

Appendix 1: Consultation results report

Milton Grange day service

About this consultation

This consultation is about the proposal to stop providing the day service at Milton Grange and support people to access alternative services in the community. It started on 3 October and closed on 28 November 2024.

Taking part in the consultation

The consultation survey was available to complete online and people could download a printable version. Emails, letters and feedback in phone calls were also accepted.

All of the consultations were promoted in our newsletters for residents, providers and staff. We also shared news stories with partners in the statutory and voluntary sectors to include in their newsletters for residents, organisations and staff.

General posters were shared with library teams and each affected service had a dedicated poster to put up in their service or building.

The consultations were widely promoted in the local media and consultation leads talked about the proposals at relevant stakeholder meetings. Consultation meetings with those who use the service and their families and carers also took place.

Who took part in the consultation

We received 284 responses to this consultation. The table below shows the different ways in which people took part. We also had 3 late responses received after the consultation closed (2 via email/letter and 1 survey).

Respondent method	Total
Survey	206
Email and letters	16
Consultation meetings (attendees)	62

There were also 10 responses submitted by email or letter that addressed all of the consultations more generally. A general petition opposing the funding gap proposals was submitted by Lewes Liberal Democrats. It was signed by 100 people. There is also a petition about this specific proposal. This had over 1,500 signatures when this report was finalised in January 2025.

People were given the option of answering ‘about you’ equality questions in the survey, with 67% choosing to do so.

- About a third (32%) of respondents were from the Eastbourne area, followed by 14% from Wealden, while the majority of respondents didn’t provide a postcode.
- Just under half of respondents (48%) were female. However, a third (32%) of respondents didn’t disclose their gender.
- The largest group of respondents (41%) were family members or carers of someone who uses or has used the service, followed by people who live in East Sussex (21%).
- We asked which days people attended the service and we had a good mix of respondents from across the week.

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across surveys, meetings and other feedback such as emails and letters.

- Most people (87%) strongly disagree with the proposal to close the day service at Milton Grange, with only 4% agreeing.
- People say that the service is a vital lifeline for those who attend and is crucial in providing respite for their family and carers.
- It is seen as much more than just a place where people go for the day, as it provides valuable socialisation and mental stimulation.
- Staff and the family and carers of those who attend feel the service helps to prevent people’s needs becoming more complex.
- Both the service and staff are praised, with a number of comments about the high quality support that is offered at Milton Grange.
- Many people said this is the only service of its sort and the specialist skills and knowledge of the staff are valued.
- Closing the service would be short sighted and is likely to lead to people needing to access more expensive support. This would increase costs for the Council in the long run instead of saving money, and would also increase costs and pressures on other services.
- Closure would also have a significant negative impact for the family and carers of those who attend the service, increasing the burden on them and affecting their ability to get respite from their role as a carer.
- In some cases it would also affect carers’ ability to maintain their employment and may mean their family member had to go into residential care.

- As most who use the service are older people, they would be at increased risk of isolation if the service closed, as well as it affecting their mental and physical health.
- The staff working at the day service have specialist skills and knowledge that aren't on offer from other services. Without this specialist support it is likely that people's dementia will worsen more quickly.
- The end result is likely to be a loss of independence, and people going into residential care before they would have needed to if the service remained open.
- There is concern about how suitable any alternative options would be, both in terms of the support on offer and also because of the potential travel time.
- People urged the Council not to close the service and instead find savings elsewhere - for example, cutting wages for senior staff.
- Other common suggestions included charging people more for using the service and reducing the number of hours it operates for.

Sample quotes

These comments are a small selection of the responses we received in the consultation. They reflect the key themes or offer a specific suggestion.

Organisation comments:

- **Age UK East Sussex:** "Scanning the health and care market, we are uncertain that appropriate alternative provision or community support exists. Whilst ESCC understands its statutory duties to eligible local people under the Care Act, we believe there is significant risk that appropriate support does not exist. In any transition to whatever alternatives might exist, we believe that there is a potential risk that dignity of care and choice will not be available for those affected."
- **Eastbourne Borough Council:** "[W]e have significant concerns about the proposals relating to Milton Grange in Eastbourne as we know that this service provides a lifeline for those who rely on these services for day care, and their carers for respite."
- **Healthwatch East Sussex:** "There is a risk that closing the Milton Grange day service for older adults with complex needs may increase demand for more expensive residential placements, particularly if it proves difficult to identify alternative provision in the independent sector."
- **NHS Sussex:** "The growing demands, in the context of an ageing population, increasing prevalence of long-term conditions and multi-morbidity, highlight the importance of focusing on prevention and early intervention, part of which is the strengthening of social and community networks."

- **Sussex Partnership NHS Foundation Trust:** “These services provide day care to people with a diagnosis of dementia. People with moderate to advanced dementia may present with challenges such as communication difficulties, distressed behaviour that may be challenging to carers and bring risks to self or others, swallowing difficulties (dysphagia), difficulties accepting nutrition and difficulties accepting support with personal care - these occurring alongside long-term health conditions and frailty. Attendance at these centres brings dual benefits, to both the person living with dementia and their carer/s.”
- **Wealden Citizens Advice:** “Activities that include cognitive stimulation are extremely important for those living with dementia. This day centre is special as it has teams who know about dementia and know how to care for those living with dementia. There is nowhere else for these clients to attend. The dementia cafes are already seeing an increase in attendance from those who have nowhere else to attend and these sessions are only for a few hours in the afternoons at various locations.”

Individual comments:

- “There are not enough places at the moment, & I doubt if the private sector could open up more, as there are just not the facilities to do so.”
- “Discontinuing this service will leave carers, partners and relatives to carry the burden. However, people access this service because they have reached the point where they are struggling to carry the burden. It is likely that without the service carers, partners and relatives will fail to cope altogether...They will then ask for full-time help, actually increasing the burden on care services, not reducing [it].”
- “This service gives my husband valuable interaction with other people, [and] provides me with some desperately important time to myself. I use this time for essential medical appointments as I have my own health issues. Because of my husband's dementia this regular routine is absolutely vital to his mental wellbeing. [He] needs structure and consistency.”
- “This is one of the very few services to support older people...The staff provide excellent care [to] help spot changes early in people's health and refer on to other professionals. As an allied health professional who works in the community, I do not know of another day centre for the older person in the Eastbourne, Hailsham and Seaford area that provides such regular support and care.”
- “Everything about this place is lovely. The clients, their families, my colleagues and the management team. We are all like a big family! There is no other place like Milton Grange.”
- “This service has made the world of difference to my mother who has Alzheimer's. It means she has somewhere to go where she is socialising and engaging with other people. Her mood has improved and she is a lot happier. Without this centre she is isolated and spends her days alone. This is a vital service and should stay open.”

