

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**

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## **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**
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### **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- to continue to support people who would be unsafe if an existing service is withdrawn.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 15<sup>th</sup> February to 25<sup>th</sup> 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 19<sup>th</sup> March and will conclude on 30<sup>th</sup> 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

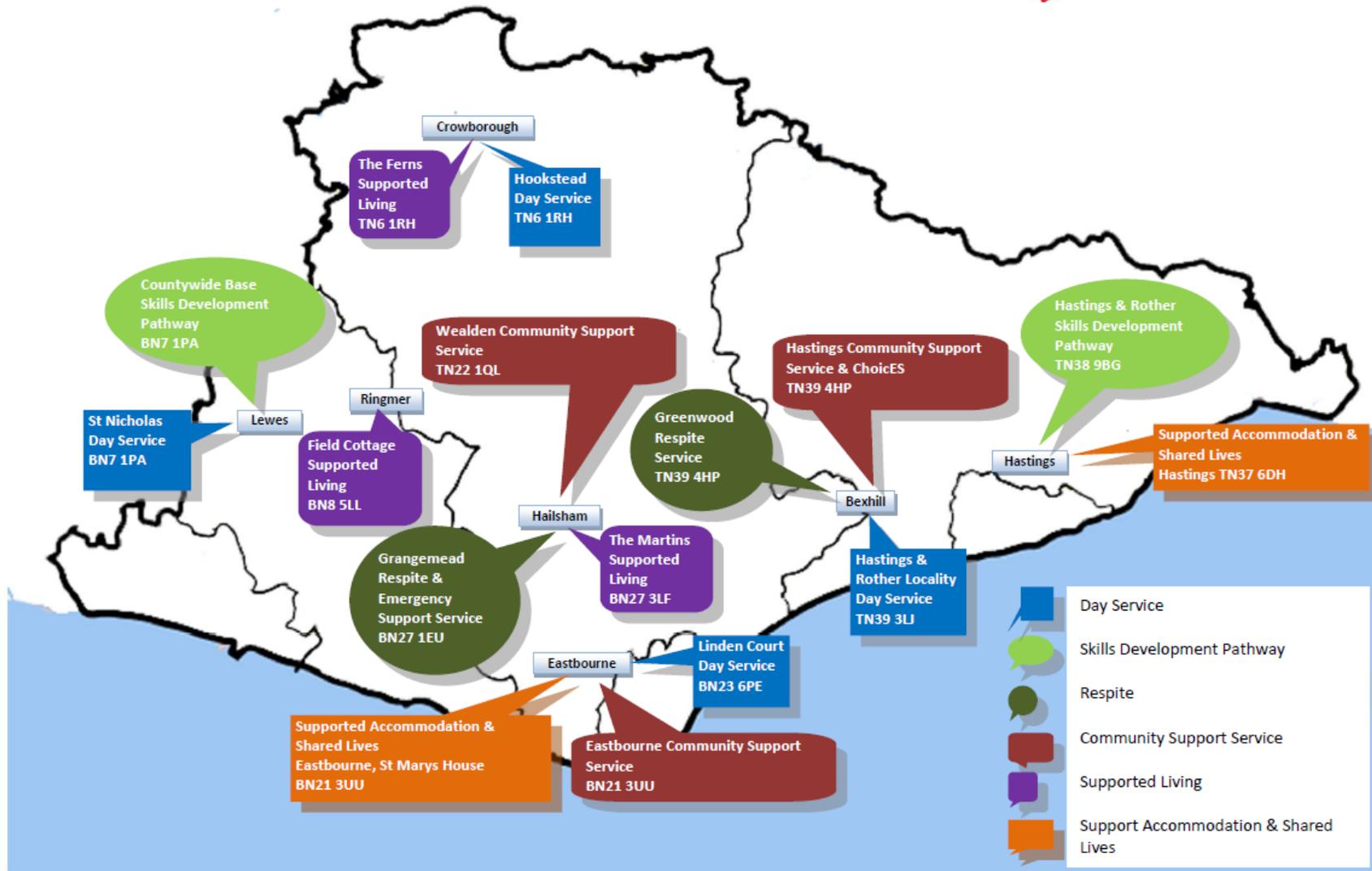
### Potential Savings From Proposal in Learning Disability Directly Provided Services

