

Appendix 1

ASC savings consultation 2019 Support for working age adults



Date: August 2019

Document summary

Results from the ASC savings consultation on support for working age adults carried out between June and August 2019.

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About this document:

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Background

We want to improve the way we support working age adults, building on their strengths, providing care that maximises their independence and supporting more people to stay living at home. This will ensure our limited budget is spent on meeting eligible needs in the best and most cost-effective way.

A working age adult is someone aged between 18 and 64. Long-term care means someone has met the Care Act eligibility criteria to receive ongoing support from us.

Why we consulted

Our research showed that we spend more on packages of care for working age adults than similar local authorities. We are providing long-term care to more people and have a higher number who are receiving their care in a residential setting.

We had a budgeted spend on working age adults of nearly £50 million net last year. There are currently over 2,500 working age adults receiving a long-term package of care from us. We are planning to save £247,000 from the budget this year and a similar amount next year.

We want to use this consultation to share our research and find out what partners, providers and people think about what we are proposing to do next.

Please note that we have continued to review people's needs as normal during the consultation period.

What we did

We consulted on support for working age adults between 4 June and 13 August 2019.

The consultation was promoted through a press release, via social media, in email briefings, in our enewsletters to staff and the public, in enewsletters run by other organisations, and at relevant groups and forums.

We targeted the following stakeholders:

- organisations such as partners, providers, voluntary organisations, and groups,
- people working at the Council and working in social care and health for other organisations, and
- people who receive support, their families and carers, and members of the public.

Everyone had the option of completing an online or paper survey, or giving us their feedback over the phone, by email, or by letter.

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. In some cases people may have taken part using more than one response method.

How they took part	Total respondents
Survey for people who receive support, their family and carers, people working in health and social care, and members of the public	63
Survey for East Sussex County Council staff	8
Survey for organisation and group responses	0
Other feedback (Email, letter, call, video, feedback form)	Individuals: 3 Organisations or groups: 3
Total responses	77

About this report

The main report covers key messages from across the consultation and the top themes covered in each of the various response methods. The appendices provide the full results, including data and comment themes for each of the different response methods.

Please note that comments may cover multiple themes, so the number of people answering a question won't reflect the number of respondents for the identified comment themes.

What happens next

The Council's Lead Member for adult social care will consider the recommendations, the consultation results and the Equality Impact Assessment on 24 September 2019. The raw responses received in the consultation will be made available to Councillors in Members Papers.

Key messages

This section provides a summary of the key messages from the consultation. These reflect the feedback received from organisations, groups and individuals across surveys and other feedback such as emails.

- Some people felt the results were to be expected given our location, the cost of housing, and people's level of need.
- Those who were surprised to find that we are an outlier in terms of spend, tended to cite the fact that we have more older people living in the county.
- People are generally supportive of the action plan and feel that in principle it is a sensible approach to take.
- There is concern about the fact that the proposals come with savings attached, as people feel it should be about what is needed and not about making cuts.
- The focus must be on the individual and reviews should be about people's needs and aims and the best way of meeting those.
- People are worried that their support, which they feel is working well, would change or be reduced, and this would affect their daily living and quality of life.
- The families and carers of people receiving support are concerned about it reducing and more pressure being put on them. This is a particular concern for older parents who are caring for grown-up children.
- Due to the need to make savings, the review process would cause uncertainty and stress for people who receive support and their families and carers.
- The right sort of support and services for this age group need to be widely available if more people are to have their needs met by support provided in the community.
- People feel that the infrastructure and accommodation options may not be there to support people in the new ways that are proposed.
- It could be particularly challenging to change the way we support working age adults living in the rural areas of the county, as the availability of accommodation, support and services may be more limited.
- The main suggestion was to cut/freeze pay for workers, such as senior staff, councillors, and pay for all staff.
- Statutory partners are keen to be involved in any future work and consulted further, particularly in relation to housing and accommodation support.

Themes by response method

This section covers the top themes for each question. Where there weren't any top themes that category has been left out of that section in the table. For a more detailed breakdown of answers including all the data and themes please see the relevant appendix as noted in the table below.