- “This will have a massive impact on families locally, and it’s a short-sighted plan. You will increase hospital admissions by doing this, and this will also cause carer burnout for families.”
- “My mother attended the day care for a number of years. It was a lifeline for her and us as her carers during what was a horrific time. There were no alternatives that I could find.”
- “This service provides help to myself and to my wife who cares full-time for me including during the night...Milton Grange gives me a change of scenery and more social interactions than at home. It is vital for my wife to have a break from her continual caring role.”
- “If Milton Grange is closed, there are no other services locally for older people with dementia. The idea they can be cared for in the community is not really an option.”
- “I want to do the best for my clients, and this would have a direct impact on making this at best difficult and at worst impossible for a lot of them. I know when I am referring to Milton Grange that the service and staff are excellent. I do not have the same confidence in any of the other alternative services in the area.”
- “We are a heavily elderly community. Therefore it is a priority to have these facilities. In fact we need more in this area.”
- “[If the proposal goes ahead] I would need to find somewhere else for my mother to go, as this is really the only socialisation she gets. That would confuse her even more and may mean she would have to go into residential care sooner.”
- “My husband was diagnosed with early onset Alzheimer's [year given]. Caring for him 24/7 has been challenging, leaving me frequently exhausted and emotionally drained. Our saving grace has been the Milton Grange Day Centre, a beacon of light for us...Milton Grange is more than just a building; it provides essential respite care for families like mine, reduces isolation for our loved ones, and ensures they are safe, happy, and cared for. We rely on the wonderful staff who treat their members like family, providing a range of stimulating activities to improve their quality of life.”
- “Whilst I appreciate the huge financial deficit within local authorities & the need to prioritise where money is allocated, these day centres are a lifeline to so many & their closure will probably incur more costs in the future. There are many churches in the area, a lot of whom open their doors & provide for their local community with much on offer. However, there are no doubt many that have empty premises during the day. Surely local authorities could liaise...to make use of these facilities, thereby cutting overhead costs of running a day centre?”
- “The day service has up to 40 clients daily, but helps many more carers. Where would the people with complex needs such as severe dementia, incontinence, and reduced fine & gross motor skills go? Privatising the service at MG would be complicated and care homes are generally not set

up for day services on this scale. The staff are very skilled and dedicated; there would potentially be a great loss of talent.”

- “If there is a deficit in terms of costs, then increase them. You say most people pay towards their care. Some pay for all their care, like my dad. We would pay more to enable him to continue with this service. There are no others like this locally. The effect on him, my mum and other most vulnerable [people] in the community would be catastrophic. Most will not be able to stay at home and therefore they will end up in full-time care, which will cost more than the current costs and this is therefore a false economy. Surely savings can be made elsewhere rather than removing an essential service for the most vulnerable in our community.”
- “Keeping [day] services in-house promotes the extra steps our council takes to support its locals. This in turn sheds a positive light on the council and its services...Moving these services to private companies would see the costs increase, putting more pressure on vulnerable clients. The opportunity should be given for those day centres involved to put forward proposals that would reshape the day centre services, increasing revenue and reducing costs within these services, without compromising quality of care. I think there are steps that can be included to improve costs in these areas.”
- “Provide a service on fewer days of the week. Cut weekend support. Ask for an increased contribution to the cost of the day centre. Increase numbers of who can attend.”

Results summary across all methods

Views on the proposal

Survey: 94% of respondents disagree with the proposal to close Milton Grange day service. The overwhelming majority chose strongly disagree over disagree (87% and 7% respectively). A small percentage (4%) agreed with closing the service.

The top 10 themes for why people agree or disagree with the proposal are:

- 1) Service: Provides respite for family/carers (44 comments)
- 2) Service: Service is vital (38)
- 3) Impact: Reduced opportunity for people to socialise (35)
- 4) Service: Only service of its sort (27)
- 5) Service: Praise of staff (27)
- 6) Service: Praise of service (25)
- 7) Service: Lifeline to people (23)
- 8) Views: Disagree with proposal (23)
- 9) Comment about personal circumstances (22)

10) Impact: Increased burden on family/carer (22)

Emails etc: People felt the service was vital and that the cuts target the most vulnerable, but did recognise the need to make savings (5 comments for each theme).

Other common themes included:

- Views: Disagree (4 comments)
- Views: Don't close service (4)
- Views: Need for this service is increasing (3)
- Views: Concerned where else people would get support (2)
- Views: Detrimental to the elderly in particular (2)
- Views: Money won't be saved (2)
- Views: Poor experience of other services (2)

Meetings: People disagree with the proposal, seeing it as a short-sighted decision which will very likely lead to greater costs in the long run. There is concern about how suitable the alternative support will be, as well as it being accessible.

Potential impacts of the proposal

Survey: 177 people answered this question, and the top themes were:

- 1) Impact: Socialisations (34 comments)
- 2) Impact: Increased burden on family/carer (31)
- 3) Comment about personal circumstances (29)
- 4) Service: Provides respite for family/carers (25)
- 5) Impact: Poorer mental health (23)
- 6) Impact: Cause distress to people who access support (16)
- 7) Impact: Isolation (16)
- 8) Service: Only service of its sort (15)
- 9) Service: Praise of staff (15)
- 10) Impact: It does not affect me (14)
- 11) Impact: People would have to go into care (14)

Emails etc: The most common predicted impacts related to the burden on families/carers if the service closes, and the increase in long-term costs and pressure to both East Sussex County Council and other services (4 comments for each theme). Other impacts included:

- Impact: Isolation (3 comments)
- Impact: Carers will have less of a break (2)
- Impact: Destroy people's stability/support structure (2)

- Impact: Lower quality of life (2)
- Impact: Poorer mental health (2)
- Impact: Reduce people's wellbeing (2)

Meetings: People explained that due to alternative services or personal assistants not being appropriate, carers would struggle to maintain their employment and have adequate respite, meaning their loved ones would likely end up in residential care. The proposal overall would reduce people's mental wellbeing too.

Suggestions

General suggestions are covered in the background report on the funding gap consultations, while service-specific ones are included here.

Survey: Lots of respondents told us to not close the service (25 comments), as well as charge people more to use the service (15 comments).