Service	2017-18 Budget			Potential Saving From Proposal	
	Gross	Income	Net	(£000)	%
	(£000)	(£000)	(£000)		
<b>Community Support Services</b>	2,553	180	2,373	609	26%
<b>Day Services</b>	3,493	338	3,155	317	10%
<b>Respite Services</b>	1,965	140	1,825	63	3%
<b>Shared Lives and Supported Accommodation</b>	670	288	382	93	24%
<b>Central Management &amp; Administration</b>	557	0	557	88	16%
	<b>9,238</b>	<b>946</b>	<b>8,292</b>	<b>1,170</b>	<b>14%</b>

# 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**

<b>Day Services</b>			
		<b>2017-2018 gross budget £3,493m</b>	<b>Savings proposal £317,000</b>
<b>Day services service profile</b>	<b>315 people attend learning disability directly provided day services over a five day period</b>		
	<b>Location</b>	<b>Service name</b>	<b>No. people attending service</b>
	Bexhill/St Leonards	Hastings and Rother day service	115
	Crowborough	Hookstead	55
	Eastbourne	Linden Court	67
Lewes	St Nicolas	78	
<b>Proposal summary</b>	<p><b>To close each day service for one day per week</b></p> <ul style="list-style-type: none"> <li>• Clients who attend four days or less would continue to receive the same level of service, albeit that patterns of service may be disrupted.</li> <li>• It is proposed that two services would close on Wednesday, one on Tuesday and one on Thursday.</li> </ul> <p><b>To close the extended day service that operates one day per week at Hookstead in Crowborough.</b></p>		
<b>Number of people affected and impacted by the proposal</b>	<p><b>Currently 83 people attend day services for five days each week and would therefore experience a reduction to their service from ESCC.</b></p> <ul style="list-style-type: none"> <li>• Of this number, 25 people live with paid carers.</li> <li>• <b>A further 116 clients would be disrupted by the need to change the days they attend.</b></li> <li>• <b>Four clients would lose the extended day service; two of whom would also experience a reduction in respite and day services.</b></li> </ul>		
<b>Number of staff affected</b>	<ul style="list-style-type: none"> <li>• <b>69 full time equivalent staff</b></li> </ul>		

and impacted by the proposal	<ul style="list-style-type: none"> <li>• All 69 full time contracts* in day services would reduce from 37 to 30 hours per week.</li> <li>• 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*</li> <li>• Where possible and requested, staff would be offered seven hour contracts in other services.</li> <li>• ESCC transport services are keen to employ relief drivers where drivers' hours would be reduced.</li> </ul> <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>

<b>Shared Lives / Supported Accommodation (SL/SA)</b> 2017-2018 gross budget £670,000                      Savings proposal £93,000	
<b>Shared Lives / Supported Accommodation service profile</b>	<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"> <li>• Countywide service, with staffing costs only, not placement costs, funded from Learning Disability Services.</li> <li>• Shared Lives is regulated by the Care Quality Commission.</li> <li>• <b>200 clients are currently supported by 105 approved carers.</b></li> </ul>
<b>Proposal summary</b>	<ul style="list-style-type: none"> <li>• <b>To delete one Shared Lives / Supported Accommodation Officer post and one supervisory post.</b></li> </ul>
<b>Number of people affected and impacted by the proposal</b>	<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>
<b>Number of staff</b>	<p>The Shared Lives and Support Accommodation (SL/SA) Team comprises: two Supervisory posts; one office manager;</p>

