

Appendix 1: Consultation results report

Steps to Work

About this consultation

This consultation is about the proposal to close the Steps to Work service, including the Shine car wash. 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 printable versions of the standard and easy read surveys too. 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 84 responses to this consultation. The table below shows the different ways in which people took part.

Respondent method	Total
Survey	55
Email and letters	12
Consultation meetings (attendees)	17

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 for adult social care in the Lewes district was submitted by Lewes Liberal Democrats. It was signed by 100 people. This means it does not meet the threshold of 5000 signatures which is required for the petition to be considered by Full Council.

People were given the option of answering ‘about you’ equality questions in the survey, with 71% of respondents choosing to do so.

- Wealden accounted for the single highest number of responses (7; 13%). There were 6 respondents (11%) from both Lewes and Eastbourne, with 5 (9%) from Rother, and 4 (7%) from Hastings. Two respondents were from outside East Sussex, and 25 (45%) completed other equality questions but not this one.
- More women (22; 40%) took part than men (14; 25%).
- Over a third of respondents have a physical or mental health condition or long-term illness (21; 38%), and 12 (22%) care for a family member or friend.
- Respondents’ ages ranged from 24 to 80 years, with a mean average of 46 years. Responses from those aged 25 to 34 formed the single largest group (9; 16%).
- Asked in what capacity they were completing the survey, people were most likely to do so as someone living in East Sussex (16; 29%).

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 disagree with the proposal to close Steps to Work, including the Shine car wash.
- The service is immensely valued as a way of helping people get into work, and in building confidence.
- Staff are well regarded, while those working at Shine are visibly proud of the service they provide.
- No similar facility exists, with the service providing supported employment which other local providers do not.
- People’s ability to find work would reduce if the proposal goes ahead.
- The sustainability of the workforce in the voluntary and community sector, and other staff employed in parent organisations, would suffer.
- People would lose confidence and become more isolated if the proposals are taken forward. This would cause distress, and affect mental health.
- People’s stability and support structure would disappear, with knock-on effects for their living standards and independence.
- Waiting lists for support are already long, and this proposal would add to this.
- The economy would suffer locally, as people will end up claiming benefits, which many respondents expressly said they don’t want to do.

- Any money saved by the proposals is likely to be offset by higher costs elsewhere.
- Paid employment outcomes are on the rise, demonstrating the scheme's success and reflecting the efforts of its manager.
- The proposal appears to run counter to the central government policy to encourage people into work.
- The Council should instead look at cutting other non-emergency services, and at strengthening joint work with other agencies in order to continue to support those who benefit from Steps to Work and the Shine car wash service.

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:** "Effects of the proposal: Reduction of support to get those with learning difficulties back to work would have a drastic effect. This service has an understanding of the barriers faced by those with learning needs and Autism: lack of inclusion and equity to support those in the workplace, [who are] faced with isolation, and an effect on mental health and wellbeing of clients and their families who are faced with changes and lack of resources to assist these clients into work. [Also, there would be an] effect on the economy, possibly more unemployed relying on benefits as this support service won't exist."
- **Healthwatch East Sussex:** "The proposal to cease funding for the Steps to Work programme may make it more difficult for social care practitioners to support people [to] achieve outcomes on participation in work. It may be helpful if personal budgets can be used to support access to alternative providers, which would support skills within the independent sector workforce. The withdrawal or cessation of services may also have an impact on the sustainability of the workforce in the voluntary and community sector, both in terms of those employed in funded services, but also the sustainability of other staff employed by their parent organisations."
- **Lewes Town Council:** "Cutting the Steps to Work programme will mean that some of our most vulnerable adults don't have the support they need to help them enjoy productive working lives. There is very little provision available for this group of people, and this cut is coming at a time when there is significant national as well as local concern about getting people into work."
- **NHS Sussex:** "5.7% of residents receiving long-term support for learning disabilities are in paid employment in East Sussex. There is a significant risk

that a drop in this figure will be seen should specialist services for people with Learning Disabilities be removed. The direct impact on health and health services is assessed as low, but note the potential longer-term impact to wellbeing and demand for greater support in the absence of this service. It will be important [to] work with existing alternative services to ensure sufficient capacity is available to support people who would have previously accessed Steps to Work.”