Clients, public etc survey (see appendix 1)

About the respondents:

- the respondents were mainly spread across members of the public, clients and carers.

Results of the research top themes:

- people weren't surprised about the results, typically due to our location, the cost of housing, the demographics of the county and people's level of need; and
- people were surprised that we are an outlier, partly because we have more older people living in the county than most other areas.

The action plan top themes:

- it is a good action plan and it makes sense to look at the identified areas; and
- reviews should focus on the individual and their needs and aims, and not be about making savings.

The main challenges top themes:

- ensuring that services are available to support more people and their carers in the community, providing packages that meet their needs, and offering them choice; and
- the impact on people who receive support and their families, including uncertainty and stress during a time of change.

Other comments and suggestions top themes:

- people made suggestions about other ways of doing things; in some cases these related to national policy decisions, while in others it was local issues such as other ways of making savings or how support is provided.

ESCC staff survey (see appendix 2)

About the respondents:

- most of the staff respondents work in adult social care.

Results of the research top themes:

- people weren't surprised by the results given our population and people's level of need; and

- people were surprised to find out the Council is an outlier in terms of its spend.

The action plan top themes:

- people agree with the action plan and think it should go ahead.

The main challenges top themes:

- deciding who gets support and the risk that people don't get the support they need; and
- whether services are available to deliver what is needed.

How we prioritise reviews top themes:

- by cost of package; or
- primary support need.

Other feedback via letter, email etc (see appendix 4)

Organisation and group feedback

The main challenges top themes:

- concern about whether services, infrastructure and accommodation options are there to support people in the new ways that are proposed; and
- the challenges faced in different localities, particularly the rural areas of the county.

Other comments and suggestions top themes:

- statutory partners are keen to be involved in any future work and consulted further; and
- concern about the funding cuts impacting on people's ability to meeting their housing costs.

Individual feedback

The main challenges top themes:

- concern about whether there are suitable services available, both in the community and residential services, that can appropriately support this age group.

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 messages or top themes.

- “Not surprised. South east has higher concentration of people and is more expensive to live in general.”
- “I'm a little surprised that it is working age adults on which you spend more than other councils on care packages, given the county's demographic. This may indicate you are doing better than other councils, or that your criteria are less stringent.”
- “What exactly do you mean by similar authorities? We may have a different

demographic and there [may be] many reasons we spend more. Maybe other authorities are not funding enough. Care must always be person centre[d]. How can you compare unless you are doing it on an individual basis.”

