if not lifetime) and the rehabilitation teams input for those who are able to access it, is time limited and very short term.

Access to specialist stroke specific information and advice via the community rehabilitation teams is not seen as a viable alternative service provision.

Avanti and Headway:

These are both specialist building based centres supporting people with Acquired Brain Injury (ABI). Both of these are accessible to people who have had a stroke but will be paid for on a private basis or through being eligible for social care and using personal budgets. However, we know from the stroke consultation events that stroke survivors and their carers have not talked about the importance of having access to building based day services as many of the clients access the community Stroke Association groups which better meet their needs.

Access to specialist stroke specific information and advice via Avanti and Headway is not seen as a viable alternative service provision.

5.6 6-month reviews

Stroke Community Rehabilitation teams at East Sussex Healthcare Trust (ESHT) and Sussex Community Foundation Trust (SCFT):

ESHT and SCFT Stroke Rehabilitation Teams could deliver 6 month reviews. However, their specialisms and expertise lie in stroke therapeutic interventions whereas 6 month reviews look at the wider holistic health and wellbeing needs of stroke survivors and their carers. Also it is likely that 6 month reviews would only be carried out with those on the team's caseload which would mean that individuals who do not meet the criteria for the service would not have access to a review. It is also likely that the teams would be unable to deliver this service unless they reduced their therapeutic interventions or received additional resources from the CCG to carry out this function.

Delivering 6 months reviews via ESHT and SCFT will be explored with the CCGs through the re-modelling process but it is unlikely that this will be seen as a viable alternative solution due to the need to identify additional resources to enable it to be commissioned.

5.7 1:1 Communication support

Stroke Community Rehabilitation teams at East Sussex Healthcare Trust and Sussex Community Foundation Trust:

ESHT and SCFT Stroke Rehabilitation Teams currently deliver speech and language therapy support to stroke survivors who meet the criteria for the service. However, this is time limited and short term. The Stroke Association provide communication support to both those who have accessed this service (to help support with maintenance of goals and progression) and also those who do not meet the criteria but still need support with their communication.

Delivering additional communication support would be outside of and in addition to the current remit of the Stroke Community Rehabilitation Teams. This is not therefore seen as a viable alternative service option.

Stroke communication groups:

There are two specific stroke communication groups that run in East Sussex (Eastbourne and Seaford) on a peer-led basis. These will probably be inaccessible for those who do not live in close proximity to them. The current Stroke Recovery Service team provide 'virtual' (and some practical) support to these groups in order to maintain their presence and sustainability as they were de-commissioned as part of the new contract which commenced in April 2017. Therefore their longer term sustainability may be under threat with any reduction in service/team members.

Access to communication support via these groups is only a viable alternative option to a small minority of stroke survivors. The groups are not a viable option in the provision of access to 1:1 specialist communication support.

5.8 Exercise and education programme

Other leisure providers and private individual fitness trainers:

It may be possible to explore with other fitness providers the provision of stroke specific exercise classes or long term condition exercise classes that stroke survivors could access. However, any provider delivering these sorts of groups would need to have undertaken the Exercise and Fitness Training after Stroke (EfS) course, delivered by Later Life Training. In addition, to make this a viable option for the provider they would need to charge for the classes and this may make it unaffordable to many stroke survivors (please see 'People on low incomes' section of EQIA).

Access to exercise via the delivery of stroke specific or long term condition exercise classes may be a limited alternative option for some stroke survivors if providers are able to expand into this area.

Mainstream exercise is not a viable alternative option for many stroke survivors due to the nature of their disabilities and needing to build up their confidence and fitness in a safe and structured environment before they are able to access mainstream exercise.

5.9 Group information sessions

Stroke peer support groups:

These groups will be able to provide peer support to stroke survivors and their carers and may be able to organise guest speakers. However, they will not be a position to provide training courses. Also the Stroke Recovery Service team provide virtual support to these groups in order to maintain their presence and sustainability. Their longer term sustainability may be under threat with any reduction to the service.

Peer support groups will offer some alternative service provision to guest speaking sessions and group information sessions but this will be limited.

Peer support groups will not be able provide training courses and there is no other alternative service provision for this element of the service.

5.10 Carers support

There may be limited support available to carers if the other proposed adult social care savings go ahead. In addition, apart from the Stroke Association's website and helpline there is no alternative stroke specific carer support available.

6. Conclusion and Reason for Recommendations

6.1 The Stroke Recovery Service is held in high regard by people who use the service, their families, carers and professionals in other rehabilitation services. It is seen as a successful and effective intervention for stroke survivors and their carers in supporting their longer term recovery after a stroke.

6.2 Stroke survivors and carers have expressed concern over the loss of the adult social care funding, have recognised the impact that this will have on the wider system (particularly healthcare) and have identified limited opportunities to access stroke specific support elsewhere. It has also been highlighted, via the consultation, that the proportion of adult social care funding and the total value does not seem proportionate to other proposed savings proposals.

6.3 The consultation and EQIA have identified limited alternatives to service provision. This will have an impact on those stroke survivors and carers who will no longer be able to access the service due to the triage process that will need to be put in place to manage demand over capacity.

6.4 The project lead, CCG's and service provider have held constructive discussions about service model options based on a 50% reduction in funding. The impact of this savings proposal is recognised and the wider health and wellbeing benefits of the services are understood. However, the overall level of savings requirement means that the Adult Social Care needs to make significant funding reductions and is no longer in a position to fund condition specific services.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Emma Jupp, Project Manager
Lead Member: Councillor Maynard
Local Member: Countywide service

BACKGROUND PAPERS:

Appendix 1: Financial Breakdown
Appendix 2: Profile of services
Appendix 3: Consultation report
Appendix 4: Equality Impact Assessment summary report

APPENDIX 1**FINANCIAL BREAKDOWN**

SAVING/INVESTMENT LEVELS	2018/19	2019/20
CCG funding	£79,454.50	£79,454.50
ASC funding	£79,454.50	£79,454.50
Original Funding Available	£158,909.00	£158,909.00
Less ASC saving	£33,106.04 (currently estimated from Nov18 – Mar19)	£79,454.50
TOTAL FUNDING FOR SERVICE	£125,802.96	£79,454.50

APPENDIX 2

PROFILE OF SERVICES

Stroke Recovery Service	
2017-2018 gross budget £158,909 Savings proposal (full year) £79,454.50	
Stroke Recovery Service profile	<ul style="list-style-type: none">▪ A total of 1488 individual beneficiaries and 780 carers were supported in 2017/18. At the end of quarter 4 (in year 1) there were 675 stroke survivors with an open caseload.▪ 120 people accessed the Exercise and Education programme.▪ The service is countywide with an Information and Advice and 6 month review Co-ordinator based in each Clinical Commissioning Group area. The client split per CCG is:<ul style="list-style-type: none">▪ HWLH CCG 27%▪ H&R CCG 42%▪ EHS CCG 31%▪ In last quarter January – March 2018 the service supported the following age groups:<ul style="list-style-type: none">▪ 19-34 1%▪ 35-49 4%▪ 50-64 15%▪ 65-79 37%▪ 80+ 38%▪ (5% did not respond)▪ 95% of those who responded said they are satisfied with the service they receive

APPENDIX 3

ASC savings consultation 2018 Stroke Recovery Service



Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the Stroke Recovery Service

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About this document:

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<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt –left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about savings proposal for the Stroke Recovery Service. The service is paid for by the Council and the NHS, with the Council paying half of the costs. We are proposing to stop our funding for the service.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for the Stroke Recovery Service between 15 February and 25 April 2018.

Activity and events

Event type	Details	Attendees
Consultation event for people who use services	Monday 26 March 1.30pm – 3.30pm Bexhill Health Centre	28
Consultation event for people who use services	Thursday 5 April 1.30pm – 3.30pm Telscombe Civic Centre	18
Consultation event for people who use services	Thursday 12 April 11am – 1pm Saint Luke's Church Centre, Pevensey	20

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Paper and online)	207
General survey about the savings (Paper and online)	28
Other feedback (Email, letter, call, video, feedback form)	Indiv: 8 Org or group: 3
Event or meeting	66
Total responses	312

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

- Organisations and people said that the service is a valuable resource for stroke survivors and that people would struggle to rebuild their lives without it.
- People are concerned about how the proposals would affect the health of people who are recovering from a stroke or have one in future.
- If the proposals went ahead, stroke survivors are concerned that it would leave them or people like them isolated.
- Organisations and people said it would be more expensive in the long term as people would still need support with their recovery.
- Reductions in the service are likely to put pressure on NHS hospital and community services to fill the gaps and lead to longer stays in hospital.
- People praised the service and the team of staff which provide it.
- They said that carers and families also value and benefit from the support of the service too.
- The information and advice element of the service made a big difference to over half of the respondents, while the exercise course and communication support made a big difference to over a third.
- Organisations said that generalised exercise programmes are less likely to be effective for stroke survivors than stroke –specific courses.
- People value the peer support that is offered through the service.
- Organisations are concerned that it would be harder for people to reach their full potential without the support of the service.
- People who've used the service say they have achieved things they didn't expect, like being able to walk, drive and get back to work.
- People don't know where they would have gone if the service wasn't available, although many said they would have tried their GP instead.
- People think the Council should look for savings from other departments instead.
- People commented on the recent allowance raise for Councillors and said savings should be made there.

Summary of themes by response method

Client and family survey

How much difference the services made: Information and advice made a big difference to over half of the respondents, while the exercise course and communication support made a big difference to over a third of respondents.

Top themes from the comments about the difference the services made:

- Information and advice: How helpful the service was.
- Group information sessions: The value of peer support.
- Communication support: How it helped with their speech and thought processes.
- Exercise course: How it improved their mobility:
- Six-month review: It showed them how they are recovering.

Top theme for where they would have gone if this service didn't exist: The top answer for all service areas was that people said they didn't know and that they would have tried their GP.

Other services: People named various services and local groups they have found helpful, with the Stroke Association and local groups or clubs being mentioned most often.

How they would be affected: People said that if the proposal went ahead it would make them and people like them isolated and affect their ability to recover from a stroke.

General survey

Views on the proposal

- It would be more expensive in the long term as people would still need support with their recovery.
- The most vulnerable would be affected.

The impact of the proposal

- People are concerned about how the proposals would impact on the health of people who've had a stroke.
- It would leave people isolated.
- This is a vital service and reducing or cutting it would affect people's ability to recover after a stroke.

Suggestions

- People commented on the recent allowance raise for Councillors and said savings should be made there.
- The Council should look for savings from other departments instead.
- Cut management and support staff posts.

Other feedback via letter, email etc

Organisation and group feedback

Views on the proposal

- The service is a valuable resource for stroke survivors and they would struggle to rebuild their lives without it.
- Specialist exercise courses are needed for stroke survivors in order to ensure they are appropriate and effective.
- Communication support is invaluable in offering rehabilitation in a social setting.

- Reductions in funding would make it much more difficult for people to access structured exercise courses.
- If the information provision and six-month review are lost, then stroke survivors would have reduced knowledge and access to rehabilitation when they need it.

The impact of the proposal

- Any cuts to the service would impact on people's ability to recover from a stroke.
- Cuts to the service would impact on NHS acute and community teams, with the most probable impact being an increase in hospital stays.
- The NHS community services would have to fill in the gaps, particularly in terms of communication support and cardiovascular exercise.
- It would be harder to access exercise classes and people would find it harder to reach their full potential without this support.

Individual feedback

Views on the proposal

- People disagree with the proposal and say that this service offers important community –based assistance with recovery.
- The impact this would have on people who need support in the future.

The impact of the proposal

- It would have a negative impact on people's recovery and affect their carers/family.
- There would be more pressure and need for support from NHS services.

Events feedback

Views on the proposal

- People value the service and the amount of help it can offer. If the service funding was cut, then stroke survivors would feel like the Council is giving up on them.
- Cutting the service would be a false economy and just increase the pressure on other NHS and Council services.
- This is an integrated service that gets people back on their feet and back into work and driving etc. Why would you cut something that is working?
- Carers and families value and benefit from the support of the service too.
- It's not just older people who have strokes and it's important to remember that.
- People particularly value the caring and knowledgeable staff who support them and the peer support and social aspects of the service.
- People are concerned about whether the NHS will continue to fund its part of the service.
- They are worried about what support would be available to people in future. Would they just be left to manage?

The impact of the proposal

- Reducing or stopping the service would affect people's ability to have the best recovery possible and affect their ongoing quality of life.
- It would increase the pressure on NHS acute and community services.
- People would find it harder to return to work and driving.
- Carers and family members of stroke survivors would be at risk of breakdown without this support service.

Sample quotes

These comments are a small selection of the comments we received during the

consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

“[The service] is an essential resource within this locality. A decrease in the services provided locally would leave those who have suffered a stroke with significantly less support available to them. It will also have a detrimental effect on our team as we would need to fill the gaps left, particularly for communication support and cardiovascular exercise.”

“Last year, the service received 701 referrals and actively supported 1094 stroke survivors. It employs 6 coordinators to deliver the service. The service in question has been acknowledged as highly effective in delivering essential support to stroke survivors.”

“[The service] helps support ... with daily activities, physical activity, return to work, leisure activities and one to one basic help with aspects such as form filling, benefits etc. These are services which are often not provided by traditional services due to constraints on budgets. Cuts in funding will significantly impact on their rehabilitation and recovery, with the potential to lead to increased dependency on acute NHS services and Social Care Organisations.”

“Many of our clients access the exercise groups provided by the Stroke Association, where they are able to maintain the progress they have made in their physical recovery. Exercising with others is important psychologically and socially, and enables people to access the community via the local leisure facilities.”

Individual comments including clients, carers, staff and the public

“It was really useful that they came to my home... I attended the stroke exercise group which was terrific. I didn't think I'd cycle again. You lose your confidence. If the stroke service was not available I wouldn't know who to ask for help. I can't speak more highly of them. I want other people to have what I've had.”

“Husband was made to fight back and given all kinds of support to work at his own recovery. Wonderfully skilled team of therapists.” (Information and advice)

“These groups have given a lot of help and advice and a better understanding of the effects a Stroke can have.” (Group information sessions)

“Dad has just said: "really good it was" ... without this support he may not have been able to comment at all.” (Communication support)

“A huge improvement in mobility and cognition as well as coordination was provided by the exercise course.” (Exercise course)

“Its a bench mark, open and honest, and sets out the next goals.” (Six-month review)

“In the last 11 months, our lives have been transformed because he now has access to experts who know what they are talking about... It is a vital lifeline, without it we would all struggle, we would disappear. Emotionally and personally, we need to fight for this service.”

“The Stroke Association is the only body which offers any help to stroke survivors when they have been ejected from hospital and they continue their support in the years after... Share the funds more fairly, please, or we will become not stroke survivors, but we will become stroke sufferers.”

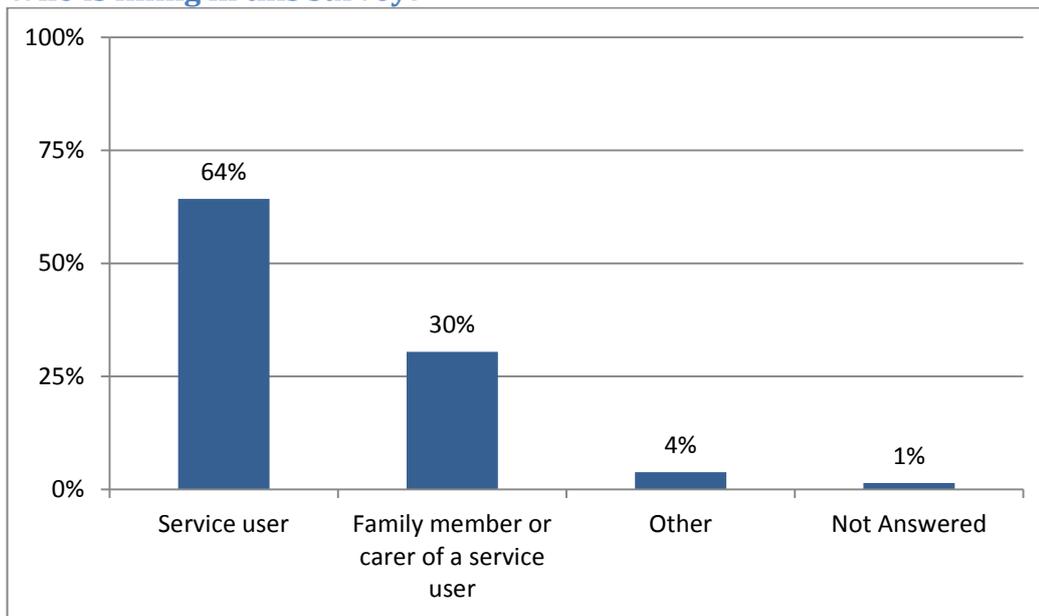
“[W]e are trained in the medical profession, but the Stroke Association is a non –medical

environment. They can be holistic and they can be supportive in ways that we can't."

"That is understated, the benefits of that [the social aspect]. People aren't isolated, able to get out. Being in those four walls is huge because it leads to other problems."

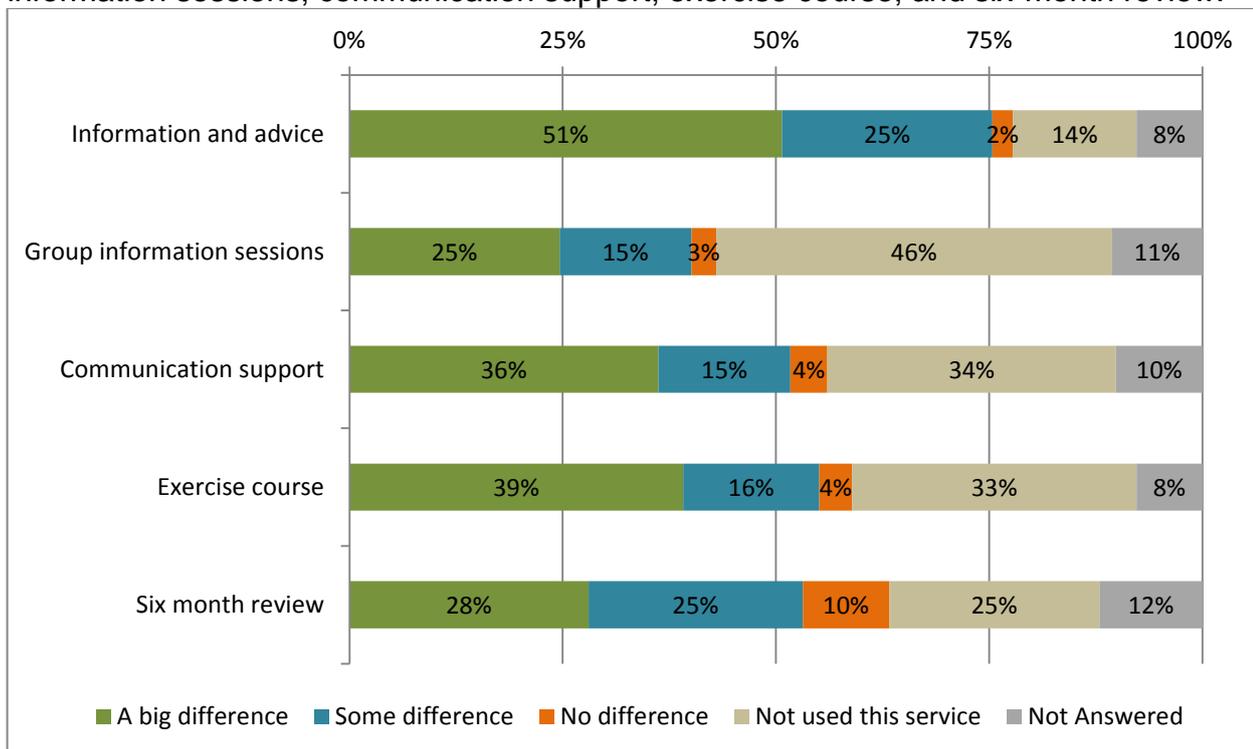
Appendix 1: Client and family survey

Who is filling in this survey?



How much difference has the [... service name] made to your recovery and maintaining independence?

There was a question for each area of the service: 1 –2 –1 information and advice; group information sessions; communication support; exercise course; and six-month review.



If you have any comments about what difference the (service name) made to you, please explain below:

1 –2 –1 information and advice:

Top theme: People talked generally about how helpful the service was to them.

	<p>Other key themes:</p> <ul style="list-style-type: none"> • The service gave them confidence. • They valued the information it provided. • The service was a practical support. • It had a positive role in their recovery. • It helped them to understand about strokes and what they could do to aid their recovery.
Group information sessions:	<p>Top theme: People valued the peer support that the group information sessions offered them.</p> <p>Other key themes:</p> <ul style="list-style-type: none"> • They said they didn't use the service or didn't use it much. • The sessions were a useful source of encouragement and helped them to regain their confidence. • The sessions provided help and advice.
Communication support:	<p>Top theme: People talked about how it helped with their speech and thought processes.</p> <p>Other key themes:</p> <ul style="list-style-type: none"> • The service increased their confidence.
Exercise course:	<p>Top theme: The service improved their mobility.</p> <p>Other key themes:</p> <ul style="list-style-type: none"> • It improved their coordination. • The service and support from staff encouraged and motivated them in their recovery. • The service gave them more confidence. • Some did their own exercise course too.
Six-month review:	<p>Top theme: It showed them how they are recovering.</p> <p>Other key themes:</p> <ul style="list-style-type: none"> • They talked generally about how they found the service helpful. • It is important to have contact with someone at this stage in the recovery process. • They benefited from the feedback and help with planning ahead and setting future goals.

Without the stroke recovery service, where would you have gone for [...service name] like this?

1 –2 –1 information and advice:	<p>Top themes: Many people said they don't know where they would have gone for a similar service and that they would have tried their GP.</p>
---------------------------------	--

	<p>Other key themes:</p> <ul style="list-style-type: none"> • They would have looked online. • They would have tried the hospital.
Group information sessions:	Top theme: People said they don't know where they would have gone and that they would have tried their GP.
Communication support:	<p>Top theme: People said they don't know where they would have gone and that they would have tried their GP.</p> <p>Other key themes:</p> <ul style="list-style-type: none"> • They would have just done without the service.
Exercise course:	<p>Top theme: People say they don't know where they would have gone instead.</p> <p>Other key themes:</p> <ul style="list-style-type: none"> • They would have gone to the gym instead. • They would have done without the service. • They would have tried their GP.
Six-month review:	Top theme: People said they don't know where they would have gone and that they would have tried their GP.

If you have a comment about any other Stroke Recovery Services and the difference they made to you please write them below: (93 answered)

Top theme: People talked about services they had found helpful in their recovery or in the recovery of a family member. The services that were named are mainly provided by other organisations:

- Avanti
- Bexhill Choir
- Meadow Lodge Intermediate Care Unit
- Meet and Eat Lunch
- Rehabilitation Unit Bexhill
- Stepout for Stroke
- STEPS
- Stroke Club, Bexhill Hospital
- Stroke Exercise Group at Brighton University
- VSE by Ladies of Newhaven Stroke Unit

The other key themes were:

- Praise for the Stroke Recovery Service, the team providing the service and individual staff members.
- The value of the practical support it provides and the difference it has made to them.

Please tell us about any other services you know about which provide stroke –specific information and support: (88 answered)

People told us about the following services:

- Age Concern
- Avanti (abi)
- BOSS GROUP

- Café Club
- Citizens Advice Bureau
- Different strokes – online and for under 65
- DYSCOVER
- Headway
- Health in Mind
- Irvine Unit home visit
- Joint Community Rehabilitation (ASC)
- Local arts groups
- Local stroke meeting
- Neuro – Gym
- Ore Community Centre lunch club
- Red Cross
- Sing out for stroke
- Speech Therapy
- SS –UK
- Steps
- Stroke Assn. (Seaford)
- Stroke Association
- Stroke Club (Hastings)
- Stroke UK exercise group

Please tell us in the box below how you and your family would be affected if the proposal went ahead? (130 answered)

Top themes: People said that if the proposal went ahead it would make them and people like them isolated and affect their ability to recover from a stroke.

The other key themes were:

- People said that future stroke victims would be affected and have less support to recover.
- They would lose vital support and advice.
- Their family would be negatively affected if it made their recovery slower and harder.
- People praised the service and how it helped them.
- They wouldn't be affected, as they have finished using the service.
- It would put more pressure on the NHS and mean that no other support would be available to people.
- People said they would be upset and demoralised.
- They commented on their disagreement with public spending policies.

About you questions

Gender

	Respondents		Census
Male	95	46%	48%
Female	96	46%	52%
Prefer not to say	2	1%	N/A
Not answered	14	7%	N/A

Transgender

1 person identified as transgender, while 151 (73%) answered 'no' and 7 chose prefer not to say. The rest (48) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18 –24	1	0%	7.3%
25 –34	1	0%	9.6%
35 –44	2	1%	12.5%
45 –54	9	4%	14.2%
55 –59	11	5%	6.3%
60 –64	20	10%	7.5%
65 –74	39	19%	11.2%
75+	101	49%	11.6%
Not answered	23	11%	N/A

Ethnicity

	Respondents		Census
White British	180	87%	98%
White Irish	3	1%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	1	0%	
Mixed White and Black Caribbean	1	0.5%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian	1	0.5%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	1	0.5%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	1	0.5%	N/A
Not Answered	19	9%	n/a

Disability

101 (49%) respondents consider themselves to be disabled, while 77 (37%) don't and 6 chose prefer not to say. The rest (23) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	89	43%
Sensory impairment (hearing and sight)	49	24%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	50	24%
Mental health condition	24	12%
Learning disability	8	4%
Other	19	9%
Prefer not to say	3	1%

Religion

124 (60%) respondents consider themselves to have a religion or belief, while 57 (28%) do not, and 7 chose prefer not to say. The rest (19) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	128	62%	60%
Buddhist	0	0%	0.4%
Hindu	1	0.5%	0.3%
Jewish	0	0%	0.2%
Muslim	1	0.5%	0.8%
Sikh	0	0%	0%
Other	2	1%	0.7%
Not answered	75	36%	N/A

Sexuality

	Respondents	
Bi/Bisexual	3	1%
Heterosexual/Straight	153	74%
Gay woman/Lesbian	0	0%
Gay Man	1	0.5%
Other	1	0.5%
Prefer not to say	12	6%
Not answered	37	18%

Marriage or civil partnership

119 (57%) respondents are married or in a civil partnership, while 52 (25%) are not and 6 chose prefer not to say. The rest (30) did not answer the question.

Appendix 2: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (28 people) and not everyone who filled in the general survey (over 700 people).

Are you completing the survey as (28 answered)

Please note that this was a multiple choice question.

Answer option	Count
A family member or friend of someone who uses social care services	9
An employee of a health or social care organisation	5
A member of the public	11
A group or forum (providing an official response)	0
An organisation (providing an official response)	2
Other (please explain below)	2
Not Answered	1

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- School of Health Sciences, University of Brighton
- Stroke Association
- Sussex Community Development Association

What do you think about our savings proposals? (27 answered)

Top theme: It would be more expensive in the long term as people would still need support with their recovery.

The other key themes were:

- The most vulnerable would be affected.

How would people and organisations be affected by the proposals? (26 answered)

Top theme: People were concerned about how the proposals would impact on the health of people who've had a stroke.

The other key themes were:

- It would leave people isolated.
- This is a vital service and reducing or cutting it would affect people's ability to recover after a stroke.

Do you have any suggestions for alternative ways of making the savings? (23 answered)

Top theme: People commented on the recent allowance raise for Councillors and said savings should be made there.

The other key themes were:

- The Council should look for savings from other departments instead.
- Cut management and support staff posts.

Do you have any other comments about the proposals?

21 people ticked 'No', while 6 ticked 'Yes'. There weren't any key themes.

About you questions

Gender

	Respondents		Census
Male	9	32%	48%
Female	19	68%	52%
Prefer not to say	0	0%	N/A
Not answered	0	0%	N/A

Transgender

One person identified as transgender, while 26 (93%) answered 'no' and 1 chose prefer not to say.

Age

	Respondents		Census
under 18	0	0%	19.8%
18 –24	0	0%	7.3%
25 –34	4	14%	9.6%
35 –44	3	11%	12.5%
45 –54	6	21%	14.2%
55 –59	4	14%	6.3%
60 –64	4	14%	7.5%
65 –74	5	18%	11.2%
75+	0	0%	11.6%
Not answered	2	7%	N/A

Ethnicity

	Respondents		Census
White British	26	93%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	1	4%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	1	4%	N/A
Not Answered	0	0%	n/a

Disability

4 respondents consider themselves to be disabled, while 23 (82%) don't and 1 chose prefer not to say.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	3	11%
Sensory impairment (hearing and sight)	1	4%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	1	4%
Mental health condition	2	7%
Learning disability	0	0%
Other	0	0%
Prefer not to say	0	0%

Religion

9 (32%) respondents consider themselves to have a religion or belief, while 16 (57%) do not, and 3 chose prefer not to say.

Stated religion or belief

	Respondents		Census
Christian	8	29%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	1	4%	0.7%
Not answered	19	68%	N/A

Sexuality

	Respondents	
Bi/Bisexual	1	4%
Heterosexual/Straight	22	79%
Gay woman/Lesbian	1	4%
Gay Man	0	0%
Other	0	0%
Prefer not to say	3	11%
Not answered	1	4%

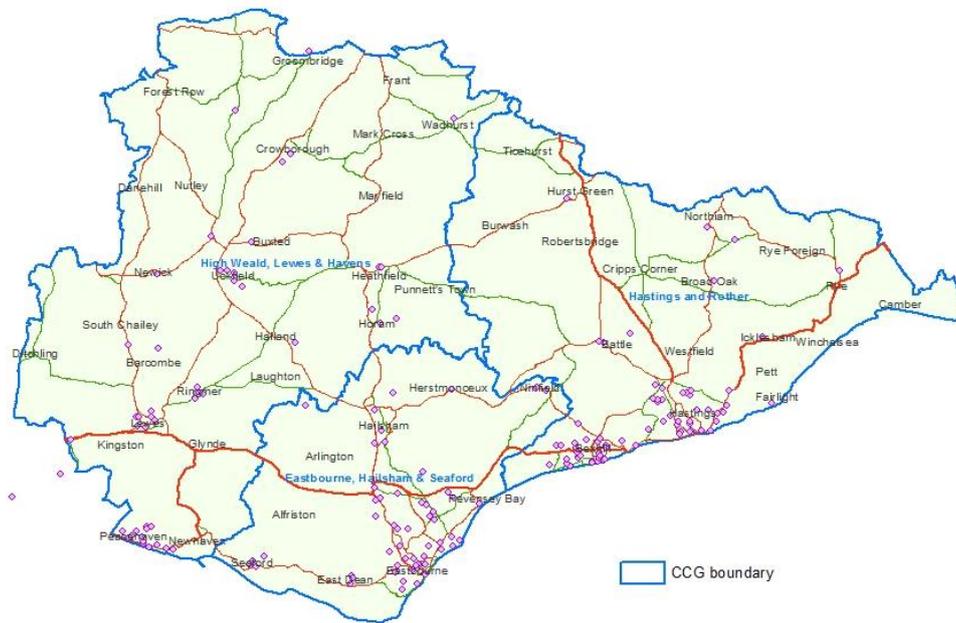
Marriage or civil partnership

14 (50%) respondents are married or in a civil partnership, while 7 (25%) are not and 6 chose prefer not to say. The rest (1) did not answer the question.

Appendix 3: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client/family and general). Of the 204 people who shared their views about these proposals and provided their post code, a total of 182 were mappable.

Stroke



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 4: Other feedback

Organisation and group feedback

The following organisations provided feedback about the proposal:

- 1) Hastings and District TUC
- 2) Sussex Community NHS Foundation Trust
- 3) Stroke Association

Key themes

The overall themes were:

- The service is a valuable resource for stroke survivors and they would struggle to rebuild their lives without it.
- Specialist exercise courses are needed for stroke survivors in order to ensure they are appropriate and effective.
- Communication support is invaluable in offering rehabilitation in a social setting.

The key concerns were:

- Reductions in funding would make it much more difficult for people to access structured exercise courses.
- If the information provision and six-month review are lost, then stroke survivors would have reduced knowledge and access to rehabilitation when they need it.

The key impacts were:

- Any cuts to the service would impact on people's ability to recover from a stroke.
- Cuts to the service would impact on NHS acute and community teams, with the most probable impact being an increase in hospital stays.
- The NHS community services would have to fill in the gaps, particularly in terms of communication support and cardiovascular exercise.
- It would be harder to access exercise classes and people would find it harder to reach their full potential without this support.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0004	February	Letter	Sussex Community NHS Foundation Trust
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • The Stroke Recovery Service is a valuable resource for those who've had a stroke. They have witnessed directly the positive impact that their service has on their patients. • Any cut to the service would have a negative impact on local stroke survivors, which could impact on their overall recovery from their stroke. • Any change to service provision would likely impact on them too, with the most probable impact being an increase in length of stay due to reduced 			

specialist tertiary services through which patients can continue with the next stage of their rehabilitation.

- They would also need to fill the gaps left, particularly for communication support and cardiovascular exercise.
- Without specific stroke exercise groups it would be much more difficult for their patients to access structured cardiovascular exercise in the community. This would influence the long –term uptake in cardiovascular exercise as well as preventing patients from reaching their full potential due to a lack of continued support to exercise.
- Whilst there are other generic exercise programmes available in the community, these are often aimed at the elderly population which many of our patients are not. They are also unspecific to their condition and likely to be less effective. Those with more significant impairments struggle to access generic classes as they are unable to complete the exercises unless adapted for them.
- The communication support is an invaluable way for patients to continue implementing what they have learnt through rehabilitation in a social setting but where the principles of supported conversation can still be reinforced.
- If this information provision and the six-month review are lost stroke survivors, particularly those who have not received rehabilitation, would have reduced knowledge of local services and access to rehabilitation when they need it.
- Feedback from their patients about the peer support group in the area has been positive in helping them to meet others and take their first steps in integrating back into the community. Many of their past patients had expressed a need for a local support group, and this had been identified as a gap locally.
- The £300 grant service allows people to purchase items which make their life easier following a stroke. If this service was no longer available it would adversely affect rehabilitation as we would not have access to purchase small items of equipment that can be crucial to independence for those that have no other means of affording these.

Code: Org0005	Before consultation started	Letter	Stroke Association
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			<input checked="" type="checkbox"/>
			Stroke Recovery Service

Summary

- The respondent has provided vital support for stroke survivors and carers affected by stroke through its Stroke Recovery Service in the East Sussex area for the last eight years.
- In the absence of this service stroke survivors would feel abandoned and struggle to rebuild their lives to return to work and driving after stroke.
- Last year, the service received 701 referrals and actively supported 1094 stroke survivors.
- Over the past 12 months the service has actively worked on 743 needs and achieved a range of outcomes including reduced isolation, reduced carer

stress, improved wellbeing, improved understanding of stroke and prevention of stroke, increased ability to communicate and increased confidence with activities.

- The impact of the loss of this service would be devastating to the East Sussex community and those affected by stroke.

Code: Org0024	April	Email	Hastings and District TUC
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- They do not accept the rationale for cuts and are disappointed at the half – hearted Stand up for East Sussex campaign.
- They are concerned that staff in Adult Social Care are taking the brunt of the cuts, which would lead to inevitable delays in services for those members of the community who are least able to cope with it.
- The decimation of local services would remove well –established safety nets from already disadvantaged people (they name STEPS, Home Works, the Stroke Recovery Service, carers support, and the HIV Support Service).
- The lack of an Equality Impact Assessment in the consultation is telling.
- The staffing cuts would be false economy as people would have to wait much longer to access services and would inevitably end up on hospital wards.
- The abandonment of the preventative agenda would have the same effect.
- They urge councillors to consider using unallocated reserves to limit the impact and mitigate the proposals with the additional government funding.
- They are opposing the cuts and urge the Council to oppose national funding decisions.

Individual feedback

About the feedback	
Number of respondents:	8
When it was received:	Before the consultation: 1 February: 1 March: 2 April: 4
How it was received:	Email: 3 Letter: 5
Who it was from:	Client: 6 Employee: 1 Member of the public: 1

Key themes

The overall themes were:

- People disagree with the proposal to cut funding for the service.
- Once someone no longer needs clinical support, this service offers important assistance and motivation to help people progress.
- They praised the service and shared their experience of how it has helped them after a stroke.

The key concerns were:

- The complete cutting of funding compared to other services which are seeing reductions.
- How others who need help in the future would be affected if this service isn't available.
- What would happen to them if they had another stroke and needed this sort of support again.

The key impacts were:

- The negative impact on people's ability to recover in the community and on their carers and family.
- It would affect a group who finds it harder to make themselves heard.
- More pressure on an already strained NHS.

Appendix 5: Events feedback

Key themes

The overall themes were:

- People talked in detail about their personal experiences and the struggles they had gone through. Many of them said how much they valued the support of the service and said they don't know what they would have done without it.

- People value the amount of help the service can offer and how it steps in at a point when the medical emergency has passed, but you still need help with recovery.
- Cutting the service would be a false economy, particularly due to the risk of people having another stroke.
- Stroke survivors would feel like the Council is giving up on them if this service goes.
- The service is clearly making a difference to people and enabling them to get their life back, such as returning to driving and work, so why would you cut it?
- The amount spent on the service is relatively small and compared to other savings it's not fair to remove all the Council's funding for a service which is demonstrably making a difference to people.
- The service saves the Council and the NHS money and gets people back on their feet and taking steps back to normal life. Part of the value of the service is that it is integrated with health.
- The service plays a valuable role in helping people to return work and, if that isn't possible, to be able to contribute towards society in other ways.
- People value the role the service plays in supporting the carers and families of stroke survivors and making life easier for them.
- It's important to remember that it's not just older people who have a stroke.
- The peer support and social aspects are really valued by people, who feel this really helps them to recover and re-integrate with the community.
- Having support from caring staff with understanding of the condition and good knowledge of the support and services available makes a big difference to people.

The key concerns were:

- About whether the NHS CCGs would continue to fund the service if the Council stops its funding?
- What support would be available if the service was reduced or stopped? There is nothing else like this, so would people just be left to manage. What would happen then?
- If the Council is contributing towards funding the service it would lose its entitlement to input into the service agenda.
- People who have strokes in the future won't get the help and support they need to make the best recovery possible.

The key impacts were:

- There would be an impact on already stretched NHS services, both in terms of people staying in hospital for longer and with people needing more support from rehabilitation services.
- It would affect people's ability to recover from a stroke and their ongoing quality of life.
- People would find it harder to return to work or would struggle more when they do.
- It would be harder to return to driving without the support and confidence building of the service and its ambassadors.
- Carers and family members of stroke survivors would be at risk of breakdown without this support service.

Suggestions:

- Get rid of the police and crime commissioner and use the funding on services.

26 March, Bexhill Health Centre

The meeting was opened and everyone was welcomed. It started with a presentation on the Council's savings proposals and consultation opportunities, followed by a presentation on the services offered by the Stroke Association.

There was then a Q&A and attendees were given post –it notes to write down their views.

Q & A

Question: Attendees were asked what they had found to be the most important part of 'life after stroke'?

Attendee comments: Responses included 'the exercise group helped to make me more mobile and throw away my stick. I stopped using my stick after the 10 week class', 'I have continued to go to the gym' and 'having visits'.

Q: An attendee asked whether the NHS Clinical Commissioning Groups (CCGs) could make up the shortfall in Council funding?

Answer: The financial position for the NHS is as challenged, if not more so, as that of the local authority. The Stroke Recovery Service is funded 50% by ESCC and 50% by the CCGs. So far as we are aware, there are no plans to cut the CCG funding. There is always a discussion with the CCGs when proposals are drawn up and the option is investigated, but unfortunately they are not in a position to replace the ESCC funding. We know that stroke has an effect on health services.

Q: There was a lot of information included in the opening presentation – is it possible to have a copy for further consideration?

A: Yes, we will share the presentation. Please let us know if you have a preferred method of receiving this.

Q: Are you open about this or have you already made a decision, like Brexit? [Are the decisions about cuts already being made or are they open to changes?]

A: Potential areas for savings have been identified, which are set out in the consultation, but no final decisions have been made. It will be necessary to balance the books and make the stated level of savings overall, so if it is decided that the proposed savings will not be made from this service, they will need to come from somewhere else.

The Stroke Recovery Service was included in proposed savings a few years ago, but this was changed following the consultation.

Q: How are you going to decide on the cuts – will it be numerical, based on number of people who respond to the issues?

Attendee comment: There needs to be a clear scientific method for making the final decision.

A: There is no weighting given to the number of people who respond and the decision will not be made based on numbers. This is because some smaller services may not have the same level of response as larger ones, but this does not mean that the smaller service is less important or has less impact. All key messages or themes will be presented at the end of the consultation. So, for example, if lots of respondents overwhelmingly say that one area is important, this would be highlighted.

Attendee comment: A lot of people attend the Stroke Association groups, however there are also stroke survivors who cannot come to an event because they are at work. Often, the Stroke Recovery Service will have helped them get back into work.

A: It is possible for people to respond to the consultation online, and by email, post or telephone. If there is anything more that you think should be done to promote the consultation, please do let us know.

Q: Is it worth writing to MPs about funding from central government? Have you exhausted all support from central government? Should we petition central government?

A: I cannot be political as an officer. There is a lot of engagement already going on – for example, Stephen Lloyd MP has organised petitions and demonstrations around savings, and ESCC leader Councillor Keith Glazier has had regular meetings with Jeremy Hunt.

A Green Paper is expected to be issued later in the year, before Parliamentary summer recess, which is likely to discuss health and social care integration as a way to ensure that social care can be sustainable in future, and the possible cap on social care costs. There are significant pockets of deprivation across East Sussex and it is not true that all money comes to the south east! We are constantly lobbying parliament.

Attendee comment: I am concerned that the cuts are false economies. The Community Stroke Rehab Team service could not run without the Stroke Association, as people need somewhere to go to be supported back into everyday life. Back into life groups, like the exercise groups are priceless. The cuts need to be looked at as stroke is a lifelong condition and people will come back to the rehab team and won't have that valuable stepping stone back to normal life. Whatever is being done is going to be false economy because of the risk of having another stroke.

A: We do know that savings around some of these services that support independence and active life, social and emotional support will be creating bigger problems further down the line. There is academic research that supports that. Unfortunately, the Council are faced with having to look for savings in areas that have not been looked at before, even where changes will create demand and cost down the line. There is no logic anymore.

Attendee comment: One of the major problems is that the impact will be felt on someone else's budget.

A: The Council has a wide range of funding responsibilities. We are also making savings proposals to a number of other areas, such as libraries and grass cutting. Even if we closed all of the libraries, it would not cover the savings. The Council has a duty to provide services, however, what this looks like can be determined.

Some money (£400k) has been transferred from verge cutting into social care, which has protected some packages of care. However, broadly as a community, verge cutting and potholes are important to people. Councillors have to listen to comments from their community when balancing local priorities.

Attendee comment: How much did they spend on the library in Hastings?

Q: I learned about the Care Act on a recent course. My interpretation is that the Local Authority are obligated to meet terms in providing care and support, particularly in relation to Sections 1,3, 4 and 8 – if the Stroke Recovery Service funding is cut, how will the Council meet the obligations?

A: Part 1 of the Care Act talks about wellbeing, information, care and advice. The Act does provide flexibility on how that is provided. As an organisation, the Council have to challenge ourselves to meet our statutory responsibilities. We have to go through all legislation and ensure that we are meeting statutory responsibilities. In terms of information and advice, we don't have to fund this, but we have to make sure that it is available. We may have to pull back from some support that has previously been provided. The starting point for consideration will always be statutory duties, including safeguarding vulnerable adults. The Care Act has hundreds of 'to dos', some are statutory, and some are guidelines as to what 'may' be provided.

Directors of Adult Social Care from across the country are making representations to central government about how realistic it is to meet statutory duties on the current level of funding. If anyone has concerns that the responsibilities are not being met, it is important that they say so.

Q: The Stroke Recovery Service in East Sussex has always been joint funded by ESCC and the CCGs and has a commissioner who knows about stroke and cares about the

services, users and carers. It does not make sense in terms of the Five Year Forward View and working together in the future. It seems mad to take a step backwards.

A: I would suggest that that is one of the unique selling points that needs to be communicated in the consultation, if you do get more value.

Attendee comment: I think, overall, the service does save the Council money and helps to get people back on their feet. I think it is efficient and relatively cheap.

If you take something away it causes more problems down the line.

Q: Can people doing community service cut the grass instead? You might have to pay supervision.

A: It is not my area but I'm sure all options are considered. There are, for example, voluntary groups, who offer to do it. It is important to find different ways to do things.

Attendee comment: Get rid of the Police Commissioner – they take a big whack of the money.

Q: How come they can find the money for that but not for stroke victims?

A: The funding comes from money for local policing and the model is supposed to be much cheaper than the old model.

Attendee comment: We need to prove why we think we should keep our money and be forceful about that. We've just got to show the impact. MPs are there to represent you.

Attendee comment: The switch from shared funding to just NHS funding is important, as it means that the Council could lose their entitlement to input into the agenda. The NHS recognise that the Stroke Association plug a gap in what the NHS provides. £79k seems like a small sum to pay for what you get.

Q: Who gives the support to the next person who has a stroke?

Q: If the council funding stops and NHS funding continues, then will the level of service significantly reduce?

A: There are questions for the Stroke Association about what is viable with the funding available. The service will probably be a different offer in the future. Some providers in the past have continued to deliver services on less money. We are having conversations on the impact and level of service.

Q: How do you decide on what we keep?

A: We need to understand whether other services meet the needs.

Q: What services will be provided if the Stroke Association service will not be there?

A: The Council will be completing an Equality Impact Assessment (EIA), which looks at the impact of changes and assesses any alternative provision that might be available to meet the needs. If there is no alternative, we have to say that and then Councillors will need to consider this and what the risk involved will be.

Q: When will the work be done to look at other services? If there are none, how can we get community help?

A: This work is going on now. The EIA looks at the impact on individuals against a range of personal features and at the impact on meeting needs. It is running as a parallel process to the consultation. The EIA is not required by law, but the Council feels that it is very important.

Q: Is this the end of the Stroke Association?

A: No.

Q: What are the next steps? What happens to the consultation feedback?

A: We receive thousands of responses to a consultation. The Council officers will pull out key themes and highlight these to Councillors to make very clear the impacts of any changes. A report and every bit of evidence will be provided to the Council, and I can assure you that they do read the responses.

I can assure you that where councils end up in court it is because they have not undertaken proper consultation or not shared everything with councillors transparently.

Q: Is there anything else we can do with our local councillors?

A: You can lobby councillors and MPs – that is your right as citizens. Councillors will often write to the Director of Adult Social Care to share views. Some MPs and organisations have also started petitions for Firwood House and Milton Grange.

Q: Do you consult with GPs about the effect on their patients?

A: The Council consults with all partners and stakeholders and from a commissioning point of view, we are in constant dialogue with health colleagues.

Q: How would people be signposted to other organisations if there are no coordinators, as provided by the current service? It would be very difficult for people to access services themselves.

A: The Council will be looking at how people would need to access services, for example, via a website or leaflets. GPs may also have a list of services. We cannot say that this will be a like –for –like service, but will look at the risk associated with this.

Attendee comment: After you have had a stroke, you do not know where to go for help. The Stroke Association come to you and point you in the right direction.

Attendee comment: I come from a rehab background and worked with the coordinators for 5 years. I know that they provide reliable long-term care.

A: It is important to look at continuity in the community, and it may be that some alternative support is not available in all areas. If there are concerns about this, it is important to raise them in the consultation.

Post-it note comments and other feedback

“Without the Stroke Association we wouldn’t have been able to cope. They offer such a range of help from practical to building self –esteem and enabling a person to get their life back.”

“Don’t try to mend it if it’s not broke. It is great as it is.” (Stroke Survivor)

“Day very interesting. Didn’t know what was for.”

“If someone became severely depressed as they had not had this help, this would result in a far greater cost to the NHS and the local authority. The singing group really does give back their voice!”

“What will happen if the NHS can no longer provide ½ of the funding?”

“If funding stops future stroke survivors won’t get the same support. The Coordinator helped us and my wife (who is semi –invalid). She helped us get Attendance Allowance and it really helped. After my cancer diagnosis I received no help. The Stroke Association have done us proud. They’ve helped me and my wife. It was really useful that they came to my home. The worker also got in touch after my second stroke. I attended the stroke exercise group which was terrific. I didn’t think I’d cycle again. You lose your confidence. If the stroke service was not available I wouldn’t know who to ask for help. I can’t speak more highly of them. I want other people to have what I’ve had.”

5 April, Telscombe Civic Centre

The meeting was opened and everyone was welcomed. It started with a presentation on the Council's savings proposals and consultation opportunities, followed by a presentation on the services offered by the Stroke Association and a short video about the Stroke Recovery Service.

There was then a Q&A and attendees were given post-it notes to write down their views.

Q & A

Question: With regard to funding cuts, is it an all or nothing scenario? Will it be the whole amount or none, or could it be half?

Answer: Yes, from a specific area, if you re-worked and said it was £35k instead of £79k, that's possible but the rest would need to come from somewhere else. We could rework the offer but would still have to find the money from elsewhere.

Q: We have got to make cuts and been doing it for ten years – where does it stop? We cannot keep cutting back, there is only so much meat on the bones. On 31 December 2016, if you told me I was going to have a stroke, I'd tell you you were talking out of your backside – 1 January, I had a stroke. I cannot believe the amount of help that we have had – endless information, help, support, nurses or physios have visited to help me get back into a life routine and we go to the group. I am lucky it has only affected me in my walking and [strength in my arms/speech?]. I am still working, through necessity, that wouldn't have happened.

All we have done all our working life is put money in, but I don't see why these people should suffer and why we should suffer, how can that be justified? We have already seen one lady go because of restructure. You can only keep cutting so much meat off the bone.

A: Personally I would agree, I cannot be political. I came into social care to ensure that as many people as possible can live independent lives regardless of their condition. I understand exactly where you are coming from. The answer is very complicated. It is a national decision of the national government about the direction to take health and social care. They have promised a green paper in autumn this year which will outline how they propose to make health and social care services sustainable, including alternative funding sources.

There is always a way to improve services to help as many people as possible, but at the end of the day no matter how smart we are there is a limit to how much we can stretch out the tape. We have come to that point now.

Attendee comment: It's not fair on you guys – you've got to say to layers below that we have to lay people off.

A: It is a very hard decision and clearly does impact on people's lives. And it has reached that stage. Make sure your voice is heard and that you individually or collectively approach those who are elected to make decisions. It doesn't matter the colour of your politics, it is important in a democracy to make sure your view is expressed.

Irrespective of the green paper it is not going to be solved quickly – even if the government injected the full deficit, we still need to manage more older people. This is a great success but there are more long-term conditions, disabilities, learning disabilities – it is a major achievement but enormous pressure on the health and social care system. We must make sure that voices are heard in the right place.

The system that we work in was designed in 1948 to alleviate pressures of the 1930s. The war stopped and it came together after that. We cannot continue to work with the 1948 system. Dialogue about change will require changes for all of us, including things that will need to be paid for by us. We need to determine a system that works with as many people as possible. The consultation is an opportunity to get your views in the system. It is not me who will take the final decision.

Attendee comment: I would like to apologise for my wife, who was a stroke victim two years ago – She would have liked to have been here today and wants me to convey how appreciative she is for work by the Stroke Association. I am the husband trying to fill in the gap. From the work that I have seen the support given to us has been particular invaluable, in the one sense, my wife having two strokes two years ago, the other since my own condition which is progressive ataxia, I rely on her to help me and she relies a great deal on me to fill in the gaps which she is least able to do with short term memory and speech problems. May I convey that very strongly because she does feel that it has been an experience to us both which we could have not wished for better.

If there has been any critical period involved in her receiving the treatment, it has been the actual stroke diagnosis period which has been the greatest problem, when prescriptions did not suit her and we lost a lot of time getting that diagnosis agreed between doctors and consultants, who often disagreed on treatment. Eventually we got a balance. We do appreciate that one prescription might not be suitable for all. The actual follow up of that stroke mechanism has helped us both tremendously. Please convey that to the hospital and all people involved with the stroke.

Attendee comment: Looking at the East Sussex discussion and resolution in June – who is going to fight our corner to preserve as much of the stroke support mechanism that we have? I did write to our MP Maria Caulfield. I requested that she should personally attend the County Council meeting which was first discussing the cuts. She did attend, she did not speak, I would like to think that she took a more active part in supporting the good work that you have done. I think that it is going to be possible to deliver a small part of the service which has in the past meant so much to our ageing population. I cannot thank your Stroke Association more.

A: The Stroke Association do all the hard work. You make some really good points – you answered your own question about making sure that elected members receive the message. In terms of making elected members aware, so that they convey at a national level the messages. There are limitations to local members as they will have to find this cut at a local level.

Attendee comment: There was very little dialogue possible at the County Council meeting between members of the public and councillors which seems a shame as we were unable to express how important it was. Many of us may have looked at last night's Southern TV broadcast – it was declared, the amount of backing which the Stroke Association gave. It was opportune for today's meeting.

Q: If this service is removed because of lack of funds and inability to keep it running, what will be put in its place? I am 54 year old woman with plenty of working life left, I was coming home from work in London and had a haemorrhage and stroke. I was very fortunate due to being introduced to the Stroke Association, 6 weeks down the road, I could not understand where they had got my information – I was having support through NHS physios and OTs, who were amazing. I found out from more questions that they work with the Stroke Association so they can pass you on. Four months down the road they have helped me to progress so that I can return to work. I am a maternity nurse, so I can give a lot. Without the help of the Stroke Association I would not be where I am today. This is four months to the day. I had open brain surgery, I have not met many people who had, I am able to drive and am looking at returning to work and it has been amazing. I would not be in this situation now had it not been for the support of the Stroke Association.

A: It is those kind of stories that have the most impact and congratulations on your story.

Attendee comment: You don't need them but I have all the details of the operation and I have photographs of the surgery, so it is pretty real. I have got there in only 4 months. Thank you to everyone. It is continuing to help. The measures that were put into place are ongoing. I feel

blessed to live in a county where there is so much help. I didn't know before. I am living proof that it does work...

Attendee comment: I came in and said that I wanted to get back to work because of my pension, about driving – through the Stroke Association they guided us into –

(Person 2) You had a driving assessment. He wasn't happy to go back driving without a proper assessment with a piece of paper to say he was safe –

(Person 1) Through the Stroke Association we found out about the assessment.

Attendee comment: Someone at Stone Cross gave a talk, went through that. My issue was only confidence.

Attendee comment: That was one of our stroke ambassadors, who gave the talk about returning to driving. This is the value of ambassadors.

He helped a lot.

It is great to have our ambassadors. He spoke to a lot of people. He has an adapted car.

Attendee comment: I would have gone to the doctor after a month and he would have said 'yes, you can go back to driving', but I wanted the reassurance. But the fact that a professional... I was reasonably confident but not 100 per cent. I went for 2 hours verbal test – it's quite an intensive assessment. The real value was it helped me to realise where I was going wrong – I didn't realise that I was drifting. If it hadn't been for that, I would have been driving in the middle of the road. Your perception changes. It is through the help of the Stroke Association that can put you in the right direction to make sure that you have the confidence and ability.

A: You need to portray these points. It is difficult if you haven't experienced it. At the end of the day, we do not want to see any of these cuts, we have had many go over the years.

Attendee comment: I cannot reiterate how important it is. One day it was hunky dory, then the next day gaga. I've got a wonderful wife and support team. If we didn't have the team, it would all fall back on [wife]'s shoulders. I am not being disrespectful, but you are just one person. I will be writing.

Q: How do you think the impact of these cuts will affect an already stretched NHS service? If people do not have support, many people will be going to GPs and other NHS services. All you are doing is moving the burden to an already struggling and burdened NHS.

A: I have been working in East Sussex for four years. All direction has been towards working in partnership with our NHS colleagues. We know the value of prevention.

Attendee comment: This is what the success is and now were being told that because it is successful, it is being cut and it will be going back to the beginning again.

A: I don't know what the answer is. The difficulty is system wide – if you look at the way the service runs – quite a lot is acute sector and hospital dependent. This is the sign of the age old system. We are aware that if you mention closing a hospital, there is public outcry, whereas some answers lie less in hospital beds and more community services.

Attendee comment: Now they are taking that away.

A: The problem is that many services are not a statutory requirement and that is where some of the conflicts run.

Attendee comment: The Prime Minister recently said that she would like to run a nation on volunteers – we have a lot of volunteers who run... now you're saying we cannot have this because they're taking funding away, and cannot have reliance on hospitals or NHS.

A: It is about where they spend the money – as tax payers you vote for the party of your choice. My job is to ensure that I implement their policies on a practical level. There are some solutions – it is about how services are run. Ultimately, it still comes down to the issue of funding. The issue I'm guessing for the government is about how much money we have to spend on an ageing population with long-term conditions and few children to care for

parents. Ultimately it will depend on what the government intends to do in green paper. That is what we are legally required to do. We will do what we can with partners such as the Stroke Association, we can only do that with the envelope at any given time. I take on board comments, I am supportive of what service does. I do not need a spreadsheet full of data, I can just listen to what you are saying. I do not make decisions, I try to make them work a bit better. Politicians are not responsible for making these things work. People like myself and Stroke Association come up with programmes which have a significant impact. In many ways I can say, yes, this does not make sense to me either.

Attendee comment: I think it is understanding that stroke is such a long term...it is not a quick fix – if you take away the ability to monitor that over the long term, then problems will only get greater.

A: I agree. We have spent a lot of time doing preventative services. We know that they take a long time to bed in and are not always successful first go – I am sure that the Stroke Association will say not everything works, but you learn, change and move on.

We know the value...you can see the value, the issue is how we fund as many people as there are to receive those services. There are always problems – mental health, learning disability, they each have their unique set of circumstances, and their unique set of responses that work. The question is how do we move money away from acute to community? There are some very sick people, it is that balancing act. It is a complex debate at a national and local level.

Q: Has anyone taken on the task of comparing the cost of the home visits compared with the cost of the hospital visits to achieve the same thing – this is a saving perhaps, if the home visits were increased?

A: There have been a number of attempts – it is never an exact science – it is called cost avoidance, that is what services would be avoided, and there is a lot of academia around it. It is quite a task because individual care pathways are so individual – you have to make judgements. It is a tool – we know from work at local level and we know the value of those services – we do know that even if you avoid hospital admission, you instantly save money. For many survivors of strokes they will know that the amount of time in hospital, is variable but the interventions are getting quicker and quicker but it doesn't go away as it is a long recovery period, it is about maintenance. It is fair to say even with that knowledge we are developing programmes of work that will tell us that information. Nationally, no one has achieved it. There are some good guestimates. We know the value and I think society does. The scale of the problem – people are living longer with more complex conditions and that requires different interventions. The whole health and social care economy knows that it is better to move closer to people. The trouble is how do we get there? You need to keep both going for some time. It can take five years to see results. That is part of the issue, how do you fund it when we haven't got enough money, not knocking people by raising taxes so much – all of those issues are in the pot. Members are very conscious of those things.

Q: Shouldn't the Stroke Association be arguing that a good recovery is saving money – we won't be going back to work. Good recovery is money saving and that is what the argument should be.

A: I don't know what submission the Stroke Association make will be – most people's submissions are around the value of preventative work and services in the community. That is what we are encouraging people to do.

These are very good case studies and those are important because they mean more than tables of how much you have saved. In a sense, I am realising the value. You won't find any managers in social care who say that this makes sense because we know how much they save the system.

Some of the savings are not quantifiable – quality of life, increase in confidence. I suspect in some levels irreplaceable.

Attendee comment: We both have contributed to society for many years, it doesn't matter what your age is, you've got to get back to living your life – they are just patching the holes, at the end of the day it is all about money. Everyone is entitled to a good service. One of the people had a nephew who had a stroke at 14 – if you're taking away those services you're not getting the quality of life – it really bugs me because it just seems so unfair.

A: There is online a video of what the changes are. In it, we raise the fact that the kind of savings we make equates to 10,000 potholes. I have seen people get really passionate about those things. For me in social care, I say if I have to put up with a few more potholes, that is my choice. I have to respect other people's opinions that things are important. What is fascinating is that every consultation event is different but there are fundamental themes and the ones that you are talking about are really important – you don't even have to think about this, it saves a system under pressure. You cannot put a price on quality of life. It is a broad terms – wellbeing – what makes it up? People are happier when they have a home, relationships etc. The chances of survival and mental health are better. You'll find no argument about that happening. That doesn't take away from elected members who are still having a difficult time.

Attendee comment: About the consultation period – the reason that you hear a lot about them is that people who can talk and can come to meetings – we see hundreds of people who cannot get out of the house, or fill in a form. I know that a lot of those people, the support we give is important. Some people have not seen anyone from NHS teams because they do not have physical problems, they have hidden effects. We can go out and help them with, just little things. They say thank you, 'no one has told me these things'. We hear all the time that the wards are good, but they don't have time to listen to them. I feel passionate that they do not have a voice. It is very good that other people can come out, but for every one person who can, we have hundreds who are vulnerable people, who the consultation period is not hearing about.

A: I hope you will submit all that information. We have recorded it, but you cannot say it enough.

Attendee comment: I am meeting these people, I have been doing it four and a half years. I think it is very important.

Attendee comment: You are right because we know how many people can attend, if the community transport bus turns up. Otherwise, they cannot get out. It really is a big problem. Not your fault that £10m is being cut, but we have all contributed, I cannot get around the fact that people like us deserve good support that we are getting – is it that they are so successful at doing the job that it is being cut? If you are spreading the £10m about, they really need to keep the qualified staff. They are all passionate about the job. It is such a hard thing to get across to superiors. No one appears to listen to the public. I really think it is a hard problem. Is it going to happen next year and the year after?

A: It could do. I do hear – the staff in my division commissioned this service, we didn't do it because it was fun, we know that it is necessary. I do not take any pride in services being decommissioned. If services do not work, that would be different.

What it is, is a bit brutal at times. I stand up in front of other groups who also tell me genuinely positive things. You cannot measure the different impacts – you can't measure like for like. You have to take a punt – if my head tells me... How do we come to sensible decisions? The Q&A was stopped to allow everyone an opportunity to speak on a 1:1 basis, if they wished to do so.

12 April, Saint Luke's Church Centre

The meeting was opened and everyone was welcomed. It started with a presentation on the Council's savings proposals and consultation opportunities, followed by a presentation on the services offered by the Stroke Association and a short video about the Stroke Recovery Service.

There was then a Q&A and attendees were given post-it notes to write down their views. There were also group discussions at this meeting.

Q & A

Attendee comment: I just wanted to make this statement that for 12 years my husband suffered strokes and we weren't allowed access to any of this. In the last 11 months, our lives have been transformed because he now has access to experts who know what they are talking about. We felt very denied and totally isolated, we don't feel that now. We have strong support and I'm sure everyone would agree. It is a vital lifeline, without it we would all struggle, we would disappear. Emotionally and personally, we need to fight for this service. We have all benefited. I had no idea that this was available – I was attached to the medical professional world, that counted against me, no support whatsoever. Now if you look at the amount £79k, to my household that is a lot of money, in the bigger picture it is relatively small, so please fight to hold on to that. That money does not just help the people in this room. There are people who could not make it, they may not be well. Please fight for that relatively small amount.

Attendee comment: I have a statement which includes some questions – I am a hemiplegic stroke survivor. I have experienced the benefits of what the Stroke Association can offer. I am appalled of how social care funds have been allocated. Why in 2017 –18 Stroke Association had the lowest funding and yet has funding slashed by greatest 50%. It cannot be right and it's not fair. The largest reduction is something called Discretionary East Sussex Support scheme that even with this enormous reduction they still enjoy twice as much funding as Stroke Association. Surely it cannot be as important as the established organisation which is giving such an important service to the stroke community and in turn saving the authorities money. The Stroke Association is the only body which offers any help to stroke survivors when they have been ejected from hospital and they continue their support in the years after. They are also active in educating people in how to avoid catastrophic life changing condition. When I experienced stroke I was not expected to walk at all, if I survived. Now I'm walking, talking and driving. I am just one person that the Stroke Association has helped to recover some of my life. There are of course countless others, I might add that they are there to support carers as well. By reducing funding, you are reducing a section of community to poorer quality of life, a section of the community, that due to the effects of their stroke, are unable to raise their voice in protest against the unfair funds. Share the funds more fairly, please, or we will become not stroke survivors, but we will become stroke sufferers.

Answer: Thank you so much because I can see that it is difficult to share your personal experience, but it is hugely powerful. I would encourage you to certainly express all of those issues in your feedback if you decide to submit it in another way.

Attendee comment: Yes, I have shared a statement.

A: There is something about the proportion of the savings... also that impact in terms of prevention as well and stroke survival, it is about recognising the reach of the service for the individual, their carers and families as well.

Attendee comment: I had two strokes over a period of about 5 years and they [Stroke Association] have been a godsend to me. It enables me to help others to support one another when we meet, which we do every two weeks. We have about ten people and all of us have suffered in some way and without the Stroke Association we would not be able to go forwards

anymore, so they are very very important. It doesn't matter how much money they need, without them we are going to be at a loss and people will suffer. For me and my wife, who is my carer, they have been a real help because she has been able to see how much I have developed over the years and also how much other members of the Stroke Association can help one another by encouraging and by supporting each other when times seemed dark. The Stroke Association is vitally important and to my wife who is my carer.

Attendee comment: My husband was a vicar so he is very used to going on! I would like to say myself that when he was discharged from hospital after 3 weeks, my world had come to an end. I thought I could not cope. The Stroke Association really helped us and without it I do not know what we would have done. When we left the Irvine Unit, who did an incredible job, he could not speak, he couldn't say a word. Then he could say 'two cappuccinos!' When we came home, we were promised everything, speech therapy, physio, but nothing...we did it on our own by playing games and word association. Without the Stroke Association we would have been up the Nile without a paddle, so please keep the money coming because if you don't you won't be making any savings because all the other services will be used more. You will have carers having breakdowns and stroke survivors not surviving. The fall out will be in other departments. Please reconsider.

Attendee comment: The other thing is that as a survivor, we are able to help other people too. I visit another man who had a stroke. He is not so fortunate as me, he cannot walk or talk, but when I go to see him I am able to support him and help him to get mildly better than he is. I use the guide from the Stroke Association to help him to get even more better than he is, so we can do other things just because of the Stroke Association.

Attendee comment: Hello everybody – I am only one of a number – one of, my own success story directly related to the Stroke Association – I am going to try my damndest not to cry – I had a subarachnoid haemorrhage four months ago and nobody can believe where I am standing today, walking and talking and I do most things on my own. Just last week I got back to driving and I was late today because I had a meeting about getting back to work. I had open brain surgery four months ago. I would not be standing here today without the support from the Stroke Association. Words cannot thank you enough. When I first came from hospital, I could not go out. I am in my early 50s and a qualified maternity nurse, I am not ready to be thrown on the scrap heap. If the money is cut, what is put in place so that you are looking at someone like myself, who will be there to help me if I cannot turn to the Stroke Association, who have put in place physios, SALT...just meeting people and getting back to holding conversations.

Attendee comment: I come from a slightly different perspective – I work for the community stroke rehab service, so I am bringing the views of the team on how much value there is working alongside the Stroke Association. We are a rehab service, so we only see people for a time limited period – 12 weeks more or less, that is not very long when thinking about support for stroke survivors. We value being able to hand over clients. We have strong links with the Stroke Association, they attend our meetings on a fortnightly basis. We don't see everybody who has had a stroke, we only see people who have rehab goals. Six-month reviews are done on everyone – this is really important in terms of secondary prevention work – we see people much sooner after stroke and secondary prevention at that point is not always the time, by the review, that can be a better time to do it. We try not to be too medical, see people at home, but we are trained in the medical profession, but Stroke Association is a non – medical environment. They can be holistic and they can be supportive in ways that we can't. We are concerned for ourselves too, it is likely to have an impact on our service and people may need support for longer if clients cannot attend communication support or exercise groups. If they are not supporting people long term, it is possible that people may deteriorate and come back to us – this can impact on other services....[Name removed] is also here from stroke team....

Attendee comment: I think you've covered everything – length of stay, social getting together, sense of wellbeing, sharing experiences. The social element is really important and giving people a sense of wellbeing.

Attendee comment: It is really important sharing with people in similar situations.

Attendee comment: That is understated, the benefits of that. People aren't isolated, able to get out. Being in those four walls is huge because it leads to other problems.

Attendee comment: If this all disintegrates because of lack of funding, can you imagine the expertise of all these wonderful people that they bring to us. Holistic is the right word – it is important from step one and it is a continuing need. We have had a couple of weeks away from the exercise class and it is noticeable that the person deteriorates, it is continuity which is important. If you start destroying the team and network – they are all important – without it we will not move forward it will just grind to a halt. We all know, we will all be more expensive, it will not just be my husband's needs, it's mine as well.

Question: What research has the Council done on the costs if they don't give the grant to the Stroke Association. Have they done any?

A: There is a lot of research nationally and locally on the effect of reducing services such as this – as many of you have reflected, it means reduced services here, it costs more down the line as people deteriorate and needs increase. What is not costed is the side around mental support and wellbeing, social isolation. The Kings Fund have done some work on that. So yes absolutely, it came up at another session what is the logic behind this, everything points in the opposite direction for us, whether it be prevention, stroke survival, increasing costs if the service or support isn't there. One of the things that I would reflect is CQC came and gave a local area review of East Sussex health and social care, it was focused generally on older people and looking at the hospital experience. One of the things they reflected back was that the level of investment that East Sussex has maintained for early intervention and prevention compared to other areas....we reflected back that we have fought hard to protect investment but now entering phase where we have to broaden the search of where to take savings from.here we are in terms of that...there is no logical argument I can provide you for the position we are in today, it is not difficult to find the evidence in terms of early intervention or prevention. Which doesn't answer the question.

Attendee comment: The cost won't be known until it actually happens. To some extent it seems to be the Council pushing this stuff on the NHS resulting in more costs for the NHS.

A: That is a view. One of the things that we are hoping for, if it emerges, is the government's green paper, which is expected to provide for health and social care integration...bring it on, I say! If we don't legislate for integration we are going to be in that continued phase of social care at a cost and health care which is free at the point of provision, those tensions, there is a whole other agenda there.

Attendee comment: I am a neurophysio in Eastbourne, I run the exercise group in the Eastbourne area – one of the services that will be affected – exercise is a great way to deal with isolation and make people feel better – some of the people that I see...exercise is a way to prevent people getting worse, reduce risk of having a stroke because people understand that it is one of the things that Stroke Association is good at, giving the 10 week free session, people who have not exercised before will have a go....I push them into whatever they want to do. If you have had a stroke, your exercise capability is reduced,... people are scared, they need professional input. From my own personal point of view, the exercise groups are crucial.

Attendee comment: I had a stroke and bleed in 2014 and spent 6 [months] in hospital, 6 months in rehab. When I came home, my wife left me because she said I was embarrassing. I met various people and they gave me courage to go on, and they helped me get where I am now, I drove, went back to work, they continue to support me, various friends and colleagues got me into a group and I met other people and understood what was going on and what I

could do, you can do all those things. If you take all those facilities away, I would have fallen over. I would not have been able to do it... I got back to work, I had messed up my finances, so they sent STEPS in, they sorted that out. ...it gives me an opportunity to say thank you because I appreciate the opportunities given me.

Attendee comment: I was 24 when I had my stroke 4 years ago...afterwards I didn't have any reablement or help. I was living in Brighton. I felt abandoned and lost, no idea what was going to happen, instead of getting better, my mental health deteriorated....got bad. I had to move back a year later, I went to the Step Up To Stroke event ...I approached them and asked whether there was anything in the area where I could get help. [Name removed] took me to Bexhill to a young stroke survivors support group. I was so anxious I couldn't leave the house on my own. She helped me feel safe and was there to support me. About a year or two after I had to quit my job because my health deteriorated more. ...I went back to the Stroke Association and said could I do volunteering, but I still suffered with anxiety quiet severely, they came with me for the first couple of meetings and made me feel safe and supported. It is important to have someone there. I can also see how much it affects other people, there are groups which I know will be self –funded and run from now on but it is also the input from the Stroke Association coming along and being there which is really important. Sometimes you need someone there and that is worrying if it going to be taken away. There are also a lot of other areas that are not met – mental health side and stroke fatigue...these are things that are completely ignored, there is nowhere in East Sussex that will support you with fatigue management, that is my biggest impact, why I cannot work, my doctor said that it will get better.....for mental health there is Health in Mind but you have to wait 9 months and they are not trained for brain injury. I know that the stroke rehab team have been asking for a stroke neuropsychologist...it is a massive gap, if people have that support, I have not and I am stuck, I had appointment with the stroke rehab and quote was “you are out of our depth”, when you are told that something is wrong but there is no –one to help you, what to do you do? I have a lot to give but I can't. It feels like we are being given up on. A lot of people who have strokes are older, it almost feels like saying there is not much point helping because they have had their life, but even if you are retired you can give back. I am on benefits – how much is that going to be costing? I have gone back to Health in Mind – how much is that costing? I have gone back to hospital – how much is that costing? If there was facility in place it would stop it.

Stroke Association comment: In Colchester, I have recently set up an emotional support counselling service. It is something we will be trialling and roll out if we get funding. We want to work together to conquer the psychological effects of stroke.

A: Thank you for that – the impact of the support that is given by professionals or supporters and volunteers – the far reaching nature and longevity of ongoing support has really come out today, as has the fact that people's lives are turned around.

Thank you to those who have told their stories – it has been very touching. We are going to come round to tables, we have some questions to discuss, you don't have to answer them. We want to make sure that everyone has the opportunity to have their say. There are also surveys – we are here to help, there are post-it notes.

Table –based discussions

Table 1

- It was like a shock and then a miracle as she couldn't do anything and then she could walk and talk. I liken it to when you have flu and you feel really unwell and then suddenly you get better. I didn't expect there to be the ongoing problems that there are.
- I went back to work but then I was really struggling. I was bullied at work. By the time I realised that I needed reasonable adjustments it was too late and no reasonable

adjustments were made. I got stressed and went off sick. I went from that job to another job but was bullied by my manager.

- If my daughter had input and she was helped back to work this could have been avoided.
- I attend a young adult group in Bexhill. They understand what it's like but it's still difficult to relate because they're not the same age. I am 28 and the youngest other person is in their 40s.
- I've started volunteering with the Stroke Association and they understand my challenges. If I am having a bad time I go there and get supported myself.
- When the stroke happened I was in shock. A few months later it kicked in. The fatigue has been one of the most difficult things to deal with.
- I know the groups will continue with the service but they will have to do this without support. We are sustainable but the input the team gives is invaluable. I don't want it to become a coffee morning. As a volunteer I can't give advice.
- I want to do more things like outings. If the team aren't around they won't be able to help with this. You need that background support.
- The communication support is good and you can see how people have improved. 1:1 support in the home has been helpful.
- The support from nurses. Physio's OTs is fine but they see everything from a medical point of view.'
- 'When I left Bexhill hospital I was there for 6 weeks. I had to pay for my own private physio as the wait was 19 weeks and I couldn't wait. Luckily I had a bit of money but others can't afford that. Then after that I had stroke support. [The] (Co-ordinator) came in and told me about these groups and that has helped with my speech.
- The communication group gets people to talk and they understand your problems.
- It feels like being condemned. It's not always about lifestyle choices.

Table 2

- We haven't had strokes for anything that we have done – it is not something we have brought on ourselves. Without the stroke association you are on your own.
- I did have NHS support when I came home. They knew about me and what my needs were. There is nothing in the NHS to put you in touch with others.
- I was in Firwood House – detailed report on what I should do – I've used it so many times. I wish there was a year check-up when I had my stroke. I have had TIAs and have to walk with a stick. Strokes are on the increase, if the service taken away god help the NHS.
- I wanted to know how they knew so much about me. I can't see how the NHS could do six-month reviews.
- I could have been lost in the system.
- You have to drive – I got public transport and walked around with a stick. I could not work out how to get back. I asked a bus driver. A friend said to find out about driveability. The Stroke Association gave me the information. I have been using a manual. I am self-employed so financially it is difficult. Got a new automatic.
- We take it for granted.
- I like the time that they can take to escort people to groups. Sometimes you need somebody by your side.
- You wake up in the morning and it is a long time until night time if you don't see anyone. You know you are going to see someone with the Stroke Association.
- I was very emotional but it doesn't matter if I cry in the group.
- They put me in touch with Headway. I had an interview, they are great for signposting. I got in touch for counselling.
- I used to be a workaholic; now I am a bedaholic.
- Social isolation has such an impact on mood.

Table 3

- Feel supported.
- Access to some amazing people.
- There are so many different types of stroke. It's a privilege to learn from each other.
- Struggled with medical professionals for 11 years. Multiple strokes and change of medication. Told not to call for an ambulance.
- Last year help from the Stroke Association was like SUNSHINE!
- Stroke Association present at Doctor's when I had the flu jab.
- Isolation is worst.
- Quality of life important.
- Fatigue is a real worry – Headway group booklet – understanding what is going on e.g. brain fatigue
- Acquired brain injury – response if different from stroke. Feel it's the poor relation.
- We forget it affects all ages.
- What's been useful: Information, 1:1 contact, groups. Exercise.
- Without the service: Tied to home; Isolation; Imprisonment; No friends; No confidence; No support to navigate problems; Laughter and fun – priceless and invaluable.