<b>affected and impacted by the proposal</b>	two Senior SL/SA posts; 10.43 FTE SL/SA posts and 1.5 x SS4 admin staff. <b>One worker would be displaced. The remaining reduction would be found via a vacant post.</b>
<b>Changes made in response to consultation feedback</b>	As original proposal

## Respite Services

**2017-2018 gross budget £1,965m Savings proposal £63,000**

<b>Respite services profile</b>	<p><b>190 clients receive support from respite services with allocations per client varying from 12 nights per year to 104 nights.</b></p> <ul style="list-style-type: none"> <li>• Allocations are dependent on client and family assessed need.</li> </ul> <p>Two service locations:</p> <ul style="list-style-type: none"> <li>• Greenwood in Bexhill, offers 15 beds for respite services;</li> <li>• Grangemead in Hailsham, offers five beds for respite services and six beds for emergency residential care.</li> <li>• The services are registered with, and regulated by, the Care Quality Commission.</li> </ul>
<b>Proposal summary</b>	<ul style="list-style-type: none"> <li>• <b>Not normally exceed 49 respite nights, per year, per client unless exceptional circumstances and for a time limited period.</b></li> <li>• <b>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.</b></li> <li>• To slightly alter the night time staff cover at Grangemead.</li> <li>• No change is proposed to emergency provision.</li> </ul>

<b>Number of people affected and impacted by the proposal</b>	<p><b>55 clients currently have an allocation between 49 nights and 55 nights' per year.</b></p> <p><b>A further eight clients have an allocation above 55 nights.</b></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>
<b>Number of staff affected and impacted by the proposal</b>	<ul style="list-style-type: none"> <li>• <b>Each service would reduce support staff by 1.5 full time equivalent posts.</b></li> <li>• <b>No staff would be affected as there are sufficient vacancies to absorb the change.</b></li> <li>• <b>At Grangemead only, night staff would lose half an hour from each shift they work.</b></li> </ul>
<b>Changes made in response to consultation feedback</b>	<ul style="list-style-type: none"> <li>• <b>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.</b></li> <li>• <b>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.</b></li> <li>• 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.</li> </ul>

### Central Management and Administration costs

<b>2017-2018 gross budget £557,000</b>		<b>Savings proposal £88,000</b>
<b>Central management and administration profile</b>	<ul style="list-style-type: none"> <li>• The senior management team for Learning Disability Services comprises seven management posts and three administrative posts.</li> </ul>	
<b>Proposal summary</b>	<ul style="list-style-type: none"> <li>• To delete two management (LMG1) posts and 0.5 administration post</li> </ul>	
<b>Number of people affected and impacted by the proposal</b>	<ul style="list-style-type: none"> <li>• Clients would not be directly affected.</li> </ul>	

<b>Number of staff affected and impacted by the proposal</b>	<ul style="list-style-type: none"> <li>• One Manager would be displaced. The remaining reduction would be found via vacant posts.</li> </ul>
<b>Changes made in response to consultation feedback</b>	<ul style="list-style-type: none"> <li>• As original proposal</li> </ul>

<b>Community Support Services (CSS)</b>	
<b>2017-2018 gross budget £2,553m Savings proposal £609,000</b>	
<b>Community Support services profile</b>	<ul style="list-style-type: none"> <li>• <b>134 people receive regular support in their own home from this service.</b></li> <li>• <b>A further 28 people receive active support from ChoicES, our supported employment team.</b></li> <li>• The service is countywide with teams based in three locations.</li> <li>• Each team is registered with, and regulated by, the Care Quality Commission.</li> <li>• The level of support provided ranges from one hour per week to 24 hours a day, seven days per week.</li> <li>• <b>36 people receive full 24 hour support.</b></li> </ul>
<b>Proposal summary</b>	<ul style="list-style-type: none"> <li>• <b>To provide services in future only to people who would be unsafe without this support.</b></li> <li>• <b>To reconfigure management arrangements for these teams.</b></li> <li>• <b>To reduce the supported employment service and revise the referral criteria such that the team focus on move on from day services only.</b></li> <li>• <b>To retain two Community Support Workers to provide outreach respite in people's own homes- to be introduced in April 2019.</b></li> </ul>
<b>Number of people affected and</b>	<ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>