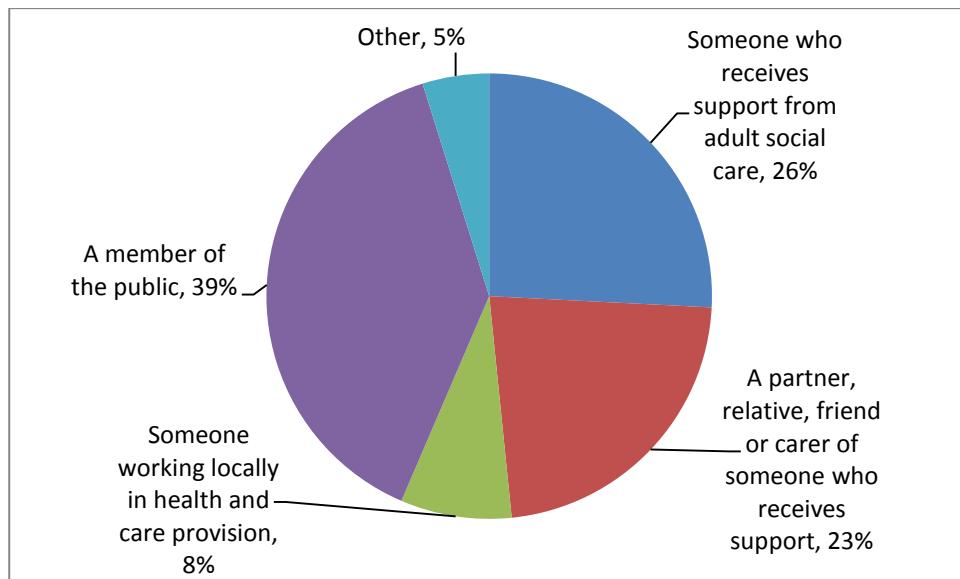
- “It makes me scared you are going to cut my care package. I am a severely disabled mum with two children. I have impairment affecting … [my] limbs and work part time. In order to get to work I need help to wash and dress. Without my care package I cannot work.”
- “Rather than concentrating on the cuts and providing only information relating to the expense created by support, why not provide those involved in the consultation with an example of your plans for alternative support when you make the cuts proposed?”
- “Keep communicating with us with clarity. This is extremely stressful.”
- “I am somewhat surprised you are not already continually reviewing the aspects as proposed! It is surely obvious that support should be tailored to changing individual need. Individual assessment reviews (formal or informal) are subjective and therefore it is essential staff are professional and maintain core values and policy without fear or favour.”
- “Reviews are important, but you need to review every person as an individual. The outcome of the reviews should not be linked to saving money but to what a person needs.”
- “Everyone should have an individual care plan. Why lump everyone into a one size fits all box. All disabilities are individual. Even those with the same disability have different needs.”
- “I think it can only be considered sensible to see how other councils are keeping their cost down and adopt good practice when found.”
- “It is sensible to review people’s care packages – we meet a number of people who receive support from the County Council but find it difficult to see how their package has been worked out and sometimes why they receive a lot more support than others in similar positions.”
- “You have cut all services that could be accessed. My relative … is not old enough to access the care/support he would benefit from as he is too young. He is very isolated in a social housing bungalow out of town.”
- “With regards to looking at community services; for LD these were massively cut in the last round with Choices going entirely. Ordering/grouping reviews makes them less personalised, not more; plus the level of support can go up as well as down.”
- “[P]ackages of care should be the last resort following an Occupational Therapist’s assessment and intervention in relation to the 10 Outcomes and well-being. OTs should be consulted when planning packages of care and when considering long-term care.”
- “One of the main challenges in supporting people differently is the limited availability of all forms of accommodation across the Wealden District and the County as a whole. This means that households living within residential settings wishing to transition to independent living may be impacted upon by the availability of accommodation.”

Appendix 1: Clients and public etc survey

All comment themes covered by two or more people are included in this report. The raw responses received in the consultation will be made available to Councillors in Members Papers.

Are you completing the survey as:

(62 people answered; 1 person did not)



What do you think about the results of our research?

(56 people answered; 7 people did not)

Top themes: There was a fairly even split between people who weren't surprised about the results, typically due to our location, the cost of housing, the demographics of the county and people's level of need (14 comments); and people who were surprised that we are an outlier, partly because we have more older people living in the county than most other areas (11).

The other key themes mentioned by more than one person were:

- About how services help support people and concern from people who receive support and the public about the impact on people if people's support is reduced (9).
- More detail is needed to understand the differences; for example, the statistics should be compared by age profile and type of disability, or what people need help with (5).
- The reasons why the Council might spend more on supporting people, such as the cost of housing and the population demographics (5).
- Community support and person-centred care should be the focus (4).
- The research is irrelevant, as it's just about cutting services (2).
- Concerned at the amount that is being spent on this type of support (2).

- It isn't relevant to compare support against what other local authorities are providing (2).
- Services that are being provided by other organisations and funded by the Council aren't always up to the job (2).

What do you think about the proposed action plan?

(59 people answered; 4 people did not)

Top theme: People felt that it was a good action plan and that it made sense to look at the identified areas, particularly reviewing the support people get (18 comments).

The other key themes mentioned by more than one person were:

- A review should focus on the individual and their needs and aims and not be about making savings (11).
- It is really about cuts and not about improving support and services (7).
- They worried about what it would mean for them if their support was cut (5).
- The Council should already be reviewing regularly to make sure people's needs are met (4).
- More care in the community is good in principle, but it must be recognised that sometimes residential care is more appropriate, and it mustn't put more pressure on families (3).
- Rather than cut support, look at reducing salaries paid to top council employees (2).
- There isn't enough detail in the action plan (2).

