

Appendix 1: Consultation results report

Phoenix Centre day service

About this consultation

This consultation is about the proposal to stop providing the day service at the Phoenix Centre 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. Consultation meetings with those who use the service and their families and carers also took place.

The consultations were widely promoted in the local media and consultation leads talked about the proposals at relevant stakeholder meetings.

Who took part in the consultation

We received 323 responses to this consultation. The table below shows the different ways in which people took part.

Respondent method	Total
Survey	285
Email and letters	17
Consultation meetings (attendees)	21

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.

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

- Just under half of respondents were someone who lives in East Sussex (46%), followed by people who use/have used the service and their families/carers (28%).
- Just under half of the respondents lived in the Lewes area of East Sussex (48%).
- Over half of respondents were female (52%).
- We heard from all age ranges above 18, with the majority of respondents being over 60 (45%).

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.

- The majority of people strongly disagree with the proposal.
- The service is vital for those who attend, particularly for the social interaction it offers, and for the respite it provides for families and carers.
- The current location of the service in Lewes is a strength, as it's convenient and easily accessible.
- Money has recently been spent on the building and this would be wasted if it closed.
- People who wouldn't be affected now said they appreciated knowing the service was there when making plans for their future.
- If it closed, people would become isolated, lose social contacts, and experience a reduction in their mental health and wellbeing.
- Families and carers would be under more strain, and it is not clear what the alternative service would consist of.
- The proposal would save little money compared to the total savings needed and it would be short-sighted to close a vital service like this.
- Transporting people to an alternative service would be very expensive.
- Families may be forced to reduce or stop working in order to drive their loved ones, creating financial hardship.
- Some would be unable or unwilling to travel in any case, due to the travel times, carers' employment commitments or own health concerns, and a dislike of change in routine.
- Moving into residential care, or receiving a service at home, were often not practical or palatable options for people. Residential care would also be more costly for the Council.
- The main suggestion was to not cut the service, as it is vital to many people, the only service of its sort, and offers a community benefit to the area.

- As the service is currently underused, despite there being a clear need for it, and money having recently been spent on it, people suggested that more people be encouraged to attend.
- The suggestion was made that the Council seek money from different sources, such as lottery funding.
- Other ideas were to charge other organisations more to use the building and to rent out the building for more community activities.

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:

- **Wealden Citizens Advice:** “Closure of this service will affect clients who may become more isolated and restricted. For some this is the only interaction they have with others, friendships have been formed. Mental health and wellbeing will be affected by the clients using the service and their carers and families. Carers and families will lose that respite from caring and will struggle to cope and even attend work if they use the service for the cared for whilst they attend work.”
- **Healthwatch East Sussex:** “There is a risk that closing the Phoenix Centre and Milton Grange day services 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.”
- **Lewes District Council:** “We believe that the proposals relating to the Phoenix Centre in Lewes would significantly impact on residents across the district. This facility serves not just residents in Lewes but users from across the district, including as far away as Peacehaven and East Saltdean where residents are particularly poorly served by ESCC. It provides a lifeline for carers, very often women, who rely on such services for respite. In addition, the Phoenix Centre provides accommodation for a number of third party caring and support organisations that would also be significantly impacted by these proposals.”
- **Lewes Town Council:** “Loss of the local Day Care Provision at the Phoenix Centre would be an exceptionally heavy blow; the service location is important, as it is walkable from many parts of Lewes Town, and near a major bus route. The mini-bus that collects service users adds to the value of this service for carers, and for those carers who walk or drive in with their loved ones, there are nearby cafes and shops, enabling either an enjoyable break from caring, or the opportunity to get one of their other chores done whilst the service user is well cared for and enjoys a social occasion. Many carers we have spoken to, notably mostly women, have said the same thing regarding their employment (on top of being a carer).”

- **Sussex Community Development Association (SCDA):** “SCDA has some significant experience in successfully operating the older people’s day services at Phoenix Centre. The loss of this centre as a community facility and as support for older people from Lewes and the surrounding area to remain independent and living at home will be significant. It will impact on their loneliness and social isolation and on prevention of escalation of issues – with immediate-term additional pressures on other services.”

Individual comments:

- “This has been an essential service for the elderly, e.g., those with dementia for a long time, and you won’t be able to replicate this in the community. Plus you recently spent a huge sum of money on its roof.”
- “On the days that my husband attends the Phoenix Centre he returns home a different person - more alert, communicative, full of stories and most importantly, more upbeat and positive. It is his one opportunity every week to go out and connect with people who have similar problems and with staff who have the knowledge and understanding to communicate with him effectively...I can breathe easy when my husband is at the Phoenix Centre, knowing that he's safe and well cared for, and I have the opportunity to recharge my batteries and nurture my sense of self. This in turn reduces the sense of worry and responsibility my family feels for us both. I doubt if my husband will be willing to attend another service run by another organisation, as he is becoming fond of the staff and fellow attendees and the change will be too unsettling for him. He is likely to become more reclusive, irritable and withdrawn in his behaviour, and his quality of life will suffer. The loss of respite care for me will exacerbate my own feelings of stress, anxiety and potential burnout, which will make caring for him more difficult, and place a greater burden upon our family. If the Phoenix Centre day service is closed down, our life will seemingly close down with it.”
- “This is a vital service for the elderly and disabled. It supports the disabled and elderly community and carers. I can see no proposals for an alternative.”
- “My mother lives with fairly advanced vascular dementia. The Phoenix Centre is one of the few times where she gets to socialise, and me and my brother get a break from caring for our mum. It feels sometimes like there is almost nothing out there for people affected by dementia and their loved ones. Please don't take this vital support service away.”
- “The value of having a secure and consistent day centre service for those for whom life is already very difficult, e.g. those with dementia and their carers, cannot be undervalued. In addition, cuts to winter fuel allowance mean that getting out of the house and being in a warm and safe environment, with activities and a hot meal, are all the more important, You have not suggested what ‘alternative services’ there may be and I suspect these would not exist and/or would not offer specialised support. Please stop targeting the most vulnerable who cannot respond, when protecting the vulnerable is one of the Council’s key aims. If you are proposing alternatives, please specify what these are and what would happen to the Phoenix Centre.”