Other common service specific suggestions included:

- Suggestion: Reduce on-site support hours (9 comments)
- Suggestion: Raise awareness of the service (4)
- Suggestion: Encourage more people to use service (4)
- Suggestion: Do things differently and innovate (3)
- Suggestion: Keep disruption to a minimum (2)
- Suggestion: Increase service rather than cut it (2)
- Suggestion: Enhance the service rather than reduce it (2)
- Suggestion: Continue to support the most vulnerable (2)
- Suggestion: Charge for some usage (2)
- Suggestion: Better use of funding (2)
- Suggestion: Be mindful of the impact (2)
- Suggestion: Use volunteers (1)
- Suggestion: Offer smaller blocks of respite (1)
- Suggestion: Locate any replacement in the same area (1)
- Suggestion: Encourage alternative support - e.g., religious groups or wellbeing services (1)

Emails etc: The most common suggestion was to explore alternative solutions with partners and other providers (5 comments).

Other common suggestions included:

- Suggestion: Focus on prevention (2 comments)
- Suggestion: Involve users in solution building (2)
- Suggestion: Cut operational costs (1)
- Suggestion: Don't cut as much as proposed (1)
- Suggestion: Keep parts of the service running (1)
- Suggestion: Look for private investors/business to run it (1)
- Suggestion: Use church buildings to limit costs of day services (1)
- Suggestion: Work with partners to develop new model (1)

Meetings: People felt that savings should be made elsewhere, such as cutting chief officers' wages. There was debate about charging more for using the service, with mixed opinions among attendees.

Other topics

Survey: The survey included a question that gave people the chance to make any additional comments or suggestions. The top themes for the comments were:

- Views: Don't close service (25 comments)
- Suggestion: Charge people more to use services (15)
- Service: Service is vital (11)
- People will end up in care homes (10)
- Impact: Without this support people will need higher-cost services (9)
- Suggestion: Reduce on-site support hours (9)
- Other: Criticism of council (8)
- Service: Only service of its sort (8)
- Service: Service is beneficial (8)

Emails etc: The most common other comments related to the benefit of this service to the community, and people's personal circumstances.

Meetings: People said the consequences of the closure must be assessed, including discussions with medical professionals before a decision is made. They felt the council's response to feedback should be practical solutions.

Service specific questions

We asked some specific questions of those who attend the service.

Over half of those who answered (39 out of 67; 72%) said they would need to attend an alternative service on the same days, while over a third (23; 34%) said they could be flexible.

The majority said they would need transport to be provided if they moved to another service (72% of those who answered the question). Some people were willing to travel for a little longer to attend an alternative service (29% for less than 15 minutes and 35% for 15 to 30 minutes), but 22% said they weren't willing to travel for any longer than now.

Charts and tables

Survey responses including about you information

1) Are you completing the survey as:

There were 205 responses to this part of the question.

Option	Total	Percent
Someone who uses/has used the day service at Milton Grange	11	5.34%
The family or carer of someone who uses/has used the day service at Milton Grange	85	41.26%
Someone who works for the day service at Milton Grange	17	8.25%
Someone who lives in East Sussex	44	21.36%
Someone who works in health or social care in East Sussex	28	13.59%
Someone who works in housing in East Sussex	1	0.49%
Someone who works in the voluntary or community sector	7	3.40%
Other (please provide details below)	12	5.83%
Not Answered	1	0.49%

Responses for other included: People who use the service; relatives of those who access or have accessed the service, people who know others who access or have accessed the service, staff who worked at the service. Some people elaborated on their circumstances in relation to the service.

2) How much do you agree or disagree with the proposal to stop providing the day service at Milton Grange?

There were 206 responses to this part of the question.

Option	Total	Percent
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Strongly agree	6	2.91%
Agree	3	1.46%
Neither agree nor disagree	3	1.46%
Disagree	15	7.28%
Strongly disagree	179	86.89%
Not sure	0	0.00%
Not Answered	0	0.00%

Please use the box below to tell us why you agree or disagree:

There were 189 responses to this part of the question.

Comment theme	Total
Service: Provides respite for family/carers	44
Service: Service is vital	38
Impact: Reduced opportunity for people to socialise	35
Service: Only service of its sort	27
Service: Praise of staff	27
Service: Praise of service	25
Service: Lifeline to people	23
Views: Disagree with proposal	23
Comment about personal circumstances	22
Impact: Increased burden on family/carers	22
Impact: Poorer mental health	16
Service: Immensely valued	16
Impact: Routine change disruptive for people who access support	14
Service: Safe environment	13
Service: Service is beneficial	13
Views: Alternative services not adequate	12
Views: Detrimental to the elderly in particular	12
Impact: Isolation	11
Impact: People will end up in care homes	11
Impact: Carers will have less of a break	10
Impact: Without this support people will need higher-cost services	10
Views: Need for this service is increasing	10

Views: Shameful proposal	10
Impact: Couldn't cope without service	9
Impact: Cause distress to people who access support	8
Impact: Increased pressure on other services	8
Impact: Lower quality of life	8
Impact: Reduce people's wellbeing	8
Views: Cuts target the most vulnerable	8
Impact: Loss to the community	7
Impact: Poorer physical health	7
Service: Service well run	7
Views: Commute to services more complex	7
Views: Costs will increase, not go down	7
Views: Don't close service	7
Views: Services already limited	7
Views: Unhappy with proposal	7
Impact: NHS	6
Service: High quality	6
Service stopped them going into residential care	6
Views: Short sighted	6
Views: Would have gone to hospital	6
Impact: Add more costs in the long term	5
Service: Service built trust with people	5
Suggestion: Continue to support the most vulnerable	5
Views: Cutting service is a mistake	5
Views: Recognise need to make savings	5
Impact: Relationships built between staff and people accessing support may end	4
Other: Criticism of council	4
Service: Gives peace of mind	4
Service: Current service works well	4
Suggestion: Enhance the service rather than reduce it	4
Views: Concerned where people would go instead	4
Views: Service is cost effective	4
Impact: Ability to maintain work and carer responsibilities	3
Impact: Boredom	3

Impact: People's needs won't be met	3
Impact: Staff	3
Service: Gives a voice to the vulnerable	3
Service: Supports families and friends of people who access support	3
Suggestion: Charge people more to use services	3
Views: Commuting cost to services harder to justify	3
Views: Detrimental to disabled people in particular	3
Views: East Sussex County Council is responsible for looking after vulnerable people	3
Impact: Increased cost for other organisations	2
Impact: Less independence	2
Impact: More people in crisis	2
Impact: Would feel less connected to the community	2
Other: Criticism of government	2
Service: Current service location is good	2
Service: Know current area and surroundings	2
Service: Very accessible	2
Views: Social aspect	2
Suggestion: Better use of funding	2
Suggestion: Calculate the cost for other services this proposal will cause	2
Suggestion: Cut elsewhere	2
Service: Service offers tailored support	2
Views: An alternative exists	2
Views: Care at home is not a substitute	2
Views: Disagree with using private organisations	2
Views: Long wait time for other services	2
Views: Priorities are wrong	2
Suggestion: Council should signpost to adequate alternative services	1
Service: Encouraging positivity	1
Impact: People will be at increased risk	1
Impact: People accessing support will feel abandoned	1
Impact: Destroy people's stability/support structure	1
Impact: Economy will suffer	1