Individual comments:

- “I’m fine with applying for jobs on my own, but it’s the actual support during interviews that I’ll miss. I need that. I think it’s crap what’s happening. If the service goes down it will put a cloud in the air. My independence will be stretched too much. It will be challenging for me. I need the help I get from Steps to Work.”
- “There is a vague reference in the survey that a similar service would be available from ‘the independent sector’. However, this suggestion has no substance [nor] detail...Therefore the withdrawal of the Steps to Work programme could lead [name removed] back into isolation, with little social contact and extremely unlikely to be able to enter the world of work which would otherwise benefit [them] hugely and contribute to the social fabric of our region....I think we have a duty to look after the disadvantaged within our society.”
- “The independent sector cannot be relied upon to provide long-term supported work. With the renewed focus on ‘earning’ entitlements, opportunities for guaranteed work in a safe environment and with ethical wages are more important. The sense of worth and developing self-esteem will give confidence for further work opportunities.”
- “Adults with learning disabilities and autism find it difficult to find, access or get any type of work. They would find it harder to source employment of any kind without Steps to Work and indeed the proposed cut to community services would have an additional knock-on effect.”
- “Steps to Work is a good service model. In recent months the manager has made great changes to the service and paid employment outcomes are improving. The service is currently two years old and hasn’t been given a full opportunity to develop.”
- “This is a vital service to help people with learning disabilities into meaningful employment and provides them with the support they need to achieve this. I know at least one person in East Sussex for whom this service has been life changing. It gives people a sense of self-worth and builds their self-esteem. I also know many people with learning disabilities who could benefit from this service. Too many people who are capable of working with support are not given the opportunity, and end up in care settings watching TV or doing jigsaws.”
- “It will be confusing to use another service, and I won’t feel as confident. My life will be less happy.”

- “This will disadvantage those with an LD/autism who require help to find employment. As a society we should be including these people by giving them the opportunity to be a part of the workforce. Those charities providing a supported employment service have specific criteria which will not be met by all those wanting work.”
- “Support is invaluable to help people with a learning disability to find work. They deserve this support and want to work. People with disabilities have proven to be good reliable workers when given the support.”
- “This proposal seems at direct odds with the government’s policy to get people back to work.”
- “I’m starting to seek help currently for our son. There is minimal help and any resources have waiting lists. This would add to the list.”
- “It will have a devastating impact on the person I know. He will feel let down and as though he in some way has failed even though it’s not his fault.”
- “I wouldn’t be able to get a job. I wouldn’t have anything to do and my mental health would suffer.”
- “My son needs a service like this to help him reintegrate with society. He has been living in his bedroom for 10 years since leaving college. He has no friends or anyone outside of our family.”
- “This will affect especially women, as the primary carers for family members with learning difficulties.”
- “I would be upset because Steps to Work all treat me with respect. I have learning disabilities and I don’t think it would be as good if I had to go to the Job Centre.”
- “An East Sussex Supported Employment service to reach all areas of the county should be standard practice, as in other counties such as Kent. More work [is needed] with mainstream schools (or special schools) to help those with pupils who will obviously require help to access the workplace.”
- “Without STEPS [sic], there may be higher costs in housing, healthcare, and social care. Careful consideration needs to be given to the impacts elsewhere of cutting such a service. Rather than cutting this service, the Council could look to partner with charities or other businesses.”
- “One of ESCC’s priorities is ‘helping people to help themselves’. Why are ESCC withdrawing a service which does exactly that?”

Results summary across all methods

Views on the proposal

Survey: Most respondents disagreed with the proposal (45 out of 55; 82%). Of these 45 respondents, 37 chose 'strongly disagree'. Only 6 (11%) agreed with the proposal.