- “My grandmother used the social care services at Phoenix when she was battling Alzheimer's and had suffered a stroke. Due to the cruel nature of her illness, she could not enjoy most day-to-day activities she had managed before, but this facility provided an invaluable escape from the restrictions of her illness, and a precious opportunity to socialise with friends in a similar situation. She would look forward to the opportunity to meet with others and enjoy a meal together - a simple but cherished part of her routine every week. The centre was accessible to her as a local facility - and something she would not have been able to benefit from had it not been located in the town... Taking this away... could have devastating consequences. It saddens me deeply to hear that this facility is under threat yet again. This seemingly basic provision is such an integral factor in quality of life and wellbeing of individuals who use it. Please do not underestimate the impact closure of this facility would have on the wellbeing of the local elderly community who heavily rely on it. Any one of us could find ourselves needing this kind of support one day.”
- “It helps the community. The loss of these essential services will impact the NHS, GPs and the police as well as causing increased stress and hardship for the people affected and their families.”
- “We have little to no day services provision in the area, and we know that day services can support people to stay living independently at home for longer, which ironically actually saves money further down the line for the local authority.”
- “The centre provides a vital service for those in our community. If they are impacted by the closure, the whole community is - current users of the service, future users of the service and those that work hard to provide the service.”
- “Please do not take away the funding for this vital service. It is HORRENDOUS trying to care for a family member with dementia in the community, and other services have also been cut - my Mum and Dad attended the dementia cafes previously for which funding was also withdrawn at short notice. My Dad gets stimulation, a hot meal, and carers will change him if needed due to his double incontinence. If he wasn't going to the day centre his and my mother's care package would need to be increased which would cost the council more money. He would be unable to cope with any change to transport or staff or location due to his dementia.”
- “A community has been created and provides ongoing relationships, familiar care, safety - so closing the centre will break the community. Individuals will have to start to build trust and friendship from the beginning in other locations with new people. Some are unlikely to be able to do this and will give up, stay at home and decline. Please don't underestimate the meaning and value of established communities, even if the benefits are not immediately apparent.”

Results summary across all methods

Views on the proposal

Survey: 92% of respondents disagree with the proposal to close the Phoenix Centre. The overwhelming majority chose strongly agree over disagree (84% compared to 8%). A very small percentage of people agreed with the proposal (3%).

The top themes for why people agree or disagree are:

- Service: Service is vital (76 comments)
- Service: Current service location is good (42)
- Comment about personal circumstances (36)
- Service: Provides respite for family/carers (30)
- Other: Money recently spent on the building (26)
- Service: Social aspect (26)
- Service: Community benefit (23)
- Service: Immensely valued (22)
- Service: Only service of its sort (22)

Emails etc: Organisations recognised the need to make savings (7 comments), and expressed that the cuts target the most vulnerable (7 comments). Other common themes included:

- Views: Detrimental to the elderly in particular (4 comments)
- Views: Disagree (3)
- Service: Service is vital (2)
- Views: Commute to services more complex (2)
- Views: Commuting cost to services harder to justify (2)
- Views: Detrimental to people with mental illness in particular (2)
- Views: Detrimental to women (2)
- Views: East Sussex County Council wastes money (2)

Meetings: There was overall disagreement with the proposal. It is seen as short-sighted, saving little money compared to the total savings needed. The support provided is seen as essential, and unobtainable elsewhere. Those using the service would be sad to see it go, and their families and carers would face increased pressure and stress if it did.

Potential impacts of the proposal

Survey: 211 people answered this question. Respondents' most common comments were about their own personal circumstances (40 comments). The following top 10 themes are:

- 1) Impact: It does not affect me (38 comments)
- 2) Impact: Increased burden on family/carer (21)
- 3) Planning for the future (20)
- 4) Service: Service is vital (20)
- 5) Impact: Socialisations (18)
- 6) Impact: Poorer mental health (17)
- 7) Service: Current service location is good (15)
- 8) Impact: Reduce wellbeing of people who access support (13)
- 9) Impact: Isolation (12)
- 10) Impact: Poorer physical health (12)

Emails etc: The most common themes on impact were about the increased burden on family/carers of people who access support (5 comments), and the increased pressure on other services (5 comments).

Other common themes include:

- Impact: Isolation (4 comments)
- Impact: Loss to the community (4)
- Impact: Poorer mental health (4)
- Impact: Financial hardship (3)
- Impact: Less independence (3)
- Impact: Poorer physical health (3)

Meetings: Transporting people to an alternative service would be very expensive. Some will be unable or unwilling to travel in any case, due to the travel times, carers' employment commitments or own health concerns, and a dislike of change in routine. Moving into residential care, or being cared for at home, were often not practical or palatable options. Residential care would also be more costly for the Council. Using private providers was seen as a poor alternative, when comparing the quality of care offered at Phoenix.

Suggestions

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

Survey: The most common suggestion is to not cut the service (31 comments).

The other top service specific suggestions are:

- Suggestion: Encourage more people to use service (7 comments)

- Suggestion: Cut elsewhere (5)
- Suggestion: Charge for some usage (5)
- Suggestion: Review number of service managers (3)
- Suggestion: Raise money via local businesses (3)
- Suggestion: Use volunteers (2)
- Suggestion: Raise awareness of the service (2)
- Suggestion: Facility be used by people of all ages (2)
- Suggestion: Continue to support the most vulnerable (2)
- Suggestion: Consider wider impact of decisions (2)

Emails etc: The most common suggestion was to explore alternative solutions with partners/other providers (6 comments).