Impact: More challenging behaviour from people accessing support	1
Impact: More inconvenient for people accessing support	1
Impact: People will be left to manage	1
Impact: People will die	1
Impact: People would have to go into care	1
Impact: Poorer access to support	1
Impact: Rob people of their dignity	1
Impact: Service won't be replaced if cut	1
Other: Adult Social Care is poorly run	1
Other: Comment re government budget	1
Other: Lack of information on what alternative support would be offered	1
Service: Reassurance	1
Service: Criticism of service efficiency	1
Service: Efficient	1
Service: Gives people accessing support someone to reach out to	1
Service: Provides support centred on the person accessing it	1
Suggestion: Careful planning/assessments needed before any change happens	1
Suggestion: East Sussex County Council should lobby government	1
Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Look for private investors/business to run it	1
Suggestion: Merge or reorganise services	1
Suggestion: More joint working	1
Suggestion: Offer smaller blocks of respite	1
Suggestion: Reduce on-site support hours	1
Suggestion: Reduce use of external private services	1
Views: Already fought for service before	1
Views: Catastrophic to cut so many services at the same time	1
Views: People who access support may lack advocacy and representation	1
Views: Cuts unfair/unequal	1
Views: Loss of jobs	1
Views: Money won't be saved	1
Views: Private support too expensive	1

Views: Wouldn't want to go into residential	1
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3) How would the proposal to stop providing the day service at Milton Grange affect you or someone you care for?

There were 177 responses to this part of the question.

Comment theme	Total
Impact: Socialisations	34
Impact: Increased burden on family/carers	31
Comment about personal circumstances	29
Service: Provides respite for family/carers	25
Impact: Poorer mental health	23
Impact: Cause distress to people accessing support	16
Impact: Isolation	16
Service: Only service of its sort	15
Service: Praise of staff	15
Impact: It does not affect me	14
Impact: People would have to go into care	14
Impact: Poorer physical health	12
Impact: Routine change disruptive for people accessing support	11
Service: Service is beneficial	11
Impact: Lower quality of life	9
Service: Lifeline to people	9
Service: Praise of service	9
Service: Service is vital	9
Impact: Relationships built between staff and people accessing support may end	7
Impact: Couldn't cope without service	6
Impact: Lose my job	5
Impact: People's needs won't be met	5
Impact: Reduce people's wellbeing	5
Impact: Without this support people will need higher-cost services	5
Impact: Ability to maintain work and carer responsibilities	4
Impact: People will be at increased risk	4
Impact: More people in crisis	4
Impact: NHS	4

Impact: Staff	4
Service: Brings peace of mind	4
Impact: Less independence	3
Impact: Poorer access to support	3
Impact: Strain on remaining staff	3
Service: Current service location is good	3
Service: Opportunity to socialise	3
Service: Safe environment	3
Service: Stopped them going into residential care	3
Suggestion: Don't cut service	3
Views: Alternative services not adequate	3
Views: Commute to services more complex	3
Views: Loss of jobs	3
Views: Unhappy with proposal	3
Service: Health support	2
Impact: Destroy people's stability/support structure	2
Impact: Expensive home care packages	2
Impact: Financial hardship	2
Impact: Increased pressure on other services	2
Impact: Loss to the community	2
Impact: People will die	2
Other: Criticism of council	2
Other: Many don't have voice/can't communicate	2
Service: High quality	2
Service: Immensely valued	2
Views: Care at home is not a substitute	2
Views: Detrimental to the elderly in particular	2
Views: I wouldn't know where else to go	2
Views: Need for this service is increasing	2
Views: Service is cost effective	2
Service: Build independence	1
Service: Help with mental health	1
Impact: Add more costs in the long term	1
Impact: At risk of suicide	1
Impact: Boredom	1

Impact: Carer anxiety at lack of recognition	1
Impact: People will be at risk of harm from abuser/others	1
Impact: Confidence will be lost	1
Impact: Feeling less safe	1
Impact: More challenging behaviour from people accessing support	1
Impact: More inconvenient for people accessing support	1
Impact: Negative impact (unspecified)	1
Impact: Undo what staff have worked hard to build	1
Service offered practical support	1
Other: Criticism of government	1
Service: Efficient	1
Service: Helps people accessing support to live and engage safely within society	1
Service: Helps people to regain independence	1
Service: Service built trust with people	1
Service: Service well run	1
Stable environment	1
Suggestion: Continue to support the most vulnerable	1
Suggestion: Focus on prevention	1
Suggestion: Look for private investors/business to run it	1
Suggestion: More joint working	1
Suggestion: Utilise staff skills better	1
Unspecific/unclear comment	1
Views: Commuting cost to services harder to justify	1
Views: Concerned where else people would get support	1
Views: Cuts unfair/unequal	1
Views: Don't cut and replace with substandard service	1
Views: East Sussex County Council are responsible for looking after vulnerable people	1
Views: Shameful proposal	1
Views: Would have had to stay in/go back to hospital	1

4) Which days do you attend the Milton Grange day service?

There were 66 responses to this part of the question.

Option	Total	Percent
Monday	26	12.62%
Tuesday	28	13.59%
Wednesday	38	18.45%
Thursday	24	11.65%
Friday	35	16.99%
Saturday	13	6.31%
Not Answered	140	67.96%

5) Would you need to attend on the same days if you had to move to another service?

There were 67 responses to this part of the question.

Option	Total	Percent
I would need to attend on exactly the same day or days	39	18.93%
I would need to attend on some of the same days	5	2.43%
I could be flexible about which days I attend	23	11.17%
Not Answered	139	67.48%

6) Would you need transport to be provided if you had to move to another service?

There were 67 responses to this part of the question.

Option	Total	Percent
Yes	48	23.30%
No	7	3.40%
Not sure	12	5.83%
Not Answered	139	67.48%

7) How much additional travel time would you be willing to undertake to attend an alternative service?

There were 68 responses to this part of the question.

Option	Total	Percent
Less than 15 minutes	20	9.71%
15 to 30 minutes	24	11.65%
31 to 45 minutes	6	2.91%
45 minutes plus	3	1.46%
No additional travel time	15	7.28%
Not Answered	138	66.99%

8) Do you have any other suggestions or comments you would like to make?

There were 117 responses to this part of the question.