What will the main challenges be in supporting people differently?

(55 people answered; 8 people did not)

Top theme: Ensuring that the services are available to support more people and their carers in the community, providing packages that meet their needs, and offering choice to people (15 comments).

The other key themes mentioned by more than one person were:

- The impact on people who receive support and their families, including uncertainty and stress, more pressure put on families, and changes to the people who support them (12).
- Ensuring those who need support get a care package that meets their needs and doesn't leave them unable to cope (7).
- Communication can be hard during a time of change and not everyone will accept the need to make changes (7).
- Attracting and retaining enough trained staff to provide community services (6).
- To provide support that is still person-centred and focused on need (6).
- The Council should work with the voluntary sector more to support this group of people (2).
- The limited budget (2).

Do you have any other comments or suggestions?

(38 people answered; 25 people did not)

Top theme: The top theme was people making suggestions; in some cases this was about national policy and decisions, while in others it was local issues such as other ways of making savings or how support is provided (9 comments).

The other key themes mentioned by more than one person were:

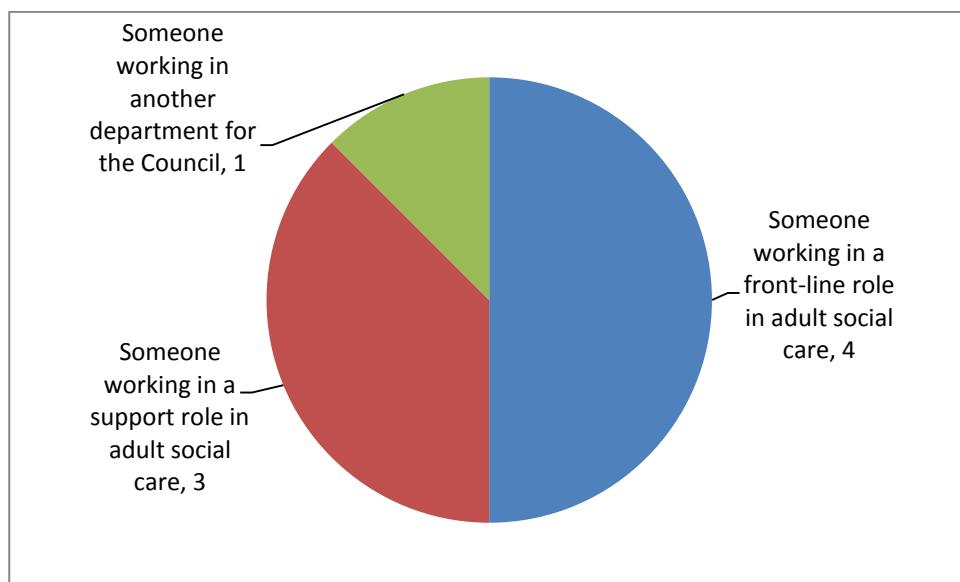
- The need to focus on the individual and what they want to achieve (5).
- The Council should lobby the government for more funding for East Sussex (2).
- Concerned about the impact of reductions on people and their support (2).
- The consultation should have provided information about the plan and what the alternative support would look like (2).
- It is short sighted to keep reducing funding and could be more expensive in the longer term (2).

Appendix 2: ESCC staff survey

All comment themes covered by two or more people are included in this report. The raw responses received in the consultation will be made available to Councillors in Members Papers.

Are you completing the survey as:

(Everyone answered the question)



What do you think about the results of our research?

(Everyone answered the question)

Top themes: There was an even split between people who said they weren't surprised by the results given our population and people's level of need (3 comments); and people who were surprised to find out the Council is an outlier in terms of its spend (3).

There weren't any other key themes mentioned by more than one person.

What do you think about the proposed action plan?

(Everyone answered the question)

Top theme: People agree with the action plan and think it should go ahead (4 comments).