Other common suggestions include:

- Suggestion: Focus on prevention (3 comments)
- Suggestion: Utilise existing and effective volunteer/charity support services (3)
- Suggestion: Find other ways to save money (2)
- Suggestion: Involve users in solution building (2)
- Suggestion: Listen to the consultation feedback (2)
- Suggestion: Sell buildings to make money (2)

Meetings: The suggestion was made that the Council seek money from different sources, e.g., lottery funding. Other ideas were to charge more to use the Phoenix Centre, if that would keep it running, and to rent out the building for wider uses, such as community activities. There was criticism at the level of funding Adult Social Care receives, and the observation was made that money is there for the government to fund Adult Social Care, but it is spent on the wrong things instead. It was noted that COVID-19 has affected attendances, so that the Phoenix Centre is currently underutilised.

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:

- Suggestion: Don't cut service (31 comments)
- Service: Service is vital (21)
- Community benefit (12 comments)
- Other: Money recently spent on the building (12)

- Service: Current service location is good (12)
- Views: Cuts target the most vulnerable (11)
- Other: Criticism of council (9)
- Service: Immensely valued (9)
- Suggestion: Encourage more people to use service (7)
- Views: Detrimental to the elderly in particular (7)

Emails etc: The most common other comments were about the lack of consideration for wider impacts (3 comments), followed by money recently being spent on the building (2 comments), upcoming changes in government funding (2 comments), and offering to work with the council to find placements (2 comments).

Meetings: People were unsure where they could go, to get a like-for-like service.

Service specific questions

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

Nearly half of those who answered said they would need to attend an alternative service on the same days, while over a third said they could be flexible.

The majority said they would need transport to be provided if they moved to another service (69% of those who answered the question). Some people were willing to travel for a little longer to attend an alternative service (35% for less than 15 minutes and 21% for 15 to 30 minutes), but 28% 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:

Option	Total	Percent
Someone who uses/has used the Phoenix Centre day service	25	8.77%
The family or carer of someone who uses/has used the Phoenix Centre day service	53	18.60%
Someone who works for the Phoenix Centre day service	5	1.75%
Someone who lives in East Sussex	130	45.61%
Someone who works in health or social care in East Sussex	21	7.37%
Someone who works in housing in East Sussex	1	0.35%

Someone who works in the voluntary or community sector	20	7.02%
Other (please provide details below)	25	8.77%
Not Answered	5	1.75%

Responses for other include: People who access or have access the service; family or friends of people who access or have accessed the service; local community or alliance group members; local media; staff who used to work for the service; and councillors or other professionals. Some people elaborated on their circumstances in relation to the service or their context for accessing the service, and one person commented on their lack of ability to select more than one answer option.

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

There were 285 responses to this part of the question.

Option	Total	Percent
Strongly agree	6	2.11%
Agree	4	1.40%
Neither agree nor disagree	4	1.40%
Disagree	24	8.42%
Strongly disagree	240	84.21%
Not sure	7	2.46%
Not Answered	0	0.00%

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

There were 240 responses to this part of the question.

Comment theme	Total
Service: Service is vital	76
Service: Current service location is good	42
Comment about personal circumstances	36
Service: Provides respite for family/carers	30
Other: Money recently spent on the building	26
Service: Social aspect	26
Service: Community benefit	23

Service: Immensely valued	22
Service: Only service of its sort	22
Impact: Isolation	19
Service: Lifeline to people	19
Views: Cuts target the most vulnerable	19
Impact: Poorer mental health	18
Views: Services already limited	18
Impact: Routine change disruptive for people who access support	15
Impact: Reduce wellbeing of people who access support	14
Service: High quality	14
Service: Praise of staff	14
Views: Detrimental to the elderly in particular	14
Impact: Increased burden on family/carer	13
Impact: Poorer physical health	13
Service: Very accessible	12
Views: Commute to services more complex	12
Views: Need for this service is increasing	12
Service: Praise of service	11
Impact: Increased pressure on other services	10
Service: Safe environment	10
Views: Concerned where people would go instead	10
Views: Morally wrong	10
Other: Criticism of council	9
Views: Disagree with proposal	9
Views: Don't close service	9
Service: Current service works well	8
Service: Service is beneficial	8
Service: Well used	8
Impact: NHS	7
Suggestion: Cut elsewhere	7
Views: Short sighted	7
Impact: Destroy stability/support structure of people who access support	6
Views: Alternative services not adequate	6
Views: Detrimental to disabled people in particular	6

Views: Shameful proposal	6
Impact: Negative on carers	5
Impact: Ability to maintain work and carer responsibilities	5
Impact: Cause distress to people who access support	5
Impact: Lower quality of life	5
Impact: More inconvenient for people who access support	5
Other: Lack of information on what alternative support would be offered	5
Views: Respondent planning for when they may need the service in future	5
Views: East Sussex County Council are responsible for looking after vulnerable people	5
Views: Service is cost effective	5
Impact: Add more costs in the long-term	4
Impact: Financial hardship	4
Impact: People's needs won't be met	4
Impact: Poorer access to other services as a knock-on effect	4
Impact: People will end up in care homes	4
Service: Supports family/friends of people who access support	4
Suggestion: Consider wider impact of decisions	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: An alternative exists	4
Views: Care at home is not a substitute	4
Views: Unhappy with proposal	4
Impact: Less independence	3
Impact: Negative impact (unspecified)	3
Impact: Relationships built between staff and people accessing support may end	3
Impact: Service won't be replaced if cut	3
Other: East Sussex County Council must provide more information about alternatives and capacity	3
Views: Angry with proposal	3
Views: Money won't be saved	3
Views: Must prioritise the most vulnerable	3