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

- 1) The scheme helps people get into work (8 comments)
- 2) Impact: Ability to find work (8)
- 3) Service: Immensely valued (8)
- 4) Service: Only service of its sort (6)
- 5) Service: Praise of staff (5)
- 6) Service: Builds confidence (4)
- 7) Impact: Isolation (4)
- 8) Service: Service is vital (4)

Emails etc: Four out of the 12 respondents who gave feedback via emails, calls or in person said that the proposal targets the most vulnerable, and 4 simply stated that they disagreed with the proposal. Three said they recognised the need to make savings, but 2 were angry with the proposal, while 2 did not want the service to close, and 2 felt that the alternatives to the services were not as good.

Meetings: People disagree with the proposal and say it would be upsetting if the service closed. They feel that disabled people are treated differently and it would be a breach of their rights if the proposal went ahead.

People praised the service and support it offers, from providing consistency and social contact, to building confidence and finding a job. They did note that the service is already short staffed and it is confusing to know what other support is available from other services.

Potential impacts of the proposal

Survey: 43 people answered this question, and the top themes are:

- 1) Impact: Ability to find work (10 comments)
- 2) Comment about personal circumstances (7)
- 3) Impact: Confidence will be lost (7)
- 4) Impact: It does not affect me (5)
- 5) Service: Praise of staff (5)
- 6) Impact: Cause distress for people accessing support (4)
- 7) Impact: Destroy people's stability/support structure (4)
- 8) Service: Service is beneficial (4)
- 9) Service: Service is vital (4)

Emails etc: The top themes are people's ability to find work (4 comments), the particular impact on finding or keeping a job for those with a learning disability (3), and poorer mental health (3).

Meetings: People are worried about what support will be on offer if the service closes, as other employment services offer no help. They are concerned about their ability to get a job without the help of the service.

People pointed out that the government wants more disabled people to be in employment, but that won't happen if Steps to Work closes.

Suggestions

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

Survey: Suggestions made more than once were to not cut the service (5 comments); that the proposal would cost more in the long-term; that more joint working takes place; that cuts be made instead to non-emergency services; and that the service was immensely valued (2 comments for each).

Suggestions made by one person each were:

- Suggestion: Allow redundancy requests
- Suggestion: Careful planning/assessments needed before happens
- Suggestion: Consider wider impact of decisions
- Suggestion: Continue to support the most vulnerable
- Suggestion: Cut management salaries
- Suggestion: Encourage more people to use service
- Suggestion: Enhance the service rather than reduce it
- Suggestion: East Sussex County Council should lobby government
- Suggestion: Increase council tax
- Suggestion: Invest in upskilling staff
- Suggestion: Provide accessible support and advice to those in need
- Suggestion: Sell buildings to make money
- Suggestion: Streamline current roles
- Suggestion: Work with partners to develop new model

Emails etc: The top suggestion (2 comments) was to explore alternative solutions with partners/other providers. Suggestions made by one person each were:

- Suggestion: Cut management salaries
- Suggestion: East Sussex County Council should manage resources better
- Suggestion: Focus on prevention

- Suggestion: Fundraise locally
- Suggestion: Involve users in solution building
- Suggestion: Make decisions after May elections
- Suggestion: Sell buildings to make money
- Suggestion: Work with partners to develop new model

Meetings: No suggestions were made.

Other topics

Survey: The two most commonly raised other topics were that the proposal would cost more in the long term, and that the service was immensely valued (both mentioned twice).

Emails etc: The two most common topics covered were that the Council must provide more information about alternative services and their capacity, and that the respondent would not have felt safe with alternative services (both 2 comments).

Meetings: Individual themes raised were: The government should be funding services like this instead of funding refugees; the Council lies to people; and they have not had a review of their support for years.

Charts and tables

Survey responses including about you information

1) Are you completing the survey as:

There were 51 responses to this part of the question.