Table 4

- Can you remember what it was like when you first had your stroke: Bewildering, devastating, frightening, fearful, life changing. Not knowing what is happening/going on.
- Can you tell us if life was different after you received support from the Stroke Association? Gave me confidence and reassurance; Helpful, guidance; Getting together with others who have had a stroke – learning from them; Making you and your life feel valued; Not feeling alone and isolated.
- Do you think the input from the Stroke Association contributed to lifestyle changes? For example, changes in diet, exercise, etc: Exercise through the Stroke Association exercise classes; General awareness; Confidence to engage in exercise groups, make changes.

APPENDIX 4
EQUALITY IMPACT ASSESSMENT SUMMARY REPORT

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Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Discretionary East Sussex Support Service (DESSS)**
Purpose of Report: **To consider proposals for the Discretionary East Sussex Support Service (DESSS)**

RECOMMENDATIONS

Cabinet is recommended to:

- **agree to proceed with the changes in service delivery through remodelling the service as set out in the report; and**
 - **delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 The DESSS provides a welfare support grant to assist people in temporary financial hardship within East Sussex. It is not means tested or governed by Care Act Eligibility and so is a flexible resource that is deployed to assist people who may not have eligible social care needs.

1.2 The vast majority of people that have used DESSS are not Adult Social Care clients. The main reasons that people apply to DESSS is for food and utilities support when they are experiencing welfare benefit issues rather than social care issues (over 77%). The nature of the support that DESSS provides tends to be one-off and not ongoing.

1.3 The DESSS budget covers the provision of food vouchers, utility vouchers, and assistance with the provision of white goods and household furniture. DESSS also provides some discretionary funding to the Districts and Borough Councils to provide deposits and rent in advance payments.

1.4 In respect of the above provisions the grant is partially allocated via service contracts with Hastings Furniture Service & Charity Now (previously Furniture Now). There are also service contracts in place with the district and borough councils in respect of the rent in advance payments.

2. Supporting Information

2.1 Council agreed to reduce the DESSS budget of £557,000 by £390,000 leaving a net budget of £167,000. This residual budget will continue to be used for supporting East Sussex residents at times of temporary financial hardship.

2.2 The proposal is to deliver the saving by significantly reducing the staffing for DESSS, which currently accounts for approximately £110,000 of the total budget. Appendix 1 sets out the proposed reductions in the DESSS budget including the changes to staffing posts.

2.3 DESSS was originally established using a Department of Work and Pensions (DWP) welfare grant to the local authority. The ring-fenced grant ended in 2014/15. From 2015/16, funding was subsumed within the general funding from central government to local authorities. Within East Sussex it was decided to continue the provision of DESSS on a discretionary basis and the service was consequently funded as part of core County Council budgets, with a staff team of 2.8 W.T.E's to administer the budget. Any underspends year-on-year within DESSS have been carried forward, but the DESSS savings relate directly to core County Council funding. Therefore residual funds that are

carried forward are done so at the discretion of the County Council and are not formally ring-fenced to DESSS.

2.4 The proposed reductions in the budget for DESSS have necessitated a review of the staffing resource that will be required to administer the remaining funds. In summary these proposals are to:

- Remove the role of Business Manager from DESSS
- Remove the role of Team Leader from DESSS
- Retain the role of Customer Access Advisor post within the Access Hub in Health and Social Care Connect (HSCC), where the remainder of the DESSS funding will be administered.

3. Consultation Summary

3.1 Within DESSS, two distinct consultation processes have run concurrently:

- A ten week public consultation period from 15th February to 25th April 2018, whereby members of the public and other key stakeholders have had the opportunity to submit their views and comments on the savings proposals to the council.
- Staff consultation which was launched on 19th March and will conclude on 30th July 2018. Consultation meetings and opportunities have been arranged for staff within DESSS. The staff expressed the view that funding for the service should continue, or if there were reductions, they should not be so extensive. This reflects their view that significant funding reductions would have a detrimental impact on people that may access the service in the future.

3.2 There were many complimentary and positive comments about the service provided by DESSS. Concerns were raised in particular by the District and Borough councils regarding the potential impact of the savings on the provision of rent deposits and rent in advance payments and the impact this may have on street homelessness in the county. Key themes from the consultation include:

- Organisations disagree with, or are concerned about, the proposal to cut funding
- They said that the most vulnerable people in society use the scheme at a time of crisis and there aren't any real alternatives to it
- Any cuts would increase demand on the voluntary and charity sector, which is already struggling to cope and wouldn't have the capacity to fill the gaps
- Reducing the funding and the support the scheme can offer could put people at risk and affect their health and wellbeing
- People would be left to sleep on the floor if the scheme stops supplying furniture.
- People said they wouldn't have been able to afford furniture without it and would have had to do without the basics such as cookers and fridges
- People and organisations said that for people fleeing domestic violence or who have been homeless the service provides invaluable support when they have nothing

3.3 A report summarising the responses to the consultation is provided at Appendix 2. All of the responses to the public consultation are in the Members' and Cabinet Room for Members consideration.

4. Changes to Service Provision

4.1 If the proposals are agreed, the criteria for those people who are able to access support from the remaining DESSS funds will need to be reviewed and targeted at those most in need of immediate short-term support. The wider eligibility currently in place will be reduced.

4.2 It is proposed that the provision of food vouchers, furniture and white goods is ceased from DESSS as these items can be provided via food banks and low-cost furniture stores without the need for specific service contracts.

4.3 It is proposed that the focus of the revised DESSS scheme will be on the provision of rent deposits or rent in advance payments for people who are at higher risk such as people leaving a refuge or supported accommodation. Expenditure for 2017/18 shows that the vast majority of non-staff spend within DESSS was allocated against rent deposits or rent in advance payments (£111,000). Therefore it is proposed the residual budget of £167,000 for DESSS is allocated against the Customer Access Advisor post (£27,000), the rent deposit scheme and the remainder administered on a discretionary basis.

4.4 A more rigorous approach to recouping rent in advance payments made to tenants will also be required. Rent in advance payment arrangements were intended to be front-loaded and reduced, in line with the time-lag for Universal Credit and other new benefits commencing. However, recouping advance payments from tenants once the tenancy has been secured and the Housing and other welfare benefits have commenced has proved challenging in practice. This area of work will require further scoping and consultation and forms part of the service agreements DESSS has in place with the District and Borough councils.

5. Impact of delivering the proposed service changes

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 3. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full EqIAs and take their findings into consideration when determining these proposals.

5.2 Although a reduction to the DESSS budget would mean less funds available to eligible applicants, it is expected that the proposals will have a neutral impact across the protected characteristics. However, it is acknowledged that people on low-incomes and potentially carers may have additional need to access DESSS, and a reduction to the budget would impact on the provision available to assist people in hardship.

5.3 Equally, incorporating the scheme into Health and Social Care Connect (HSCC) would mean it would remain in its current location and be more accessible as this service is open 7 days per week and has extended opening hours, which could improve access to support for those in crisis.

6. Conclusion and Reason for Recommendations

6.1 The recommendation therefore is to implement the proposals as set out in Appendix 1 of this report. This recommendation will reduce the overall cost of DESSS whilst maintaining quality in the remaining service provision.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Steve Hook, Head of Assessment and Care Management

Lead Member: Councillor Maynard

Local Member(s): Countywide service

BACKGROUND DOCUMENTS:

- Appendix 1: The Savings Proposals and Changes to Posts for DESSS
- Appendix 2: Consultation Report
- Appendix 3: Equality Impact Assessment Summary

2018-19 RPPR: DESSS Proposed Savings and Changes to Posts:

Team	Saving Required:	Full time equivalent (fte)	£'000	Fte reduction	£'000 saving
DESSS	Base Budget 2018/19		557,000		
	Budget Reduction:		308,326		308,326
	Business Manager:	1.0	50,880	1	50,880
	Team Leader:	0.8	30,794	0.8	30,794
Total:				1.8	390,000
	Residual Budget:		167,000		



ASC savings consultation 2018

Discretionary East Sussex Support Scheme

Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the Discretionary East Sussex Support Scheme

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk</p> <p>Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposal for the Discretionary East Sussex Support Scheme (DESSS). We are proposing to reduce the amount of money we spend on the DESSS by over two thirds.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for the DESSS between 15 February and 25 April 2018.

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use the service and organisations who signpost to it (Paper and online)	38
General survey about the savings (Paper and online)	21
Other feedback (Email, letter, call, video, feedback form)	Indiv:15 Org or group: 9
Total responses	83

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across surveys and other feedback such as emails and letters.

- Organisations disagree with, or are concerned about, the proposal to cut funding.
- They said that the most vulnerable people in society use the scheme at a time of crisis and there aren't any real alternatives to it.
- Any cuts would increase demand on the voluntary and charity sector, which is already struggling to cope and wouldn't have the capacity to fill the gaps.
- Reducing the funding and the support the scheme can offer could put people at risk and affect their health and wellbeing.
- People said they would have been left to sleep on the floor if the scheme hadn't been available.
- People said they wouldn't have been able to afford furniture without it and would have had to do without the basics such as cookers and fridges.
- People and organisations said that for people fleeing domestic violence or who have been homeless the service provides invaluable support when they have nothing.
- People said that beds and appliances are essential and that money vouchers should be cut instead.
- It's important that the underspend from last year is spent on the scheme.
- Districts and Boroughs say that there is already increasing need for their rent in advance schemes and this funding should be maintained.
- Organisations suggested tapering the cuts, working with the charity sector to grow its infrastructure and asking people to pay back some of the funding they receive.

Summary of themes by response method

Client and provider surveys

Client survey

Most people who responded used the scheme to get help with household items.

What they would have done without the scheme: People said they wouldn't have been able to afford furniture without it and would have had to do without the basics such as a bed, cooker or fridge.

Other comments: People said the scheme provides practical support that makes a difference and is vital for vulnerable people.

Provider survey

The majority of respondents often signpost people to the scheme.

Views on the proposals: The most vulnerable people in society use the scheme at a time of crisis and there aren't any alternatives to it if funding is cut. There is an increasing need for this service and reducing funding would particularly impact on the homeless and those who have suffered from domestic abuse.

Other comments: People said that beds and appliances are essential and that money vouchers should be cut instead.

General survey

Views on the proposal

- The most vulnerable people would be affected by any reductions in the funding of the service.

The impact of the proposal

- Reducing the service would impact on people's health and lead to the use of more expensive services.
- Financial support would be harder to access.

Suggestions

- Do things differently and innovate and reduce management and support staff.

Other feedback via letter, email etc

Organisations

Views on the proposal

- Organisations disagree with, or are concerned about the proposals.
- There aren't many alternative options so cutting funding would increase demand for statutory services across the board.
- That the previous underspend should be spent on this service.
- The funding shouldn't be cut when the roll-out of universal credit is starting to affect people in the county.
- They are concerned about the level of funding that districts and boroughs would receive for rent in advance schemes, as the need for these schemes are already increasing.

The impact of the proposal

- More people would remain homeless or become homeless if they couldn't access rent in advance schemes or similar loans and support.
- Any cuts would place increased demand on the voluntary sector and charities which wouldn't have capacity and are already struggling to cope with demand.
- People would struggle and would have to do without essentials like beds, fridges and cookers.

Suggestions

- Taper or don't cut funding and work with the charity sector to grow the infrastructure to replace the scheme.
- Require households to pay back the money at an affordable level, although there would be costs associated and it would take time to reclaim it from people.

Individuals

Views on the proposal

- People disagree with the cut and say it is a bad idea.
- Any previous underspend must be spent on the service.

Impact of the proposal

- People would be left to sleep on the floor.
- It would impact disproportionately on the vulnerable and disadvantaged.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

"You will in effect be leaving many vulnerable people to fend for themselves, because service providers such as ourselves can't take on all the fall-out from the cuts you are proposing."

"If there is a requirement to reduce the scheme, we would suggest doing this on a tapered basis, while putting in place money / posts to grow infrastructures to replace it in time."

"A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS."

"Other ways the budget spend on DESSS could be reduced would be to require households to pay back any assistance provided at an affordable level. The disadvantage of doing this is the administrative costs of recovering the money, level of debt written off and the period of time taken to recover any assistance."

Individual comments including clients, carers, staff and the public

"Being disabled money's so tight. I had to move to an adapted property and without the help and support from this scheme I would not have a cooker fridge or help with carpets. Since the government took away community care grants this scheme has helped thousands; please don't let it go or cut it."

"Gone without a fridge or bed for months until I could save up for them. I left under domestic abuse and couldn't take my things with me I weren't allowed to. Without this my life would have been so much harder I barely had anything."

"Without this scheme I would have nothing to sleep on or cook etc. This scheme is brilliant

after being homeless for 6 months.”

“Panicked – would not have been able to have my 2 girls.”

“Please don't stop this. It was essential for me, stopped me and my child sleeping on the floor and we could have food that we could keep.”

“The scheme is the only place to get help. Without it a lot of people will suffer.”

Appendix 1: Client and provider surveys

Client survey

25 people filled in the survey for people who have used the scheme.

When did you use the scheme? (25 answered)

Answer option	Number
Used this year	22
Used in 2017	1
Used before 2017	2

How did you use the scheme? (25 answered)

- 25 used it to get help with household items.
- 3 used it to get help with food and utilities.

What would you have done if you weren't able to get household items through the scheme? (24 answered)

Top theme: People said they wouldn't have been able to afford furniture without it.

The other key themes were:

- People said they would have had to do without the basics, like a bed, cooker and fridge.
- They don't know what they would have done without the scheme.
- Without the scheme there would have been a negative impact on their children's lives.
- People praised the scheme and said they would have struggled without it.

Do you have any other comments about these proposals? (24 answered)

9 people ticked 'No', while 12 ticked 'Yes'.

Top theme: People praised the service.

The other key themes were:

- The scheme provides practical support that makes a difference.
- This is a vital service for vulnerable people.
- The Council shouldn't stop funding this scheme, which provides essential help.

Provider survey

13 people filled in the survey for organisations who signpost to the scheme.

What type of organisation do you work for? (13 answered)

Type	Number
Statutory	1
Provider of services	2
Voluntary or community sector	0
Charity	10

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- Counselling Plus
- Eastbourne foodbank
- Education Futures Trust
- FSN
- Hastings Area Community Trust
- Now Charity Group Ltd

Do you or your organisation signpost people to the scheme? (13 answered)

- 9 of the respondents often signpost people.
- 4 sometimes signpost people.
- 0 rarely signpost people.

What do you think of our proposals to make changes to the scheme? (11 answered)

Top theme: The most vulnerable use the scheme at a time of crisis.

The other key themes were:

- There aren't any alternative services for people to turn to.
- The scheme is essential to people's wellbeing and survival.
- Reducing the funding for the scheme would particularly impact on people who have been homeless or have suffered from domestic abuse.
- There is an increasing need for this service.

Do you have any suggestions for other ways we could make the savings? (13 answered)

10 people ticked 'No', while 3 ticked 'Yes'.

Top theme: People said that beds and appliances are essential and that money vouchers should be cut instead.

Do you have any other comments about the proposals?

10 ticked 'No', while 1 ticked 'Yes'. There weren't any key themes.

About you questions

Gender

	Respondents		Census
Male	10	26%	48%
Female	24	63%	52%
Prefer not to say	0	0%	N/A
Not answered	4	11%	N/A

Transgender

No one identified as transgender, while 31 (82%) answered 'no' and 1 chose prefer not to say. The rest (6) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	2	5%	7.3%
25-34	7	18%	9.6%
35-44	8	21%	12.5%
45-54	8	21%	14.2%
55-59	3	8%	6.3%
60-64	1	3%	7.5%
65-74	0	0%	11.2%
75+	1	3%	11.6%
Not answered	8	21%	N/A

Ethnicity

	Respondents		Census
White British	29	76%	98%
White Irish	0	0%	
White Gypsy/Roma	2	5%	
White Irish Traveller	0	0%	
White other	2	5%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian Pakistani	0	0%	0.6%
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	0	0%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	
Chinese	0	0%	0.3%
Other ethnic group	0	0%	
Prefer not to say	0	0%	N/A
Not Answered	5	13%	N/A

Disability

9 (24%) respondents consider themselves to be disabled, while 19 (50%) don't and 3 chose prefer not to say. The rest (7) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	2	5%
Sensory impairment (hearing and sight)	1	3%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	5	13%
Mental health condition	10	26%
Learning disability	3	8%
Prefer not to say	0	0%
Other	1	3%

Religion

9 (24%) respondents consider themselves to have a religion or belief, while 20 (53%) do not, and 2 chose prefer not to say. The rest (7) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	10	26%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	1	3%	0.7%
Not answered	27	71%	

Sexuality

	Respondents	
Bi/Bisexual	1	3%
Heterosexual/Straight	26	68%
Gay woman/Lesbian	0	0%
Gay Man	0	0%
Other	1	3%
Prefer not to say	1	3%
Not answered	9	24%

Marriage or civil partnership

6 (16%) respondents are married or in a civil partnership, while 22 (58%) are not and 3 chose prefer not to say. The rest (7) did not answer the question.

Appendix 2: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (21 people) and not everyone who filled in the general survey (over 700 people).

Are you completing the survey as: (21 answered)

Please note that this was a multiple choice question.

Answer option	Number
A family member or friend of someone who uses social care services	5
An employee of a health or social care organisation	8
A member of the public	7
A group or forum (providing an official response)	0
An organisation (providing an official response)	1
Other (please explain below)	2
Not Answered	1

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- Sussex Community Development Association

What do you think about our savings proposals? (20 answered)

Top theme: The most vulnerable people would be affected by any reductions in the funding of the service.

The other key themes were:

- The benefits people get from using the service.

How would people and organisations be affected by the proposals? (20 answered)

Top theme: Reducing the service would impact on people's health and lead to the use of more expensive services.

The other key themes were:

- Financial support would be harder to access.

Do you have any suggestions for alternative ways of making the savings? (19 answered)

Top theme: Do things differently and innovate and reduce management and support staff.

The other key themes were:

- Comment about councillors' recent allowance increase.

Do you have any other comments about the proposals? (8 answered)

13 people ticked 'No', while 7 ticked 'Yes'. There weren't any key themes.

About you questions

Gender

	Respondents		Census
Male	8	38%	48%
Female	12	57%	52%
Prefer not to say	1	5%	N/A
Not answered	0	0%	N/A

Transgender

One person identified as transgender, while 19 (90%) answered 'no' and 1 chose prefer not to say.

Age

Some couples had completed the survey and both provided their age.

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	3	12%	9.6%
35-44	5	20%	12.5%
45-54	8	32%	14.2%
55-59	2	8%	6.3%
60-64	2	8%	7.5%
65-74	0	0%	11.2%
75+	0	0%	11.6%
Not answered	5	20%	N/A

Ethnicity

	Respondents		Census
White British	18	86%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	2	10%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	1	5%	N/A
Not Answered	0	0%	

Disability

2 respondents consider themselves to be disabled, while 18 (86%) don't and 1 chose prefer not to say.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	1	5%
Sensory impairment (hearing and sight)	0	0%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	0	0%
Mental health condition	2	10%
Learning disability	0	0%
Prefer not to say	0	0%
Other	0	0%

Religion

9 (43%) respondents consider themselves to have a religion or belief, while 11 (52%) do not, and 1 chose prefer not to say.

Stated religion or belief

	Respondents		Census
Christian	8	38%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	1	5%	0.7%
Not answered	12	57%	

Sexuality

	Respondents	
Bi/Bisexual	1	5%
Heterosexual/Straight	16	76%
Gay woman/Lesbian	0	0%
Gay Man	1	5%
Other	0	0%
Prefer not to say	2	10%
Not answered	1	5%

Marriage or civil partnership

10 (48%) respondents are married or in a civil partnership, while 7 (33%) are not and 3 chose prefer not to say. The rest (1) did not answer the question.

Appendix 3: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client, provider and general survey). Of the 51 people who shared their views about these proposals and provided their post code, a total of 38 were mappable.

DESSS



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 4: Other feedback

Organisation and group feedback

The following organisations provided feedback about the accommodation based housing services proposals:

- 1) DESSS Clients
- 2) Eastbourne Borough Council
- 3) Fitzjohn Foodbank Volunteers
- 4) Hastings Advice and Representation Centre
- 5) Hastings & Rother Furniture Service
- 6) Hastings & St Leonards Local Strategic Partnership
- 7) Lewes District Churches HOMELINK
- 8) Lewes District Council
- 9) Wealden Borough Council

Key themes

The overall themes were:

- The majority of the respondents disagree with, or are concerned about, the proposals. Some recognised the Council's need to make savings.
- It is counterproductive to spend less on preventative services and would lead to an increase in demand for statutory services.
- The scheme is often a last option and there aren't many or any alternatives for aspects of it.
- It is often used by disabled people, families and people who are moving on after being homeless.

The key concerns were:

- The level of saving being proposed and whether the commitment to invest the underspend on the service would be kept.
- Reducing funding for this scheme at a time when the roll-out of universal credit is already affecting people.
- The level of funding that districts and boroughs would receive for rent in advance schemes, as need for these schemes is already increasing.
- The disproportionate impact on urban areas of the county due to the impact on homeless people.
- People turning to loan sharks instead.

The key impacts were:

- More people would remain homeless or become homeless if they couldn't access rent in advance schemes or similar loans and support.
- Any cuts would place increased demand on the voluntary sector and charities which wouldn't have capacity and are already struggling to cope with demand.
- Would affect food banks at a time when they are already under pressure from increasing demand.
- Would increase demand and costs for statutory services across the board (social care, health and Police).
- Cause or worse physical or mental health problems for vulnerable people.
- People would struggle and would have to do without essentials like beds, fridges and cookers.

Suggestions:

- Taper or don't cut funding and work with the charity sector to grow the infrastructure to replace the scheme.
- Require households to pay back the money at an affordable level, although there would be costs associated and it would take time.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0006	Before consultation started	Email	Hastings & Rother Furniture Service
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • The Council is not spending the recommended amount of local welfare and has not honoured the commitment to use the current underspend on the service. • The scheme helps when no other service can. Between April-Dec 2017, over 650 families benefitted from the scheme. The most common reason for using the scheme was to support resettlement after being homeless. • One third of the households that used the scheme included at least one disabled person. Over 550 children live in the households that were supported by the scheme. • The Council should think again about cutting DESSS, honour the commitment to spend the underspend on the scheme, and work with the charity sector to figure out a replacement for future years. 			
Code: Org0009	March	Letter	Hastings Advice and Representation Centre
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • We believe your proposed cuts would place an increased demand on our service which we would not be able to meet either through our face-to-face, email or telephone services. • Their services are already stretched because of supporting people with Universal Credit and Personal Independence Payment issues. There will be an increase in people taking up UC from 2019 onwards. • Many of the people and places who deliver the services you provide also support their clients with ancillary issues such as helping with benefit matters 			

or signposting them to other services such as HARC.

- If people can't access the services you are proposing to cut, the choices they have about where to seek help would be diminished.
- Services from organisations in the "Third Sector" would not be able to meet the increased demand and people who are disabled, unwell and vulnerable would be left to their own devices. This would cause a detrimental impact on their wellbeing and impact on service providers such as GPs and the NHS.
- We accept it was for the Council to decide what it offered and to whom, but the government never said things like DESSS were only for people with "an eligible care need under the Care Act".
- In our experience many people approach us for help with food vouchers and emergency payments because the DESSS scheme is limited in what help it provides, to whom, and has an inflexible and too rigid eligibility criteria.
- Reducing the help available through DESSS would place an increased demand on services such as ours and foodbanks at a time when there has already been and would be an unprecedented demand because of welfare reforms and the introduction of Universal Credit.
- Instead of cutting the service, the Council should be looking how it can maintain and ensure help is more readily available to people who need it no matter whether or not that comes under the Care Act.

Code: Org0014		April		Group discussion	Fitzjohn Food Volunteers
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service	

Summary

- There aren't services to take up the slack if DESSS is reduced.
- Instead, could the service be reduced on a tapered basis and invest in putting infrastructures in place to replace it over time.
- The speed of DESSS is important at a time of crisis.
- Demand on the food bank is already increasing.
- People would be left to turn to loan sharks.
- The reduction would bring increased cost for social care and increase crime and affect community safety.

Code: Org0013		March		Email	Eastbourne Borough Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service	

Summary

- They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the proposals in the medium and longer term.

Accommodation-based housing services

- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children's and adult services).
- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- Very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.

Community-based housing support services

- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly opposes this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher-cost services in the health and social care sectors, including both adult social care and children's services.

Older people's day services

- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.
- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.
- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.

DESSS

- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group which focuses on the need to support people facing extreme financial difficulties.

Code: Org0019	April	Letter	Lewes District Churches HOMELINK	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They recognise the funding pressures facing the Council, but are concerned about the impact of the savings proposals on services to the local homeless population.
- It seems counterproductive to spend less money on preventative services.
- They are concerned too about the impact on Home Works who do valuable work with the clients they also support.
- They receive a grant from DESSS to assist vulnerable clients and are currently able to recoup the majority of their loans and therefore assist a new group of clients.
- Last year applications for loans increased significantly. As a result any loss in the DESSS grant would greatly limit the tenancies they can facilitate.
- Provision of more social and affordable housing would help in the longer term.

- The savings would have other cost implications for local authorities as more local people would remain homeless and require more health and welfare provision.
- Home Works supports the homeless to find and sustain tenancies. The cuts to provision would mean little chance of starting again for people.
- It is crucial that the Council makes the case to central government that cuts on the scale already suffered will increase local government costs in the long term.

Code: Org0016	April	Letter	Hastings & St Leonards Local Strategic Partnership
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<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Continued funding reductions make partnership working even more important.
- They are therefore concerned about the proposed savings and the disproportionate effect they would have on urban areas with the highest levels of deprivation.
- Focusing the savings on preventative services is short-sighted and would undoubtedly lead to increased demand for acute services.
- To fully understand the impact, more detailed analysis needs to be undertaken and the information provided should also reflect the ongoing cuts to services.
- Hastings has a higher proportion of people living with long-term conditions.
- The proposed reduction in funding for carers support is likely to increase their support needs and may mean they can't continue to work.
- Reductions in funding for accommodation, housing support, and DESSS would affect services which are all vital in tackling homelessness.
- Hastings has seen bigger increases in homelessness than the rest of the county over the past years as services have reduced.
- Reducing homelessness is a national priority, so reducing funding for these preventative services is not in keeping with that policy direction or the likely increases in need for these services.
- Both community housing support services have extensive experience of working with vulnerable people who would struggle to engage with statutory services.
- Accommodation-based services are essential in helping people to develop tenancy readiness skills.
- Reductions in these accommodation services would put people at risk of repeat homelessness, impact on the community, and put vulnerable young people at risk of 'cuckooing'.
- Closer partnership working across statutory services is needed to maximise efficiency in service provision. This should include sharing data and joint commissioning.

- The areas with the highest demand should be prioritised when funding decisions are made.
- There is an opportunity to devolve commissioning for these services to the local level so they can be better targeted.
- The voluntary sector needs to be fully involved in the process given the big contribution they make to community resilience.

Code: Org0017	April	Email	Wealden District Council	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Recognise the fact that the Council is facing budget cuts and has difficult decisions to make.
- They are concerned that the proposed cuts would impact on some of the most vulnerable people.
- They represent a false economy as they simply pass on increased costs to other statutory organisations and would impact on an increasingly pressured voluntary sector.
- The cuts would have an impact on the health and wellbeing of their residents, particularly their mental health. Reducing preventative services is short-sighted and means the intervention ends up being more expensive.
- Decisions about reducing services should be made based on outcomes and the financial impact on other services.

Community-based housing support

- The proposed level of cuts is too high.
- They agree that those with the highest need should be prioritised, but if there is less early intervention then the needs of individuals are likely to escalate.
- This would increase the costs for primary care services and possibly increase the need for Children's Services interventions.
- Households could be at risk of their home without this early intervention service, meaning that the districts and boroughs would see an increase in their workload.
- Service provision is already limited and there are no alternative services if these ones are reduced or cut.
- The Council should work with districts and boroughs to redesign these services.
- For example, a generic service rather than two services could save money.
- The aim of redesigned services need to focus on those with the most urgent housing situations and those to whom local authorities have statutory homelessness duties.
- It is essential that any revised services deliver life skills so people can manage their tenancy following intervention and prevent the need for repeat support.

DESSS

- They sometimes refer people to the scheme.
- They understand why cuts are being explored given it is not a statutory service and there are other services that can provide some of the services free or at a lower cost, such as food banks and low cost furniture.
- However, there are no alternative services that can provide assistance with utilities bills and rent in advance.
- They suggest requiring households to pay back any assistance at an affordable level, although note that the problem with this would be the costs of doing so and the time it would take.
- They are concerned that the proposal to reduce the amount of money given to district and boroughs for rent in advance would affect non-priority and intentionally homeless households which are not owed a duty by the districts and boroughs.
- The direct result of this would be an increase in rough sleeping which locally is already on the increase and they would not like to see further increase for many reasons including the impact on the individual/household as well as on other public services including the police.

Accommodation-based housing support

- The proposed level of cut is too high, particularly since they are providing services to some of those most in need.
- They are concerned about the impact on Wealden, as the area only has two services and no provision for young mums, single homeless and those with mental health needs.
- Similar areas in Rother and Lewes already have greater provision.
- It is already difficult to house those with support and any reduction in provision would be unfair and disproportionate.
- Care needs to be taken in remodelling refuges as changes or reductions in staff could be life-threatening for residents.
- Not having enough provision for services would impact on other public sector services and risks more children being taken into care.
- The proposed cuts would impact on other Council services, such as Children's Services and leaving care services.
- Cuts are also being planned in community-based housing.
- They suggest that in making the cuts the Council should look at fair access to accommodation-based housing support across the county based on demographics and needs data.
- The viability of units would be at risk if the cuts went ahead.
- Many of the services will be owned by Housing Associations which will have outstanding debts on the building.
- The shortage of accommodation means the county cannot afford to lose any social properties.

Code: Org0018	April	Email	Lewes District Council
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input checked="" type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)
			<input type="checkbox"/> LD dps & residential

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They recognise the financial pressures and limited choices facing the Council, particularly with the need to meet statutory duty.
- That said, they are concerned about the impact in the medium and long term on individuals and the demand for services if preventative spending is reduced.

Accommodation-based housing support

- The level of saving proposed is likely to make the existing services unsustainable and reduces services provided to some of the most vulnerable people in our communities.
- The proposed reductions are likely to have a significant impact on health services, housing, Children's Services and Adult Social Care.
- Young people are referred because of their level of vulnerability and because they are not able to stay in the family home and would be at significant risk without these services.
- Due to the challenges they have faced they need support to settle and develop the skills they need to live independently.
- These services also contribute to key government aims to ensure people are supported to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding for refuges, as these services are a lynchpin for people experiencing domestic abuse.
- The Council works hard with partners to promote awareness of domestic abuse and increase reporting, so it would seem perverse to limit services for those who make the decision to escape.
- Refuges provide a safe space for women escaping violence and many have closed in recent years, exposing those who are no longer able to find a space to the many risks of abuse which arise from homelessness.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They oppose the proposed reduction in single homeless and mental health services.
- Spaces are already limited and these essential services support some of the most vulnerable in society.
- These clients often have significant mental health needs, drug or alcohol addictions and complex needs.
- Putting this support at risk would impact on health and social care services and community safety.
- The proposed savings conflict with the Council's responsibilities for safeguarding the most vulnerable people in our communities and the effort and energy put in by other teams within the council itself.
- From their point of view as a housing authority, the proposals could also limit key housing options for people who are unable to live independently and pose major risks to mental health and hospital services, increasing the revolving door.

DESSS

- They are concerned at the level of savings proposed.
- It is not clear from the consultation how much funding there would be for each element of the current service if they went ahead.
- The amount given to district and borough councils for rent in advance has been reducing steadily over a number of years, whilst the need for this funding has increased and housing options have shrunk.
- The level of rent in advance and deposits demanded by private landlords and their agents put housing beyond the reach of most people.
- The main cause of homelessness is the termination of private tenancies and people not having the savings to meet the demands for rent in advance and deposits.
- People are therefore completely reliant on the loan schemes supported by DESSS.
- At a time when the roll-out of Universal Credit is affecting people, the proposed cuts make a nonsense of the Council-led Financial Inclusion Group.
- They urge the Council to restrict any savings to those which reflect under-use and to maintain the current funding level for rent in advance schemes.

Community-based housing support

- These provide essential services, helping them to cope with major life changes which threaten their independence.
- They build resilience and reduce the risk that people would become dependent on more costly hospital and care services.
- They are strongly opposed to the level of savings proposed, which is likely to make the existing services unsustainable and ignores the fact that many people are at crisis point when the referrals are made.

Home Works

- They are concerned about the reduction for this service and the likely rise in demand it would cause for care services.
- The majority of people who use the service are referred directly by statutory organisations and most are already in crisis.
- This is a vital service for people with a variety of needs and plays a key role in delivering the Council's duties under the Care Act.
- Nationally there is increasing recognition of the gap in provision for people experiencing poor mental health.
- Community-based services play a key role working with some of the most vulnerable people, many of whom have multiple and complex needs.

STEPS

- The service plays a key role in reducing demand for care services and allowing people to continue to live independently despite significant health problems.
- The proposed savings would translate into a significant reduction in the number of clients who could be supported.
- This is likely to increase demand on health and care services, particularly as the majority of clients have at least one long-term health condition.
- There are significant financial benefits from people being able to continue living independently and the additional income the service helps to secure for

clients.				
Code: Org0038	April	Feedback form	DESSS clients	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> • A provider created their own survey for responses from DESSS clients and submitted responses from 23 individuals. • People said if the scheme didn't exist they would have struggled, saying they would have had to sleep on the floor, not had the basics like a fridge or a cooker, and not been able to wash their clothes. • They say they wouldn't have been able to find the money for the items themselves and would have had to do without. • People are disgusted by the proposals and say that they are wrong or awful. • People and families would suffer and struggle if the scheme was cut and be left with no options. 				

Individual feedback

About the feedback	
Number of respondents:	15
When it was received:	March: 4 April: 11
How it was received:	Email: 1 Feedback form: 11 Letter: 3
Who it was from:	Client: 12 Councillor: 2 Employee: 1

Key themes

The overall themes were:

- People disagree with the proposals to cut funding for the service and say it is a bad idea.
- Those who have used it say that without it they would have had to sleep on the floor and wouldn't have been able to get white goods.
- Funding should be kept as it is, as this service is needed by people.

The key concerns were:

- What has happened to the previous underspend on the service and whether it would still be spent on DESSS.
- What alternatives would there be for people?

The key impacts were:

- Any cuts to the service would impact disproportionately on the vulnerable and disadvantaged.

Equality impact assessment update – summary report for RPPR proposals to the Discretionary East Sussex Support Scheme (DESSS)

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2018

Manager(s) name: Alison O'Shea **Role:** Operations Manager

Impact assessment:

The aim of the proposal is to reduce the budget for DESSS from £557,000 by £390,000 leaving a net budget of £167,000. In order for this residual budget to continue to be used for supporting East Sussex residents at times of temporary financial hardship, there will need to be significant reductions in the staffing for DESSS, which currently accounts for around £110,000 of the total budget.

Summary of findings:

- Although a reduction to the DESSS budget would mean less funds available to eligible applicants, it is expected that the proposals will have a neutral impact across the protected characteristics.
- However, it is acknowledged that people on low-incomes and potentially carers may have additional need to access DESSS, and a reduction to the budget would impact on the provision available to assist people in hardship.
- Equally, incorporating the scheme into Health and Social Care Connect (HSCC) would mean it would remain in its current location and be more accessible as this service is open 7 days per week and has extended opening hours, which could improve access to support for those in crisis.

Summary of recommendations and key points of action plan:

- Update and publish scheme information and criteria on the East Sussex County Council website.
- Inform partners of any changes to the scheme.
- Scope and signpost to alternative services.
- Eligibility criteria should continue to include receipt of relevant benefit so as not to negatively impact people with a disability.
- Appropriate training for staff should DESSS be incorporated into HSCC.
- The continued availability of information provided in alternative languages and formats upon request.

Groups that this project or service will impact upon

	Positive	Negative	Neutral
Age			
Disability			
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity			
Religion/Belief			
Sexual Orientation			
Other (inc. carers/rurality etc)			
All			x

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Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **HIV Support Service**
Purpose of Report: **To consider proposals for the HIV Support Service**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree that the current service continues through 2018/19 and that self-care groups are established during this period to sustain support in future years;**
 - 2. agree to give notice to terminate the agreement with the HIV Support Service and withdraw funding; and**
 - 3. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 An HIV Support Service has been commissioned by East Sussex County Council (ESCC) since 2009. During this time the service has been delivered by Terrence Higgins Trust (THT). The service was commissioned through the Commissioning Grants Prospectus and is now managed through a contract.

1.2 The service is commissioned to support adults with HIV and their carers to manage the impact of HIV, including maintaining independence and social inclusion, through individual and group support (Positive Self-Management groups) and information and advice.

2. Supporting Information

2.1 The current gross budget for the HIV Support Service is £47,900 per annum. The current arrangements commenced in October 2014 and a contract is now in place for 2018/19. Over the contract period, the service initially reported support for 80 people per year, although this reduced to approximately 50 by 2017 and the number using the service has continued to fall.

2.2 The service works closely with East Sussex Healthcare Trust and Sussex Community Foundation Trust Genito-urinary Medicine (GUM) and HIV services.

3. Consultation Summary

3.1 In the ten week consultation period from 19th April 2018 to 28th May 2018, clients who have used the service in the past two years, and approximately 200 HIV positive patients were contacted with a view to better understanding the impact the proposal could have on their lives. A consultation meeting with services users and the service provider was held on 22nd May.

3.2 A total of 42 comments or queries were received from people about the HIV Support Service prior to and during the consultation period. Comments have been received from members of the local community and are included in the consultation feedback.

3.3 Key messages from the consultation include:

- Organisations point out that the cutting the service would create inequality of support across Sussex.
- The service plays an important role in counteracting the stigma and lack of understanding from general services that people still experience.
- The majority of clients are from marginalised groups and need support to access traditional services.
- Specialist services are needed to ensure people get the support they need and don't reach crisis.
- People will become increasingly isolated and lose access to support groups they value.

3.4 Complimentary and positive comments were received about the good standard of support provided by the THT. All respondents noted the need to continue the service and they would feel increasingly socially isolated if direct HIV support was lost.

3.5 A consultation report is provided in Appendix 2 and copies of all responses received to the consultation are available in the Cabinet Room and the Members Room for Member's consideration.

4. Alternative Service Provision

4.1 The support needs of clients could be met through existing alternative provision in the county, including benefits advice, housing, employment, education, and immigration support, and support to manage to manage long term conditions.

4.2 Effective medication management is a local priority and a number of existing East Sussex Better Together and Connecting 4 You programmes, as well as community organisations, will continue to provide integrated support and technology-based solutions. HIV awareness-raising will be provided to services which may start to specifically support people with HIV, along with support to self-manage and develop network-based support.

4.3 HIV positive adults can access other community support via Health and Social Care Connect and East Sussex 1Space.

4.4 NHS England also commission HIV services and it is anticipated this provision will mitigate any impacts as a result of the THT contract not being renewed. This will ensure there is:

- Case management appropriate to the clinical and holistic needs of the patient
- Arranging access to support for meeting non HIV needs of patients and identify shared care help. These will include but are not confined to: primary care, sexual health, social services, family services, psychological support, community and third sector services, drugs & alcohol services and maternity services. Particular attention is paid to simplifying arrangements for vulnerable groups such as prisoners, migrants and those with learning disabilities.

5. Impact of delivering the proposal

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 3 and the full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full EqIAs and take their findings into consideration when determining these proposals.

5.2 The area of biggest impact is on adults with HIV and their carers. Most notably the population of people with HIV living in East Sussex is ageing and will potentially develop other long-term conditions alongside their HIV diagnosis. This is likely to increase demand on primary and acute health services, as well as demand for social care support. As the population of people with HIV ages, it will be important that local services understand the needs of older people with HIV and are able to support them.

5.3 If the proposal is agreed, the remaining contract period would be used to support people with HIV to access alternative services and to establish self-management networks to sustain their social connections.

6. Conclusion and Reason for Recommendations

6.1 The impact of ceasing funding for this service to support people with HIV is likely to increase social isolation. However, the availability of alternative local services means that maintaining this provision is not considered good value nor sustainable given financial constraints.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Angela Yphantides, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Member: Countywide service

BACKGROUND PAPERS:

Appendix 1: HIV Support Service Summary

Appendix 2: Consultation Report

Appendix 3: Equality Impact Assessment Summary

HIV Support Service Summary

2018/19 Budget		Capacity	Current Occupancy	Unit Cost	Tenure	Savings (FYE)
Gross	£47,900	80 places	50 in Quarter 3 (Oct-Dec 2017)	Q3 - £958 pa	Grant expires on 31 March 2019	£47,900
Income	£0		21 in Quarter 4 (Jan – March 2018)	Q4 - £2,281		
Net Expenditure	£47,900					



ASC savings consultation 2018

HIV Support Service

Date: June 2018

Document summary

Results from the ASC savings consultation carried out between March and May 2018, focusing on the HIV Support Service

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk</p> <p>Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposal for the HIV Support Service. We are proposing to stop funding the service from March 2019.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for the HIV Support Service between 19 March and 28 May 2018.

Activity and events

Event type	Details	Attendees
Consultation meeting	22 May, Avenue House, Eastbourne	10

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for all respondents (Paper and online)	25
Other feedback (Email, letter, call, video, feedback form)	Individual: 2 Org and group: 5
Event or meeting	10
Total responses	42

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

- People and organisations disagree with, or are unhappy about, the proposal to stop funding the service.
- Both argue that there is still a need for this service and are concerned about the impact on people who need this support.
- Organisations point out that cutting the service would create inequality of support across Sussex.
- Both say that the service plays an important role in counteracting the stigma and lack of understanding from general services that people still experience.
- The majority of clients are from marginalised groups and need support to access general services.
- Specialist services are needed to ensure people get the support they need and don't reach crisis.
- People would become increasingly isolated and lose access to support groups they value.
- Reducing services that promote and support self-management could result in increased hospital admissions and increased costs to the local health economy.
- People said that the service should keep some of its funding and the long-term effects of cutting funding must be considered.
- Organisations suggested looking at joint resourcing for the service with other authorities and health services.

Summary of themes by response method

Survey for all respondents

Views on the proposal

- People disagree with, or are unhappy about, the proposal to stop funding the service and are concerned about how it would affect them and/or people who use the service.

The impact of the proposal

- People would become increasingly isolated and lose access to support groups they value.
- It would impact on people's physical health if they lose this support.

Suggestions

- Stop any wasting of money.
- Don't cut all of the funding for the service.
- Look at joint resourcing for this service with neighbouring authorities.

Other comments

- Consider the long-term effects of cutting funding.

Other feedback via letter, email etc

Organisation and group feedback

Views on the proposal

- Organisations disagree with the cuts and say there is still a need for the service.
- Cutting the service would also create inequality of support across Sussex.
- The service plays a part in counteracting the stigma and lack of understanding that still exists around HIV.
- Previous cuts mean that any further reduction would hit core service delivery.
- The provider believes there isn't another organisation which could offer the same holistic range of services.
- People often feel unsafe disclosing their diagnosis when they access services and need support to do so.
- The majority of clients are from marginalised groups and need support to access traditional services.

The impact of the proposal

- Reducing services that promote and support self-management could result in increased hospital admissions and increased costs to the local health economy.
- The ongoing funding uncertainty and the impact it has on supporting hard-to-reach people and maintaining staffing levels.

Suggestion

- That the service is targeted more to an ageing demographic.
- That multi-sourced funding is explored across health and the local STP.

Individual feedback

Views on the proposal

- The service helps to fight stigma and it is an invaluable source of information.

The impact of the proposal

- Cutting the service would impact on the HIV clinics and engagement with care, adherence to medication, public health and individual health.

Events feedback

Views on the proposal

- There is still stigma attached to HIV and the service plays a vital role in fighting that.
- There is still a lot to do to improve awareness and understanding of HIV and disclosure about it among professionals such as GPs and adult social care staff.
- The service helps to educate people and their families after diagnosis.
- It is important to have people to talk to and easy access to them.
- Services have already reduced in recent years and cutting the service suggests all the problems have been solved.

The impact of the proposal

- This is a vital service and closing it would lead to preventable deaths.
- Specialist services are needed to ensure people get the support they need and don't reach crisis.

Suggestions

- It would be better if the service was reduced rather than cut completely.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

“We are gravely concerned by the potential inequity if East Sussex County Council goes ahead with a cut to THT's budget: community voluntary sector support will be provided in West Sussex and in Brighton & Hove but not in East Sussex. We are similarly concerned for the public and for individual health.”

“People with HIV at our HIV services users' forum have vociferously explained that HIV stigma prevents them from accessing generic services, e.g. social care, housing advice services, benefits agency, food bank, etc. for fear of negative reaction, lack of confidentiality, etc. THT acts as an advocate, facilitating our most vulnerable patients' uptake of such services.”

“Specialist support services may be the only places where people living with HIV can be open about their status and there is a great danger that, without HIV specialist services, people living with HIV will drop out of the vital support that allows them to achieve optimal health and wellbeing.”

“The multi-sourced funding we are advocating requires making a reality of the expectations around joined-up and integrated commissioning, at local authority level via the JSNA and Health and Wellbeing Board process but also at the supra-local level of the STP [Sustainability and Transformation Partnership].”

Individual comments including clients, carers, staff and the public

“People will receive support from non-specialist agencies, which still have to be paid for

but the outcomes are likely to be less satisfactory.”

“This would have a huge impact on me because I will be not encouraged to go out. This charity had many options for me to go out and meet friends to interact with.”

“I am speaking on behalf of a lot of the ethnic minorities - we get double isolated. Already society looks at you differently and then you have this as well. You need to work and provide a life for yourself again. I’m not sure whether that specialist service can be reproduced.”

“You are in a position when you are HIV+ that you have to educate people, you have to go through the process of explaining the whole thing and that is a burden.”

“Do not walk away yet, we still need the specialist services. We have the clinic service, it is wonderful, but the message is not out there, so outside the clinic we find a world that....”

“THT is like the mother that is not there, they are always watching.”

“It is a chronic illness – you are not going to die, but is like a chain with a ball to carry round and THT helps to lighten that load.”

“It is likely that it will be some of the most vulnerable members of our local community who will require services such as this and therefore, those least likely to be in a position to advocate for themselves. I think that the complete removal of such services will significantly increase the likelihood of poor health outcomes for those affected.”

“Unfortunately there is still a lack of understanding of issues involved in living with HIV by the GPs and others in the regular health care services. and there won't be an equivalent option left if the service is cut.”

Appendix 1: Survey for all respondents

Are you completing the survey as: (24 answered)

Please note that this was a multiple choice question.

Someone who has used the HIV Support Service	18
A family member or friend of someone who uses social care services	3
An employee of a health or social care organisation	1
A member of the public	5
A group or forum (providing an official response)	0
An organisation (providing an official response)	0
Other (please explain below)	0
Not Answered	1

If you are providing an official organisation or group response, please tell us your:

None submitted.

What do you think about our savings proposals? (22 answered)

Top theme: People disagree with or are unhappy about the proposal to stop funding the service and are concerned about how it would affect them and/or people who use the service.

The other key themes were:

- People would still have support needs, meaning it would be more expensive in the long term as they look to other services to fill the gaps.
- People value the specialist support offered by the service.

How would people and organisations be affected by the proposals? (22 answered)

Top theme: People would become increasingly isolated and lose access to support groups they value.

The other key themes were:

- Cutting this service would impact on people's physical health.
- People would lose access to helpful advice which makes a difference to them.

Do you have any suggestions for alternative ways of making the savings? (19 answered)

Top theme: People said that any wasting of money must be stopped and that the Council shouldn't cut all of the funding for the service.

The other key themes were:

- Look at joint resourcing for this service with neighbouring authorities.
- Lobby the government for more money.

Do you have any other comments about the proposals?

12 people ticked 'No', while 8 ticked 'Yes'.

Top theme: Consider the long-term effects of cutting funding.

About you questions

Gender

	Respondents		Census
Male	15	60%	48%
Female	8	32%	52%
Prefer not to say	1	4%	N/A
Not answered	1	4%	N/A

Transgender

No one identified as transgender, while 21 (84%) answered 'no' and 2 chose prefer not to say. The rest (2) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	3	12%	9.6%
35-44	2	8%	12.5%
45-54	7	28%	14.2%
55-59	2	8%	6.3%
60-64	4	16%	7.5%
65-74	0	0%	11.2%
75+	3	12%	11.6%
Not answered	4	16%	N/A

Location of respondents

The map shows the location of respondents who provided their post code. Of the 19 people who shared their views about these proposals and provided their post code, a total of 14 were mappable.

HIV Support Service



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Ethnicity

	Respondents		Census
White British	16	64%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	0	0%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	5	20%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	3	12%	N/A
Not Answered	1	4%	n/a

Disability

16 (64%) respondents consider themselves to be disabled, while 7 don't and 1 chose prefer not to say. The rest (1) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	2	8%
Sensory impairment (hearing and sight)	1	4%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	14	56%
Mental health condition	6	24%
Learning disability	1	4%
Other	2	8%
Prefer not to say	1	4%

Religion

8 (32%) respondents consider themselves to have a religion or belief, while 9 (36%) do not, and 7 chose prefer not to say. The rest (1) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	8	32%	60%
Buddhist	1	4%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	0	0%	0.7%
Not answered	16	64%	

Sexuality

	Respondents	
Bi/Bisexual	2	8%
Heterosexual/Straight	6	24%
Gay woman/Lesbian	0	0%
Gay Man	11	44%
Other	1	4%
Prefer not to say	4	16%
Not answered	1	4%

Marriage or civil partnership

6 respondents are married or in a civil partnership, while 12 (48%) are not and 6 chose prefer not to say. The rest (1) did not answer the question.

Appendix 2: Other feedback

Organisation and group feedback

The following organisations or groups mentioned the HIV Support Service in their consultation responses:

- 1) Hastings and District TUC
- 2) HIV Team
- 3) Terrence Higgins Trust
- 4) National AIDS Trust
- 5) Sussex HIV Network

Key themes

The overall themes were:

- Organisations disagree with the proposal to cut funding for the service.
- There is a need for this service which enables people to stay well and to stay at home.
- If the cut went ahead it would create inequity of support across Sussex.
- It would remove a well-established safety net from already disadvantaged people.
- People living with HIV need holistic long-term condition management support to access appropriate healthcare and also to self-manage effectively.
- The stigma around HIV and the understanding of it remains poor. People often feel unsafe disclosing their diagnosis when they access services.
- The HIV support service plays a part in counteracting stigma and challenging discrimination.

The key concerns were:

- The service has already experienced cuts in funding, so further cuts would hit core service delivery.
- The majority of clients are from marginalised groups and need support to access traditional services.
- No other provider would be able to offer the holistic range of services currently on offer.

The key impacts were:

- Reducing services that promote and support self-management could result in increased hospital admissions and increased costs to the local health economy.
- The ongoing funding uncertainty and the impact it has on supporting hard-to-reach people and maintaining staffing levels.

Suggestions:

- That the service is targeted more to an ageing demographic.
- That multi-sourced funding is explored across health and the local STP.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0024	April		Email	Hastings and District TUC
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They do not accept the rationale for cuts and are disappointed at the half-hearted Stand up for East Sussex campaign.
- They are concerned that staff in Adult Social Care are taking the brunt of the cuts, which would lead to inevitable delays in services for those members of the community who are least able to cope with them.
- The decimation of local services would remove well-established safety nets from already disadvantaged people (they name STEPS, Home Works, the Stroke Recovery Service, carers support, and the HIV Support Service).
- The lack of an Equality Impact Assessment in the consultation is telling.
- The staffing cuts would be false economy as people would have to wait much longer to access services and would inevitably end up on hospital wards.
- The abandonment of the preventative agenda would have the same effect.
- They urge councillors to consider using unallocated reserves to limit the impact and mitigate the proposals with the additional government funding.
- They are opposing the cuts and urge the Council to oppose national funding decisions.

Code: Org0039	May		Email	Terrence Higgins Trust
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- The organisation gives some background on itself and the typical treatment costs and challenges that those living with HIV face.
- It has been delivering services in the county for about 18 years, including the HIV support service.
- It welcomes the consultation on funding decisions that would potentially affect the organisation and delivery of care to those living with HIV.
- It says it has gained an excellent reputation for delivering high-quality support services for people living with HIV and their families and carers.
- The integrated approach it takes has been proven to build independence and wellbeing and to absorb pressure on public services.

- The organisation is sympathetic to the strains on the local budget and is working to be more agile and responsive. The cuts of previous years have made this task more difficult.
- There is no other provider that can offer the holistic range of services that it does.
- Despite the decline in new diagnoses, this group of people is ageing and often has complex health needs.
- The stigma around HIV and the understanding of it remains poor. This impacts greatly on people when accessing services such as social care, health and welfare.
- As people with HIV age, this is a particular issue in care home settings.
- At a recent forum, there were numerous comments about people feeling unsafe disclosing their HIV status and the importance THT plays in counteracting the stigma and challenging discrimination.
- The organisation provides social value through local fundraising.
- The ongoing uncertainty about funding presents challenges in supporting hard-to-reach people and maintaining staffing.
- The majority of clients are from marginalised groups and many of them do not access traditional services or find it hard to do so. Partnership working is therefore an important part of what they do.
- The HIV support service enables people to stay well and to stay at home through the support it provides.
- Having already experienced significant cuts, they believe that further cuts would be hugely detrimental to their core service delivery.
- There is a need for this service and more that can be for older people living with HIV.
- They would welcome discussions with ASC; for example, looking at targeting our services more to an older demographic.
- They can play a vital role in early intervention, providing support to enhance and maintain independence and wellbeing, and prevent physical and mental decline.

Code: Org0040	May	Email	National AIDS Trust
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- The HIV profile for East Sussex would be expected to generate varied and substantial demand for support in the county.
- Some people living with HIV have permanent impairments and complex support needs that are not always met by statutory social care packages.
- People living with HIV need holistic long-term condition management support to access appropriate healthcare and also to self-manage effectively.
- HIV support services, including counselling, can be low threshold, preventative and cost-saving interventions to avert acute ill-health and crisis.
- Stigma has not gone away. This affects the ability to come to terms with new

diagnosis and contribute to feelings of social isolation and to difficulties in coping.

- There is a danger that without specialist services, people living with HIV would drop out of the vital support that allows them to achieve optimal health and wellbeing.
- Comprehensive HIV support services are agreed to be an essential element in the HIV care pathway.
- The NHS Five Year Forward View places a strong emphasis on long-term condition management support.
- Local authorities have a legal obligation to undertake a needs assessment of local people living with HIV and Care Act duties around wellbeing, care and support and market-shaping duties.
- Funding HIV support services is a proven way of identifying and meeting all these obligations.
- HIV is a disability (under the Equality Act 2010) and people with HIV are disproportionately from gay and African communities.
- There is an equalities dimension to these services, linked to the Council's public sector equality duty, which needs to be taken into account before any decision on the future of these services is made.
- Support services have an important role in preventing the need for more expensive assessed health and care services.
- Under the Care Act the Council is still required to prevent, delay and reduce the development of further care and support needs, despite the Council saying it will move away from preventative services.
- They suggest that maybe Public Health funding could contribute towards the HIV Support Service or whether NHS funding could be explored.
- Discussions also need to take place with CCGs around shared funding for these services as part of their long-term condition management obligations.
- The multi-sourced funding they are advocating requires making a reality of the expectations around joined-up and integrated commissioning, at local authority level via the JSNA and Health and Wellbeing Board process but also at the supra-local level of the STP.
- Given the wealth of legal and policy expectations around the funding of HIV support services, simply to defund this service without vigorous exploration of other budgetary and commissioning options is not acceptable.
- What discussions have taken place at an STP level for economies of scale?
- The organisation also provided the full copy of their report 'Why we need HIV Support Services'.

Code: Org0042	May		Letter	Sussex HIV Network
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They strongly disagree with the proposal to cut money from this service.

- While they understand the budgetary savings needed, cutting this particular service is likely to have only a short-term savings effect due to the number of people ageing with HIV.
- Reducing services that promote and support self-management could result in increased hospital admissions and increased costs to the local health economy.
- This service is a requirement of the HIV service specification and will need to be offered.
- There would be an impact across the HIV network because patients from East Sussex receive their HIV clinical care outside East Sussex – particularly but not exclusively in Brighton.
- If the cut went ahead it would create inequity of support across Sussex.
- The support of the service is essential in keeping people engaged in care and attending clinics.
- The service provides invaluable support including self-care and self-management to an already marginalised population.
- HIV remains a stigmatised and socially complex diagnosis that disproportionately affects already marginalised population groups.
- The service plays a vital role in supporting the newly diagnosed and enabling appropriate service use.
- When the East Sussex HIV service users’ forum recently met, HIV stigma was repeatedly cited as a barrier to effective communication in other services including housing, the Benefits Agency, the food bank, etc.
- People with HIV disengage from specialist HIV care for a variety of reasons, resulting from both patient- and service-related issues. With less support available, this is likely to be more prevalent.
- The service provides support that promotes effective liaison with GPs, helping to address issues of stigma and enabling appropriate sharing of information across health and social care.
- Some patients require the support of the service to self-manage and achieve the public health benefits of active antiretroviral therapy (ART) and limiting transmission.

Code: Org0043	May		Letter	HIV Team (East Sussex Healthcare NHS Trust)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people’s day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposal to cut funding for the service and about the impact that would have on people with HIV and the team’s ability to meet targets set for it.
- The county would be the only area within the local HIV Network with specialist provision.

-
- HIV stigma often prevents people from accessing generic services for fear of negative reaction and lack of confidentiality.
 - The service acts as an advocate and increases uptake of generic services.
 - Closing the service would affect the most marginalised people with HIV and harm engagement in HIV care; adherence to medication; public health; individual health; mental health; and patient activation.
-

Individual feedback

About the feedback

Number of respondents:	2
When it was received:	May: 2
How it was received:	Email: 2
Who it was from:	Client: 1
	Councillor: 1

Key themes

The overall themes were:

- East Sussex would be the only area within wider Sussex not to have this sort of support service.
- It has proved invaluable as an information source.
- The service helps to fight stigma.

The key impacts were:

- Cutting the service would impact on the HIV clinics and engagement with care, adherence to medication, public health and individual health.

Appendix 3: Events feedback

Key themes

The overall themes were:

- There is still stigma attached to HIV and the service plays a vital role in fighting that.
- There is still a lot to do to improve awareness and understanding of HIV among professionals such as GPs and adult social care staff.
- Practically people in general and voluntary services often have no idea of the confidentiality side around HIV and what disclosing means for someone.
- The service helps you to access general and voluntary services and challenge ignorance and misunderstandings.
- The service educates you and your family after diagnosis, meaning that your health and wellbeing is better than it would be otherwise.
- How important it is to have people to talk to and easy access to them.
- Even GPs make assumptions about HIV and whenever you seek treatment they assume your HIV is the cause or an issue.
- The support the service offers saves lives.

The key concerns were:

- Services have already reduced in recent years and other services are being cut, so this service is particularly important.
- Cutting the service suggests all the problems have been solved.
- People already experience issues with food bank vouchers and using the THT name with volunteers who lack training.

The key impacts were:

- This is a vital service and closing it would lead to preventable deaths.
- Specialist services are needed to ensure people get the support they need and don't reach crisis.

Suggestions:

- It would be better if the service was reduced rather than cut completely.

Avenue House – 22 May

THT consultation event – 22 May 2018, Avenue House, Eastbourne

The meeting was opened. It was noted that the stigma associated with HIV may mean people do not wish to protest publicly and those present were thanked for attending the meeting.

A text from a service user was read out: “[A]s an adult with asthma, diabetes, HIV & autism I found it impossible to access "adult social services" support. I ended up in hospital very ill and, as M wrote, my death could reasonably have been expected within 18 months.

“Given ESCC absolute failure to engage/utter isolation, THT got me back into health care services and saved my life.

“So I have replied to the consultation but the one thing I would say tomorrow – if I could be there – is "cut off funding by all means but it is vital that you make sure your services are accessible in such a way as you have never achieved to date, otherwise people will die at your hands (or in the absence of your hands).

“I offer these words in the context of my disabilities but also as an articulate & educated man – still incapable of obtaining ESCC's help when my life depended on it.

“I ... still can't get help ... may God help anyone else. Please feel free to share in my absence.”

Attendee comment: I have recently joined a peer mentoring group to work with social isolation. We rely on THT to provide back up if we run into problems.

An outline of the THT support service and the speaker's role in HIV Services was given. She said that specialist knowledge about HIV is lacking, and knowledge is crucial to be able to access support. Work covers range of issues. THT provide practical support with changes to benefits and housing, supporting people to contact people with HIV and other services, learning to live with diagnosis, and thinking about disclosure.

An overview of the ASC spending cuts was given. The ASC funded services are covered in this contract. NHS funded services are separate and would need to be guided by their business case. Services are more vulnerable if solo funded.

It was suggested that the group could start by continuing previous discussions about stigma.

Attendee comment: I was diagnosed HIV+ and had a heart attack. I was not working. I was issued food bank vouchers, and met by a middle class lady – you have to tick the form to say what your sexuality is, disabilities. It was intimidating. It also says who issued the vouchers and they asked what THT is. She said 'you would not want HIV or AIDs because you will die'. THT went down and spoke to the food bank afterwards. I had the same experience at the job centre. The worker spoke to me from behind glass because she had a cold. THT were able to go to educate others, so it does have a domino experience. I have been able to access ASC, they came out and did home assessments and installed handles. Now I have moved to Newhaven, which is in the middle of Eastbourne and Brighton. No one can help – I could not get food stamps, they were issued from Eastbourne – Brighton could not come out.

I have been able to access Lunch Positive in Newhaven to meet likeminded people. There is no welfare rights officer in Newhaven – one based in Brighton, which has a helpline but cannot provide 121 support. The alternative is to have to go to the CAB, who do not know. You do not have to disclose to dentist, for example. THT have helped to signpost to help.

Council: So there's an impact from direct discrimination but sometimes it can be ignorance or lack of understanding.

Attendee comment: I have often thought about two words – it's very difficult for others to understand – it is the lived experience. We are unique group – we face stigma all the time 100% of the time. It is difficult for administrators to understand.

I always said it would be easier if it was cancer, people would sympathise.

My feeling is that we are sitting here as 'patients' – we have undergone, witnessed and benefited from a medical miracle. Although we should enjoy that and should be empowered to enjoy it, we still face the problem that society does not understand. Disclosure –

administrators do not realise – at the foodbank, the kind lady did not understand what she was doing when she asked me to disclose. It is an enormous problem, you do need support to live in that kind of world and that is what THT provides. When we inevitably come across situations when a person does not realise what they have done, for example, someone had a PIP assessment, they decided to disclose, the assessor did not realise what a major step that was, to disclose to stranger. They said you've been telling me that your family help you with other problems, they said they had not told their family. It was wrong to suggest that he should do that, but they then upbraided him because they said that he was selfish. They do not understand the situation. THT is there to ensure that as many people do understand, when problems arise they are there and help to make the person feel more at ease with themselves. I understand the pressures of so many groups, but we do have unique need which is answered by THT.

Council: You put that across very clearly and eloquently. It makes it easier for us to raise with councillors. Our purpose is to share the impact that cuts will have and also for us to think through what it does to health and social care budgets. There are only so many times you can be discriminated against and pick yourself up. We all have our own threshold, it impacts on mental health and the ability to look after yourself and to fight. Micro-aggressions build up. It is important to be able to go into a room with people who get it. The more we understand and can articulate that to decision makers – they make the ultimate decision, our job is to hear all of those things and weight up what impact it will have on the system. The Councillors read through everything, and the meeting is televised.

Attendee comment: I was diagnosed about 4 years ago, to my shock. My understanding was to say I had AIDS because that was all I knew. The question was how long would I live. I had no knowledge except it was a death sentence. The next big hurdle was how to tell my family. Their reaction was as strong as mine – how long to live, and don't tell friends and family, that I should have treatment outside of Eastbourne as did not want people to find out. They would watch me and wash up the cup as soon as I put it down. It was very difficult for them and for me. What THT did was educate me first of all about how you catch it and to educate my family that they were not at risk of catching it. I don't think any other service could have done that. It is very specialised work. Without that I'm not sure where I would be – I would not be working, poor mental health wellbeing, probably would not be taking medication. It impacts on housing, not working, I know at the time I had money so I accessed counselling. That could not help me with the practical of how I caught it and not pass it on to my family. It was a very holistic approach that no other service could have given. At the time there used to be a group meeting once per month. People were telling me that they had children and were working, had survived 15 years. To see people thriving and having debate – how is that going to happen now? We have set up a peer group and are hoping to set up groups but without THT it would not work. We would be accessing other teams. The service was vital when I was diagnosed and still is vital. it was important for me to come today even though I was unwell, to say how important it has been, even if it is reduced hours but there so that we can access it.

Attendee comment: I would like to add, in mainstream society there is no problem but all of a sudden you get a diagnosis, which puts you in a different world. You have a cultural background which says that you are an outcast. You have to decide whether to tell your family. You find THT and all the stigma and self-righteous condemnation – you have people who can be a reference to rebuild your life. I don't know whether council can offer you 1-2-1, I can talk to everyone in the office, even if you just feel down and have a chat for 10 minutes. I am speaking on behalf of a lot of the ethnic minorities – we get double isolated. Already society looks at you differently and then you have this as well. You need to work and provide a life for yourself again. I'm not sure whether that specialist service can be reproduced.

Attendee comment: That's another aspect of stigma, there is a lot of internalising of the stigma which is also damaging to the self-image and impacts on mental health. It impacts on so many aspects.

Attendee comment: We used to have social groups and women's groups, if I was depressed I used to pick up the phone and they would just say come, give you a cup of tea. There was a time we did the mime dancing, funded by the council, at the community hall. We really enjoyed that and it showed that we are part of the community. Another time when I was having problems with the GP, they were asking what the other doctors or nurses said. THT sent me to see M, when I saw him, he said that when HIV is well controlled then my health is better than someone who does not have HIV. So if something is wrong then they need to look into it, not just refer me to the clinic. At times it is very difficult to say to the family, no family members know that I am HIV+. In African countries, they assume it is AIDS and they are going to die. I have kids at home, when I was diagnosed 2005–9 those family members would say to children that they have to behave because mum has AIDS and will die. If my children were not well, I did not know who I could talk to but could just pick up the phone. Then they would check whether I have any food, most of the time you do not have anyone to speak to. They would give food and coordinate all of the ladies and the group would help us a lot. Now I look at that building and ask where is THT now? I used to enjoy going to that building, where have they gone?

Comment: So that was quite a long time ago.

Attendee comment: There is a THT in Brighton, but it is very far. I did courses through THT and I still have those certificates and they helped me to do the care that I am doing now. It is building confidence and how to do your CV. There were a lot of courses and I really miss that. Over the years, the service has changed.

Attendee comment: I got diagnosed in January 2015, I was already suffering from anxiety and depression. M has been an amazing guide and been there and he drew me to THT. I could not tell my doctors and M sent them a letter. Without M and THT and no one to talk to I probably would have gone up to beachy head and jumped off. I am a fighter, I would not want anyone to go into that situation and not know who to talk to. Because I can go to THT and what people have said to me when I told them, I told a couple of friends and they just said 'when are you going to die?'. I did not know what to say to them. I froze. I told Ma and C at THT. I think that without THT's help, people who get it...

Attendee comment: I think [name removed] has touched on something else that I have noticed – you are in a position when you are HIV+ that you have to educate people, you have to go through the process of explaining the whole thing and that is a burden.

You thought that they were your friends and you find out who is and who isn't. You don't want to lose people.

Attendee comment: When you said that, I thought of every relationship, whether friendship or possible relationship that is added, which I've never had to think when to disclose or how. You cannot go to anyone else to have that discussion. You have to educate each person. It is not going to stop – a bit like mental health was 20 years ago.

You have to face that.

Attendee comment: Even going on holiday, through security, or going to a nightclub and you've got pills, you have to educate.

Attendee comment: Supposedly you can live a healthy life. But the medication does have side effects. Why would the service be cut when HIV is still there?

Attendee comment: I'm happy with the pills – I became undetectable. If it wasn't for the meds....

Attendee comment: That is a remarkable success story, but it isn't the only one. We have something to celebrate, we have lived through. Do not walk away yet, we still need the specialist services. We have the clinic service, it is wonderful, but the message is not out there, so outside the clinic we find a world that....

Attendee comment: We can access Sussex Beacon but their service is also being cut. If you have to go hospital....

Attendee comment: It was a very difficult time for me, knew about HIV but diagnosis was so difficult, had it not been for THT, I would not be here. In 2014, I took a diagnosis, I was not working, had no food...I was signposted to different organisations, had to accept that I had mental health problems that was related to HIV, lupus and fibromyalgia. Please do not close, there are so many other people being diagnosed, where will they go? With THT you can go there at any time on the phone, with doctors you do not get the chance to speak to them. THT is like the mother that is not there, they are always watching.

Attendee comment: Cutting THT implies that something that has been solved. I do not know if anyone knows the numbers, but I suspect that those figures are only reflecting the surface because people go to the doctor when they are sick, when they are not sick they do not know, what is happening in the interim, they do not know. THT does a fantastic job in educating people on the importance of accessing regular medical testing. This is going to be a cost anyway, if it is picked up early on and there is a definite programme of destigmatising. The tests are very simple but people are only doing it as a crisis, if this was introduced as a regular thing, like cholesterol or blood pressure, this would not be a problem. I think the problem is only going to get bigger. Eastbourne is starting to boom again, you need to be prepared for that. They are going to need this. The access point must not be a narrow point. THT has to be there as specialist service but you are going to firefighting.

Attendee comment: There are 7 service users here today, I think there are about 400 people in East Sussex – 350 odd use clinics and others go to other clinics. There are a lot of people out there who would not dream of entering this room.

Attendee comment: It is hard to come out and talk about losing any service. It is vital, people will die.

Attendee comment: It goes all the way – even something that for me, my HIV status is something that no one else knows about. If I die, they are not allowed to embalm you if you have HIV, so my family will find out. It is still quite archaic when it filters through. You cannot have normal travel insurance. It is a chronic illness – you are not going to die, but is like a chain with a ball to carry round and THT help to lighten that load.

The Council summarised comments:

- People need access to other services, where you feel less stigmatised and less stressed and doesn't impact on mental health.
- There needs to be HIV awareness across ASC services, we could do a lot on that. The average person does not have to think. But when you are at work you need to be aware.
- Talked a lot about stigma and isolation and lack of specialist knowledge – it is tiring.
- Don't walk away yet – Think about what is coming in the future
- Like the mother that is not there – that kind of care will be lost.

Attendee comment: To pick up on practical point – it is not their fault but the person you are talking to has no idea of the level of confidentiality that is required. They could not be expected to understand the level of confidentiality.

Someone had a report of similar situation at foodbank in Eastbourne – the person had made a comment about why do you go to THT. There are 90 volunteers there – you could not train 90 volunteers. It is challenging as a lot of organisations are working with volunteers – there is throughput of staff and everyone does not attend the training because there is not time or money.

Attendee comment: the Voucher for Tesco is better – I do not need to explain myself. Foodbank vouchers you have to put THT on them. It is a serious problem.

Attendee comment: I know when I go to the doctor, they don't have knowledge – the first thing they ask you about is your HIV, even if it is not related. It is under control, I'm undetected. There is stigma and lack of knowledge by professionals, because nothing has happened in the media since the 80s.

Council: The group have been very articulate in communicating some of the day to day challenges.

Attendee comment: In the NHS there is a terror of having to manage those things, if do not have THT standing beside us

Someone asked whether information will be shared in the consultation. The Council explained about the consultation process and how to feed back.

Equality impact assessment – summary report for proposals to HIV Support Service

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2018

Manager(s) name: Angela Yphantides **Role:** Strategic Commissioner

Impact assessment:

The HIV Support Service is delivered by the Terrence Higgins Trust (THT) and currently supports 21 people.

The contract is due to expire in March 2019, and it is proposed that the service is not re-commissioned. The service runs in parallel with the HIV Prevention service (also delivered by THT), and commissioned by Public Health.

Summary of findings:

Data suggests that the proposals will have the highest negative impact on gender (men) and race and ethnicity (people from BAME backgrounds) who have a diagnosis, as they have a high prevalence.

As HIV is a chronic, long condition, there is also a marked negative impact for disability as a protected characteristic.

- An aging population with a diagnosis will potentially develop other long-term conditions (also called co-morbidities) alongside their HIV diagnosis, which may increase access to primary and acute health services, as well as demand for social care.

However, support for clients to access wider local services means there is expected to be a neutral impact on across the protected characteristics. The support needs of clients are being met by existing alternative provision, across a range of services including immigration support, and health-based services support to manage long term conditions.

Summary of recommendations and key points of action plan:

- Commissioners will continue to work with THT to support adults to transition to wider long term conditions services, benefits, advocacy, employment services.
- Effective medication management is a local priority and a number of existing ESBT/C4Y programmes, as well as community organisations, will continue to provide integrated support and technology-based solutions. HIV-awareness raising will be provided to services which may start to specifically support people with HIV.
- As the population of people with HIV ages, it will be important that local services understand the needs of older people with HIV and are able to support them.
- The new NHS England contract is anticipated to mitigate any impacts as a result of the THT contract not being renewed.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age			
Disability			
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity			
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc)			
All			x

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Report to: **Cabinet**
 Date: **26 June 2018**
 By: **Director of Adult Social Care and Health**
 Title of Report: **Remodelling of Carers services**
 Purpose of Report: **To consider proposals for Carers Services**

RECOMMENDATIONS

Cabinet is recommended to:

1. agree to the remodelling of Carers Services as set out in the report; and
 2. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations.
-

1. Background

1.1 There are approximately 60,000 carers in East Sussex with up to 20% of those known to statutory or community services. There is a 32% turnover in caring¹, meaning that every year in East Sussex, there are approximately 19,000 new carers and the same number again ending their caring roles. Three out of five people will be carers at some point in their lives².

2. Supporting Information

2.1 The current gross annual budget for Carers Services is £4,284,000. The savings proposal for Carers Services is £422,000, leaving available funding of £3,862,000 for 2018/2019. The gross budget for Carers Services has reduced over recent years, as set out in the table below. With the £422,000 savings, the overall Carers Services budget will have reduced by 18% since 2016-2017.

Gross Budget	16/17	17/18	18/19
	£000	£000	£000
Clinical Commissioning Group	3,613	3,304	3,304
ESCC	1,116	1,116	980
Savings			(422)
Total funding	4,729	4,420	3,862

2.2 The proposal to deliver £422,000 savings from Carers Services covers services commissioned from the voluntary sector and staff savings from the directly provided Carers Breaks and Engagement Team.

¹ Analysis conducted for Carers UK by Michael Hirst (2014) Transitions into and out of unpaid care

² Carers UK (2001) It Could Be You – A report on the chances of becoming a carer

2.3 Carers Services are commissioned from a range of voluntary sector providers. The Carers Breaks and Engagement Team also provides short-term interventions to people living with dementia and other long-term conditions and their carers, and is funded from the Carers Services budget. In addition, the Association of Carers provides carer respite.

2.4 The majority of voluntary sector services for carers were initially commissioned through the Commissioning Grants Prospectus and are now contracted services. These services are as follows:

Provider	Service	Target Group
Care for the Carers	Carers Centre (information, advice, support, engagement, counselling, outreach)	All adult carers of adults
Association of Carers	Computer Help at Home (one to one tuition at home with a volunteer)	All adult carers of adults
Association of Carers	Talk & Support (telephone support)	Isolated, housebound and bereaved carers
Alzheimer's Society	CrISP (Carers Information & Support Programme)	Dementia carers
British Red Cross	Carer Support – short-term & crisis interventions	All adult carers of adults
ICE Project	Information & Training for Mental Health carers	Mental health carers
Coastal Wellbeing	WRAP (Wellness Recovery Action Planning)	All adult carers of adults
Motor Neurone Disease Association (MNDA)	Carer Support	MNDA carers
Headway	Carer Support (Acquired Brain Injury)	Acquired Brain Injury carers

2.5 Over the last two years the Carers Breaks and Engagement Team have successfully bid to deliver additional Clinical Commissioning Group funded services. These are:

- Carers Primary Care Service
- Dementia Guide Service
- Dementia Support Service

The total annual funding for these services is £716,000.

3. Consultation Summary

3.1 In the ten week consultation period from 15th February to 25th April 2018, a series of individual and collective consultation meetings took place. In addition, views were sought from a range of stakeholders by letter, telephone, email and meetings.

3.2 A total of 796 comments or queries were received from people about Carers Services prior to and during the consultation period.