The other key themes mentioned by more than one person were:

- Concern that previous cuts have reduced the services available to support people, particularly for learning disability clients (3).
- Reducing packages could increase the number of people without any support and increase the risk of neglect (2).

What will the main challenges be in supporting people differently?

(Everyone answered the question)

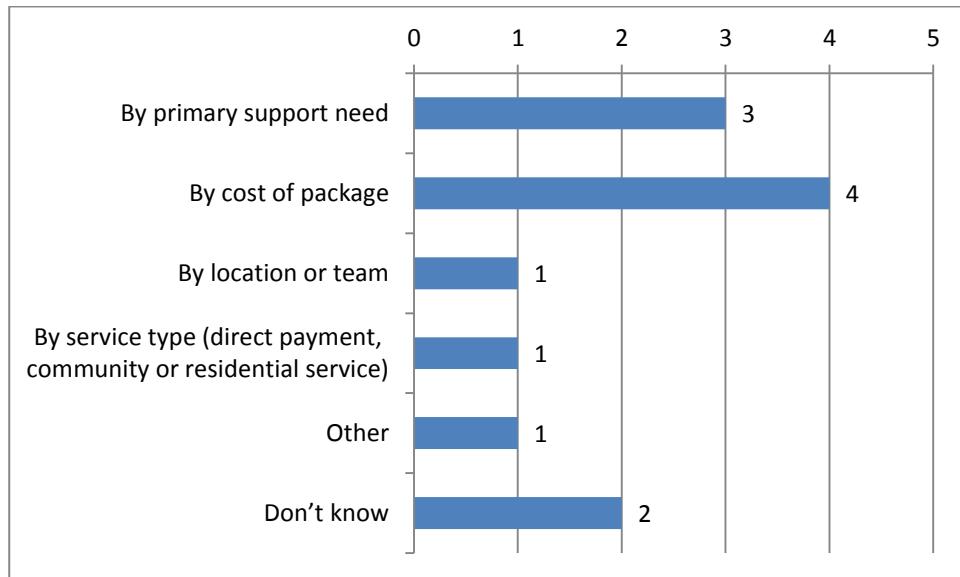
Top themes: Deciding who gets support and the risk that people don't get the support they need (3 comments); and whether services are available to deliver what is needed (3).

The other key theme mentioned by more than one person was:

- People being resistant to change and managing the culture shift to the new way of working (2).

How do you think we should prioritise any reviews programme?

(Everyone answered the question)



Do you have any other comments or suggestions?

(5 people answered; 3 people did not)

There weren't any other key themes mentioned by more than one person.

Appendix 3: Equalities information

All individuals who completed a survey, apart from Council staff, were given the option of completing the ‘about you’ equality questions. This section provides the combined responses for both groups.

Gender

	Respondents	Census
Male	17	27%
Female	36	57%
Prefer not to say	7	11%
Not answered	3	5%

Transgender

No one identified as transgender, while 81% (51) answered ‘no’ and 16% (10) chose prefer not to say. 3% (2) people did not answer the question.

Age

	Respondents	Census
under 18	0	0%
18-24	1	2%
25-34	6	10%
35-44	4	6%
45-54	12	19%
55-59	9	14%
60-64	6	10%
65-74	15	24%
75+	2	3%
Prefer not to say	6	10%
Not Answered	2	3%

Location of respondent

62% (39) provided their post code, 33% (21) chose prefer not to say. 5% (3) did not answer.

Working Age Adults



14/08/2019

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Note: points may represent multiple addresses at the same postcode

Ethnicity

	Respondents	Census	
White British	52	83%	
White Irish	0	0%	
White Gypsy/Roma	0	0%	98%
White Irish Traveller	0	0%	
White other*	0	0%	
Mixed White and Black Caribbean	0	0%	
Mixed White and Black African	0	0%	0.5%
Mixed White and Asian	0	0%	
Mixed other*	2	3%	
Asian or Asian British Indian	0	0%	
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	0.6%
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%
Prefer not to say	6	10%	
Other ethnic group	1	2%	N/A
Not Answered	2	3%	N/A

Disability

Respondents		
Yes	23	37%
No	34	54%
Prefer not to say	4	6%
Not answered	2	3%

Impairment type

Please note that this is a multiple choice question. The percentage is calculated based on the total respondent numbers to the survey.