<b>impacted by the proposal</b>	<p>This information would be formally ratified, if the proposals are agreed, through reviews with Care Managers.</p> <ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>
<b>Number of staff affected and impacted by the proposal</b>	<ul style="list-style-type: none"> <li>• <b>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.</b></li> <li>• <b>Team Leader posts would reduce from 10 to 5.5 FTE, with Service Manager posts reducing from two to one post.</b></li> <li>• Staff would be managed as one Countywide team, rather than three locality teams, with a distinct structure for Supported Living Services.</li> </ul>
<b>Changes made in response to consultation feedback</b>	<ul style="list-style-type: none"> <li>• <b>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.</b></li> <li>• 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</li> </ul>

- **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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## 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
<b>Total responses</b>	<b>495</b>

## 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.”

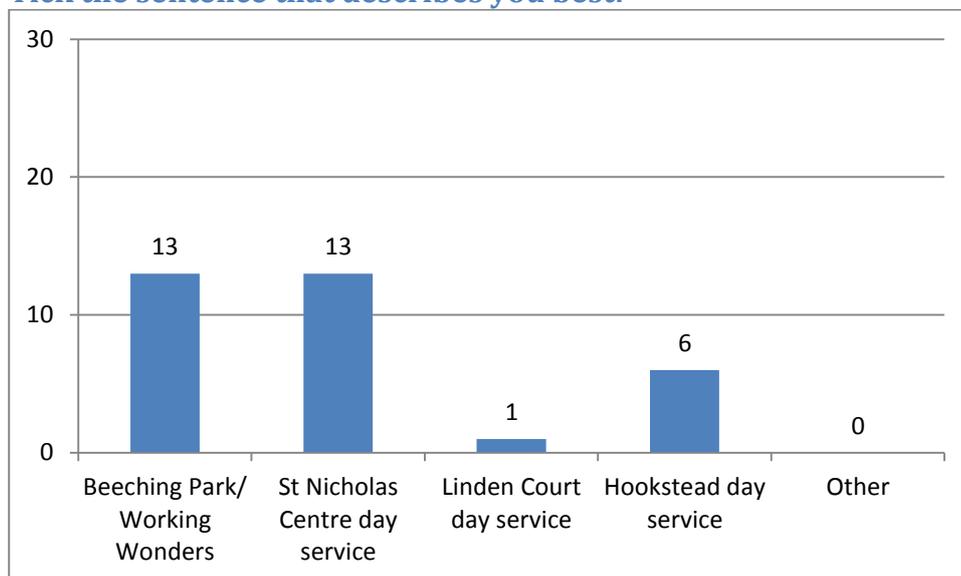
### **Supported employment**

“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.”