Option	Total	Percent
Someone who uses/has used the Steps to Work service including Shine	17	30.91%
The family or carer of someone who uses/has used the Steps to Work service including Shine	5	9.09%
Someone who works for the Steps to Work service	0	0.00%
Someone who lives in East Sussex	16	29.09%
Someone who works in health or social care in East Sussex	6	10.91%
Someone who works in housing in East Sussex	1	1.82%

Someone who works in the voluntary or community sector	3	5.45%
Other (please provide details below)	3	5.45%
Not Answered	4	7.27%

Responses to “Other”

- Parent of 3 children with ASD, ADHD and learning disabilities
- Parent of a teenager who will likely need this service in future
- I used to be an usher for the theatre and a carer in an elderly care home
- Councillor

2) How much do you agree or disagree with the proposal to close the Steps to Work service, including Shine, and offer people employment support from the independent sector instead?

There were 55 responses to this part of the question.

Option	Total	Percent
Strongly agree	2	3.64%
Agree	4	7.27%
Neither agree nor disagree	2	3.64%
Disagree	8	14.55%
Strongly disagree	37	67.27%
Not sure	2	3.64%
Not Answered	0	0.00%

Please tell us why you agree or disagree:

There were 49 responses to this part of the question.

Comment theme	Total
The scheme helps people get into work	8
Impact: Ability to find work	8
Service: Immensely valued	8
Service: Only service of its sort	6

Service: Praise of staff	5
Service: Builds confidence	4
Impact: Isolation	4
Service: Service is vital	4
Impact: Cause distress to people accessing support	3
Service: Service is beneficial	3
Service: Service well run	3
Views: Cuts target the most vulnerable	3
Views: Disagree with proposal	3
Views: Service is cost effective	3
Views: Services already limited	3
Build independence	2
Community benefit	2
Impact: Increased burden on family/carer	2
Impact: Increased pressure on other services	2
Impact: Loss to the community	2
Impact: Reduce wellbeing of people accessing support	2
Impact: Would feel less valued	2
Service: High quality	2
Service: Opportunity to socialise	2
Service: Praise of service	2
Views: An alternative exists	2
Views: Commuting cost to services harder to justify	2
Views: Concerned where else people accessing support would get it	2
Views: Private support too expensive	2
Views: Proposal adds more cost in the long term	2
Views: Recognise need to make savings	2
Scheme changed their life	1
Comment about personal circumstances	1
Help with mental health	1

Impact: Already have to battle for services	1
Impact: Boredom	1
Impact: People accessing support will feel abandoned	1
Impact: Confidence will be lost	1
Impact: Couldn't cope without service	1
Impact: Economy will suffer	1
Impact: Financial hardship	1
Impact: Poorer mental health	1
Impact: Relationships built between staff and people accessing support may end	1
Impact: Rob people of their dignity	1
Impact: Savings so small they won't justify impact on people accessing support	1
Impact: Service won't be replaced if cut	1
Impact: Without this support people will need higher cost services	1
Impact: Would lose professional skills	1
Service: Offered practical support	1
Other: Comment on ineffectiveness of support in the long term	1
Other: Comment re national government	1
Other: Criticism of council	1
Other: East Sussex County Council must provide more information about alternatives and capacity	1
Service: Criticism of service effectiveness	1
Service: Criticism of service efficiency	1
Service: Helps people to regain independence	1
Service: Safe environment	1
Service: Service built trust with people who access support	1
Signposting to other services	1
Social aspect	1
Suggestion: Cut management salaries	1
Suggestion: Don't cut service	1

Suggestion: Keep disruption to a minimum	1
Tailored support	1
To have control	1
Views: Alternative services not adequate	1
Views: Detrimental to disabled people in particular	1
Views: Disagree with using private organisations	1
Views: East Sussex County Council are not required to provide this service	1
Views: Having onsite staff important	1
Views: Long wait time for other services	1
Views: Morally wrong	1
Views: Not aware the service exists	1
Views: Poor decision	1
Views: Service is new and needs time to develop	1
Views: Service is not cost effective	1
Views: Service vital for young people and their prosperity	1
Views: Short sighted	1
Views: Those with disabilities often make good use of opportunities given	1
Views: Unclear what savings will result	1
Views: Use alternative services if accredited	1

3) How would the proposal to close Steps to Work affect you or someone you care for? What you tell us will help us carry out an equality impact assessment.