3.3 People disagree with the proposal to reduce funding or are unhappy with it. Key themes from the consultation include:

- Carers save money by providing unpaid care at home and should be invested in
- Cutting funding would put more pressure and stress on carers, affect their health and wellbeing, and increase their own support needs
- This saving is a false economy, as if carers can't continue in their caring role it would be more expensive in the long term and may push more people into residential care sooner

- People want valuable voluntary and charity services to be supported to continue providing support for carers
- There are already growing numbers of carers needing help, while at the same time social care and carers services have already been reduced
- People are particularly concerned about reductions in support for the person they care for and say that statutory organisations will see more demand for other services if funding is reduced
- Organisations say that carers are affected by both the cuts to their support and reductions in services for the person they care for
- Day services for older people and those with a learning disability provide valuable respite for carers and allow them to continue working
- Carers need ongoing support and advice to help them continue as a carer

3.4 A summary of the responses to the Carers Services consultation is set out in the report at Appendix 1 and copies of all the consultation responses that have been received are in the Member's room and the Cabinet room for Members to consider.

4. Proposed changes to the Service Provision

4.1 It is proposed that a new model of Carers Services is developed and commissioned within available resources. Services will be recommissioned during Autumn 2018 to commence in April 2019, after current funding agreements cease.

4.2 The new service model will comprise of four key elements:

- **Early identification:** the priority will be to reach carers at an early stage of their caring journey as evidence indicates this helps prevent the escalation of need
- **Single Access Point:** Information, advice and signposting for all carers in one place which reflects the priority identified by carers
- **Universal Services:** focusing on lower level support through groups, peer support, enhancing wellbeing and training
- **Targeted Services:** where eligible need is identified and this will include respite care and end of life support

5. Impact of delivering the proposed changes to the service provision

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equalities Impact Assessments (EqlAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqlA can be found at Appendix 2 and the full version of relevant completed EqlAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full version of the EqlAs and take their findings into consideration when determining these proposals.

5.2 The biggest impacts of delivering this saving proposal are likely to be in the following areas:

- male carers who are underrepresented in carers' services
- female carers may be disproportionately affected as they are the majority of carers
- Older carers are likely to be experiencing age related challenges to their own physical and mental health, as well as the person they care for

- Younger carers may receive less support to access opportunities, and may face barriers to their social and educational development and access to employment
- Unpaid carers have twice the prevalence of long-term illness and disability, and a reduction in services may result in poorer mental and or physical health and a risk to the sustainability of the caring role
- BME carers are less likely to be receiving practical and financial support with caring and may struggle to access culturally appropriate services
- As many carers are caring for a partner or spouse, those who are married or in a civil partnership may be disproportionately affected by a reduction in services
- Reduced funding for services may disproportionately affect older LGBT carers who are estimated to already be under represented as service users
- Rural carers may face additional barriers including inadequate transport options and be at greater risk of social isolation
- Carers on low-incomes may have fewer options with a reduced service, and not be able to pay for the additional support they need

In addition to the above, key transition points and vulnerabilities for carers can include:

- point of diagnosis
- start of active caring role as needs increase, following hospital discharge or as capacity declines
- young carers reaching adulthood
- parent carers where their disabled child moves to adult services or leaves home
- becoming a parent or grandparent
- entering or leaving paid work
- caring for someone with substance misuse issues
- carers with their own physical or mental health issues
- multiple caring roles
- bereaved carers

5.3 There is likely to be a cumulative impact on carers resulting from other savings proposals such as a reduction in respite due to the proposed decrease in provision in learning disability services. Overall, there is likely to be reduced support available to carers and less choice of services.

6. Conclusion and Reason for Recommendations

6.1 It is recognised that Carers Services are strategically relevant as they make a significant contribution to keeping people with care and support needs safe, preventing their needs from escalating and enabling them to remain living in the community.

6.2 The impact of reducing the budget by £422,000 will be significant and is likely to result in a reduction of carer specific support services. Other forms of support are available in the community; for example, targeted at older people, but like-for-like alternative service provision that recognises the specific needs of carers is unlikely to be available.

6.3 The recommendation to proceed with the remodelling of services is in line with the strategic priorities of East Sussex County Council but will be delivered with less resource. The Council is no longer in a position to continue providing or commissioning the same level of Carers Services. Over time, the reduction in service provision may increase pressure on other social care services.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Tamsin Peart, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Member: Countywide service

BACKGROUND PAPERS:

Appendix 1: Consultation Report

Appendix 2: Equality Impact Assessment summary



ASC savings consultation 2018

Carers' services

Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the carers' services

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk</p> <p>Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about savings proposal for carers' services. We are proposing to reduce the amount of money that we spend on carers' services by 10%.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for carers' services between 15 February and 25 April 2018.

Activity and events

One meeting was arranged in each of the three clinical commissioning group areas and there was also an additional event arranged due to the level of interest.

Event type	Details	Attendees
Carers consultation meeting (Hastings and Rother area)	Thursday 22 Feb 10.30am - 12.30pm The Bridge Community Centre	15
Carers consultation meeting (High Weald Lewes and Havens area)	Tuesday 6 Mar 2.00pm - 4.00pm The Anzac Hall, Meridian Centre	27
Carers consultation meeting (Eastbourne, Hailsham and Seaford area)	Wednesday 21 Mar 2.00pm - 4.00pm All Saints Church Hall	46
Peer Support Network Summit	Wednesday 28 Mar 11.30am – 2.30pm Project Art Works, Hastings	34
Carers' Network Meeting	Tuesday 10 Apr 10am – 12pm All Saints Church Hall, Eastbourne	28
Carers consultation meeting (extra event)	Thursday 12 Apr 2pm – 4pm Bexhill Town Hall	20

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Paper and online)	550

General survey about the savings (Paper and online)	53
Other feedback (Email, letter, call, video, feedback form)	Indiv: 19 Org or group: 4
Event or meeting	170
Total responses	796

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

- People disagree with, or are unhappy about, the proposal to cut funding for carers' support.
- They say that carers save money by providing unpaid care at home and should be invested in.
- Cutting funding would put more pressure and stress on carers, affect their health and wellbeing, and increase their own support needs.
- This saving is a false economy, as if carers can't continue in their caring role it would be more expensive in the long term and may push more people into residential care sooner.
- People want valuable voluntary and charity services to be supported to continue providing support for carers.
- There are already growing numbers of carers needing help, while at the same time social care and carers' services have already been reduced.
- People are particularly concerned about reductions in support for the person they care for and say that statutory organisations would see more demand for other services if funding is reduced.
- Organisations say that carers affected by both the cuts to their support and to reductions in services for the person they care for. For example, cuts to day services for older people and those with a learning disability.
- People were concerned about whether an impact assessment has been done and whether decisions have already been made.
- Nearly half can get the information and advice they need most of the time. It would be better if carers have access to more information and advice in one place.
- 40% say they get the support they need most of the time. It would be better if carers get ongoing support and had one contact person supporting them.
- Targeted services they find most helpful are ongoing support, practical support, and respite from caring.
- Peer support groups can help people to continue in their caring role and gain power over their situation through shared knowledge.

- People suggest more effective partnership working, streamlined services and reviewing the number of senior managers and consultants.

Summary of themes by response method

Carers survey

Views: People disagree with the proposal to cut funding or are unhappy with it.

- They say that carers save money by providing unpaid care at home.
- Cutting funding will put more pressure on carers and affect their health and wellbeing.
- This saving is a false economy, as if carers can't continue in their caring role it will be more expensive in the long term and may push more people into residential care sooner.

What helps most in their caring role: Support from Care for the carers (CftC), from friends and family, respite services, and support from the Council to navigate the system.

First identifying as carer and a better way: People were most likely to say this happened when their relative became ill or was diagnosed with an illness or condition.

Information and advice: Nearly half can get the information and advice they need most of the time. It would be better if carers have access to more information and all in one place.

Support you need to continue caring: 40% say they get the support they need most of the time. People made positive comments about their support, but said it would be better if they got the information they need, ongoing support, and practical support.

Targeted services for carers concerned about their health and wellbeing: Offering them ongoing support, advice and support from a health advisor, and respite from caring are most important.

Targeted services for carers caring for someone with a long-term condition: Offering them ongoing support and respite from caring are most important.

Targeted services for carers caring for someone who has a life-limiting condition: Offering them ongoing support is most important.

Other comments: They disagree with the proposal to cut funding and say that carers need ongoing support and advice to help them continue as a carer.

General survey

Views on the proposal

- People commented on national finances and spending and the local impact.
- The most vulnerable would be affected by the proposals.
- Carers already save the government money and any savings would be more expensive in the long term.

The impact of the proposal

- The proposals would increase the stress on carers.
- Statutory organisations would see more demand for other services if funding is reduced.

Suggestions

- People said the Council should do things differently and innovate.

Other feedback via letter, email etc

Organisation and group feedback

Views on the proposal

- They recognise the financial pressures the Council is facing, but are concerned about the impact of the proposals on unpaid carers.
- Carers are affected by both the cuts to their support and to reductions in services for the person they care for.
- There are already growing numbers of carers needing help, while at the same time social care and carers' services have already been reduced.
- Peer support groups can help people to continue in their caring role and gain power over their situation through shared knowledge.

The impact of the proposal

- Cutting the carers' budget is a false economy and would lead to greater expenditure in other areas of the budget.
- Carers are not a resource or a solution to the funding crisis, as this would just lead to more carers experiencing ill health, having to leave work or being unable to cope.

Individual feedback

Views on the proposal

- Unpaid carers save money and should be invested in.
- People are generally more concerned about changes to the services the person they care for receives and the impact this would have on them.
- The value that people place on the Carer's Personal Budget.
- People feel that decisions have already been made and the consultation is a waste of time.

Events feedback

Views on the proposal

- Carers save money for the Council and NHS and give good quality care.
- The Care Act means that Councils have a duty to meet people's needs.
- Day services for older people and those with a learning disability provide valuable respite for carers and allow them to continue working.
- Carers don't always recognise themselves as carers or it can take time to be identified as such.
- People value the information and support provided by CftC and services like counselling and courses for new carers.
- People were concerned about whether an impact assessment has been done and whether decisions have already been made.
- They want valuable voluntary and charity services to be supported to continue.
- They wanted to know why carers personal budgets that were granted in previous years are now being refused and whether these will be cut in future.

The impact of the proposal

- If carers lose support it would be more expensive in the long term as they would need more support and more people would end up in hospital.
- It's important that the cared for has their needs met and service maintained, as any reductions impact on the carer and their quality of life.

Suggestions

- More effective partnership working and streamlining services where possible.
- Review the number of senior managers and consultants and make savings there.
- Could one of Milton Grange or Firwood House remain open to minimise the impact on clients?

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

“[We are] already seeing a rise in the number of carers needing help, an increase in the intensity of caring roles and a growing number of safeguarding concerns – all coupled with a marked reduction in services available to carers and vulnerable people. Caring hugely impacts peoples’ lives, affecting their health, and limiting their finances and career.”

“All agreed that the group provided emotional support and its loss would be devastating to not only the carer but also the cared for also. The social element of the group was also important as it allowed everyone to socialise and help to relieve the isolation that can come with caring.”

“[T]he development and commissioning of services including re-tendering should be done in consultation with service users.”

Individual comments including clients, carers, staff and the public

“[Carers save an] inestimable amount of money every year. Carers are often unpaid and if they are unable to carry on or breakdown the burden falls on the taxpayer.”

“Carers need to be looked after so they can look after the person they care for. If not they will suffer ill health themselves and will end up needing care and the cared for person will need to be cared for by someone else. It would be false economy to neglect carers’ needs.”

“If less support is made available for carers (for example) two important things will happen. 1/The carers will become more stressed and in turn they too will need more social help. 2/ If the carer cannot cope the person being cared for will have to go into a home. In both of these scenarios the government would end up with a bigger and more expensive problem.”

“Care for the Carers have helped with counselling and someone on the end of the phone to talk to when I have had enough.”

“Care4Carers has listened, it may not be able to have a magic wand to stop the hurt that people are experiencing, but it takes the time to listen and hope they can help.”

“Counselling sessions gave me confidence to self refer to health in mind who provided a 6 week stress control course which has been very useful in improving my resilience to the caring situation.”

“I would like to suggest rather than giving away a carers personal budget of between £100 to £500 for a one off expense to a carer to get a break or meet their need in another way that the council should do what Brighton do - they don't have carers personal budget that money is used I believe to provide support to the carer by ongoing services such as a sitting service so the carer is able to have a break and go out weekly or bi weekly and have time away as the care needs are covered to enable the carer to have a break which

is far more beneficial than a one off holiday or physio treatment etc to maintain health and wellbeing.”

“Carers should be treated as active partners and be given the recognition and support they need.”

“Important to make sure more carers are identified and their voices can be heard, plus get the support they need. Often carers don’t recognise themselves as carers.”

“Bereavement and end of life support is so important – someone there who you can ring up – someone to listen.”

“Family carers are the largest unpaid workforce in the UK and are in a position of vulnerability. A reliance on family members to provide care due to Social Care savings will lead to increased pressure on NHS emergency and crisis services in the long-term. An increased dependency on older generation of care-givers and insufficiently met needs of the most vulnerable in our society will impact on NHS dependency two-fold.”

Appendix 1: Carers survey

What do you think about our proposal to spend less money on carers' services? (513 answered)

Top theme: Nearly half of the respondents said they disagree with the proposal or are unhappy about it.

The other key themes were:

- Carers save the government and local councils money.
- Cutting funding would put more pressure on carers.
- Providing support and services to carers should be a priority for the Council.
- It is a false economy which would lead to carers and the people they care for needing more support and funding in the long term.
- Carers are typically unpaid, so if they can't continue in their caring role it would be more costly for the Council.
- The cared for would suffer and it would affect their carers' health and wellbeing.
- They understand the need for savings.
- Investment is needed in services.
- The proposal to reduce funding is poor and would cost money.
- People would end up in residential care sooner than they would otherwise.
- More investment is needed in carers' services.

Who or what has helped you most in your caring role? (512 answered)

Top theme: People talked generally about the support they have received from the provider CftC.

The other key themes were:

- They get the most support from family and friends.
- Respite services.
- Support to navigate the system from the Council.
- No one has helped them most.
- Support from their GP.
- The person they care for getting social care support.
- Financial support.
- Support from nurses of the person they care for.
- Support from the STEPS services.

When did you first identify yourself as a carer? (517 answered)

Top theme: People said they first identified as a carer when their relative became ill.

The other key themes were:

- When the person they care for was diagnosed with an illness or condition.
- It happened naturally through their family responsibilities.
- When their relative lost their independence.
- When the person they care for came home from hospital.
- When the person they care for experienced changes to their physical health.
- Through a gradual change in roles.
- When the person they care for started needing more help and support.

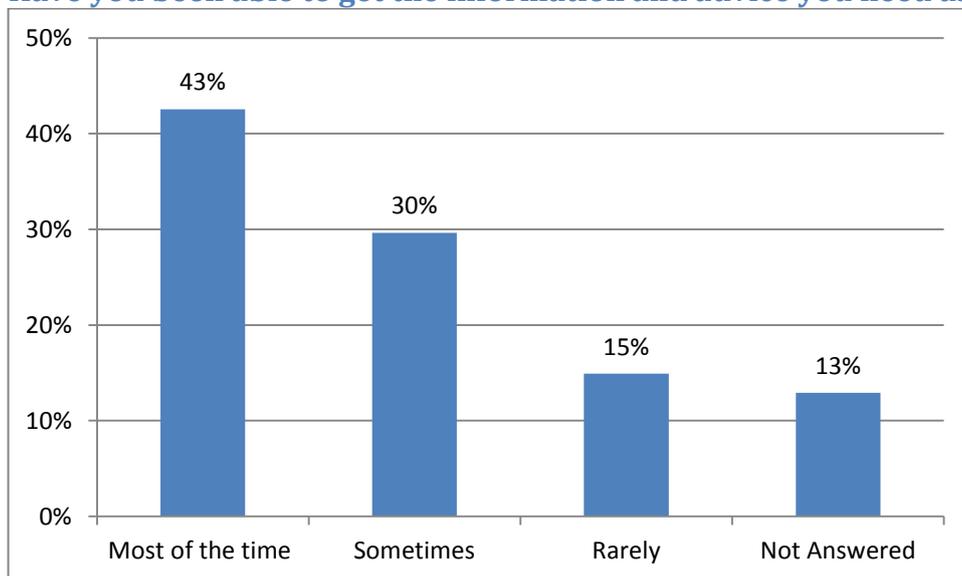
Would there have been a better way for you to have identified yourself as a carer? (480 answered)

Top theme: People said that there wouldn't have been a better way.

The other key themes were:

- Identification as a carer needs to happen at an earlier stage.
- It would have been better if their GP had identified it and signposted them.
- You need support and information at an earlier stage.
- The role isn't recognised as it should be.

Have you been able to get the information and advice you need as a carer?



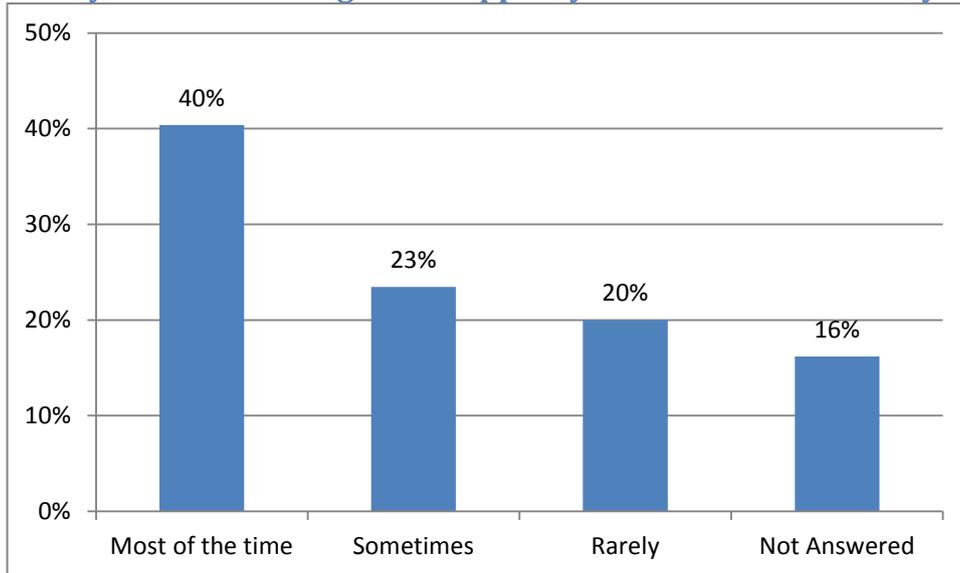
We asked people how this support could be better.

Top theme: Provide more information to carers and have one place where people get it.

The other key themes were:

- Positive comments about the services which are currently available, particularly CftC.
- Continuity of support must be maintained.
- Information about financial support and providing this earlier in the process.
- Support to manage their health as a carer.

Have you been able to get the support you need to continue in your role as a carer?



We asked how this support could be better.

Top theme: People made a positive comment about the support they have received.

The other key themes were:

- The importance of information in being supported.
- If they had got ongoing support.
- If they had practical support.
- If they had respite.
- Carers' services need more resources.
- Carers need access to grants and financial support.
- It would be better if they had one contact person supporting them.
- If they had support to manage their health as a carer.

What sort of targeted services would you find most helpful relating to: (445 answered)

Supporting carers who are concerned about their health and wellbeing

Top theme: Offering them ongoing support, advice and support from a health advisor, and respite from caring.

The other key themes were:

- GP support.
- Practical support.
- Emotional support.
- Access to counselling services.
- Financial support.

Caring for someone with a long-term condition

Top theme: Offering them ongoing support and respite from caring are most important.

Other key themes:

- Advice and support from a health advisor.
- Financial support.
- Practical support.
- Support to manage their role as life changes for them and the person they care for.

Caring for someone who has a life-limiting condition

Top theme: Offering them ongoing support in their role.

The other key themes were:

- Access to respite from caring
- Practical support.

Do you have any other comments about the proposals?

146 people ticked 'No', while 287 ticked 'Yes'.

Top theme: They disagree with the proposal to cut funding for carers' services and say that carers need ongoing support and advice to help them continue as a carer.

The other key themes were:

- The proposal is a severe blow to carers.
- Carers save the country money.
- The cared-for people would suffer.
- This is a vulnerable group of people who need proactive support.
- It would have consequences for future generations.
- There would be financial implications if the proposal to reduce funding goes ahead and it is likely it would cost money, not make savings.
- The Council should look for savings from other departments.

About you questions

Gender

	Respondents		Census
Male	153	28%	48%
Female	351	64%	52%
Prefer not to say	5	1%	N/A
Not answered	41	7%	N/A

Transgender

6 people identified as transgender, while 429 (78%) answered 'no' and 13 chose prefer not to say. The rest (102) did not answer the question.

Age

	Respondents		Census
under 18	2	0%	19.8%
18-24	4	1%	7.3%
25-34	8	1%	9.6%
35-44	17	3%	12.5%
45-54	54	10%	14.2%
55-59	36	7%	6.3%
60-64	75	14%	7.5%
65-74	121	22%	11.2%
75+	177	32%	11.6%
Not answered	56	10%	N/A

Ethnicity

	Respondents		Census
White British	453	82%	98%
White Irish	10	2%	
White Gypsy/Roma	3	1%	
White Irish Traveller	0	0%	
White other	5	1%	
Mixed White and Black Caribbean	10	2%	0.5%
Mixed White and Black African	1	0.2%	
Mixed White and Asian	1	0.2%	
Mixed other	1	0.2%	
Asian or Asian British Indian	1	0.2%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	2	0.4%	
Other ethnic group	2	0.4%	
Prefer not to say	7	1%	N/A
Not Answered	54	10%	n/a

Disability

171 (31%) respondents consider themselves to be disabled, while 299 (54%) don't and 24 chose prefer not to say. The rest (56) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	98	18%
Sensory impairment (hearing and sight)	49	9%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	75	14%
Mental health condition	48	9%
Learning disability	20	4%
Other	23	4%
Prefer not to say	10	2%

Religion

302 (55%) respondents consider themselves to have a religion or belief, while 159 (29%) do not, and 21 chose prefer not to say. The rest (68) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	288	52%	60%
Buddhist	1	0.2%	0.4%
Hindu	1	0.2%	0.3%
Jewish	2	0.4%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	7	1%	0.7%
Not answered	251	46%	

Sexuality

	Respondents	
Bi/Bisexual	11	2%
Heterosexual/Straight	395	72%
Gay woman/Lesbian	0	0%
Gay Man	5	1%
Other	7	1%
Prefer not to say	26	5%
Not answered	106	19%

Marriage or civil partnership

330 (60%) respondents are married or in a civil partnership, while 130 (24%) are not and 20 chose prefer not to say. The rest (70) did not answer the question.

Appendix 2: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (53 people) and not everyone who filled in the general survey (over 700 people).

Are you completing the survey as: (53 answered)

Please note people could choose more than one answer option.

Answer option	Count
A family member or friend of someone who uses social care services	22
An employee of a health or social care organisation	11
A member of the public	13
A group or forum (providing an official response)	0
An organisation (providing an official response)	3
Other (please explain below)	6
Not Answered	2

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- Care for the Carers
- East Sussex Families & Carers Team
- Sussex Community Development Association

What do you think about our savings proposals? (50 answered)

Top theme: People commented on national finances and spending and the local impact.

The other key themes were:

- The most vulnerable would be affected by the proposals.
- It would be more expensive in the long term.
- Carers already save the government money.
- It would increase the stress on carers if services and support are reduced.
- Services for the cared for provide valuable respite for carers and allow them to continue working.

How would people and organisations be affected by the proposals? (50 answered)

Top theme: The proposals would increase the stress on carers.

The other key themes were:

- Statutory organisations would see more demand for other services if funding is reduced.
- If they went ahead it would have a negative impact on carers and their quality of life and their cared-for's quality of life.
- It would just lead to the use of more expensive services and increase hospital visits.

Do you have any suggestions for alternative ways of making the savings? (46 answered)

Top theme: People said the Council should do things differently and innovate.

The other key themes were:

- Reducing management and support staff at the Council.
- Commented negatively on the recent allowance increase for Councillors.

- Looking for savings in other departments.

Do you have any other comments about the proposals?

27 people ticked 'No', while 22 ticked 'Yes'. There weren't any key themes.

About you questions

Gender

	Respondents		Census
Male	17	32%	48%
Female	34	64%	52%
Prefer not to say	0	0%	N/A
Not answered	2	4%	N/A

Transgender

One person identified as transgender, while 46 (87%) answered 'no' and 2 chose prefer not to say. The rest (4) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	4	8%	9.6%
35-44	7	13%	12.5%
45-54	11	21%	14.2%
55-59	8	15%	6.3%
60-64	9	17%	7.5%
65-74	7	13%	11.2%
75+	3	6%	11.6%
Not answered	4	8%	N/A

Ethnicity

	Respondents		Census
White British	39	74%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	3	6%	
Mixed White and Black Caribbean	0	0%	0.5%
Mixed White and Black African	1	2%	
Mixed White and Asian	1	2%	
Mixed other	1	2%	
Asian or Asian British Indian Pakistani	0	0%	0.6%
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Asian or Asian British other	0	0%	

Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	1	2%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	2	4%	N/A
Not Answered	5	9%	n/a

Disability

10 (19%) respondents consider themselves to be disabled, while 37 (70%) don't and 2 chose prefer not to say. The rest (4) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	9	17%
Sensory impairment (hearing and sight)	0	0%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	4	8%
Mental health condition	6	11%
Learning disability	0	0%
Other	0	0%
Prefer not to say	1	2%

Religion

22 (42%) respondents consider themselves to have a religion or belief, while 23 (43%) do not, and 4 chose prefer not to say. The rest (4) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	20	38%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	1	2%	0%
Other	2	4%	0.7%
Not answered	30	57%	

Sexuality

	Respondents	
Bi/Bisexual	2	4%
Heterosexual/Straight	41	77%
Gay woman/Lesbian	0	0%
Gay Man	1	2%
Other	0	0%
Prefer not to say	4	8%
Not answered	5	9%

Marriage or civil partnership

30 (57%) respondents are married or in a civil partnership, while 12 (23%) are not and 7 chose prefer not to say. The rest (4) did not answer the question.

Appendix 3: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (carers and general). Of the 528 people who shared their views about these proposals and provided their post code, a total of 463 were mappable.

Carers



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 4: Other feedback

Organisation and group feedback

The following organisations provided feedback about the proposal:

- 1) Bexhill Carers Wellbeing group
- 2) Care for the Carers
- 3) Hastings and District TUC
- 4) Hastings & St Leonards Local Strategic Partnership

Key themes

The overall themes were:

- Carers are affected by both the cuts to their support and to reductions in services for the person they care for.
- There are already growing numbers of carers needing help, while at the same time social care and carers' services have already been reduced.
- Carers often don't realise the pressure they are under.
- Carers can feel isolated, so they value peer support and the chance to share their experiences.
- Peer support groups can help people to continue in their caring role and gain power over their situation through shared knowledge.

The key concerns were:

- They recognise the financial pressures the Council is facing, but are concerned about the impact of the proposals on unpaid carers.

The key impacts were:

- Cutting the carers' budget is a false economy and would lead to greater expenditure in other areas of the budget.
- Carers are not a resource or a solution to the funding crisis, as this would just lead to more carers experiencing ill health or being unable to cope.
- The proposed reduction in funding for carers' support is likely to increase their support needs and may mean they can't continue to work.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0003	Before consultation started	Letter	Care for the Carers
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • The response recognises the financial challenges the Council faces, but says that the organisation has grave concerns about the impact of the cuts on unpaid carers. • Social care cuts affect carers three times more than other vulnerable groups: by cutting the services they rely on for the person they care for; as well as those they rely on for themselves; and also affecting their overall benefits and 			

entitlements.

- Cutting the carers' budget is a false economy which can only lead to greater expenditure from other areas of ASC budgets.
- Carers must not be seen as a solution to the social care funding crisis, and are concerned that they may be expected to plug the gap left when services no longer exist.
- Carers must not be seen as a resource, nor a means to improving service users' ability to live independently of services. This would lead to more carers experiencing ill health, having to leave work to care, or simply being unable to cope.
- The organisation is already seeing a rise in the number of carers needing help, an increase in the intensity of caring roles and a growing number of safeguarding concerns – all coupled with a marked reduction in services available to carers and vulnerable people.

Code: Org0025	April	Email	Bexhill Carers Wellbeing group
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<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They value the monthly meeting and the peer support it offers.
- Carers often don't realise the pressure they are under.
- CftC offers support for a variety of situations and problems.
- They are an escape valve and mean you can talk to people who have empathy with you but aren't directly involved with your problems.
- These services help people to maintain their caring role and enable them to cope.
- The knowledge exchange in groups like this gives the carer power over their situation.
- The way the signposting is done is easy to absorb and the relaxed atmosphere helps.
- Carers can feel isolated, so peer support gives you the strength to carry on caring, while the social aspect is good too.
- They all agreed that the group provides emotional support and losing it would be devastating to them but also the person they care for.
- Even when they stop caring, some people continue to attend the group as they feel they can help others through their experiences.

Code: Org0016	April	Letter	Hastings & St Leonards Local Strategic Partnership
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<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Continued funding reductions make partnership working even more important.
- They are therefore concerned about the proposed savings and the disproportionate effect they would have on urban areas with the highest levels of deprivation.
- Focusing the savings on preventative services is short sighted and would undoubtedly lead to increased demand for acute services.
- To fully understand the impact, more detailed analysis needs to be undertaken and the information provided should also reflect the ongoing cuts to services.
- Hastings has a higher proportion of people living with long-term conditions.
- The proposed reduction in funding for carers' support is likely to increase their support needs and may mean they can't continue to work.
- Reductions in funding for accommodation, housing support, and DESSS would affect services which are all vital in tackling homelessness.
- Hastings has seen bigger increases in homelessness than the rest of the county over the past years as services have reduced.
- Reducing homelessness is a national priority, so reducing funding for these preventative services is not in keeping with that policy direction or the likely increases in need for these services.
- Both community housing support services have extensive experience of working with vulnerable people who would struggle to engage with statutory services.
- Accommodation-based services are essential in helping people to develop tenancy readiness skills.
- Reductions in these accommodation services would put people at risk of repeat homelessness, impact on the community, and put vulnerable young people at risk of 'cuckooing'.
- Closer partnership working across statutory services is needed to maximise efficiency in service provision. This should include sharing data and joint commissioning.
- The areas with the highest demand should be prioritised when funding decisions are made.
- There is an opportunity to devolve commissioning for these services to the local level so they can be better targeted.
- The voluntary sector needs to be fully involved in the process given the big contribution it makes to community resilience.

Code: Org0024	April	Email	Hastings and District TUC
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's	Supporting people	Supporting People
			Stroke Recovery

Summary

- They do not accept the rationale for cuts and are disappointed at the half-hearted Stand up for East Sussex campaign.
- They are concerned that staff in Adult Social Care are taking the brunt of the cuts, which would lead to inevitable delays in services for those members of the community who are least able to cope with it.
- The decimation of local services would remove well-established safety nets from already disadvantaged people (they name STEPS, Home Works, the Stroke Recovery Service, carers' support, and the HIV Support Service).
- The lack of an Equality Impact Assessment in the consultation is telling.
- The staffing cuts would be a false economy as people would have to wait much longer to access services and would inevitably end up on hospital wards.
- The abandonment of the preventative agenda would have the same effect.
- They urge councillors to consider using unallocated reserves to limit the impact and mitigate the proposals with the additional government funding.
- They are opposing the cuts and urge the Council to oppose national funding decisions.

Individual feedback

About the feedback	
Number of respondents:	19
When it was received:	Before the consultation: 1 February: 5 March: 10 April: 3
How it was received:	Email: 5 Letter: 2 Phone: 12
Who it was from:	Carer: 16 Client: 1 Family/friend of client: 2

Key themes

The overall themes were:

- Unpaid carers save money and should be invested in.
- People are generally more concerned about changes to the services the person they care for receives and the impact this would have on them.
- The value that people place on the Carer's Personal Budget.
- People have found the carers' support they have received helpful.
- Some people have found carers' support hard to access or not found it helpful

The key concerns were:

- People feel that decisions have already been made and the consultation is a waste of time.
- The CRESS service will be stopped.

Appendix 5: Events feedback

Key themes

The overall themes were:

- Carers save money for the Council and NHS and give good quality care.
- The Care Act means that Councils have a duty to meet people's needs.
- Health and care are interlinked and costs shouldn't be pushed around between them.
- Carers should be treated as active partners and given the support they need.

- Carers are in a position of vulnerability and must not be taken advantage of.
- Day services for older people and those with a learning disability provide valuable respite for carers and allow them to continue working.
- Carers don't always recognise themselves as carers or it can take time to be identified as such.
- People value the information and support provided by CftC and services like counselling and courses for new carers.
- Support and respite is important for people caring for those with complex conditions such as dementia.

Views on other savings proposals:

- Milton Grange closing would lead to bed-blocking. Where would people go?
- The Council's older people's day services are better than the private sector. The funding and charges for them need to be realistic.
- The learning disability day services provides social interaction, learning and contribution to society.
- People value having access to personal care facilities at older people's day services.

The key concerns were:

- Whether an impact assessment has been done and whether decisions have already been made.
- That the Council is consulting with health partners about the wider impact of the proposals.
- That valuable voluntary and charity services are supported to continue.
- Why carers personal budgets that were granted in previous years are now being refused and whether these will be cut in future.

The key impacts were:

- If carers lose support it would be more expensive in the long term as they would need more support.
- It is a false economy to cut carers' support and would mean that more people end up in hospital.
- It's important that the cared-for has their needs met and service maintained, as any reductions impact on the carer and their quality of life.

Suggestions:

- More effective partnership working and streamlined services where possible.
- Review the number of senior managers and consultants and make savings there.
- Advertise CftC using their brochures to leave on cars parked in disabled parking spaces – Morrison's is a good place.
- Have monthly carers' meetings for people with dementia like the one held at Milton Grange – CftC can help to establish carers to facilitate groups.
- Combine 1 Space with ESCIS and have information in one place.
- Could one of Milton Grange or Firwood House remain open to minimise the impact on clients?

Thursday 22 Feb, The Bridge Community Centre

The meeting was introduced and everybody was welcomed. A short video was shown to outline the savings proposals.

The Council gave a presentation on the background, savings proposals and consultation process.

Q & A

Question: Is it a £10 million reduction?

Answer: Yes.

Q: Doesn't mention the withdrawal of the Alzheimer's Society Services?

A: Hastings and Rother and Eastbourne, Hailsham and Seaford Clinical Commissioning Groups tendered for a new Dementia Support Service which will start on 1st April. This covers both the services that the Alzheimer's Society is currently providing to support people living with dementia and their carers. The Society chose not to bid to deliver the service. The Carers Breaks Engagement Team, based in Adult Social Care, will be providing this service from April 2018.

Q: Will there be a transition from the Alzheimer's Society to the new Dementia Support Service?

A: Yes and you will have been contacted by the Alzheimer's Society to ask for your consent for your details to be passed to the new service.

Q: What is meant by voluntary sector providers?

A: Non-statutory and charitable organisations that provide services in the community with paid staff and/or volunteers.

Q: What is meant by the Carers Centre and where is it?

A: It is essentially Care for the Carers – the main office centre is in Eastbourne and we provide services across the county. Carers Centre is a term used to describe carers' organisations that provide a range of services to carers including information, advice and support.

Q: How can carers' own needs be recognised?

A: Carers' needs including health and wellbeing are included in a carer's assessment.

Q: How qualified are the staff that carry out the assessments and is an assessment straightforward?

A: Adult Social Care has a well-trained workforce. Assessments are based on individual carers' needs and will ask a number of specific questions to help establish what needs a carer may have and to look at what might help them in their caring role.

Q: Carers save money for the NHS and councils. How have you reached the savings figures, has there been an impact assessment completed and have decisions been made?

A: No decisions have been made and impact assessments are being completed relating to all savings proposals and will be presented alongside the consultation feedback to Council Cabinet Members (decision makers) in June 2018. The budget savings are a proposal and we are consulting to hear the views and ideas of where the priority should be.

It is very important that we talk to carers and clients about the savings proposals and collect as much feedback as possible about our priorities, what we could do differently or better and how the money we have available can be best spent to meet as many carers' needs as possible.

Q: The Golden Ticket initiative has been endorsed in other parts of the county. But now there are proposed savings, how can this be?

A: There have been a number of areas of search to see where the £10million can be saved. The Golden Ticket is directly funded by the NHS Clinical Commissioning Group (CCG) and not the local authority.

Attendee comment: The local authority could work more effectively with better partnership working. An in-house review with a proposal to look at savings on senior managers could be taken forward.

A: We are looking at everything as part of the savings plans including Adult Social Care staff

Q: A lot of money has recently been spent on Greenwood respite centre providing a hotel experience – was it necessary to spend so much money on one service?

A: All services should be considered within the wider context and carers should be treated the same within the system.

Attendee comment: Carers should be treated as active partners and be given the recognition and support they need.

Attendee comment: Important to be supported in terms of the needs of the cared for person, that their needs are met and their care not reduced as this also impacts on the carer.

Q: SENSE is campaigning for better long term support for disabled people and their families – what is the long term fix? The effect on carers will increase.

A: Agree. We need to campaign to government for long term resolutions. We are engaging at both national levels with the Stand Up for East Sussex Campaign (as shown in the video) also at local level. I advocate for health & social care and will strive to protect services but the envelope of money to spend has reduced and since 2010 it has reduced by £112 million, we need to be ready for the reality of savings required.

Q: Are the equality impact assessments being sent to government?

A: Meetings with MPs continue to take place to state the negative impact that the savings may have. Central government has allocated an extra 1.6 million to East Sussex, it has not yet been decided how this money will be prioritised.

Attendee comment: We will Stand up for East Sussex and give our support as carers to the Council.

Q: Can you streamline services available?

A: We have begun to make these improvements; an example is Health and Social Care Connect, a single point of access jointly provided by health and social care. We are trying to remodel services where we can but some services may need to stop.

Q: Whose job is it to make improvements?

A: We work with our partners, stakeholders, clients and their carers to seek any areas to improve and develop support services however the lack of finance can impact on this.

Attendee comment: To have one social worker to build a relationship with, to enable continuous help and support would be better especially for people who have a learning disability.

A: Many social workers move jobs and recruitment to these posts can be difficult. However a social worker may not always be necessary as there are a range of professionals and trades, for example the increase of care co-ordinators. The provision of a whole life disability service continues to be considered.

Q: Is the decline in social workers budget led?

A: No, social work can be a stressful job and staff move on or get promoted. It is important to get the right person at the right time.

Q: From the £17 million savings required, why is more than 50% of this being taken out of adult social care?

A: Adult social care has the biggest budget proportionately. ESCC has said it will protect adult social care and children's services as the council's 'core offer'. There is opportunity to campaign to your elected members. The government are set to publish a green paper on care and support for older people, but this may not be until next year.

Q: Can a commitment be made to protect the learning disability budget? The review process could be changed to save some money by reducing reviews to every three years.

A: We need to prioritise and protect those with eligible needs. Preventative services cannot be protected.

Attendee comment: If the council cut services even by one day a week this be will taking away what people need.

Q: What are the cuts on the local economy and can there be more savings made?

A: Cuts to services are happening throughout ESCC. It is important we invest in the local economy to attract more business rates as central government are reducing their grants.

Attendee comment: Carers are cheap and give dedicated quality care.

Q: Are there any MPs attending the consultation meetings?

A: Huw Merriman (for Bexhill and Battle) is attending the carers' forum on the 30th May 2018.

Attendee comment: Not had a response about my query from Huw Merriman.

A: I will take the details and look into that. [Care for the Carers] are in contact with all MPs in the county and continue to highlight the significant contribution that carers make. Care for the Carers can provide template letters for you to raise your concerns with MPs.

Attendee comment: To disseminate more information – meetings like this should be recorded and broadcast and streamed as a live feed via social media to reach more people.

Attendee comment: I don't agree with the cuts and no longer wish to participate in any discussions that seem to be endorsing the cuts.

A: All the feedback taken from the consultation (meetings, survey & all correspondence) will be used to look at the longer term commissioning plans for carers in East Sussex.

Attendee comment: Please can all good voluntary sector services remain as they are and ESCC to support them in any future developments.

A: Legally, the council has to tender for services as a fair and competitive process and to ensure best quality and price.

Q: How does ESCC ensure best value for money and to get the best service?

A: When ESCC look at bids they consider quality over price however ensuring best value is important. Contracts are now given over longer periods.

Q: What services do you have in mind, are ESCC providing practical support?

A: We do provide these services now but can streamline or provide differently, we don't want to reinvent the wheel. Some providers may bid for the same as they provide now.

Q: Are contracts coming to an end soon?

A: Yes, end of September and we will know the budget decisions in June.

Q: Do you use Hastings Voluntary Action to get information out to the voluntary sector?

A: Yes.

Tuesday 6th Mar, The Anzac Hall, Meridian Centre

The meeting was introduced and everybody was welcomed. A short video was shown to outline the savings proposals.

The Council gave presentations on the background, savings proposals and consultation process.

Attendees were given post-it notes to write down their views.

Q & A

Question: Firwood House and Milton Grange are both proposed to close, could one of these centres remain open to reduce the impact on clients? (Chair of the Parkinson's Support Group)

Answer: The department management team are aware of some of the different ways to achieve the services both these centres provide. The unit cost of Firwood and Milton Grange are very high and more expensive than acute services. There is an opportunity to consider how the same provision can be achieved in a different way, ensuring people's needs and expectations are met. Milton Grange has a day service and there will be a review of all day services to consider if these services are 'fit for purpose' now and for the future.

A: Offered to visit the Parkinson's Support Group organisation.

Q: What is an EIA?

A: The council must have due regard to its Public Sector Equality Duty when making all decisions at council member and officer level. An Equalities Impact Assessment is the best method by which the council can determine the impact of a proposal on equalities and to assess that any changes made do not adversely affect different groups of people e.g. race, disability and age.

Q: How are people's voices heard fairly, how do you prioritise what is important to different people?

A: Care for the Carers is campaigning alongside carers, colleagues in the local authority, voluntary sector and charities – carers' voices are really important and to campaign for the needs of the person they care for.

A: If something is important to one carer it's likely that it will be important to other carers. Please use the survey and any other method to express your views, concerns and ideas.

Q: Many services are subsidised by the council, day care at Warwick House, meals and transport for example. Day care is an essential service for my husband and provides good carer respite. Council tax has increased to pay for some of these subsidies, could a further increase be made to help keep services running? Some of us would be willing and able to pay a higher amount for these services.

A: The council continues to look at ways income can be raised e.g. from business rates, government grant and council tax and this can be politically complex. Different councils are applying different methods for this including voluntary charging, however this would require sign-up from the public which is difficult. The government are set to publish a green paper on care and support for older people, but this may not be until next year.

Q: I don't agree with further council tax increases as this will negatively impact on low income families. Some carers had an opportunity to visit the Houses of Parliament to express their views and concerns as carers, but I feel MPs did not listen and I would like to know how many in government are carers. Carers save the government a lot of money, where does this saving go? It's a false economy as many people will end up in hospital.

A: Savings go back into the treasury – the money is no longer available and the government grant is significantly reduced. All councils have to make large savings.

Attendee comment: The single access point which is needed is wrongly defined and should be re-named multi-access to find the correct answer.

Attendee comment: Every carer is important. I have been a carer for many years for different family members. I would like to promote the neighbourhood support schemes more. I'm still working but if I become ill that will be two people that need looking after. More thought is needed for the future.

Q: How will the savings impact on respite care?

A: It is recognised that respite care is one of the most important services. The 'cared for' person is charged for the services they receive.

A: Respite services including day care and residential care are being looked at to see how much can be delivered and in different ways to meet needs.

Q: How can the council deal with budgets that are already stretched?

A: People are living longer and often with long term health conditions. Joining with health, East Sussex Better Together for example is one way to look at different models of care especially around preventing hospital admission. Working within communities to build community resilience and support networks.

Attendee comment: There are two issues politically and for local people. Pleased that voluntary organisations work more with the council and other organisations to provide fit for purpose services that have been researched and implemented in an organised way.

Attendee comment: The Royal Voluntary Service is self-funding and does a good job supporting people in the community. Care for the Carers must be doing a good job – need to protect valuable voluntary sector.

Q: Can savings be made elsewhere i.e. bus passes, could the issue of these be reduced and review the people who really need them?

A: This alongside other savings ideas will all be considered. Some councils have stopped bus passes or are now means tested – the transactions however can outweigh the offer of a bus pass.

Q: What about the heating allowance – could there be savings?

A: This is not currently changing and is dealt with by Department of Work & Pensions as with most benefits. Nonetheless, these are sound ideas.

Attendee comment: Note that some villages don't have gas and heating schemes are needed for vulnerable people.

Attendee comment: Day care is reducing, this is crucial care and access to respite is important. The Care Act is a mechanism whereby the government can be challenged. Urge people to write to their MPs to protect the social care system. There is a legal duty for the local authority to apply the Care Act in securing funding.

I have a 33 year old severely disabled son who has critical care needs.

I want to fight for the future of social care as we need to protect this system. The Care Act is a 148 page document that I have studied; we need to challenge the government with that. It is a legal duty to apply by what the Care Act has set out. Adult Social Care could refer to it for funding.

I want to protect Care for the Carers as it is such a valuable service.

My son has had continuing health care for 9 years and it was reviewed last year. His needs are a lot more now than they were 9 years ago yet he has been taken off continuing health care because he does not meet the criteria. ASC have now taken on the Health Service costs of £20,000 per month for him. This is not a them and us situation, we are all in it together.

Attendee comment: Day care support is a 'life-line' and I couldn't work without it.

A: Thank you for your fantastic and inspiring ideas and suggestions. [CftC] are in contact with all MPs in the county and continue to highlight the significant contribution that carers make.

Care for the Carers can provide template letters for you to raise your concerns with MPs.

A: Thank you all for your participation, constructive feedback and well-made points.

Post-it note comments

<p>SAVING IDEAS ESCIS and 1 Space duplicate each other – how about keeping ESCIS which has everything on it and show which services are accredited People employed as consultants by ESCC, not employees – how much does that cost?</p>	<p>LD DAY CARE CENTRES St Nicholas is a lifeline for my son, social interaction, learning and contribution to society – little work. My son enjoys the day service at St Nicholas, it is an invaluable much needed service.</p>	<p>CARER THOUGHTS Bereavement and end of life support is so important – someone there who you can ring up – someone to listen.</p>	<p>CONSULTATION – INFORMATION I would love to be involved in further consultations and talks about the ASC budget. We need to protect our ASC system. We need to be very proactive with knowledge and information about the disability and the Care Act.</p>
<p>FUNDING Funding for Care for the Carers <u>must</u> be maintained as they support unpaid carers throughout the County.</p>	<p>OLDER PEOPLE'S DAY CARE CENTRES East Sussex Day Care Centres have facilities e.g. Bathing, showering and better food. These services are not usually available in the voluntary sector.</p>	<p>CARER THOUGHTS Care for the Carers is important, without family support the carer can feel very alone and vulnerable.</p>	<p>INFORMATION I appreciated very much Care for the Carers updated information through the magazine and letters.</p>
<p>FUNDING – CARER COMMENT Villages that don't have gas rely on electricity to keep warm. The heating allowance <u>is</u> needed. Why aren't our council tax rates reduced for what we don't have? Many people don't have computers (I don't) please make sure we are not forgotten. Please put telephone numbers on paperwork as many</p>	<p>DAY CARE SERVICES Day care services organised by East Sussex are much more effective than some of the privately run ones. They have more specialism and are not just "baby minding". Funding for day care services needs to be realistic. It is better to increase the charges rather than close them down. East Sussex provides training</p>	<p>CARER COMMENT So 'today' we are being asked to make £10 million savings. That is horrific. What worries me is how are budgets going to cope with the increasing number of people being diagnosed with diseases requiring care? Debilitating diseases are being diagnosed during earlier stages in life. My husband has been forced into early retirement with dementia. I cannot work as I cannot</p>	

don't these days.	which is much more limited in the private sector.	leave him all day!	
RESPITE Respite is crucial for carers, my son has an allocation for day and night care. Without this service my life would be very difficult and my quality of life as a carer would be seriously jeopardised.		CARER COMMENT I had counselling recently and found it really helpful, it was at Summerhayes Newhaven and if that service had not been there when I needed it I don't know what I would have done. I care for my 92 year old dad.	
		CARER COMMENT I found the WRAP course very useful as a new carer. I had good support from Dementia Services. I have had good support from ASC.	
		CARER COMMENT I would like ASC plus Care for the Carers to really lobby the government plus ESCC to lobby the government.	
		CARER QUESTION How can I get support for my wife with Alzheimer's if she rejects anyone from outside the family? Support from the family is rare.	

		<p>CARER COMMENT More could be done to maybe provide a cookery production service for sale. Art work fun sale maybe? They already collect rubbish for Lewis Leisure Centre – maybe could raise or save money in other ways but in a safe caring environment.</p>	
		<p>CARER COMMENT Thanks to Care for the Carers and ASC, they have kept me sane over the past 13 years caring for my husband with dementia. We moved to Newhaven 13 years in May and I feel we definitely moved to the best place. I have a meeting with my husband's mental health social worker tomorrow for them to see the improvement since moving.</p>	
		<p>CARER QUESTION How much are you consulting with health partners – to spend or rather make savings? Did you know dementia now kills more people in the UK than cancer, heart disease and strokes? Should ASC then allocate money based on the numbers that need it?</p>	

		CARER QUESTION The yearly Carers Personal Budget we get, will this be reduced or not? Please consider not to reduce or cut this as this a lifeline for carers and the people they care for.	
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Wednesday 21 Mar, All Saints Church Hall

The meeting was introduced and everybody was welcomed. A short video was shown to outline the savings proposals.

The Council gave presentations on the background, savings proposals and consultation process.

Q & A

Question: What savings do carers make?

Answer: There are national estimations of how carers save the NHS money and carers 'prop-up' the health and social care system. Care for the Carers (CftC) estimate over 65 thousand carers in E. Sussex and this figure is growing, the calculation of savings is based on using average salaries and the average time spent caring, however with lots of factors to take into account it is difficult to give an exact amount.

Q: Is it really a consultation? Have things already changed, staff are moving already i.e. Parkinson's Nurse.

A: Yes, we are consulting. Staff do move around to maximise resources and the same staff can't always be provided for consistency.

Attendee comment: Must push the government and let Teresa May know of the issues that councils are facing – she said she wouldn't make the cuts.

A: CftC are in contact with all MPs in the county and continue to highlight the significant contribution that carers make. Care for the Carers can provide template letters for you to raise your concerns with MPs.

Q: Why has the Alzheimer's Society closed what help is available in East Sussex?

A: The new Dementia Support Service which will start on 1st April. This covers both the services that the Alzheimer's Society is currently providing to support people living with dementia and their carers. The Carers Breaks Engagement Team, based in Adult Social Care, will be providing this service from April 2018.

Q: Are the Carers Breaks Engagement Team voluntary or paid?

A: Paid.

Attendee comment: My husband has had some bad experiences with hospitals following a brain tumour but he is happy where he is now and I will fight to keep his place especially as he is unable to return home (can advise of his placement after the meeting).

A: Acknowledged and noted – thanked for sharing carer story.

Q: Why are carers' budgets being refused this year (for budgets that have been claimed in the past)?

A: The Care Act resulted in a change in criteria and the way funds are allocated to meet as many peoples' eligible needs as possible. You can appeal the carers' budget decision if you are unhappy.

Q: Are you challenging Continuing Health Care failed assessments?

A: Yes, there are joint NHS and ASC meetings held weekly, cases are looked at individually. The NHS is facing financial deficit pressures and work is underway to consider a single NHS and ASC budget.

Q: What has the feedback been from the petition (Stand Up for East Sussex Campaign) to government?

A: Generally positive but waiting more responses. 6 thousand people took part in it. East Sussex and Becky Shaw (Chief Executive) has been promoting the campaign.

Q: How do people know where the savings go?

A: Essentially the money is reduced from the council's budgets – there is less government grant.

Q: How is the budget calculated to look at losses?

A: The Community Care budget is the primary budget – adjusted quarterly and reviewed to establish where the pressures are. The Government is unable to project against trends and demands and want councils to be self-sufficient. The trouble is the East Sussex economy is not as buoyant as other councils. It needs to attract businesses and build infrastructure. Council tax was raised as a result.

Attendee comment: Care for the Carers are so helpful and provide great support.

Q: How can we engage with MPs – we need to challenge the Eastbourne MP.

A: Stephen Lloyd is a member of the [CftC] Board of Trustees and we will take forward as a discussion with him.

Attendee comment: Can't close day centres that are really needed for carer respite.

Attendee comment: If the carer loses their support, this will result in more help needed in the future and where will the extra resources be found.

A: Council members to make decisions on how the money is spent. Cuts will force situations where can't meet need. Increasing pressure – services targeted and caring for fewer people – tightening eligibility criteria with a stronger reliance on the voluntary sector.

Attendee comment: Important to make sure more carers are identified and their voices can be heard, plus get the support they need. Often carers don't recognise themselves as carers.

Attendee comment: To advertise CFTC using their brochures to leave on cars parked in disabled parking spaces – Morrison's is a good place.

Attendee comment: GP surgery registered as a carer but need to follow up and signpost for support.

A: Scheme started in April 2018 with GPs to identify carers and record on Medical records. Carers' social prescription goes straight to Care for the Carers

Q: How will the closure of Milton Grange help bed blocking at the hospital?

A: Important to consult to look and consider a range of other opportunities.

A: Re-provision may be an option the unit cost at Milton Grange is more expensive than a hospital bed – maybe a combination of other services. People are living longer with complex health conditions and need to aim to support people in their own homes as much as possible.

Attendee comment: To have monthly carers' meeting for people with dementia like the one held at Milton Grange - Care for the Carers can help to establish carers to facilitate groups.

A: Closure remarks – thank you for your fantastic and inspiring ideas and suggestions. [CftC] are in contact with all MPs in the county and continue to highlight the significant contribution that carers make. Care for the Carers can provide template letters for you to raise your concerns with MPs. There is an additional meeting that carers can attend on the 12th April in Bexhill

A: Thank you all for your participation, constructive feedback and comments.

Wednesday 28 Mar, Project Art Works

Project Art Works opened the Summit with a statement on the work of Project Art Works and the spirit of the Peer Support Network. The Adult Social Care budget consultation was one of the agenda items at the meeting and included a presentation from the Council.

Q & A

Question: In light of cuts to Continuing Healthcare, an increased number of people with high support needs are now funded through Adult Social Care. The National Framework for NHS Continuing Healthcare guides local authorities and the NHS to consider joint packages of care for those people found not eligible for CHC. Other local Authorities including Sheffield and Nottingham are implementing Joint Packages. What is East Sussex County Council's ambition for Joint Packages?

Answer: There will be a move towards a pooled budget of £850 million by 2020 which will include one commissioning pot for Continuing Healthcare and Adult Social Care (East Sussex Better Together). One assessment of need will determine whether an individual has a health need or a social care need. The cultural change that will need to follow suit is significant and will focus on a more asset-based approach as opposed to a dependency-based system.

Q: With reference to the growing numbers of people who are in need of support in the county, have you calculated the long-term cost to cutting service?

A: East Sussex County Council are focusing on preventative services to minimise long-term need. There are core services by law that ASC need to deliver such as assessments and reviews. There are other areas that can transform. Particular emphasis is placed on minimising institutional care with a focus on home or community-based care. The model of social care will need to transform to become an 'Infrastructure Enabler' as opposed to Service Provider. National intervention is needed to ensure Social Care reform.

There is an ambition to improve access to services that support individuals managing their own care, including working at a local level to support microproviders within the community provided they meet care quality standards and can enter into a market of services. The Social Care Green Paper due this year does not cover working age adults. One unified pathway into services for individuals with complex support needs is necessary.

Response from the Network:

- Regarding the consultation on the carers' budget, the Network identified a need for a broad range of respite services and a flexible personal budget which allows for individual needs to be met.
- An asset-based approach to care focuses on maximising existing support in the community such as informal networks and family support groups. For individuals with significant and complex needs, the wider circles of support need to be considered closely in any reform. Family carers are the largest unpaid workforce in the UK and are in a position of vulnerability. Reliance on this should not be a focus of an asset-based approach.
- There is a great need to ensure that commissioners understand the needs of people with complex support needs including those with profound and multiple learning disability. This means listening to micro family providers of care. It was acknowledged that the development and commissioning of services including re-tendering should be done in consultation with service users.

Tuesday 10 Apr, Carers Network

The meeting was introduced and everybody was welcomed. A short video was shown to outline the savings proposals.

The Council gave a presentation on the background, savings proposals and consultation process.

Q & A

Question: Have Equality Impact Assessments highlighted impact on people with disabilities?

Answer: The council must have due regard to its Public Sector Equality Duty when making all decisions at council member and officer level. An Equalities Impact Assessment is the best method by which the council can determine the impact of a proposal on equalities and to assess that any changes made do not adversely affect different groups of people e.g. disability, race, carers and age.

Q: What savings do carers make?

A: Carers UK has academic research of national estimations of how carers save the NHS money and carers 'prop-up' the health and social care system. CftC estimate over 65 thousand carers in East Sussex and this figure is growing, the calculation of savings is based on using average salaries and the average time spent caring, however with lots of factors to take into account it is difficult to give an exact amount.

Attendee comment: Reducing respite services will have a negative impact on carers.

Q: Can we appeal as a collective? Would this be a judicial review to challenge the way in which a decision has been made?

A: There are different ways through the consultation to help and inform the decisions that will be made by ESCC Cabinet members in June.

Q: If Milton Grange closes where will people go, would it be in the hospital as they do not have the resources.

A: Alternatives are being explored including if services can be developed elsewhere.

Q: What are the savings based on, is it that services are too expensive or on particular needs?

A: We are looking at ways that services could be provided differently in order to meet more people's needs within an ageing population. Building based services are expensive due to the associated costs.

There is a Stand Up for East Sussex Campaign that recognises the particular demographic challenges in East Sussex.

Q: What is the latest strategy on carers' assessments?

A: The Care Act 2014 gives new rights including national eligibility to be used in assessing the needs of individual carers. Carers can complete an on-line assessment, this enables more carers to be reached and all assessments will be responded to by a practitioner.

Not all carers will require carer assessments however important to have access to advice and information.

Q: How long does a decision following a carer's assessment take?

A: The assessment takes about 30 minutes to be undertaken with an outcome around 2-3 days. It depends on the pressure in teams regarding the carers personal budget which needs to be processed by different teams and this can be months.

Attendee comment: No cuts to the independent support budget are currently planned and this is therefore still available to meet eligible care and support needs.

Q: Is the St Peter & St James Hospice contract being cut?

A: No

Q: Are there any template letters that can be used to campaign to local councillors against the cuts?

A: Yes, Carer for the Carers has these and can help with this.

Attendee comment: There are voluntary organisations that provide services in the community however contributions for these may need to increase in order to keep them running.

Attendee comment: It's not necessarily always a building is needed; it's the people who provide the support.

Q: What digital resources to support people are available e.g. Carers UK: Jointly App.?

A: Research has shown that 65% of over 65 years old in East Sussex are on-line. Important to think about how digital support can help and how this can be developed further for example information and advice. Association of Carers runs a computer help at home service and about 50% of carers are happy to use digital resources.

Attendee comment: Good quality information and communication is a two way process.

Attendee comment: There are often battles with Health and Social care as they sometimes provide what they think people want.

A: Closed the meeting and thanked everybody for their participation, constructive feedback and comments. Paper copies of the consultation survey were made available.

Thursday 12 Apr, Bexhill Town Hall

The meeting was introduced and everybody was welcomed. A short video was shown to outline the savings proposals.

The Council gave a presentation on the background, savings proposals and consultation process.

Q & A

Attendee comment: A carer of a daughter with learning and physical disabilities spoke of her concern about LD service cuts and services of Care for the Carers being taken away, which is very short sighted. We need Care for the Carers, whose support over the years has been invaluable.

Answer: Government funding has been cut across the board in ASC and ESCC. Ultimately carers save the government a significant amount of money every day. Elected members will make final decisions where the cuts will be made. There will be cuts to back office staff and staff numbers. There are tough years ahead, however, there will be a Carers Centre in East Sussex and services most important to carers will be commissioned. It is a legal requirement to tender for services.

Question: The Alzheimer's Society funding for East Sussex has already been withdrawn and offered to Dementia Support Service from 23rd April; Re-think's budget has also been withdrawn and incorporated into CftC. How can it be a consultation when services are already cut? Organisations being put under one umbrella is a concern, as information and advice needs to be targeted and correct, not general.

A: The Dementia Support Service offers a new dementia service across the Hastings & Rother and Eastbourne, Hailsham & Seaford CCG areas for people living with dementia and their carers. This service was tendered and the Alzheimer's Society chose not to bid for it. The service was awarded to the Carers Breaks Team. Contact HSCC on 0345 60 80 191 to be referred into the service if you have not heard from them. Re-think stopped providing services many years ago. The ICE Project provides support to carers of people with mental health issues. It is recognised that there is a need for specialist support for carers as well as generic.

A: On behalf of CftC we also recognise the importance of specialist services and part of our strategic plan is to access funding to offer specialist support to groups of carers where this is needed.

Attendee comment: It took some time for me to realise I was a carer – I got in contact with STEPS who were amazing.

A: We need to avoid carers hitting crisis point, and monitor how we do this better in a large county. GPs are extremely busy but are encouraged to identify carers. The Carers' Prescription is an online referral tool for GPs and other healthcare professionals. It goes to Care for the Carers who will then contact the carer and offer information, advice and support. The service is simple to use, but GP uptake is still quite low.

Q: Who are STEPS?

A: 'STEPS to stay independent' provides a free and improved short term support service to help you stay living independently. A county wide service offering support to over 65's with housing issues and carer support needs. Home Works is for people aged 18 or over who have a long term physical health condition and need advice and guidance to help them live life to the full.

Attendee comment: The carer of a wife with Parkinson's stated that CftC do a brilliant job. Let's start with savings at the top – MPs should be cut and government funding redirected. Councillors should work together to look after the local people.

A: Unable to comment politically. The Stand Up for East Sussex Campaign is raising awareness with local and national politicians about the needs of East Sussex residents.

A: CftC in East Sussex is linked to two national charities – Carers Trust and Carers UK. Both organisations have a role in representing carers' voices nationally. CftC ensures they are aware of key issues facing local carers, by lobbying work and social media. Locally, CftC is contacting key decision makers about the cuts, speaking on behalf of carers about this consultation and cuts to carers' services. CftC will also support carers to contact their local MP (a template letter/email is available). After this final consultation meeting today, all the notes will be collated and built into a formal response. [We are] meeting with as many MPs as possible as part of this process. We have a commitment to our partners in the voluntary sector at this time, as to the impact on carers and vulnerable people. The message from charities across East Sussex is that we are working together.

Q: Do you have any detail on what you are proposing to cut?

A: All the contracts in the voluntary sector will end at the end of March 2019. We are going to commission services with less money and a fresh start. There will be significant cuts in-house with the Carers Breaks team. Not aware yet what services will be cut until budget signed off by Cabinet. Priorities will be informed by consultations.

Q: I support the idea of a single access point as it is essential to make services easier to access, to avoid confusion. Is this the plan for the future?

A: Hopefully we can make better use of resources in future to meet the needs and benefit everyone.

Q: Who decided the level of cuts – has Adult Social Care been hit harder than other departments?

A: ASC takes up 50% of ESCC budget, the original request was £14 million. Grass cutting in the county has been reduced with savings going directly into ASC.

Q: Will the 3% increase in Council Tax be used by Adult Social Care?

A: Yes the increase in Council Tax will go directly into ASC, and the money has already been taken account of.

Q: Is the East Sussex Better Together programme still progressing, as it all seems to have gone very quiet?

A: East Sussex Better Together is still progressing, with work behind the scenes. These savings are ESCC savings and running alongside pressures on the NHS locally and nationally. Due to the financial crisis in NHS we are not able to ask them to make this up, as they have their own challenges. The cuts are about ESCC's budget and not the health budget.

These are challenging times and very difficult for everyone. We need to try to do our best to make sure we meet people's needs and protect important services, perhaps trying new ways of doing things that will cost us less.

Thank you all for your time today and apologies that the news is not very uplifting. However, despite the significant cuts and changes, the most important carer support will be retained.

A: Thank you on behalf of CftC for your fantastic and inspiring ideas and suggestions. We are in contact with all MPs in the county and continue to highlight the significant contribution that carers make.

Please let us know if we can support you to have your say about the consultation. Care for the Carers can provide template letters for you to raise your concerns with MPs.

Equality impact assessment – summary report for RPPR proposals to Carers budget & carers breaks

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: 8 May 2018

Manager(s) name: Tamsin Peart

Role: Strategic Commissioning Manager, Adult Social Care

Impact assessment:

In order to deliver savings as part of ASCs RPPR process, the proposals are to make reductions to the Carers Budget (Better care fund).

Summary of findings:

The biggest area of impact is to both carers and subsequently people with disabilities who are cared for. Cumulative, cross-characteristic negative impacts are anticipated should the proposals go ahead.

Note: There may be additional impacts through proposals to reduce funding for DESSS, The Stroke Association and LD directly provided services.

- Figures suggest that that 73% of carers supported are female and 27% male. Female carers may be disproportionately impacted, however it's estimated that male carers are less likely to access support and a reduction to services may exacerbate existing barriers.
- Older carers are likely to be experiencing age related challenges to their own physical and mental health, as well as the person they care for.
- Younger carers may receive less support to access opportunities, and may face barriers to their social and educational development and access to employment.
- Unpaid carers have twice the prevalence of long-term illness and disability, and a reduction in services may result in poorer mental and or physical health and a risk to the sustainability of the caring role.
- BAME carers are less likely to be receiving practical and financial support with caring and may struggle to access culturally appropriate services.
- As many carers are caring for a partner or spouse, they may be disproportionately affected by a reduction in services.
- Reduced funding for services may disproportionately affect older LGBT carers who are estimated to already be under represented as service users.
- Rural carers may face additional barriers including inadequate transport options and be at greater risk of social isolation.
- Carers on low-incomes may have fewer options with a reduced service, and not be able to pay for the additional support they need.

Summary of recommendations and key points of action plan:

- ASC will work with providers to ensure The Carers Investment Plan and future commissioning takes account of the range of needs of all carers.
- The provision of information available (including from HSCC and on ESCC's website) should continue to be current.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			X
Gender/Transgender		X	
Marriage or Civil partnership		X	
Pregnancy and Maternity			X
Religion/Belief			X
Sexual Orientation			
Other (including carers/rurality etc)		X	
All			

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Accommodation Based Housing Support Services**
Purpose of Report: **To consider proposals for Supporting People Accommodation Based Housing Support Services**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to use £404,000 of the additional 2018-2019 Government funding allocation of £1,616,000 to fund Accommodation Based Housing Support Services; and to commission services within the available resource ensuring that priority is given to those with the highest level of need; and**
 - 2. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 The Supporting People programme funds and regulates housing support services that help vulnerable people aged 16 years and over to live independently. Accommodation based services enable people to live independently with on-site support.

1.2. Accommodation based housing support services are provided to people with a wide range of often complex needs including: adults and young people who are homeless or at risk of homelessness; people who have mental health problems; people with learning disabilities; people with physical disabilities; people with sensory impairments; young mothers; people with substance misuse problems; people who have recently come out of prison.

1.3 The aims of accommodation based support include:

- Provision of a person-centred service that promotes choice and independence
- Provision of a non-institutionalised approach that enables people to live in ordinary housing
- Improvements in service user's health (physiological and psychological) and overall quality of life
- Increasing social inclusion and companionship – both within scheme and with family, friends and wider community
- The prevention of hospital admissions and readmissions
- A greater sense of security for clients, not only within their home, but should they fall ill or require support this is readily available and can be accessed
- Improved access to other support services, tailored to the individuals' needs
- Improvement in life skills and preparing people to transition into mainstream accommodation
- A pathway to independent living arrangements
- Impact on wider family members through knowing the individual is living in a secure environment and the removal of caring responsibilities

2. Supporting Information

2.1 The current gross annual budget for the accommodation based housing support services is £2,049,000. The savings proposal is a reduction of £396,000 to the current annual budget. The original 2018-2019 savings proposal agreed by County Council for the Supporting People accommodation based housing support services was £800,000. Following the allocation of an

additional £1,616,000 government funding for 2018-2019, it is proposed that £404,000 of this additional government funding is used to mitigate the level of savings required against these service, reducing the savings requirement to £396,000.

2.2 Based on the level of risk and complexity of need supported by the accommodation services, it is proposed that the funding reduction of £396,000 will be made equally across the five service areas: Domestic abuse; Homeless; Mental Health; Young People and Young Mothers.

2.3 All services are short term (with stays of usually less than 12 months) and have been procured via competitive tendering. There are 287 units (bed spaces) accommodated in 22 buildings. The average unit cost is £7,139 per annum or £137 per week. Service providers are also the landlord and collect weekly rents and service charges to cover the cost of accommodation and housing management activities. All providers have made efficiency savings in recent years. To ensure sustainability of service provision, savings will be released by negotiation with current providers and, where contract status and EU procurement rules require, via a competitive tender process.

2.4 In East Sussex there are a total of 287 accommodation based housing support units which provide support for people with different needs. This portfolio of accommodation based services includes six services for young people, three for young mothers, three for homeless people, three for homeless people with mental health issues and five for women at risk of domestic violence. Appendix 1 provides additional information in respect of the services, outcomes achieved and client profiles

2.5 A summary of the number of units (or beds) by area and by service area is shown in the table below:

Local Authority area	Total number of units by service area					
	Domestic Abuse	Homeless	Mental health	Young people	Young mothers	Total
Hastings	10	31	12	19	11	83
Eastbourne	9	9	19	57	5	99
Lewes	6	0	0	37	5	48
Rother	12	0	12	13	0	37
Wealden	10	0	0	10	0	20
Total	47	40	43	136	21	287

2.6 **Women at risk of domestic violence**

- The service offers temporary refuge accommodation to women aged 16 and over, with or without non adult dependents, who are experiencing domestic violence.
- There are 47 domestic abuse beds currently provided in five refuges located across East Sussex. The service is delivered by the national charity Refuge.
- In 2016-2017 131 women and 181 children received a refuge service in East Sussex. In accordance with best practice the bed spaces are available to all women and their children escaping domestic abuse; as a rule, women will not be placed within their immediate local area as this is usually where they are most at risk.
- In East Sussex any voids in local refuges are initially held for local women for 48 hours. In 2016-2017 39% of women using the refuges were from East Sussex. Voids in East Sussex are usually less than 3% annually.

2.7 Homeless people

- The service provides accommodation and support to clients who have been homeless or at risk of homelessness and who have a range of vulnerabilities including health inequalities.
- The 40 homeless beds are currently provided in three properties situated in Hastings and Eastbourne and delivered by the registered provider Sanctuary Supported Living. 78 people of working age received a service during 2016-2017. Referrals are from the local housing authority. Voids are less than 3% annually.

2.8 Mental health

- All clients have been homeless or at risk of homelessness and have poor mental health as well as having a range of other complex needs.
- The 43 mental health and homeless beds are currently provided in three properties situated in Hastings Eastbourne and Rother. Two services are delivered by the registered provider Sanctuary Supported Living and one by Family Mosaic. 72 people of working age received a service during 2016-2017.
- Referrals are from the local housing authority and mental health professionals. Voids are less than 3% annually.

2.9 Young people

- These services provide accommodation and support to vulnerable young people who are at risk of being homeless or isolated. The services provide a move-on pathway from the “crash pads” funded by ESCC via Corporate Transformation Funding to address the emergency needs of 16-25 year old care leavers and homeless young people aged 16-17.
- The 136 young people beds are currently provided in six services (11 properties) situated in each of the district and boroughs. The services are provided by Sanctuary Supported Living, Brighton Housing Trust (BHT), Salvation Army Housing Association (SAHA), Downslink YMCA and the Home Group. In 2016-2017 321 young people received a service. Over the last five years 179 homeless 16 and 17 year olds and 130 Care Leavers have received a service. Voids are less than 6% annually.

2.10 Young mothers

- These services provide accommodation and support for vulnerable young mothers aged 16 to 25. Three properties situated in Lewes, Eastbourne and Hastings provide 21 beds for young mothers, managed by the Salvation Army Housing Association. In 2016-2017 29 young mothers and their children received a service. Voids are less than 3% annually.

3. Consultation Summary

3.1 A ten week public consultation ran from 15th February 2018 to 25th April 2018. In addition to an on-line survey, a series of consultation meetings have taken place with clients and key stakeholders. A total of 300 surveys and comments were received about accommodation based housing support services from people during the consultation period.

3.2 Overall, across all accommodation based housing support services, people disagreed with the proposals to cut funding to accommodation based housing support services. They said there is a need for these services and they should get more funding, not less.

3.3 Across all services people said that the people who use these services are some of the most vulnerable in society. They said reducing or cutting these services would have a big negative impact

and be more expensive in the long term as people needed more expensive support or more involvement from other statutory services, such as the NHS, Police, and housing services.

- Across all services, people said they could, or would have been, homeless if this service wasn't available. Many also said they don't know what they would have done without it
- For young people, people said there aren't housing options for under 18s and reducing or cutting the service would put people at risk of suicide
- For young mums, people are concerned that people will be offered or have to live in temporary B&B accommodation which is unsafe for young children
- For single homeless, people said reducing or cutting the service would mean people are more likely to end up in prison or they might die
- For mental health, people said they would probably have had to stay in hospital for longer or would have ended up back in hospital
- For refugees (domestic abuse), people said they would have been forced to stay living with their abuser if the service hadn't been available. Reducing or cutting the service would put people at risk of serious harm and at risk of suicide

3.4 A consultation report is provided at Appendix 2. A full set of consultation responses is in the Cabinet and Members' Rooms, and Members should consider these prior to the meeting.

4. Changes to Service Provision

4.1 In order to operate the service within the budget agreed by Council it will be necessary to proceed with the proposals set out in this paper. Future service delivery will continue to be aligned to support the different needs set out in paragraph 2.2 above. The way services are delivered may need to change but there is no plan to withdraw fully from any of the service areas already being supported. It is envisaged that the consequential reduction in funding will be applied equally across each service area. We will work with current providers to support the provision of the accommodation and the delivery of a housing management service. The services will need to focus on those most at risk of destitution and those for whom there is a statutory duty to provide. Irrespective of the resulting geographic location of the re-modelled services, they will be available to all East Sussex residents (and people from outside of the county for domestic abuse accommodation services).

4.2 Key stakeholders including District and Boroughs and Children's Services will be involved with the service redesign. The same number of accommodation based housing units cannot necessarily be offered with a £396,000 budget reduction. Although we will work closely with current providers to prevent service closure it is likely that we will see change to the way some services are delivered.

4.3 It is not possible to quantify the number of clients who would be directly affected by the reduction in spend on the service. The service remodelling which will take place across all services within a reduced budget which will determine the future level of service provision and the number of units (beds) across the different service areas.

4.4 The reduction in budget does mean fewer bed spaces can be funded and therefore less will be available for this cohort of clients. However the use of £404,000 from the additional one-off 2018/19 government funding to mitigate the reduction across the 287 units means the average weekly deficit per unit has reduced from £53.60 to £26.53. Opportunities for alternative funding will be sought to cover the reduction in funding.

5. Impact of delivering the proposed service changes

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equalities Impact assessment (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA can be found at Appendix 3 and the full

version of relevant completed EqlAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full the EqlAs and take their findings into consideration when determining these proposals.

5.2 The impact assessment was based on the service changes needed to give effect to a budget reduction of £800,000. Key impacts identified through the EQIA include:

- an increase in youth homelessness and young people living in unsafe environment with an increase in the risks associated with young people who have nowhere to go:
 - physical, emotional, financial and sexual exploitation
 - self-harm and harm from others
 - youth offending
- an increase in the number of women and children fleeing domestic abuse living in unsafe environments
- an increase in women and children staying with abusive partners with the associated risk of hospitalisation and homicide
- An increase in street homelessness and risk of suicide and death on the streets
- Increase in need for safeguarding, mental health services and primary health services

5.3 The impact of a mitigated budget reduction of £396,000 on service delivery for future clients is still significant but would reduce the impact on clients and services and therefore there still may be, albeit reduced, a negative impact on clients and service provision.

5.4 If the mitigation is agreed, the impact on other service providers is likely to reduce. Other service providers who are likely to be affected are: Children's Services within the County Council; District and Borough Councils; health services; mental health services; Police and substance misuse treatment services. The newly introduced Homelessness Reduction Act is designed to ensure housing authorities take all reasonable steps to prevent people from becoming homeless and they have a legal duty to provide meaningful support. However, there are likely to be challenges around the provision of suitable temporary accommodation, particularly for young people.

5.5 The impact on some current clients of needing to move out of their current accommodation can be mitigated by ensuring providers have time to source alternative accommodation. The needs of all clients will be reviewed by current providers and those ready to move into different accommodation within four months will be identified and a related action plan agreed. We will work with providers to ensure no one has to move on before they are ready and that clients move to an appropriate housing solution. Home Works currently support clients moving on from the accommodation based services and, despite the proposed savings to Home Works, this cohort will be prioritised and supported by Home Works when they move to more independent housing.