Views: Recognise need to make savings	3
Views: Service has already suffered from cuts	3
Impact: Boredom	2
Impact: Savings so small they won't justify impact on people who access support	2
Impact: Staff	2
Other: Many don't have voice/can't communicate	2
Other: Unsure why East Sussex County Council cannot afford budget gap	2
Service: Safe environment	2
Suggestion: Charge for some usage	2
Suggestion: Do things differently and innovate	2
Suggestion: Sell buildings to make money	2
Views: Already fought for service before	2
Views: Alternative services are too far away	2
Views: Commuting cost to services harder to justify	2
Views: Long wait time for other services	2
Views: Service already under pressure with capacity	2
Views: Unclear what savings will result	2
Views: Service enables people with disabilities to access support	1
Impact: Couldn't cope without service	1
Impact: Effect on environment and climate	1
Impact: Loss to the community	1
Impact: More pressure on the police	1
Impact: People would have to go into care	1
Impact: Rob people of their dignity	1
Impact: Would no longer be able to attend	1
Other: Comment on consultation process or information	1
Other: Comment on ineffectiveness of support in the long-term	1
Other: Comment re government spending	1
Other: Council Tax has already been raised	1
Other: Criticism of government	1
Other: What happens to the day service buildings	1
Service: Consistency of staffing is a positive	1
Service: Criticism of service effectiveness	1
Service: Flexible support	1

Service: Gives a voice to the vulnerable	1
Service: Service built trust with people who access support	1
Suggestion: Calculate the cost for other services this proposal will cause	1
Suggestion: Charge people more to use services	1
Suggestion: Cut management salaries	1
Suggestion: Don't cut as much as proposed	1
Suggestion: Facility be used by people of all ages	1
Suggestion: Locate any replacement in the same area	1
Suggestion: Make access to services means tested	1
Suggestion: Merge or reorganise services	1
Suggestion: Reduce public transport costs	1
Unspecific/unclear comment	1
Views: People who access support may lack advocacy and representation	1
Views: Detrimental to women	1
Views: Disagree with using private organisations	1
Views: Find an alternative way to save money	1
Views: Priorities are wrong	1
Views: Same support can be received elsewhere	1
Views: Shocked/saddened by proposal	1

3) How would the proposal to stop providing the day service at the Phoenix Centre affect you or someone you care for?

There were 211 responses to this part of the question.

Comment theme	Total
Comment about personal circumstances	40
Impact: It does not affect me	38
Impact: Increased burden on family/carer	21
Views: Respondent planning for when they may need the service in future	20
Service: Service is vital	20
Impact: Socialisations	18
Impact: Poorer mental health	17
Service: Current service location is good	15
Impact: Reduce wellbeing of people who access support	13

Impact: Isolation	12
Impact: Poorer physical health	12
Impact: Routine change disruptive for people who access support	11
Service: Provides respite for family/carers	11
Views: Commute to services more complex	10
Service: Community benefit	9
Service: Only service of its sort	9
Impact: Increased pressure on other services	8
Impact: Lower quality of life	8
Service: Immensely valued	8
Service: Praise of staff	8
Service: Safe environment	8
Impact: Cause distress for people who access support	7
Impact: People's needs won't be met	7
Service: Service is beneficial	7
Impact: More inconvenient for people who access support	6
Impact: People would have to go into care	6
Service: Lifeline to people	6
Views: Concerned where people would go instead	6
Views: Detrimental to the elderly in particular	6
Impact: Boredom	5
Impact: Less independence	5
Impact: NHS	4
Impact: Poorer access to support	4
Service: Peace of mind	4
Service: High quality	4
Service: Well used	4
Views: Don't close service	4
Impact: Ability to maintain work and carer responsibilities	3
Impact: People who access support would be at increased risk	3
Impact: Negative impact (unspecified)	3
Impact: Savings so small they won't justify impact on people who access support	3
Impact: Staff	3
Impact: Would no longer be able to attend	3

Other: Criticism of council	3
Impact: People will end up in care homes	3
Service: Opportunity to socialise	3
Service: Praise of service	3
Service: Service built trust with people who access support	3
Service: Very accessible	3
Views: Cuts target the most vulnerable	3
Views: Detrimental to disabled people in particular	3
Views: Loss of jobs	3
Views: Unhappy with proposal	3
Impact: Add more costs in the long-term	2
Impact: Carers will have less of a break	2
Impact: Confidence will be lost	2
Impact: Couldn't cope without service	2
Impact: Destroy stability/support structure of people who access support	2
Impact: Financial hardship	2
Impact: Lose my job	2
Impact: Loss to the community	2
Impact: More challenging behaviour from people who access support	2
Impact: More people in crisis	2
Views: Care at home is not a substitute	2
Views: Cuts help alleviate pressure on other services	2
Views: Detrimental to women	2
Views: Increased burden on family/carers	2
Views: Private support too expensive	2
Views: Services already limited	2
Service: Helped with social interactions	1
Impact: Ability to find work	1
Impact: Carers' ability to have longer breaks	1
Impact: People who access support would feel abandoned	1
Impact: Need to make alternative care arrangements	1
Impact: People will die	1
Impact: Poorer access to other services as a knock-on effect	1
Impact: Reduce trust in East Sussex County Council	1

Service: Offered practical support	1
Other: Comment on consultation process or information	1
Other: Lack of information on what alternative support would be offered	1
Other: Many don't have voice/can't communicate	1
Other: Reducing treatment services will compound the issue	1
Service: Flexible support	1
Service: Service well run	1
Suggestion: Close other buildings instead	1
Suggestion: Continue to support the most vulnerable	1
Suggestion: Listen to the consultation feedback	1
Suggestion: Utilise staff skills better	1
Views: Alternative services not adequate	1
Views: Concerned about impact on them	1
Views: Concerned where else people who access support would get it	1
Views: East Sussex County Council are responsible for looking after vulnerable people	1
Views: Morally wrong	1
Views: Need for this service is increasing	1
Views: Proposal adds more cost in the long-term	1
Views: Service is cost effective	1
Views: Short sighted	1

4) Which days do you attend the Phoenix Centre day service?