Comment theme	Total
Views: Don't close service	25
Suggestion: Charge people more to use services	15
Service: Service is vital	11
Impact: People will end up in care homes	10
Impact: Without this support people will need higher-cost services	9
Suggestion: Reduce on-site support hours	9
Other: Criticism of council	8
Service: Only service of its sort	8
Service: Service is beneficial	8
Service: Immensely valued	7
Suggestion: Cut elsewhere	7
Impact: Reduced opportunity for people to socialise	6
Service: Praise of staff	6
Views: Alternative services not adequate	6
Views: Cuts target the most vulnerable	6
Views: Detrimental to the elderly in particular	6
Views: East Sussex County Council is responsible for looking after vulnerable people	6
Views: Need for this service is increasing	5
Views: Short sighted	5
Impact: Add more costs in the long term	4
Impact: Carers will have less of a break	4

Impact: People will be at increased risk	4
Impact: Routine change disruptive for people accessing support	4
Impact: Service won't be replaced if cut	4
Other: Criticism of government	4
Service: Praise of service	4
Suggestion: Consider system budget issues	4
Suggestion: Cut management salaries	4
Suggestion: Encourage more people to use service	4
Suggestion: East Sussex County Council should manage resources better	4
Suggestion: Raise awareness of the service	4
Views: Disagree with proposal	4
Impact: Cause distress for people accessing support	3
Impact: Increased burden on family/carers	3
Impact: More people in crisis	3
Impact: NHS	3
Impact: People's needs won't be met	3
Impact: Poorer mental health	3
Other: Comment re consultation financial figures	3
Service: Lifeline to people	3
Service: Safe environment	3
Suggestion: Do things differently and innovate	3
Suggestion: Listen to the consultation feedback	3
Views: Costs will increase, not go down	3
Views: Disagree with using private organisations	3
Comment about personal circumstances	2
Impact: Destroy people's stability/support structure	2
Impact: Increased pressure on other services	2
Impact: Isolation	2
Impact: Poorer physical health	2
Impact: Staff	2
Other: Comment re government spending	2
Service: Provides respite for family/carers	2
Suggestion: Be mindful of the impact	2
Suggestion: Better use of funding	2

Suggestion: Charge for some usage	2
Suggestion: Continue to support the most vulnerable	2
Suggestion: Enhance the service rather than reduce it	2
Suggestion: East Sussex County Council should lobby government	2
Suggestion: Fundraise locally	2
Suggestion: Increase service rather than cut it	2
Suggestion: Keep disruption to a minimum	2
Views: Care at home is not a substitute	2
Views: Concerned where else people would get support	2
Views: Loss of jobs	2
Views: Poor decision	2
Views: Private support complex to set up	2
Views: Service has already suffered from cuts	2
Views: Shameful proposal	2
Views: Using the service is better than being in hospital	1
Views: Community benefit of the service	1
Suggestion: Council should signpost to adequate alternative services	1
Impact: Ability to maintain work and carer responsibilities	1
Impact: People accessing support would feel abandoned	1
Impact: Community at increased risk	1
Impact: Less independence	1
Impact: Lower quality of life	1
Impact: More inconvenient for people accessing support	1
Impact: Negative impact (unspecified)	1
Impact: Poorer access to support	1
Impact: Reduce people's wellbeing	1
Impact: Would feel less connected to the community	1
Other: Comment on consultation process or information	1
Other: Comment re national government	1
Other: Difficult to understand for people accessing support	1
Other: Lack of information on what alternative support would be offered	1
Other: What happens to the day service buildings?	1
Other: Will further cuts also follow?	1
Service offers peace of mind	1

Service: Current service location is good	1
Service: Current service works well	1
Service: High quality	1
Service: Service built trust with people	1
Service: Social aspect of recovery	1
Suggestion: Bring in income from unused properties	1
Suggestion: Close other buildings instead	1
Suggestion: Consider wider impact of decisions	1
Suggestion: Encourage alternative support - e.g., religious groups or wellbeing services	1
Suggestion: Invest in upskilling staff	1
Suggestion: Locate any replacement in the same area	1
Suggestion: Offer smaller blocks of respite	1
Suggestion: Reduce benefits for those not seeking employment	1
Suggestion: Restructure hours	1
Suggestion: Review number of service managers	1
Suggestion: Use volunteers	1
Service: Provides tailored support	1
Views: Already housing crisis in East Sussex	1
Views: Cuts unfair/unequal	1
Views: Cutting service is a mistake	1
Views: Money won't be saved	1
Views: Priorities are wrong	1
Views: Service is cost effective	1
Views: Unhappy with proposal	1
Views: Wouldn't want to go into residential	1

About you equality questions

People were given the option of answering these questions, with 139 choosing to take part and 67 choosing not to answer.

What age are you?

Age	Total	Percentage of all 206 respondents
Under 18	0	0%
18-24	3	1%

25-34	5	2%
35-44	9	4%
45-54	16	8%
55-59	19	9%
60-64	25	12%
65+	55	27%

What is your gender?

There were 139 responses to this part of the question.

Option	Total	Percent
Female	98	47.57%
Male	34	16.50%
Non-binary	3	1.46%
Prefer to self-describe (please write in below)	0	0.00%
Prefer not to say	4	1.94%
Not Answered	67	32.52%

Self-described gender:

There was 1 response to this part of the question, with the person writing "wife" by the option chosen in this question (female).

Is the gender you identify with the same as your sex registered at birth?

There were 139 responses to this part of the question.

Option	Total	Percent
Yes	134	65.05%
No (please write in your gender identity below)	2	0.97%
Prefer not to say	3	1.46%
Not Answered	67	32.52%

Gender identity:

There were 3 responses to this part of the question.

- Non-binary (2 respondents)

- Person wrote "wife" by the option chosen in this question

What is your ethnic group?

There were 139 responses to this part of the question.

Option	Total	Percent
White English/Welsh/Scottish /Northern Irish/British	127	61.65%
White Irish	1	0.49%
White Gypsy/Irish Traveller	0	0.00%
White Roma	0	0.00%
Any other White background (please write in below)	4	1.94%
Mixed White and Black Caribbean	1	0.49%
Mixed White and Black African	0	0.00%
Mixed White and Asian	0	0.00%
Any other Mixed or Multiple background (please write in below)	0	0.00%
Asian or Asian British Indian	0	0.00%
Asian or Asian British Pakistani	0	0.00%
Asian or Asian British Bangladeshi	1	0.49%
Asian or Asian British Chinese	0	0.00%
Any other Asian background (please write in below)	0	0.00%
Black or Black British Caribbean	0	0.00%
Black or Black British African background (please write in below)	0	0.00%
Any other Black, Black British or Caribbean background (please write in below)	0	0.00%
Arab	0	0.00%
Any other ethnic group (please write in below)	0	0.00%
Prefer not to say	5	2.43%
Not Answered	67	32.52%

Other:

There were 3 responses to this part of the question.

