

Appendix 1: Consultation results report

Community Support Service

About this consultation

This consultation is about the proposal to make changes to the Community Support Service. 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 157 responses to this consultation. The table below shows the different ways in which people took part.

Respondent method	Total
Survey	126
Email, phone calls etc.	11
Consultation meetings (attendees)	20

There were also 10 responses submitted by email or other means 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 the ‘about you’ equality questions in the survey, with 64% of respondents choosing to do so.

- The majority of respondents were aged between 45-54, 60-64, and 25-34 (9%, 7% and 6% respectively).
- The proportion of women that took part was nearly double that of men (39% compared to 22%).
- Almost a quarter (24%) of respondents look after, or give help or support to someone because of their long-term or mental health conditions or illnesses, or problems related to old age.
- People responded from all parts of East Sussex, with the top respondent groups being Rother and Wealden (14% and 12% respectively).

Just under half of survey respondents were someone who lives in East Sussex (49%), followed by someone who uses/has used the service or their family/carer (19%), and someone who works in health or social care in East Sussex (15%).

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 the community element of the Community Support Service, although just over a quarter of survey respondents did agree with the proposal.
- People view the service as beneficial for the adults receiving support to live more independently, providing them with socialisation, stability and a feeling of safety.
- It is felt that removing this service would affect the most vulnerable and disabled people in particular, although some respondents said that the service is not cost effective and that the changes would not affect them.
- Families and carers of those receiving support get valuable respite from the service. If the service stopped it would increase the burden on them, particularly if the alternatives weren't suitable.
- Closing it would destroy people's support structure and stability, and affect their independence. It is therefore likely to lead to poorer mental and physical health for those affected.
- Any change in routine and support for adults using this service would be particularly difficult, so careful risk assessments and planning would be needed to keep disruption to a minimum.
- People are concerned about where adults would get alternative support, and disagree with the use of private organisations.
- People said there would be increased pressure on other services, which would ultimately lead to an increase in cost. This would negate any savings made from closing the service.

- Common suggestions were not to cut the service, find savings elsewhere, use volunteers and make access to the service means tested.

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:** “Disagree. If the standard of support in the supported living service improves then this could be a good thing, but in the past Wealden Citizens Advice have heard from clients whose needs have not been met.”
- **NHS Sussex:** “Proposed changes in the support currently offered could negatively impact individuals with learning disability due to lack of continuity of individuals involved...It would be helpful to understand the impact of this proposal more specifically, including what the alternative services would be and how a smooth transition to new provision would be ensured for this vulnerable group.”
- **Healthwatch East Sussex:** “The proposal to cease funding the Community Support Service...risks losing skilled staff from the local workforce that may be difficult to replace. These proposals may also increase the workload of frontline staff in Adult Social Care, as people who use these services will require reviews to identify alternative support, and in some cases assessments to determine their eligibility for ongoing support.”

Individual comments:

- “This would be a devastating loss and impact other local services, including increased pressure on local social care and health services.”
- “Our clients have needed to have agenc[ies] before for various things, and agenc[ies] do not provide the same type of support to our clients as we do. They often come in, complete tasks for the clients, and then go, which is of concern to us as we work with the clients to achieve their goals and to be more independent.”
- “[People using the service’s] independence and quality of life are likely to reduce with the proposed changes, which will place huge stress on them and families.”
- “Unmet support needs for vulnerable people [will] put them at risk and strain the emergency services, who will be increasingly rescuing vulnerable people from avoidable dangers. The impact of this is obviously more costly than the costs needed for the provision of stable preventative services.”
- “I believe that this will increase mental health issues, with both the cared for and the carer increasing the cost to the NHS and the demands for GPs.”

- “This could also lead to a decline in mental and physical health for vulnerable clients, which then leads to needing to fund bigger support packages and more costly external support.”
- “Where are the alternative support services? How are they going to be financed without there being a detrimental impact on the users? You’re shifting a service when there’s a rising demand. So it’ll still be needed.”
- “Without this service, there will be nowhere for our sons to live safely once we die.”
- “I’m concerned that there isn’t the support available from other providers to fill the gap were this to close.”

Results summary across all methods

Views on the proposal

Survey: Over half of respondents (59%) disagreed with the proposal to close the Community Support Service. The majority (46%) chose strongly disagree, while 13% chose disagree. Just over a quarter (26%) agreed with the proposal, with 17% agreeing and 9% strongly agreeing.

The top themes for why people agreed or disagreed with the proposal are:

- Impact: Poorer mental health (13 comments)
- Impact: Poorer physical health (9)
- Impact: Add more costs in the long term (8)
- Service: Service built trust with people who access support (8)
- Views: Cuts target the most vulnerable (8)
- Impact: Increased pressure on other services (7)
- Impact: Routine change disruptive for people who access support (7)
- Views: Concerned where else people who access support would get it (6)
- Views: Disagree with using private organisations (6)

Emails etc:

The most common view was that the cuts target the most vulnerable (4 comments).