There were 37 responses to this part of the question.

Option	Total	Percent
Monday	10	3.51%
Tuesday	10	3.51%
Wednesday	11	3.86%
Thursday	17	5.96%
Friday	15	5.26%
Not Answered	248	87.02%

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

There were 39 responses to this part of the question.

Option	Total	Percent
I would need to attend on exactly the same day or days	19	6.67%
I would need to attend on some of the same days	6	2.11%
I could be flexible about which days I attend	14	4.91%
Not Answered	246	86.32%

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

There were 42 responses to this part of the question.

Option	Total	Percent
Yes	29	10.18%
No	4	1.40%
Not sure	9	3.16%
Not Answered	243	85.26%

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

There were 43 responses to this part of the question.

Option	Total	Percent
Less than 15 minutes	15	5.26%
15 to 30 minutes	9	3.16%
31 to 45 minutes	4	1.40%
45 minutes plus	3	1.05%
No additional travel time	12	4.21%
Not Answered	242	84.91%

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

There were 150 responses to this part of the question.

Comment theme	Total
Suggestion: Don't cut service	31
Service: Service is vital	21
Service: Community benefit	12
Other: Money recently spent on the building	12
Service: Current service location is good	12
Views: Cuts target the most vulnerable	11
Other: Criticism of council	9
Service: Immensely valued	9
Suggestion: Encourage more people to use service	7
Views: Detrimental to the elderly in particular	7
Impact: Poorer mental health	6
Service: Social aspect	6
Views: Concerned where else people who access support would get it	6
Views: Morally wrong	6
Views: Priorities are wrong	6
Views: Services already limited	6
Other: Comment on consultation process or information	5
Service: Praise of staff	5
Suggestion: Charge for some usage	5
Suggestion: Cut elsewhere	5
Suggestion: Fundraise locally	5
Suggestion: Sell buildings to make money	5
Views: Need for this service is increasing	5
Views: Shameful proposal	5
Comment about personal circumstances	4
Impact: Boredom	4
Impact: Poorer access to support	4
Impact: Routine change disruptive for people who access support	4
Other: Many don't have voice/can't communicate	4
Service: High quality	4
Service: Praise of service	4
Service: Provides respite for family/carers	4
Service: Service is beneficial	4

Views: Commuting cost to services harder to justify	4
Views: Find an alternative way to save money	4
Views: Proposal adds more cost in the long-term	4
Views: Service is cost effective	4
Impact: Cause distress for people who access support	3
Impact: Increased burden on family/carer	3
Impact: Increased pressure on other services	3
Impact: Isolation	3
Impact: NHS	3
Impact: Reduce wellbeing of people who access support	3
Other: Comment on other council spending	3
Views: Respondent planning for when they may need the service in future	3
Service: Lifeline to people	3
Service: Only service of its sort	3
Service: Very accessible	3
Suggestion: Bring in income from unused properties	3
Suggestion: East Sussex County Council should manage resources better	3
Suggestion: Raise money via local businesses	3
Suggestion: Review number of service managers	3
Views: Alternative services not adequate	3
Views: Commute to services more complex	3
Views: East Sussex County Council are responsible for looking after vulnerable people	3
Views: Unhappy with proposal	3
Impact: Effect on environment and climate	2
Impact: Lower quality of life	2
Impact: People will die	2
Impact: People would have to go into care	2
Impact: People's needs won't be met	2
Impact: Poorer physical health	2
Impact: Service won't be replaced if cut	2
Other: Unsure why East Sussex County Council cannot afford budget gap	2
Service: Safe environment	2

Service: Well used	2
Suggestion: Careful planning/assessments needed before happens	2
Suggestion: Charge people more to use services	2
Suggestion: Consider system budget issues	2
Suggestion: Consider wider impact of decisions	2
Suggestion: Continue to support the most vulnerable	2
Suggestion: Cut East Sussex County Council staff pay	2
Suggestion: Do things differently and innovate	2
Suggestion: Facility be used by people of all ages	2
Suggestion: Merge or reorganise services	2
Suggestion: Raise awareness of the service	2
Suggestion: Remove and condense office buildings	2
Suggestion: Use volunteers	2
Views: Must prioritise the most vulnerable	2
Views: Poor decision	2
Views: Recognise need to make savings	2
Views: Service is not cost effective	2
Views: Short sighted	2
Impact: Negative on carers	1
Impact: Ability to maintain work and carer responsibilities	1
Impact: Add more costs in the long-term	1
Impact: People who access support would be at increased risk	1
Impact: People access support would feel abandoned	1
Impact: Couldn't cope without service	1
Impact: Destroy stability/support structure of people who access support	1
Impact: Expensive home care packages	1
Impact: Loss to the community	1
Impact: More pressure on the police	1
Impact: Negative impact (unspecified)	1
Impact: Relationships built between staff and people who access support may end	1
Impact: Rob people of their dignity	1
Impact: Savings so small they won't justify impact on people who access support	1