Respondents		
Physical impairment	14	22%
Sensory impairment (hearing and sight)	3	5%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	6	10%
Mental health condition	7	11%
Learning disability	8	13%
Other	4	6%
Prefer not to say	0	0%

Religion

46% (29) of respondents consider themselves to have a religion or belief, while 38% (24) do not, and 11% (7) chose prefer not to say. 5% (3) did not answer the question.

Stated religion or belief

Fewer people answered this question than the previous one about whether they have a religion or belief.

	Respondents	Census
Christian	24	38%
Buddhist	1	2%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
Other*	3	5%
Not Answered	35	56%

Sexuality

	Respondents	
Bi/Bisexual	3	5%
Heterosexual/Straight	42	67%
Gay woman/Lesbian	1	2%
Gay man	0	0%
Other	0	0%
Prefer not to say	12	19%
Not Answered	5	8%

Marriage or civil partnership

41% (26) of respondents are married or in a civil partnership, while 38% (24) are not, and 17% (11) chose prefer not to say. 3% (2) people did not answer the question.

Appendix 4: Other feedback

Organisation and group feedback

We received responses from the following organisations and groups:

- Inclusion Advisory Group (IAG)
- Rother District Council (RDC)
- Wealden District Council (WDC)

The table below provides a summary of the key points raised by each organisation. The raw responses will be made available to Councillors in Members Papers.

Organisation or group	Date received	Summary of key points
IAG	5 June	<ul style="list-style-type: none">• More proactive, strength based assessments would be beneficial.• People want to stay in the community and not go into care, but the infrastructure for people to stay in the community is decreasing, generating more work for carers.• Suggestions included: mental health support groups to help people while they are waiting to be seen by a medical professional; and more work-at-home options, so people can feel they are still contributing to the community.
WDC	7 Aug	<ul style="list-style-type: none">• Recognise that there are a number of headline issues that need to be considered, including ageing population, rural challenges, access to care, user choice, no “one size fits all” solutions, Brexit, and potential funding changes, and ESCC needs to find a way to prioritise adults in need of care and support.• Any service reviews should take into account the variety of demands and unique circumstances evident in the different districts and boroughs across East Sussex to ensure that the needs of those in rural districts are taken into account alongside those in urban areas.• Local authorities and wider organisations need to be involved at an early stage as any changes will impact on what is delivered and how support is given to individuals.• Regarding the action plan, they offer support in seeking to identify different types of settings which may be able to bring the costs of care and support down for the authority.• One of the main challenges is the limited availability of

		<p>all forms of accommodation across the Wealden District and the county as a whole. Households living within residential settings wishing to transition to independent living may be impacted upon by the availability of accommodation.</p> <ul style="list-style-type: none"> • Another challenge is the availability of support and care providers in the community. • They offer support on working together on both issues and looking at providing purpose-built accommodation within the district. • They suggest some additional areas that could be considered for the action plan, including: improved partnership working; streamlining services; prevention; and self-serve advice and support.
RDC	13 Aug	<ul style="list-style-type: none"> • The research is limited, as it does not provide data specific to Rother and it is not always clear what services people are receiving. This makes it harder to understand the impact of the proposed cuts. • Concerned that the level of mental health support packages being provided appears low compared with other support groups, and given the levels of increased mental health cases they have seen approach them as homeless. • Approximately a third of all cases currently in temporary accommodation have a mental health issue, yet do not appear to meet the required threshold for qualifying support needs. • Their housing team do not have the skill sets to deal with such cases. This gap in service provision could be further exacerbated by these cuts, putting clients at risk of being unable to sustain future tenancies. • Concerned about the impact on learning disability clients, particularly in terms of putting their housing at risk as this is not an area of need the housing team are appropriately equipped to respond to. • The action plan is welcomed as a sensible rational approach for reviewing areas of potential higher spend. • A predetermined saving is assumed, whereas in reality reviews could well lead to increases in eligible support needs. • Not clear what services in the community will plug the gap, how sustainable it is to rely on existing services given wider cuts, or how additional or future needs identified will be met.