5.6 It is not possible to quantify how many staff members will be directly affected by the proposed savings. However a reduction in funding of £404,000 will have an impact on staffing levels and is likely to result in redundancies.

6. Conclusion and Reason for Recommendations

6.1 The accommodation based services within this report provide support to a range of vulnerable adults and younger people with multiple support needs. Demand for the services is high and the unit costs represent good value for money.

6.2 The proposal to utilise £404,000 of the additional £1,616,000 to fund Accommodation Based Services is based upon the vulnerabilities and complexity of need, in addition to the need for accommodation and support, presented by clients accessing the services. The impact of reducing the

budget by the original £800,000 would have resulted in the closure of some services. The impact of the £404,000 mitigation has significantly reduced this risk.

6.3 The recommendation to proceed with the proposals set out in this report is in line with the strategic priorities of East Sussex County Council but will be delivered with less resource. The Council is no longer in a position to continue providing the same level of service or capacity in terms of units (beds) of support. Over time, the reduction in service provision will increase pressure on other care services.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Jude Davies, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Member: Countywide services

BACKGROUND PAPERS:

Appendix 1: Service profiles

Appendix 2: Consultation report

Appendix 3: Equality Impact Assessment summary

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Map 1: Location of 287 units of accommodation based housing support

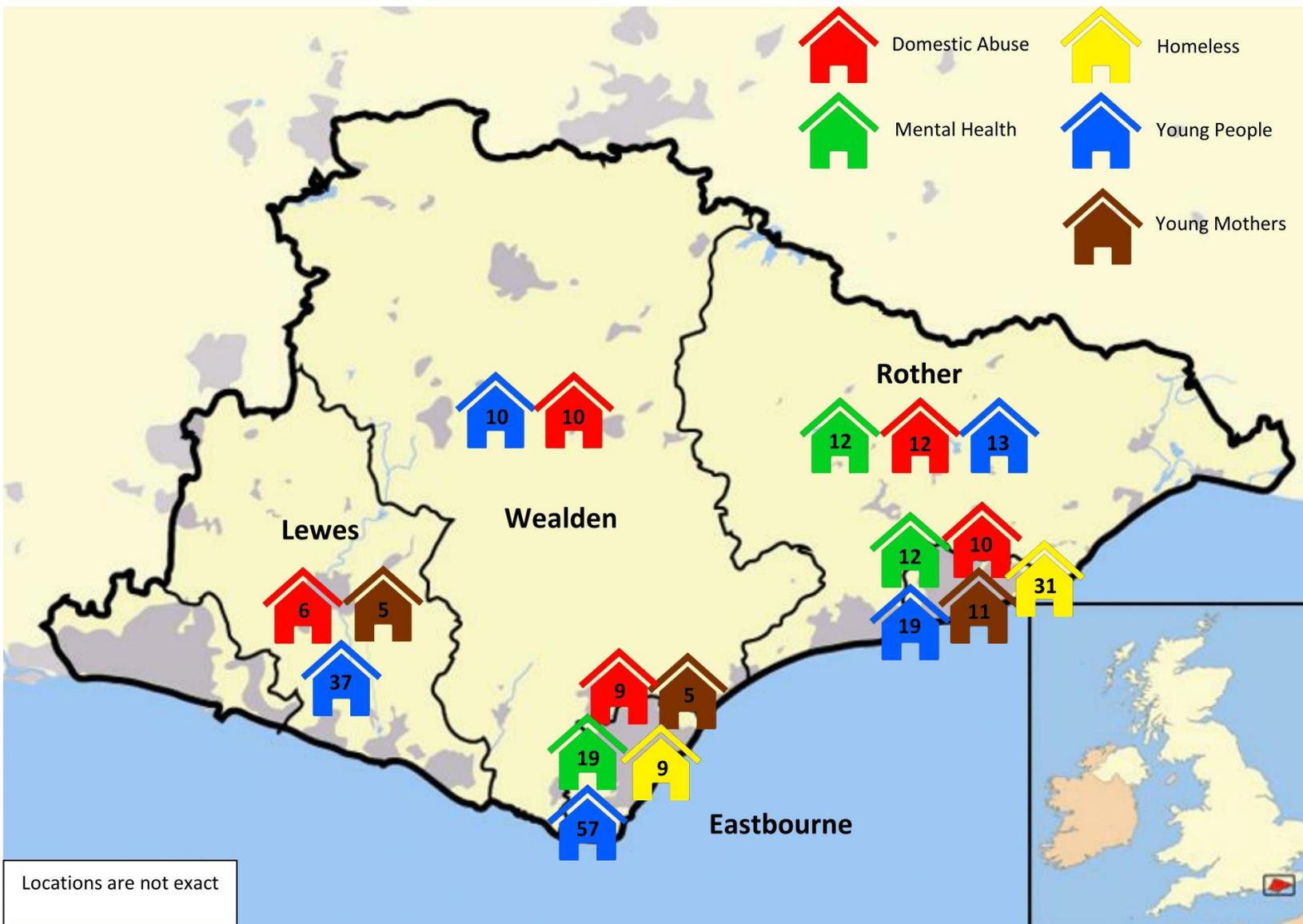


Chart 1: Wellbeing outcomes achieved by those leaving accommodation based services (2016/17)

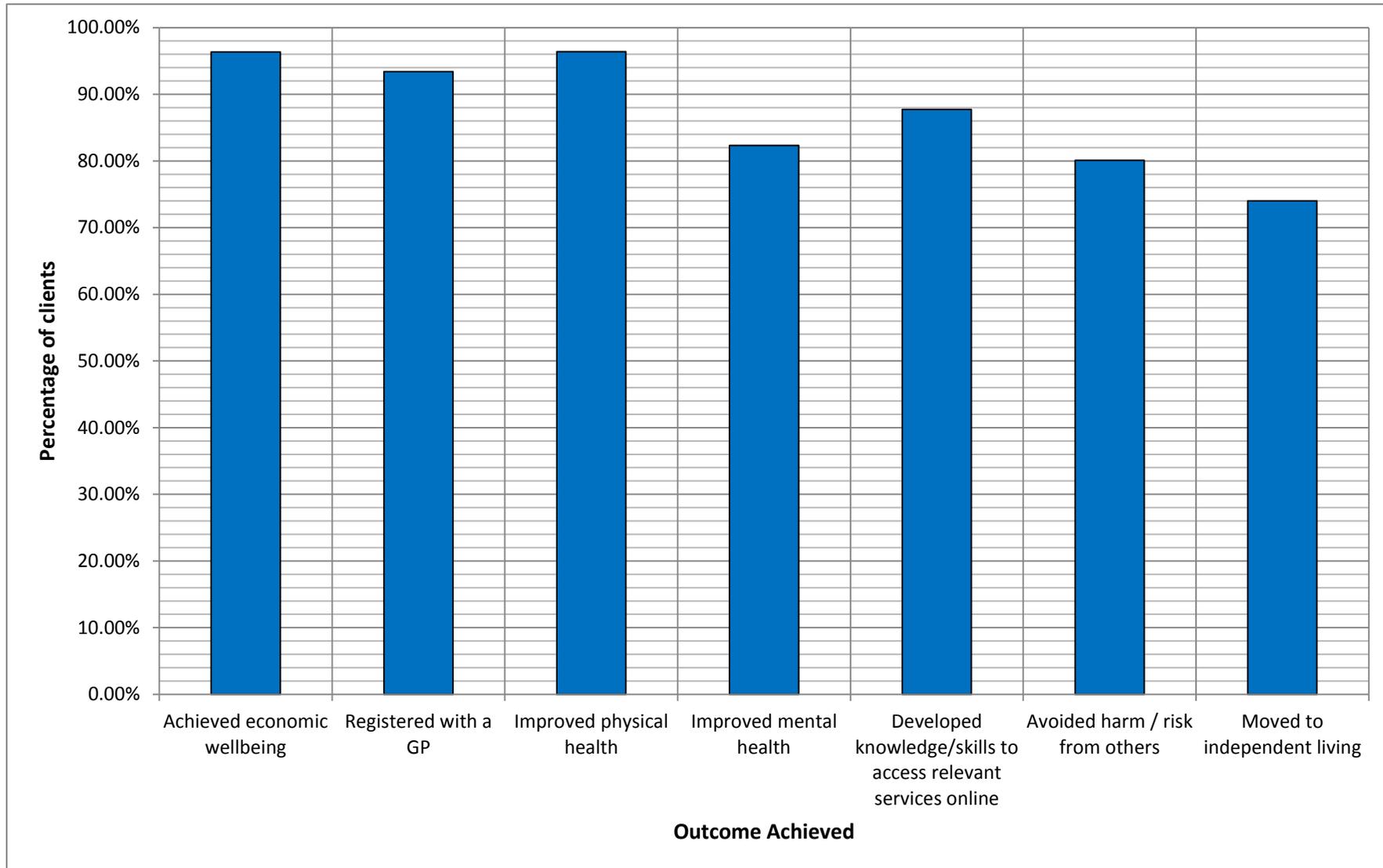


Table 1: Homeless Services – Client Profile

This data refers to 1 April 2016 to 31 March 2017.

Total number of units	40
Total number of new clients	39

Age of new clients	Total number	Percentage
16 - 44	32	82%
45 - 64	7	18%

Gender	Total number	Percentage
Female	14	36%
Male	25	64%

Sexuality	Total number	Percentage
Bisexual	2	5%
Gay man	1	3%

Ethnicity	Total number	Percentage
White British	38	97%
White Other	1	3%

Mental Health Needs	Total number	Percentage
Anxiety	2	5%
Bipolar	4	10%
Depression	17	44%
Personality Disorder	4	10%
Schizophrenia	2	5%

Housing Situation at referral	Total number	Percentage
Bed + Breakfast	10	26%
Insecurely Housed	16	41%
Sleeping Rough	9	23%
Prison	1	3%
Own home	2	5%
Supported lodging	1	3%

Table 2: Domestic Abuse Refuges – Client Profile

This data refers to 1 April 2016 to 31 March 2017.

Total number of units	47
Total number of new clients	130

Age of new clients	Total number	Percentage
16 - 44	104	80%
45 - 64	25	19%
65 - 74	1	1%

Gender	Total number	Percentage
Female	130	100%

Sexuality	Total number	Percentage
Bisexual	4	3%

Ethnicity	Total number	Percentage
White British	112	86%
White Other	3	2%
Mixed Heritage	7	5%
Romany	2	1%
Black British	3	2%
Asian	2	1%

Mental Health Needs	Total number	Percentage
Anxiety	10	8%
Bipolar	1	1%
Depression	7	5%
Personality Disorder	5	4%

Housing Situation at referral	Total number	Percentage
Bed + Breakfast	4	3%
Insecurely Housed	15	12%
Sleeping Rough	4	3%
Hospital	1	1%
Own home	49	38%
Supported lodging	13	10%
Other Accommodation	44	34%

Table 3: Mental Health Services – Client Profile

This data refers to 1 April 2016 to 31 March 2017.

Total number of units	43
Total number of new clients	30

Age of new clients	Total number	Percentage
16 - 44	25	83%
45 - 64	5	17%

Gender	Total number	Percentage
Female	9	30%
Male	20	67%
Transgender	1	3%

Sexuality	Total number	Percentage
Bisexual	2	7%
Lesbian	2	7%

Ethnicity	Total number	Percentage
White British	27	90%
White Irish	1	3%
Mixed Heritage	1	3%
White Other	1	3%

Mental Health Needs	Total number	Percentage
Anxiety	3	10%
Bipolar	2	7%
Depression	5	17%
Personality Disorder	10	33%
Schizophrenia	10	33%

Housing Situation at referral	Total number	Percentage
Bed + Breakfast	6	20%
Insecurely Housed	13	43%
Sleeping Rough	2	7%
Hospital	6	20%
Own home	3	10%

Table 4: Young Mothers Services – Client Profile

This data refers to 1 April 2016 to 31 March 2017.

Total number of units	21
Total number of new clients	29

Age of new clients	Total number	Percentage
16 - 44	29	100%

Gender	Total number	Percentage
Female	29	100%

Sexuality	Total number	Percentage
Bisexual	1	3%

Ethnicity	Total number	Percentage
White British	28	96.5%
Mixed Heritage	1	3.5%

Mental Health Needs	Total number	Percentage
Anxiety	9	31%
Depression	4	14%

Housing Situation at referral	Total number	Percentage
Bed + Breakfast	3	10%
Insecurely Housed	24	83%
Sleeping Rough	1	3.5%
Own home	1	3.5%

Table 5: Young People Services – Client Profile

This data refers to 1 April 2016 to 31 March 2017.

Total number of units	136
Total number of new clients	183

Age of new clients	Total number	Percentage
16 – 44	183	100%

Gender	Total number	Percentage
Female	73	40%
Male	109	59.5%
Transgender	1	0.5%

Sexuality	Total number	Percentage
Bisexual	4	2%
Lesbian	3	1.5%
Gay Man	7	4%

Ethnicity	Total number	Percentage
White British	169	92%
White Other	2	1%
Mixed Heritage	6	3%
Asian	1	1%
Black British	1	1%
Romany	4	2%

Mental Health Needs	Total number	Percentage
Anxiety	38	21%
Bipolar	3	1.5%
Depression	41	22%
Personality Disorder	13	7%

Housing Situation at referral	Total number	Percentage
Bed + Breakfast	14	8%
Insecurely Housed	116	63%
Sleeping Rough	22	12%
Hospital	2	1%
Own home	18	10%
Prison	1	0.5%
Residential home	3	1.5%
Supported Lodging	7	4%

ASC savings consultation 2018

Accommodation based housing support services



Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the Accommodation based housing support services

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Related information

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Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposals for accommodation based housing services. We are proposing to make a saving of £800,000 from a budget of just over £2 million.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for accommodation based housing services between 15 February and 25 April 2018.

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Paper and online)	142
General survey about the savings (Paper and online)	101
Other feedback (Email, letter, call, video, feedback form)	Indiv: 44 Org or group: 13
Total responses	300

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across surveys and other feedback such as emails and letters.

All accommodation based services

- Residents across all of the services say that feeling safe is one of the most important things it does for them.
- Across all services, people disagreed with the proposals to cut funding. They said there is a need for these services and they should get more funding, not less.
- People said that the people who use these services are some of the most vulnerable in society.
- The proposed level of cuts is likely to make the existing services unsustainable.
- They said reducing or cutting these services would have a negative impact and be more expensive in the long term as people needed more expensive support or more involvement from other statutory services.
- Vulnerable people would be put at increased risk of exploitation, harm, and suicide.
- Across all services, people said they could, or would have been, homeless if this service wasn't available. Many also said they don't know what they would have done without it.
- Across all services, people talked about the role the services play in helping people to turn their lives around and live independently.
- Organisations said these accommodation based services are essential in helping people to develop tenancy readiness skills.
- Organisations suggest closer partnership working across statutory services to maximise efficiency in service provision and devolving commissioning for these services to the local level so they can be better targeted.

Young people at risk

- The service helps people to become independent and choose their own future. There aren't housing options for under 18s.
- Organisations say would increase the demand on housing services and the Police, particularly in terms of the impact on the ability of the Police and partners to disrupt exploitation of young people by organised crime groups.
- Reducing the services would increase sofa surfing, and the number of people sleeping rough, and could lead to preventable deaths.

- Reducing the services would impact on care leavers.

Young mums

- People are concerned that in future people would be offered, or have to live in, temporary B&B accommodation which is unsafe for young children.
- Without the service people won't be able to fulfil their potential and it would increase the need for foster care placements.

Single homeless

- Reducing or cutting the service would mean people are more likely to end up in prison or dead.
- Organisations said that spaces are already limited and this is an essential service.

Mental health

- People said they would probably have had to stay in hospital for longer or would have ended up back in hospital.
- Organisations said that spaces are already limited and this is an essential service.
- It would limit housing options and increase the revolving door for mental health and hospital services.

Refuges

- People said they would have been forced to stay living with their abuser if the service hadn't been available.
- Reducing or cutting the service would put people at risk of serious harm and at risk of suicide.
- Services already fall short and any savings mustn't put provision at risk or make changes to staff levels that put lives at risk.
- Reductions in services would impact on Children's Services and the need for services.

Summary of themes by response method

Young people and young mums survey

Young people at risk accommodation services

Most helpful about the service: Feeling safe; the day to day interactions with staff; key work sessions; and moving on plans.

Support that has made the biggest difference to living independently: Support to better manage their mental health and emotional wellbeing; and support to maximise their income.

Where they would have gone for accommodation and support: Over half of the people who answered the question said they could, or would have been, homeless if this service wasn't available. Other key themes included the fact that there aren't any other housing options if you are under 18 years old, while a few people said they would be dead or at risk of suicide without the service.

Any other comments: People disagreed with the proposal to cut the funding for this service and said that there is a need for it. They say people would be put at risk if the service isn't available and they won't have the support they need to change their life.

Young mums accommodation services

Most helpful about the service: There was a fairly even split in the options people chose, although the top ones were: feeling safe; day-to-day interactions with staff; involvement in social activities; and key work sessions.

Support that has made the biggest difference to living independently: Support to maximise their income; and support to better manage their mental health and emotional well being

Where they would have gone for accommodation and support: They don't know what they would have done if the service wasn't available, while others said they could, or would have been, homeless. Other key themes included being placed in, offered, or concerned about having to live in unsuitable and unsafe temporary accommodation.

Any other comments: People praised the service and said there is a need for it. People talked about the fact the that service had given them the chance to have a better life in the long term.

Homeless and mental health and homeless survey

Single homeless

Most helpful about the service: The things people found most helpful were: key work sessions; feeling safe; and day-to-day interactions with staff.

Support that has made the biggest difference to living independently: Support to better manage their mental health and emotional wellbeing; and support to maximise their income.

Where they would have gone for accommodation and support: Over half of the people who answered the question said they could, or would have still been, homeless if this service wasn't available. People said they probably would have ended up in prison or wouldn't be alive if the service hadn't been available.

Any other comments: People said there is a need for this service and it is increasing. They disagreed with the proposals to cut funding for the service, saying it needs more funding not less. They praised it, saying it saves lives.

Mental health

Most helpful about the service: The things people found most helpful were: feeling safe; key work sessions; and day-to-day interactions with staff.

Support that has made the biggest difference to living independently: Support to better manage their mental health and emotional wellbeing; support to maximise their income; and support to avoid harm from others.

Where they would have gone for accommodation and support: Nearly half of the people who answered the question said they could, or would have still been, homeless if this service wasn't available. People said they would have had to stay in hospital for longer or would have ended up back in hospital if the service hadn't been available.

Any other comments: People disagreed with the proposal to cut funding for this service, saying it needs more funding not less. They were concerned about how they and other people who need this service would be affected by any cuts.

Refuges survey

Most helpful about the service: The things people found most helpful were: feeling safe; key work sessions; and day-to-day interactions with staff.

Support that has made the biggest difference to living independently: Support to avoid harm from others; and support to better manage their mental health and emotional wellbeing.

Where they would have gone for accommodation and support: They would have had to stay living with their abuser or would have had nowhere to go. This could have meant they ended up homeless or at risk of serious harm or risk of suicide if the service hadn't been available.

Any other comments: People said the service saves lives. People would be forced to stay living with their abuser and would struggle to get the help needed without specialist services like this.

General survey

Views on the proposal

- The people who use these services are some of the most vulnerable people in society.
- The proposals would affect people's ability to maintain or find appropriate accommodation.
- They would impact on young people.
- Cutting funding for these services would be more expensive in the long term, as people would end up using more expensive services or needing to access other statutory services more such as the NHS, Police and housing services.
- People are unhappy or angry about the proposal.

The impact of the proposal

- People said there would be an impact on people's access to accommodation and it would increase homelessness.
- The proposals would put people at risk.
- This would impact on young people, due to the specialised services that are provided to them.

- These are vital services and cutting them would increase the pressure on statutory services.
- Services could become unviable, including one of the organisations which responded.

Suggestions

- Top themes for local spending focused on looking for more savings from other Council departments; and raising Council tax.

Other comments

- There is a need for this service and people are unhappy about the proposal to cut funding.

Other feedback via letter, email etc

Organisation and group feedback

Views on the proposal

- Organisations recognise the difficult decisions that have to be made, but are concerned about the level of cuts for these services which support some of the most vulnerable.
- These accommodation based services are essential in helping people to develop tenancy readiness skills.
- Continued funding reductions make partnership working even more important.
- Districts and boroughs are concerned about how their area of the county would be affected based on the particular challenges they face.
- *Young mums*: People value the support to move on; and the only alternative accommodation would be unsuitable B&Bs.
- *Young people at risk*: The service helps people to become independent and choose their own future, supports people to develop skills and move on; and the only alternative would be unsuitable temporary B&B accommodation.
- *Mental health*: Spaces are already limited and this is an essential service. Residents have significant needs and there is a rising need for this service.
- *Single homelessness*: Spaces are already limited and this is an essential service. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- *Refuges*: Properly funded services are the lynchpin for this client group and the current level already falls short of what is needed. Any savings mustn't put provision at risk or make changes to staff levels that put lives at risk.

The impact of the proposal

- Vulnerable people would be put at increased risk of exploitation, harm, becoming homeless, and suicide.
- The proposed level of cuts is likely to make the existing services unsustainable.
- Reducing these services would make it harder and more expensive for statutory organisations across the board to meet their statutory duties.
- It would limit housing options and increase the revolving door for mental

health and hospital services.

- There would be a risk that more children would be taken into care.
- *Young mums*: Without the service people won't be able to fulfil their potential; it would increase the need for foster care placements.
- *Young people at risk*: Reducing the services would increase sofa surfing, and the number of people sleeping rough, and could lead to preventable deaths. It would also impact on the accommodation available to care leavers.
- *Young people at risk*: It would increase the demand on housing services and the Police; impact on the ability of projects to disrupt exploitation by organised crime groups; and the projects to improve accommodation for this group.
- *Mental health*: Removing or reducing services that support this group of people is likely to exacerbate their issues, particularly when districts and boroughs have to place them in temporary accommodation which is not able to properly support them.
- *Single homelessness*: People would end up in prison or dead if these services aren't available.
- *Refuges*: Reductions in services would impact on Children's Services and the need for services.

Suggestions

- Closer partnership working across statutory services to maximise efficiency in service provision.
- Devolve commissioning for these services to the local level so they can be better targeted.
- Look at fair access based on needs across the county and focus the remaining resources on the areas that make the most difference.

Individual feedback

Views on the proposal

- People disagree with the proposals to cut funding for these services.
- Services are already stretched following cuts and need more funding, not less.
- The services make people feel safe and offer them a home.
- The services focus on helping people to learn life skills and move towards independence.
- The young people at risk services need to stay open, as young people need this help to improve their lives and have a future.
- Limits would be placed on people's ability to change their life through accessing education and finding a job or career.

The impact of the proposal

- Limits would place on people's ability to become independent and develop resilience.
- Studies show that cuts in supporting housing increase homelessness, offending, self-harm, substance misuse and antisocial behaviour, and are thus a false economy.
- Reductions in the mental health accommodation service would lead to more

hospital admissions and homelessness for people.

- Without these sorts of services, already vulnerable and isolated young mothers would become more so.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

“Whilst we appreciate the need to secure some savings, the proposed 40% reduction is likely to make the existing services unsustainable and reduces services provided to some of the most vulnerable people in our communities. The proposed reductions are likely to have a significant impact on health services, housing, Children’s Services and Adult Social Care.”

“Not having access to enough provision in East Sussex would impact on other public sector services including the police, Children’s Services including the risk of children being taken into care which is both very expensive and not necessarily the best option for the children.”

“Our young people have submitted films in order that you can hear first-hand the importance the services make to ensure that they are no longer at risk and are safe. They explain how the services give them an opportunity to learn the skills needed to move to independence and how the only other option would be temporary accommodation via B&B. Many young people describe how if they are made homeless the only options may be prison or suicide.”

“The young people supported are those who are not able to stay in the family home and would be at significant risk without the support offered. Many will have experienced abuse or are moving from care and have developed a range of personal and health problems as a result of their experiences, and need support to settle and develop the skills they need to live independently.”

“Under the proposed budget reductions, it is highly likely that there would be a net increase in overall spend by the County Council as a whole in meeting its statutory obligations. The increased risks whilst waiting for fewer bed-spaces will also have to be managed by a number of ESCC social care teams. Given the regulatory and inspection framework for Children’s Services this is likely to bring increased reputational risk.”

“In recent years we have seen a steady rise in people with mental health issues which often includes substance and alcohol abuse problems as well. Removing or reducing those services that support this cohort in particular is likely to lead to an exacerbation of their issues, particularly where the D&Bs seek to place people in temporary accommodation which may not be capable of adequately managing them.”

“Refuges provide a safe space for women escaping violence and many have closed in recent years, exposing those who are no longer able to find a space to the many risks of abuse which arise from homelessness. The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.”

Individual comments including clients, carers, staff and the public

“Would have been homeless and living on the streets, or back in hospital.” (Mental Health services)

“I think they need more funding not less so that staff can do more with people who live there. And there should be more staff so that they can look after them more.” (Single Homelessness services)

“I had already sought after support from housing and was placed in temporary accommodation for vulnerable people including drug users, alcoholics and people with mental health problems. I did not feel that myself or my baby were safe here and it was not appropriate as the kitchen was locked from 20:30 and I was unable to make up bottles for my new-born baby.” (Young Mums services)

“Night staff is essential for safety and security, and support we get is really important. I love all of the activities, and I feel like this is preparing me to live in my own flat with my 2 children.” (Young Mums services)

“I think they need more funding not less so that staff can do more with people who live there. And there should be more staff so that they can look after them more.” (Single Homelessness services)

“People normally give up on us but staff here don't.” (Young People at Risk services)

“Moving on from here, I'm really excited to what the future holds, and I know I wouldn't have been able to do any of it without this place, without the mother and baby unit so, I'm glad I had the opportunity, and this was available to me otherwise I don't know where I'd be now.” (Young Mums services)

“Please don't end this amazing building, our family, our lives. Help us grow into strong and independent adults...” (Young people at risk services)

“I would have had to remain living with my abuser. I had already tried to make a homeless application and had been told that I wasn't eligible, so I was stuck.” (Refuges)

“I would have been homeless with my daughter and not known where to turn for help.” (Refuges)

“If there had not been a refuge when I was experiencing domestic violence, I would have had no choice but to stay with my abusive partner. There would have been a possibility that my mental health would have suffered and therefore my ability to care for and keep safe my daughter.” (Refuges)

“Without this service available, a lot of vulnerable women from controlling relationships would either have to remain and suffer and potentially as a result these days lose their children as a result of not being able to safeguard from the perpetrator or have to rely on help from friends and family which is not always possible or offered.” (Refuges)

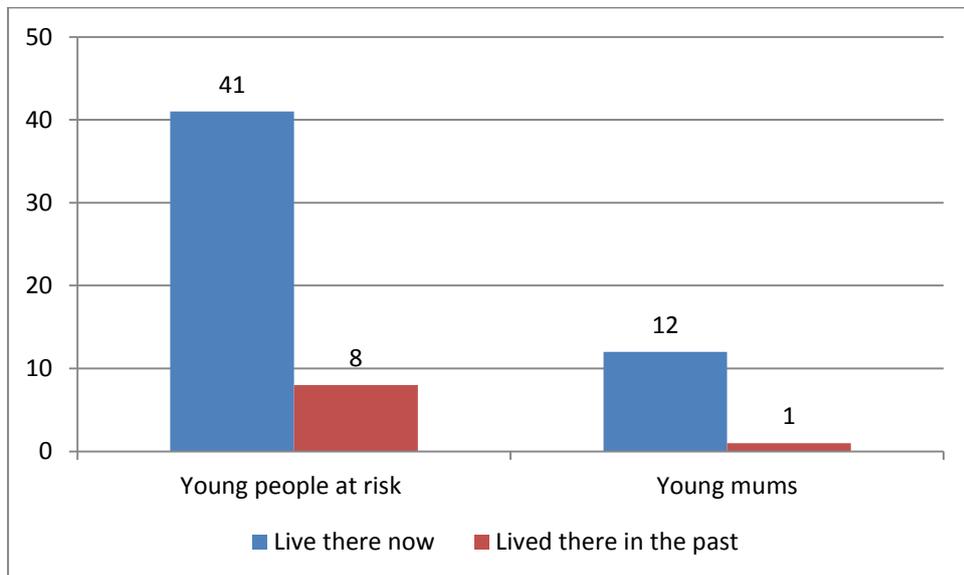
“When you are experiencing domestic violence you do not have the option when you flee to go to family or friends because you do not want to put them at risk or sometimes the woman has become estranged from her family due to the abuse.” (Refuges)

“ This could mean that women have no choice than to stay in a violent relationship and may potentially be murdered by the abuser.” (Refuges)

Appendix 1: Young people and young mums survey

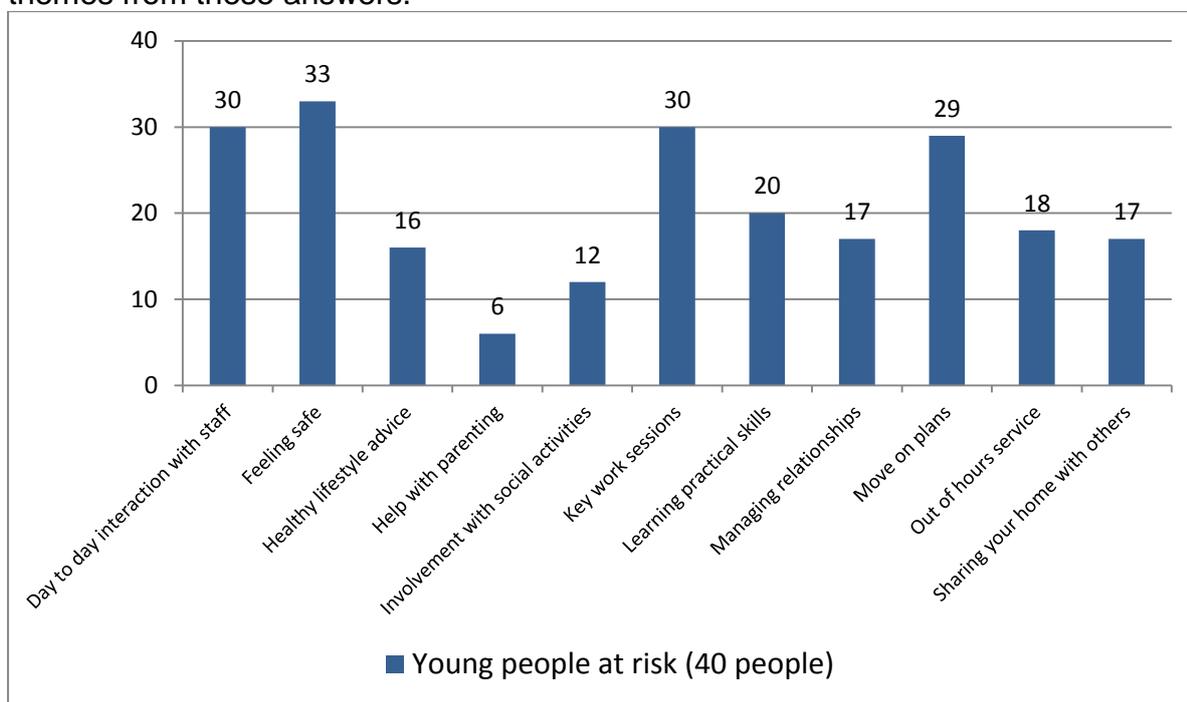
Note: 9 of the young people at risk respondents didn't fill in the official version of the survey, so aren't include in all of the questions.

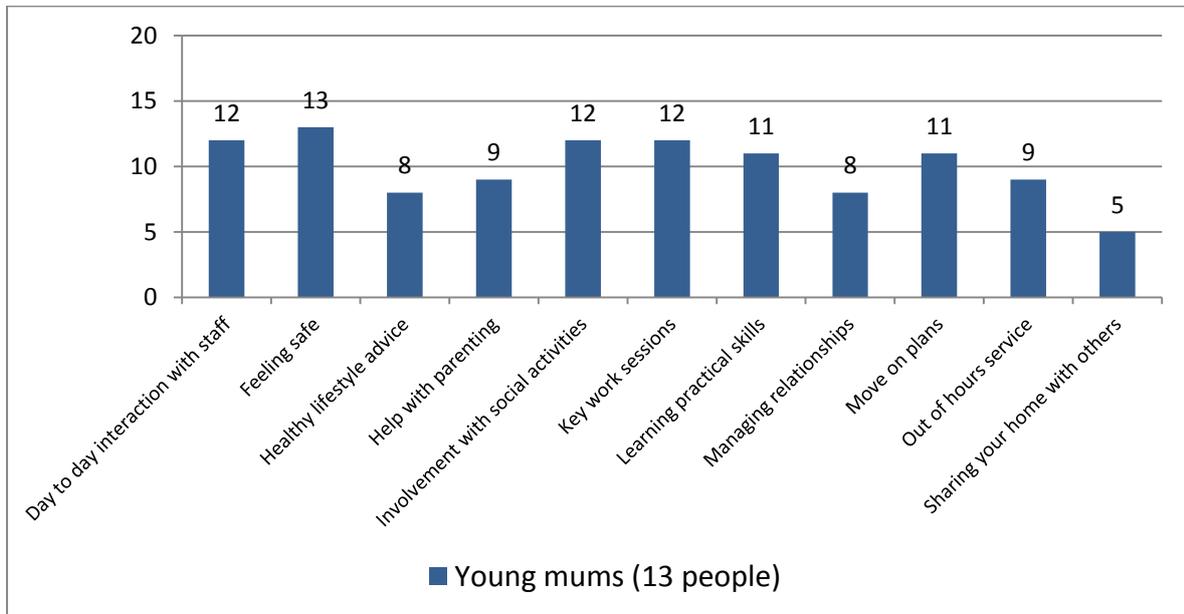
Please tell us which service you are a resident of or have been a resident of in the past: (62 answered)



What have you found most helpful about the service?

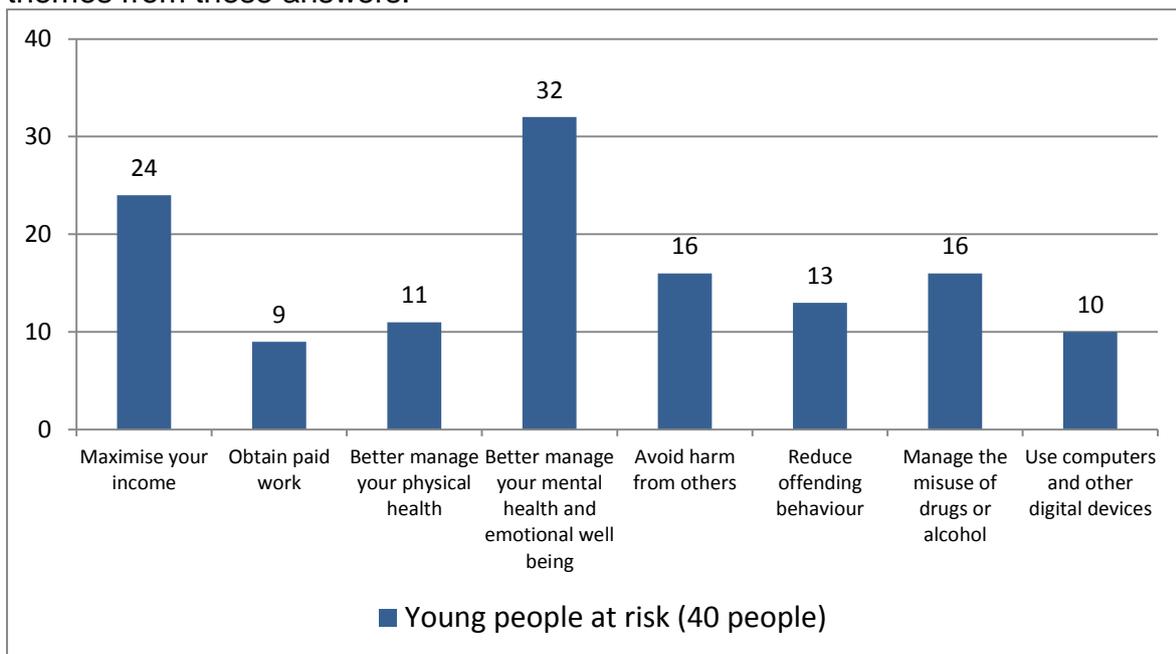
People had the option of telling us if we had missed anything. There weren't any key themes from these answers.

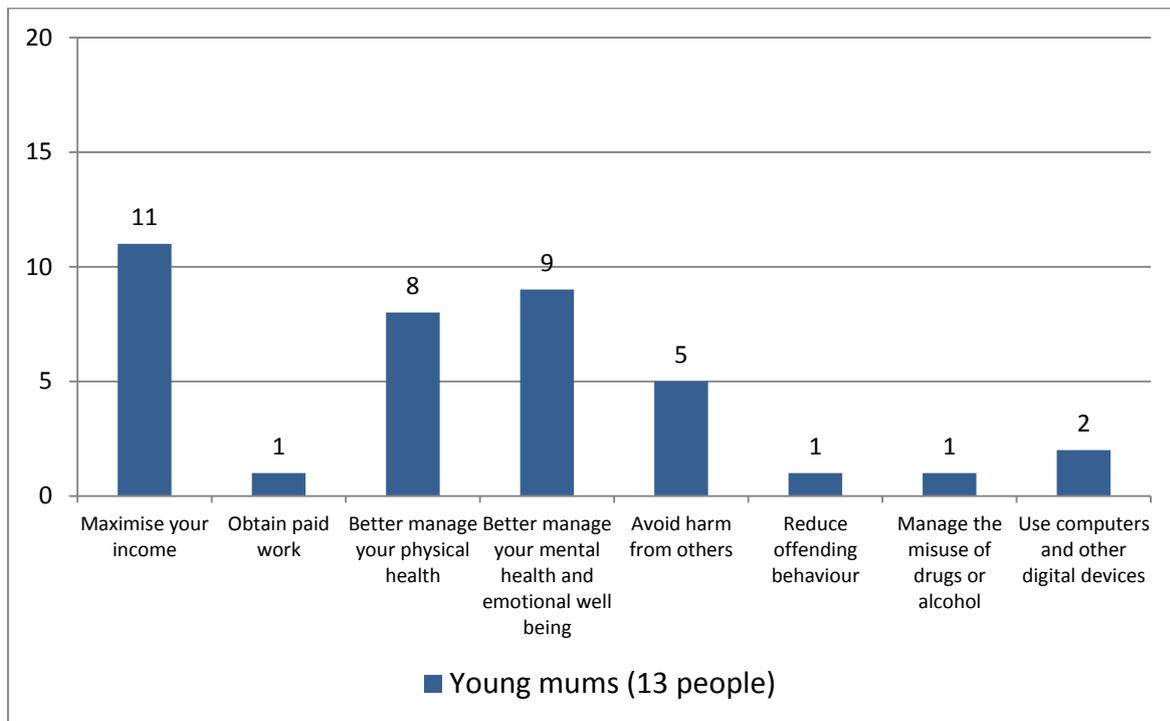




Which types of support from the service have made the biggest difference to helping you to live independently?

People had the option of telling us if we had missed anything. There weren't any key themes from these answers.





If this service, or a similar one, had not been available when you needed it where would you have gone for accommodation and support?

Top theme for young people: Over half of the people who answered the question said they could, or would have been, homeless if this service wasn't available.

The other key themes were:

- Some people said they don't know what they would have done, while others said there aren't any other housing options if you are under 18 years old.
- Some said there isn't anything else like this service.
- A few people said they would be dead or at risk of suicide without the service.

Top theme for young mums: They don't know what they would have done if the service wasn't available, while others said they could, or would have been, homeless.

The other key themes were:

- Being placed in, offered, or concerned about having to live in unsuitable and unsafe temporary accommodation.
- It is difficult to get information about suitable housing.
- Not having access to this service would have affected their ability to care for their child.

Do you have anything else you would like to say about the proposal to reduce funding for these services?

16 people ticked 'No', while 23 people ticked 'Yes' for young people at risk.

Top theme for young people at risk: People disagreed with the proposal to cut the funding for this service and said that there is a need for it.

The other key themes were:

- People would be put at risk if the service isn't available and they won't have the support they need to change their life.

- Concerns that young people can't get housed due to their age, so what would happen to them if the service isn't available.

1 person ticked 'No', while 11 ticked 'Yes' for young mums.

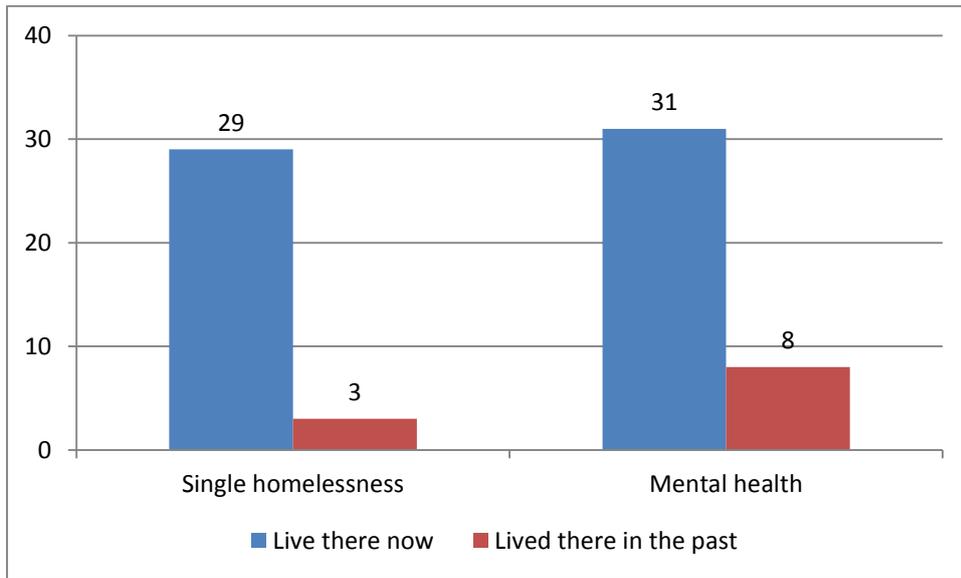
Top theme for young mums: People praised the service and said there is a need for it.

The other key themes were:

- People talked about the fact that the service had given them the chance to have a better life in the long term.

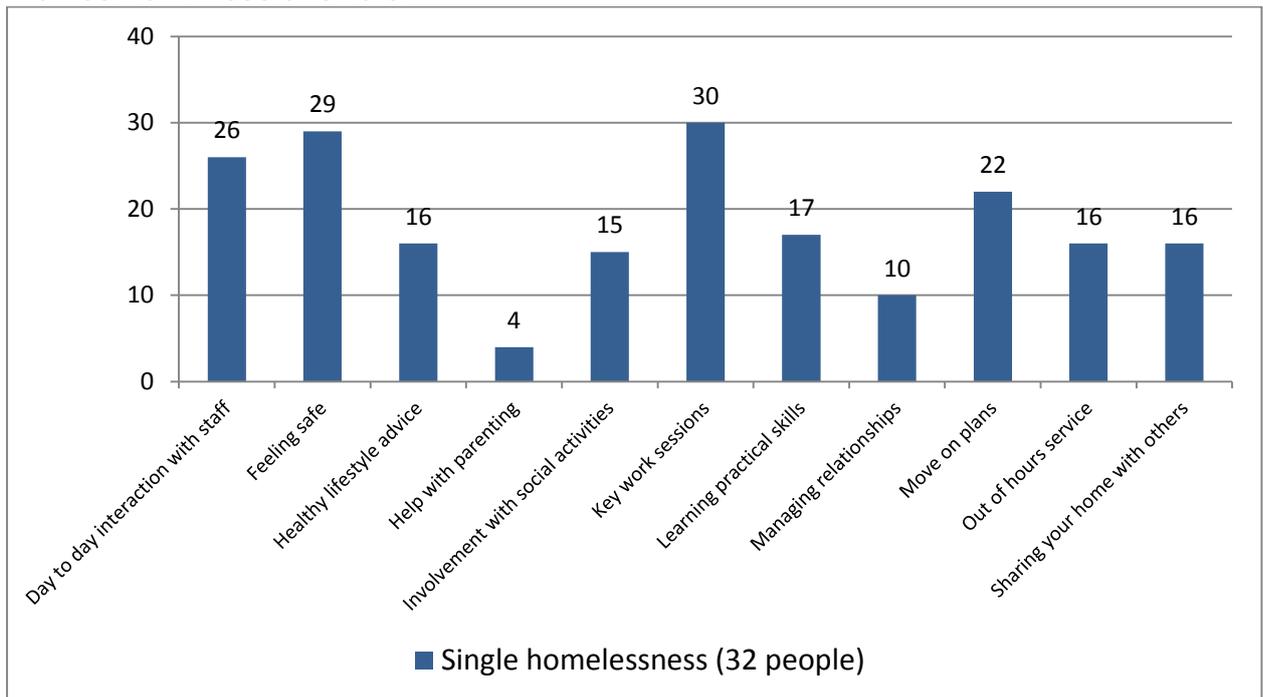
Appendix 2: Homeless and mental health and homeless survey

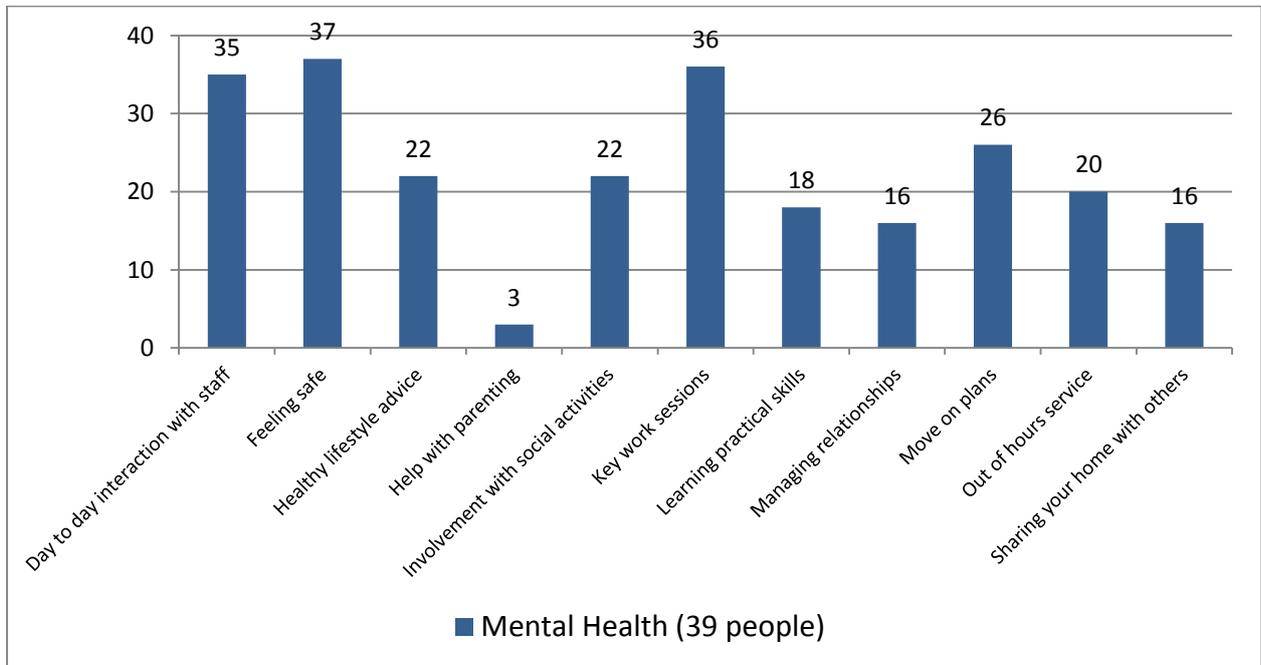
Please tell us which service you are a resident of or have been a resident of in the past:



What have you found most helpful about the service?

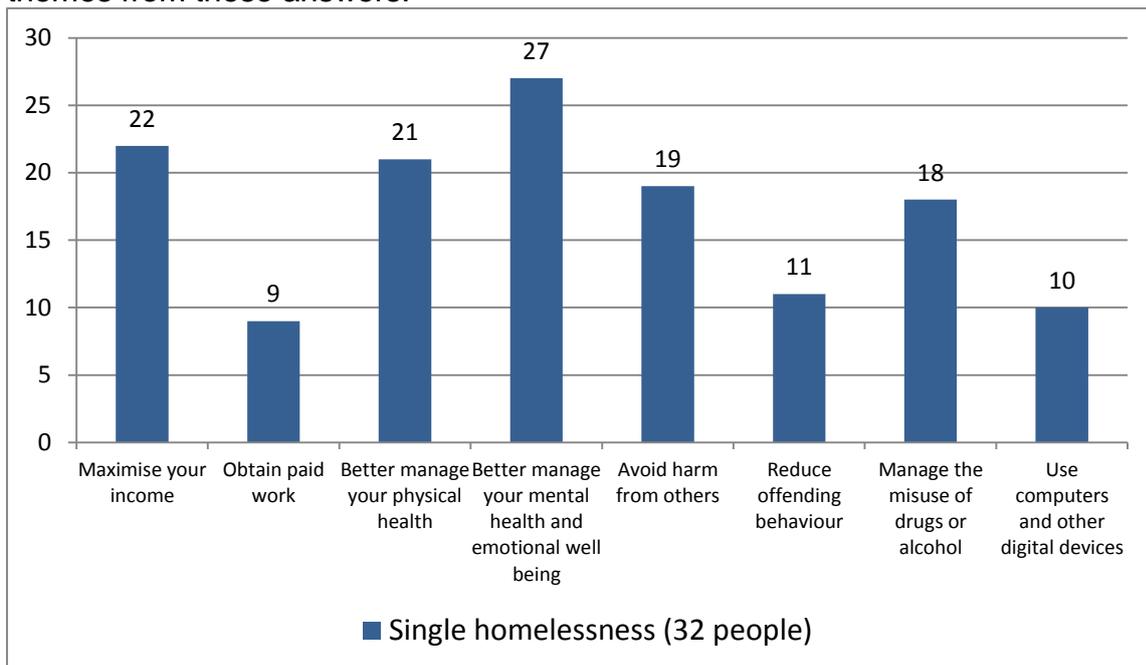
People had the option of telling us if we had missed anything. There weren't any key themes from these answers.

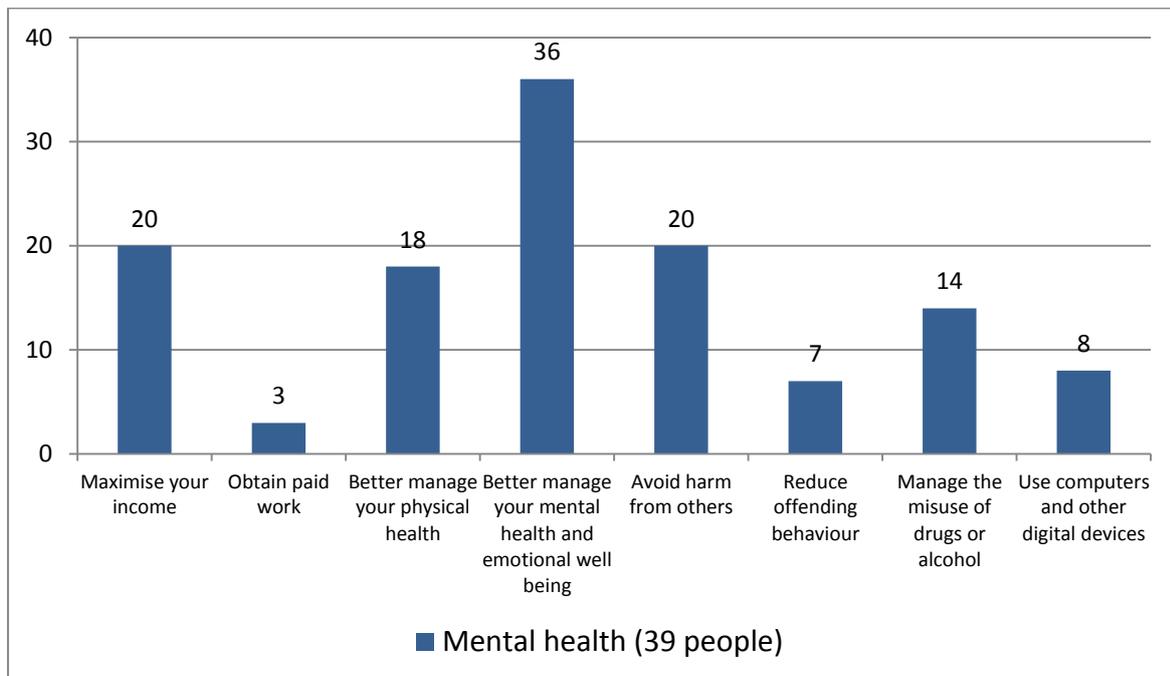




Which types of support from the service have made the biggest difference to helping you to live independently?

People had the option of telling us if we had missed anything. There weren't any key themes from these answers.





If this service, or a similar one, had not been available when you needed it where would you have gone for accommodation and support?

Top theme for single homelessness: Over half of the people who answered the question said they could, or would have still been, homeless if this service wasn't available.

The other key themes were:

- They don't know what they would have done, and there aren't any other services like this.
- They probably would have ended up in prison or wouldn't be alive without the service.

Top theme for mental health: Nearly half of the people who answered the question said they could, or would have still been, homeless if this service wasn't available.

The other key themes were:

- They would have had to stay in hospital for longer or go back to hospital if the service hadn't been available.
- They don't know what they would have done if the service hadn't been available.

Do you have anything else you would like to say about the proposal to reduce funding for these services?

10 people ticked 'No', while 21 ticked 'Yes'.

Top theme for single homelessness: People said there is a need for this service and it is increasing.

The other key themes were:

- They disagreed with the proposal to cut its funding and it needs more money not less.
- The service helps people turn their lives around and people are concerned about how they would be affected if the service had to close.
- They praised the service and said it saves lives.

4 people ticked 'No', while 32 ticked 'Yes'.

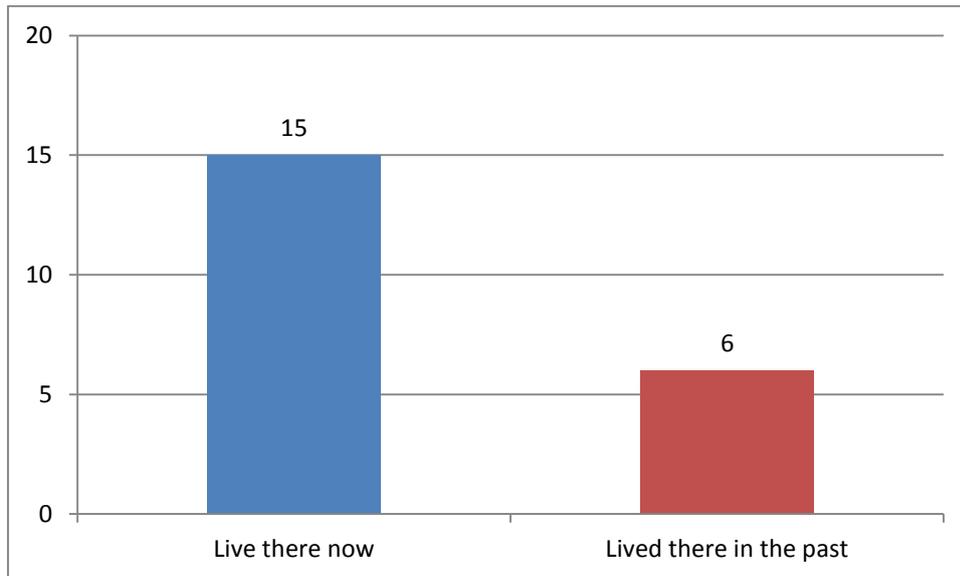
Top theme for mental health services: They disagreed with the proposal to cut funding for this service.

The other key themes were:

- There is a need for this service, so what would happen to people and where would they go if it didn't exist.
- The service needs more funding not less.
- People were concerned about how they would be affected by any cuts.
- They praised the service and said it is a vital one.

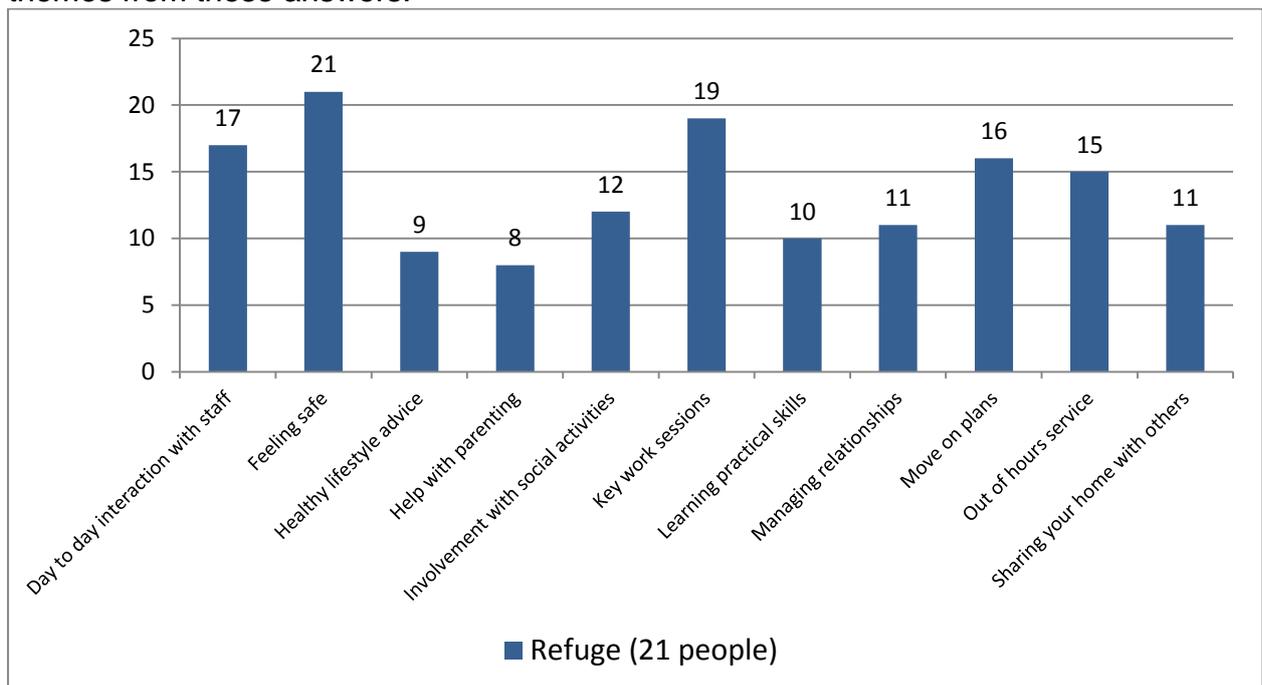
Appendix 3: Refuges survey

Please tell us which service you are a resident of or have been a resident of in the past:



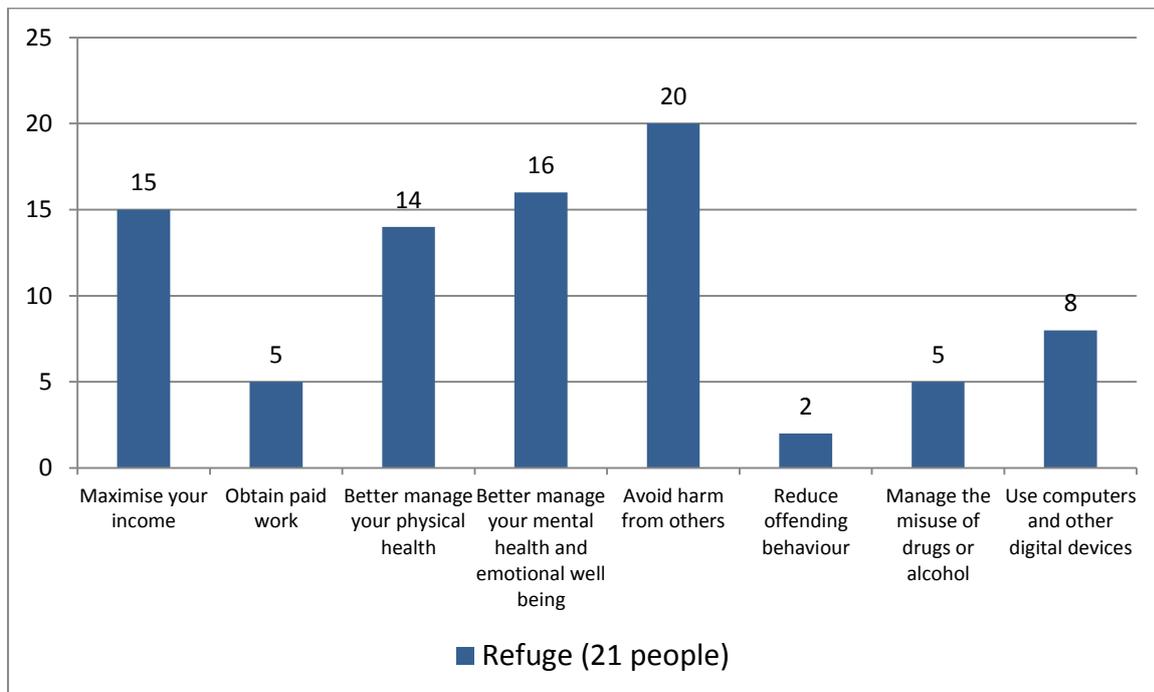
What have you found most helpful about the service?

People had the option of telling us if we had missed anything. There weren't any key themes from these answers.



Which types of support from the service have made the biggest difference to helping you to live independently?

People had the option of telling us if we had missed anything. There weren't any key themes from these answers.



If this service, or a similar one, had not been available when you needed it where would you have gone for accommodation and support?

Top theme for refuges: They would have had to stay living with their abuser or would have had nowhere to go.

The key themes for refuges were:

- They could, or would have been, homeless if this service hadn't been available.
- They would have been at risk of serious harm from their abuser or at risk of suicide if this service hadn't been available.

Do you have anything else you would like to say about the proposal to reduce funding for these services?

1 person ticked 'No', while 20 ticked 'Yes'.

Top theme for refuges: People said that these services save lives.

The other key themes were:

- The fact that they would be forced to stay living with their abuser if the service wasn't available.
- They would have struggled to get the help they need, or needed, without specialist services like this.
- People talked about the support the service has given them to turn their life around.
- They disagree with the proposed cuts and feel that this is a vital service.

Appendix 4: About you questions client survey

This section covers the answers for all client groups: young people at risk, young mums, refugees, single homeless, and mental health.

Gender

	Respondents		Census
Male	53	37%	48%
Female	71	50%	52%
Prefer not to say	2	1%	N/A
Not answered	16	11%	N/A

Transgender

3 people identified as transgender, while 120 (85%) answered 'no' and 3 chose prefer not to say. The rest (16) did not answer the question.

Age

	Respondents		Census
under 18	17	12%	19.8%
18-24	48	34%	7.3%
25-34	17	12%	9.6%
35-44	19	13%	12.5%
45-54	16	11%	14.2%
55-59	4	3%	6.3%
60-64	1	1%	7.5%
65-74	0	0%	11.2%
75+	0	0%	11.6%
Not answered	20	14%	N/A

Ethnicity

	Respondents		Census
White British	111	78%	98%
White Irish	2	1%	
White Gypsy/Roma	3	2%	
White Irish Traveller	0	0%	
White other	1	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	1	1%	
Mixed White and Asian	3	2%	
Mixed other	2	1%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	1	1%	
Black or Black British African	1	1%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	
Chinese	0	0%	0.3%
Other ethnic group	0	0%	
Prefer not to say	0	0%	N/A
Not Answered	16	11%	n/a

Disability

68 (48%) respondents consider themselves to be disabled, while 52 (37%) don't and 5 chose prefer not to say. The rest (17) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	9	6%
Sensory impairment (hearing and sight)	4	3%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	8	6%
Mental health condition	66	46%
Learning disability	19	13%
Other	1	1%
Prefer not to say	0	0%

Religion

31 (22%) respondents consider themselves to have a religion or belief, while 90 (63%) do not, and 7 chose prefer not to say. The rest (14) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	26	18%	60%
Buddhist	5	4%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	1	1%	0.8%
Sikh	0	0%	0%
Other	2	1%	0.7%
Not answered	108	76%	N/A

Sexuality

	Respondents	
Bi/Bisexual	7	5%
Heterosexual/Straight	110	77%
Gay woman/Lesbian	2	1%
Gay Man	1	1%
Other	3	2%
Prefer not to say	6	4%
Not answered	13	9%

Marriage or civil partnership

8 respondents are married or in a civil partnership, while 115 (81%) are not and 4 chose prefer not to say. The rest (15) did not answer the question.

Appendix 5: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (101 people) and not everyone who filled in the general survey (over 700 people).

Are you completing the survey as: (101 answered)

Please note that this was a multiple choice question.

Answer option	Count
A family member or friend of someone who uses social care services	16
An employee of a health or social care organisation	37
A member of the public	37
A group or forum (providing an official response)	0
An organisation (providing an official response)	3
Other (please explain below)	8
Not Answered	5

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- East Sussex Families & Carers Team
- Sussex Community Development Association
- YMCA Downslink Group

What do you think about our savings proposals? (93 answered)

Top theme: The people who use these services are some of the most vulnerable people in society.

The other key themes were:

- The proposals would affect people's ability to maintain or find appropriate accommodation.
- They would impact on young people.
- Cutting funding for these services would be more expensive in the long term, as people would end up using more expensive services or needing to access other statutory services more, such as the NHS, Police and housing services.
- People were unhappy or angry about the proposal.
- There would be an impact on the community if these services were cut or reduced and things like homelessness and anti-social behaviour increased.
- People said these are vital services.
- People talked about the benefits they have seen the services provide to the residents.

How would people and organisations be affected by the proposals? (93 answered)

Top theme: People said there would be an impact on people's access to accommodation and it would increase homelessness.

The other key themes were:

- There would be general negative impacts.
- The proposals would put people at risk.
- This would impact on young people, due to the specialised services that are provided to them.
- These are vital services and cutting them would increase the pressure on statutory services.
- People talked about the benefits of the services.
- People noted the impact and pressure on staff if the services were cut.
- It would impact on the community through increases in homelessness and anti-social behaviour.
- It would impact on children of those who would otherwise use the services.
- Services could become unviable, including one of the organisations which responded.
- Services and charities are already stretched, meaning that any changes are likely to increase the pressure on, and need for, statutory services.

Do you have any suggestions for alternative ways of making the savings? (84 answered)

Top theme: People suggested changes the national government could make to how money is spent or raised, or talked about national funding decisions and their local impact.

The other key themes were:

- Looking for more savings from other Council departments instead.
- Raising Council tax.
- Push the government for more money.

Do you have any other comments about the proposals?

58 people ticked 'No', while 32 ticked 'Yes'.

Top theme: There is a need for this service and people are unhappy about the proposal to cut funding.

The other key themes were:

- There would be an increase in homelessness.
- It would impact on young people.

About you questions

Gender

	Respondents		Census
Male	21	21%	48%
Female	75	74%	52%

Prefer not to say	2	2%	N/A
Not answered	3	3%	N/A

Transgender

One person identified as transgender, while 92 (92%) answered 'no' and 4 chose prefer not to say. The rest (4) did not answer the question.

Age

	Respondents		Census
under 18	1	1%	19.8%
18-24	4	4%	7.3%
25-34	17	17%	9.6%
35-44	18	18%	12.5%
45-54	28	28%	14.2%
55-59	10	10%	6.3%
60-64	8	8%	7.5%
65-74	2	2%	11.2%
75+	1	1%	11.6%
Not answered	12	12%	N/A

Ethnicity

	Respondents		Census
White British	79	78%	98%
White Irish	3	3%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	4	4%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	1	1%	
Mixed other	1	1%	
Asian or Asian British Indian	2	2%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	
Black or Black British African	1	1%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	
Chinese	0	0%	0.3%
Other ethnic group	0	0%	
Prefer not to say	3	3%	N/A
Not Answered	6	6%	n/a

Disability

12 (12%) respondents consider themselves to be disabled, while 80 (79%) don't and 5 chose prefer not to say. The rest (4) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	3	3%
Sensory impairment (hearing and sight)	2	2%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	4	4%
Mental health condition	8	8%
Learning disability	2	2%
Other	0	0%
Prefer not to say	1	1%

Religion

22 (22%) respondents consider themselves to have a religion or belief, while 63 (62%) do not, and 8 chose prefer not to say. The rest (8) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	18	18%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	1	1%	0%
Other	2	2%	0.7%
Not answered	80	79%	

Sexuality

	Respondents	
Bi/Bisexual	2	2%
Heterosexual/Straight	73	72%
Gay woman/Lesbian	1	1%
Gay Man	0	0%
Other	0	0%
Prefer not to say	14	14%
Not answered	11	11%

Marriage or civil partnership

41 (41%) respondents are married or in a civil partnership, while 39 (39%) are not and 11 chose prefer not to say. The rest (10) did not answer the question.

Appendix 6: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client and general). Of the 207 people who shared their views about these proposals and provided their post code, a total of 184 were mappable.

SP Accommodation



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 7: Other feedback

Organisation and group feedback

The following organisations provided feedback about the proposals:

- 1) Children's Services (ESCC)
- 2) Eastbourne Borough Council
- 3) Eastbourne Foyer Video
- 4) East Sussex Division, Sussex Police
- 5) Hastings & St Leonards Local Strategic Partnership
- 6) Lewes District Council
- 7) Newhaven Foyer Video
- 8) Rother District Council
- 9) Salvation Army Housing Association
- 10) Turner House Residents
- 11) Wealden District Council
- 12) Young Mums Video
- 13) Youth Homelessness Operational Groups

Key themes

The overall themes were:

- Organisations recognise the need to make savings and the difficult decisions the Council has to make.
- The level of cuts is too high for services that support some of the most vulnerable people.
- They believe that the reduction in funding would undermine the Council's priority to keep vulnerable people safe and remove the safety net for vulnerable people.
- Accommodation based services are essential in helping people to develop tenancy readiness skills.
- The proposed level of reduction in funding is likely to make the existing services unsustainable.
- Reducing these services would make it harder and more expensive for Children's Services to meet its statutory duties and increase demand for assessment and services.
- Reducing funding for these services is not in keeping with national policy around homeless reduction and is likely to increase the need for services.
- Continued funding reductions make partnership working even more important.

The key concerns were:

- That this would put vulnerable people at increased risk from exploitation from organised crime groups.
- That the reductions would impact on urban areas with a high level of need for services.
- Hastings has already seen bigger increases in homelessness than the rest of the county over the past years as services have reduced.
- Wealden only has two services and no provision for young mums, single homeless and those with mental health needs.

The key impacts were:

- More people would become homeless and at risk of harm or suicide.

- It could limit key housing options for people who are unable to live independently and pose major risks to mental health and hospital services, increasing the revolving door.
- There would be a risk that more children would end up being taken into care.
- Reductions in these accommodation services would put people at risk of repeat homelessness, impact on the community, and put vulnerable young people at risk of 'cuckooing'.
- The proposed reductions are likely to have a significant impact on health services, housing, Children's Services and Adult Social Care and make it harder to meet statutory duties.

Suggestions:

- Closer partnership working across statutory services is needed to maximise efficiency in service provision. This should include sharing data and joint commissioning.
- There is an opportunity to devolve commissioning for these services to the local level so they can be better targeted.
- The Council should look at fair access to accommodation based housing support across the county based on demographics and needs data.
- Focus the remaining resources on the areas that make the most difference.

Young mums key themes

- People value the fact that the service is a safe place for them and that it gives them the experience they need to move on and look to the future.
- Without services like this, a lot of people would be in bad situations and won't be able to fulfil their potential.
- Services offer a lifeline and a chance to change their lives and that of their children.
- Services represent a potent homelessness prevention measure and the number of foster care placements needed.
- Services face losing substantial amounts of funding and could face closure.
- The only alternative would be temporary accommodation in B&Bs, which would place them and their children at significant risk.
- It already takes 3-6 months to find suitable housing when people are ready to move on from the service.

Young people at risk key themes

- For some residents it is the first stable and caring home they have had. The services help people to move on from bad things in their life, become independent and choose their own future.
- These services support people to develop the skills they need to move into mainstream education, training or employment.
- The only alternative would be temporary accommodation in B&Bs.
- A reduction in provision would lead to more young people sofa surfing, making it harder to support them.
- It would lead to an increase in demand for housing services and potentially increase the number of people sleeping rough.
- It would impact on the accommodation available to care leavers, for which there is already a long waiting list.

- These services help to prevent deaths by housing young people in suitable accommodation.
- Without effective service provision, then the level of demand on police and other agencies would rise significantly.
- Supported accommodation has been key in helping to disrupt exploitation of young people by organised crime groups.
- It would impact on the effectiveness of the Vulnerable Young Persons Accommodation Project.

Mental health key themes

- Spaces are already limited and this is an essential service.
- The majority have significant mental health needs and need support to settle and prevent further hospital admissions.
- District and borough services have already seen a steady rise in people with mental health needs, often with substance and alcohol problems too.
- Removing or reducing services that support this group of people is likely to exacerbate their issues, particularly when districts and boroughs have to place them in temporary accommodation which is not able to properly support them.

Single homelessness key themes

- Spaces are already limited and this is an essential service.
- Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- People would end up in prison or dead if these services aren't available.

Refuges key themes

- Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed, so any savings which put this at risk should be avoided.
- Care needs to be taken in remodelling refuges as changes or reductions in staff could be life threatening for residents.
- Reductions in the service would impact on Children's Services if there are cuts due to the large number of children living in refuges.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0002	Before consultation started	Email	East Sussex Division, Sussex Police	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> • Raising their concerns around vulnerable young people being drawn into substance abuse and being exploited by organised crime groups (OCGs). • Ongoing partnership support around drug and alcohol abuse (in respect of health treatment and education) is essential to limiting further harm. • If the market for drugs locally was to grow that would increase the risk that these OCGs would target the county. This would make enforcement more difficult. • Without effective service provision, the level of demand on policy and other agencies such as the Council is likely to rise significantly, meaning that the short-term saving in prevention would result in mid- to long-term increased costs. • The response recognised the Council's requirement to make savings. 				
Code: Org0011	March	Email	Youth Homelessness Operational Groups	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> • The proposed reductions in young people services and Home Works funding combine to directly undermine the Council's priority to keep vulnerable people safe. • Children's Services has a statutory duty to prevent destitution, contained in the Children Act 1989. The removal of a large proportion of Young people services, Young mum services and Home Works would make meeting that duty more difficult and more expensive. • A reduction in supported accommodation bed spaces would increase the number of young people sofa surfing or living in environments where safeguarding issues are prevalent. Such young people are much more difficult to support than those in settled accommodation, leading to increasingly chaotic lifestyles, more risk taking and more case complexity. • Reductions in beds in supported accommodation would compromise the 				

effectiveness of the Vulnerable Young Persons Accommodation Project, which has reduced the previous reliance on B&B accommodation (which was unlawful), partly by providing three Crash Pads.

- The reduced budget for Home Works and supported accommodation would adversely affect care leavers support and accommodation opportunities, who are now offered support up to 25 years old.
- As well as providing a homelessness prevention measure, supported accommodation also reduces child in need cases within Children’s Services.
- Young mums services represent a potent homelessness prevention measure and the number of foster care placements needed.
- Referrals to Home Works of both care leavers and homeless young people 18-25 remain stubbornly high, those for care leavers alone having increased by 10% since last year. The service plays a vital role in helping move on and sustain tenancies for this very vulnerable age group.
- The recently published “State of Child Health in East Sussex” report highlights the link between deprivation and poor outcomes. It identifies self-harm as the biggest single indicator of suicide risk. A significant proportion of young people placed in supported accommodation exhibit such behaviours at the time of placement.
- The MACE (Missing and Child Exploitation) meeting is formed of statutory and non-statutory partners, which include Children’s Services and Police, to intervene and disrupt exploitation of young people by organised crime/County Lines. A number of Operations have been successful, supported accommodation providers being key to providing information and keeping young people safe. A reduction in the number of schemes would adversely affect the co-operation between partners and the frequency of useful intelligence gathering.
- Housing Authority representatives were concerned at the impact on homeless young people aged 18-25 in need of support from a reduction in beds, and subsequent increase in footfall for Housing Authorities which may manifest in rough sleeping and have further implications for NHS services.

Code: Org0013	March	Email	Eastbourne Borough Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people’s day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the proposals in the medium and longer term.

Accommodation-based housing services

- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children’s and adult

services).

- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- Very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.

Community-based housing support services

- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly opposes this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher-cost services in the health and social care sectors, including both adult social care and children's services.

Older people's day services

- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.
- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.
- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.

DESSS

- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group which focuses on the need to support people facing extreme financial difficulties.