- European
- Irish, English, Welsh
- Anglo Saxon northern European

Which of the following best describes your sexual orientation?

There were 138 responses to this part of the question.

Option	Total	Percent
'Straight' / Heterosexual	121	58.74%
Gay or Lesbian	2	0.97%
Bisexual	3	1.46%
Prefer to self-describe (please write in below)	3	1.46%
Prefer not to say	9	4.37%
Not Answered	68	33.01%

Self-described sexual orientation:

There were 4 responses to this part of the question, including queer (2 people) and two unspecific/unclear comments.

What is your religion or belief?

There were 137 responses to this part of the question.

Option	Total	Percent
No religion	46	22.33%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	77	37.38%
Buddhist	1	0.49%
Hindu	0	0.00%
Jewish	0	0.00%
Muslim	2	0.97%
Sikh	0	0.00%
Any other religion (please write in below)	2	0.97%
Philosophical belief (please write in below)	2	0.97%

Prefer not to say	7	3.40%
Not Answered	69	33.50%

Other religion:

There were 5 responses to this part of the question.

- Spiritual (3 respondents)
- Humanist
- Person wrote "wife" by the option chosen in this question

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

There were 133 responses to this part of the question.

Option	Total	Percent
Yes (please answer part B below)	43	20.87%
No (go to the next question)	79	38.35%
Prefer not to say (go to the next question)	11	5.34%
Not Answered	73	35.44%

Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

There were 100 responses to this part of the question.

Option	Total	Percent
Yes, a lot (please answer part C below)	18	8.74%
Yes, a little (please answer part C below)	20	9.71%
Not at all (go to the next question)	49	23.79%
Prefer not to say (go to the next question)	13	6.31%
Not Answered	106	51.46%

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

There were 52 responses to this part of the question.

Option	Total	Percent
Physical Impairment	21	10.19%
Sensory Impairment	8	3.88%
Learning Disability/Difficulty	2	0.97%
Long-standing illness	14	6.80%
Mental Health condition	7	3.40%
Neurodivergent condition	2	0.97%
Other Developmental Condition	2	0.97%
Other (please write in below)	8	3.88%
Prefer not to say	10	4.85%
Not Answered	154	74.76%

Other:

There were 13 responses to this part of the question. Nine mentioned long-standing illnesses or health conditions. Three mentioned a mental health condition. Two clarified that they had no conditions or illnesses.

Are you currently pregnant or did you give birth in the last twelve months?

There were 133 responses to this part of the question.

Option	Total	Percent
Yes	1	0.49%
No	127	61.65%
Prefer not to say	5	2.43%
Not Answered	73	35.44%

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?

There were 131 responses to this part of the question.

Option	Total	Percent
Yes	61	29.61%

No (go to next question)	64	31.07%
Prefer not to say	6	2.91%
Not Answered	75	36.41%

Hours of care given a week

There were 61 responses to this part of the question.

Option	Total	Percent
9 hours a week or less	16	7.77%
10 to 19 hours a week	9	4.37%
20 to 34 hours a week	3	1.46%
35 to 49 hours a week	2	0.97%
50 hours or more a week	21	10.19%
Prefer not to say	10	4.85%
Not Answered	145	70.39%

Who you care for

There were 65 responses to this part of the question.

Option	Total	Percent
Parent	25	12.14%
Partner/spouse	23	11.17%
Child with special needs	3	1.46%
Other family member	11	5.34%
Friend	2	0.97%
Other (please give details)	3	1.46%
Prefer not to say	4	1.94%
Not Answered	141	68.45%

If you answered 'other', please explain here:

There were 6 responses to this part of the question. Four mentioned family members or partners, of whom two added further detail on the reason for the care. Two mentioned health care professionals or caring roles.

Armed Forces Service: Are you currently serving, or have you previously served in the UK Armed Forces (this includes Reservists or part-time service)?

There were 130 responses to this part of the question.

Option	Total	Percent
Yes	9	4.37%
No	120	58.25%
Prefer not to say	1	0.49%
Not Answered	76	36.89%

Are you in a household or family where someone is currently or was previously serving in the UK Armed Forces?

There were 133 responses to this part of the question.

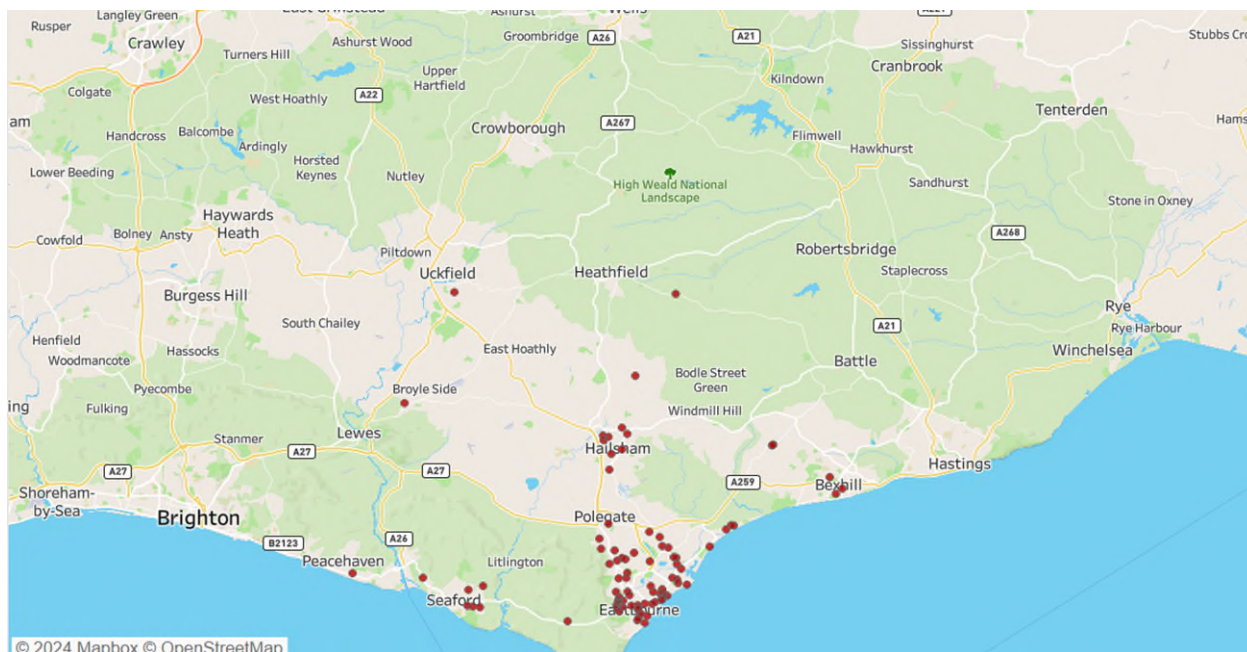
Option	Total	Percent
Yes	16	7.77%
No	115	55.83%
Prefer not to say	2	0.97%
Not Answered	73	35.44%

Please tell us your postcode

There were 106 responses to this part of the question.