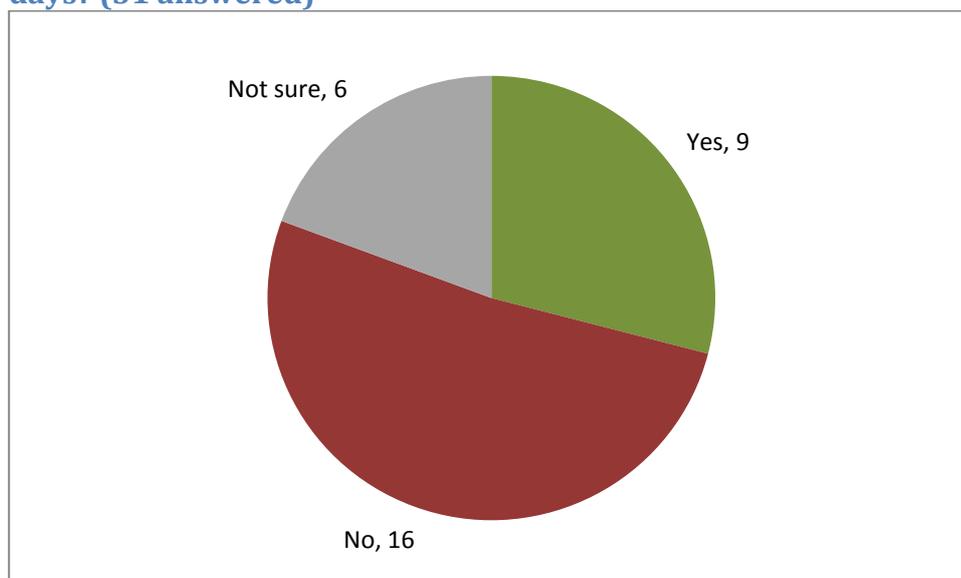
## Appendix 1: Client surveys

### 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)**

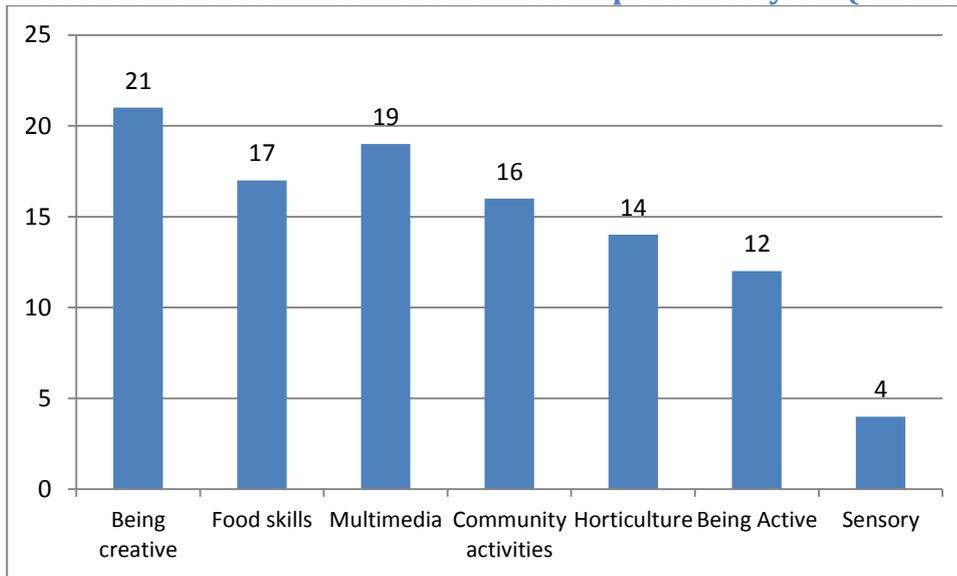
**Top theme:** They would miss sessions and activities that they enjoy on the day the service closed.