Code: Org0016	April	Letter	Hastings & St Leonards Local Strategic Partnership	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Continued funding reductions make partnership working even more important.
- They are therefore concerned about the proposed savings and the disproportionate effect they would have on urban areas with the highest levels of deprivation.
- Focusing the savings on preventative services is short sighted and would undoubtedly lead to increased demand for acute services.
- To fully understand the impact, more detailed analysis needs to be undertaken and the information provided should also reflect the ongoing cuts to services.
- Hastings has a higher proportion of people living with long-term conditions.
- The proposed reduction in funding for carers support is likely to increase their support needs and may mean they can't continue to work.
- Reductions in funding for accommodation, housing support, and DESSS would affect services which are all vital in tackling homelessness.
- Hastings has seen bigger increases in homelessness than the rest of the county over the past years as services have reduced.
- Reducing homelessness is a national priority, so reducing funding for these preventative services is not in keeping with that policy direction or the likely increases in need for these services.
- Both community housing support services have extensive experience of working with vulnerable people who would struggle to engage with statutory services.
- Accommodation based services are essential in helping people to develop

tenancy readiness skills.

- Reductions in these accommodation services would put people at risk of repeat homelessness, impact on the community, and put vulnerable young people at risk of ‘cuckooing’.
- Closer partnership working across statutory services is needed to maximise efficiency in service provision. This should include sharing data and joint commissioning.
- The areas with the highest demand should be prioritised when funding decisions are made.
- There is an opportunity to devolve commissioning for these services to the local level so they can be better targeted.
- The voluntary sector needs to be fully involved in the process given the big contribution they make to community resilience.

Code: Org0017	April	Email	Wealden District Council	
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<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Recognise the fact that the Council is facing budget cuts and has difficult decisions to make.
- They are concerned that the proposed cuts would impact on some of the most vulnerable people.
- They represent a false economy as they simply pass on increased costs to other statutory organisations and would impact on an increasingly pressured voluntary sector.
- The cuts would have an impact on the health and wellbeing of their residents, particularly their mental health. Reducing preventative services is short-sighted and means the intervention ends up being more expensive.
- Decisions about reducing services should be made based on outcomes and the financial impact on other services.

Community-based housing support

- The proposed level of cuts is too high.
- They agree that those with the highest need should be prioritised, but if there is less early intervention then the needs of individuals are likely to escalate.
- This would increase the costs for primary care services and possibly increase the need for Children's Services interventions.
- Households could be at risk of losing their home without this early intervention service, meaning that the districts and boroughs would see an increase in their workload.
- Service provision is already limited and there are no alternative services if these ones are reduced or cut.
- The Council should work with districts and boroughs to redesign these services.
- For example, a generic service rather than two services could save money.

- The aim of redesigned services need to focus on those with the most urgent housing situations and those to whom local authorities have statutory homelessness duties.
- It is essential that any revised services deliver life skills so people can manage their tenancy following intervention and prevent the need for repeat support.

DESSS

- They sometimes refer people to the scheme.
- They understand why cuts are being explored given it is not a statutory service and there are other services that can provide some of the services free or at a lower cost, such as food banks and low cost furniture.
- However, there are no alternative services that can provide assistance with utilities bills and rent in advance.
- They suggest requiring households to pay back any assistance at an affordable level, although note that the problem with this would be the costs of doing so and the time it would take.
- They are concerned that the proposal to reduce the amount of money given to district and boroughs for rent in advance would affect non-priority and intentionally homeless households which are not owed a duty by the districts and boroughs.
- The direct result of this would be an increase in rough sleeping which locally is already on the increase and they would not like to see further increase for many reasons including the impact on the individual/household as well as on other public services including the police.

Accommodation-based housing support

- The proposed level of cut is too high, particularly since they are providing services to some of those most in need.
- They are concerned about the impact on Wealden, as the area only has two services and no provision for young mums, single homeless and those with mental health needs.
- Similar areas in Rother and Lewes already have greater provision.
- It is already difficult to house those with support and any reduction in provision would be unfair and disproportionate.
- Care needs to be taken in remodelling refuges as changes or reductions in staff could be life-threatening for residents.
- Not having enough provision for services would impact on other public sector services and risks more children being taken into care.
- The proposed cuts would impact on other Council services, such as Children's Services and leaving care services.
- Cuts are also being planned in community-based housing.
- They suggest that in making the cuts the Council should look at fair access to accommodation- based housing support across the county based on demographics and needs data.
- The viability of units would be at risk if the cuts went ahead.
- Many of the services will be owned by Housing Associations which will have outstanding debts on the building.
- The shortage of accommodation means the county cannot afford to lose any social properties.

Code: Org0032	April	Letter	Salvation Army Housing Association
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- The level of saving has the potential to cause catastrophic harm to those who we seek to support as a provider.
- Their residents have taken part in the consultation and used it to explain how the services give them the opportunity to learn the life skills needed to be independent.
- They also say that the only alternative to this service is temporary B&B accommodation. Many of them say if they were made homeless the only options may be prison or suicide.
- Adult Social Care says that alternative housing and support would be provided if the cuts went ahead.
- The reality is that this doesn't exist, as it already takes three to six months for housing to become available when the young mothers using this service are ready to move on.
- Placing young mothers in B&B accommodation would place them and their children at significant risk.
- While efficiencies need to be made, the level of reduction in funding for young people at risk, and young mothers accommodation would place young lives at significant risk and they believe this group would be at highest risk from the proposed cuts across these services.
- The proposed cuts undermine the Council's commitment to keeping vulnerable people safe and reduce the safety net for these vulnerable people.
- The removal of a large proportion of younger people's services would make it harder for Children's Services to meet its statutory duties in the Children Act.
- It is also likely that Children's Services would see an increase in cases with a higher need and an increasing need for foster care or placements.
- A reduction in services would increase the number of young people sofa surfing or living in unsafe environments, making it harder to support them.
- Many statutory services would see an increase in footfall and poorer outcomes.
- A reduction in supported accommodation would also impact on the success of the transformation project to support care leavers and homeless young people and limit their ability to move on.
- The reduced budget for supported accommodation would adversely affect care leavers support and accommodation opportunities.
- These services help to prevent deaths by housing young people in suitable accommodation.
- Reducing the service would limit the role it can play in addressing issues of self-harm and suicide and risks impacting on health services.
- Young residents often have significant mental health issues which the service helps to address. This is a huge saving for the public purse in the long term.

- Supported accommodation providers are also key in providing information to MACE (Missing and Child Exploitation) meetings and disrupting exploitation of young people by organised crime and County Lines, and help to keep people safe.
- The significant reduction the proposals represent would likely increase the footfall for housing authorities which are already struggling to implement the Homelessness Reduction Act. This may manifest in rough sleeping and have further implications for NHS services.
- If reductions make the services unviable, then there is the possibility that infrastructure which the public purse has invested in would be lost for good.

Code: Org0018	April	Email	Lewes District Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- They recognise the financial pressures and limited choices facing the Council, particularly with the need to meet statutory duty.
- That said, they are concerned about the impact in the medium and long term on individuals and the demand for services if preventative spending is reduced.

Accommodation-based housing support

- The level of saving proposed is likely to make the existing services unsustainable and reduces services provided to some of the most vulnerable people in our communities.
- The proposed reductions are likely to have a significant impact on health services, housing, Children's Services and Adult Social Care.
- Young people are referred because of their level of vulnerability and because they are not able to stay in the family home and would be at significant risk without these services.
- Due to the challenges they have faced they need support to settle and develop the skills they need to live independently.
- These services also contribute to key government aims to ensure people are supported to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding for refuges, as these services are a lynchpin for people experiencing domestic abuse.
- The Council works hard with partners to promote awareness of domestic abuse and increase reporting, so it would seem perverse to limit services for those who make the decision to escape.
- Refuges provide a safe space for women escaping violence and many have closed in recent years, exposing those who are no longer able to find a space to the many risks of abuse which arise from homelessness.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.

- They oppose the proposed reduction in single homeless and mental health services.
- Spaces are already limited and these essential services support some of the most vulnerable in society.
- These clients often have significant mental health needs, drug or alcohol addictions and complex needs.
- Putting this support at risk would impact on health and social care services and community safety.
- The proposed savings conflict with the Council's responsibilities for safeguarding the most vulnerable people in our communities and the effort and energy put in by other teams within the council itself.
- From their point of view as a housing authority, the proposals could also limit key housing options for people who are unable to live independently and pose major risks to mental health and hospital services, increasing the revolving door.

DESSS

- They are concerned at the level of savings proposed.
- It is not clear from the consultation how much funding there would be for each element of the current service if they went ahead.
- The amount given to district and borough councils for rent in advance has been reducing steadily over a number of years, whilst the need for this funding has increased and housing options have shrunk.
- The level of rent in advance and deposits demanded by private landlords and their agents put housing beyond the reach of most people.
- The main cause of homelessness is the termination of private tenancies and people not having the savings to meet the demands for rent in advance and deposits.
- People are therefore completely reliant on the loan schemes supported by DESSS.
- At a time when the roll-out of Universal Credit is affecting people, the proposed cuts make a nonsense of the Council-led Financial Inclusion Group.
- They urge the Council to restrict any savings to those which reflect under-use and to maintain the current funding level for rent in advance schemes.

Community-based housing support

- These provide essential services, helping them to cope with major life changes which threaten their independence.
- They build resilience and reduce the risk that people would become dependent on more costly hospital and care services.
- They are strongly opposed to the level of savings proposed, which is likely to make the existing services unsustainable and ignores the fact that many people are at crisis point when the referrals are made.

Home Works

- They are concerned about the reduction for this service and the likely rise in demand it would cause for care services.
- The majority of people who use the service are referred directly by statutory organisations and most are already in crisis.
- This is a vital service for people with a variety of needs and plays a key role in delivering the Council's duties under the Care Act.

- Nationally there is increasing recognition of the gap in provision for people experiencing poor mental health.
- Community-based services play a key role working with some of the most vulnerable people, many of whom have multiple and complex needs.

STEPS

- The service plays a key role in reducing demand for care services and allowing people to continue to live independently despite significant health problems.
- The proposed savings would translate into a significant reduction in the number of clients who could be supported.
- This is likely to increase demand on health and care services, particularly as the majority of clients have at least one long-term health condition.
- There are significant financial benefits from people being able to continue living independently and the additional income the service helps to secure for clients.

Code: Org0000	April	Video	Eastbourne Foyer Video
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- The video tells the story of some of the young people who have used the service.
- They share the circumstances that brought them to the service, from being homeless or sofa surfing; their health problems; issues with their parents; being in care; abusive relationships; and suicide attempts.
- The video explains the practical and emotional support that the service offers to residents 24/7, from access to education or employment, maximising their incomes, overcoming their past, breaking addictions, and helping them to see they have a future.
- For some of the residents it is the first stable and caring home they have had. They are given support to learn from their mistakes and the skills to move on.
- The residents talk about what has changed for them, from moving out on their own; getting a university offer; getting support with their mental health needs; controlling their anger; and sorting their life out.
- The services help them to move on from bad things in their life, become independent and choose their own future.
- The video ends by saying the funding cuts may cost them their home and their hope. It would also leave other young people with no chance of a better future.

Code: Org0026	April	Video	Young Mums Video
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
			LD dps & residential

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- The video explains the service that is offered and tells the story of some of the residents.
- The residents talk about their situation before coming to live at the service: being homeless; living in unsuitable temporary accommodation and feeling unsafe; or being evicted.
- They talk about how they feel about the service and how it has helped them: they feel like it's their home and value the support they get from staff; how helped them get routines, go back to work, get used to living on their own with their child.
- They talk about the courses and workshops they've had access to and how they helped them deal with problems and learning to be mums.
- The service is helping them to plan for the future, whether that is training for a career or starting their own business.
- People value the fact it's a safe place for them and the service works with other services who are supporting them.
- They say that they are getting the experience they need to move on and look to the future.
- Without services like this, they say a lot of people would be in bad situations and won't be able to fulfil their potential.

Code: Org0028

April

Video

Newhaven Foyer Video

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- The video explains the support the service offers and tells the story of some of the residents.
- The residents talk about their situation before they came to live in the service: living on the streets; taking drugs and drinking; being involved with gangs and drug dealing; experiencing anxiety and depression; harming themselves; and overdosing and suicide.
- One said they would be dead if it wasn't for the service.
- One said they gave them another chance and saw the good in them.
- One said they showed them that life is worth living.
- They talk about how the service has helped them: helped them with their mental health; to deal with their past; to access education and training; re-homing them; pushing them towards their goals; to make friends; teaching them life skills.
- They talk about the plans for the future it has helped them to make: to get a place at college; pushing them towards their goals; moving on to other services; and becoming independent.

- They say if it wasn't for the service they would be homeless or would end up in prison.
- The video ends with a plea from one of the residents not to end this amazing service which is their family and their lives. They say it has helped them to grow into strong and independent adults.

Code: Org0029

April

Email

Children's Services (ESCC)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

Key themes

- Under the proposed reductions, it is highly likely that there would be a net increase in overall spend by the Council in meeting its statutory obligations.
- The increased risks whilst waiting for fewer bed-spaces would also have to be managed by a number of Council social care teams. Given the regulatory and inspection framework for Children's Services this is likely to bring increased reputational risk.
- The Housing Authorities would be impacted on by the reduced funding for Home Works, which would see more tenancy breakdown and more homelessness presentations. They would be similarly affected by the reduced number of supported accommodation bed spaces.
- One of the proposed solutions would be to undertake joint commissioning of supported accommodation for young people utilising existing Supporting People funds, the existing Youth Homelessness budget, that for Care Leavers and Flexible Support Grant from the District and Borough Housing Authorities.

Other themes

- The requirement to make substantial savings is recognised. Their response seeks to set out the impact on other Council budgets which would result from reductions in young people and young mothers' accommodation support services and Home Works community support.
- The division in budget reductions between the services seems disproportionately in favour of the preventative service and not those accommodation services which seek to address crisis at the statutory level.
- These reductions would likely lead to an increase in footfall and assessments for a range of Children's Services. Presentations of "intentionally" homeless families would also rise as a result of the Home Works budget reductions.
- The reduced budget for supported accommodation would adversely affect care leavers support and accommodation opportunities.
- Reducing the service would limit the role it can play in addressing issues of self-harm and suicide, and risks impacting on health services.
- The funding reduction would reduce capacity for services that are already operating waiting lists.
- This would mean there would be an increase in young people who need support who don't have services if they are reduced. Most of the group would

be people who ESCC has a statutory responsibility to support.

- This would mean that the Council would still face paying the costs of supported lodgings, private sector accommodation or foster care.
- There would be additional risks for homeless children and young people who cannot access appropriate accommodation, or face delays in doing so, such as being used as a drug mule, sexual exploitation, going missing, self-harm, youth offending, social isolation, teenage pregnancies, and mental health, emotional or behavioural difficulties.
- All these issues would cause an increase in costs to Children’s Services and partner agencies.
- Young people who continue to sofa surf are more difficult to support and re-presentations are a frequent feature. This leads to increased interventions and assessments, again at increased costs for Children’s Services.
- Successful referral to the young mothers service allows the department to close cases. The loss of beds in this service would impact profoundly on the services it provides and the cost of them.
- They are also concerned about cuts to refuges, which support around 100 children at present and help to meet statutory obligations for the department.
- There is already a long wait for accommodation services for care leavers. Any reduction in services would impact on the availability of beds.
- Referrals to Home Works for care leavers and young homeless people remain stubbornly high. The service plays a vital role in helping them to move on and sustain tenancies.
- Withdrawing this support is likely to increase vulnerability and lead to more homeless presentations at a time when rough sleeping is increasing.
- This would mean that more Council Personal Advisors would be required to support more homeless care leavers.

Code: Org0033	April	Email	Rother District Council
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people’s day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- They recognise the financial challenge facing the Council.
- While they know that adult social care will recognise the potential impact on people living in the county if they go ahead, they do have real concerns about the added pressure it would put on district and borough services, particularly housing services.
- District and borough services have seen a steady rise in people with mental health needs, often with substance and alcohol problems too.
- Removing or reducing services that support this group of people is likely to exacerbate their issues, particularly when districts and boroughs have to place them in temporary accommodation which is not able to properly support them.
- It would also be harder to place people in social housing without some support, as the acceptance criteria are becoming increasingly risk adverse.
- They do not have access to suitable temporary accommodation for young

people, so reducing accommodation based services for them would mean the risk to their wellbeing is likely to increase.

- This group would also struggle to maintain long-term tenancies without support and this could lead to an increase in rough sleeping and additional costs for all statutory services.
- They believe that this is the time to focus the remaining resources on the areas that make the most difference.
- Focusing the prevention services on reducing the likelihood of further harm and risk to the individual and the community would be their priorities.
- Being imaginative with the remaining funds spent across the system would make a lot of sense in achieving better outcomes for people and they support the work going on to make this happen.

Code: Org0041	March	Email	Turner House Residents	
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- The service faces losing a substantial amount of its funding.
- This would have a significant impact upon the service, with an option being closure.
- It is the only service in the area, offering a lifeline to young people and the chance to change their lives and that of their children.
- The service is consistently full and has a long waiting list.
- The residents want the Council to know how valuable the home is to them.

Individual feedback

About the feedback	
Number of respondents:	44
When it was received:	February: 2 March: 2 April: 40
How it was received:	Email: 4 Feedback form: 31 Letter: 9
Who it was from:	Councillor/MP: 2 Client: 38 Employee: 2 Family/friend: 1 Other: 1

Key themes

The overall themes were:

- People disagree with the proposals to cut funding for these services.
- Services are already stretched following cuts and need more funding, not less.
- Many praise the service they have used and the staff who work there. They talk about the benefits they have experienced when using the service.
- People often say they were in a really bad place or at risk of harm before they accessed the services.
- The service became their home at a time when they didn't have that. They helped people to feel safe and make their lives better.
- The services focus on helping people to learn life skills and move towards independence. People also value the peer support aspect.
- *Young people at risk*: The service needs to stay open, as young people need its help to improve their lives and have a future.
- *Young people at risk*: It gets you to open up about your mental health and address painful emotions.

The key concerns were:

- The limits that would be placed on people's ability to change their life through accessing education and finding a job or career.
- That social care would still have to pick up the pieces eventually.

The key impacts were:

- The limits it would place on people's ability to become independent and develop resilience.
- Studies show that cuts in supporting housing increase homelessness, offending, self-harm, substance misuse and antisocial behaviour and are thus a false economy.

- Without these services people would be sofa surfing, homeless or could end up in prison.
- People with drug and alcohol issues wouldn't have support to stop their abusive habits.
- Crime rates would soar if people were forced onto the streets.
- *Mental health*: Reductions in service would lead to more hospital admissions and homelessness.
- *Young mothers*: Without these sort of services, already vulnerable and isolated individuals would become more so.

Equality impact assessment – summary report for proposals to Supporting People (Young mums and young people)

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2018

Manager(s) name: Jude Davies **Role:** Strategic Commissioner

Impact assessment:

The proposal is to reduce funding to Supporting People funded accommodation based services to achieve savings of 40%. This includes accommodation-based schemes that support young people and young mothers aged 16- 25 who are pregnant or have a dependent child. The schemes are:

- Turner House (Young Mums) (11 beds)
- Eastbourne and Lewes Young Mothers (Young Mum) (5 beds each)
- Hastings Pathway
- Hailsham YMCA Stepping Stones
- YMCA Eastbourne
- London Road
- Newhaven Foyer
- Eastbourne Foyer

Clients of the young mothers scheme are unable to parent their child without accommodation-based support, and require specialist accommodation to minimise the risk to themselves or others or have complex and /or challenging needs and cannot live with their family but do not have the skills to live independently.

Summary of findings:

Data suggests that the proposals will have the highest negative impact on age (young people) and pregnancy/maternity (young mothers) as well as disability (people facing multiple and complex needs) and vulnerability as a result.

Note: There is a multiple impact here with proposed reduction to DESSS, and other Supporting People services including Home Works, STEPS and accommodation-based services for people with mental health issues and homelessness. There may also be additional impact arising from any savings proposals made in Children's Services.

- Increased risk of homelessness, poverty and debt, safeguarding and health needs for young people at risk, Looked After Children (LAC) and young mothers and their children.
- Increased vulnerability in turn increases the likelihood of sexual and physical violence and trafficking. In addition to this, proposals are likely to result in more young people and young mothers (and their children) living in unsafe conditions.
- Homeless young people, especially those who are 16 and 17, are particularly vulnerable. They are likely face additional barriers to securing accommodation from a range of factors including a lack of familial support and changes to the welfare benefits system, which affect both them and their families

- Increased pressure on acute and primary healthcare services, other statutory services (district and borough councils) and voluntary and third sector services including foodbanks
- Increased risk of financial pressure on other departments within ESCC particularly Children’s Services.

Summary of recommendations and key points of action plan:

- Once final savings are confirmed the Supporting People Strategic Commissioner will work with the Provider to develop an implementation plan/decommissioning plan for achieving the savings.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an ‘x’

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity		X	
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc) Homelessness/Low income		X	
All			

Equality impact assessment – summary report for proposals to Supporting People (accommodation-based services for mental health and Homelessness)

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2018

Manager(s) name: Jude Davies **Role:** Strategic Commissioner

Impact assessment:

There is a proposal to reduce funding to Supporting People-funded accommodation-based services by 40%. Services affected include:

Accommodation-based services for people with mental health issues:

- Bal Edmund Hastings
- Hyde Garden Eastbourne
- Pathways Rother

These services provide specialist on-site housing support and accommodation to meet the complex and multiple needs of adults who are homeless and who have a mental health issue. In 2016/17, 72 people used the services. A total of 43 people can receive a service at any one time.

Accommodation-based services for homeless people:

- Merrick House Hastings
- Priory Avenue Hastings
- St Aubyn's Eastbourne

These services provide specialist on-site housing support and accommodation for homeless people with complex needs including mental health, learning disabilities, physical and sensory impairments and drug and alcohol issues. Two of the services are for single homeless people, and one service can also support homeless families. 40 people can receive a service at any one time.

Summary of findings:

Data suggests that the proposals will have the highest negative impact on disability (mental health, and many clients have at least one long term condition) and people who are on a low income or homeless. There is an additional impact on age (predominantly working age) and gender (men).

Note: There is a multiple impact here with proposed reduction to DESSS, and other Supporting People services including STEPS and Home Works.

- A reduction in service would result in increased risk of homelessness and street homelessness for this cohort.
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms. This is especially prevalent for people who are homeless, especially street-homeless.
- Increased burden on local voluntary and community services including food banks as well as District and Borough council services

- Increased risk of suicide and death on the street, substance misuse, health risks including HIV, hepatitis C and tuberculosis, and crime including assault
- An increase in exploitation of vulnerable people at risk, and living in unsafe conditions

Summary of recommendations and key points of action plan:

- Once final savings are confirmed the Supporting People Strategic Commissioner will work with the Provider to develop an implementation plan/decommissioning plan for achieving the savings.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			
Gender/Transgender		X	
Marriage or Civil partnership			
Pregnancy and Maternity			
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc) Homelessness/Low income		X	
All			

Equality impact assessment – summary report for RPPR proposals to SP women’s refuges

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council’s website.

Date of assessment update: 9 May 2018

Manager(s) name: Jude Davies

Role: Strategic Commissioning Manager

Impact assessment:

The proposal is to reduce funding for Supporting People accommodation based services by 40%, as part of ASC’s RPPR process. The services affected by this proposal include the five refuges in East Sussex delivered through Refuge. In total, these provide 47 units of accommodation across:

- Eastbourne Refuge – 9 units
- Hastings Refuge – 10 units
- Lewes Refuge – 6 units
- Rother Refuge – 12 units
- Wealden Refuge – 10 units

39 % of women in the refuges in 2016/16 were local to East Sussex

Summary of findings:

The biggest impact is to the protected characteristic of gender, as the proposals will have a negative impact on women and their dependent children.

Ninety nine percent of women who access refuge support are of working age and over 70% had dependent children (2016/17).

Note: there is a possible additional impact associated with the proposal around the Discretionary East Sussex Support Scheme (DESSS).

Additional impacts may include:

- Increased physical and/or psychological risk for women (and their children) remaining in abusive relationships due to reduced options for safe accommodation with 24 hour admittance.
- An increase in women and children who are fleeing domestic abuse being placed in temporary accommodation including bed and breakfast accommodation and possibly being placed out of county without focused support.
- Multiple impacts for women with complex needs (e.g substance misuse, learning disabilities, poor mental health) as refuges are able to provide holistic and specialist support.
- An increased risk for pregnant women, as abuse often escalates with pregnancy.
- An increase in women becoming homeless, impacting local resources (District/ Borough councils).
- An increased demand on emergency services, particularly the police and A & E.

- An increased demand for counselling and mental health services, placing additional strain on GP's, HSCC and local services.
- An increase in safeguarding alerts for children, with potentially more being removed from the home, meaning further trauma to mother and child and resource implications for Children's Services.
- A rise in treatment for injury, hospitalisation and resultant healthcare costs.
- An increase in demand for the IDVA service.
- An escalation in safety issues and demand for policing.
- An increased risk of homicides.

Summary of recommendations and key points of action plan:

- If the proposals go ahead, Adult Social Care will work closely with providers to obtain a reduced service for women and children fleeing domestic abuse.
- Ensure processes are in place to best coordinate refuge availability.
- Ensure information provisions (HSCC, ESCC website, community safety services) are clear and current.
- Ensure women with language and communication needs are able to access information in the format they require.
- Consider how women can access the Discretionary East Sussex Support Scheme to ensure financial support for timely and successful move ons from the refuge.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative
Age		X
Disability		X
Ethnicity		
Gender/Transgender		X
Marriage or Civil partnership		
Pregnancy and Maternity		X
Religion/Belief		
Sexual Orientation		
Other (including carers/rurality etc)		
All		

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Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Community based housing support services**
Purpose of Report: **To consider proposals for community based housing support services**

RECOMMENDATIONS

Cabinet is recommended to:

1. **agree to use £1,212,000 of the additional 2018-2019 Government funding allocation of £1,616,000 to provide community based housing support services, as set out in the report, and prioritise support to those with the highest level of need; and**
 2. **delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
-

1. Background

1.1 **Home Works** is a county wide service delivered by Southdown Housing Association.

- The service visits working age people wherever they are living and provides comprehensive cover of the county: In 2016-2017 the geographical profile of service delivery was 27% Eastbourne, 35% Hastings, 14% Lewes, 11% Rother 13% Wealden.
- Referrals to Home Works are open, which means they come from a range of sources including self-referrals.
- In 2016-2017 47% of referrals were from statutory services, including 14% from Adult Social Care, 17% from Health and 10% from Children's Services.
- The needs of the clients are multiple and often complex: In 2016-2017 79% had a mental health condition, 57% a disability, 13% were at risk of domestic violence, 29% were ASC clients, 20% were young people (including care leavers), 6% were rough sleepers and 10% were living in temporary accommodation (65% had children). 38% of all households had children.
- Clients are supported to resolve their housing issues, better manage their health and wellbeing, maximise their income, retain paid work, prevent a crisis and develop the resilience necessary to address personal crisis as they arise. A primary purpose of this intervention is to mitigate the risk of an escalation of need which is likely to then require the intervention of a statutory service such as Adult Social Care, with related costs

1.2 **STEPS** is a county wide service delivered by South East Independent Living in Eastbourne, Wealden and Lewes and Family Mosaic in Hastings and Rother. STEPS provides two services:

- **Housing support service:** This service supports people aged 65 and over normally at their home to address issues related to difficulties with managing their home; preventing an unnecessary move or providing support to move to a more appropriate one. A primary purpose of this intervention is to prevent a more costly social care or health intervention.
- In 2016-2017 86% of clients had a long term condition, 83% a disability, 29% had a carer, and 50% lived alone. Referrals to the service are “open” and include self and family referrals. In 2016-2017 55% of referrals were from statutory services, including 41% from Adult Social Care.
- **Navigator support service:** This service provides information, advice and sign posting to people aged 18 and over with a physical long term condition (LTC) and need advice and guidance to live life to the full. This service visits people at home and aims to promote social inclusion. In 2016-2017 the LTCs included 8% with heart disease, 6% Chronic Obstructive Pulmonary Disease (COPD), 17% arthritis, 7% diabetes, 5% were stroke survivors. In addition 41% had a carer, 45% lived alone.
- Referrals to the service include self and family referrals. In 2016-2017 57% of referrals were from statutory services, including 51% from Adult Social Care.
- In 2016-2017 the geographical profile of service delivery was Eastbourne 27%, Hastings 17%, Lewes 18%, Rother 16% and Wealden 22%.

1.3 Demand for these community based services is high and caseloads demonstrate that the complexity of clients’ needs has increased in recent years.

2. Supporting Information

2.1 The current gross annual budget for the community based housing support services is £5,008,000.

2.2 The original 2018-2019 savings agreed by County Council for the Supporting People community based housing support services was £2,500,000. Following the allocation of an additional £1,616,000 government funding for 2018-2019, it is proposed that £1,212,000 of this additional government funding is used to fund community based services in 2018/19.

2.3 This portfolio of services includes two county wide, short-term, visiting support services: Home Works and STEPS to stay independent (STEPS). These services support people aged 16 years and over to access housing, live independently, prevent a crisis and more costly interventions. Details of funding for the services are as follows:

- Home Works has an annual contract value of £3,306,000 and an initial savings requirement of £1,650,000.
- STEPS has an annual contract value of £1,702,000 and an initial savings requirement of £850,000.

2.4 If the proposals are agreed £1,212,000 of the Adult Social Care Grant will be released by negotiation with current providers and, where contract status and EU procurement rules require, via a competitive tender process. Alternative provision to be provided with the remaining funding will be designed with providers and key stakeholders including district and boroughs. Redesign will determine the client group, eligibility, referral routes and the key outcomes.

2.5 Appendix 1 provides additional information in respect of the geographical coverage of the services, outcomes achieved and client profiles.

3. Consultation Summary

3.1 In the ten week consultation period from 15th February 2018 to 25th April 2018 a total of 2,861 comments or queries were received from people about the Supporting People community based services prior to and during the consultation period. Appendix 2 provides a summary of the consultation feedback. All consultation responses are available in the Cabinet and Members' Rooms for Members to consider.

3.2 The respective providers led the consultation process with clients. Providers engaged individually with clients to ensure they knew how to access the consultation process; led consultation meetings; and also advised former clients of the process. A petition created by a client that expresses concern about the proposed savings has been received and the petitioner will be given the opportunity to address Cabinet.

3.3 Key themes relating to Home Works services from the consultation:

- Cutting the service would affect people's ability to keep or find a home, lead to an increase in homelessness and lives could be put at risk
- Home Works plays an important role helping and supporting people who are struggling with mental health issues
- People say their life would have been at risk without this service
- There would be a negative impact on the community if Home Works was cut, through increases in homelessness, anti-social behaviour and crime
- Organisations say the service works in a practical way with people, helps people to cope, builds resilience, and saves lives
- The service focuses on crisis intervention and supports the work of many other statutory and charity services
- Organisations say the service plays a vital role in helping people to sustain tenancies and move on to permanent accommodation, particularly young people and care leavers
- The service has already seen cuts and has capacity issues. Further cuts could make it unsustainable
- Organisations say that cutting the service would make it harder for statutory organisations across the county to meet their duties
- If Home Works wasn't available they don't know where would have gone, as nowhere else offers this sort of support

3.4 Key themes relating to STEPS services from the consultation:

- The budget shouldn't be reduced because this is a vital service and cutting it would negatively impact on older people
- STEPS helps people to access benefits and move to more suitable accommodation
- Individuals and families would end up in temporary accommodation and it would put people at higher risk of homelessness
- It would create additional demand and costs for statutory services, including social care, the Police and health services including hospitals and GP surgeries
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays
- If STEPS wasn't available they don't know where they would have gone, as nowhere else offers this sort of support. The fact they come to your home is important to people.

4. Changes to Service Provision

4.1 A budget reduction of £2,500,000 would result in significant reduction in the number of people and households that can benefit from the services. The services will reduce and there will be significant impact on clients, their families and carers. Agreement to mitigate the savings by £1,212,000 in 2018/19 will reduce the impact on clients and service provision. It is proposed that the remaining budget is used to fund visiting housing support services through STEPS and Home Works as there is no other local provision of such services.

4.2 It is proposed that the STEPS Navigator service would cease. There are other navigator-type services in place which can go some way to mitigate the impact of the savings. These services include navigator and social prescribing type services provided by the third sector and Proactive Care Practitioners within Health. In addition there are on line resources including ESCIS and 1Space. Professionals can also work with Locality Link Workers to discuss how the gap can be filled and identify alternative support.

4.3 If the allocation of the £1,212,000 is agreed, the number of older people who receive housing support can be maintained in 2018/19. There would be a reduction in the number of working age people who would receive housing support and this would be quantified through discussion with providers. Future services will need to focus on those facing a crisis, those most at risk of destitution and preventing a more costly intervention. For Home Works in particular there needs to be regard to the requirements of the Homeless Reduction Act and the duty to refer placed on Adult Social Care.

5. Impact of the proposed service changes

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. The summary EqIA is attached at Appendix 3. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full version of the EqIAs and take their findings into consideration when determining these proposals.

5.2 The Equality Impact Assessment was based on the service changes needed to give effect to a budget reduction of £2,500,000. A common theme emerging from the consultation and Equality Impact Assessment is that without the housing support services in particular, people would have experienced a greater crisis of personal safety including a mental health crisis if they were unable to access the services. Respondents report they would have tried their GP, local council or Adult Social Care. In the future people can access other community support which they can find out about through Health and Social Care Connect, East Sussex 1Space and other information sources.

5.3 Key impacts identified through the EqIA for Home Works:

- A reduction in service would result in increased risk of people (especially families) presenting to statutory authorities as homelessness, and an increase in street homelessness for working age people on a low income

- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms
- Increased associated risks for families with children and young people, including child protection and safeguarding issues, and access to health and education
- Increased risk of suicide, poverty and debt. There are also increases in crime and likelihood of assaults and violence
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services.

5.4 Key impacts identified through the EqIA for STEPS:

- A reduction in service would result in older people (and people with long term conditions using the Navigator service) living in unsafe housing conditions, leading to increased risk of health and care issues, especially with long term conditions and increasing frailty
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms. This is especially prevalent for older people who are becoming frailer
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services
- Increased social isolation, risk of poverty and increasing debts. This also leads to more reliance on more long-term interventions and services.

5.5 STEPS employs 59 members of staff and Home Works employs 106 members of staff. It is not possible to quantify how many staff members will be directly affected by the proposed savings, this will be determined through service design. Services will be re-modelled based on available resources. Working with service providers, the most sustainable service offer will be identified and services will remain available to all East Sussex residents.

6. Conclusion and Reason for Recommendations

6.1 The proposal to utilise £1,212,000 of the additional £1,616,000 to fund community based housing support services is based upon the reach of services provided by STEPS and Home Works in terms of the number of people they support; the complexity and range of needs the visiting housing related support provides; and the prevention aspect of the housing support service which reduces the risk of people being in crisis. All of these issues were themes in both the consultation feedback and equality impact assessment. In addition, Home Works provides a crucial 'move-on' service to help vulnerable people transition safely from other services into independence.

6.2 If the additional funding is agreed, it is proposed that the budget is used to fund visiting housing support services as there is no other local provision of such services. Whilst

the Navigator service would cease, the number of older people who receive housing support can be maintained. There would be a reduction in the number of working age people who would receive housing support and this would be quantified through discussion with providers.

6.3 Alternative provision to be provided with the remaining funding will be designed with providers and key stakeholders including district and borough councils' housing departments. Future services will need to focus on those facing a crisis, those most at risk of destitution and preventing a more costly intervention.

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Jude Davies, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Member: Countywide service

BACKGROUND PAPERS:

Appendix 1: Service profiles

Appendix 2: Consultation Report

Appendix 3: Equality Impact Assessment summary

Appendix 1

Contract Details: Community Based Housing Support Services

Service Type	Capacity (as per contract)	Usage 2017 / 18	Annual Budget	Hourly rate	Average cost per client intervention	Previous savings
Home Works	Target is 3,200 clients per annum	102% 3263 clients received support in year. 843 clients who would be eligible could not be prioritised due to lack of capacity	£ 3,305,844	£19.36	£918.00.	£300,000
STEPS Housing Support	Target is 2,500 clients per annum	112% 2,791	£1,352,000	£18.84	£555	none
STEPS Navigator	Target is 1,200 clients per annum	105% 1263	£350,000	£18.84	£317	none

Community Based Housing Support Services

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Map 1: Where do Home Works clients live?

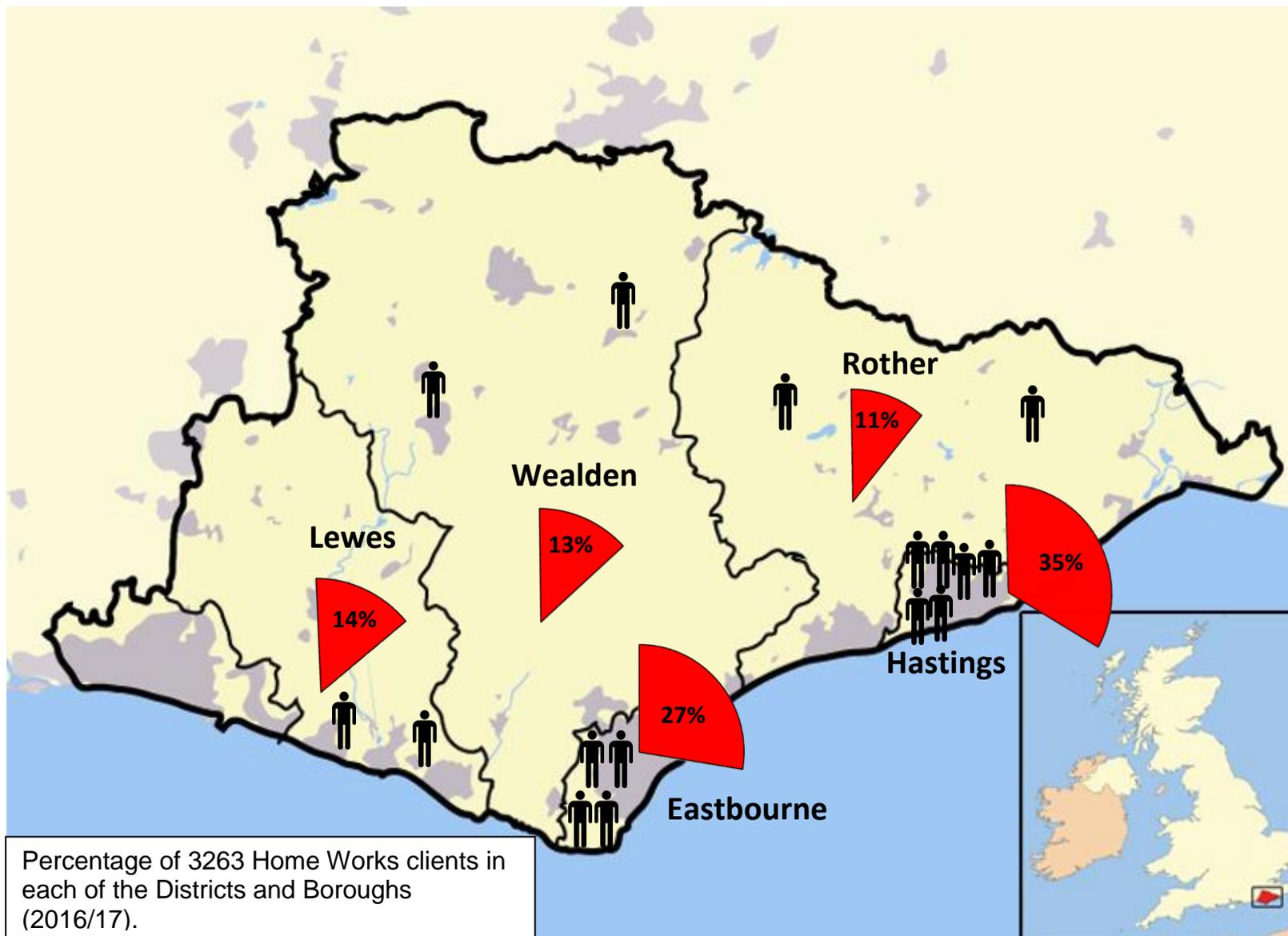


Chart 1: Wellbeing Outcomes Achieved by Home Works Leavers in 2017/18

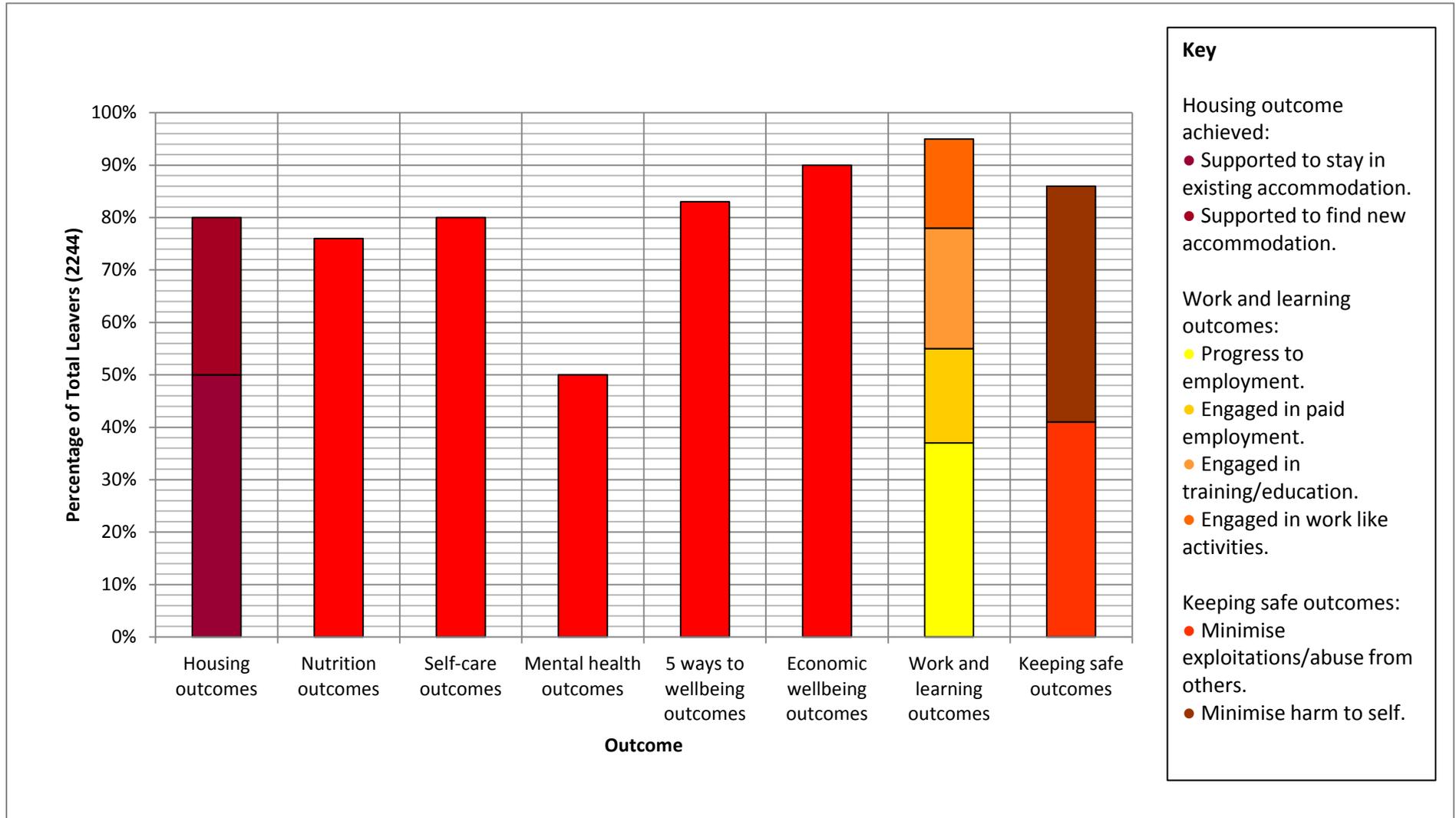


Table 1: Home Works – Client Profile

This data refers to 1 April 2016 to 31 March 2017.

Total number of people	3263
-------------------------------	-------------

Age	Total number	Percentage
16 - 17	24	0.75%
18 - 24	583	18%
30 - 44	1489	45.5%
45 - 64	1167	35.75%

Gender	Total number	Percentage
Female	1838	56%
Male	1425	44%

Ethnicity	Total number	Percentage
White British	2785	85%
Black British	80	2.5%
Asian	38	1%
Gypsy/Traveller	17	0.5%
Irish	24	1%
Other	319	10%

Needs	Total number	Percentage
At risk of domestic violence	415	13%
Poor independent living skills	1142	35%
Mental health issues	2081	64%

Household Status	Total number	Percentage
One person	1637	50%
Households with Children	1169	36%

Other Information	Total number	Percentage
Long term condition	1331	41%
Is a carer	401	12%
Has a disability	1878	58%

Map 2: Where do STEPS clients live?

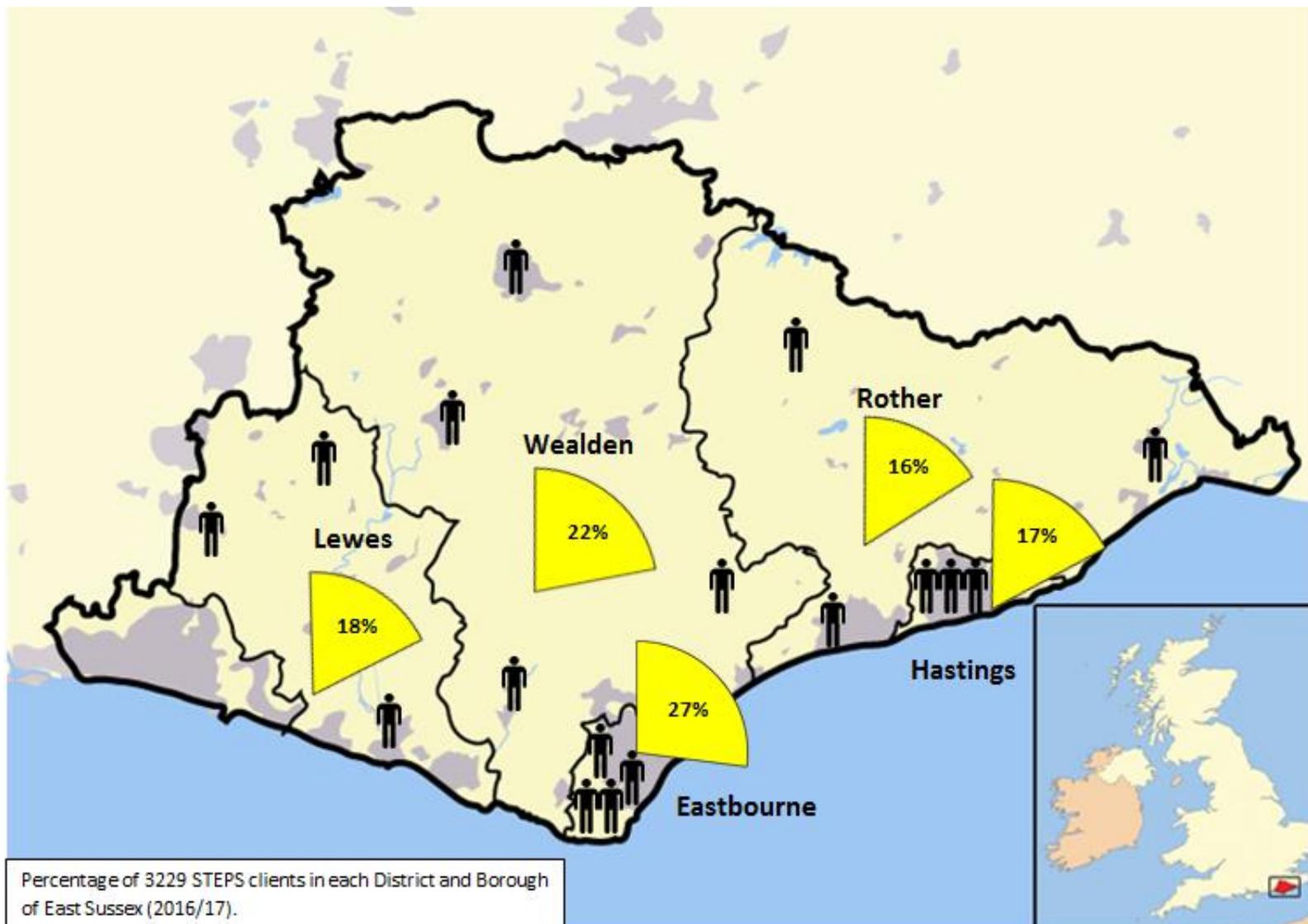


Chart 2: STEPS Housing Support Wellbeing Outcomes Achieved by Leavers in 2016/17

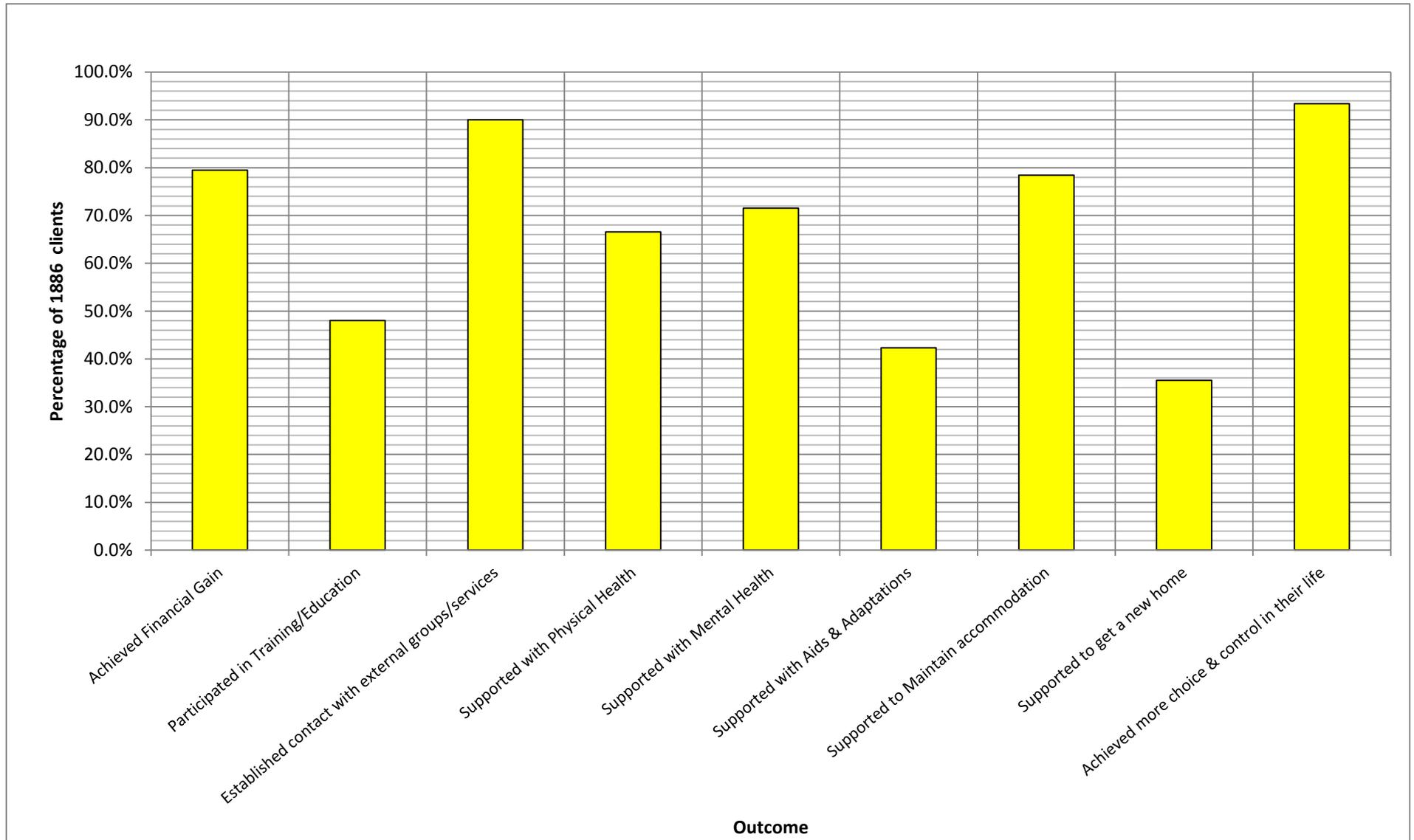


Table 2: STEPS Client Profile: Housing Support Service

This data refers to 1 April 2016 to 31 March 2017.

Total number of people	2040
-------------------------------	-------------

Age	Total number	Percentage
Under 65	18	1%
65 – 74	689	34%
75 - 84	785	38%
85+	548	27%

Gender	Total number	Percentage
Female	1182	58%
Male	845	41%
Transgender	13	1%

Ethnicity	Total number	Percentage
White British	1894	93%
Black British	13	1%
Asian	20	1%
Irish	18	1%
Other	82	4%

Long Term Condition	Total number	Percentage
Cancer	124	6%
COPD	118	6%
Heart Disease	164	8%
Dementia	134	7%
Diabetes	156	8%
Arthritis	204	10%
Stroke	82	4%

Carer	Total number	Percentage
Has a carer	604	30%
Is a carer	359	18%

Other Information	Total number	Percentage
Ex armed forces	255	13%
Lives alone	1023	51%
Has a disability	1695	83%

Chart 3: STEPS Navigator Services Wellbeing Outcomes Achieved by Leavers 2016/17

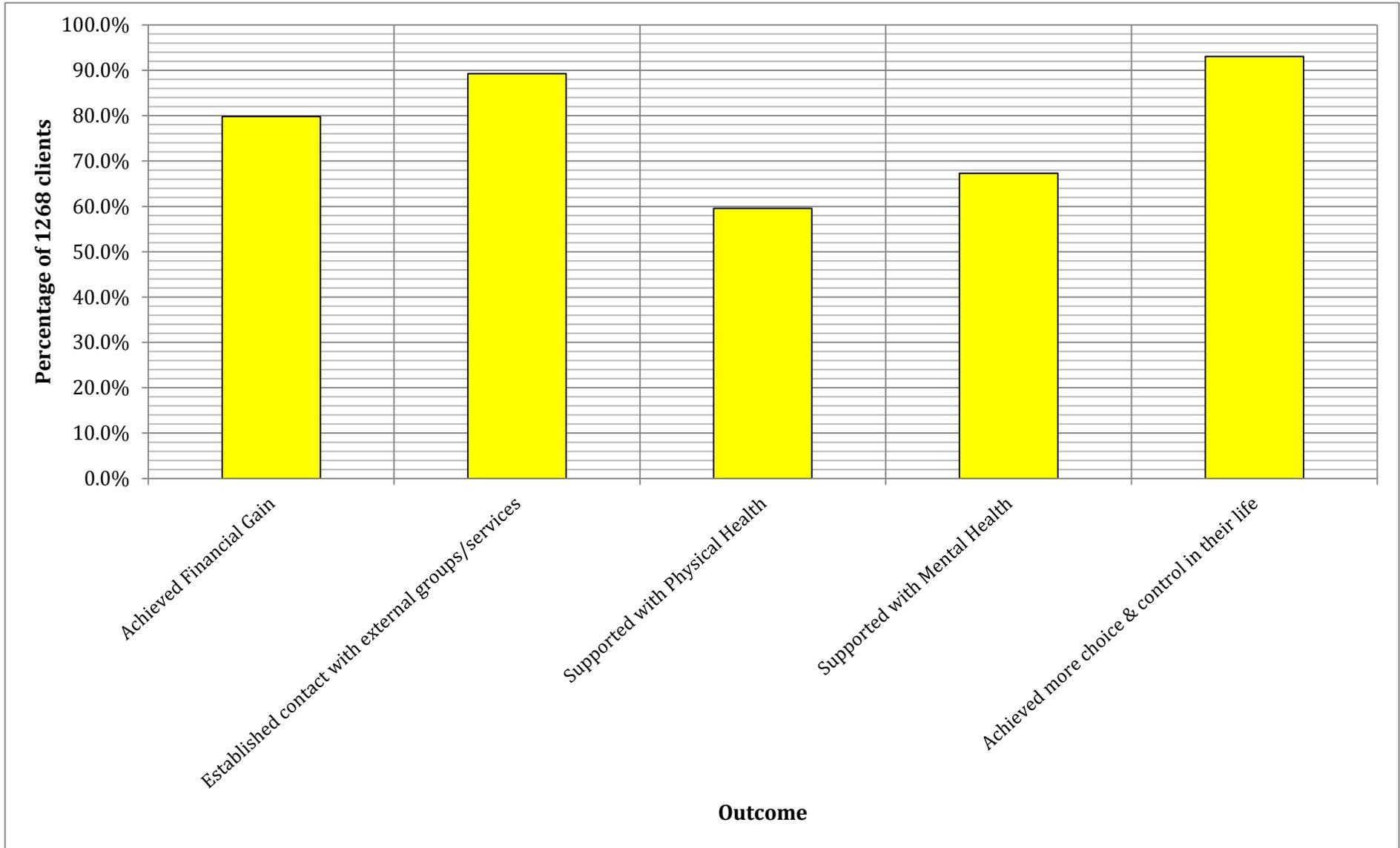


Table 3: STEPS Client Profile: Navigator Services

This data refers to 1 April 2016 to 31 March 2017.

Total number of people	1189
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Age	Total number	Percentage
18-44	86	7%
45-64	326	27%
65 - 74	196	17%
75 - 84	298	25%
85+	283	24%

Gender	Total number	Percentage
Female	708	60%
Male	479	40%
Transgender	2	0.1%

Ethnicity	Total number	Percentage
White British	1107	93%
Black British	4	0.5%
Asian	9	1%
Irish	10	1%
Other	54	4.5%

Long Term Condition	Total number	Percentage
Cancer	59	5%
COPD	68	6%
Diabetes	85	7%
Arthritis	205	17%
Stroke	63	5%
Heart Disease	98	8%

Carer	Total number	Percentage
Has a carer	483	41%
Is a carer	189	16%

Other Information	Total number	Percentage
Ex armed forces	115	10%
Lives alone	538	45%
Has a disability	1096	92%

ASC savings consultation 2018

Community housing support services



Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the community housing support services

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk</p> <p>Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposal for the community housing support services. We are proposing to reduce the funding for both these services (Home Works and STEPS).

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for community housing support services between 15 February and 25 April 2018.

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Paper and online)	1264
General survey about the savings (Paper and online)	531*
Other feedback (Email, letter, call, video, feedback form)	Indiv direct: 20 Indiv from Home Works: 1030* Org or group: 16
Total responses	2861

*These totals include a number of surveys or feedback forms without comments where people just supplied some personal details.

Other activity: We received a petition calling on the Council not to reduce funding for Home Works which was signed by 388 people.

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across surveys and other feedback such as emails and letters.

General comments about community support services

- People are unhappy about the proposals and disagree with the idea of cutting funding for these vital services, particularly Home Works.
- People praise the services and staff who deliver them.
- The most vulnerable people would be affected by the proposals.
- The cuts would have a negative impact on people's ability to maintain their accommodation and increase homelessness.
- It is short sighted to cut services that stop people needing more expensive support or becoming homeless.
- It would put pressure on statutory services, particularly social care assessment teams and children's services.
- It would impact on staff, increasing the pressure and stress on them to continue providing the services with reduced funding.
- It would worsen, or cause, mental health issues for people who need support and find they can't get it or it is more limited.
- The Council should save money through more and better integration with local health services instead.
- Organisations suggest working with local housing authorities to redesign the services.

Home Works

- Many people strongly disagree with the proposal to cut the funding for this vital service.
- Cutting the service would affect people's ability to keep or find a home, lead to an increase in homelessness and could put lives at risk.
- Home Works plays an important role helping and supporting people who are struggling with mental health issues.
- People say their life would have been at risk without this service.
- There would be a negative impact on the community if Home Works was cut, through increases in homelessness, anti-social behaviour and crime.
- The level of funding that would be cut is particularly concerning for organisations.
- Organisations say the service works in a practical way with people, helps people to cope, builds resilience, and saves lives.
- The service focuses on crisis intervention and supports the work of many other

statutory and charity services.

- Organisations say the service plays a vital role in helping people to sustain tenancies and move on to permanent accommodation, particularly young people and care leavers.
- The service has already seen cuts and has capacity issues. Further cuts could make it unsustainable.
- Organisations say that cutting the service would make it harder for statutory organisations across the county to meet their duties.
- It would make it harder to reduce homelessness in Hastings, which already suffers from deprivation and high numbers of rough sleepers.
- The top three choices people said they find most helpful about the service are: 1) Liaising with other professionals/services; 2) Creating an action plan with you; and 3) Helping you by doing things when you felt overwhelmed.
- The top three choices people said they find make the biggest difference to living independently were: 1) Support to better manage your mental health and emotional wellbeing; 2) To increase your income; and 3) To find new accommodation.
- If Home Works wasn't available they don't know where they would have gone, as nowhere else offers this sort of support.
- People would be most likely to try and get help from the Citizens Advice Bureau if the service wasn't available.
- Organisations say that the Council should rethink the cut for Home Works or at least make it much smaller than proposed.

STEPS

- The budget shouldn't be reduced because this is a vital service and cutting it would negatively impact on older people.
- Organisations disagree with the proposals to cut this essential service.
- STEPS helps people to access benefits and move to more suitable accommodation.
- Individuals and families would end up in temporary accommodation and it would put people at higher risk of homelessness.
- It would create additional demand and costs for statutory services, including social care, the Police and health services including hospitals and GP surgeries.
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays.
- Advice services don't have the capacity to support people in the same practical way as STEPS.

- If STEPS wasn't available they don't know where they would have gone, as nowhere else offers this sort of support. The fact that they come to your home is important to people.
- The top three choices people said they find most helpful about the service are: 1) Meeting them at home; 2) Liaising with other professionals/services; and 3) Giving them phone support between meetings.
- The top three choices people said they find make the biggest difference to living independently were: 1) Support to increase their income; 2) Support to stay in their existing accommodation; and 3) Support to better manage their physical health.
- People would be most likely to try and get help from the Citizens Advice Bureau if the service wasn't available.

Summary of themes by response method

Clients and family survey

Home Works

Most helpful things about the service: Over two thirds of respondents chose the following options: liaising with other professionals/services; creating an action plan with you; helping you by doing things when you felt overwhelmed; giving you support by phone between meetings; helping you to understand how to do things for yourself; helping you to have more choice and control in your life; meeting you at home; and supporting you to attend meetings with professionals/services.

Biggest difference to living independently: Over two thirds of respondents chose the following options: support to better manage your mental health and emotional wellbeing; to increase your income; to find new accommodation; and to manage your budget.

If Home Works hadn't been available where would you have gone: People said they don't know where they would have gone and that nowhere else offers this sort of support. They said they would have tried the Citizens Advice Bureau. Their life would have been at risk without this support.

Other comments: This is a vital service and the budget shouldn't be cut. Cutting the service would lead to an increase in homelessness. People won't be happy if the proposals go ahead and are worried about the impact on people who need this sort of support in future. They praise the service and say the cuts would target the most vulnerable. Cutting Home Works would affect people's ability to find or keep a home.

STEPS

Most helpful things about the service:

Over two thirds of respondents chose the following options: meeting you at home; liaising with other professionals/services; giving you phone support between meetings; and helping you by doing things when you feel overwhelmed.

Biggest difference to living independently: Over two thirds of respondents said the biggest difference was: to increase their income. The next most popular option was support to stay in their existing accommodation (chosen by over half).

If STEPS hadn't been available where would you have gone: People said they don't know where they would have gone. Nowhere else offers this sort of support. They would have tried the Citizens Advice Bureau, social care or their family.

Other comments: People said the budget shouldn't be reduced and this is a vital service. People are worried about the negative impact on those who need support in the future. They praised the service and said cutting it would negatively impact on older people.

General survey

Views on the proposal

- The most vulnerable people would be affected by the proposals.
- The cuts would have a negative impact on people's ability to maintain their accommodation.
- It would be more expensive in the long-term, as people would become homeless or need to access more expensive statutory or residential services.
- People disagreed with the proposals to cut funding for these vital services or said they are unhappy or angry about the proposal.

- They are concerned or worried about the proposal.
- It is short sighted to cut services that stop people needing more expensive support or becoming homeless.
- There would be a negative impact on the community if Home Works is cut, through increases in homelessness, anti-social behaviour and crime.
- Cutting these services would make people more vulnerable and it would put pressure on statutory services, particularly social care assessment teams.

The impact of the proposal

- It would negatively impact on people's ability to maintain their accommodation.
- Statutory organisations would see an increased demand and pressure on services.
- Cutting Home Works funding would increase homelessness.
- The most vulnerable people would be affected and it would put people at risk.
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays.
- It would impact on staff, increasing the pressure and stress on them to continue providing the service with reduced funding.
- It would worsen, or cause, mental health issues for people who need support and find they can't get it or it is more limited.
- There would be a community impact from increases in homelessness, anti-social behaviour, and crime.

Suggestions

- The Council should do things differently and innovate.
- The Council should lobby the government for more money.
- Raise Council tax and reduce the Council's expenses.
- Save money through more and better integration with local health services.

Other comments

- People said they disagreed with the proposals.
- It would be more expensive in the long term.
- Cutting Home Works would lead to an increase in homelessness.

Other feedback via letter, email etc

Organisation and group feedback – Home Works

Views on the proposals

- Organisations disagree with the proposed cuts, particularly the amount that funding would be reduced by.
- This is a crisis intervention service that supports the work of many statutory services and charitable organisations by working with vulnerable people in a practical way.
- Organisations which refer to the service have seen the positive outcomes it helps people to achieve.
- The service saves lives, provides essential support and helps people to cope with major changes, build their resilience and look to the future.
- It plays a vital role in helping people to move on and sustain tenancies, particularly young people and care leavers.
- The service has already seen cuts and already has capacity issues.

The impact of the proposal

- The cuts would not be easily achieved and could make the current service

unsustainable.

- If it was cut, it would create service pressures and additional costs for all statutory service providers and make it harder for them to meet statutory duties.
- It would impact on vulnerable people and children, increasing their personal safety risks, putting them at high risk of homelessness, and increasing preventable deaths.
- It would make it harder to reduce homelessness in Hastings, which already suffers from deprivation and high numbers of rough sleepers.

Suggestions

- Work with local housing authorities to redesign the service and focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

Organisation and group feedback – STEPS

Views on the proposal

- Organisations disagree with the proposal and are concerned about cuts to a service which supports vulnerable residents.
- The service provides essential support and helps people to cope with major changes and build their resilience.
- Advice services don't have the capacity to support people in the same practical way as STEPS.

The impacts of the proposal

- Individuals and families would end up in temporary accommodation and it would put people at higher risk of homelessness.
- It would create additional demand and costs for statutory services, including social care, children's services, the Police and health services including hospitals and GP surgeries.

Suggestions

- Work with local housing authorities to redesign the service and focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

Individual feedback (both services)

Views on the proposals

- People disagree with the proposals and the impact they would have on vulnerable people, particularly the Home Works proposals.
- The cuts won't save money, as people would just need more support from other services and reach crisis more quickly.
- People value the services and praise the staff who deliver them.
- The services help in so many different ways and people like the home visits.
- Home Works plays an important role helping and supporting people who are struggling with mental health issues.
- STEPS helps people to access benefits and move to more suitable accommodation.
- It makes no sense to take away this vital service (Home Works) from the most vulnerable, and could put lives at risk.

The impact of the proposals

- People would lose the opportunity to be supported to change their life and make things better if the services weren't available.
- It would mean more people sleeping on the streets, turning to crime and put more

strain on hospitals if Home Works was cut.

Suggestions

- Rethink the cut for Home Works or at least make it much smaller.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

“[The Practice has] grave concerns about the proposed 50% cuts to Home Works’ funding. It is much more than just a homeless prevention service and offers a vital community resource helping build resilience, self-manage complex housing, health, social and financial issues and it is an essential component of our community.”

“We give small financial help towards rental deposits, but Home Works do the ‘lion’s share’ of the work, by coming alongside vulnerable people to befriend and guide them, sourcing funds and giving positive support at point of need and in follow up support.”

“Referrals to Home Works of both care leavers and homeless young people 18-25 remain stubbornly high, those for care leavers alone having increased by 10% since last year... Withdrawal of such support is likely to increase vulnerability and lead to more homeless presentations at a time when rough sleeping has increased for the seventh consecutive year and by 15% since last year.”

“The proposal [re Home Works] does not recognise the immediate impact on demand for care services likely to arise from the radical loss of service which the proposed reduction would entail. A majority of service users are referred directly to Home Works by statutory sector agencies – including health and social care authorities. Most are already in crisis at the time of referral.”

“Nationally there is increasing recognition of the gap in provision for people experiencing poor mental health. Community based services [like Home Works] play a key role working with some of the most vulnerable people, many of whom have multiple and complex needs.”

“Home Works and STEPS are able to work with people in the community and in their homes. This also enables the support workers to pick up on other issues that could be impacting on the person’s ability to manage their housing.”

“Unfortunately in the current economic climate support service provision both statutory and voluntary is very low and there are no alternative services where people could be referred to for help if the service wasn’t available in its current format.”

“[STEPS] plays a key role reducing demand for these at present with many of our customers continuing to live independently despite significant health problems rather than requiring care.”

Individual comments including clients, carers, staff and the public

“There is already a housing crisis across the UK, including East Sussex, and cuts like this will undoubtedly cause it, and its demand on services, to increase dramatically. Cuts like this are the definition of short term-ism.”

“Helped me find a home and sort out my UC claim, which enabled me to find a job and start to get my life back on track.”

“Nowhere, tried CAB and they were useless. Had nowhere else to go and then my doctor got me in touch with STEPS they’re the only ones who helped. They should get more money not less.”

“Social workers used to do this work for people with mental health issues. No one else does. Without it (targeted work for those that need it the most) people don’t act for their basic needs and then need higher input. “

“I myself have benefited from this service and was able to stay in my old property for longer as a result. I was in a vulnerable position and needed practical support and advice which I received from this service. Not only was the service helpful to me but it also meant that I could sustain a home for my young child.”

“It’s crucial for those that need it the most. They may take on more than they should despite supervision but that’s because all other agencies are at breaking point and they fill the gaps. Cuts in this area may cause costs to rise elsewhere.”

“[Stroke survivors] have been enabled to either stay in their homes through the advocacy of their [STEPS] key workers, or have been supported to find alternative housing (e.g. after a relationship breakdown). Other clients ... have been helped to find alternative support and ways to manage [financial correspondence] in the longer term.”

“There’s no other non-statutory service that will visit people in their own home and be flexible in order to support you. [T]he support [Home Works] gave me has saved my life.”

“With changes and cuts to other services, it would be crazy to cut Home Works because people will need greater support for direction to other services. Home Works is the compass on a ship without it there is no direction.”

“I have found her support to be valuable and indeed has probably ensured both my wellbeing and any deterioration in my mental health. Am I right in saying that potentially without the support of [Home Works] in assisting to maintain my independence, my cost to the county council will likely to be even greater?”

“With their coaching skills, I have managed to remain in my property and this help has been valuable. If you make cuts and Home Works cannot offer the service you will see more homeless people on the streets.”

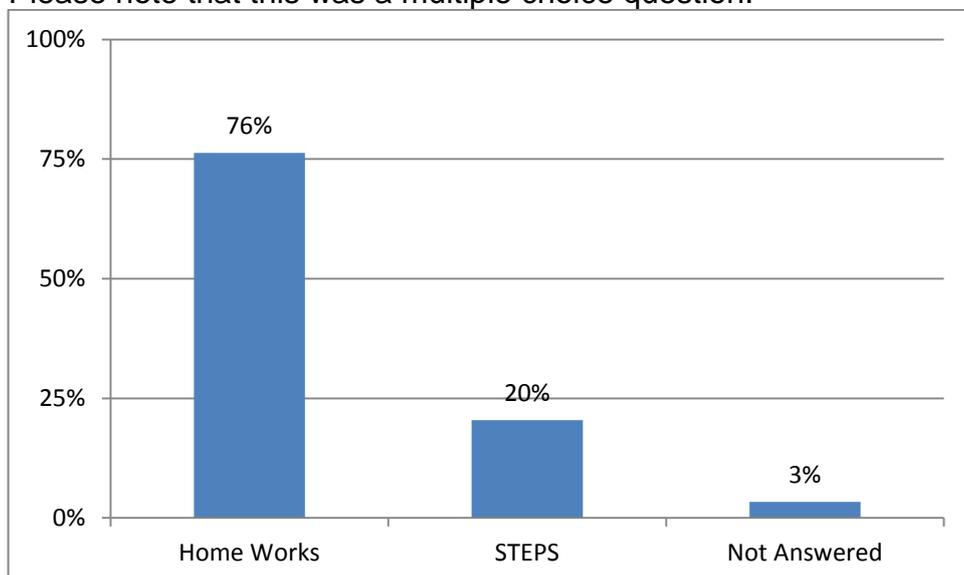
“I would have had to stay in a property that I could not access and was not suitable for my health needs. I was at risk of harm from neighbours before I moved [with STEPS’ help].”

“Reducing funding will reduce the service. Retired people with disabilities need face to face help to enable us to access benefits + services and have a good quality of life.”

Appendix 1: Client and family survey

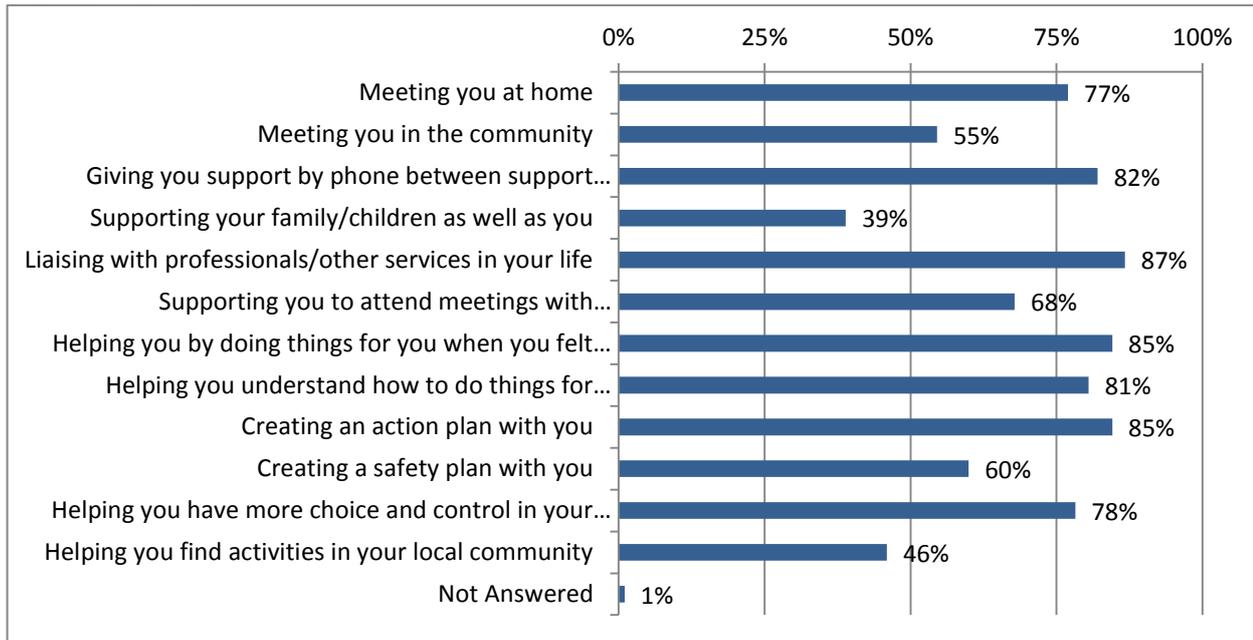
Which service are you, or someone in your family, using or have used in the past?

Please note that this was a multiple choice question.



What have you found most helpful about the service?

Home Works



We asked people if anything was missing from the list. The key themes people added for Home Works were:

- General praise for the service.
- It helped them to find a home.
- Praise for their support worker.
- The service offered them emotional support when they needed it.
- It helped them with their people skills.
- That the service and their worker made time for them.
- It helped by providing reassurance.
- It helped them to access funds.
- It helped put them in a position to get their life back on track.
- The service increased their confidence.
- Their worker helped them to complete forms and paperwork.
- The service provided knowledgeable advice.
- It referred them to another agency.