There were 43 responses to this part of the question.

Comment theme	Total
Impact: Ability to find work	10
Comment about personal circumstances	7
Impact: Confidence will be lost	7
Impact: It does not affect me	5
Service: Praise of staff	5
Impact: Cause distress for people accessing support	4

Impact: Destroy people's stability/support structure	4
Service: Service is beneficial	4
Service: Service is vital	4
Service: Get into work	3
Impact: Less independence	3
Impact: Poorer mental health	3
Impact: Routine change disruptive for people accessing support	3
Views: Alternative services not adequate	3
Views: Detrimental to disabled people in particular	3
Service: Build's confidence	2
Helped with social interactions	2
Impact: Rob people of their dignity	2
Service: Employment advice	1
Impact: Boredom	1
Impact: Cause hardship and poverty	1
Impact: People accessing support will feel abandoned	1
Impact: Lower quality of life	1
Impact: Would feel less connected to the community	1
Other: Lack of information on what alternative support would be offered	1
Service: Criticism of service efficiency	1
Service: Opportunity to socialise	1
Service: Praise of service	1
Views: Costs will increase not go down	1
Views: Detrimental to women	1
Views: Long wait time for other services	1
Would affect support that can be offered to help people move on	1

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

There were 22 responses to this part of the question.

Comment theme	Total
Suggestion: Don't cut service	5
Impact: Add more costs in the long-term	2

Service: Immensely valued	2
Suggestion: Cut non-emergency services (other Council spend)	2
Suggestion: More joint working	2
All support we give to people accessing it is vital	1
Service: Build's confidence	1
Comment about personal circumstances	1
Views: The scheme helps people get into work	1
Impact: Ability to find work	1
Impact: Isolation	1
Impact: Strain on remaining staff	1
Impact: Transition will be hard for people who access support	1
Impact: Would feel less connected to the community	1
Impact: Would feel less valued	1
Other: Allow redundancy requests	1
Other: Comment re government spending	1
Other: Comment re national finances	1
Other: Comment re national government	1
Service: Praise of service	1
Service: Service is beneficial	1
Service: Service is vital	1
Someone who listened to me	1
Suggestion: Careful planning/assessments needed before happens	1
Suggestion: Consider wider impact of decisions	1
Suggestion: Continue to support the most vulnerable	1
Suggestion: Cut management salaries	1
Suggestion: Encourage more people to use service	1
Suggestion: Enhance the service rather than reduce it	1
Suggestion: East Sussex County Council should lobby government	1
Suggestion: Increase council tax	1
Suggestion: Invest in upskilling staff	1
Suggestion: Provide accessible support and advice to those in need	1
Suggestion: Sell buildings to make money	1
Suggestion: Streamline current roles	1

Suggestion: Work with partners to develop new model	1
Views: Detrimental to disabled people in particular	1
Views: Disagree with using private organisations	1
Views: East Sussex County Council are responsible for looking after vulnerable people	1
Views: Recognise need to make savings	1

About you equality questions

People were given the option of answering these questions, with 39 choosing to take part and 16 choosing not to answer them.

What age are you?

Age	Total	Percentage of all 55 respondents
Under 18	0	0%
18-24	1	2%
25-34	9	16%
35-44	6	11%
45-54	5	9%
55-59	6	2%
60-64	5	9%
65+	3	5%
No age given	20	36%

What is your gender?

There were 38 responses to this part of the question.

Option	Total	Percent
Female	22	40.00%
Male	14	25.45%
Non-binary	0	0.00%
Prefer to self-describe (please write in below)	1	1.82%
Prefer not to say	1	1.82%
Not Answered	17	30.91%

Self-described gender:

There were 2 responses to this part of the question covering having “no gender”, and not believing in gender.

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

There were 38 responses to this part of the question.