Postcode area	Total	Percentage of all 206 respondents
Eastbourne	65	32%
Wealden	29	14%
Lewes	2	1%
Rother	7	3%
Hastings	0	0%
Did not answer	100	49%

3 postcodes (1%) provided were outside of East Sussex.



Other feedback by email etc

There were 16 responses to the Milton Grange consultation by other feedback methods. The majority were submitted by email (13), with the rest being submitted as verbal feedback to staff.

Most of the responses were from organisations (9 of the total), with the rest coming from the family/carer of someone who uses the service (4), someone who used to work at the Council (1), and a resident of East Sussex (1). One person didn't say in what capacity they were responding.

The organisations who submitted a response are:

- Age UK East Sussex
- All Care - Diamond Day Care
- Answer
- Eastbourne Borough Council
- Healthwatch East Sussex
- Ivy Dementia Centre
- NHS Sussex
- Sussex Support Service CIC
- Wealden Citizens Advice

The tables below cover the comment themes for all the respondents.

Views

Comment themes	Total
Service: Service is vital	5
Views: Cuts target the most vulnerable	5
Views: Recognise need to make savings	5
Views: Disagree	4
Views: Don't close service	4
Views: Need for this service is increasing	3
Views: Concerned where else people would get support	2
Views: Detrimental to the elderly in particular	2
Views: Money won't be saved	2
Views: Poor experience of other services	2
Views: Alternative services not suitable	1
Views: Angry with proposal	1
Views: Care at home is not a substitute	1
Views: Catastrophic to cut so many services at the same time	1
Views: Commute to services more complex	1
Views: Concerned where people would go instead	1
Views: Detrimental to people with mental illness in particular	1
Views: Disagree with using private organisations	1
Views: Don't cut and replace with substandard service	1
Views: Equivalent services not available	1
Views: Family/carers need support too	1
Views: Morally wrong	1
Views: Must prioritise the most vulnerable	1
Views: Service already under pressure with capacity	1
Views: Shameful proposal	1

Service

Comment themes	Total
Service: Lifeline to people	5
Service: Provides respite for family/carers	5
Service: Safe environment	4
Service: Opportunity to socialise	3
Service: Value of day services generally	3
Service: Helps people to live and engage safely within society	2
Service: Only service of its sort	2
Service: Consistency of staffing is a positive	1
Service: Day services offers safeguarding opportunities	1
Service: Immensely valued	1
Service: Praise of service	1
Service: Praise of staff	1
Service: Provides support centred on the person accessing it	1
Service: Service is beneficial	1
Service: Service is vital	1
Service: Specialist knowledge unique to service	1

Impact

Comment themes	Total
Impact: Increased burden on family/carer	4
Impact: Add more costs in the long term	4
Impact: Increased pressure on other services	4
Impact: Isolation	3
Impact: Carers will have less of a break	2
Impact: Destroy people's stability/support structure	2
Impact: Lower quality of life	2
Impact: Poorer mental health	2

Impact: Reduce people's wellbeing	2
Impact: People would be at increased risk	1
Impact: Disruption to people's support	1
Impact: Even more limited services	1
Impact: Financial hardship	1
Impact: Increase in crime	1
Impact: Lose connections built with people accessing support and with colleagues	1
Impact: Loss of jobs	1
Impact: More challenging behaviour from people accessing support	1
Impact: More pressure on the police	1
Impact: Multiple disadvantages for some who use several services	1
Impact: NHS	1
Impact: People will die	1
Impact: People would have to go into care	1
Impact: Poorer access to support	1
Impact: Poorer physical health	1
Impact: Rob people of their dignity	1
Impact: Strain on remaining staff	1
Views: Cause distress for people accessing support	1

Suggestions

Comment themes	Total
Suggestion: Explore alternative solutions with partners/other providers	5
Suggestion: Focus on prevention	2
Suggestion: Involve users in solution building	2
Suggestion: Reduce use of expensive residential care for adults	2
Suggestion: Cut operational costs	1
Suggestion: Do things differently and innovate	1

Suggestion: Don't cut as much as proposed	1
Suggestion: East Sussex County Council should lobby government	1
Suggestion: Keep parts of the service running	1
Suggestion: Look for private investors/business to run it	1
Suggestion: Use church buildings to limit costs of day services	1
Suggestion: Work with partners to develop new model	1
Suggestions: More joint working	1

Other comments

Comment themes	Total
Comment about personal circumstances	2
Service acts as a community benefit	2
Council should signpost to adequate alternative services	1
Other: Adult Social Care is poorly run	1
Other: Comment on consultation process or information	1
Other: Comment on other council spending	1
Other: Criticism of council	1
Other: Criticism of government	1
Other: East Sussex County Council must provide more information about alternatives and capacity	1
Other: How are the proposals being communicated to other organisations?	1
Other: How will East Sussex County Council meet its duty to shape the local adult social care market?	1
Other: Lack of information on what alternative support would be offered	1
Other: Many don't have a voice/can't communicate	1
Other: Offering to work with us to find placements	1
Other: VCSE needs services to signpost to	1
Other: What happens to the day service buildings?	1

Other: Work with NHS Sussex to understand and mitigate risks	1
Suggestion: Keep disruption to a minimum	1
Suggestion: Look for private investors/business to run it	1

Overall consultation responses

Responses addressing all 11 consultations combined

There were 10 responses by letter and email addressing all 11 consultations at once. These were from both organisations (5), residents (4) and a member of parliament (1).

The organisations who submitted a response are:

- Rother District Council
- Lewes Liberal Democrats
- Care for the Carers
- East Sussex VCSE Alliance
- East Sussex Seniors Associations

The tables below cover the comment themes for all the respondents.