STEPS

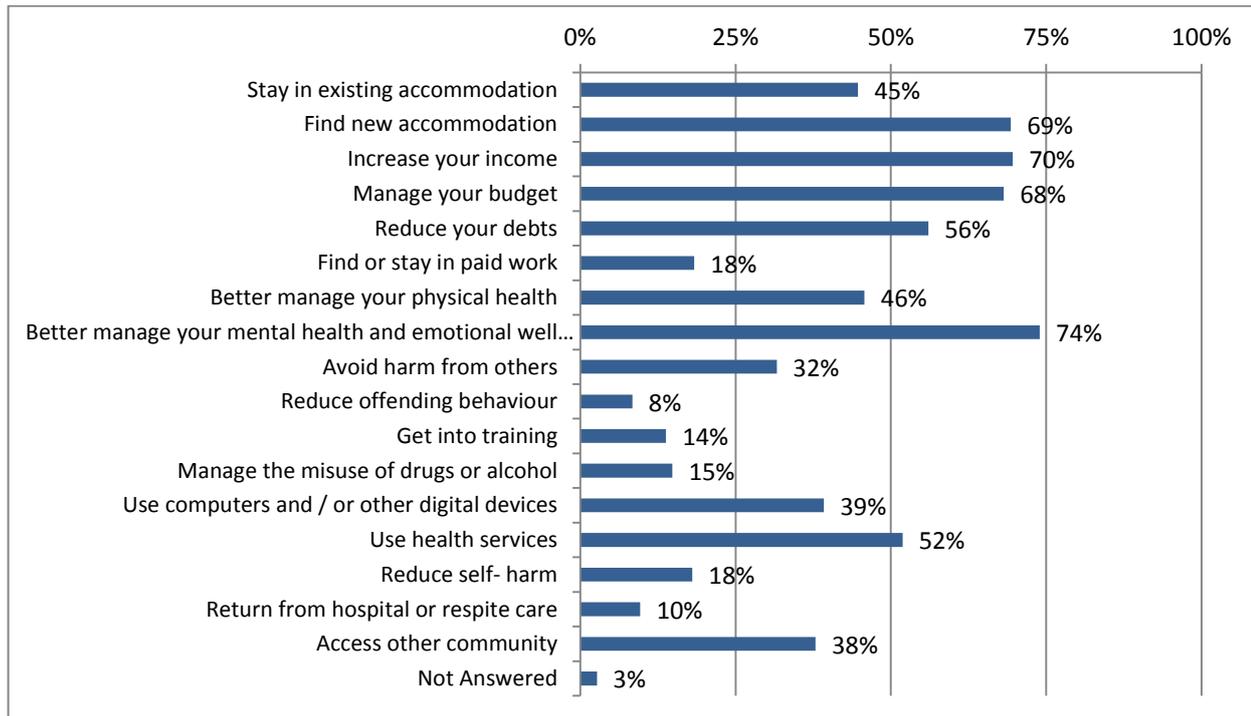


We asked people if anything was missing from the list. The key themes people added for STEPS were:

- Help with filling in forms.
- Praise for their support worker.
- Providing knowledge advice.
- Praise for the service.
- Benefits advice.
- Referring them to another agency.
- Support with practical tasks.

Which of the following areas of support have made the biggest difference to helping you live independently?

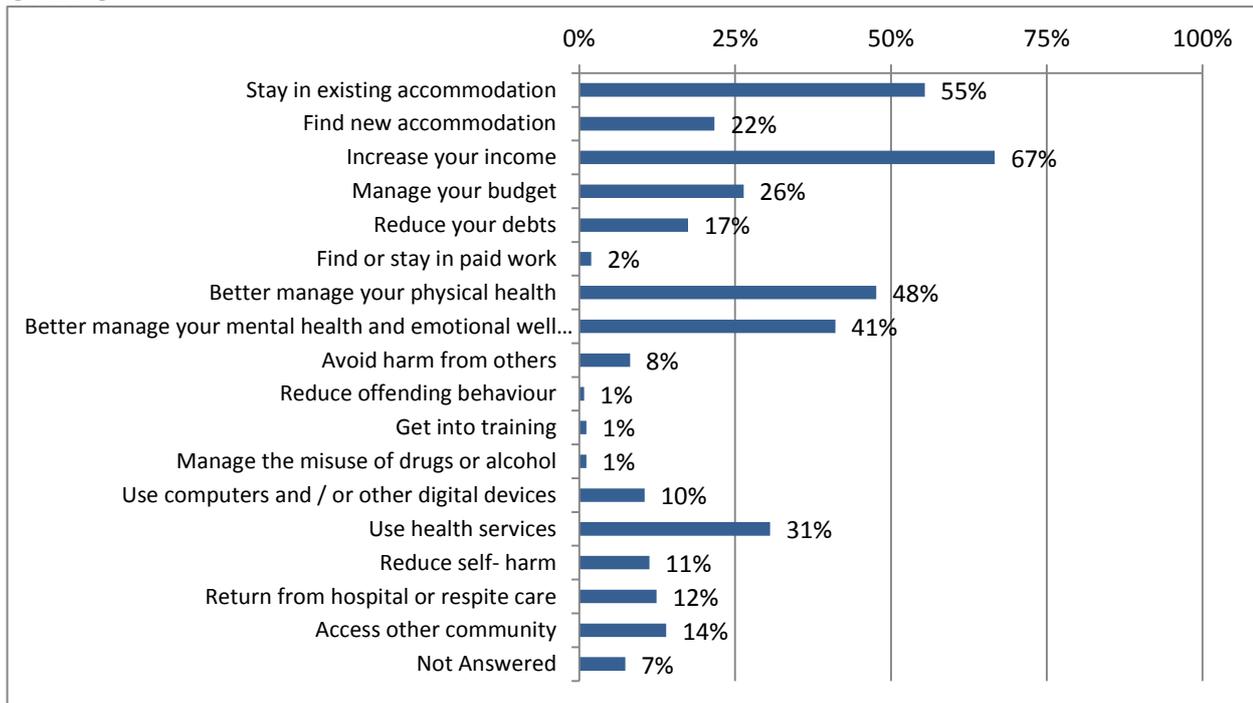
Home Works



We asked people if anything was missing from the list. The key themes people added for Home Works were:

- The service offered practical support.
- Signposting to other services.
- Help to move on from being homeless.
- Praise for the service.
- Non-judgmental support from workers.
- Signposting and support regarding benefits.

STEPS



We asked people if anything was missing from the list. The key themes people added for STEPS were:

- Financial support.
- Practical support.
- Help with accessing practical support.
- Signposting to other services.

If Home Works or STEPS had not been available when you needed them, where would you have gone for help and support?

Home Works (933 answered)

Top theme: People said they don't know where they would have gone and that nowhere else offers this sort of support.

The other key themes were:

- They said they would have tried the Citizens Advice Bureau.
- Their life would have been at risk without this support.
- They would have tried their local Council.
- They praised the service and its staff.
- They could, or would have been homeless.
- They would have been at risk of losing their home.
- They would have tried their family to see if they could help.
- They would try social services for help.
- They would try their GP.
- Without the help of the service they would still be homeless.

STEPS (222 answered)

Top theme: People said they don't know where they would have gone.

The other key themes were:

- Nowhere else offers this sort of support.
- They would have tried the Citizens Advice Bureau.
- They would have tried social services.
- They would have tried their family to see if they could help.
- They praised the service.
- They couldn't cope without the service.
- They would have tried Age UK.
- They would have tried their GP.
- They come to your home which is important to people.
- They offered praise for staff.

Do you have anything else you would like to say about the proposal to reduce funding for these services?

Home Works

105 people ticked 'No', while 762 ticked 'Yes'.

Top theme: People said the budget shouldn't be cut and this is a vital service.

The other key themes were:

- Cutting the service would lead to an increase in homelessness.
- They won't be happy if the proposals go ahead.
- People are worried about the negative impact on people who need support in the future.
- They offered praise for the service.
- These cuts are targeting the most vulnerable.
- The proposal to cut the funding for the serious is ridiculous/silly/awful.
- It would affect people's ability to find or keep a home.
- The service provided them with assistance with money or bills.
- They were worried about how their use of the service would be affected.
- They praised the team and staff who provide the service.
- Cutting the service is likely to worsen or cause mental health issues.
- If the service is reduced or isn't available it would have a negative impact on the health of people who have support or need it.
- The service is the only or main contact they have.
- The service needs more funding not less.
- Cutting the service would lead to a spike in demand for other services.
- Cutting the service would impact on families and carers of people who need help.

STEPS

37 people ticked 'No', while 169 ticked 'Yes'.

Top theme: People said the budget shouldn't be reduced and this is a vital service.

The other key themes were:

- People are worried about the negative impact on people who need support in the future.
- Cutting the service would negatively impact on older people.
- They praised for the service.
- They are worried about how their use of the service would be affected.
- They would not be happy if the proposal went ahead.
- Cuts are targeting/affecting the most vulnerable.

- They praised the team and staff.
- Cuts would lead to demand for other services.
- They found the service helpful.
- The service's role in signposting people is important.

About you questions

Gender

	Respondents		Census
Male	508	40%	48%
Female	684	54%	52%
Prefer not to say	5	0%	N/A
Not answered	67	5%	N/A

Transgender

9 people identified as transgender, while 1030 (81%) answered 'no' and 13 chose prefer not to say. The rest (212) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	99	8%	7.3%
25-34	193	15%	9.6%
35-44	181	14%	12.5%
45-54	244	19%	14.2%
55-59	106	8%	6.3%
60-64	71	6%	7.5%
65-74	86	7%	11.2%
75+	158	13%	11.6%
Not answered	126	10%	N/A

Ethnicity

	Respondents		Census
White British	1041	82%	98%
White Irish	17	1%	
White Gypsy/Roma	3	0.2%	
White Irish Traveller	1	0.1%	
White other	32	3%	
Mixed White and Black Caribbean	27	2%	0.5%
Mixed White and Black African	1	0.1%	
Mixed White and Asian	3	0.2%	
Mixed other	5	0.4%	
Asian or Asian British Indian	4	0.3%	0.6%
Asian or Asian British Pakistani	6	0.5%	
Asian or Asian British Bangladeshi	6	0.5%	
Asian or Asian British other	5	0.4%	
Black or Black British Caribbean	3	0.2%	0.3%
Black or Black British African	9	1%	
Black or Black British other	9	1%	
Arab	4	0.3%	0.3%
Chinese	2	0.2%	
Other ethnic group	4	0.3%	
Prefer not to say	6	0.5%	N/A
Not Answered	76	6%	n/a

Disability

682 (54%) respondents consider themselves to be disabled, while 465 (37%) don't and 43 chose prefer not to say. The rest (74) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	233	18%
Sensory impairment (hearing and sight)	37	3%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	201	16%
Mental health condition	479	38%
Learning disability	61	5%
Other	9	1%
Prefer not to say	9	1%

Religion

225 (18%) respondents consider themselves to have a religion or belief, while 593 (47%) do not, and 37 chose prefer not to say. The rest (409) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	191	15%	60%
Buddhist	10	1%	0.4%
Hindu	0	0%	0.3%
Jewish	3	0%	0.2%
Muslim	18	1%	0.8%
Sikh	1	0%	0%
Other	13	1%	0.7%
Not answered	1028	81%	

Sexuality

	Respondents	
Bi/Bisexual	19	2%
Heterosexual/Straight	758	60%
Gay woman/Lesbian	11	1%
Gay Man	11	1%
Other	9	1%
Prefer not to say	49	4%
Not answered	407	32%

Marriage or civil partnership

130 (10%) respondents are married or in a civil partnership, while 706 (56%) are not and 21 chose prefer not to say. The rest (407) did not answer the question.

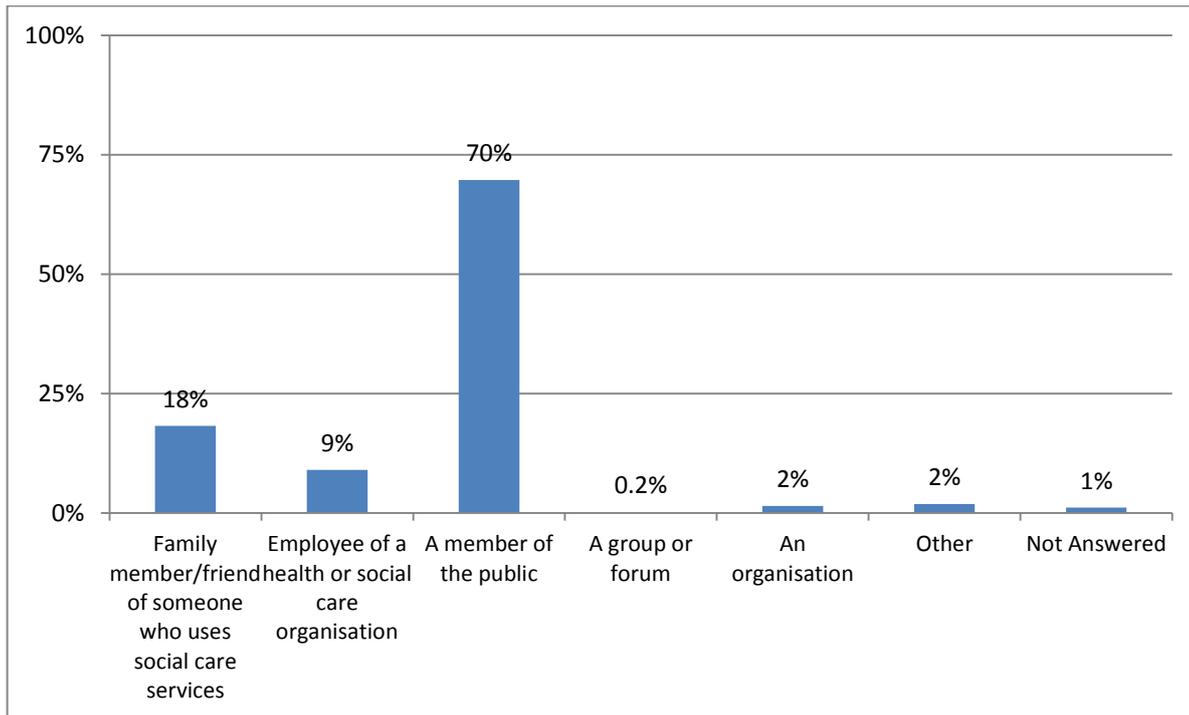
Appendix 2: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (531 people) and not everyone who filled in the general survey (over 700 people).

Please note that there were quite a number of surveys about the community housing support services where the respondent only answered general questions and didn't include any comments. We assume these people wanted to disagree with the proposed savings, but we don't know for certain.

Are you completing the survey as: (531 answered)

Please note people could choose more than one answer option.



If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- East Sussex Families & Carers Team
- Sussex Community Development Association
- The Portal, cgl
- Children Centre Keywork
- ESHT health visiting team
- Optivo
- Hastings Foodbank
- Rother District Council
- Station Plaza GP Surgery

What do you think about our savings proposals? (153 answered)

Top theme: People said that the most vulnerable people would be affected by the proposals. The other key themes were:

- They said the cuts would have a negative impact on people's ability to maintain their accommodation.
- They disagreed with the proposals to cut funding for these vital services.

- It would be more expensive in the long term, as people would become homeless or need to access more expensive statutory or residential services.
- They talked about the benefits people receive from using the two services.
- They are unhappy or angry about the proposal.
- They are concerned or worried about the proposal.
- They think the cuts to Home Works funding would lead to increases in homelessness.
- They believe it is short sighted to cut services that stop people needing more expensive support or becoming homeless.
- There would be a negative impact on the community if Home Works is cut, through increases in homelessness, anti-social behaviour and crime.
- It would lead to the use of more expensive services and hospital stays.
- Cutting these services would make people more vulnerable.
- It would put pressure on statutory services, particularly social care assessment teams.

How would people and organisations be affected by the proposals? (136 answered)

Top theme: It would negatively impact on people's ability to maintain their accommodation.
The other key themes were:

- Statutory organisations would see an increased demand and pressure on services.
- Cutting Home Works funding would increase homelessness.
- The most vulnerable people would be affected and it would put people at risk.
- It would put people at risk if services were reduced.
- They talked about the benefits people receive from using the service.
- Services and charities are already stretched.
- It would worsen, or cause, mental health issues for people who need support and find they can't get it or it is more limited.
- Financial support would be harder to access.
- It would impact on staff, increasing the pressure and stress on them to continue providing the service with reduced funding.
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays.
- There would be a community impact from increases in homelessness, anti-social behaviour, and crime.
- It would impact on jobs in the county.
- It would lead to an increase in crime levels.
- Cutting these vital services would shorten lives as people are left without support at a time of crisis.

Do you have any suggestions for alternative ways of making the savings? (112 answered)

Top theme: People made a suggestion about national government funding and spending.
The other key themes were:

- The Council should do things differently and innovate.
- Lobby the government for more money.
- Raise Council tax and reduce the Council's expenses.
- They disagree with the savings and say it would be more expensive in the long term.
- Save money through more and better integration with local health services.

Do you have any other comments about the proposals?

77 people ticked 'No', while 48 ticked 'Yes'.

Top theme: People said they disagreed with the proposals.

The other key themes were:

- It would be more expensive in the long term.
- It would impact on the community.
- It would lead to an increase in homelessness.
- There is a need for this service.

About you questions

There original PDF for this survey was missing the second page of the about you questions. Although the website version was updated, many of the written responses that we received used the original version. Questions that have been affected are noted in the text.

Gender

	Respondents		Census
Male	163	31%	48%
Female	333	63%	52%
Prefer not to say	28	5%	N/A
Not answered	7	1%	N/A

Transgender

2 people identified as transgender, while 463 (87%) answered 'no' and 30 chose prefer not to say. The rest (36) did not answer the question.

Age

	Respondents		Census
under 18	1	0.2%	19.8%
18-24	65	12%	7.3%
25-34	113	21%	9.6%
35-44	79	15%	12.5%
45-54	67	13%	14.2%
55-59	33	6%	6.3%
60-64	23	4%	7.5%
65-74	18	3%	11.2%
75+	3	1%	11.6%
Not answered	129	24%	N/A

Ethnicity

	Respondents		Census
White British	409	77%	98%
White Irish	44	8%	
White Gypsy/Roma	1	0.2%	
White Irish Traveller	0	0%	
White other	13	2%	
Mixed White and Black Caribbean	3	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	2	0.4%	
Mixed other	4	1%	
Asian or Asian British Indian	3	1%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	4	1%	
Prefer not to say	26	5%	N/A
Not Answered	22	4%	n/a

Disability

39 (7%) respondents consider themselves to be disabled, while 449 (85%) don't and 30 chose prefer not to say. The rest (13) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	6	1%
Sensory impairment (hearing and sight)	1	0.2%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	10	2%
Mental health condition	6	1%
Learning disability	3	1%
Other	0	0%
Prefer not to say	2	0.4%

Religion

38 (7%) respondents consider themselves to have a religion or belief, while 77 (15%) do not, and 8 chose prefer not to say. The rest (408) did not answer the question, some due to the issues with the PDF version of the survey.

Stated religion or belief

(Some people did not answer due to the issues with the PDF version of the survey.)

	Respondents		Census
Christian	33	6%	60%
Buddhist	1	0.2%	0.4%
Hindu	0	0%	0.3%
Jewish	1	0.2%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	3	0.6%	0.7%
Not answered	493	93%	N/A

Sexuality

(Some people did not answer due to the issues with the PDF version of the survey.)

	Respondents	
Bi/Bisexual	2	0.4%
Heterosexual/Straight	99	19%
Gay woman/Lesbian	3	1%
Gay Man	2	0.4%
Other	1	0.2%
Prefer not to say	14	3%
Not answered	410	77%

Marriage or civil partnership

61 (12%) respondents are married or in a civil partnership, while 48 (9%) are not and 12 chose prefer not to say. The rest (410) did not answer the question, some due to the issues with the PDF version of the survey..

Appendix 4: Other feedback

Organisation and group feedback

The following organisations provided feedback about proposals:

- 1) Children's Services (ESCC)
- 2) East Sussex Advice Partnership
- 3) Eastbourne Borough Council
- 4) Hastings & St Leonards Local Strategic Partnership
- 5) Hastings and District TUC
- 6) Home Works Clients
- 7) Home Works events
- 8) Hope Kitchen
- 9) Lewes District Churches HOMELINK
- 10) Lewes District Council
- 11) Rother District Council
- 12) Southdown Housing Association (x 2)
- 13) Speak Up Forum
- 14) Station Practice
- 15) Wealden District Council
- 16) Youth Homelessness Operational Groups

Key themes – Home Works

The overall themes were:

- They generally disagree with the proposal to cut funding for this service and particularly the level of cuts it is facing.
- They recognise the difficult decisions the Council has to make.
- It is not a preventative service, as many of the people it supports are already in crisis and in this way the service reduces the need for more expensive interventions.
- The service helps local housing authorities to meet their increased legal responsibilities.
- Organisations which have referred people to the service, such as GPs surgeries and charities, have seen the positive impact and outcomes the service helps people to achieve.
- The service saves lives, provides essential support and helps people to cope with major changes, build their resilience and look to the future.
- The provider says that evidence indicates that the service plays a crucial role in cases where other services cannot deal with the whole range of complex and inter-related problems individuals are facing.
- The service plays a vital role in helping young people and care leavers to move on and sustain tenancies.

The key concerns were:

- They are concerned about the cuts to this service, which supports the most vulnerable people, many of whom would struggle to engage with statutory services.
- Advice services don't have the capacity to support people in the same practical way as Home Works.
- Organisations which work with Home Works and refer people to the service are concerned about the service reducing and being able to help fewer people.
- Service provision is already limited and there are no alternative services if this one is reduced or cut.

- The service already has to turn people away due to capacity issues, so any further cuts would exacerbate the problem.
- They are concerned that the impact on Children's Services has not been properly considered.

The key impacts were:

- If the cuts go ahead, it would not be possible to simply reduce the service, due to previous cuts and fixed costs such as overheads.
- The cuts could make the current service unsustainable.
- Cuts would create service pressures for social care, children's services, housing and health services.
- If the proposals went ahead they would have a negative impact on a lot of vulnerable people who use the service and might need to use it in future.
- The proposed cuts would put people at higher risk of homelessness due to not being able to access timely support.
- Families and individuals would end up in temporary accommodation or without accommodation available to them at all.
- It would impact on Children's Services' ability to meet its statutory duties.
- It would have a negative impact on care leavers' ability to access support services.
- It would increase the personal safety risks to vulnerable people and children and increase the number of preventable deaths.
- It would make it harder to reduce homelessness in Hastings, which already suffers from deprivation and high numbers of rough sleepers.

Suggestions:

- The Council should work with districts and boroughs to redesign these services. For example, offering one service rather than two.
- Any redesigned service should focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

Key themes – STEPS

The overall themes were:

- People disagree with the proposed reduction in funding for the service.
- The service provides essential support and helps people to cope with major changes and build their resilience.

The key concerns were:

- Advice services don't have the capacity to support people in the same practical way as STEPS.
- They are concerned about the cuts to this service, which supports the most vulnerable residents, many of whom would struggle to engage with statutory services.
- Service provision is already limited and there are no alternative services if these ones are reduced or cut.

The key impacts were:

- The proposed cuts would put people at higher risk of homelessness due to not being able to access timely support.
- Families and individuals would end up in temporary accommodation or without accommodation available to them at all.
- Cuts would create additional demand and costs for statutory services, including social care, the Police and health services including hospitals and GP surgeries.

Suggestions:

- The Council should work with districts and boroughs to redesign these services, for example, offering one service rather than two.
- Any redesigned service should focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0001	Before consultation started	Email	Speak Up Forum
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • The Forum is raising concerns about proposed cuts to preventative services. • While recognising the financial straits the Council is operating under, it is dismayed to see cuts which would affect some of the most vulnerable people and be a false economy. • Research demonstrates that preventative/early help work is cost effective in the longer term, reducing demand on other urgent care and supporting public services. • Most preventative services are delivered by the voluntary and community sector, which is already staggering under the destabilising impact of previous cuts to funding. Many are struggling to deliver current services and experience shows that cuts to funding from the council would be replaced, if at all, by funding which is short term and on a lower scale. • We foresee that a major consequence of these cuts would be that the needs of vulnerable people would escalate as there would be no third sector services acting as a buffer. In the long term this would be more expensive for ESCC as the people concerned are then likely to require costly statutory intervention. • The Forum offers comment from Home Start East Sussex, whose funding ended in March 2016. Since then the organisation has struggled to find multi-year funding which has affected its reach and the stability of the organisation. • The Forum offers comment from the provider of Home Works, Southdown Housing. The service has already made savings and is facing more savings this year. It says if this goes ahead, it would not be possible to simply proportionately reduce the service due to the impact of fixed overheads, management structures and mandatory increases in staff costs due to auto-enrolment and National Living Wage. 			
Code: Org0007	March	Email	Hope Kitchen
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
			LD dps & residential

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Distressed by the possible 50% cut to funding for Home Works, which is a committed and desperately needed organisation.
- So far the organisation has helped 67 people who engaged well with Home Works to improve their often chaotic lifestyles.
- The organisation gives small financial help towards rental deposits, but Home Works do the 'lion's share' of the work, by coming alongside vulnerable people to befriend and guide them, sourcing funds and giving positive support at point of need and in follow-up support.

Code: Org0008	March	Email	Southdown Housing Association	
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They provide the Home Works service and are opposed to the proposal to cut 50% of the service's funding.
- Although they appreciate the difficult financial position facing the Council, they believe that such a significant cut to the Home Works service is disproportionate.
- If this reduction goes ahead it would have devastating consequences for thousands of local vulnerable people who are in crisis situations. It would also transfer considerable additional pressures onto East Sussex housing, health and social care services.
- Evidence indicates that Home Works plays a crucial role in cases where other services cannot deal with the whole range of complex and inter-related problems individuals are facing. As such, the continuation of Home Works' funding should be prioritised.
- Key reasons to protect the service: It is wrongly labelled as just preventative and already supports clients in crisis that have complex and multiple needs. It is cost effective and significantly reduces pressure on other more expensive interventions. It will help local housing authorities to meet their increased legal responsibilities to provide advice and support.
- The organisation also provided an impact statement and client stories.

Code: Org0010	March	Email	East Sussex Advice Partnership	
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> Extremely concerned about the proposed 50% cuts on the Home Works and STEPS budgets. The impact would be felt disproportionately by the most vulnerable residents in East Sussex (those affected by mental or physical health issues, learning disabilities, younger people, people suffering violence, people who have been trafficked, single parents with young children, and people with addiction issues). Home Works and STEPS work with clients who are at risk of homelessness. The advice services do not have the capacity to support vulnerable people in the same practical way that Home Works and STEPS do. The sooner people are able to access services to provide support to alleviate the causes of homelessness the more likely they are able to keep and maintain their home. The proposed cuts would put people at higher risk of homelessness due to not being able to access timely support. The introduction of the Homelessness Reduction Act on the 3rd of April 2018 and the introduction of the duty for referrals to be made to the Local Housing Authority by statutory partners in October 2018 means there would be an increase in the numbers of people accessing local housing authority homelessness services at a much earlier stage. The knock-on effect of not having adequate and timely support available at the point of need would mean that people would become homeless. Families and individuals would then end up in temporary accommodation, or without accommodation available to them at all. The impact of this would be felt financially by other departments within East Sussex County Council, e.g. Children's Services for those found intentionally homeless, Adult Social Care – where intentionally homeless vulnerable people are left without suitable accommodation, police budgets for managing street homelessness, loss of revenue for tourism where you have street homelessness and street communities. There would be increased costs to the health services, e.g. increased admissions to hospital, increased A & E presentations, bed blocking if clients have no suitable home to return to, people waiting for operations because they have no suitable home and their health deteriorates, increased presentations at GP surgeries. 				
Code: Org0011	March	Email	Youth Homelessness Operational Groups	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> The proposed reduction in young people services and Home Works funding combine to directly undermine the Council's priority to keep vulnerable people 				

safe.

- Children’s Services has a statutory duty to prevent destitution, contained in the Children Act 1989. The removal of a large proportion of Young people services, Young mum services and Home Works would make meeting that duty more difficult and more expensive.
- A reduction in supported accommodation bed spaces would increase the number of young people sofa surfing or living in environments where safeguarding issues are prevalent. Such young people are much more difficult to support than those in settled accommodation, leading to increasingly chaotic lifestyles, more risk taking and more case complexity.
- Reductions in beds in supported accommodation would compromise the effectiveness of the Vulnerable Young Persons Accommodation Project, which has reduced the previous reliance on B&B accommodation (which was unlawful), partly by providing three Crash Pads.
- The reduced budget for Home Works and supported accommodation would adversely affect care leavers’ support and accommodation opportunities, as this group are now offered support up to 25 years old.
- As well as providing a homelessness prevention measure, supported accommodation also reduces child in need cases within Children’s Services.
- Young mums services represent a potent homelessness prevention measure and the number of foster care placements needed.
- Referrals to Home Works of both care leavers and homeless young people aged 18-25 remain stubbornly high, those for care leavers alone having increased by 10% since last year. The service plays a vital role in helping move on and sustain tenancies for this very vulnerable age group.
- The recently published “State of Child Health in East Sussex” report highlights the link between deprivation and poor outcomes. It identifies self-harm as the biggest single indicator of suicide risk. A significant proportion of young people placed in supported accommodation exhibit such behaviours at the time of placement.
- The MACE (Missing and Child Exploitation) meeting is formed of statutory and non-statutory partners, which include Children’s Services and Police, to intervene and disrupt exploitation of young people by organised crime/County Lines. A number of Operations have been successful, supported accommodation providers being key to providing information and keeping young people safe. A reduction in the number of schemes would adversely affect the co-operation between partners and the frequency of useful intelligence gathering.
- Housing Authority representatives were concerned at the impact on homeless young people aged 18-25 in need of support from a reduction in beds and subsequent increase in footfall for Housing Authorities which may manifest in rough sleeping and have further implications for NHS services.

Code: Org0013	March	Email	Eastbourne Borough Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people’s day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the proposals in the medium and longer term.
- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children's and adult services).
- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.
- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly oppose this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher cost services in the health and social care sectors, including both Adult Social Care and Children's Services.
- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.
- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.

- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.
- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group which focuses on the need to support people facing extreme financial difficulties.

Code: Org0016	April	Letter	Hastings & St Leonards Local Strategic Partnership	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Continued funding reductions make partnership working even more important.
- They are therefore concerned about the proposed savings and the disproportionate effect they would have on urban areas with the highest levels of deprivation.
- Focusing the savings on preventative services is short sighted and would undoubtedly lead to increased demand for acute services.
- To fully understand the impact, more detailed analysis needs to be undertaken and the information provided should also reflect the ongoing cuts to services.
- Hastings has a higher proportion of people living with long-term conditions.
- The proposed reduction in funding for carers support is likely to increase their support needs and may mean they can't continue to work.
- Reductions in funding for accommodation, housing support, and DESSS would affect services which are all vital in tackling homelessness.
- Hastings has seen bigger increases in homelessness than the rest of the county over the past years as services have reduced.
- Reducing homelessness is a national priority, so reducing funding for these preventative services is not in keeping with that policy direction or the likely increases in need for these services.
- Both community housing support services have extensive experience of working with vulnerable people who would struggle to engage with statutory services.
- Accommodation-based services are essential in helping people to develop

tenancy readiness skills.

- Reductions in these accommodation services would put people at risk of repeat homelessness, impact on the community, and put vulnerable young people at risk of ‘cuckooing’.
- Closer partnership working across statutory services is needed to maximise efficiency in service provision. This should include sharing data and joint commissioning.
- The areas with the highest demand should be prioritised when funding decisions are made.
- There is an opportunity to devolve commissioning for these services to the local level so they can be better targeted.
- The voluntary sector needs to be fully involved in the process given the big contribution they make to community resilience.

Code: Org0017		April		Email	Wealden District Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service	

Summary

- They recognise the fact that the Council is facing budget cuts and has difficult decisions to make.
- They are concerned that the proposed cuts would impact on some of the most vulnerable people.
- The cuts represent a false economy as they simply pass on increased costs to other statutory organisations and would impact on an increasingly pressured voluntary sector.
- The cuts would have an impact on the health and wellbeing of their residents, particularly their mental health. Reducing preventative services is short sighted and means the intervention ends up being more expensive.
- Decisions about reducing services should be made based on outcomes and the financial impact on other services.

Community based housing support

- The proposed level of cuts is too high.
- They agree that those with the highest need should be prioritised, but if there is less early intervention then the needs of individuals are likely to escalate.
- This would increase the costs for primary care services and possibly increase the need for Children's Services interventions.
- Households could be at risk of their home without this early intervention service, meaning that the districts and boroughs would see an increase in their workload.
- Service provision is already limited and there are no alternative services if these ones are reduced or cut.
- The Council should work with districts and boroughs to redesign these

services.

- For example, a generic service rather than two services could save money.
- The aim of redesigned services need to focus on those with the most urgent housing situations and those to whom local authorities have statutory homelessness duties.
- It essential that any revised services deliver life skills so people can manage their tenancy following intervention and prevent the need for repeat support.

DESSS

- They sometimes refer people to the scheme.
- They understand why cuts are being explored given it is not a statutory service and there are other services that can provide some of the services free or at a lower cost, such as food banks and low-cost furniture.
- However, there are no alternative services that can provide assistance with utilities bills and rent in advance.
- They suggest requiring households to pay back any assistance at an affordable level, although note that the problem with this would be the costs of doing so and the time it would take.
- They are concerned that the proposal to reduce the amount of money given to district and boroughs for rent in advance would affect non-priority and intentionally homeless households which are not owed a duty by the districts and boroughs.
- The direct result of this would be an increase in rough sleeping which locally is already on the increase and they would not like to see further increase for many reasons including the impact on the individual/household as well as on other public services including the police.

Accommodation-based housing services

- The proposed level of cut is too high, particularly since they are providing services to some of those most in need.
- They are concerned about the impact on Wealden, as the area only has two services and no provision for young mums, single homeless and those with mental health needs.
- Similar areas in Rother and Lewes already have greater provision.
- It is already difficult to house those with support and any reduction in provision would be unfair and disproportionate.
- Care needs to be taken in remodelling refuges as changes or reductions in staff could be life threatening for residents.
- Not having enough provision for services would impact on other public sector services and risks more children being taken into care.
- The proposed cuts would impact on other Council services, such as Children's Services and leaving care services.
- Cuts are also being planned in community-based housing.
- They suggest that in making the cuts the Council should look at fair access to accommodation-based housing support across the county based on demographics and needs data.
- The viability of units would be at risk if the cuts went ahead.
- Many of the services will be owned by Housing Associations which will have outstanding debts on the building.
- The shortage of accommodation means the county cannot afford to lose any

social properties.

Code: Org0018	April	Email	Lewes District Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- They recognise the financial pressures and limited choices facing the Council, particularly with the need to meet statutory duty.
- That said, they are concerned about the impact in the medium and long term on individuals and the demand for services if preventative spending is reduced.

Accommodation-based housing services

- The level of saving proposed is likely to make the existing services unsustainable and reduces services provided to some of the most vulnerable people in our communities.
- The proposed reductions are likely to have a significant impact on health services, housing, Children's Services and Adult Social Care.
- Young people are referred because of their level of vulnerability and because they are not able to stay in the family home and would be at significant risk without these services.
- Due to the challenges they have faced they need support to settle and develop the skills they need to live independently.
- These services also contribute to key government aims to ensure people are supported to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding for refuges, as these services are a lynchpin for people experiencing domestic abuse.
- The Council works hard with partners to promote awareness of domestic abuse and increase reporting, so it would seem perverse to limit services for those who make the decision to escape.
- Refuges provide a safe space for women escaping violence and many have closed in recent years, exposing those who are no longer able to find a space to the many risks of abuse which arise from homelessness.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They oppose the proposed reduction in single homeless and mental health services.
- Spaces are already limited and these essential services support some of the most vulnerable in society.
- These clients often have significant mental health needs, drug or alcohol addictions and complex needs.
- Putting this support at risk would impact on health and social care services and community safety.
- The proposed savings conflict with the Council's responsibilities for

safeguarding the most vulnerable people in our communities and the effort and energy put in by other teams within the council itself.

- From their point of view as a housing authority, they could also limit key housing options for people who are unable to live independently and pose major risks to mental health and hospital services, increasing the revolving door.

DESSS

- They are concerned at the level of savings proposed.
- It is not clear from the consultation how much funding there would be for each element of the current service if they went ahead.
- The amount given to district and borough councils for rent in advance has been reducing steadily over a number of years, whilst the need for this funding has increased and housing options have shrunk.
- The level of rent in advance and deposits demanded by private landlords and their agents put housing beyond the reach of most people.
- The main cause of homelessness is the termination of private tenancies and people not having the savings to meet the demands for rent in advance and deposits.
- People are therefore completely reliant on the loan schemes supported by the DESSS.
- At a time when the roll-out of Universal Credit is affecting people, the proposed cuts make a nonsense of the Council-led Financial Inclusion Group.
- They urge the Council to restrict any savings to those which reflect under-use and to maintain the current funding level for rent in advance schemes.

Community-based housing support services

- These provide essential services, helping them to cope with major life changes which threaten their independence.
- They build resilience and reduce the risk that people would become dependent on more costly hospital and care services.
- They are strongly opposed to the level of savings proposed, which is likely to make the existing services unsustainable and ignores the fact that many people are at crisis point when the referrals are made.

Home Works

- They are concerned about the reduction for this service and the likely rise in demand it would cause for care services.
- The majority of people who use the service are referred directly by statutory organisations and most are already in crisis.
- This is a vital service for people with a variety of needs and plays a key role in delivering the Council's duties under the Care Act.
- Nationally there is increasing recognition of the gap in provision for people experiencing poor mental health.
- Community-based services play a key role working with some of the most vulnerable people, many of whom have multiple and complex needs.

STEPS

- The service plays a key role in reducing demand for care services and allowing people to continue to live independently despite significant health problems.

- The proposed savings would translate into a significant reduction in the number of clients who could be supported.
- This is likely to increase demand on health and care services, particularly as the majority of clients have at least one long-term health condition.
- There are significant financial benefits from people being able to continue living independently and the additional income the service helps to secure for clients.

Code: Org0019	April	Letter	Lewes District Churches HOMELINK
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<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They recognise the funding pressures facing the Council, but are concerned about the impact of the savings proposals on services to the local homeless population.
- It seems counterproductive to spend less money on preventative services.
- They are concerned too about the impact on Home Works who do valuable work with the clients they also support.
- They receive a grant from DESSS to assist vulnerable clients and are currently able to recoup the majority of their loans and therefore assist a new group of clients.
- Last year applications for loans increased significantly. As a result any loss in the DESSS grant would greatly limit the tenancies they can facilitate.
- Provision of more social and affordable housing would help in the longer term.
- The savings would have other cost implications for local authorities as more local people would remain homeless and require more health and welfare provision.
- Home Works supports the homeless to find and sustain tenancies. The cuts to provision would mean little chance of starting again for people.
- It is crucial that the Council makes the case to central government that cuts on the scale already suffered would increase local government costs in the long term.

Code: Org0021	April	Email	Southdown Housing Association
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They provide the Home Works service and are opposed to the proposal to cut

50% of the service's funding.

- Over the last few years the service has seen a continual increase in the number of people needing the service due to a lack of affordable housing, increased deprivation and a rise in complex issues people are facing (for example domestic abuse, mental health illness).
- A history of cuts to homelessness prevention support has compounded the issue and Home Works already has to turn away eligible households due to capacity issues.
- A true indicator of a civilised and caring society is how it treats and supports its most vulnerable citizens when they are in crisis.
- Their response provides a summary of the people it has supported in the past year and the outcomes it has helped them achieve.
- If this reduction goes ahead it would have devastating consequences for thousands of local vulnerable people who are in crisis situations. It would also transfer considerable additional pressures onto East Sussex housing, health and social care services.
- It is wrongly labelled as just preventative and already supports clients in crisis that have complex and multiple needs.
- They say that every 10% of funding saved would enable them to continue to support 330 vulnerable people.
- The proposed cut would result in: the loss of support for significant numbers of vulnerable people; increase the number of people forced to sleep rough; increase the number of preventable deaths; increase tenancy breakdowns; increase the personal safety risks to vulnerable people and children; and increase isolation and loneliness.
- Cuts would increase the pressure on GPs and hospitals and reduce Home Works' ability to support the NHS Five Year Forward View.
- Districts and boroughs state that they won't be able to meet their target duties on reducing homelessness without the continued support of Home Works.
- Cuts would result in the loss of 50 plus jobs of skilled and experienced workers.
- Cuts would reduce support for voluntary and community organisations who make referrals to Home Works.
- They believe the service they provide is value for money and cost effective, significantly reducing pressure and more expensive interventions.
- They are concerned that because Adult Social Care funds the service, the impact on Children's Services is not being fully assessed.
- They have produced an impact statement (see Ind0008 summary) which can be viewed here:
<https://southdown.org/sites/default/files/public/Home%20Works%20Impact%20Statement%20March%202018.pdf>
- They have also produced a video (see Ind0036 summary) which can be viewed here:
<https://www.youtube.com/watch?v=X7UpMjNjMPw&feature=youtu.be>

Code: Org0022	April	Letter	Station Practice
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			LD dps & residential

Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> • They have grave concerns about the cuts to Home Works' funding and the impact on homelessness prevention in Hastings. • Hastings already suffers from deprivation so the impact on this vulnerable population of the cuts would put them more at risk. • Cuts would also affect a range of public sector services, including A&E, the Walk in Centre, Out of Hours, the Police, Health and Social Care Connect, and GP practices. • Home Works is more than just a homeless prevention service and offers a vital community resource which helps people to build resilience. • They hope the Council would consider not cutting the funding for this important service. 				
Code: Org0024	April	Email	Hastings and District TUC	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
Summary				
<ul style="list-style-type: none"> • They do not accept the rationale for cuts and are disappointed at the half-hearted Stand up for East Sussex campaign. • They are concerned that staff in Adult Social Care are taking the brunt of the cuts, which would lead to inevitable delays in services for those members of the community who are least able to cope with it. • The decimation of local services would remove well-established safety nets from already disadvantaged people (they name STEPS, Home Works, the Stroke Recovery Service, carers support, and the HIV Support Service). • The lack of an Equality Impact Assessment in the consultation is telling. • The staffing cuts would be a false economy as people would have to wait much longer to access services and would inevitably end up on hospital wards. • The abandonment of the preventative agenda would have the same effect. • They urge councillors to consider using unallocated reserves to limit the impact and mitigate the proposals with the additional government funding. • They are opposing the cuts and urge the Council to oppose national funding decisions. 				
Code: Org0033	April	Email	Rother District Council	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's	Supporting people	Supporting People	Stroke Recovery

Summary

- They recognise the financial challenge facing the Council.
- While they know that adult social care will recognise the potential impact on people living in the county if they go ahead, they do have real concerns about the added pressure it would put on district and borough services, particularly housing services.
- District and borough services have seen a steady rise in people with mental health needs, often with substance and alcohol problems too.
- Removing or reducing services that support this group of people is likely to exacerbate their issues, particularly when districts and boroughs have to place them in temporary accommodation which is not able to properly support them.
- It would also be harder to place people in social housing without some support, as the acceptance criteria are becoming increasingly risk adverse.
- They do not have access to suitable temporary accommodation for young people, so reducing accommodation-based services for them would mean the risk to their wellbeing is likely to increase.
- This group would also struggle to maintain long-term tenancies without support and this could lead to an increase in rough sleeping and additional costs for all statutory services.
- They believe that this is the time to focus the remaining resources on the areas that make the most difference.
- Focusing the prevention services on reducing the likelihood of further harm and risk to the individual and the community would be their priorities.
- Being imaginative with the remaining funds spent across the system would make a lot of sense in achieving better outcomes for people and they support the work going on to make this happen.

Code: Org0036	April	Video	Home Works Clients
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- The clients use the video to talk about how the service has helped them.
- Many of them were helped at a time of crisis or following a hospital visit, and some have mental health needs.
- They say they would have been homeless without the service or ended up dead. They talk about the way that staff support them and go above and beyond their duty.
- Others talk about how the service has helped them find suitable accommodation or get housed.
- The support of their worker has helped them set goals, look to the future and feel positive.

Code: Org0037	March and April	Events	Home Works
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- Southdown Housing held a series of roadshows for clients and meet the councillors meetings about the consultation and the proposed reduction in funding for Home Works.
- Across the meetings, clients talked about how the service has helped them.
- Many said it had supported them at a time of crisis and some said they would have been dead or killed themselves without the support they received.
- People said the service had stopped them becoming homeless and was helping them to find more permanent accommodation.
- The service helps with benefits claims, signposting and accessing other services.
- People talked about their mental health problems and how they valued the way workers treated them with respect.
- They said the service helps people turn their lives around.
- It is the poor and vulnerable who would be affected by these cuts.
- They questioned why this service would be cut at a time of increasing need and housing shortages.
- It would be short sighted and increase pressure on other statutory services such as housing and the Police.
- People value the fact that Home Works visit you at home and keep their appointments with you.
- The lack of services in rural areas means that the support that Home Works provides is even more critical.

Code: Org0029	April	Email	Children's Services (ESCC)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

Key themes

- Under the proposed reductions, it is highly likely that there would be a net increase in overall spend by the Council in meeting its statutory obligations.
- The increased risks whilst waiting for fewer bed-spaces will also have to be managed by a number of Council social care teams. Given the regulatory and inspection framework for Children's Services this is likely to bring increased

reputational risk.

- The Housing Authorities will be impacted by the reduced funding for Home Works, which will see more tenancy breakdown and more homelessness presentations. They will be similarly affected by the reduced number of supported accommodation bed-spaces.
- One of the proposed solutions would be to undertake joint commissioning of supported accommodation for young people utilising existing Supporting People funds, the existing Youth Homelessness budget, that for Care Leavers and Flexible Support Grant from the District and Borough Housing Authorities.

Other themes

- The requirement to make substantial savings is recognised. Their response seeks to set out the impact on other Council budgets which would result from reductions in young peoples and young mothers accommodation support services and Home Works community support.
- The division in budget reductions between the services seems disproportionately in favour of the preventative service and not those accommodation services which seek to address crisis at the statutory level.
- These reductions would likely lead to an increase in footfall and assessments for a range of Children's Services. Presentations of "intentionally" homeless families will also rise as a result of the Home Works budget reductions.
- The reduced budget for supported accommodation will adversely affect care leavers support and accommodation opportunities.
- Reducing the service would limit the role it can play in addressing issues of self-harm and suicide and risks impacting on health services.
- The funding reduction would reduce capacity for services that are already operating waiting lists.
- This would mean there would be an increase in young people who need support who don't have services if they are reduced. Most of the group would be people who ESCC has a statutory responsibility to support.
- This would mean that the Council would still face paying the costs of supported lodgings, private sector accommodation or foster care.
- There would be additional risks for homeless children and young people who cannot access appropriate accommodation, or face delays in doing so, such as being used as a drug mule, sexual exploitation, going missing, self-harm, youth offending, social isolation, teenage pregnancies, and mental health, emotional or behavioural difficulties.
- All these issues would cause an increase in costs to Children's Services and partner agencies.
- Young people who continue to sofa surf are more difficult to support and re-presentations are a frequent feature. This leads to increased interventions and assessments, again at increased costs for Children's Services.
- Successful referral to the young mothers service allows the department to close cases. The loss of beds in this service would impact profoundly on the services it provides and the cost of them.
- They are also concerned about cuts to refuges, which support around 100 children at present and help to meet statutory obligations for the department.
- There is already a long wait for accommodation services for care leavers. Any reduction in services will impact on the availability of beds.
- Referrals to Home Works for care leavers and young homeless people remain stubbornly high. The service plays a vital role in helping them to move on and

sustain tenancies.

- Withdrawing this support is likely to increase vulnerability and lead to more homeless presentations at a time when rough sleeping is increasing.
- This would mean that more Council Personal Advisors would be required to support more homeless care leavers.

Individual feedback

Feedback sent directly to the Council

About the feedback	
Number of respondents:	20
When it was received:	February: 2 March: 5 April: 13
How it was received:	Email: 3 Feedback form: 1 Letter: 15 Phone: 1
Who it was from:	Client: 10 Councillor/MP: 4 Employee: 3 Member of the public: 2 Other: 1

Key themes

The overall themes were:

- People disagree with the proposals and the impact they would have on vulnerable people, particularly the Home Works proposals.
- People praised the services and their staff, talking about the benefits they brought to them and their family at a time of crisis and making their life more worthwhile.
- The services help people in so many different ways and the home visits and ongoing contact is important to people.
- Home Works plays an important role helping and supporting people who are struggling with mental health issues.
- Home Works helps people to keep their homes or to find suitable and safe accommodation. This helps people to turn their lives around.
- STEPS helps people to access benefits and move to more suitable accommodation.
- People say they don't know how they would have managed without their support worker and the practical and emotional help they offered.

Suggestions:

- The cuts won't save money, as people would just need more support from other services and reach crisis more quickly.
- It could put lives at risk if Home Works support wasn't available for people in crisis.
- It makes no sense to take away this vital service (Home Works) from the most vulnerable.

The key impacts were:

- People would lose the opportunity to be supported to change their life and make things better if the services weren't available.
- It would mean more people sleeping on the streets, turning to crime and put more strain on hospitals if Home Works was cut.

Suggestions:

- Rethink the cut for Home Works or at least make it much smaller.

Feedback received from Home Works' 'Stop the cuts' campaign

We received 162 'Stop the cuts' forms which didn't have any comments, but comprised:

- 89 forms which included their post code
- 16 which ticked the box to stop the cuts to Home Works and included their post code
- 28 which ticked the box to stop the cuts to Home Works
- 27 anonymous forms
- 2 which just had the date written on them

We received 868 'Stop the cuts' forms that included a comment. The top themes were:

- They disagree with the proposal to cut funding for Home Works, and said it should be stopped, or described the proposals as disgusting and ridiculous etc.
- This is an essential and invaluable service which supports vulnerable people and particularly homeless people.
- There are already high numbers of homeless people. If the service is reduced or cut more people would remain homeless or end up homeless.
- People praised the service, talked about their experiences of using it and how it had helped them at a time of crisis.
- The service is particularly needed in Hastings where numbers of homeless people are already high and are increasing.
- The service helps people to have a better life and start afresh.
- They urge the Council not to cut funding for this service, saying it would be short sighted and more expensive in the long term.
- There should be more funding for this vital service, not less.
- They commented on national finances and spending decisions and how they thought they were wrong or should be changed.
- Cutting the service would increase poverty and impact on the community.
- The service is particularly needed in Eastbourne where numbers of homeless people are increasing.
- Cuts to this service would put people at risk, especially as many people who use the service have mental health needs.
- If the service was cut it would put more pressure on statutory and charity services which are already stretched.
- People don't choose to be homeless.
- The Council should cut salaries for councillors and senior managers.
- The service prevents deaths through the support it offers.
- It's not fair to cut this service when there aren't any alternative ones that can help people.
- A reduced service would affect the number of families who could be helped and housed.

Sample comments

"I work with the Home Works at the moment! Me + my partner are homeless at the moment, and sleeping outside! This is the only Organisation we can ask for Help!!! find they are were VERY Helpfull!"

"Any service that seeks to prevent homelessness occurring from an economic perspective is going to save the council money in the long term. Housing should be the council's major priority & they should appropriately fund housing & homelessness services to help people & families to secure a permanent decent standard of accommodation."

"My mum used this service 6 months ago They were very helpful and visited my mum once a week and did what she asked straight away. Now she is in her own property."

“A very valuable service for those most in need + among the most vulnerable in society. It is a disgrace that this is being cut.”

“Homeless people need services. Many often have mental health problems as well. Cutting services will lead to more problems in the future.”

“Home Works helped me when I was pregnant and homeless fleeing domestic violence and without them I don't know what would have happened to my daughter and I.”

“Cuts will cause more problems for vulnerable people in Hastings. Services are already stretched in this area, especially now the walk in centre might close and relocate to the Conquest.”

“Home Works is amazing. They supported me more than I could have ever had asked. My financial issues was helped and my homelessness was helped. To be completely honest with you, they saved my life and gave me hope. now I'm more independent and could thank them enough. Please keep Home Works, you'll regret it if you make things harder for the other organisations.”

“Home Works helped me to find my first flat after being homeless for 9 years. This then enabled me to reattend college... [and attend university]. I'm now a full time employer graphic designer for an international sports firm. None of this could have happened without the first steps help from Home Works.”

“You have helped us in our darkest moments, when we were homeless. This is a service that can't be cut - it is invaluable to help people in need.”

“More homeless people will be on the streets including children... Lots more people will be at risk of losing their homes. Innocent people will be affected, living on the streets can kill people.”

“Surely cutting this service is going to increase costs to other services. Where are people meant to go for help.”

“This is a service that treats people as people not a number. You can't expect people to cope without Home Works.”

“Where will people get help if this service is cut? Other services won't be able to cope with demand.”

“Please do not cut funds to this fantastic service. I work in Mental Health (NHS) and I have had great support for my patients via Home Works.”

“Home Works has saved lives, why put people at risk even more.”

“Working for the ambulance service I encounter vulnerable people on a daily basis. Currently there is limited resources anyway so proposed cuts further will only increase this issue locally. With spring coming winter shelters are closing, more people will be on the streets anyway and put more pressure on other services.”

“Our voluntary group has worked alongside Home Works and experienced first-hand how brilliant their work is. It serves a really important role + cutting it is a false economy which will not just create misery but cost the local authority more in the long run.”

Equality impact assessment – summary report for proposals to Supporting People (Homeworks)

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2018

Manager(s) name: Jude Davies **Role:** Strategic Commissioner

Impact assessment:

The purpose of the proposal is to reduce funding to the Home Works service to achieve savings of 50% as part of the overall budget for Adult Social Care.

Home Works is a face to face service normally delivered on an outreach basis. This means the service is, with the client's agreement, delivered to wherever the client is living. If home visits are not possible, the visits would be held in a community facility or café. Clients of Homeworks are usually experiencing a housing and personal crisis and have multiple and complex needs including:

- poor mental health
- poor physical health
- Child Protection issues
- Adult Safeguarding issues

Summary of findings:

Data suggests that the proposals will have the highest negative impact on age (working age and families) and disability (people facing multiple and complex needs) as well as homelessness.

Note: There is a multiple impact here with proposed reduction to DESSS, and other Supporting People services including accommodation-based services for people with mental health issues and homelessness, as well as services for young people and young mothers.

Home Works is also the service used to move on and re-settle people from accommodation-based services, so there would be an additional impact to other schemes if the proposals are approved.

- A reduction in service would result in increased risk of people (especially families) presenting to statutory authorities as homelessness, and an increase in street homelessness for working age people on a low income.
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms
- Increased associated risks for families with children and young people, including child protection and safeguarding issues, and access to health and education.
- Increased risk of suicide, poverty and debt. There are also increases in crime and likelihood of assaults and violence.
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services

Summary of recommendations and key points of action plan:

- Once final savings are confirmed the Supporting People Strategic Commissioner will work with the Provider to develop an implementation plan/decommissioning plan for achieving the savings.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity		X	
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc) Homelessness/Low income		X	
All			

Equality impact assessment – summary report for proposals to Supporting People (STEPS)

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Date of assessment update: May 2018

Manager(s) name: Jude Davies **Role:** Strategic Commissioner

Impact assessment:

The purpose of the proposal is to reduce funding to the STEPS service to achieve savings of 50% as part of the overall budget for Adult Social Care.

STEPS provides housing support and a gateway service (advice) to people **aged 65 and over** and a navigator service to people aged 18 and over with long-term conditions who are experiencing challenges to their ability to remain living independently and also have a range of multiple and often complex personal, health and care needs including:

- poor mental health
- poor physical health
- long term conditions
- Adult Safeguarding issues

Summary of findings:

Data suggests that the proposals will have the highest negative impact on age (older people and working age) and disability (the majority of clients have at least one long term condition).

Note: There is a multiple impact here with other Supporting People services including accommodation-based services for people with mental health issues and homelessness, and changes to Carers services.

- A reduction in service would result in older people (and people with long term conditions using the Navigator service) living in unsafe housing conditions, leading to increased risk of health and care issues, especially with long term conditions and increasing frailty.
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms. This is especially prevalent for older people who are becoming frailer.
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services
- Increased social isolation, risk of poverty and increasing debts. This also leads to more reliance on more long-term interventions and services.

Summary of recommendations and key points of action plan:

- Once final savings are confirmed the Supporting People Strategic Commissioner will work with the Provider to develop an implementation plan/decommissioning plan for achieving the savings.

Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity			
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc) Homelessness/Low income		X	
All			

Report to:	Cabinet
Date of meeting:	26 June 2018
By:	Director of Communities, Economy and Transport
Title:	Introduction of Civil Parking Enforcement (CPE) in Rother District
Purpose:	To advise Cabinet of Rother District Council's request for the County Council to apply to the Department for Transport (DfT) for CPE powers and to introduce CPE across Rother District

RECOMMENDATIONS: Cabinet is recommended to:

- (1) note Rother District Council's request for East Sussex County Council (ESCC) to introduce Civil Parking Enforcement;**
 - (2) note the proposed arrangements for Civil Parking Enforcement across Rother District;**
 - (3) approve that an application is made to the Department for Transport for Civil Parking Enforcement powers across Rother District; and**
 - (4) approve all actions necessary for the subsequent introduction of Civil Parking Enforcement across Rother District**
-

1 Background Information

1.1. The enforcement of on-street parking across Wealden and Rother Districts is currently the responsibility of Sussex Police as a criminal matter under the Road Traffic Act. In Eastbourne and Hastings Boroughs and in Lewes District, the County Council has been granted civil enforcement powers by the Department for Transport and ESCC is responsible for on-street parking enforcement in these three areas as well as enforcement in off-street car parks across Lewes District.

1.2. Following concerns about the lack of parking enforcement by Sussex Police across Rother, Rother District Council's (RDC) Overview and Scrutiny Committee (OSC) carried out a review of on-street parking to understand the scale of problems stemming from the lack of parking enforcement and the alternative options available.

1.3. The Traffic Management Act 2004 allows local traffic authorities to apply to the Secretary of State for Transport for a Civil Enforcement Area Order, de-criminalising parking enforcement and introducing civil parking enforcement powers. In East Sussex, the County Council has already applied for and operates under civil enforcement powers in Eastbourne, Hastings and Lewes. Under this arrangement, the County Council undertakes enforcement of all on-street parking restrictions in Eastbourne and Hastings Boroughs and Lewes District and off-street car parks in Lewes District on behalf of the Borough and District Councils. The County Council employs an enforcement contractor to carry out enforcement on its behalf, paid for by parking permit charges, pay and display parking charges and revenue from penalty charge notices.

1.4. Adopting Civil Parking Enforcement (CPE) in RDC would involve applying to the DfT for powers and, if granted, ESCC would take over responsibility for on-street parking enforcement from Sussex Police. The County Council has made it clear to both Wealden and Rother District Councils that it would need their agreement before applying to the DfT of the requisite civil enforcement powers.

1.5. During 2016/17, the RDC Overview and Scrutiny Committee received a number of presentations from ESCC officers, Sussex Police and other authorities who have introduced CPE. At their meeting on 28 November 2016, the RDC Overview and Scrutiny Committee recommended that ESCC, in partnership with RDC, produce a draft business case to show the implications of introducing CPE across Rother. RDC established a Member-led Task and Finish Group to help develop a business case for CPE. A copy of the business case for the introduction of CPE across Rother is appended to this report at Appendix 1.

1.6. Following the presentation of the business case to the RDC Overview and Scrutiny Committee, the RDC Task and Finish Group held a number of stakeholder engagement events. All comments received from key stakeholders and local businesses were then formulated in a final report to the RDC Overview and Scrutiny Committee. This report concluded that stakeholders recognised that parking infringements were not considered a priority for Sussex Police and concluded that ESCC should be asked to apply to DfT for civil enforcement powers across the District. Despite a few concerns about on-street charging, stakeholders agreed that any parking enforcement scheme should be self-financing to cover the cost of enforcement and notice processing staff.

1.7. All the reports and minutes arising from these meetings have been published on RDC's website. A copy of the relevant RDC committee and Cabinet papers are available as background documents in the Members' room. The partnership working with RDC officers and the engagement with Members helped develop a robust business case and gave the evidence to RDC's Overview and Scrutiny Committee to enable them to recommend the progression of CPE in Rother district.

1.8. At Rother District Council Cabinet on 9 April 2018 and Full Council on 21 May 2018 Rother District Council resolved to write to East Sussex County Council to support an application to be submitted to the Department for Transport for Civil Parking Enforcement to be adopted. Details of the proposed parking scheme and indicative timetable for the introduction of CPE were included with that final report, and the latest versions of those two documents are attached to this report at Appendix 2 and Appendix 3 respectively.

1.9. In parallel ESCC officers have been working with Wealden District Council (WDC) officers compiling a similar business case for the introduction of CPE across Wealden. WDC Cabinet considered this business at its Cabinet meeting in January and resolved not to introduce CPE in Wealden.

2. Financial considerations

2.1. The current parking schemes in Eastbourne, Hastings and Lewes are all fully self-funded from parking permit charges, pay and display charges and revenue from penalty charge notices, and there is no net cost to the County Council revenue budget. In considering the introduction of civil parking enforcement across Rother District it has been assumed that the scheme would also be self-funding. It has also been assumed that the initial set-up costs for the application to the DfT, the cost of lines and signs on street, and the cost of pay and display machines will all be funded from the ESCC parking account, and be reimbursed from parking revenues within three to five years.

2.2. Once the initial set-up costs have been re-paid it is possible that CPE may achieve a modest operating surplus. Under Section 55 of the Road Traffic Regulation Act 1984, it is a legal requirement that all surplus income from on-street parking charges, after covering ESCC's costs, are ring-fenced to transport and highways initiatives.

2.3. The business case presented to RDC provides a breakdown of the estimated scheme set-up costs; annual operating costs, and an estimate of annual income. These are summarised as follows:

Set-up Costs (one-off)	£594,400
Running Costs (annual)	£600,410
Revenue / Income (annual)	£734,752

2.4. On the basis of these costs and estimated level of income, the scheme would incur a financial deficit at the end of year 1 of £460,058 (i.e. allowing for one-off set-up costs), but thereafter make an ongoing annual operating surplus of £134,341. Once this annual surplus has been used to re-pay the remaining one off set-up costs, it is estimated the scheme will be in surplus in year five.

3. Introduction of CPE

3.1. Subject to Cabinet approval, officers will commence detailed work on the technical design of the on-street parking layout, including location of restrictions and spaces, pay and display machines, and signing and lining arrangements. That design work will provide more 'fine tuning' to the draft scheme presented to RDC Cabinet and Full Council, and will feed into the legal procedures required to advertise the necessary Traffic Regulation Order (TRO).

3.2. It is not intended that there will be any further public consultation on the introduction of CPE as the stakeholder engagement carried out by RDC was generally supportive of the introduction of CPE and on-street charging. However, there will be two opportunities for consultation when introducing or

changing the necessary TROs. The first 'informal' consultation gives an opportunity for initial comments to be received so that amendments can be made to the proposed parking arrangements. When the final scheme has been agreed, a second consultation is held and the TRO is formally advertised in a local newspaper. A twenty-one day period allows any member of public to make a representation either in support of or objection to the proposals. Any unresolved objections would then be considered by ESCC's Planning Committee. An Equalities Impact Assessment (EqIA) may also need to be undertaken to assess the impact of introducing or changing any necessary TRO. If the TRO is approved the necessary lining and signing works would then take place.

3.3. Officers will finalise the application to the DfT (6 months prior to intended start date) enabling central government to process the necessary Order to grant ESCC CPE powers. The TRO will be formally sealed when all works are completed.

3.4. Subject to all those activities being completed as necessary, and allowing some leeway for local council elections in Rother District in May 2019, it is anticipated that CPE could commence operation in Rother District in April 2020. Further details behind these timescales are provided in Appendix 3.

4. Risks

4.1 There is little or no financial risk to the County Council in introducing CPE across Rother as the proposed parking enforcement scheme is intended to be self-funding. The initial set-up costs will be funded from the existing parking account and based on modelled levels of pay and display income and revenues from penalty charge notices.

4.2 There are no operational risks to the County Council in introducing CPE across Rother as the existing County Council Parking Team has experience operating CPE across Eastbourne, Hastings and Lewes. The recently renewed parking enforcement contract with NSL includes provisions for parking enforcement across Rother and Wealden.

4.3 The introduction of CPE across Rother District comes at the request of RDC and has the full support of RDC. In reaching that decision a RDC Member-led task and finish scrutiny group carried out stakeholder engagement on the introduction of CPE and there-in the inclusion of on-street parking charges. With support from RDC and from wider stakeholders the introduction of CPE is unlikely to present any reputational risk to the County Council.

5. Recommendations

5.1. To note RDC's request for the County Council to prepare an application to the DfT for civil parking enforcement powers and to introduce CPE across Rother District.

5.2. To note the proposed arrangements for CPE in Rother District detailed in a draft business case for CPE presented to RDC.

5.3. To approve that an application is made to the DfT for CPE powers and the subsequent introduction of CPE across Rother District.

RUPERT CLUBB

Director of Communities, Economy and Transport

Contact Officer: Mike Horton

Tel. No. 01323 466002

Email: Michael.Horton@eastsussex.gov.uk

LOCAL MEMBERS

All County Council Members whose electoral divisions are within Rother District.

BACKGROUND DOCUMENTS

1. Rother District Council Cabinet meeting 9 April 2018 – Report on Civil Parking Enforcement
2. Rother District Council Overview and Scrutiny Committee meeting 19 March 2018 – Report on Civil Parking Enforcement: Recommendations of the Civil Parking Enforcement Task and Finish Group.
3. Stakeholder written responses (RDC summary - 16 February 2018)

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Updated Business Case for Civil Parking Enforcement in Rother District

(The original business case submitted to RDC has been updated to reflect the changes to the proposals that have been agreed with RDC Task and Finish Group)

1. Background

- 1.1. Following concerns raised by the public with members about the lack of parking enforcement by Sussex Police in the Rother district area, the RDC Overview and Scrutiny Committee invited East Sussex County Council (ESCC) to their committee in November 2015 to give an overview of the parking problems in Rother and what Civil Parking Enforcement (CPE) might entail.
- 1.2. In July 2016, Sussex Police explained to the Scrutiny Committee that parking enforcement was not a priority for them and that they would only issue parking tickets for dangerous parking infringements. At this meeting both Hastings and Tunbridge Wells Borough Councils gave their views on the benefits of CPE. In the discussions at this meeting concerns were expressed about the perceived negative aspects of doing nothing balanced against that of introducing CPE. It was also presented by those attending the meeting that CPE could provide essential benefits across the district.
- 1.3. Following a series of meetings with members and officers the RDC Overview and Scrutiny Committee requested that ESCC, through partnership working with RDC, produce a business case to show the implications of introducing CPE across Rother and an update report to be made to the Overview and Scrutiny Committee.
- 1.4. ESCC officers have been working to develop a business case. This has involved Councillors and RDC officers providing information to help support the development of the business case. The actions to date have included:
 - an initial review of the main parking concerns across the District;
 - an outline of the scope of work required for a Civil Parking application to the DfT;
 - outline proposals to manage on-street CPE;
 - estimated set up and annual running costs;
 - options for charging and/or enforcement to offset or underwrite these costs;
 - an initial draft outline or a suggested CPE scheme for Rother district; and
 - a timeline for the implementation of a CPE scheme (if supported).

2. Initial Review of the Main Parking Concerns

2.1. Review of existing parking restrictions:

ESCC Officers have undertaken a survey of parking restrictions throughout the district. These have been digitalised onto the ESCC's ParkMap system, which is a required undertaking should we progress to map based Traffic Regulation Orders (TRO's). (Page 1 of Appendix 2 indicates where there are parking restrictions throughout the District and pages 2 to 6 provide a greater illustration of the build-up of parking restrictions within each Town and Village.)

2.2. Summary of concerns presented:

Information from Members and officers has been collated and catalogued. Page 7 of Appendix 2 provides an example of the information recorded following the requests received.

Appendix 2 pages 8 through to 27 provides detail on the existing parking zones, the type of request that's been raised in relation to the maps along with the suggested amendments to be made to the permit areas.

Requests for new parking restrictions or for an amendment to an existing restriction would need to be evaluated further and then consulted on should they be considered to be necessary for a future parking scheme.

A large number of the concerns that have been raised are generally about a lack of enforcement on the existing restrictions throughout the District. If CPE were adopted the majority of these issues should be managed effectively within a relatively short period of time, following regular and consistent enforcement.

3. Civil Parking Enforcement Application

The application by ESCC to the Department for Transport (DfT) for CPE powers will be a lengthy process, given the projected timescales for the application itself and the preliminary work which must be done ahead of the application. Once a decision has been made to proceed with the application it will take between 18 and 24 months to introduce CPE.

It is that an application for CPE should be based on the current restrictions with any essential amendments to allow for the introduction of the CPE scheme such as additional permit zones or paid-for parking. Reviews of ESCC's existing parking schemes in Eastbourne, Hastings and Lewes are undertaken every 16 months to ensure all restrictions are fit for purpose and suggested amendments proposed for consultation where required.

The application to the DfT for CPE would need to confirm that all of the existing parking restrictions along with their associated TRO's had been checked and confirmed. This would require an inspection of the parking signs and lines within the district and repair work undertaken where required. A consolidation / amendment order would need to then be prepared and consulted on.

The DfT would require confirmation that the application was supported by the District Council and other key stakeholders and the application submitted six months prior to the order being made.

4. Civil Parking Enforcement

- 4.1. The introduction of CPE will allow a consistent approach to the enforcement of parking restrictions and assist with the reduction of congestion. CPE requires the County Council to take full responsibility for the management of on-street parking restrictions on a district-wide basis. This commitment is on-going as there is no option to hand it back to the police or revert from CPE once parking enforcement has been decriminalised. Although it is possible for ESCC to delegate authority to RDC to manage a CPE scheme, ESCC consider that it is most efficient and cost effective to manage the on-street parking enforcement in East Sussex as one operation rather than having a number of agency operations.

This allows for a single cost effective parking enforcement contract, a single back-office team dealing with PCNs and appeals as well as a common approach to customer service and debt management. This arrangement has been demonstrated with the three large schemes currently managed by ESCC for the past several years and it continues to adapt to new requirements as stipulated under legislation.

The ESCC back-office team are responsible for all parking related correspondence and are able to provide up to date accounts for each scheme under its management. ESCC encourage the formation of a Parking Board for each area where it manages CPE to enable Officers and Councillors to promote a strategic view on the administration of the scheme.

In recent years ESCC have been presented with numerous parking issues that are affecting residents and businesses within Rother district. If CPE were introduced ESCC could deal effectively with those problems created by commuter parking at stations, uncontrolled parking in town centres and dangerous parking. These issues are currently dealt with successfully on a daily basis within the Eastbourne, Hastings and Lewes CPE areas. Our aim is to see a consistent parking policy applied across the county, rather than having these benefits only available to a proportion of our residents, businesses and visitors.

The effective control of parking helps address local parking problems and helps achieve some of the broader transport objectives as set out in our Local Transport Plan (LTP). This includes improving road safety, achieving better flows of traffic through town centres and improving the economic viability of areas through the efficient management and use of parking spaces.

CPE gives local authorities greater control in reducing inconsiderate parking. This helps with the following:

- ease congestion caused by inconsiderate parking
- improve road safety
- provide parking for specific users such as residents, businesses and blue badge holders
- increase the turnover of parking spaces making it easier for visitors and shoppers to park
- provide facilities for loading and unloading.

4.2. It is important to note that the introduction of CPE will rely on effective and consistent enforcement. To leave parking restrictions for long periods of time without inspection could be deemed as lulling motorists into a false sense of security encouraging them to contravene.

4.3 It should be noted that free time-limited parking is time consuming to patrol and enforce and produces no income to self-finance the required management. In the absence of a pay and display ticket, enforcement officers are required to log full details of each vehicle that is seen to be parked, this includes the exact location along with the tyre valve positions on both the front and rear wheels. The same CEO must then re-inspect the vehicles within the no return period. This requires a greater number of staff and hence a higher cost to manage. The purchase and display of pay and display tickets provides evidence of the time the vehicle has been parked and therefore makes enforcement simpler, requiring fewer enforcement staff.

It is unlikely that the cost of enforcement can be covered by the income from penalty charges alone, and that without income from on-street charging (pay and display), CPE is unlikely to be viable.

4.4 Suggested Options for Parking Enforcement

4.4.1 **Do nothing**

Sussex Police have explained to the Committee that parking enforcement is not a priority for them and that they would only issue parking tickets for dangerous parking infringements.

MP's and Councillors are often challenged on parking matters on the highway. It is well known that there is little or no enforcement by Sussex Police, and therefore a good deal of abuse of parking restrictions occurs on a daily basis. Increasingly ESCC is being asked to deal with numerous parking issues that are affecting residents and businesses across the district, but are currently powerless to take action. It is recommended that doing nothing is not a preferred option.

4.4.2 Adopt CPE without on-street charging (pay and display) but with a greater provision of resident parking in Bexhill and Rye.

With this option, it is suggested that there are only minimal changes to the existing parking restrictions which will then be monitored and enforced by Civil Enforcement Officers. The introduction of regular parking enforcement will see a significant level of parking displacement into areas that are currently unrestricted. The existing permit zones do not have sufficient parking provisions for the area that is eligible to apply for a permit. To limit the impact it is suggested that the existing permit area would need to be increased and new zones developed to assist in protecting residents from commuter and visitor parking. (Suggested new parking zones are shown on Page 11 of Appendix 2)

However, experience shows that this option would not generate sufficient income to support the scheme. Income would only be received from the sale of permits and the issue of Penalty Charge Notices. Free time limited parking bays require a much greater level of resource to manage and enforce them effectively. Essentially short stay parking is provided where a turnover of vehicles is required to positively promote local trade. The District has a number of parking areas restricted by time limited parking. These along with parking restrictions throughout Rother would require regular enforcement.

Set up Costs	
Project Management	£85,000
Officer from Rother on the project team	No cost to ESCC
Traffic Regulation Order (TRO) map-based review (stage 1) 1 x SP 22 £23,842 plus 26% = £30,040	£30,040
TRO review (stage 2) 1 x SP 22 £23,842 plus 26% = £30,040	£30,040
ICT Costs	£10,000
Consultations, surveys and surgeries	£40,000
Signs and road markings	£40,000
Legal costs	Internal
Advertisements	£20,000
Set Up Costs	£255,080

Running costs	Yearly	Details
Operational expenditure (non- enforcement)	£70,000	Lines & Signs, Traffic Enforcement Centre (TEC), Parking and traffic regulations outside London, Maintenance contract
Contractor Enforcement	£391,245	12 Civil Enforcement Officers (CEO's) 2 Supervisors and 2 Senior CEO's 3 vehicles

Contractor Admin	£27,000	1 admin staff (based in ESCC library)
ESCC staff with £1,000 each of ICT costs	£108,000	3 (FTE) notice processing, TRO, admin & % of lead officers time as is paid by the other schemes (£15k)
Parking stationery	£40,000	PCNs, carriers and P&D tickets
Virtual resident permits (2,036)	£3,970	
Visitor, trade, hotel and healthcare permits (2,400)	£480	
Headline Running Costs	£640,215	

Income from Permits and PCN's

Approximate income from additional schemes		
Permit Income	£50,900	Annual permits plus scratch cards
PCN income	£71,500	Estimate (2,500 PCN's issued with average collection rates)
Potential annual income	£122,400	

Year 1 total set up and running costs **£895,295**

Year 2 onwards running costs **£640,215**

Projected operational surplus/(Cost) **(£517,815)**

The scheme would have an estimated on-going annual running cost of £640k. Income is suggested to be in the region of £122k leaving an annual operational shortfall of £518k. The scheme would therefore not be viable. Added to this sum is the set up costs which are an additional £255K that would need to be funded up front or paid back from parking income.

4.4.3 Adopt CPE with a view to introducing on-street charging (pay and display) in strategic locations within Battle, Bexhill, Robertsbridge and Rye

The main difference with this option based on experience, is that on-street charging in the form of pay and display parking would be required where time limited parking currently operates to improve the efficient management of Parking in those areas. It is, therefore, suggested that some limited pay and display parking is provided in the towns of Battle, Bexhill, Robertsbridge and Rye where the majority of the existing time limited parking is currently in place.

It is suggested that the seafront in Bexhill would need pay and display parking. In-line with the previous option there would need to be a larger area of permit parking within Bexhill to protect the residents from displaced vehicles that are looking to avoid paid-for parking. It should be noted that, on those streets near car parks, the on-street charges should be set slightly higher than any adjacent car parks to ensure the preference of parking off-street is more desirable.

To minimise the financial impact to residents and visitors to the area, it is suggested that the on-street parking charges are set at a relatively low level.

Pay and display would be easier and more efficient to enforce than free time-limited parking as the pay and display ticket would clearly show time of arrival and maximum duration of stay. Schemes

that operate pay and display parking will use fewer resources to undertake compliance checks as there is no need to record and observe vehicles for the period of permitted parking

A parking scheme with this set up has a larger up front cost given the need to purchase pay and display machines but requires fewer CEO's to manage the scheme on a day to day basis.