Other: Comment re national finances	1
Other: Comment re national government	1
Other: Council Tax has already been raised	1
Other: Criticism of councillor	1
Other: Cuts won't address wider care crisis	1
Other: East Sussex County Council must provide more information about alternatives and capacity	1
Other: Lack of information on what alternative support would be offered	1
Other: What happens to the day service buildings	1
Service: Peace of mind	1
Service: Current service works well	1
Suggestion: Better use of funding	1
Suggestion: Charge less for service	1
Suggestion: Close other buildings instead	1
Suggestion: Enhance the service rather than reduce it	1
Suggestion: Fundraise nationally	1
Suggestion: Keep disruption to a minimum	1
Suggestion: Listen to the consultation feedback	1
Suggestion: Look for private investors/business to run it	1
Suggestion: Make access to services means tested	1
Suggestion: More joint working	1
Suggestion: Reduce on-site support hours	1
Suggestion: Reduce public transport costs	1
Suggestion: Reduce staff numbers	1
Suggestion: Review remote working	1
Views: Care at home is not a substitute	1
Views: Concerned about impact on them	1
Views: Detrimental to disabled people in particular	1
Views: Disagree with proposal	1
Views: Money won't be saved	1
Views: Poor management treatment of both staff and people who access support	1
Views: Reasonable in circumstances	1
Views: Service has already suffered from cuts	1
Would have had to stay in/go back to hospital	1

About you equality questions

People were given the option of answering these questions, with 192 choosing to take part and 93 choosing not to answer them.

What age are you?

Age	Total	Percentage of all 285 respondents
Under 18	0	0%
18-24	2	1%
25-34	4	1%
35-44	12	4%
45-54	19	7%
55-59	16	6%
60-64	33	12%
65+	95	33%
No age given	104	36%

What is your gender?

There were 191 responses to this part of the question.

Option	Total	Percent
Female	147	51.58%
Male	44	15.44%
Non-binary	0	0.00%
Prefer to self-describe (please write in below)	0	0.00%
Prefer not to say	0	0.00%
Not Answered	94	32.98%

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

There were 188 responses to this part of the question.

Option	Total	Percent
Yes	187	65.61%
No (please write in your gender identity below)	0	0.00%

Prefer not to say	1	0.35%
Not Answered	97	34.04%

Gender identity:

There was 1 response to this part of the question but the answer was unclear.

What is your ethnic group?

There were 189 responses to this part of the question.

Option	Total	Percent
White English/Welsh/Scottish /Northern Irish/British	175	61.40%
White Irish	3	1.05%
White Gypsy/Irish Traveller	0	0.00%
White Roma	0	0.00%
Any other White background (please write in below)	3	1.05%
Mixed White and Black Caribbean	2	0.70%
Mixed White and Black African	0	0.00%
Mixed White and Asian	1	0.35%
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	0	0.00%
Asian or Asian British Chinese	1	0.35%
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	4	1.40%
Not Answered	96	33.68%

Other:

There were 5 responses to this part of the question covering a mix of European ethnicities.

Which of the following best describes your sexual orientation?

There were 188 responses to this part of the question.

Option	Total	Percent
'Straight' / Heterosexual	167	58.60%
Gay or Lesbian	5	1.75%
Bisexual	6	2.11%
Prefer to self-describe (please write in below)	1	0.35%
Prefer not to say	9	3.16%
Not Answered	97	34.04%

Self-described sexual orientation:

There were 2 responses to this part of the question covering 'non-sexual', and a comment on relevance of the question.

What is your religion or belief?

There were 188 responses to this part of the questions.

Option	Total	Percent
No religion	79	27.72%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	84	29.47%
Buddhist	5	1.75%
Hindu	0	0.00%
Jewish	2	0.70%
Muslim	0	0.00%
Sikh	0	0.00%

Any other religion (please write in below)	0	0.00%
Philosophical belief (please write in below)	2	0.70%
Prefer not to say	16	5.61%
Not Answered	97	34.04%

Other religion:

There were 4 responses to this part of the question covering Christianity, druidism, Quakerism and theosophy.

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

There were 190 responses to this part of the question.

Option	Total	Percent
Yes (please answer part B below)	68	23.86%
No (go to the next question)	113	39.65%
Prefer not to say (go to the next question)	9	3.16%
Not Answered	95	33.33%

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

There were 141 responses to this part of the question.

Option	Total	Percent
Yes, a lot (please answer part C below)	25	8.77%
Yes, a little (please answer part C below)	35	12.28%
Not at all (go to the next question)	71	24.91%
Prefer not to say (go to the next question)	10	3.51%
Not Answered	144	50.53%

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

There were 64 responses to this part of the question.

Option	Total	Percent
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Physical Impairment	37	12.98%
Sensory Impairment	7	2.46%
Learning Disability/Difficulty	2	0.70%
Long-standing illness	21	7.37%
Mental Health condition	9	3.16%
Neurodivergent condition	6	2.11%
Other Developmental Condition	0	0.00%
Other (please write in below)	4	1.40%
Prefer not to say	7	2.46%
Not Answered	221	77.54%

Other:

There were 13 responses to this part of the question. Nine mentioned a long-standing illness or condition. One mentioned a mental health condition. Another said they were under treatment for an unspecified reason, and one referred to their age. One clarified that they had no conditions or illnesses at present.

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

There were 186 responses to this part of the question.

Option	Total	Percent
Yes	4	1.40%
No	180	63.16%
Prefer not to say	2	0.70%
Not Answered	99	34.74%

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 188 responses to this part of the question.

Option	Total	Percent
Yes	77	27.02%
No (go to next question)	106	37.19%

Prefer not to say	5	1.75%
Not Answered	97	34.04%

Hours of care given a week

There were 77 responses to this part of the question.