		<ul style="list-style-type: none"> • Rother is predominately rural and of particular concern would be the loss of funding to vulnerable residents living in rural communities who already face existing barriers due to the lack of voluntary services compared with urban areas, and issues around costs of transport/reduced public transport services, increased fuel poverty, putting this client group at greater risk of the funding cuts proposed. • A key concern is that the funding cuts may impact on the ability for clients to meet their housing costs, particularly as Local Housing Allowance rates are low relative to market levels in the Rother district. Sustaining housing provision is paramount to meeting the client's wider support needs. • It is difficult at this stage to fully assess the impact on their residents and their ability/capacity to appropriately respond. They request that there should be further consultation with partners before the action plan is implemented. • They want to understand if the proposals in the consultation will impact on existing work they are doing around specialist accommodation in the county for people with autism/mental health and forensic needs.
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Individual feedback

All comment themes covered by two or more people are included in this report. The raw responses received in the consultation will be made available to Councillors in Members Papers.

About the respondents and feedback	
Number of respondents:	3
When it was received:	June: 0 July: 2 Aug: 1
How it was received:	Email: 3
Who it was from:	Carer: 1 Member of public: 1 Worker: 1

Top theme: Concern about whether there are suitable services available, both in the community and residential services that can appropriately support this age group (2).

There weren't any other key themes mentioned by more than one person.

Sample quotes

- "... Over the years so many good services have been cut or removed such as Day centres, weekend support clubs such as Youthability and Circles, Opportunity Playgroups, community physiotherapy, community nursing team, occupational therapy, and speech and language therapy. These all provided essential support to disabled people in the community and their families. If these had not been removed then fewer disabled people would have needed to use the more expensive care and nursing homes..."
- "... [W]e have seen increasing referrals for WAA into our home, and the conversation that takes place every single time with brokerage is about the nature of the other older adults in our service and their impact on a younger individual ... with the inevitable answer being there's a lack of available services for that age range. This service gap needs to be filled. A suitable range of residential services for WAA that focuses on recovery and reablement in a more appropriate clientèle range. Surely this would benefit their recovery and prospects in a service that is specifically geared to support this age group."

Appendix 5: Suggestions across all feedback

The top themes for suggestions covered across all the response methods were:

- Cut/freeze pay for workers, such as senior staff, councillors, and pay for all staff (4).
- Look at cutting other costs. Examples given were expensive leaflets and improving the service provided by the Blue Badges team (2).

The lists below are organised by topic and cover suggestions made by one person.

Suggestions about service provision:

- Better auditing of residential services to improve care and support.
- Improved partnership working with greater awareness and alignment of services from statutory and third sector partners and social prescribing.
- Mental health support groups to help people while they are waiting to be seen by a medical professional.
- Decision makers to spend time with clients to understand how they experience services.
- Better oversight of direct payments.
- Reduce respite costs by looking at supported accommodation models.
- Look at encouraging market development of residential services targeted at working age adults and focusing on recovery and reablement.
- Self-serve advice and support be offered through improved digital resources to support clients where appropriate.
- More community volunteers to support people and plug gaps.

Suggestions about assessments and support planning:

- Challenge bad practice in assessment through a stronger complaints system.
- Look at how changes to packages of care are agreed to streamline and improve the process.
- Involve Occupational Therapists in planning all packages of long-term care.
- Make sure people are receiving all the benefits they are entitled to.
- Staff need a clear and consistent message to share with clients about what is changing and why.

More general suggestions relating to national policy and decisions:

- Provide a salary for family members for providing home care as much cheaper than residential care.
- National funding of social care would be fairer.
- More work-at-home options, so people can feel they are still contributing to the community.
- Create a single local authority across Sussex to save money.