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

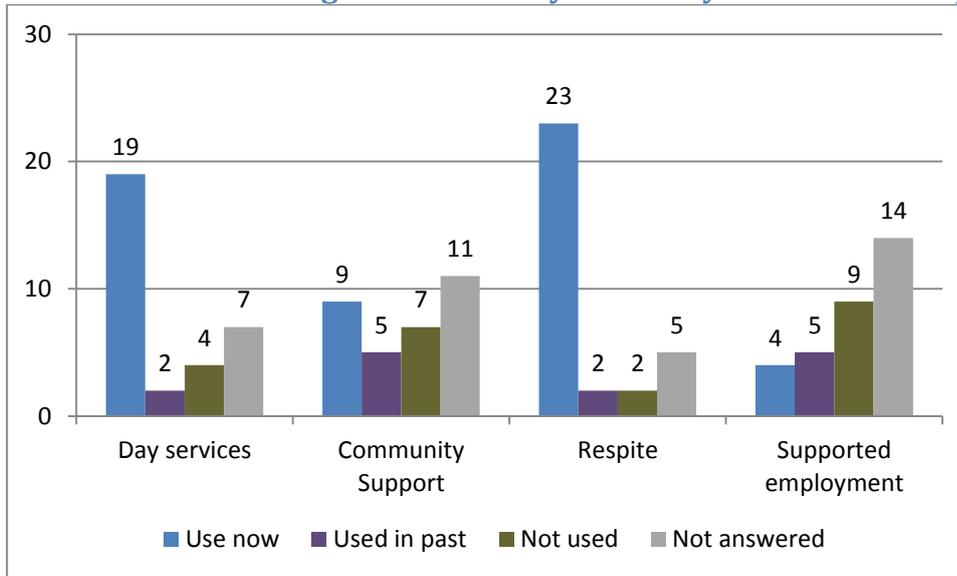
	Respondents	
Bi/Bisexual	3	4%
Heterosexual/Straight	36	47%
Gay woman/Lesbian	0	0%
Gay Man	1	1%
Other	0	0%
Prefer not to say	16	21%
Not answered	20	26%

## Marriage or civil partnership

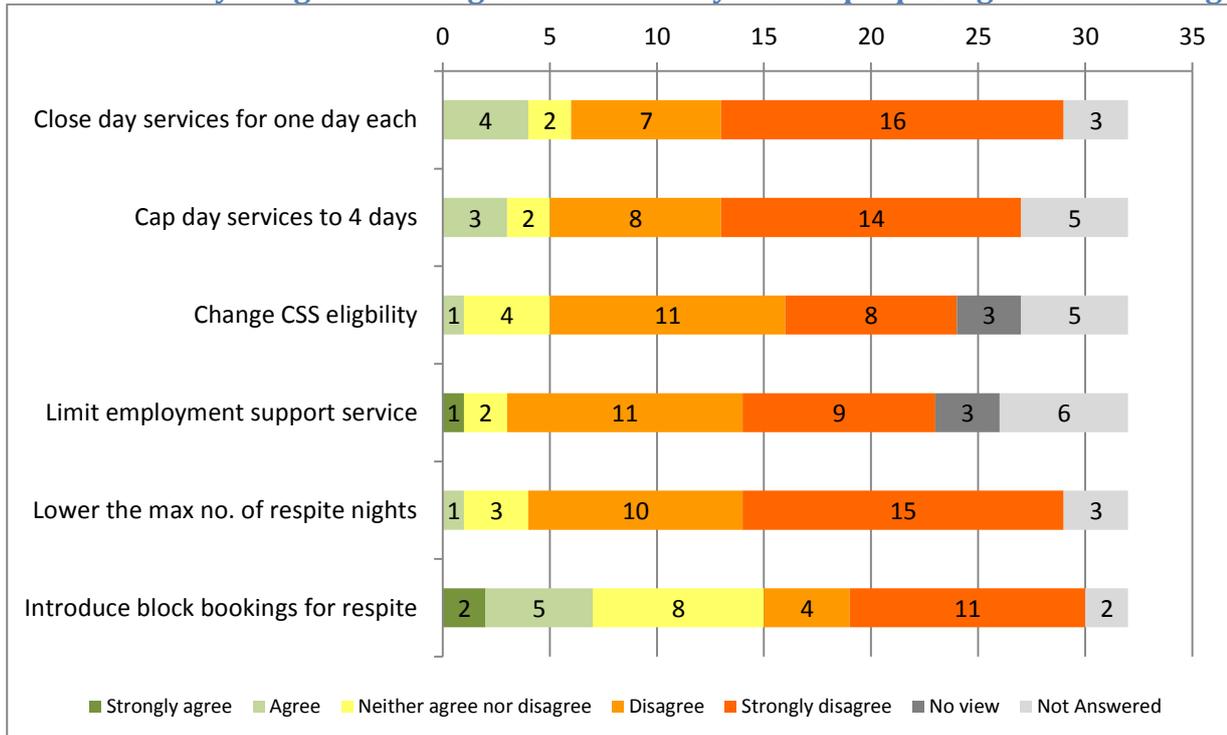
None of the respondents are married or in a civil partnership, while 3 are not. The rest (73 or 96%) did not answer the question.