Set up Costs	
Project Management	£85,000
Officer from Rother on the project team	No cost to ESCC
Traffic Regulation Order (TRO) map-based review 1 x SP 22 £23,842 plus 26% = £30,040	£30,040
TRO review (stage 2) 1 x SP 22 £23,842 plus 26% = £30,040	£30,040
ICT Costs	£10,000
Consultations, surveys and surgeries	£40,000
Signs and road markings	£40,000
Legal costs	Internal
Advertisements	£20,000
Pay & Display machines with installation (85)	£339,320
Set Up Costs	£594,400

Running costs	Yearly	Details
Operational expenditure (non- enforcement)	£70,000	Lines & Signs, TEC, Parking and traffic regulations outside London, Maintenance contract
Contractor Enforcement	£221,857	6 Civil Enforcement Officers (CEO's) 1 Supervisor and 1 Senior 3 vehicles
Contractor Admin	£27,000	1 admin staff (based in ESCC library)
ESCC staff with £1,000 each of ICT costs	£108,000	3 (FTE) notice processing, TRO, admin & % of lead officers time as is paid by the other schemes (£15k)
Parking stationery	£40,000	PCNs, carriers and P&D tickets
Virtual resident permits (2,036))	£3,970	
Visitor, trade, hotel and healthcare permits (2,400)	£480	
Maintenance of P&D machines	£53,210	Maintenance (Inc. parts)
Cash collection	£75,893	Cash collection
Headline Running Costs	£600,410	

Income from P&D, Permits and PCN's

Approximate income from additional schemes		
Permit Income	£50,900	Annual permits plus scratch cards
PCN income	£71,500	Estimate (2,500 PCN's issued with average collection rates)
P&D	£612,352	
Potential annual income	£734,752	

Year 1 total set up and running costs **£1,194,810**

Year 2 onwards running costs **£600,410**

Projected operational surplus **£134,341**

Based on experience of parking schemes elsewhere, annual running costs are considered to be in the region of £600k. Income from the scheme is likely to be in the region of £734k generating a potential operating surplus of £134k

Setup costs are the same as the first option but will need to include the provision of pay and display machines estimated to be £339k, giving a total set up cost of £594k. Based upon the estimates above the scheme would be in surplus in year five.

Any surplus income from parking schemes is strictly governed under legislation and must be spent on transport related items in the county. Elsewhere in the County this surplus income has been used to provide schemes to improve traffic flow and road safety, along with the provision for passenger real time information across the bus network.

An application for CPE can be presented for just the on-street areas throughout the district but there is also an option to apply for both the on-street and off-street parking areas. There should be significant efficiency gains in having a unified civil parking enforcement operation. This could be explored further during the gathering of information for CPE. RDC have decided to retain the management of their off-street parking and this will therefore not form part of the CPE.

5. Conclusion

The application to the DfT for CPE powers is essentially a legal process and it is important that a clear and full understanding of the requirements is achieved prior to decision making. CPE is a means by which an authority may deliver wider transport and social objectives but should not be treated in isolation or as a means to income generation. The impact of CPE on the local and wider economy, on the street scene and on public safety will be very important to understand and evaluate ahead of any change to parking policy.

The findings from this business case support that effective parking enforcement cannot be afforded without some form of on-street parking charges. The business case presented in this report demonstrates that not only are enforcement costs significantly higher without being able to rely on pay and display tickets, but insufficient revenues would be received from the sale of permits and the issue of penalty charge notices to cover the set-up costs

and annual operating costs. To cover the set-up costs and annual operating costs some element of on-street charging would be required.

If a decision is made to make an application for CPE, it will take in the order of 18 – 24 months to implement the scheme.

Report by:
Karl Taylor, Assistant Director – Operations (ESCC)

Appendix 2

Rother CPE Draft Scheme Proposals

East Sussex
County Council



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Requests and Action Spreadsheet

Bexhill

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Analysis of potential costs and income for CPE in Rother

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Income from PCNs, Permits and Pay & Display	Page 29
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Requirements and Timescales Rother CPE Project	Page 31

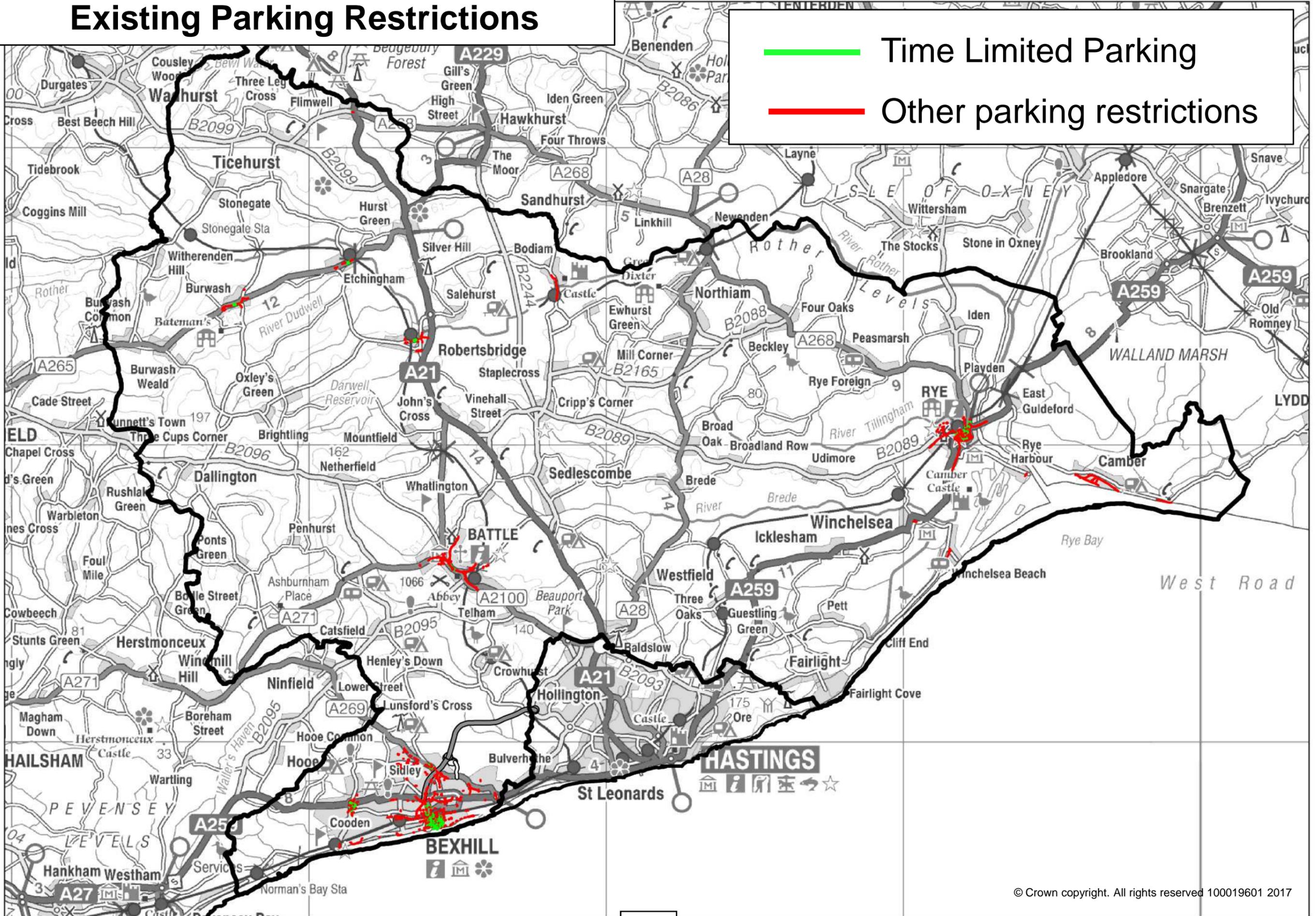
Parking Bay and Permit Definitions

Incremental Tariff Structures

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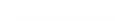
Rother District Existing Parking Restrictions

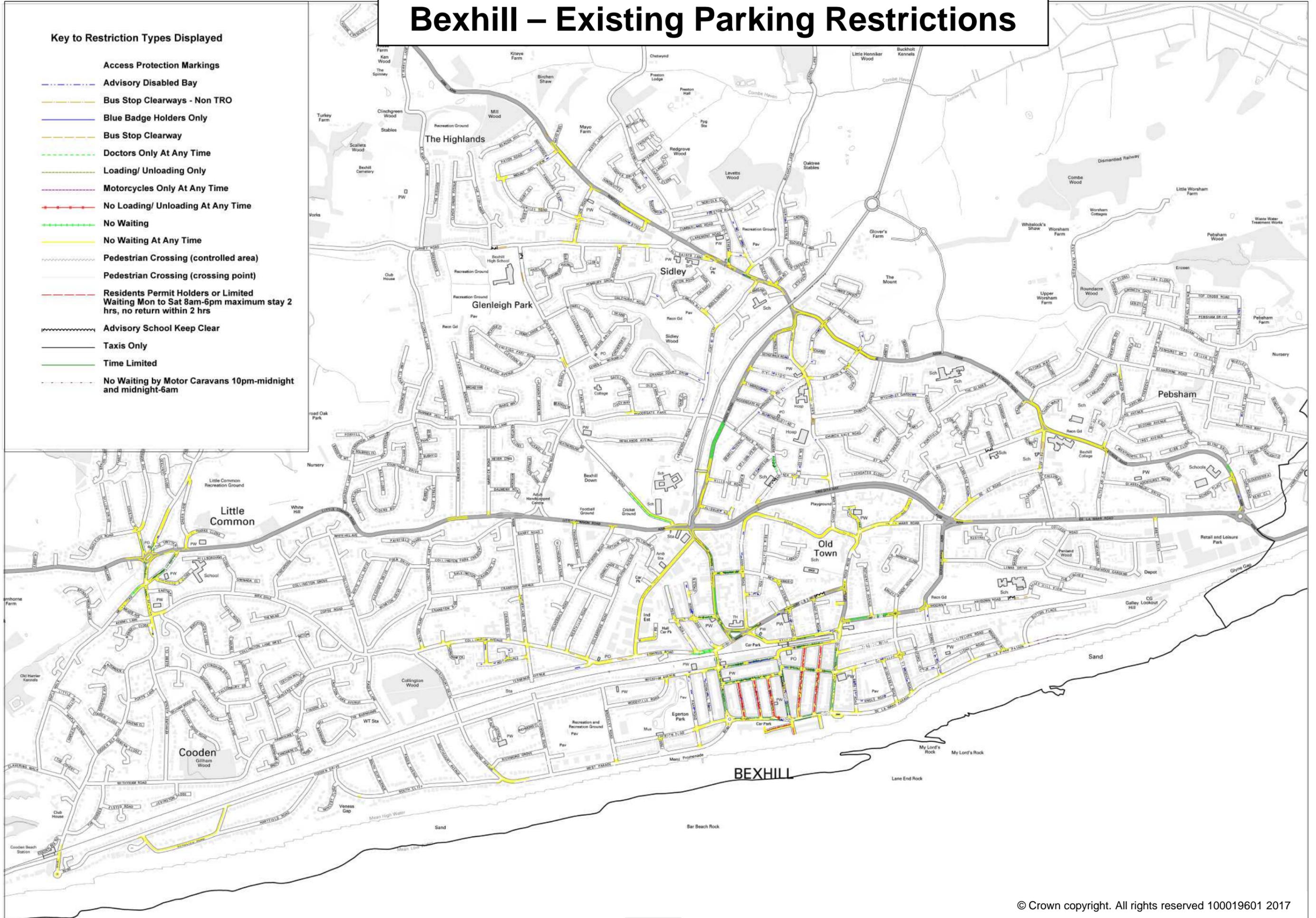
- Time Limited Parking
- Other parking restrictions



Bexhill – Existing Parking Restrictions

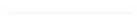
Key to Restriction Types Displayed

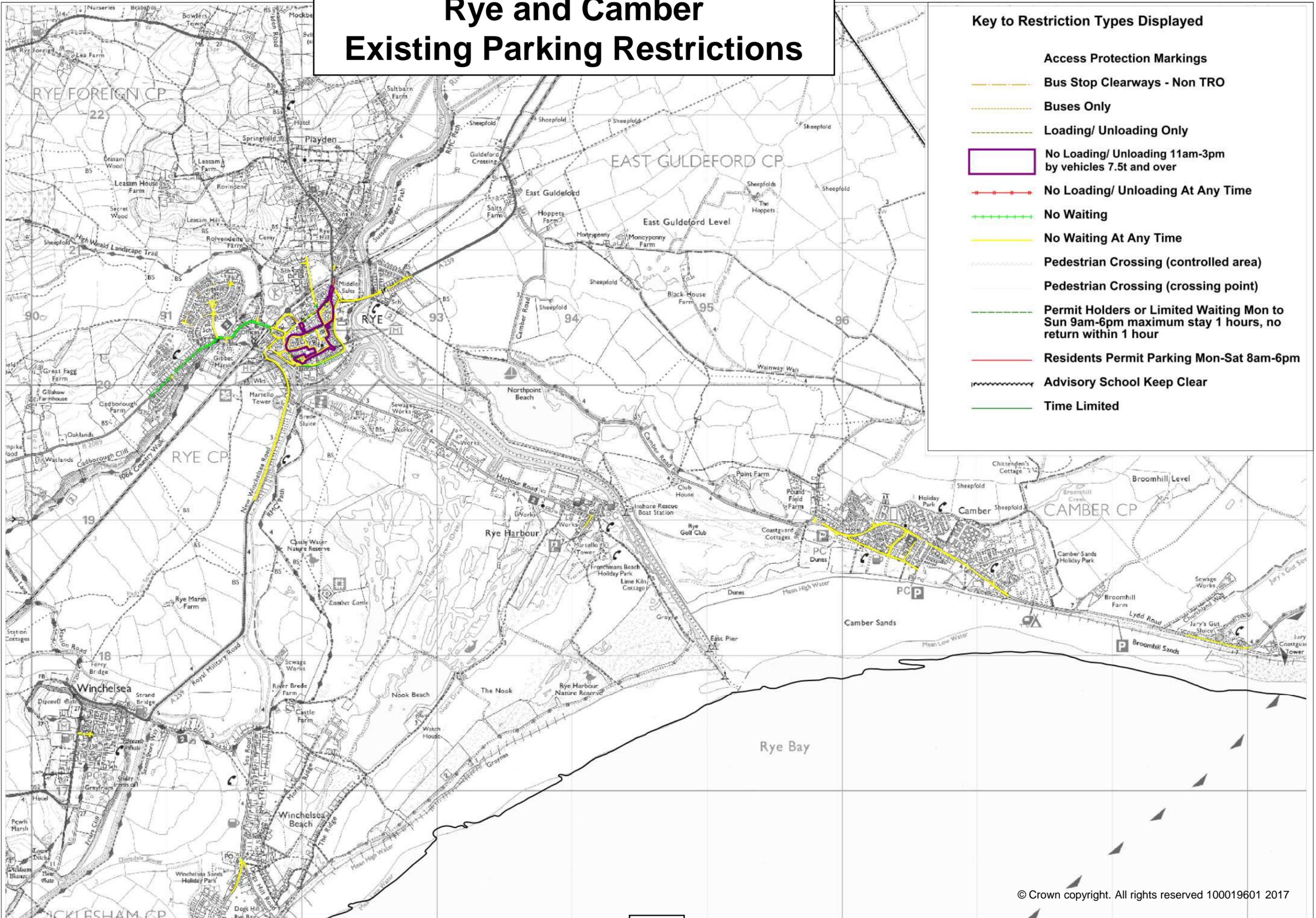
- Access Protection Markings**
-  Advisory Disabled Bay
-  Bus Stop Clearways - Non TRO
-  Blue Badge Holders Only
-  Bus Stop Clearway
-  Doctors Only At Any Time
-  Loading/ Unloading Only
-  Motorcycles Only At Any Time
-  No Loading/ Unloading At Any Time
-  No Waiting
-  No Waiting At Any Time
-  Pedestrian Crossing (controlled area)
-  Pedestrian Crossing (crossing point)
-  Residents Permit Holders or Limited Waiting Mon to Sat 8am-6pm maximum stay 2 hrs, no return within 2 hrs
-  Advisory School Keep Clear
-  Taxis Only
-  Time Limited
-  No Waiting by Motor Caravans 10pm-midnight and midnight-6am



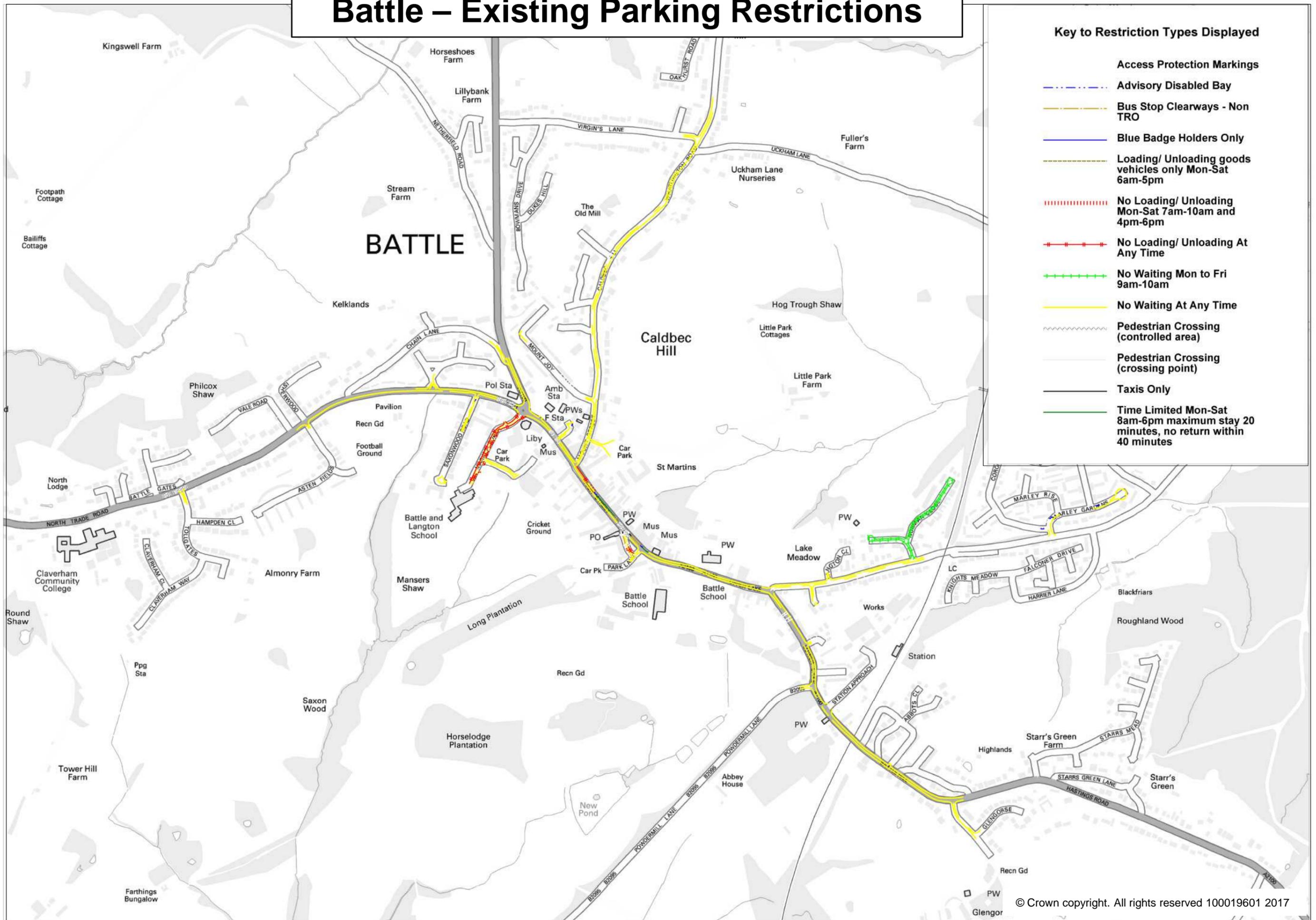
Rye and Camber Existing Parking Restrictions

Key to Restriction Types Displayed

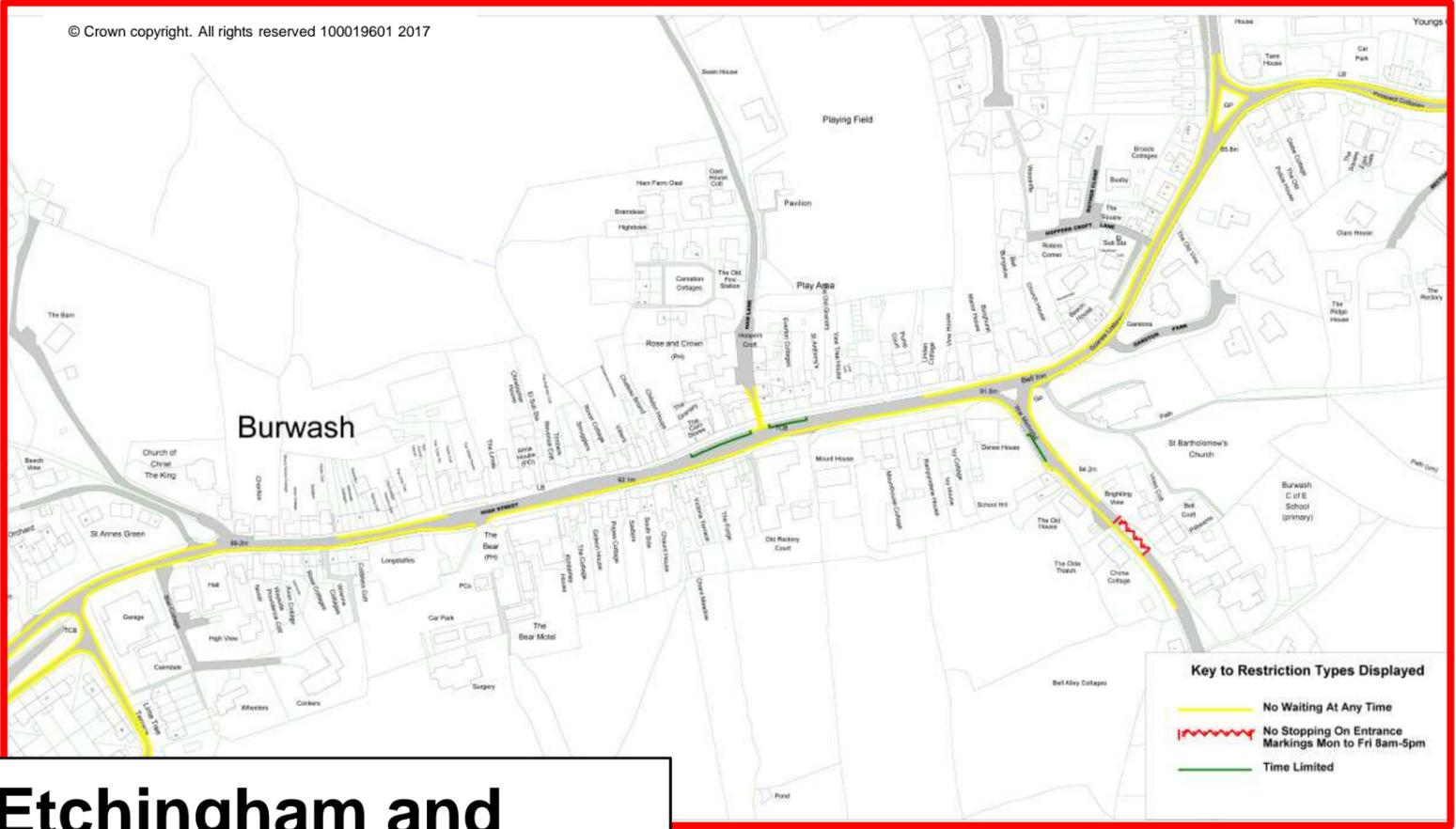
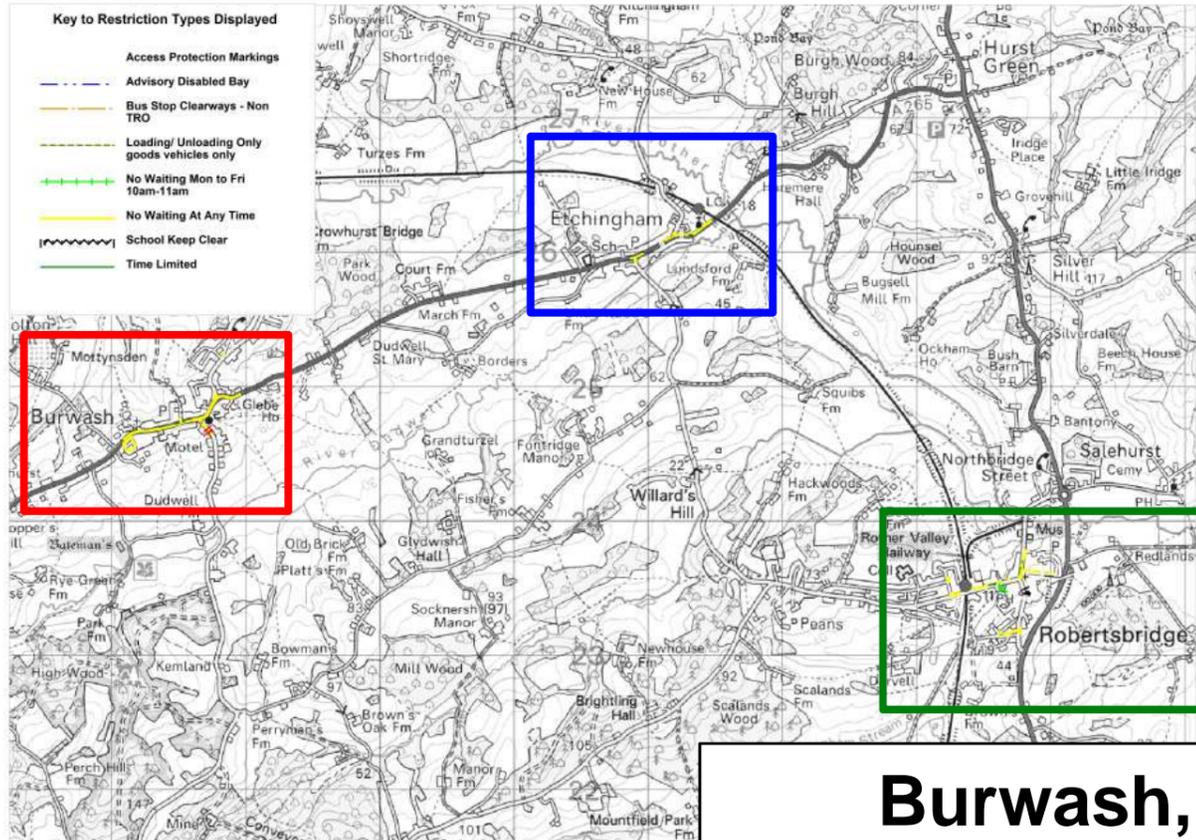
-  Access Protection Markings
-  Bus Stop Clearways - Non TRO
-  Buses Only
-  Loading/ Unloading Only
-  No Loading/ Unloading 11am-3pm by vehicles 7.5t and over
-  No Loading/ Unloading At Any Time
-  No Waiting
-  No Waiting At Any Time
-  Pedestrian Crossing (controlled area)
-  Pedestrian Crossing (crossing point)
-  Permit Holders or Limited Waiting Mon to Sun 9am-6pm maximum stay 1 hours, no return within 1 hour
-  Residents Permit Parking Mon-Sat 8am-6pm
-  Advisory School Keep Clear
-  Time Limited



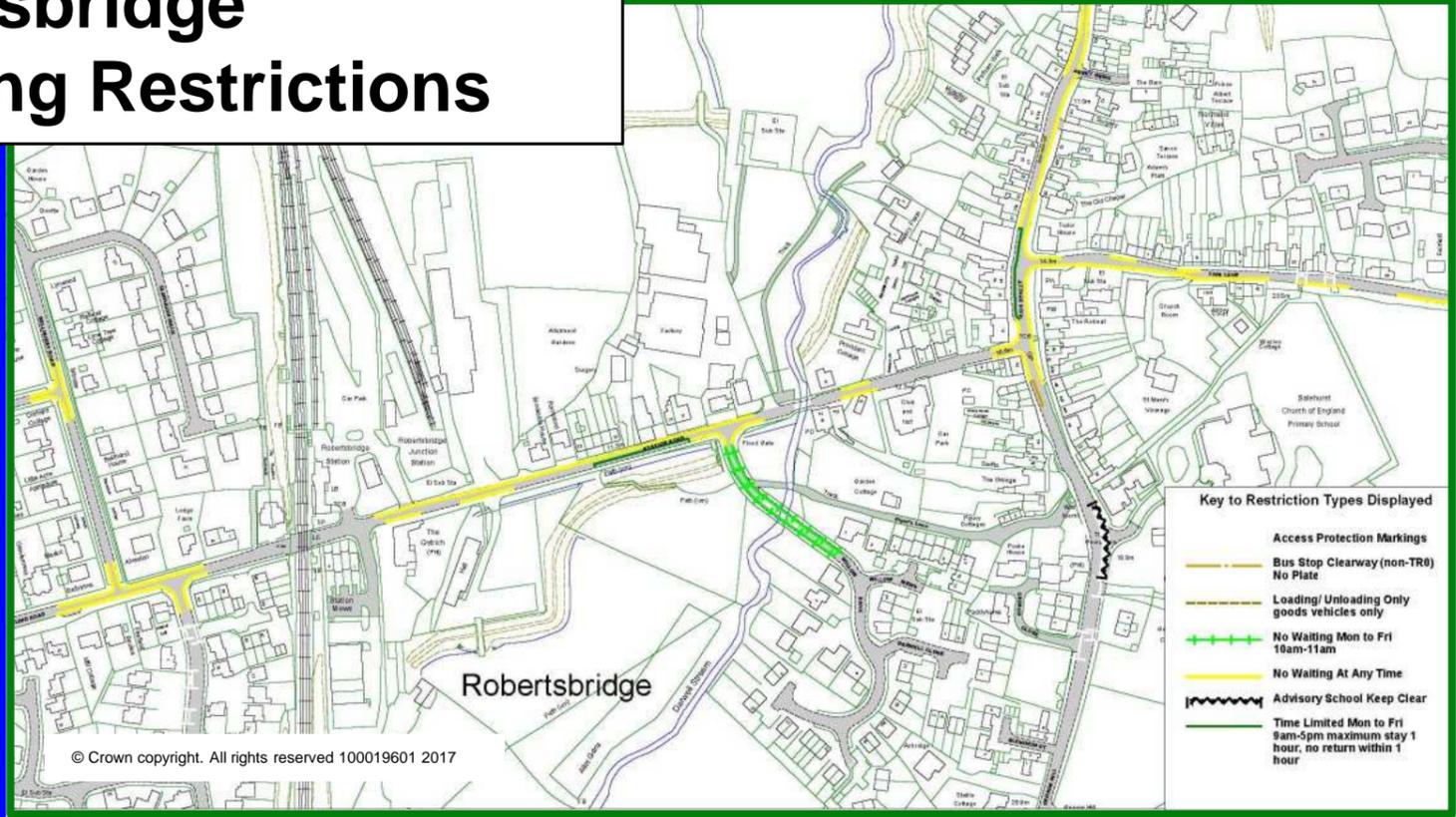
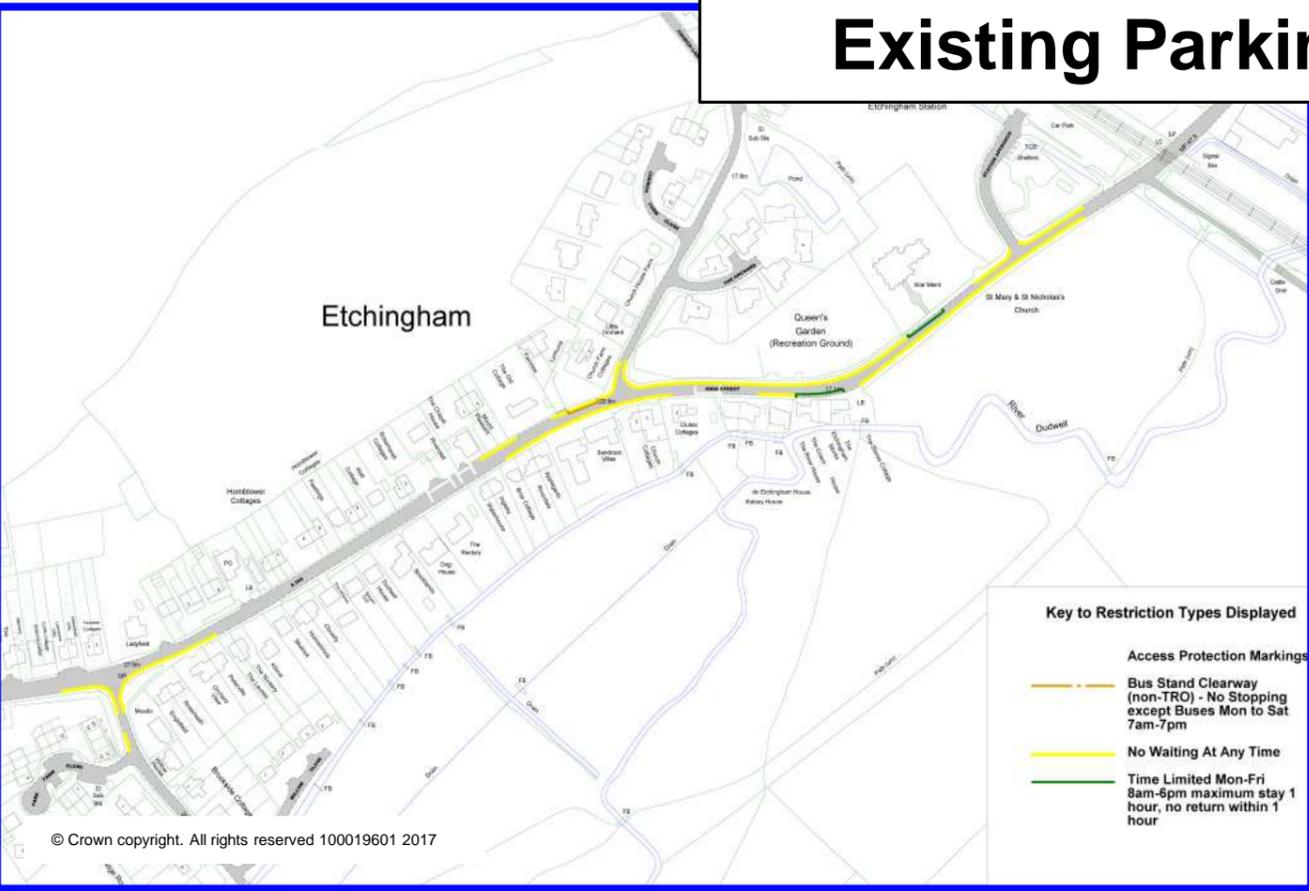
Battle – Existing Parking Restrictions



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Burwash, Etchingham and Robertsbridge Existing Parking Restrictions



Parking Restrictions in Rother

Restriction length(m) by town									
Restriction type	Battle	Bexhill	Burwash	Camber	Etchingham	Robertsbridge	Rye	Rest of Rother	Rother District Total
No Loading/ Unloading	27								27
No Loading/ Unloading At Any Time	524	63					9		596
No Waiting	676	1162				176	1546		3560
No Waiting At Any Time	7318	22169	1692	3160	693	1620	11491	3160	51302
No Waiting by Motor Caravans		384							384
Total	8544	23779	1692	3160	693	1796	13046	3160	55870

Approximate number of controlled spaces by town									
Bay type	Battle	Bexhill	Burwash	Camber	Etchingham	Robertsbridge	Rye	Rest of Rother	Rother District Total
Blue Badge Holders Only	4	62							66
Doctors Only		5							30
Loading/ Unloading Only	2	17				1	1		252
Motorcycles Only		3							3
Permit Holders or Time Limited Parking							33		33
Resident Permits Only							9		52
Residents Permit Holders or Time Limited Parking		349							349
Taxis Only	3	19							22
Time Limited Parking	15	536	13		10	19	129		723

Note: excludes APMs, advisory disabled bays, school keep clears and bus stop/stand clearways

Requests and Action Spreadsheet

RDC = Rother District Council
 RS = Road Safety
 RDM = Rother District Councillor

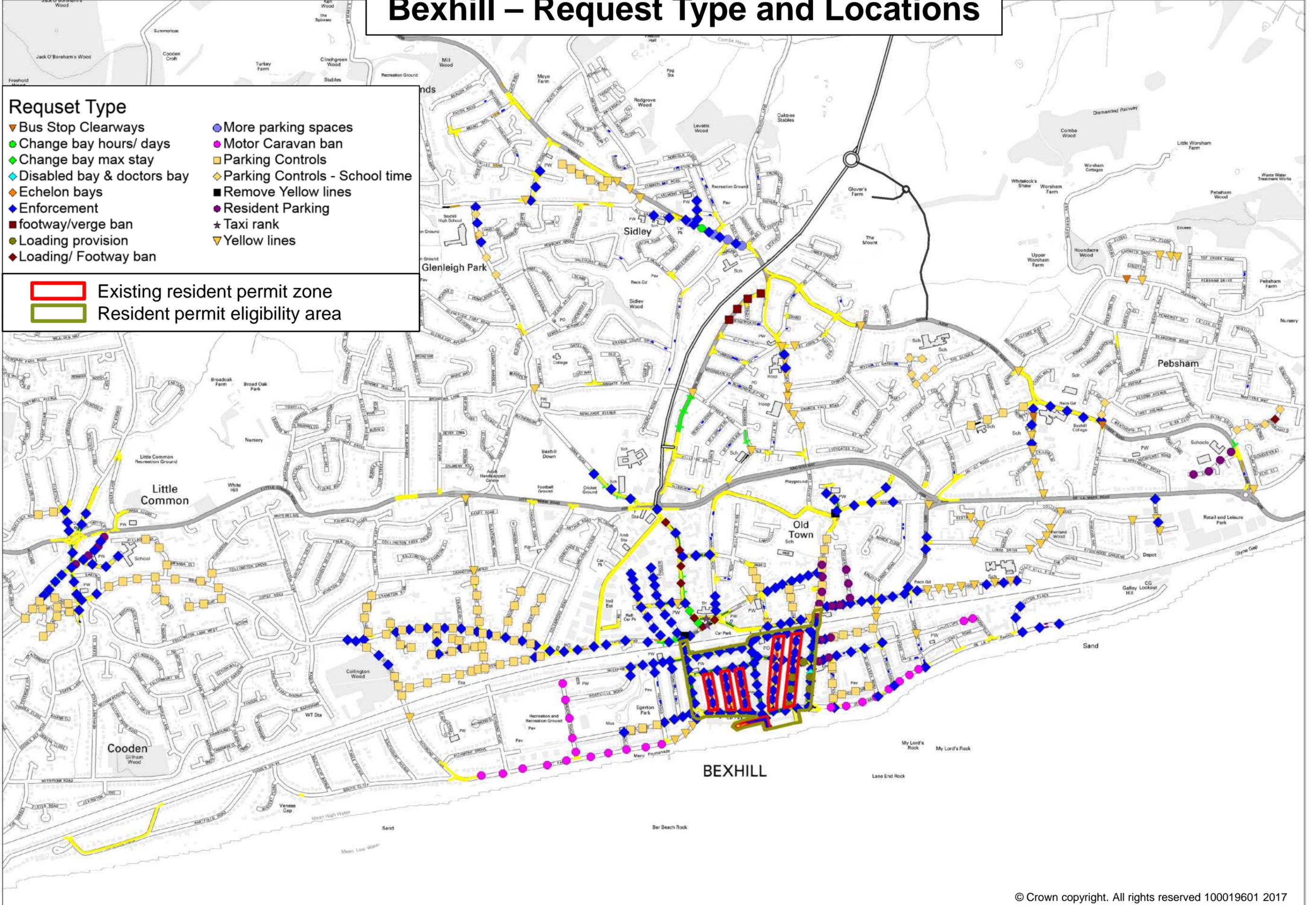
Polyname	Town	Log	RDC Cllr	ID	Location	Details	Summary	Request/ Possible Solution	Action
Bexhill 12	Bexhill	RDC		12	Little Common Roundabout area	ORANGE: Where restrictions apply but are rarely adhered to creating potentially dangerous areas due to restricted vision and pedestrian or vehicular passage.	Restrictions often abused creating potentially dangerous areas due to restricted vision and pedestrian or vehicular passage.	Enforcement	Enforcement
Bexhill 13	Bexhill	RDC		13	Seafront - West Parade and De La Warr Parade	Seafront and adjoining roads where large live aboard vehicles park for long periods of time limiting parking for users of Egerton Park and The Polegrove. No specific restrictions apply.	Large live abroad vehicles parking for long periods	Motor Caravan ban	Next review
Bexhill 14	Bexhill	RS		14	Cooden Drive/ Westcourt Dive	DYL at jw Westcourt Drive	DYL at junction	Yellow lines	Next review
Bexhill 15	Bexhill	RS		15	Lewis Avenue/ Hastings Road	DYL at junction	DYL at junction	Yellow lines	Next review
Bexhill 16	Bexhill	RS		16	Sutherland Avenue/ A259	DYL at junction	DYL at junction	Yellow lines	Next review
Bexhill 17	Bexhill	RS		17	Dorset Road/ De La Warr Road	DYL at junction	DYL at junction	Yellow lines	Next review
Bexhill 18	Bexhill	RS		18	A259 Ninfield Road	Extension to existing DYL south of Camperdown Street	Extension to existing DYL south of Camperdown Street	Yellow lines	Next review
Robertsbridge 5	Robertsbridge	RDM	Cllr Browne	RB5	Langham Road, Bellhurst Road, Brightling Road, Mill Rise	Commuters parking.	Commuters parking.	Commuter restrictions	Next review
Robertsbridge 6	Robertsbridge	RDM	Cllr Browne	RB6	Station Road	No enforcement of 2 hour bays.	No enforcement of 2 hour bays.	Enforcement	Enforcement
Robertsbridge 7	Robertsbridge	RDM	Cllr Browne	RB7	Fair Lane (south)	Shoppers on double yellow lines.	Shoppers on double yellow lines.	Enforcement	Enforcement
Robertsbridge 8	Robertsbridge	RDM	Cllr Browne	RB8	High Street at the junction of Station Road	Danger and congestion.	Danger and congestion.	Enforcement	Enforcement
Robertsbridge 9	Robertsbridge	RDM	Cllr Browne	RB9	George Hill	School drop off and pick up issues. Can't drive into school during pickup times	School drop off and pick up issues. Can't drive into school during pickup times	Parking Controls - School time	Next review
Robertsbridge 10	Robertsbridge	RDM	Cllr Browne	RB10	High Street	Parking in loading bay and on bend of High Street.	Parking in loading bay and on bend of High Street.	Enforcement	Enforcement
Salhurst 11	Salhurst	RDM	Cllr Browne	S1	Church lane at the junction of Beech House Lane	Popular pub and church events.	Popular pub and church events.	Parking Controls	Next review

Bexhill – Request Type and Locations

Request Type

- ▼ Bus Stop Clearways
- Change bay hours/ days
- ◆ Change bay max stay
- ◆ Disabled bay & doctors bay
- ◆ Echelon bays
- ◆ Enforcement
- footway/verge ban
- Loading provision
- ◆ Loading/ Footway ban
- More parking spaces
- Motor Caravan ban
- Parking Controls
- ◆ Parking Controls - School time
- Remove Yellow lines
- Resident Parking
- ★ Taxi rank
- ▼ Yellow lines

- Existing resident permit zone
- Resident permit eligibility area

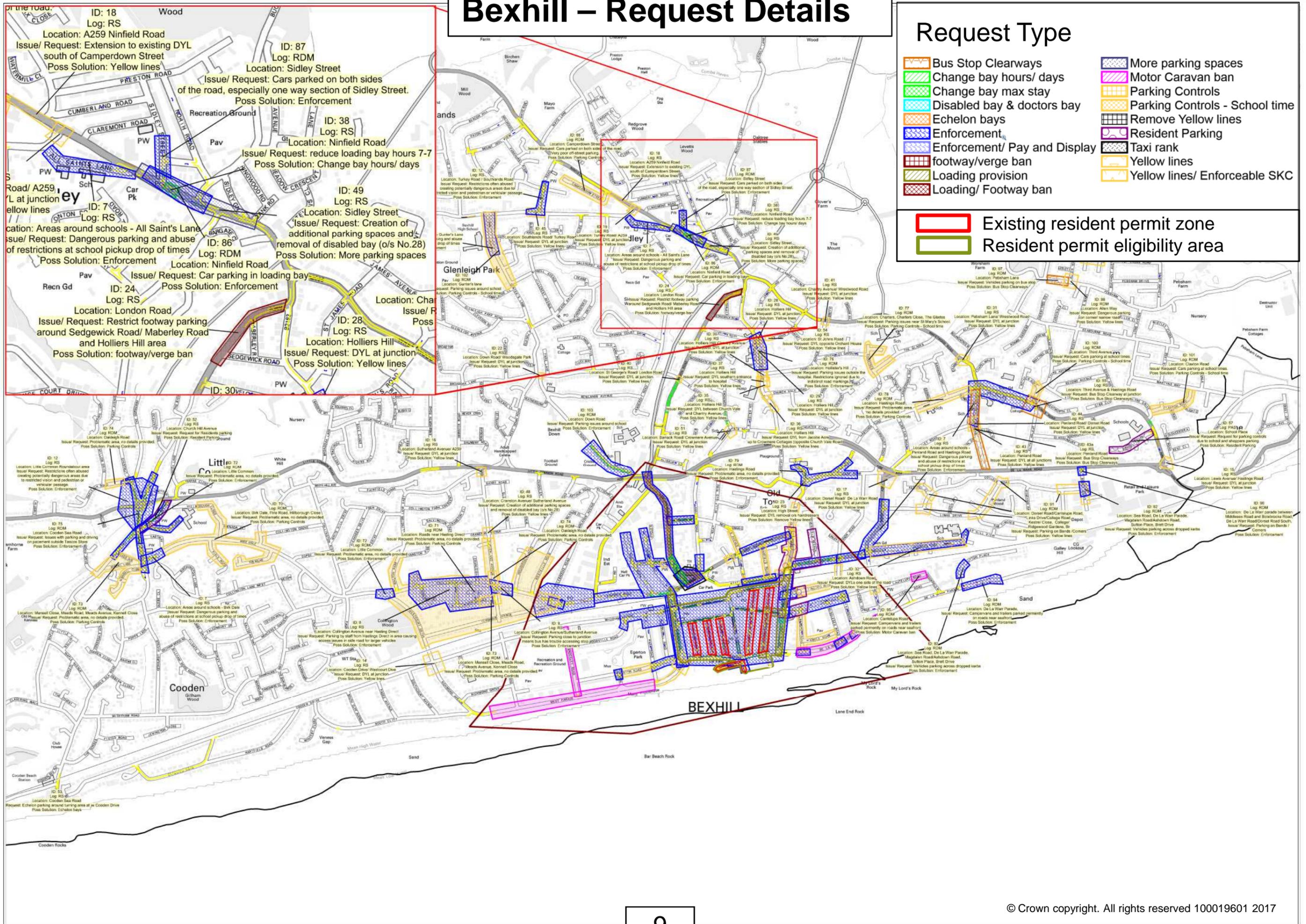


Bexhill – Request Details

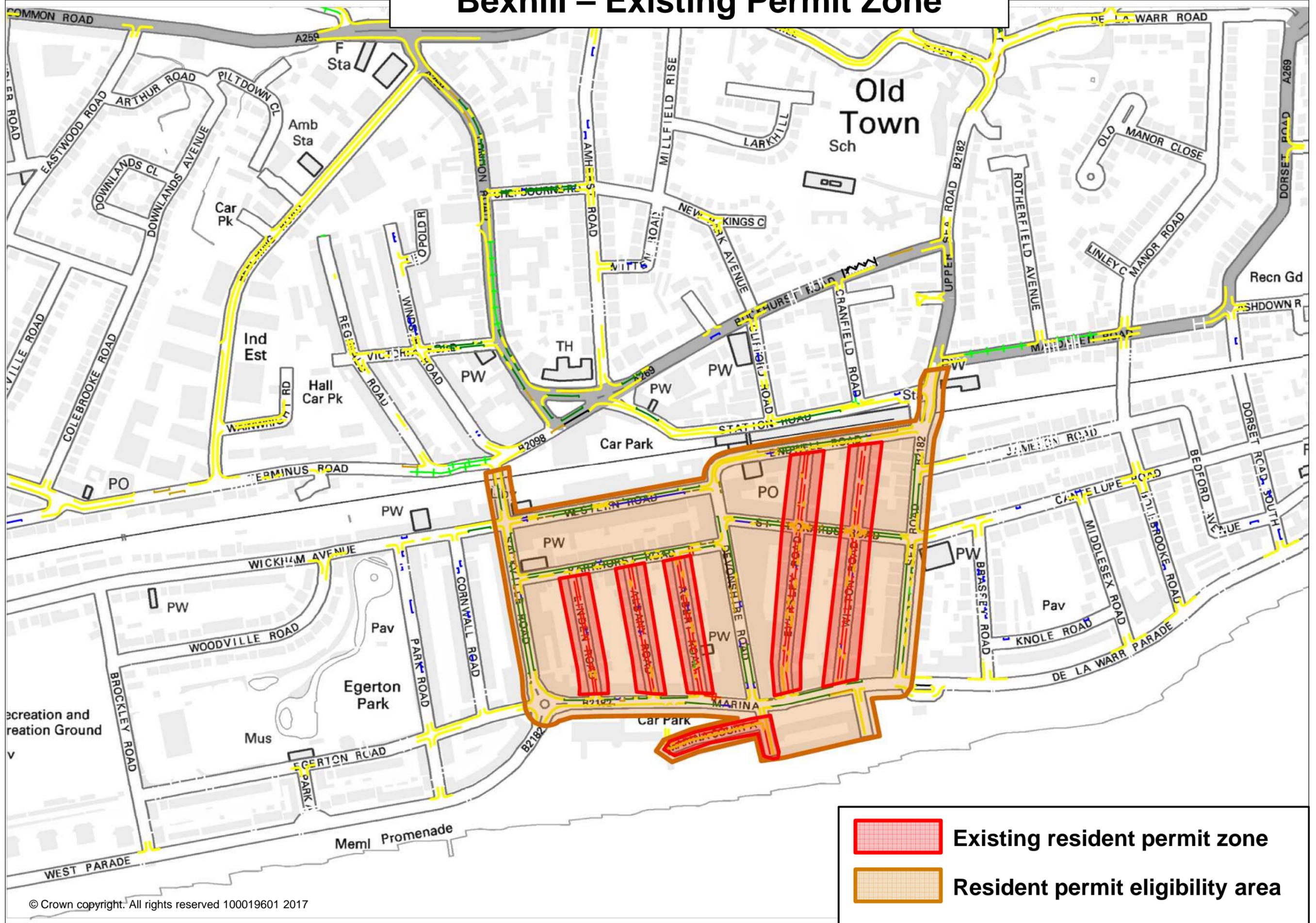
Request Type

- | | | | |
|--|------------------------------|--|--------------------------------|
| | Bus Stop Clearways | | More parking spaces |
| | Change bay hours/ days | | Motor Caravan ban |
| | Change bay max stay | | Parking Controls |
| | Disabled bay & doctors bay | | Parking Controls - School time |
| | Echelon bays | | Remove Yellow lines |
| | Enforcement | | Resident Parking |
| | Enforcement/ Pay and Display | | Taxi rank |
| | Footway/verge ban | | Yellow lines |
| | Loading provision | | Yellow lines/ Enforceable SKC |
| | Loading/ Footway ban | | |

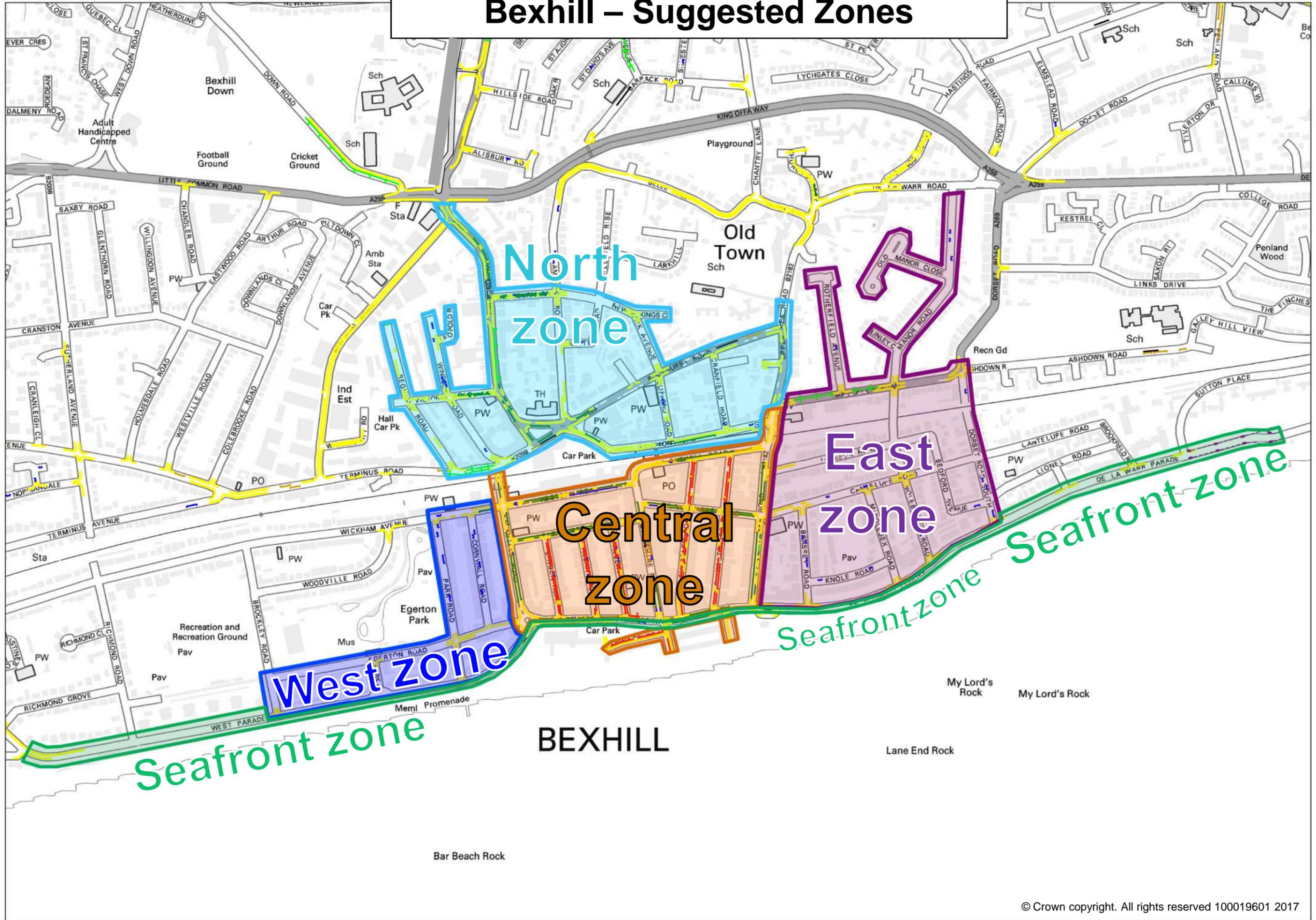
- Existing resident permit zone
- Resident permit eligibility area



Bexhill – Existing Permit Zone



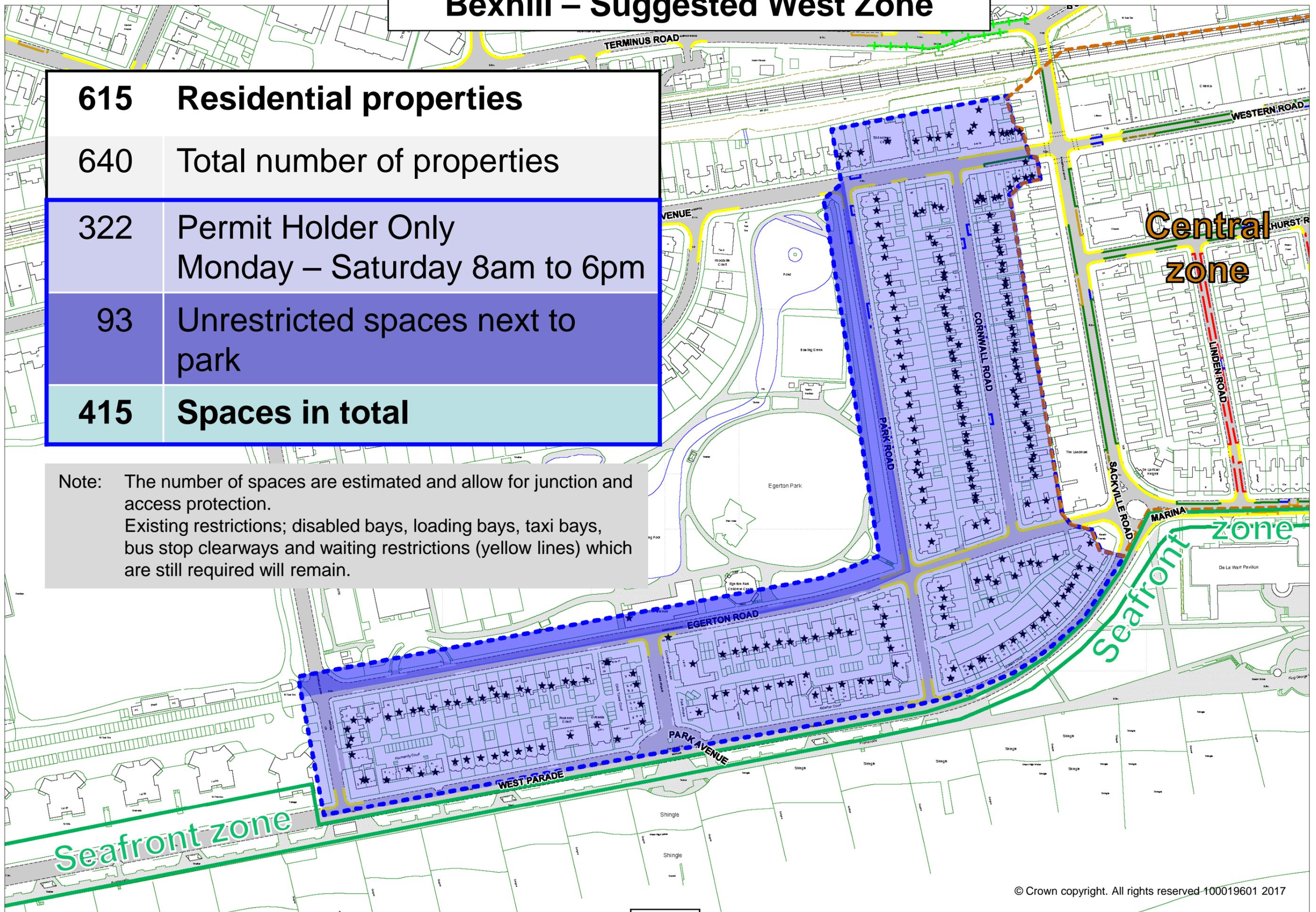
Bexhill – Suggested Zones



Bexhill – Suggested West Zone

615	Residential properties
640	Total number of properties
322	Permit Holder Only Monday – Saturday 8am to 6pm
93	Unrestricted spaces next to park
415	Spaces in total

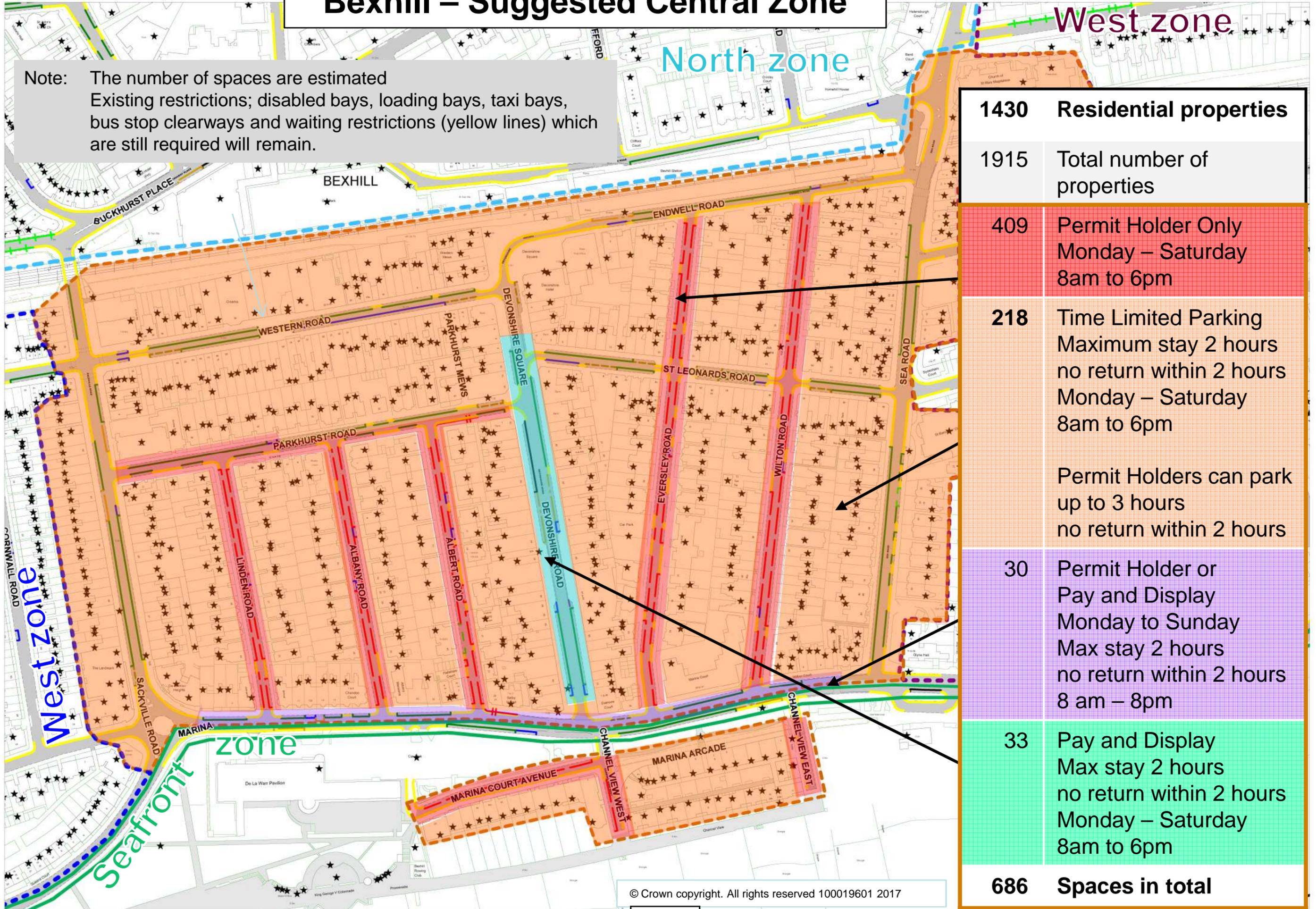
Note: The number of spaces are estimated and allow for junction and access protection. Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.



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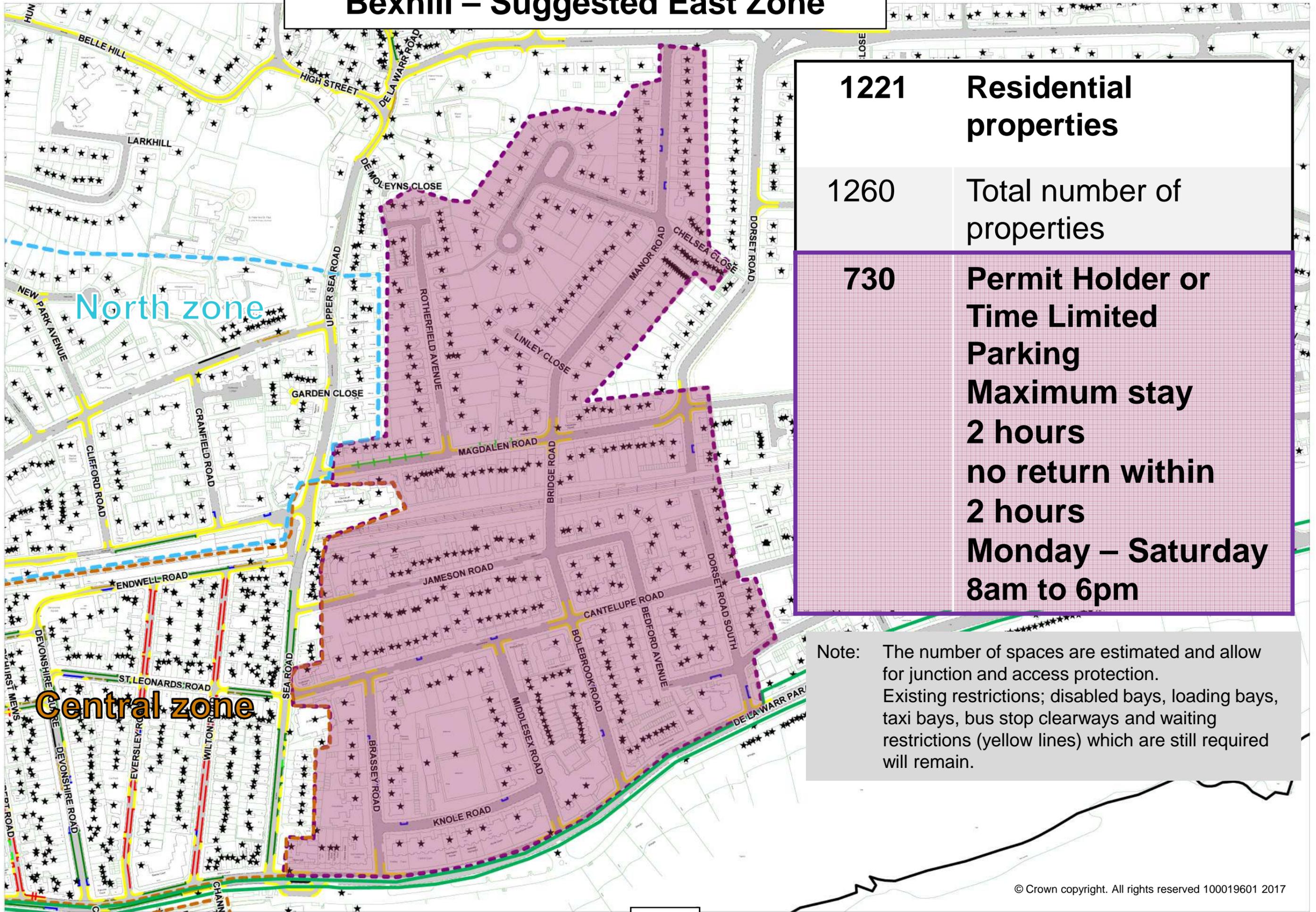
Bexhill – Suggested Central Zone

Note: The number of spaces are estimated
Existing restrictions; disabled bays, loading bays, taxi bays,
bus stop clearways and waiting restrictions (yellow lines) which
are still required will remain.