Option	Total	Percent
Yes	38	69.09%
No (please write in your gender identity below)	0	0.00%
Prefer not to say	0	0.00%
Not Answered	17	30.91%

Gender identity:

There was 1 response to this part of the question explaining they do not believe in gender.

What is your ethnic group?

There were 39 responses to this part of the question.

Option	Total	Percent
White English/Welsh/Scottish /Northern Irish/British	36	65.45%
White Irish	1	1.82%
White Gypsy/Irish Traveller	0	0.00%
White Roma	0	0.00%
Any other White background (please write in below)	1	1.82%
Mixed White and Black Caribbean	0	0.00%
Mixed White and Black African	1	1.82%
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	0	0.00%
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	0	0.00%
Not Answered	16	29.09%

Other:

There was 1 response to this part of the question.

- White European

Which of the following best describes your sexual orientation?

There were 39 responses to this part of the question.

Option	Total	Percent
'Straight' / Heterosexual	31	56.36%
Gay or Lesbian	3	5.45%
Bisexual	1	1.82%
Prefer to self-describe (please write in below)	0	0.00%
Prefer not to say	4	7.27%
Not Answered	16	29.09%

What is your religion or belief?

There were 38 responses to this part of the question.

Option	Total	Percent
No religion	18	32.73%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	15	27.27%
Buddhist	1	1.82%
Hindu	0	0.00%
Jewish	0	0.00%
Muslim	0	0.00%
Sikh	0	0.00%
Any other religion (please write in below)	3	5.45%
Philosophical belief (please write in below)	0	0.00%
Prefer not to say	1	1.82%
Not Answered	17	30.91%

Other religion:

There were 4 responses to this part of the question covering paranormal belief, spiritualism, paganism, Jehovah's Witness and Wicca.

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

There were 38 responses to this part of the question.

Option	Total	Percent
Yes	21	38.18%
No	16	29.09%
Prefer not to say	1	1.82%
Not Answered	17	30.91%

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

There were 27 responses to this part of the question.

Option	Total	Percent
Yes, a lot	3	5.45%
Yes, a little	11	20.00%
Not at all	12	21.82%
Prefer not to say	1	1.82%
Not Answered	28	50.91%

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

22 people responded to this part of the question.

Option	Total	Percent
Physical Impairment	3	5.45%
Sensory Impairment	5	9.09%
Learning Disability/Difficulty	14	25.45%
Long-standing illness	4	7.27%
Mental Health condition	6	10.91%
Neurodivergent condition	9	16.36%
Other Developmental Condition	0	0.00%
Other (please write in below)	3	5.45%
Prefer not to say	3	5.45%
Not Answered	28	50.91%

Other: There were 3 responses to this part of the question, with people providing more information about their personal circumstances.

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

There were 26 responses to this part of the question.

Option	Total	Percent
Yes	0	0.00%

No	26	47.27%
Prefer not to say	0	0.00%
Not Answered	29	52.73%

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 36 responses to this part of the question.

Option	Total	Percent
Yes	12	21.82%
No (go to next question)	24	43.64%
Prefer not to say	0	0.00%
Not Answered	19	34.55%

Hours of care given a week

There were 12 responses to this part of the question.

Option	Total	Percent
9 hours a week or less	2	3.64%
10 to 19 hours a week	0	0.00%
20 to 34 hours a week	1	1.82%
35 to 49 hours a week	3	5.45%
50 hours or more a week	5	9.09%
Prefer not to say	1	1.82%
Not Answered	43	78.18%

Who you care for

There were 12 responses to this part of the question. Some respondents ticked more than one option.

Option	Total	Percent
Parent	4	7.27%

Partner/spouse	1	1.82%
Child with special needs	8	14.55%
Other family member	2	3.64%
Friend	1	1.82%
Other (please give details)	0	0.00%
Prefer not to say	0	0.00%
Not Answered	43	78.18%

If you answered 'other', please explain here:

There was 1 response to this part of the question.

- Adult with disability

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 38 responses to this part of the question.