Option	Total	Percent
9 hours a week or less	24	8.42%
10 to 19 hours a week	7	2.46%
20 to 34 hours a week	4	1.40%
35 to 49 hours a week	10	3.51%
50 hours or more a week	23	8.07%
Prefer not to say	9	3.16%
Not Answered	208	72.98%

Who you care for

There were 76 responses to this part of the question.

Option	Total	Percent
Parent	34	11.93%
Partner/spouse	16	5.61%
Child with special needs	7	2.46%
Other family member	9	3.16%
Friend	6	2.11%
Other (please give details)	9	3.16%
Prefer not to say	0	0.00%
Not Answered	209	73.33%

If you answered 'other', please explain here:

There were 11 responses to this part of the question. Six described volunteering or paid work they did with specialist groups, families or individuals. Five mentioned relatives, neighbours, or unspecified patients or others.

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 177 responses to this part of the question.

Option	Total	Percent
Yes	5	1.75%
No	171	60.00%
Prefer not to say	1	0.35%
Not Answered	108	37.89%

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

There were 180 responses to this part of the question.

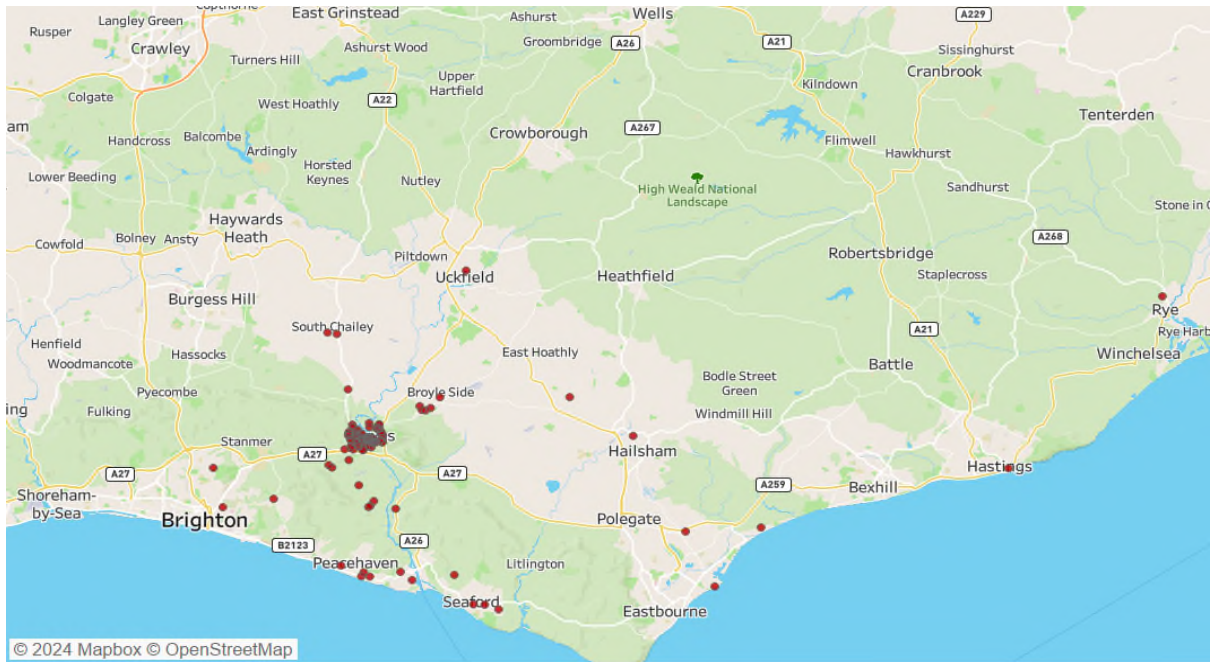
Option	Total	Percent
Yes	12	4.21%
No	168	58.95%
Prefer not to say	0	0.00%
Not Answered	105	36.84%

Please tell us your postcode:

There were 153 responses to this part of the question.

Postcode area	Total	Percentage of all 285 respondents
Eastbourne	2	1%
Wealden	11	4%
Lewes	136	48%
Rother	1	Less than 1%
Hastings	1	Less than 1%
Did not answer	132	46%

2 postcodes (1%) provided outside of East Sussex.



Other feedback by email etc

Phoenix Centre consultation responses

There were 17 responses to the Phoenix Centre consultation by other feedback methods. 16 of these were submitted by email by organisations (12), residents of East Sussex (2), Family/carer of someone who uses/has used the service (1), a member of parliament (1) and a councillor (1). One response was collected via a conversation at a VCSE meeting with commissioners.

The organisations who submitted a response are:

- Age UK
- All Care – Diamond Day Care
- Healthwatch East Sussex
- Ivy Dementia Centre
- Lewes District Council
- Lewes Town Council
- NHS Sussex
- Sussex Community Development Association
- Sussex Partnership Foundation Trust
- Sussex Support Service CIC
- Wealden Citizens Advice

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

Views

Comment themes	Total
Views: Cuts target the most vulnerable	7
Views: Recognise need to make savings	7
Views: Detrimental to the elderly in particular	4
Views: Disagree	3
Service: Service is vital	2
Views: Commute to services more complex	2
Views: Commuting cost to services harder to justify	2
Views: Detrimental to people with mental illness in particular	2
Views: Detrimental to women	2
Views: East Sussex County Council wastes money	2
Other: Money recently spent on the building	1
Views: Alternative service isn't as good	1
Views: Alternative services are too far away	1
Views: Alternative services not suitable	1
Views: Care at home is not a substitute	1
Views: Concerned about impact of proposal	1
Views: Concerned where else people who access support would get it	1
Views: Cuts create inequality	1
Views: Detrimental to those in rural areas	1
Views: Don't close service	1
Views: Family/carers need support too	1
Views: Money won't be saved	1
Views: Must prioritise the most vulnerable	1
Views: People may be affected by multiple proposed cuts	1
Views: People upset by proposal	1
Views: Services already limited	1
Views: Shocked/saddened by proposal	1
Views: Understand prioritising statutory duties	1
Views: Wellbeing relies on access to broad range of services	1