1430	Residential properties
1915	Total number of properties
409	Permit Holder Only Monday – Saturday 8am to 6pm
218	Time Limited Parking Maximum stay 2 hours no return within 2 hours Monday – Saturday 8am to 6pm Permit Holders can park up to 3 hours no return within 2 hours
30	Permit Holder or Pay and Display Monday to Sunday Max stay 2 hours no return within 2 hours 8 am – 8pm
33	Pay and Display Max stay 2 hours no return within 2 hours Monday – Saturday 8am to 6pm
686	Spaces in total

Bexhill – Suggested East Zone



1221

Residential properties

1260

Total number of properties

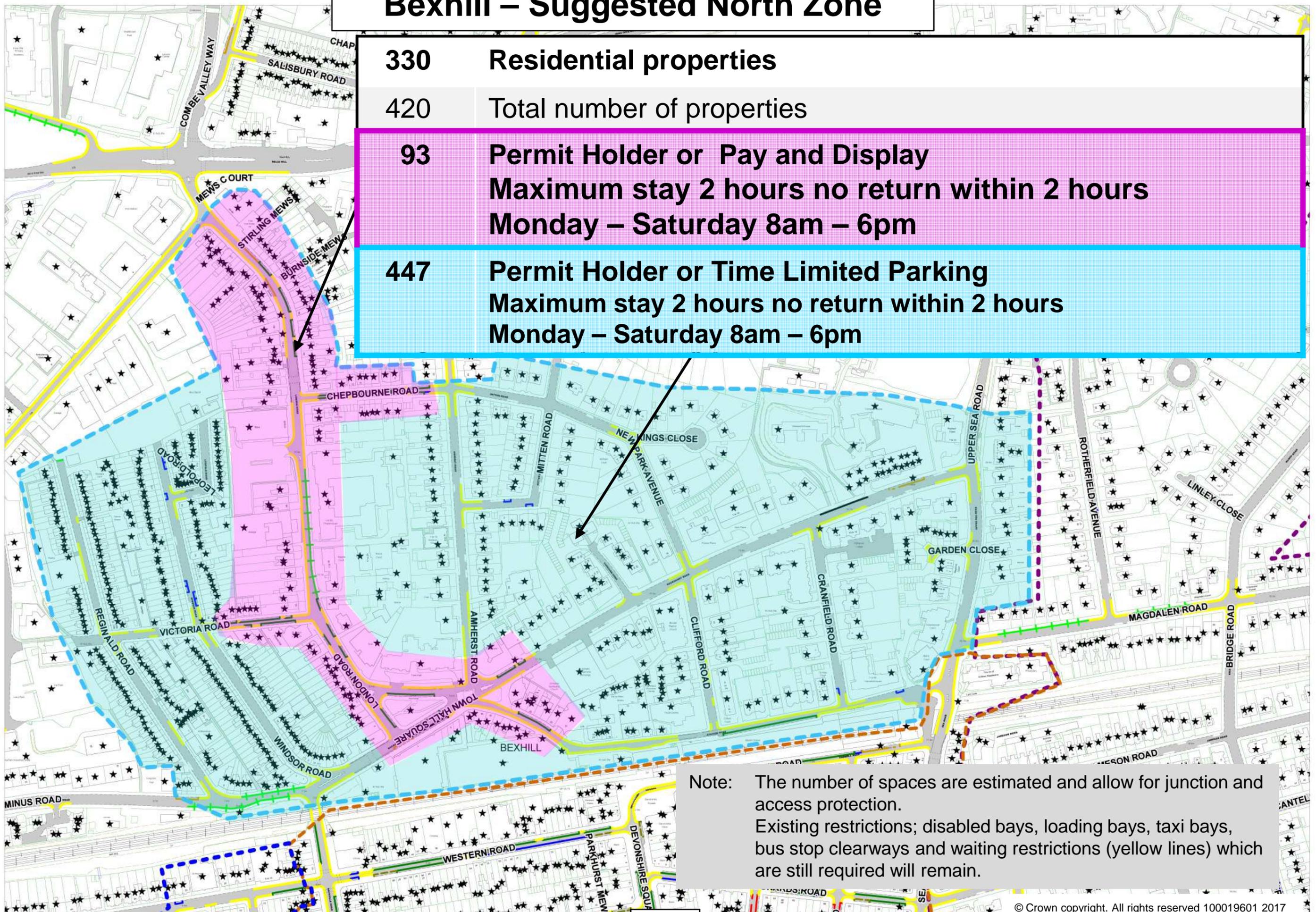
730

**Permit Holder or Time Limited Parking
Maximum stay 2 hours
no return within 2 hours
Monday – Saturday
8am to 6pm**

Note: The number of spaces are estimated and allow for junction and access protection. Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Bexhill – Suggested North Zone

330	Residential properties
420	Total number of properties
93	Permit Holder or Pay and Display Maximum stay 2 hours no return within 2 hours Monday – Saturday 8am – 6pm
447	Permit Holder or Time Limited Parking Maximum stay 2 hours no return within 2 hours Monday – Saturday 8am – 6pm



Note: The number of spaces are estimated and allow for junction and access protection. Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Bexhill – Suggested Seafront Zone Pay and Display

Pay and Display Bexhill Seafront
(617 spaces and 36 Pay & Display machines)
Monday to Sunday 8am to 6pm

Tariff

- Up to 7 minutes - 5p
- Up to 15 minutes - 10p
- Up to 30 minutes - 20p
- Up to 1 hour - 40p
- Up to 2 hours - 70p
- Up to 4 hours - £1.40
- Up to 6 hours or over - £2.00

March/May	June/Aug	Sept/Nov	Dec/Feb
92 days at 70%	92 days at 70%	91 days at 60%	90 days at 30%
£79,470	£79,470	£67,376	£33,318

Total income £259,634

Note: The number of spaces are estimated and allow for junction and access protection. Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Pay and Display Bexhill Seafront Central
(22 spaces and 2 Pay & Display machines)
Monday to Sunday 8am to 8pm
(2 hours no return within 2 hours)

Tariff

- Up to 5 minutes - 15p
- Up to 10 minutes - 30p
- Up to 15 minutes - 45p
- Up to 30 minutes - 90p
- Up to 1 hour - £1.70
- Up to 2 hours - £2.70

March/May	June/Aug	Sept/Nov	Dec/Feb
92 days at 70%	92 days at 70%	91 days at 60%	90 days at 30%
£22,952	£22,952	£19,459	£9,623

Total income £74,987

De La Warr Pavilion Car Park

- Up to 1 hr - £1.50
- Up to 2 hrs - £2.50
- Up to 3 hrs - £3.00
- Up to 5 hrs - £4.50
- Over 5 hrs - £5.00

Eversley Road Car Park

- Up to 1 hr - £1.50
- Up to 2 hrs - £3.00
- Up to 4 hrs - £4.50
- Over 4 hrs - £6.00

Seafront Zone (Central)

Seafront zone

Seafront zone

Bexhill – Suggested Central Zone Pay and Display

Note: The number of bays are estimated
Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Eversley Road Car Park

Up to 1 hr - £1.50
Up to 2 hrs - £3.00
Up to 4 hrs - £4.50
Over 4 hrs - £6.00

Pay and Display Bexhill Devonshire Road
(33 spaces and 4 Pay & Display machines)
Monday to Saturday 8am to 6pm
(2 hours no return within 2 hours)

Tariff

Up to 7 minute - 5p
Up to 15 minutes - 10p
Up to 30 minutes - 20p
Up to 1 hour - 40p
Up to 2 hours - 80p

March/May	June/Aug	Sept/Nov	Dec/Feb
80 days at 60%	80 days at 80%	79 days at 60%	78 days at 30%
£6,336	£8,448	£6,257	£3,089

Total income £24,130

Pay and Display Bexhill Central
(30 shared use spaces and 5 Pay & Display machines)
Monday to Sunday 8am to 6pm
(2 hours no return within 2 hours)

Tariff

5 minutes - 15p
10 minutes - 30p
15 minutes - 45p
30 minutes - 90p
1 hour - £1.70
2 hours - £2.70

March/May	June/Aug	Sept/Nov	Dec/Feb
92 days at 50%	92 days at 50%	91 days at 40%	90 days at 20%
£22,356	£22,356	£17,690	£8,748

Total income £71,150

De La Warr Pavilion Car Park

Up to 1 hr - £1.50
Up to 2 hrs - £2.50
Up to 3 hrs - £3.00
Up to 5 hrs - £4.50
Over 5 hrs - £5.00

Bexhill – Suggested North Zone Pay and Display

Note: The number of bays are estimated
Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Pay and Display Bexhill North
(93 spaces and 15 Pay & Display machines)
Monday to Saturday 8am to 6pm
(2 hours no return within 2 hours)

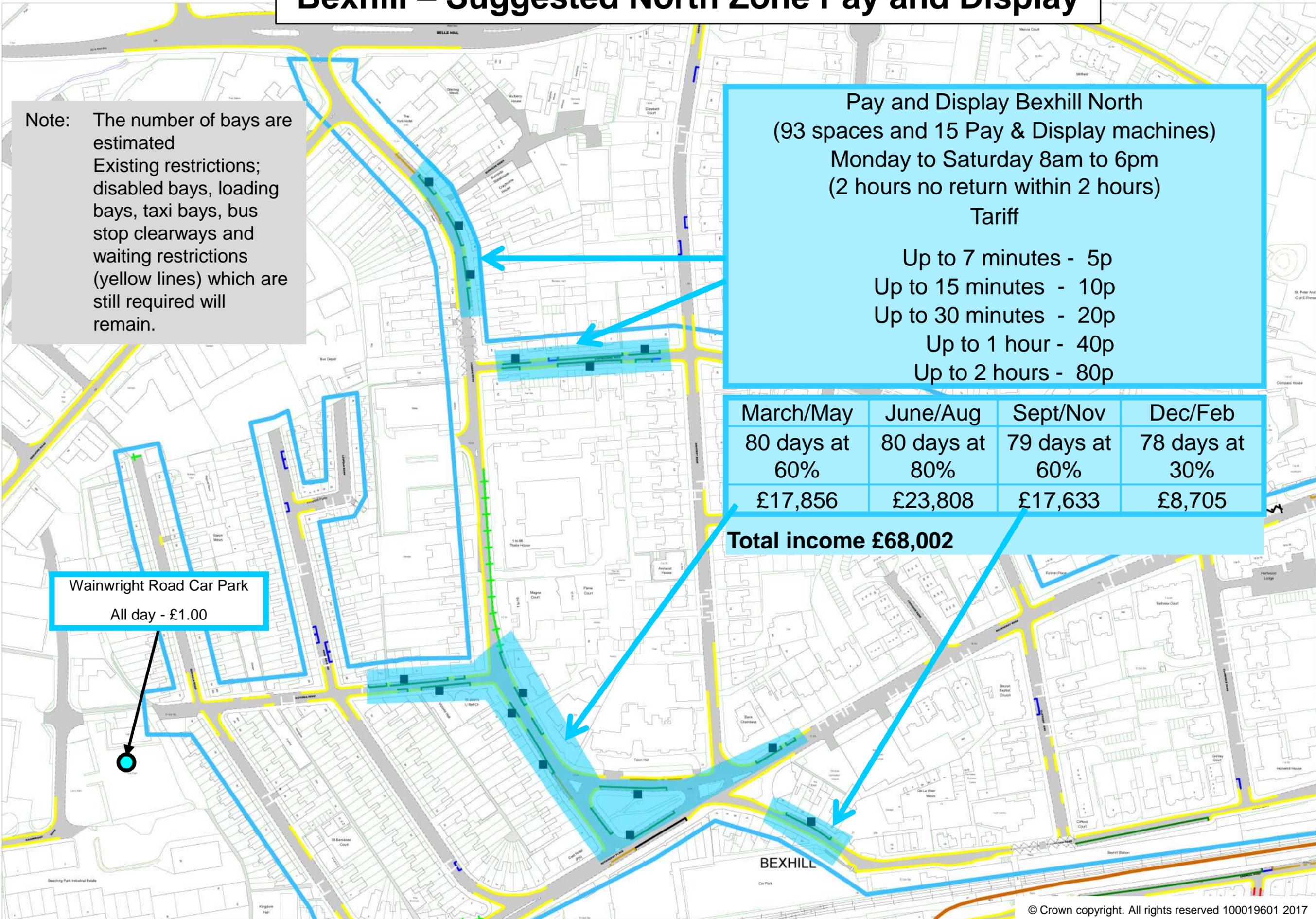
Tariff

- Up to 7 minutes - 5p
- Up to 15 minutes - 10p
- Up to 30 minutes - 20p
- Up to 1 hour - 40p
- Up to 2 hours - 80p

March/May	June/Aug	Sept/Nov	Dec/Feb
80 days at 60%	80 days at 80%	79 days at 60%	78 days at 30%
£17,856	£23,808	£17,633	£8,705

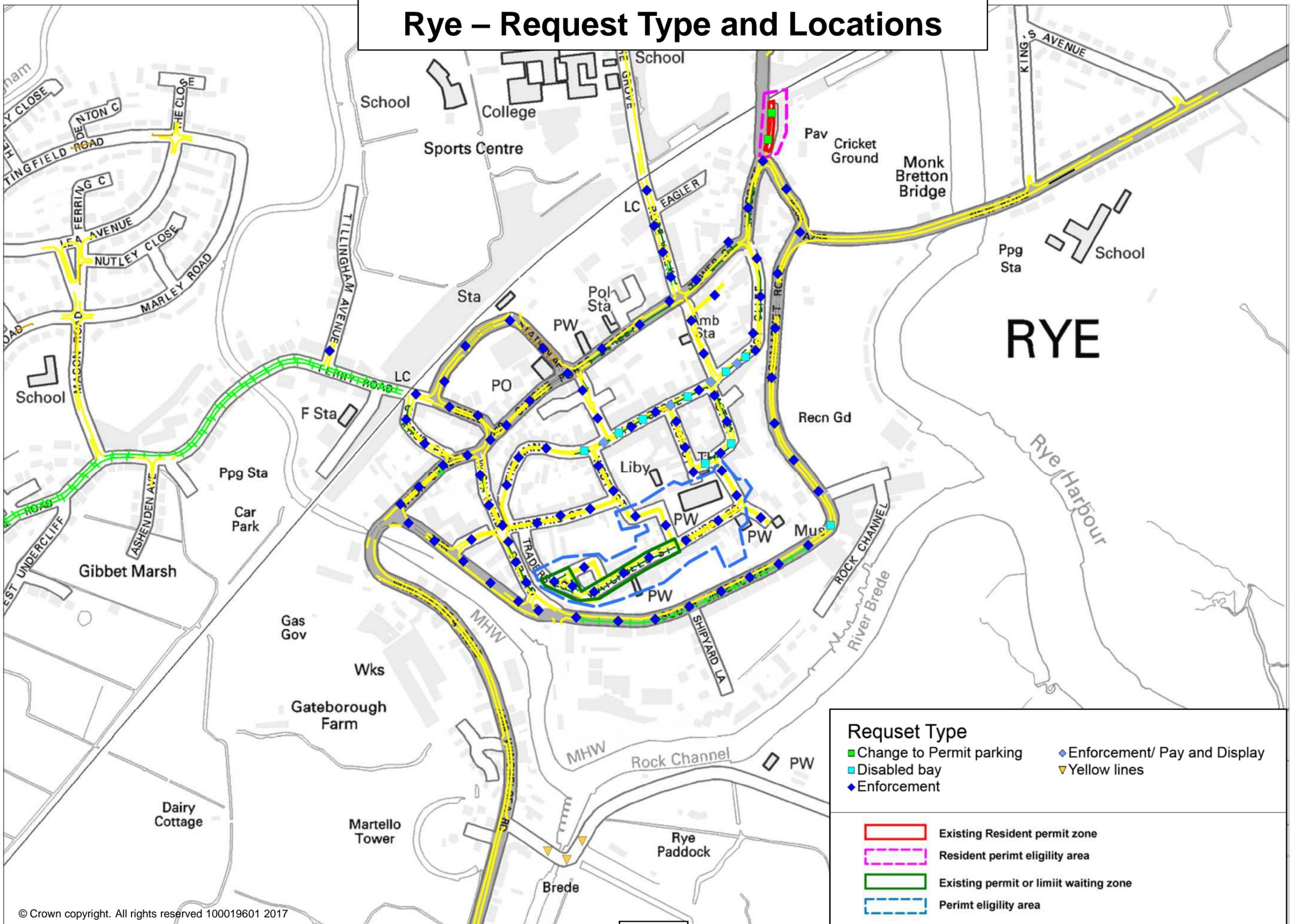
Total income £68,002

Wainwright Road Car Park
All day - £1.00



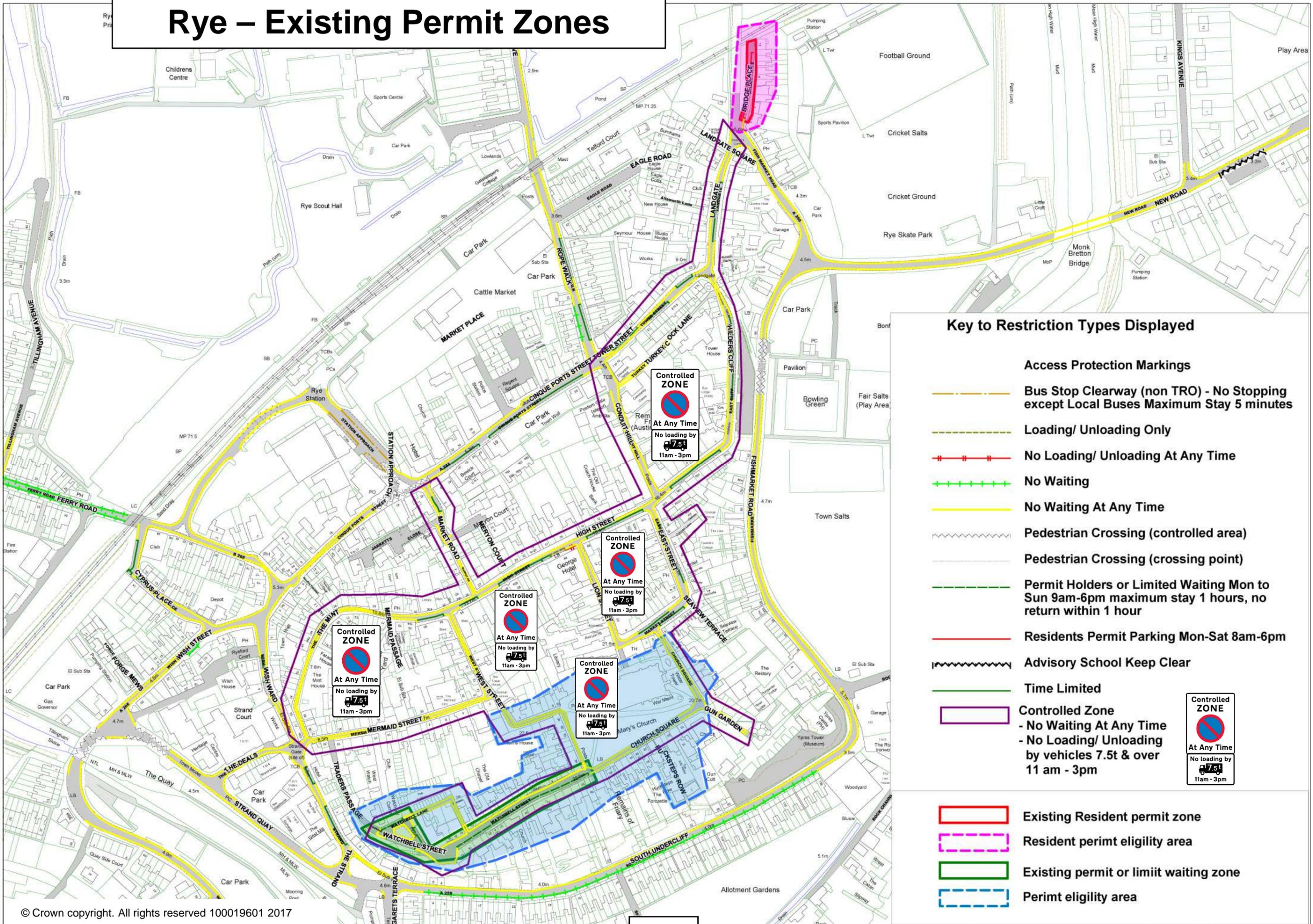
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Rye – Request Type and Locations



Request Type	
■ Change to Permit parking	◆ Enforcement/ Pay and Display
■ Disabled bay	▼ Yellow lines
◆ Enforcement	
 Existing Resident permit zone	
 Resident permit eligibility area	
 Existing permit or limit waiting zone	
 Permit eligibility area	

Rye – Existing Permit Zones



Key to Restriction Types Displayed

- Access Protection Markings
- Bus Stop Clearway (non TRO) - No Stopping except Local Buses Maximum Stay 5 minutes
- Loading/ Unloading Only
- No Loading/ Unloading At Any Time
- No Waiting
- No Waiting At Any Time
- Pedestrian Crossing (controlled area)
- Pedestrian Crossing (crossing point)
- Permit Holders or Limited Waiting Mon to Sun 9am-6pm maximum stay 1 hours, no return within 1 hour
- Residents Permit Parking Mon-Sat 8am-6pm
- Advisory School Keep Clear
- Time Limited
- Controlled Zone - No Waiting At Any Time - No Loading/ Unloading by vehicles 7.5t & over 11 am - 3pm
- Existing Resident permit zone
- Resident permit eligibility area
- Existing permit or limit waiting zone
- Permit eligibility area

Rye – Suggested Permit Zone Changes

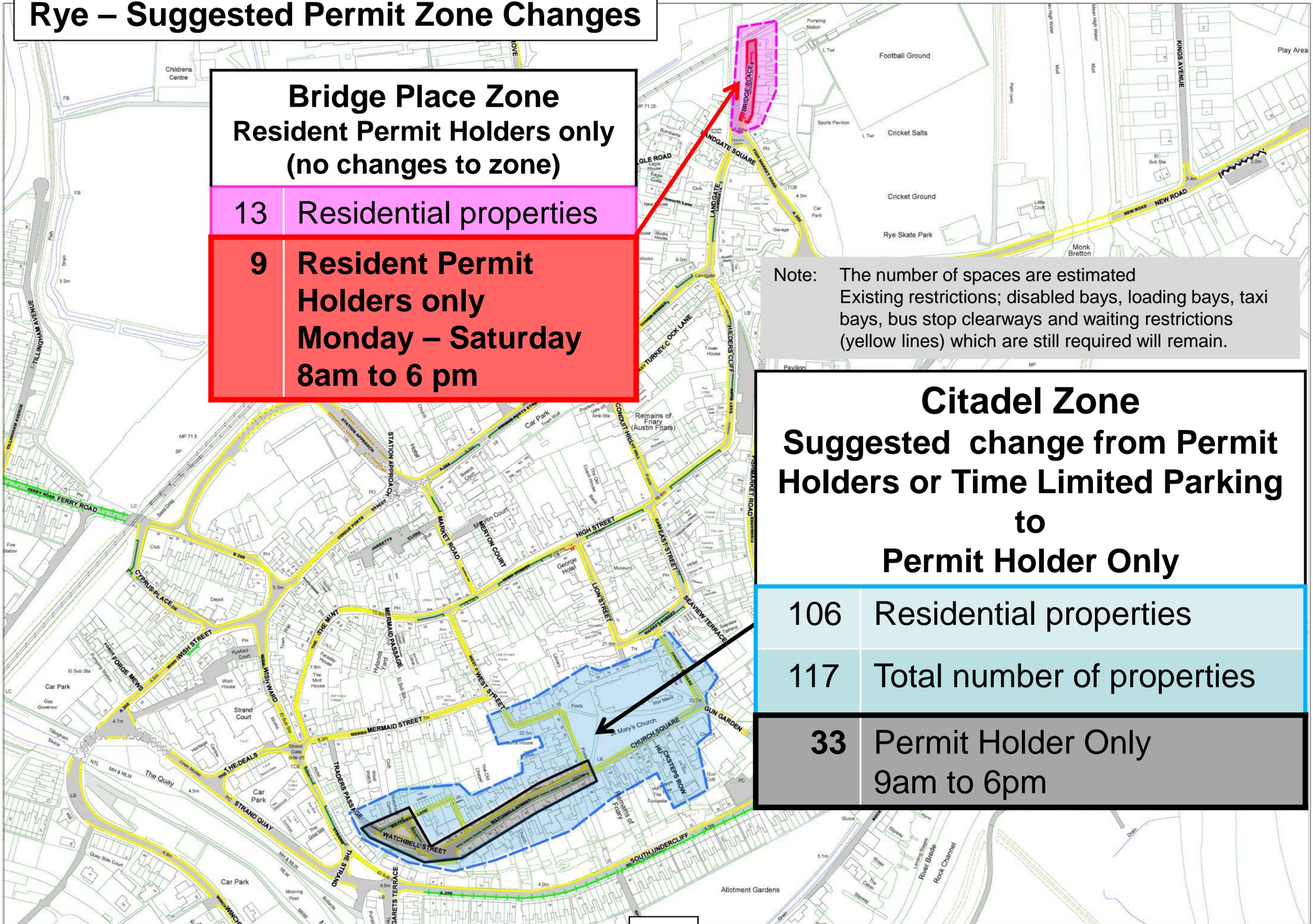
Bridge Place Zone
Resident Permit Holders only
(no changes to zone)

13	Residential properties
9	Resident Permit Holders only Monday – Saturday 8am to 6 pm

Note: The number of spaces are estimated Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Citadel Zone
Suggested change from Permit Holders or Time Limited Parking to Permit Holder Only

106	Residential properties
117	Total number of properties
33	Permit Holder Only 9am to 6pm



Rye – Suggested Pay and Display

Rye Swimming Pool Car Park

Up to 1 hr - £2.50
 Up to 2 hrs - £3.50
 Up to 4 hrs - £7.00
 Over 4 hrs - £10.00

Bedford Place & Lucknow Place Car Parks

Up to 1 hr - £1.00
 Up to 2 hrs - £2.00
 Up to 4 hrs - £4.00
 Over 4 hrs - £5.00

Note: The number of spaces are estimated and allow for junction and access protection. Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Gibbet Marsh Car Park (off map)

1st Oct to 31st March	1st Apr to 30th Sep
Up to 2 hrs - £1.50	Up to 2 hrs - £2.50
Over 2 hrs £3.00	Over 2 hrs £4.00

Cinque Ports Street & The Stand Car Parks

Up to 1 hr - £1.00
 Up to 2 hrs - £2.00
 Up to 4 hrs - £4.50
 Over 4 hrs - £7.00

Suggested change of Time Limited Parking bays to Pay and Display bays

Pay and Display Rye (129 spaces and 19 Pay & Display machines)
 Monday to Saturday 8am to 6pm (average)
 (2 hours no return within 2 hours)

Tariff

Up to 7 minutes - 5p
 Up to 15 minutes - 10p
 Up to 30 minutes - 20p
 Up to 1 hour - 40p
 Up to 2 hours - 80p

Winchelsea Road

Winchelsea Road Car Park

Up to 1 hr - £1.00
 Up to 2 hrs - £2.00
 Up to 4 hrs - £3.00
 Over 4 hrs - £5.00

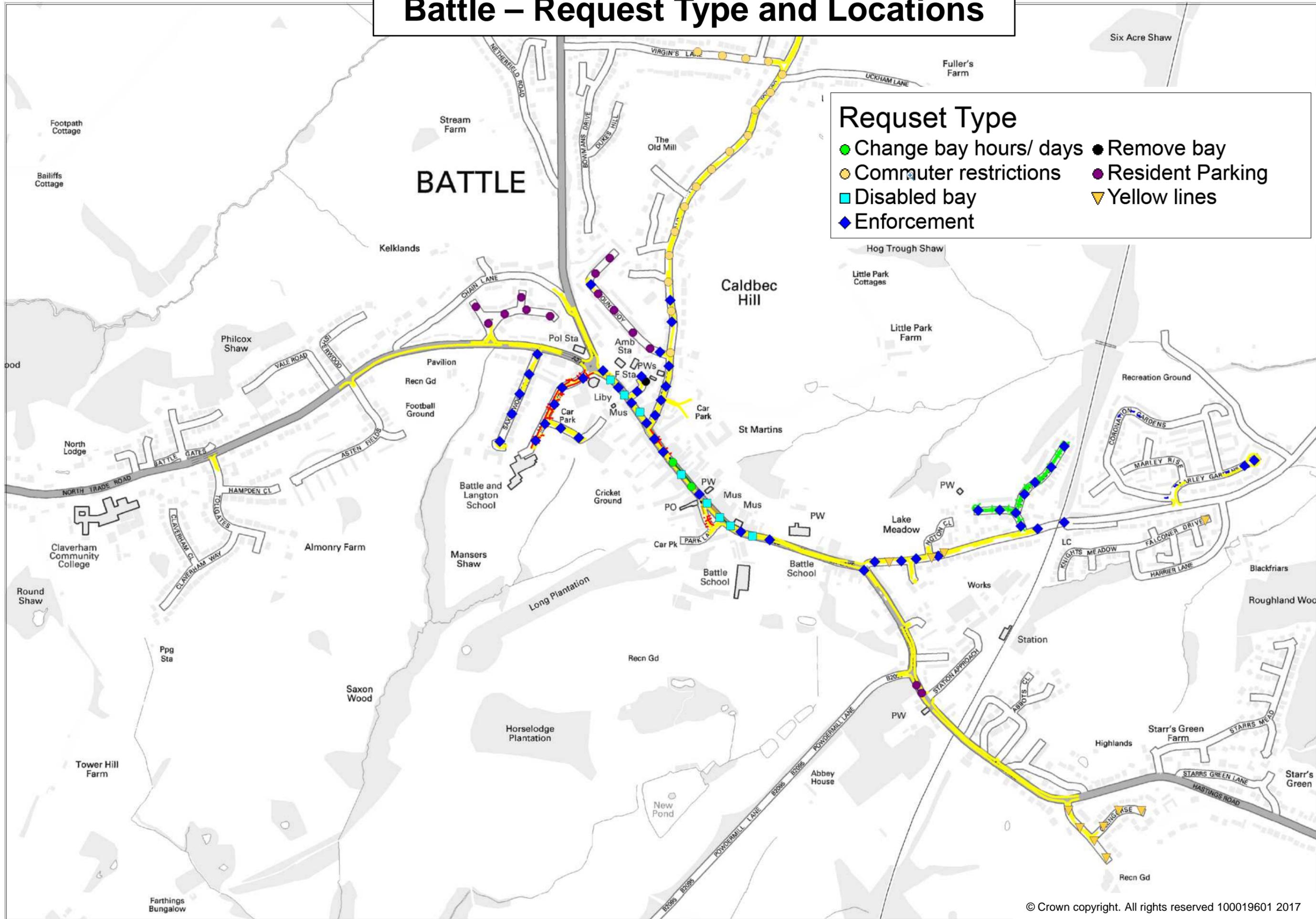
Suggested new loading bay on Ferry Road

March/May	June/Aug	Sept/Nov	Dec/Feb
80 days at 60%	80 days at 70%	79 days at 60%	78 days at 30%
£24,768	£28,896	£24,458	£12,074

Total income £90,197

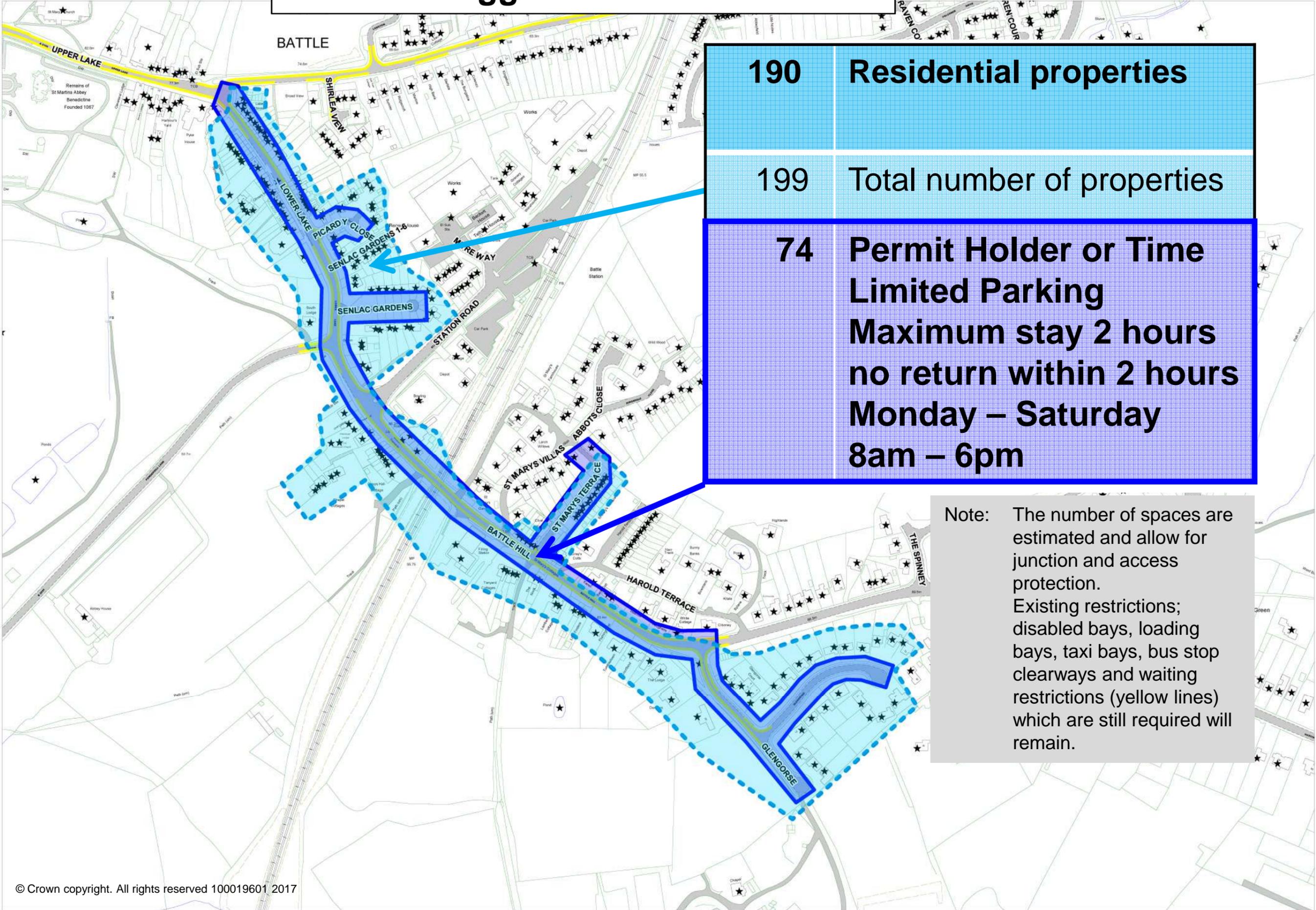
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Battle – Request Type and Locations



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Battle – Suggested Battle Hill Zone



Note: The number of spaces are estimated and allow for junction and access protection. Existing restrictions; disabled bays, loading bays, taxi bays, bus stop clearways and waiting restrictions (yellow lines) which are still required will remain.

Battle – Suggested Pay and Display

Mount Street Car Park

1 hr - £1.00
 2 hrs - £2.00
 4 hrs - £4.00
 Over 4 hrs - £5.00

Suggested change of Time Limited Parking to Pay and Display and an increase from 20 mins to 30 mins

Upper Market Car Park

1 hr - £1.00
 2 hrs - £2.00
 4 hrs - £4.50

Lower Market Car Park

2 hr - £2.00
 All day - £4.00

Parking Bays Battle

(15 spaces and 2 Pay & Display machines)
 Monday to Saturday 8am to 6pm
 (30 minutes no return in 40 minutes)

Tariff

Up to 7 minutes - 5p
 Up to 15 minutes - 10p
 Up to 30 minutes - 20p

March/May	June/Aug	Sept/Nov	Dec/Feb
80 days at 70%	80 days at 70%	79 days at 60%	78 days at 30%
£3,360	£3,360	£2,844	£1,404

Total income £10,968

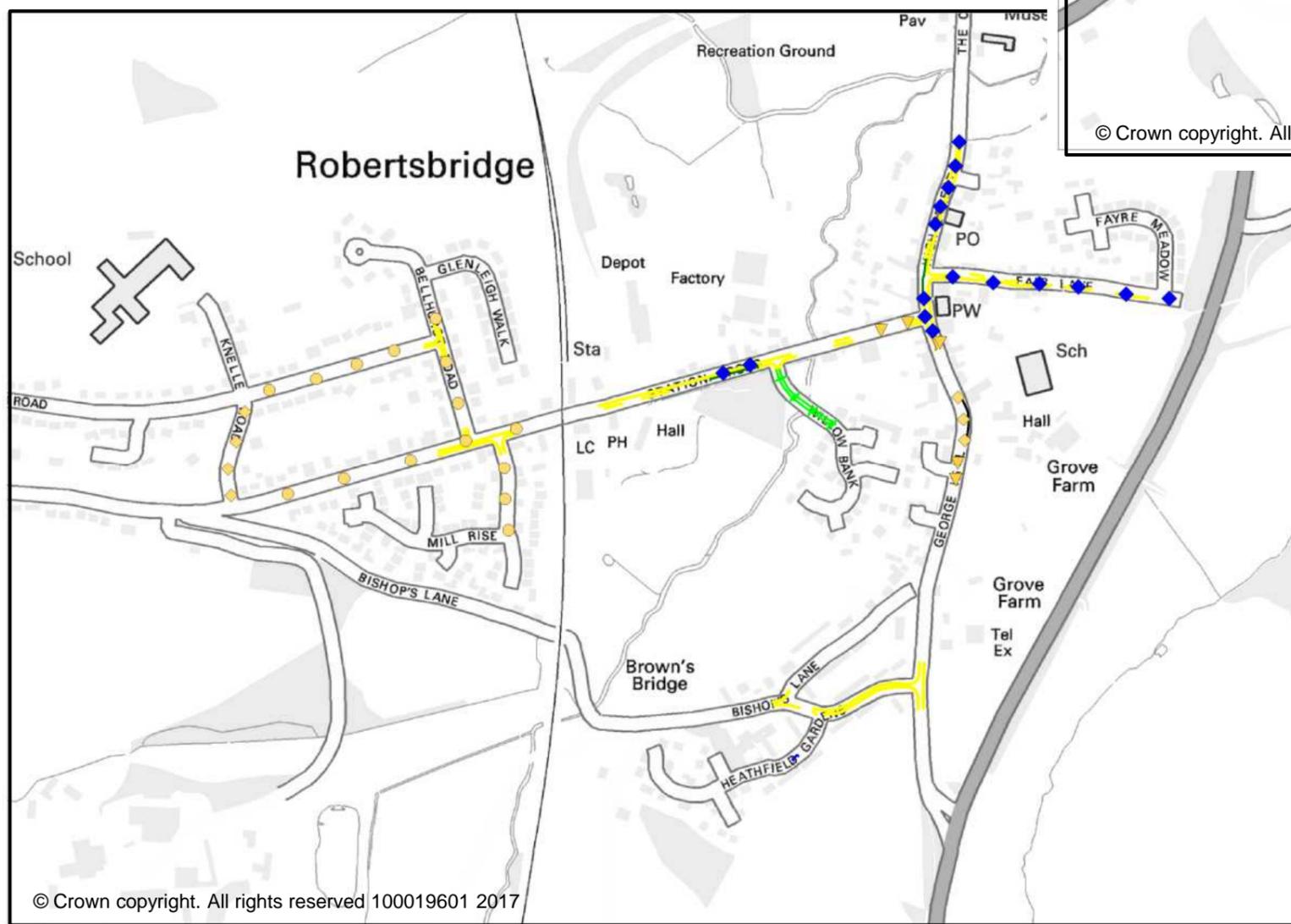
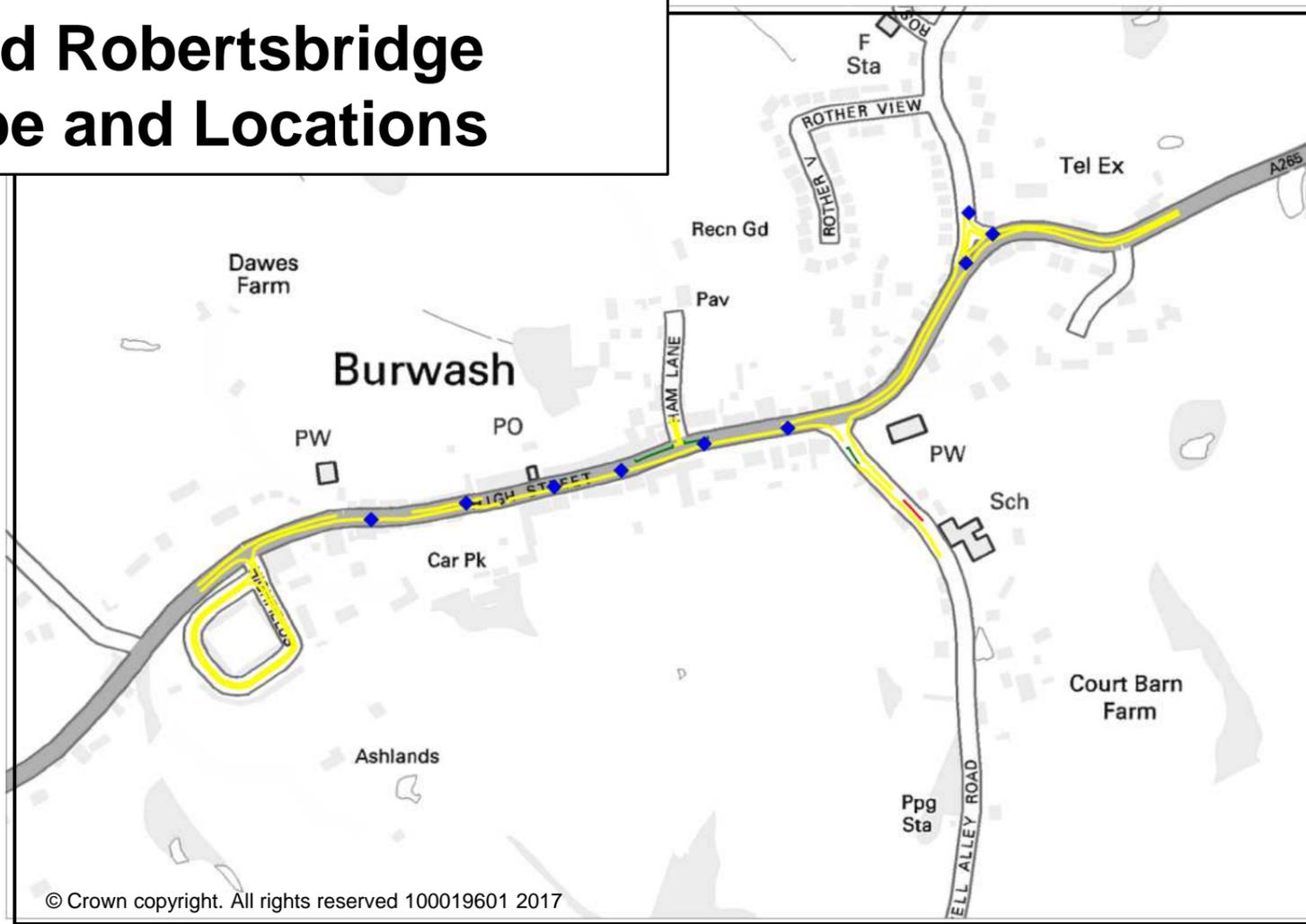
Battle Abbey Car Park

All day - £4.50
 (Visitors £3.50 whilst site open)

Burwash and Robertsbridge Request Type and Locations

Request Type

- Commuter restrictions
- ◆ Enforcement
- ◆ Parking Controls - School time
- ▼ Yellow lines



East Sussex
County Council



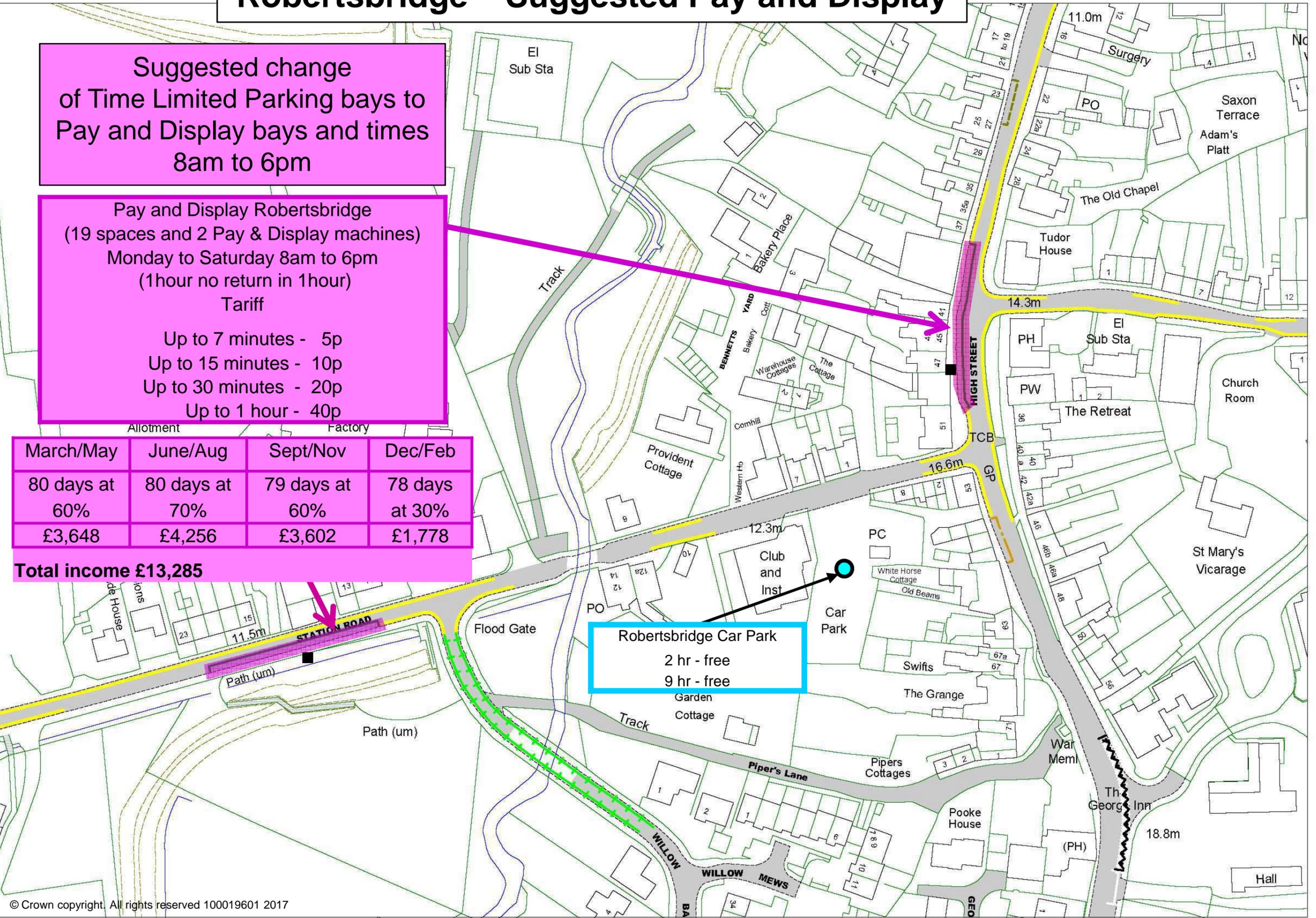
Robertsbridge – Suggested Pay and Display

Suggested change of Time Limited Parking bays to Pay and Display bays and times 8am to 6pm

Pay and Display Robertsbridge (19 spaces and 2 Pay & Display machines) Monday to Saturday 8am to 6pm (1hour no return in 1hour)
 Tariff
 Up to 7 minutes - 5p
 Up to 15 minutes - 10p
 Up to 30 minutes - 20p
 Up to 1 hour - 40p

March/May	June/Aug	Sept/Nov	Dec/Feb
80 days at 60%	80 days at 70%	79 days at 60%	78 days at 30%
£3,648	£4,256	£3,602	£1,778

Total income £13,285



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Analysis of potential costs and income for CPE in Rother

Set up and Running Costs

These are initial estimates based on current plans and costs. More detailed work would be required to finalise these figures once the proposals have been advertised and approved. If plans are modified significantly there may be an impact to costs and income.

Set up Costs	
Project Management	£85,000
Traffic Regulation Order Map based Review (stage 1) Spinal Point 22	£30,040
Officer from Rother on the project team	No cost to ESCC
Traffic Regulation Order Review and Planning (stage 2)	£30,040
ICT Costs	£10,000
Consultations, surveys and surgeries	£40,000
Signs and road markings	£40,000
Legal costs	Internal
Advertisements	£20,000
Pay & Display machines with installation (85)	£339,320
Set Up Costs	£594,400

Running costs	Yearly	Details
Operational expenditure (non- enforcement)	£70,000	Lines & Signs, Traffic Enforcement Centre, Parking and traffic regulations outside London, Maintenance contract
Contractor Enforcement	£221,857	6 Civil Enforcement Officers (employed) 1 Supervisor and 1 Senior 2 vehicles
Contractor Admin	£27,000	1 administration staff (based in East Sussex County Council library)
ESCC staff with £1,000 each of ICT costs	£108,000	3 (Full time equivalent)notice processing, Traffic Regulation Order, administration and a percentage of lead officers time (£15k)
Parking stationery	£40,000	Penalty Charge Notices, carriers and notices
Virtual resident permits (2036)	£3,970	£1.95 each
Visitor, trade, hotel and healthcare permits (2,400)	£480	(20p each)
Maintenance of P&D machines	£53,210	Maintenance (Including parts)
Cash collection	£75,893	Cash collection
Headline Running Costs	£600,410	Total (set up and year one running costs) £1,194,810

Income from PCNs, Permits and Pay & Display

Approximate income		
Permit Income	£50,900	Annual permits plus scratch cards
Penalty Charge Notice income	£71,500	Estimate (2,500 PCN's issued with average collection rates)
Pay and Display in Battle (15 spaces)	£10,968	
Pay and Display in Rye (129 spaces)	£90,197	
Pay and Display in Bexhill (795 spaces)	£497,902	
Pay and Display in Robertsbridge (19 spaces)	£13,285	
Potential annual income	£734,752	

Year 1 total set up and running costs	£1,194,810
Year 2 onwards running costs	£600,410
Projected operational surplus	£134,341

Net surplus/deficit year 1	-£460,059
Net surplus/deficit year 2	-£325,717
Net surplus/deficit year 3	-£191,376
Net surplus/deficit year 4	-£57,035
Net surplus/deficit year 5	£77,307
Net surplus/deficit year 6	£211,648

Requirements and Timescales Rother CPE Project

Main Headings	Detailed actions and timescales to be added
Feasibility study	Early February 2017
Research of areas to identify possibilities and requirements of Civil Parking Enforcement	May 2017
Finalise initial review of main parking concerns and proposals	April 2017
Estimate set up and running costs and what level of charging would be required to offset these costs	April/May 2017
Develop draft outline of a suggested Civil Parking Enforcement scheme for Rother district	June 2017
Finalise timeline for implementation of Civil Parking Enforcement scheme	June 2017
Rother District Council Overview and Scrutiny Committee	
Rother District Council Full Council	
Agreement of East Sussex County Council Lead Member	
Consultation with Police and Highways Agency	
Public consultation exercise	
Obtain written agreements to Civil Parking Enforcement from all Agencies involved	
Notify Department of Transport of intention to apply for Civil Parking Enforcement and meet with them	
Review existing Traffic Regulation Orders for new areas	
Prepare consolidation/amendment orders as appropriate	
Ensure ParkMap is brought up to date (map based Traffic Regulation Orders)	
Arrange for lining and signing works where necessary	
Application to Department of Transport	
Establish additional resources required to manage scheme	
Have Traffic Regulation Orders agreed by Legal and advertised	
Arrange for publicity prior to go live date	

Parking Bay and Permit Definitions

Parking Bay Definitions

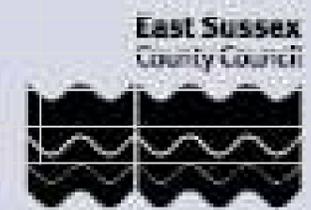
- **Pay and Display, Monday to Saturday 8am – 6pm**
Drivers must buy a ticket and display it in their vehicle or make a cashless payment to RingGo via phone, text, web or app. Outside of the days and times specified no restrictions apply and any vehicle can park without charge.
- **Permit Holder Only, Monday to Saturday 8am – 6pm**
Only permit holders can park. Outside of the days and times specified no restrictions apply and any vehicle can park.
- **Resident Permit Holder Only, Monday to Saturday 8am – 6pm**
Only resident permit holders can park. Outside of the days and times specified no restrictions apply and any vehicle can park.
- **Time Limited Parking, maximum stay 2 hours, no return within 2 hours, Monday to Saturday 8am – 6pm**
Vehicles can park without charge for up to two hours and vehicles cannot return to the same area within two hours. Outside of the days and times specified no restrictions apply and any vehicle can park without time limit.
- **Permit Holder or Pay and Display, maximum stay 2 hours, no return within 2 hours, Monday to Saturday 8am – 6pm**
Vehicles must either have a valid permit or pay and display ticket or make a cashless payment to RingGo via phone, text, web or app. Pay and display parking is limited to two hours and vehicles cannot return to the same area within two hours. Permit holders can park without time limit. Outside of the days and times specified no restrictions apply and any vehicle can park without charge or time limit.
- **Permit Holder or Time Limited Parking, maximum stay 2 hours, no return within 2 hours, Monday to Saturday 8am – 6pm**
Permit holders can park without time limit. Other vehicles can park without charge for up to two hours and vehicles cannot return to the same area within two hours. Outside of the days and times specified no restrictions apply and any vehicle can park without time limit.
- **Time Limited Parking Max stay, maximum stay 2 hours, no return within 2 hours Monday to Saturday 8am – 6pm, Permit Holders can park up to 3 hours no return within 2 hours**
Vehicles can park without charge for up to two hours and vehicles cannot return to the same area within two hours. Permit holders can park for up to three hours and vehicles cannot return to the same area within two hours. Outside of the days and times specified no restrictions apply and any vehicle can park without time limit.

Permit Definitions

- **Resident permit**
A permit for residents living within a defined area
- **Visitor permit**
A permit for residents living within a defined area to give to their visitors
- **Business permit**
A permit for business based within a defined area

Incremental Tariff Structures

Bexhill Central & Seafront Central				Bexhill Seafront				All Other	
Maximum Stay Up to 2 hours								Maximum Stay Up to 2 hours	
Up to 5 Minutes	15p			Up to 7 Minutes	5p			Up to 7 Minutes	5p
Up to 10 Minutes	30p			Up to 15 Minutes	10p			Up to 15 Minutes	10p
Up to 15 Minutes	45p			Up to 30 Minutes	20p			Up to 30 Minutes	20p
Up to 30 Minutes	90p			Up to 1 hour	40p			Up to 1 hour	40p
Up to 1 hour	£1.70			Up to 2 hours	70p			Up to 2 hours	80p
Up to 2 hours	£2.70			Up to 4 hours	£1.40				
				Up to 6 hours or over	£2.00				
Cost	Time in Minutes	Cost	Time in Minutes	Cost	Time in Minutes	Cost	Time in Minutes	Cost	Time in Minutes
5p	2	£1.75	63	5p	7	£1.45	250	5p	7
10p	3	£1.80	66	10p	15	£1.50	260	10p	15
15p	5	£1.85	69	15p	23	£1.55	270	15p	23
20p	7	£1.90	72	20p	30	£1.60	280	20p	30
25p	8	£1.95	75	25p	38	£1.65	290	25p	38
30p	10	£2.00	78	30p	45	£1.70	300	30p	45
35p	12	£2.05	81	35p	53	£1.75	310	35p	53
40p	13	£2.10	84	40p	60	£1.80	320	40p	60
45p	15	£2.15	87	45p	70	£1.85	330	45p	68
50p	17	£2.20	90	50p	80	£1.90	340	50p	75
55p	18	£2.25	93	55p	90	£1.95	350	55p	83
60p	20	£2.30	96	60p	100	£2.00	360	60p	90
65p	22	£2.35	99	65p	110			65p	98
70p	23	£2.40	102	70p	120			70p	105
75p	25	£2.45	105	75p	129			75p	113
80p	27	£2.50	108	80p	137			80p	120
85p	28	£2.55	111	85p	146				
90p	30	£2.60	114	90p	154				
95p	32	£2.65	117	95p	163				
£1.00	34	£2.70	120	£1.00	171				
£1.05	36			£1.05	180				
£1.10	38			£1.10	189				
£1.15	39			£1.15	197				
£1.20	41			£1.20	206				
£1.25	43			£1.25	214				
£1.30	45			£1.30	223				
£1.35	47			£1.35	231				
£1.40	49			£1.40	240				
£1.45	51								
£1.50	53								
£1.55	54								
£1.60	56								
£1.65	58								
£1.70	60								



	Week starting	Week ending	
	Start	End	Duration
1 - Initial assessment, develop business case and headline approval	09-Oct-17	29-Jun-18	36 weeks
RDC Overview and Scrutiny committee approve business case	19-Mar-18	23-Mar-18	1 week
RDC cabinet meeting	09-Apr-18	13-Apr-18	1 week
RDC full council approval of CPE	21-May-18	25-May-18	1 week
ESCC CMT meeting	14-May-18	18-May-18	1 week
ESCC Cabinet approval	25-Jun-18	29-Jun-18	1 week
2- Preparatory TRO work and signing and lining inventory	15-Jan-18	25-May-18	19 weeks
TRO database (map existing restrictions to be CPE'd)	15-Jan-18	20-Apr-18	6 weeks
Assess anomalies and signing/lining needs	26-Feb-18	20-Apr-18	8 weeks
Prepare detailed plans of signing / lining needs outside areas we are changing	26-Feb-18	25-May-18	13 weeks
Meet with ESCC highways to discuss signing / lining needs and works programming	21-May-18	25-May-18	1 week
3 - Detailed informal consultation on TROs	23-Apr-18	5-Oct-18	26 weeks
Site visits - design layout in areas restrictions are changing inc. signing/lining needs	23-Apr-18	07-Sep-18	21 weeks
Assess detailed locations for P&D machines	23-Apr-18	07-Sep-18	21 weeks
Bills of quantities and cost estimates	16-Jul-18	07-Sep-18	8 weeks
Draw up detailed informal plans	16-Jul-18	07-Sep-18	8 weeks
Prepare informal consultation outline strategy	16-Jul-18	07-Sep-18	8 weeks
Rother CPE project officer meeting	10-Sep-18	14-Sep-18	1 week
Establish excluded roads (for CPE application) meet with Police / HA	17-Sep-18	21-Sep-18	1 week
Send email to councillors etc	01-Oct-18	05-Oct-18	1 week
Deliver informal consultation on TROs	01-Oct-18	12-Oct-18	2 weeks
Informal consultation	15-Oct-18	02-Nov-18	3 weeks
Rother CPE project officer meeting	26-Nov-18	30-Nov-18	1 week
Finalise strategy to take forward to formal consultation	26-Nov-18	30-Nov-18	1 week
4 - CPE application to DfT	(Note: 3 stages over 18 months)		
Initial liaison with DfT (advise of application / go live timescale)	25-Jun-18	29-Jun-18	1 week
Full application to DfT	22-Jul-19	27-Sep-19	10 weeks
DfT issues statutory instrument	13-Jan-20	28-Feb-20	7 weeks
5 - Formal consultation	03-Dec-18	26-Jul-19	34 weeks
Draw up detailed formal plans/draft TRO and undertake safety audit review	03-Dec-18	05-Apr-19	18 weeks
Send email to councillors etc	13-May-19	17-May-19	1 week
Deliver formal consultation on TROs	13-May-19	24-May-19	2 weeks
TRO advertised / formal consultation	27-May-19	14-Jun-19	3 weeks
Acknowledge responses/add to hub/respond to queries	17-Jun-19	26-Jul-19	6 weeks
RDC Elections	25-Mar-19	10-May-19	7 weeks
Purdah period	25-Mar-19	03-May-19	6 weeks
6 – ESCC Planning Committee	15-Jul-19	06-Sep-19	8 weeks
ESCC Planning Committee	02-Sep-19	06-Sep-19	1 week
7 - Works arrangements	08-Jul-19	13-Mar-20	34 weeks
Prepare works order (initial focus on unchanged restrictions)	08-Jul-19	13-Sep-19	10 weeks
Signing & lining installation - <i>unchanged restrictions (refurbishment)</i>	16-Sep-19	20-Dec-19	14 weeks
Signing & lining installation - <i>new restrictions</i>	28-Oct-19	13-Mar-20	18 weeks
P&D machine base installations	06-Jan-20	13-Mar-20	10 weeks
9 - Making TRO	09-Sep-19	03-Apr-20	31 weeks
Advertise Notice of making	30-Mar-20	03-Apr-20	1 week
10 - Final processes	16-Mar-20	24-Apr-20	6 weeks
P&D machine installation and testing	16-Mar-20	17-Apr-20	5 weeks
Press coverage / communications strategy	30-Mar-20	17-Apr-20	3 weeks
Distribute sealed TRO	20-Apr-20	24-Apr-20	1 week
11 - Commence enforcement	20-Apr-20	24-Apr-20	1 week

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Report to:	Cabinet
Date of meeting:	26 June 2018
By:	Director of Communities, Economy and Transport
Title:	Transport for the South East Sub-National Transport Body
Purpose:	To provide update on progress to date with the establishment of Transport for the South East (TfSE)

RECOMMENDATIONS: Cabinet is recommended to:

- (1) note the significant progress that has been made with the establishment of Transport for the South East as a Shadow Sub National Transport Body**
 - (2) note the recent award of a £1.1million of grant monies from the Department for Transport to fund the development of a Transport Strategy; and**
 - (3) note that investment of £58,000 in 2018-19 has been made by East Sussex County Council (ESCC) as its contribution towards the staff costs and the development of the constitutional arrangements to secure statutory status for TfSE**
-

1 Background Information

1.1 In December 2016, Cabinet received a report about the establishment of Transport for the South East (TfSE) as a Sub National Transport Body (STB) under legislation contained in the Cities and Local Government Devolution Act 2016.

1.2 The rationale for establishing STBs underpinning the legislative framework is to enable areas to come together and speak with one voice on strategic transport planning in order to boost economic growth and development. A key role for them is to develop a Transport Strategy to advise the Secretary of State for Transport about the development and prioritisation of transport investments in their region. This represents a fundamental change, opening up central government decision making to ensure that infrastructure investment takes account of regional transport strategies

1.3 TfSE has now been in operation in shadow form for one year and the December 2016 report recommended that Cabinet receive an update after an appropriate period of time reviewing the operation of the shadow arrangements.

2 Supporting Information

Progress with Establishing TfSE as a Sub National Transport Body

2.1 Originally the South East Seven Councils (East Sussex, West Sussex, Hampshire, Kent and Surrey County Councils, Brighton & Hove City Council and Medway Council) had provided the focus for discussions about the potential establishment of an STB in the South East. The Local Enterprise Partnerships (LEPs) covering this area (SELEP, Coast to Capital, Enterprise M3 were also in agreement. In late 2016 and early 2017 discussions took place with Portsmouth, Southampton, Isle of Wight and the Berkshire Local Transport Body (representing the six Berkshire unitary authorities), Solent LEP and Thames Valley Berkshire LEP about their potential involvement in TfSE. As a consequence the geography for TfSE covering sixteen transport authorities and five LEPs shown in Figure 1 in Appendix 1 was finalised.

2.2 On 26 June 2017 the first meeting of the TfSE Shadow Partnership Board took place. Cllr Keith Glazier was elected as Chair of the Shadow Board for a period of one year and it was agreed that meeting would take place on a quarterly basis. A constitution was agreed with the Shadow Partnership Board operating on a consensus basis. Where this was not possible each constituent authority would have one vote except:

- The six Berkshire Authorities who shall be represented by one member of the Berkshire Local Transport Body and shall have one vote; and
- Portsmouth City Council and Southampton City Council shall be represented by one member and shall have one vote.

2.3 The Cities and Local Government Devolution Act makes provision for people who are not elected members of the Constituent Authorities to be co-opted onto the Sub-National Transport Body. It also provides the power for the voting members of the STB to agree to give voting rights to the co-optees. It was agreed that the following organisations and representatives be co-opted onto the Shadow Partnership Board:

- The Chair of the Transport Forum with allocated voting rights
- Two people collectively nominated by the five LEPs with voting rights of one vote being allocated to each of the two LEP representatives
- A District and Borough (non-unitary) Authority representative (non-voting)
- a representative from the South Downs National Park be co-opted to the Shadow Partnership Board to represent the collective interests of the National Parks and other environmental and protected landscape designations (non-voting).

A copy of the constitution for the Shadow STB agreed by the Shadow Partnership Board in June 2016 is contained in Appendix 2.

2.4 A governance structure for TfSE in its shadow form was agreed by the Shadow Partnership Board in June 2016 and is attached as Appendix 3. It includes the following:

- **Shadow Partnership Board** – the decision making body for TfSE.
- **Senior Officer Group** – this comprises senior officers from the Local Authorities and the five LEPs. It provides expertise and recommendations to the Board and will oversee delivery of the programme. The Group is currently chaired by Rupert Clubb.
- **Transport Forum** – this is an advisory body to the Senior Officer Group and Shadow Partnership Board, comprising a wider group of representatives from user groups, operators, District and Borough Councils as well as Government and National Agency representatives.
- **Programme Office and Working Groups** – the shadow structure includes a Programme Office, responsible for ensuring delivery against the project plan and key milestones, and three working groups to lead on the components required to reach formal incorporation of the Shadow Partnership Board. These three groups (Transport Strategy, Governance and Communications and Engagement) are supported by officers from the Local Authorities.

ESCC as lead authority for TfSE

2.5 During the shadow stage, TfSE does not have the statutory standing that it will have once formally constituted by the Secretary of State. Consequently, TfSE will not be able to enter into contracts or employ staff in its own right. TfSE has therefore appointed ESCC to act as Lead Authority and in summary in this role ESCC will:

- Coordinate and, where necessary, undertake the administrative arrangements in relation to the project and Board administration;
- Facilitate the operation of the Project and, if required, recruit additional staff;
- Claim, draw down and account for all funds due from the Constituent Authorities and any other body;
- Be responsible for the managing of the budget for, and the sound financial management of, the Project;
- Keep appropriate accounting and operational records; and
- Procure on behalf of the Constituent Authorities such external support, advice or consultancy services that are considered necessary by the Shadow Partnership Board or the Senior Officer Group.

Inter Authority Agreement

2.6 An Inter Authority Agreement has been drafted setting out the general arrangements between the Parties in relation to the administration of the shadow body the sharing of costs and expenses. This Inter Authority Agreement is currently with all of the constituent authorities for signature.

Internal audit

2.7 In view of ESCCs role as lead authority an internal audit was commissioned through the Orbis Partnership to provides independent assurance that appropriate risk management, governance and internal control processes were in place and that they are operating effectively. The report provided “reasonable assurance” in respect of governance arrangements in place during TfSE’s shadow phase. This opinion means that most controls are in place and are operating as expected to manage key risks to the achievement of system or service objectives.

Key achievements to date

2.8 In addition to the significant progress that has been made in setting up TfSE as a Shadow body there have been a number of significant achievements in the last year. These include:

- An award of grant funding from the Department for Transport of £100,000 in 2017/18 and a further £1m in 2019/20 towards the cost of developing TfSE’s Transport Strategy. This followed persistent lobbying including a meeting between Cllr Keith Glazier in his role as Chair of TfSE and Chris Grayling MP the Secretary of State for Transport on 11 October 2017.
- The publication of a draft Economic Connectivity Review for the TfSE area, as the first part of the development of the Transport Strategy. The draft Economic Connectivity Review identifies the transport corridors which are important to the regional economy and the potential uplift in Gross Value Added (GVA) that could result from enhanced investment in the transport infrastructure.
- An event on 8 May ‘Connecting the South East’ attended by 250 delegates at the new Farnborough Exhibition venue, at which the Economic Connectivity Review and TfSE video were launched and which included the announcement from the Secretary of State about the funding for TfSE’s Transport Strategy.
- A launch event for MPs from across the TfSE Area on 31 October 2017 which was followed by a Westminster Hall debate on TfSE on 25 April 2018. The debate was secured by Huw Merriman MP, and Jesse Norman MP Parliamentary Under Secretary of State for the Department for Transport responded to the debate commenting on the rapid pace with which the organisation had developed and expressing the Government’s continued support for the development of TfSE as an STB.
- TfSE has responded to Government consultations on the second Road Investment Strategy (RIS2) for the Strategic Road Network (SRN), the potential creation of Major Road Network (MRN), the Mayor for London’s Transport Strategy and the Great Western Railway franchise.

Transport Strategy Development

2.9 As set out in the report to Cabinet in December 2016 the cornerstone of TfSE is its transport Strategy. Moving forward the next stage of the Transport Strategy will build upon the Economic Connectivity review that has already been completed to set out how the transport system in the South East needs to be developed between now and 2050 to facilitate economic growth, including housing growth, improve quality of life for all whilst protecting the environment. The grant of £1.1million from the DfT will be used to fund the development of the transport strategy with the aim of having a draft ready for public consultation in September 2019 and a finalised version of the strategy signed off by the Partnership Board in March 2020.

2.10 The enabling legislation specifies the consultation requirements for the Transport Strategy. The Transport Strategy needs to comply with the treasury green book and be evidence based in order to determine its strategic direction and investment priorities. It also needs to be compliant with DfT appraisal requirements. The Strategy has to link back, in an evidence based way, to the facilitation of economic growth, which includes housing. In terms of content it will likely include detailed modelling to support its subsequent consultations. It will include the strategic approach to road investment, for both the SRN and MRN, rail investment, including franchising arrangements with Train Operating Companies (TOCs) and infrastructure through network rail. It will focus on the end user and in particular include integrated transport as a cornerstone. The strategy will also look towards 2050 which is where the modelling for various growth scenarios supports the strategy outcomes. The Transport Strategy will consider how future mobility develops including autonomous vehicles and new technology.

2.11 The Transport Strategy will be the single document which constituent authorities, LEPs, Transport operators, local plan developers and infrastructure providers work to. The DfT will have to have due regard to its priorities once adopted. The development of it will be led by the Partnership Board with support from the Transport forum and the DfT.

Proposal to Government

2.12 The other key deliverable which needs to be taken forward is to develop and submit a Proposal to Government setting out the strategic case as to why TfSE should be given statutory status and the powers and responsibilities it is seeking. Transport for the North achieved statutory status in April 2018. Achieving statutory status is vital as it will give TfSE the permanence that is needed to ensure the delivery of its strategy and will mean that the Secretary of State and others will have to consider and respond rather than just listen to its proposals.

2.13 There will be a formal consultation on the Proposal with constituent authorities and LEPs before a formal consultation with key stakeholders neighbouring authorities and STBs. Following sign off by each of the constituent authorities the Proposal will be agreed by the Shadow Partnership Board before its submission to Government. The target date for submission is March 2019. There will then be an approval and parliamentary process which could take up to one year to complete, which should mean TfSE should achieve statutory status by April 2020. The DfT have advised that due to the amount of parliamentary time and DfT lawyers time that is likely to be consumed by Brexit related legislation this timetable may not be met. Members of the Shadow Partnership Board are anxious to push ahead with the Proposal and lobby for parliamentary time to be made available as soon as possible.

Resourcing

2.14 As set out above the DfT have recently awarded TfSE a total of £1.1million of grant funding to take forward its Transport Strategy. Given the future certainty this provides plans are being drawn up to put in place an interim staff structure to take TfSE to the point where it achieves statutory status. This will be presented to the Shadow Partnership Board in July 2018 for their agreement. At present contributions are being levied on each of the constituent authorities to cover its development costs which relies on contributions from each of its constituent authorities. In September 2017 the Shadow Partnership Board agreed to a tiered approach to contributions as follows:

- County Councils will contribute £58,000 each;
- Authorities with shared votes, i.e. Berkshire Local Transport Body and Southampton & Portsmouth, will contribute £58,000 per vote;
- Unitary authorities (where the vote is not shared) will contribute £30,000.

ESCC has therefore made a contribution of £58,000 to TfSE.

Communications and engagement

2.15 At this stage, work to introduce TfSE and raise its profile is being concentrated on transport professionals, MPs and other stakeholders rather than the public at large. This work has included a programme of Parliamentary and transport sector activity, the establishment of a corporate website, social channels and newsletter and the commissioning of a video introduction to the organisation. Planning is in place to broaden and deepen the communications and engagement work as TfSE develops. To date, all communications and engagement work has been carried out from existing resources, using officers from ESCC and other partners in TfSE.

3. Conclusion and Reasons for Recommendations

3.1 Significant progress has been made with the establishment of TfSE as a shadow STB with ESCC being its accountable body and officers and members from ESCC leading its development. There have been a number of significant achievements in the last year and TfSE is already fulfilling its role of speaking with one voice about strategic transport issues across its geography. TfSE has gained traction with Government and this has resulted in the award of £1.1million of grant funding to take forward the development Transport Strategy. There is much work still to do on this and the Proposal to Government to achieve statutory status. As a consequence, it will be necessary to continue to levy contributions from each of the constituent authorities with ESCC making a contribution of £58,000 in 2018/19.

RUPERT CLUBB
Director of Communities, Economy and Transport

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Email: rupert.clubb@eastsussex.gov.uk

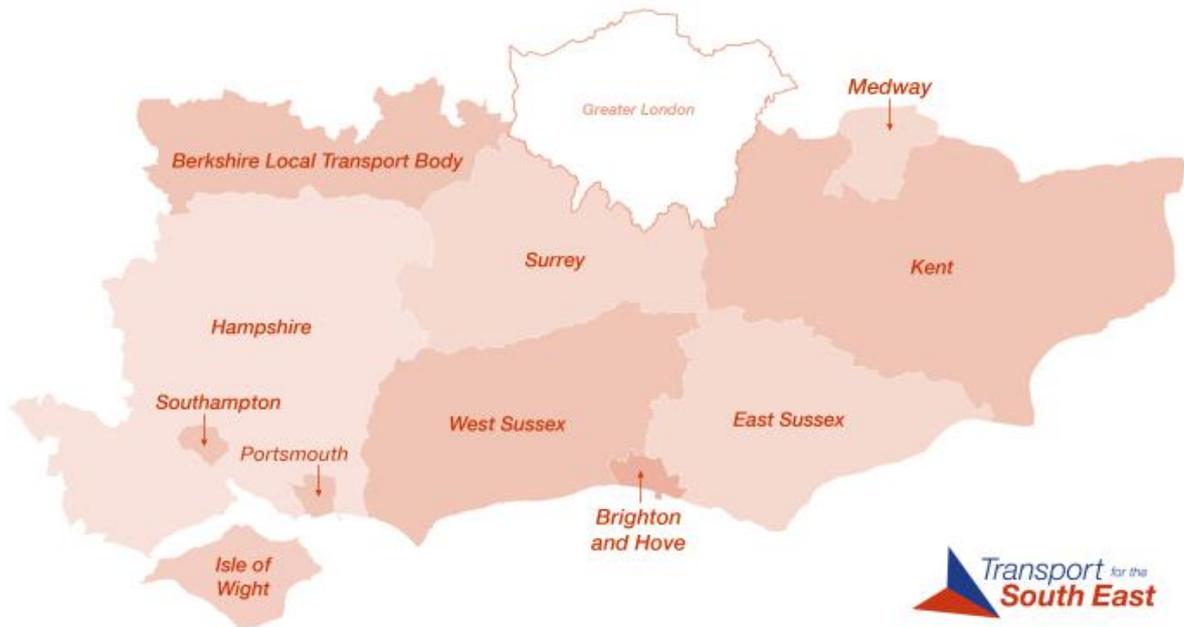
LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None

Appendix 1. A map showing the area covered by TfSE.



Appendix 2 : Shadow Partnership Board Draft Constitution

TRANSPORT FOR THE SOUTH EAST (TfSE)

CONSTITUTION OF THE SHADOW SUB-NATIONAL TRANSPORT BODY (SSTB)

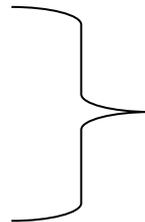
1. **Constituent Authorities**

The Constituent Authorities are the Local Transport Authorities situated wholly or partly in the South East region of England, namely:-

Brighton & Hove City Council
East Sussex County Council
Hampshire County Council
Isle of Wight Council
Kent County Council
Medway Council
Portsmouth City Council
Southampton City Council
Surrey County Council
West Sussex County Council

&

Bracknell Forest Council,
Reading Borough Council,
Slough Borough Council,
West Berkshire Council,
Royal Borough of
Windsor and Maidenhead
Wokingham Borough Council



Represented by the Berkshire Local
Transport Body (BLTB)

2. **Area of the SSTB**

The area of the SSTB is the area of the Constituent Authorities

3. **Name of the SSTB**

The name of the SSTB will be **Transport for the South East (TfSE)**

4. **Terms of Reference**

The Terms of Reference of TfSE will be those that TfSE may from time to time at its discretion determine but will include:

- Developing an overarching Transport Strategy for the area of the TfSE
- Developing responsibilities and accountabilities (including their delegation) for TfSE including governance and assurance arrangements
- Preparing a submission to Government in relation to the creation of a statutory Sub-National Transport Body for the area of the TfSE

Any amendments to the Terms of Reference will be considered a change to the Constitution for the purposes of the voting arrangements set out in paragraph 5.5 and 5.6.

5. **Membership**

- 5.1 Each Constituent Authority, with the exception of those set out in paragraphs 5.2 and 5.3, will appoint one person as a member of TfSE and shall be entitled to one vote. The person appointed shall be that organisations elected mayor, Chair, Leader or Committee or Cabinet Member for transport.
- 5.2 Bracknell Forest Council, Reading Borough Council, Slough Borough Council, West Berkshire Council, the Royal Borough of Windsor and Maidenhead and Wokingham Borough Council, who are Constituent Authorities and through their Joint Committee Berkshire Local Transport Body (BLTB), will appoint one person as a member of TfSE, and the Councils shall therefore be entitled to one vote between them. The person appointed shall be an elected mayor, Chair, Leader or Committee or Cabinet Member from one of the six Authorities.
- 5.3 Portsmouth City Council and Southampton City Council will jointly appoint one person as a member of TfSE, and shall therefore be entitled to one vote between them. The person appointed shall be an elected mayor, Chair, Leader or Committee or Cabinet Member for transport from one of the two Authorities.
- 5.4 The Constituent Authorities will appoint, another of their Councillors as a substitute to act as a member of the TfSE in the absence of the person appointed. Such appointments will reflect the levels of representation set out in paragraphs 5.1, 5.2 and 5.3 above.
- 5.5 There will be a presumption that decisions are normally agreed by consensus. In exceptional circumstances where consensus cannot be achieved, a formal vote shall be taken. Subject to paragraph 5.6, the matter shall be decided by a simple majority of those members present and voting.
- 5.6 Notwithstanding paragraph 5.5, the following decisions will require the support of more than 75% of the members present and voting to be carried:
- The approval and revision of TfSE's Transport Strategy
 - The approval of TfSE's annual budget
 - The approval of the submission to Government in relation to the establishment of a statutory Sub-National Transport Body
 - Any changes to TfSE's constitution.

6. Co-opted Members

- 6.1 The TfSE can appoint persons who are not elected members of the constituent authorities to be co-opted members of TfSE.
- 6.2 Persons who may be appointed as co-opted members will include:
- (a) the person appointed by TfSE as Chair of the Transport Forum
 - (b) two people nominated collectively by the Local Enterprise Partnerships
 - (c) A person nominated by the National Parks, to represent environmental and protected landscapes organisations
 - (d) A person nominated by the District and Borough Authorities
- 6.3 Co-opted members will be non-voting members of TfSE, except to the extent that the voting members of TfSE resolve that such members should have voting rights.

6.4 Co-opted members will be able to appoint a substitute to act as a member of the TfSE in the absence of the person appointed.

6.5 The LEP members may collectively agree to withdraw their representative(s) and nominate a new member or members to represent them by giving written notice of this to the Chair no less than two clear days in advance of the next meeting of the Board.

7. Election and role of Chairman and Vice-Chairman

7.1 The Chair and Vice-Chair will be elected for a term of one year on a simple majority of those members present and voting.

7.2 The first election will take place at the inaugural meeting of the TfSE and at the meeting scheduled nearest to the 12 month anniversary of the inaugural meeting, every year thereafter.

7.3 In the absence of the Chair, the Vice-Chair will Chair the meeting

7.4 In the event of a tied vote, the Chair will have a casting vote.

8. Quorum

8.1 The Quorum shall be five voting members of TfSE, of which three must be members appointed by Constituent Authorities pursuant to section 4 above.

9. Executive Arrangements

9.1 TfSE will not operate formal statutory executive arrangements.

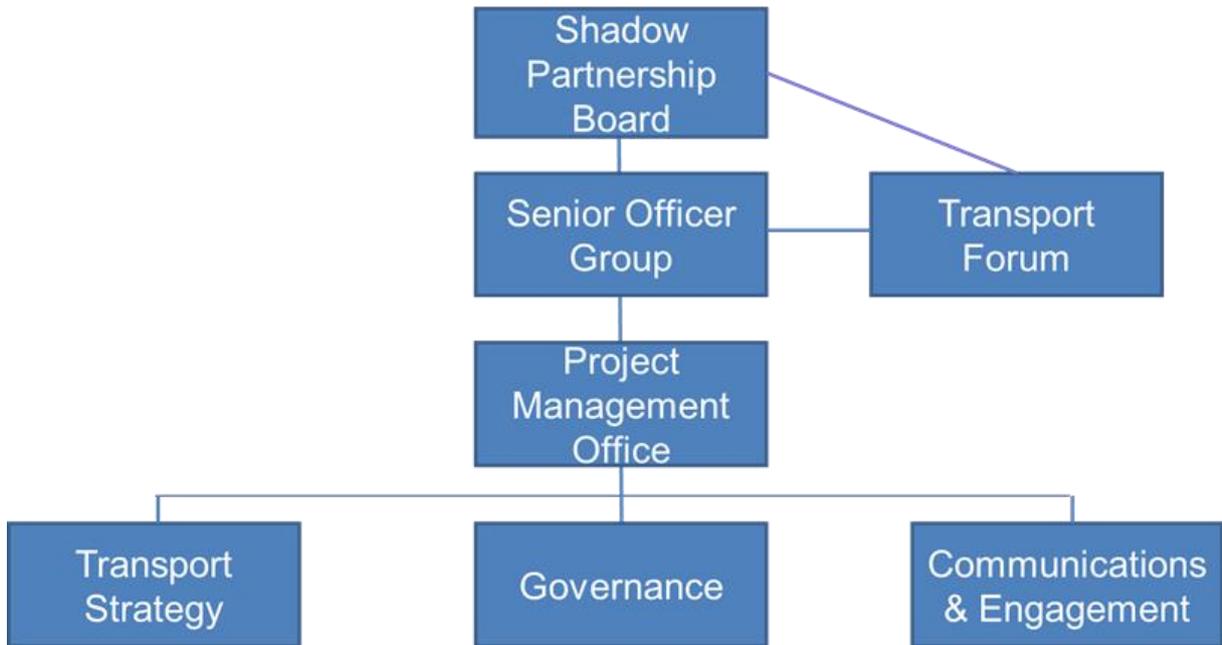
9.2 TfSE may delegate the discharge of its functions to a Committee, Sub-Committee or officer, or to another Local Authority. As such, TfSE may establish a Committee(s) to discharge any functions.

9.3 The functions of agreeing a budget and the Transport Strategy of TfSE will **not** be delegated functions and will only be determined by a meeting of the full TfSE.

10. Executive Body

10.1 TfSE may establish an executive officer body of its own, but may also delegate the discharge of agreed functions to the officers of the Constituent Authorities in accordance with a scheme of delegation or on an ad hoc basis.

Appendix 3: Transport for the South East Structure



Report to: **Cabinet**

Date: **26 June 2018**

Report By: **Chief Operating Officer**

Title of Report: **Ashdown Forest Trust Fund**

Purpose of Report: **To inform Cabinet of the movements on the Trust Fund during 2017/18 and the closing position as at 31 March 2018.**

RECOMMENDATIONS

Cabinet is recommended to note the report and the Ashdown Forest's Trust Income and Expenditure Account for 2017/18 and Balance Sheet as at 31 March 2018.

1. Background

- 1.1. The Ashdown Forest Trust, a registered charity, was set out by declaration of Trust in 1988. East Sussex County Council is the trustee and agrees grants made to the Ashdown Forest Conservators, from the Ashdown Forest Trust Fund.

2. Supporting Information

2016/17 Accounts

- 2.1. Subsequent to the 2016/17 accounts being approved, the independent Examination process has now been completed in accordance with Section 145 of the Charities Act 2011.
- 2.2. The Examiner's report is attached as Appendix A. It does not identify any issues that require any further action by the Council as the trustees.

2017/18 Accounts

- 2.3. The Trust's Income and Expenditure Account and Balance Sheet are set out in the attached Appendix B. The Income and Expenditure Account shows an annual deficit in 2017/18 of £3,332 due to additional legal cost for wayleaves and encroachment issues.
- 2.4. The main source of income to the Trust relates to the rent from the Royal Ashdown Golf Club at £70,000 per annum. A new lease was signed with the Club in 2014.
- 2.5. The majority of expenditure relates to the £65,100 grant paid to the Ashdown Forest Conservators.
- 2.6. The accumulative General Reserve totalled £153,935 at 31 March 2018.
- 2.7. A formal annual report and statement of accounts will be compiled in accordance with the Charity Commission's Statement of Recommended Practice (SORP) by the end of January 2019, once the Independent Examiner report has been received.

3. Conclusion and Reasons for Recommendation

- 3.1. The trust made an operating deficit of £3,332 during 2017/18 due to legal costs. The general Reserve as at 31 March 2017 amounts to £153,935. This fund is available to finance expenditure which meets the Trust's objectives.
- 3.2. Cabinet is recommended to note the final accounts for the Ashdown Forest Trust.

KEVIN FOSTER
Chief Operating Officer

Contact Officer: Andy Fowler
Tel No. 01273 481774
Email: andy.fowler@eastsussex.gov.uk

LOCAL MEMBERS
Councillor Galley, Stogdon, Tidy and Whetstone

ESCC MEMBERS ON THE BOARD OF CONSERVATORS
Councillors Barnes, Stephen Shing, Stogdon, Tidy and Whetstone

Independent examiner's report on the accounts



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

Section A Independent Examiner's Report

Report to the trustees/ members of	ASHDOWN FOREST TRUST		
On accounts for the year ended	31 st March 2017	Charity no (if any)	800437
Set out on pages	1 to 42		

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

19/1/18

IER

1

December 2017

Name:	Caroline Clarke
Relevant professional qualification(s) or body (if any):	ACA
Address:	99 Western Road
	Lewes
	BN7 1RS

Section B	Disclosure
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Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

ASHDOWN FOREST TRUST

Income and Expenditure Account for the year ended 31 March 2018

2016/17	Income	2017/18
£		£
0	Fees	0
(70,000)	Rent of Golf Course	(70,000)
(276)	Bank Interest	(87)
(70,276)		(70,087)
	Less Expenditure	
65,100	Conservators of Ashdown Forest - Grants	65,100
7,772	Fees	8,319
2,596	(Surplus)/Deficit	3,332

Balance Sheet as at 31 March 2018

2016/17		2017/18
£		£
1,200,000	Fixed Assets: Land and Buildings	1,200,000
	Current Assets:	
159,446	Cash at Bank	156,405
	Current Liabilities:	
(2,080)	Sundry creditors	(2,370)
1,357,366		1,354,035
	Representing:	
	Reserves	
1,200,100	Endowment Fund	1,200,100
157,266	General Reserve	153,935
1,357,366		1,354,035

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