Option	Total	Percent
Yes	1	1.82%
No	37	67.27%
Prefer not to say	0	0.00%
Not Answered	17	30.91%

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

There were 37 responses to this part of the question.

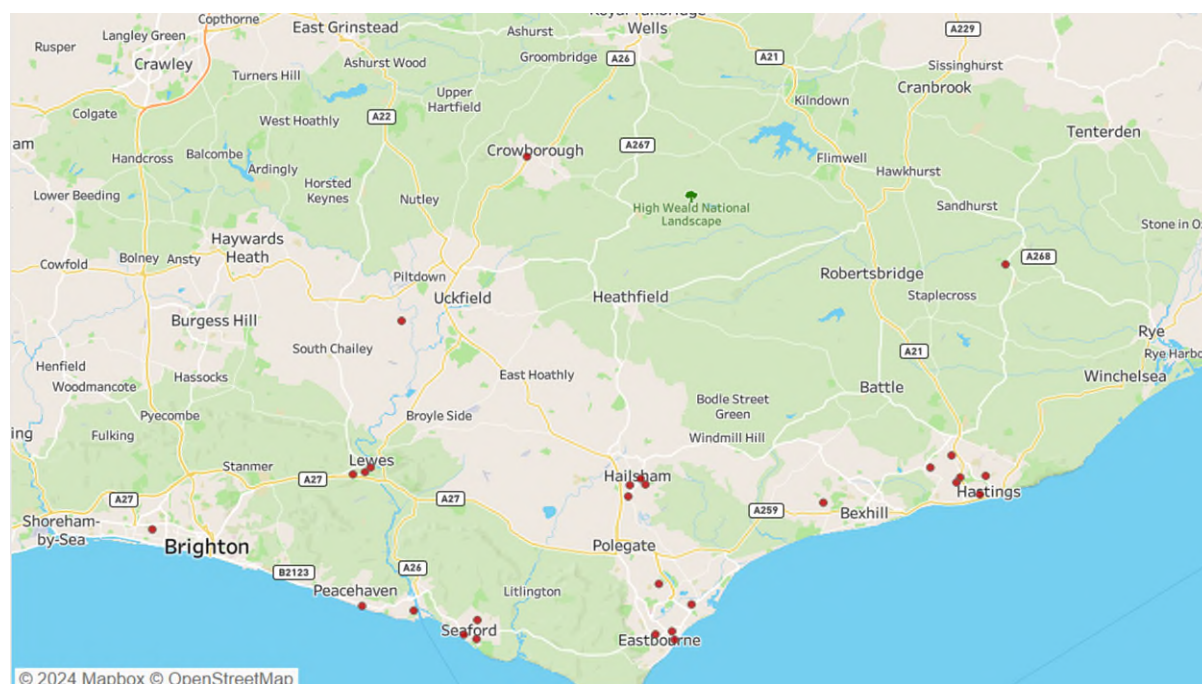
Option	Total	Percent
Yes	5	9.09%
No	32	58.18%
Prefer not to say	0	0.00%
Not Answered	18	32.73%

Please tell us your postcode:

There were 30 responses to this part of the question.

Postcode area	Total	Percentage of all 55 respondents
Eastbourne	6	11%
Wealden	7	13%
Lewes	6	11%
Rother	5	9%
Hastings	4	7%
Did not answer	25	45%

2 postcodes (4%) provided were outside of East Sussex.



Other feedback by email etc

Steps To Work and Shine consultation responses

There were 12 responses to the consultation by other feedback methods, of which 7 were emails, 1 was a phone call and 4 were in-person feedback. We heard from 4 people who use or have used the service, 4 family members or friends of someone who uses or has used the service, and 4 organisations.