## 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.

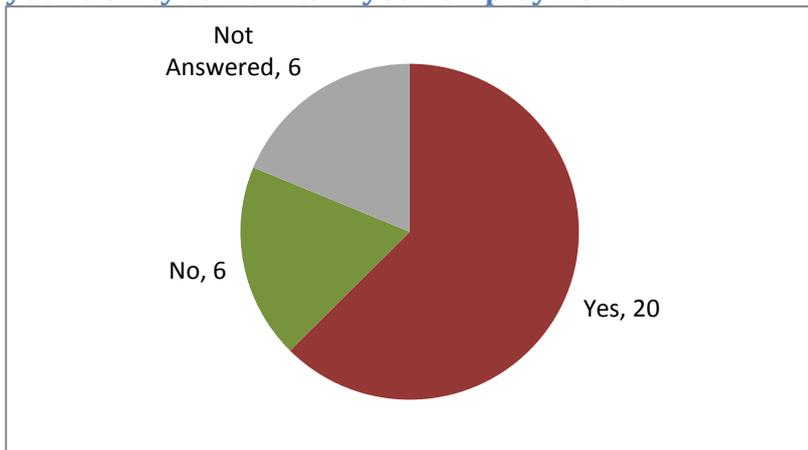
### How would you be affected by the proposals? (30 answered)

**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.

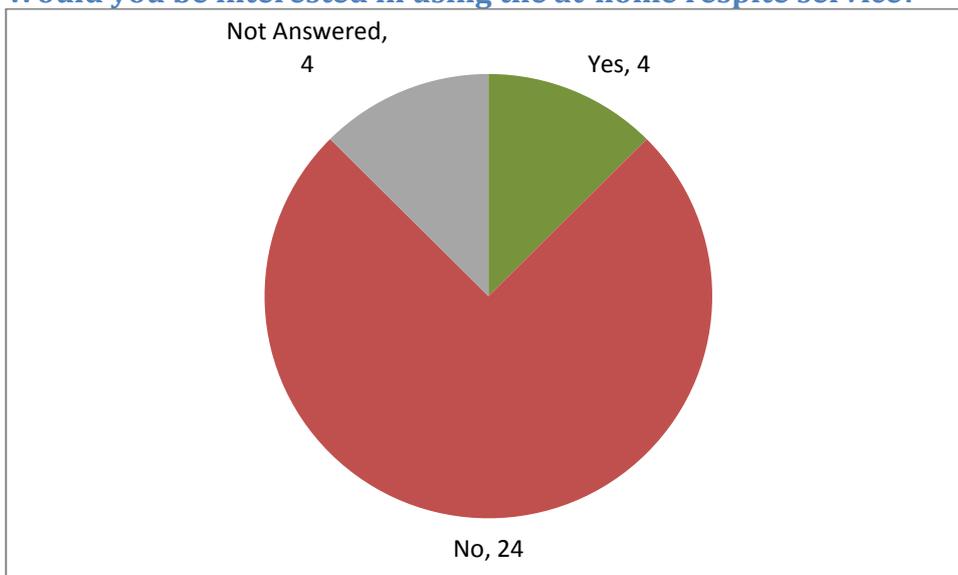
### What do you think about this proposal for who would use the community support service in future? (24 answered)

**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**

	<b>Respondents</b>		<b>Census</b>
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