Views

Comment themes	Total
Views: Cuts target the most vulnerable	6
Views: Recognise need to make savings	5
Views: Disagree	3
Views: Already housing crisis in East Sussex	2
Views: Concerned about impact of proposal	2
Views: Don't close service	2
Views: Limited capacity for VCSE sector to provide the support instead	2
Views: Morally wrong	2
Views: Proposal adds more cost in the long term	2
Views: Will shift cost onto districts and boroughs	2
Views: Angry with proposal	1
Views: Carers of people who access support care for multiple people already	1
Views: Carers vital for health and social care economy	1

Views: Concern about impact on level of support services can provide post cuts	1
Views: Concern re timeframe for cuts	1
Views: Concerned where people would go instead	1
Views: Cuts unfair/unequal	1
Views: Detrimental to the elderly in particular	1
Views: Disagree with using private organisations	1
Views: East Sussex County Council wastes money	1
Views: Homelessness prevention statutory under the Homeless Reduction Act	1
Views: Impacts will be immediate for people accessing support and for statutory services	1
Views: Insufficient time for other organisations to respond/mitigate risks	1
Views: Knows disabled people who could work but don't	1
Views: Must prioritise the most vulnerable	1
Views: Other services already struggling	1
Views: Private support too expensive	1
Views: Service vital for safeguarding people who access support and/or people around them	1
Views: Shameful proposal	1

Service

Comment themes	Total
Service: Prevents homelessness	1

Impact

Comment themes	Total
Impact: Increased pressure on other services	3
Impact: Poorer mental health	3
Impact: Financial hardship	2
Impact: Increased cost for other organisations	2
Impact: Poorer physical health	2
Impact: Increased burden on family/carers	1
Impact: Ability to maintain work and carer responsibilities	1
Impact: Add more costs in the long term	1

Impact: At risk of suicide	1
Impact: Carers will have less of a break	1
Impact: People accessing support would be at increased risk	1
Impact: Community at increased risk	1
Impact: Encourages negative attitude towards people who need support	1
Impact: Hardship and poverty	1
Impact: Homelessness	1
Impact: Isolation	1
Impact: Loss of staff results in loss of tax revenue	1
Impact: Loss to the community	1
Impact: Lower quality of life	1
Impact: More people accessing support would be in out-of-area accommodation	1
Impact: More hospital admissions	1
Impact: More people in crisis	1
Impact: Negative impact (unspecified)	1
Impact: Negative on carers	1
Impact: NHS	1
Impact: Poorer access to support	1
Impact: Reduce carers' wellbeing	1
Impact: Reduce wellbeing of people accessing support	1
Impact: Risk of abuse/domestic abuse	1
Impact: Significant increase in people living in temporary accommodation	1
Impact: Unsuitable housing detrimental to child development	1
Impact: Use of alcohol and/or drugs	1

Suggestions

Comment themes	Total
Suggestion: Focus on prevention	3
Suggestion: Utilise existing and effective volunteer/charity support services	3
Suggestions: More joint working	3
Suggestion: Continue to support the most vulnerable	2

Suggestion: Allow VCSE partners to reduce rental outgoings	1
Suggestion: Build accommodation under a Community Land Trust	1
Suggestion: Consider impact of loss of winter fuel allowance	1
Suggestion: Cut management salaries	1
Suggestion: Do things differently and innovate	1
Suggestion: Don't cut prevention services	1
Suggestion: Don't cut service	1
Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Prioritise support for young people coming out of care	1
Suggestion: Run accommodation/care homes as a business to generate profit	1
Suggestion: Signpost charities to other sources of funding	1
Suggestion: Transfer assets to voluntary sector	1
Suggestion: Work with partners to develop new model	1

Other comments

Comment themes	Total
Other: Supporting and working with VCSE sector vital for improved outcomes	2
Other: Appreciation of East Sussex County Council's acknowledgement of impacts and commitment to co-production	1
Other: Care for the Carers must represent carers in design of alternative support	1
Other: Comment on consultation process or information	1
Other: Comment on government policy and country-wide issues not specific to consultations	1
Other: Comment re government funding	1
Other: Cost of temporary accommodation is driving financial instability in local authorities	1
Other: Districts and boroughs not in a financial position to cope with impacts of cuts	1

Other: East Sussex County Council must provide more information about alternatives and capacity	1
Other: Provide information on proposed alternatives/mitigations	1
Other: Question re raising awareness of consultations with public	1
Other: Want to see the EqlA and proposed mitigations	1
Other: Will this be all the cuts or is more needed?	1
Other: Would NHS & Adult Social Care and Health save by working together?	1

Consultation meetings

Consultation meetings were held at the day service for people who attend and their families and carers.

Date	Number of attendees
8 October	22
18 October	17
21 October	23

Themes from 8 October meeting

- **Views:** People disagreed with the proposal. They felt it is short sighted and will lead to higher costs in the long term. People were also concerned about the timeframe and their ability to access alternative services.

They have already paid taxes and should be able to expect the services they need. It is another example of pensioners being an easy target.

They urged the Council not to close the service, but instead promote it so more people can benefit.

- **Service:** Staff are better trained at the service than anywhere else they've used. It should be seen as a centre of excellence to be promoted, not closed down.
- **Impact:** There are no alternative services, so people will end up going into residential care instead. This will be more expensive.
It would also affect carers' ability to maintain their employment and to get the respite they need.
- **Suggestion:** Chief officers' and councillors' wages should be cut to save money and people could pay more for the service.

- **Other comments:** The consequences of the closure need to be assessed first. It's important to consult with medical professionals to understand the impact of what is being proposed.

Themes from 18 October meeting

- **Views:** People disagreed with the proposal and felt it makes no sense, as it would cost more money in the long run. It is another example of the government targeting the most vulnerable.
- **Service:** People praised the service and staff who deliver it, saying that it helps the family/carer as well as the person who attends, and is very flexible.

The service provides unique support that people can't get elsewhere. People feel that the socialisation and avoidance of isolation is as important as the care delivered.

- **Impact:** People said the alternative options aren't suitable and in many cases are more expensive. For this reason, the closure of the service would be devastating.

The alternative was seen as residential care, as people wouldn't be able to cope without this service. One person was not keen on having a personal assistant in their home instead.

Themes from 21 October meeting

- **Views:** People disagreed with the proposal and felt there was little logic to it, because there is no guarantee that savings will be made, as this depends on the cost of the alternative support.

There was a lack of confidence that alternative support is available. People are worried that they wouldn't be able to find something that met their needs.

People have already lost other services and there will be a feeling of abandonment if the proposal went ahead. They felt this was a slippery slope and that services would continue to be reduced for older people.

- **Impact:** People said there are limited options that can provide the same level of care. As a result, people will end up in residential care in the long term. This is illogical as it will cost more.

Someone said that a personal assistant cannot provide the same level of care as the day service, and another noted that it would cost them more as they are funding their care.

It was felt that the proposal would have a knock-on effect on people's mental health. This would in turn lead to an increase in costs to meet their support needs.

- **Suggestion:** There was some debate about whether the Council should charge more for the service, with some feeling they should and others disagreeing. People also said savings should be found elsewhere.

- **Other comments:** One person urged the Council to respond to the feedback with practical solutions. Another said they will change their vote in the local election to someone who will fight for social care.