The organisations who submitted a response are:

- Wealden Citizens Advice

- Healthwatch East Sussex
- Lewes Town Council
- NHS Sussex

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

Views

Comment themes	Total
Views: Cuts target the most vulnerable	4
Views: Disagree	4
Views: Recognise need to make savings	3
Views: Alternative service isn't as good	2
Views: Angry with proposal	2
Views: Don't close service	2
Service helps to build confidence	1
Service: Service is vital	1
Views: Benefit changes make service even more vital	1
Views: Commute to services more complex	1
Views: Cuts unfair/unequal	1
Views: Detrimental to disabled people in particular	1
Views: Disagree with using private organisations	1
Views: East Sussex County Council are responsible for looking after vulnerable people	1
Views: East Sussex County Council wastes money	1
Views: Knows disabled people who could work but don't	1
Views: Morally wrong	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: Proposals could/do break discrimination laws	1
Views: Services already limited	1
Views: Shameful proposal	1
Views: Shocked/saddened by proposal	1
Views: Short sighted	1
Views: State should be funding this service instead	1

Impact

Comment themes	Total
Impact: Ability to find work	4
Impact: Affect LD people's ability to get/keep employment	3
Impact: Poorer mental health	3
Impact: Increased burden on family/carer	2
Impact: Community at increased risk	2
Impact: Increased pressure on other services	2
Impact: Isolation	2
Impact: Loss of jobs	2
Impact: Negative on carers	2
Impact: Poorer physical health	2
Impact: Reduce wellbeing of people who access support	2
Impact: Add more costs in the long term	1
Impact: At risk of suicide	1
Impact: Boredom	1
Impact: People who access support would be at increased risk	1
Impact: Compromise other organisations work	1
Impact: Destroy people's stability/support structure	1
Impact: Economy will suffer	1
Impact: Encourages negative attitude towards people who need support	1
Impact: Even more limited services	1
Impact: Financial hardship	1
Impact: Increase support needs	1
Impact: Less tailored or bespoke support	1
Impact: Loss of skilled/specialist workforce	1
Impact: More people in crisis	1
Impact: More pressure on the police	1
Impact: NHS	1
Impact: Strain on remaining staff	1

Suggestions

Comment themes	Total
Suggestion: Explore alternative solutions with partners/other providers	2
Suggestion: Cut management salaries	1

Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Focus on prevention	1
Suggestion: Fundraise locally	1
Suggestion: Involve users in solution building	1
Suggestion: Make decisions after May elections	1
Suggestion: Sell buildings to make money	1
Suggestion: Work with partners to develop new model	1

Other comments

Comment themes	Total
Service: Helps to get/maintain employment	2
Service: Immensely valued	2
Service: Praise of service	2
Service: Helps people to regain independence	1
Service: Opportunity to socialise	1
Service: Praise of staff	1
Service: Prevents knock-on effects of poor mental health	1
Service: Provides support centred on the person accessing it	1
Service: Service is beneficial	1
Service: Specialist knowledge unique to service	1
Service: Supports coping with day-to-day living/developing life skills	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 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 accessing 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 accessing 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 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 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 EqlA and proposed mitigations	1
Other: Will this be all the cuts or is more needed?	1
Other: Would NHS & ASCH save by working together?	1

Consultation meetings

Consultation meetings for those who access the service and their family and carers were held in-person and online.

Date	Location	Number of attendees
10 October	St Nicholas	6

22 October	Online meeting	11
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Themes from 10 October

- **Views:** People disagree with the proposal to close the service.
They feel that disabled people are treated differently and this decision would be another example of that. It would be a breach of the rights of disabled people to close the service.
- **Service:** It is a great service that provides consistency, social contact and an event to look forward to each week for people. It is confusing to know what other support is out there apart from this service.
- **Impact:** Other employment services offer no help and people aren't confident that there will be other support if this service closes.
They won't be able to follow the career path they want to without the service.
The government wants more disabled people to be in employment, but that won't happen if Steps to Work closes.
- **Other:** The Council lies to people. They have not had a review of their support for years.

Themes from 22 October

- **Views:** It would be upsetting if the service closed.
- **Service:** People praised the fantastic service and the help it has given them, from helping people find jobs to building their confidence. However, they noted that the service is already short staffed.
- **Impact:** They are worried about what support will be on offer if the service closes and that they won't be able to get a job without its help.
- **Other:** The government should be funding services like this instead of funding refugees.