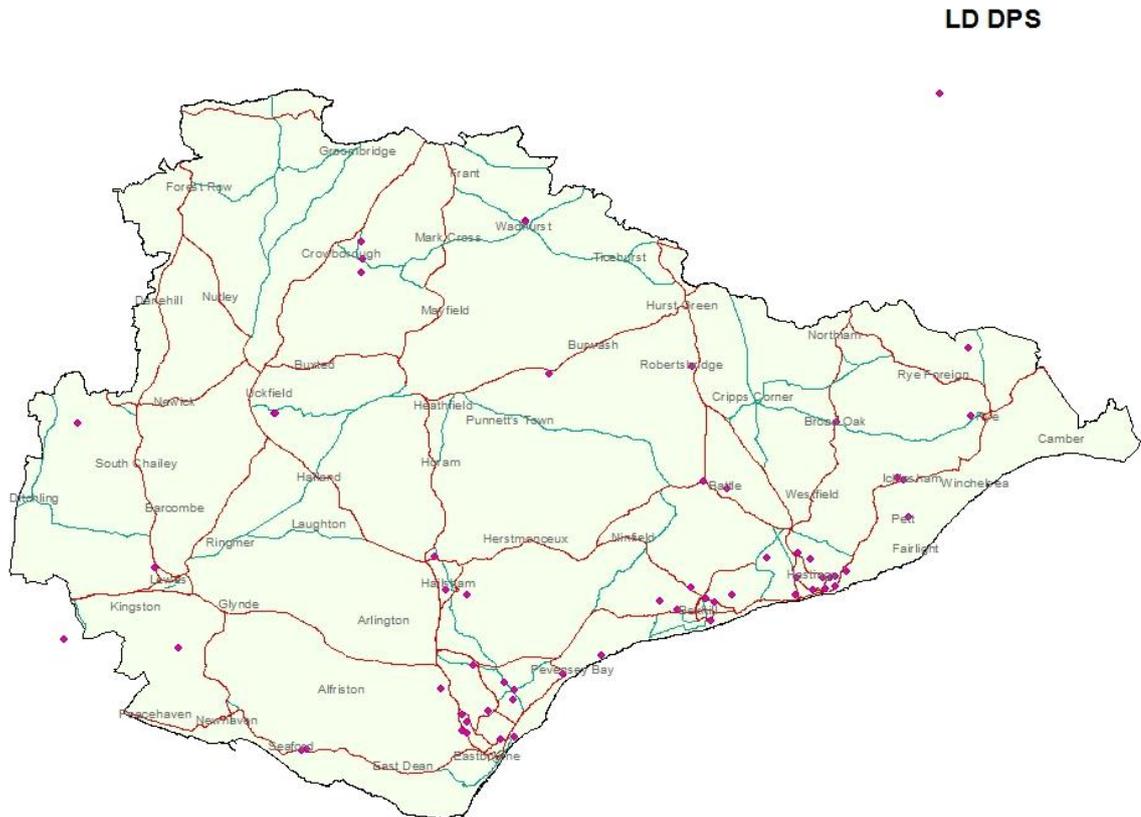
	Respondents	
Bi/Bisexual	2	5%
Heterosexual/Straight	27	66%
Gay woman/Lesbian	0	0%
Gay Man	0	0%
Other	0	0%
Prefer not to say	7	17%
Not answered	5	12%

## 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	
<b>Number of respondents:</b>	230
<b>When it was received:</b>	Before the consultation: 4 February: 4 March: 171 April: 51
<b>How it was received:</b>	Email: 13 Feedback form: 203 Letter: 9 Phone: 5
<b>Who it was from:</b>	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 8<sup>th</sup> 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 9<sup>th</sup> 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><b>Deployment of staff in Day Services:</b> 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><b>Management resources:</b> 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><b>Transport in day services:</b></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 &amp; 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><b>Efficient use of the Council's resources</b></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"> <li>- Care management; it is possible that buildings could be used for Occupational Therapy and Care management assessment clinics;</li> <li>- Training; the buildings may be used to facilitate staff training events and thus reduce the cost of external venues;</li> <li>- Transport; the vehicles may be used for other Council requirements thus reducing spend on contract vehicles.</li> </ul>	<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		