Service

Comment themes	Total
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Service: Lifeline to people	5
Service: Opportunity to socialise	4
Service: Provides respite for family/carers	4
Service: Praise of staff	3
Service: Value of day services generally	3
Service: Only service of its sort	2
Service: Safe environment	2
Service: Very accessible	2
Service: Current service location is good	1
Service: Flexible support	1
Service: High quality	1
Service: Service is beneficial	1
Service: Service is vital	1
Service: Well used	1

Impact

Comment themes	Total
Impact: Increased burden on family/carer	5
Impact: Increased pressure on other services	5
Impact: Isolation	4
Impact: Loss to the community	4
Impact: Poorer mental health	4
Impact: Financial hardship	3
Impact: Less independence	3
Impact: Poorer physical health	3
Impact: Ability to maintain work and carer responsibilities	2
Impact: Add more costs in the long-term	2
Impact: Negative on carers	2
Impact: NHS	2
Impact: Reduce wellbeing of people who access support	2
Impact: Rob people of their dignity	2
Impact: Carers will have less of a break	1
Impact: People who access support would be at increased risk	1

Impact: Community at increased risk	1
Impact: Destroy stability/support structure of people who access support	1
Impact: Increase support needs	1
Impact: Loss of jobs	1
Impact: Loss of skilled/specialist workforce	1
Impact: More challenging behaviour from people who access support	1
Impact: More hospital admissions	1
Impact: More people in crisis	1
Impact: Multiple disadvantages for some who use several services	1
Impact: People will die	1
Impact: People would have to go into care	1
Impact: Routine change disruptive for people who access support	1

Suggestions

Comment themes	Total
Suggestion: Explore alternative solutions with partners/other providers	6
Suggestion: Focus on prevention	3
Suggestion: Utilise existing and effective volunteer/charity support services	3
Suggestion: Find other ways to save money	2
Suggestion: Involve users in solution building	2
Suggestion: Listen to the consultation feedback	2
Suggestion: Sell buildings to make money	2
Suggestion: Close other buildings instead	1
Suggestion: Continue to support the most vulnerable	1
Suggestion: Create an intensive dementia support team	1
Suggestion: Cut management salaries	1
Suggestion: Do things differently and innovate	1
Suggestion: Don't cut as much as proposed	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: Explore joint commissioning of services with districts and boroughs	1
Suggestion: Keep parts of the service running	1
Suggestion: Look for private investors/business to run it	1
Suggestion: Make decisions after May elections	1
Suggestion: Prioritise community models over inpatients beds for dementia support	1
Suggestion: Reduce use of expensive residential care for adults	1
Suggestion: Remove and condense office buildings	1
Suggestion: Use church buildings to limit costs of day services	1
Suggestion: Work with partners to develop new model	1

Other comments

Comment themes	Total
Other: Lack of consideration for wider impacts	3
Other: Money recently spent on the building	2
Other: Near future changes in government funding possible	2
Other: Offering to work with us to find placements	2
Suggestion: Look for private investors/business to run it	2
Other: Comment on consultation process or information	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: Supporting and working with VCSE sector vital for improved outcomes	1
Other: Want to see the EqIA and proposed mitigations	1
Other: What happens to the day service buildings	1
Other: Work in East Sussex Hospitals Trust to pilot virtual wards for patience with dementia	1

Suggestion: Keep disruption to a minimum	1
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Overall consultation responses

Responses addressing all 11 consultations combined

There were 10 responses addressing all 11 consultations at once by letter and email. 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 who access 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/carer	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 who access 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 who access 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 who access 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 are 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 Equality Impact Assessment 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
11 October	13
15 October	8

Themes from 11 October meeting

- **Views:** People disagree with the proposal. They don't see the logic, because it is only a short-term gain in terms of savings and a big loss for those who attend. Moving people to other services would take time and create additional cost that would affect the amount saved.

People have already battled to keep the service open and say there aren't any satisfactory alternative options.

- **Service:** People benefit so much from the service and it gives families and carers much needed respite. The quality of the service is very high and it is unlikely that any alternatives will be anywhere near as good. The location of the service next to a GP is really helpful.
- **Impact:** The people who attend the service have a level of need that is hard to get met elsewhere. It would be expensive to transport people to alternative services and would reduce the amount of respite carers receive if the journey is longer.

It would have a knock-on effect on carers being able to continue in their caring role and to maintain their employment if they have a job. If suitable alternatives can't be found people would end up in residential care. This is not what their families want and it would be more expensive for the Council.

- **Other comments:** People are suspicious about the lack of information provided by the Council about the alternative options.

Themes from 15 October meeting

- **Views:** The proposal is short sighted and it would be very sad to lose such a wonderful service. The poor funding from the government for adult social care was noted and they said that people can't afford to pay more for their care.

- **Service:** People need the support they get at the service. The quality of care is better than that offered by independent providers offering similar services. It provides more personal care and support than they would get in a care home.
- **Impact:** Even the proposal itself has a negative emotional impact with the uncertainty it creates. If it went ahead, people won't have anywhere to go instead and it would have a negative impact on them and their families and carers.

The day service has prevented people from going into care homes, so if it closes more people will end up in residential care when they don't need to. This would be much more expensive for the Council and those who are affected.

- **Suggestions:** Charge more to use the Phoenix Centre if that would help it to keep running. Rent out the building for community use at the weekend and evenings to make money.
- **Other comments:** With other Council services potentially closing there are limited options. Day service attendance was affected by the pandemic, which is why services are underused.