Other common views include:

- Service: Service is vital (2 comments)
- Views: Disagree (2)
- Views: Recognise need to make savings (2)

Meetings: People disagreed with the proposal to stop the community element of the Community Support Service. The service is valued for its flexible and person-centred support, which is delivered with empathy by staff and builds trust with

the people it supports. Alternative support would not be suitable and having a team of workers is better than a single worker.

Potential impacts of the proposal

Survey: 85 people answered this question. The top themes for impacts are:

- Impact: It does not affect me (19 comments)
- Comment about personal circumstances (16)
- Impact: Less independence (10)
- Impact: Routine change disruptive for people who access support (7)
- Views: Detrimental to disabled people in particular (7)
- Impact: Increased pressure on other services (6)
- Impact: NHS (6)
- Impact: Increased burden on family/carer (5)
- Impact: Poorer mental health (5)
- Impact: Relationships built between staff and people who access support may end (5)
- Service: Service built trust with people who access support (5)
- Service: Service is beneficial (5)

Emails etc: The top impacts were about the increased pressure on other services (4 comments), and specifically about the proposal impacting the NHS (3 comments).

Other common themes for impacts include:

- Impact: Increased burden on family/carer (2 comments)
- Impact: Destroy stability/support structure for people who access support (2)
- Impact: More pressure on the police (2)
- Impact: Poorer physical health (2)

Meetings: Attendees were concerned about how people using the service will cope on their own, whether that be with everyday tasks like cooking and cleaning, or with emotional support and socialisation. People may struggle to adjust or to trust a new service or person supporting them, having built a relationship with the current service staff.

In addition, it was felt other services, such as the NHS, are already struggling to cope and would not be able to take any additional demand that could be caused by closing this service.

Suggestions

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

Survey: The top service-specific suggestions are:

- Suggestion: Use volunteers (9 comments)
- Suggestion: Don't cut service (7)
- Suggestion: Make access to services means tested (6)
- Suggestion: Careful planning/assessments needed before happens (4)
- Suggestion: Continue to support the most vulnerable (1)
- Suggestion: Focus on prevention (1)
- Suggestion: Increase service rather than cut it (1)

Emails etc: Suggestions are:

- Suggestion: Explore alternative solutions with partners/other providers (2 comments)
- Suggestion: East Sussex County Council should lobby government (1)
- Suggestion: Involve users in solution building (1)
- Suggestion: Sell buildings to make money (1)
- Suggestion: Utilise staff skills better (1)

Meetings: The government should offer more support for day centres.

Other topics

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

- Other: Comment on consultation process or information (6 comments)
- Views: Cuts target the most vulnerable (5)
- Views: Detrimental to disabled people in particular (5)
- Views: Service is not cost effective (5)
- Service: Service is vital (4)
- Views: Service has already suffered from cuts (4)

Emails etc: The top other comments were:

- Other: Comment on consultation process or information (2 comments)
- Other: East Sussex County Council must provide more information about alternatives and capacity (2)

Charts and tables

Survey responses including about you information

1) Are you completing the survey as:

There were 124 responses to this part of the question.

Option	Total	Percent
Someone who uses/has used the Community Support Service at home	7	5.56%
Someone who uses/has used the Supported Living part of the service	0	0.00%
The family or carer of someone who uses/has used the Community Support Service at home	16	12.70%
The family or carer of someone who uses/has used the Supported Living part of the service	1	0.79%
Someone who works for the Community Support Service	7	5.56%
Someone who works for the Supported Living part of the service	1	0.79%
Someone who lives in East Sussex	62	49.21%
Someone who works in health or social care in East Sussex	19	15.08%
Someone who works in housing in East Sussex	0	0.00%
Someone who works in the voluntary or community sector	6	4.76%
Other (please provide details below)	5	3.97%
Not Answered	2	1.59%

Responses to “other”

- A member of the public
- Carer
- Council tax payer
- Ex community support worker
- Family/carers of someone who has used the CSS
- Someone who works with LD
- Parent of a family member who will likely need this service in future

2) How much do you agree or disagree with the proposal to make changes to the Community Support Service?

There were 124 responses to this part of the question.

Option	Total	Percent
Strongly agree	11	8.73%
Agree	22	17.46%
Neither agree nor disagree	14	11.11%
Disagree	16	12.70%
Strongly disagree	58	46.03%
Not sure	3	2.38%
Not Answered	2	1.59%

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

There were 95 responses to this part of the question.

Comment theme	Total
Impact: Poorer mental health	13
Impact: Poorer physical health	9
Impact: Add more costs in the long term	8
Service: Service built trust with people who access support	8
Views: Cuts target the most vulnerable	8
Impact: Increased pressure on other services	7
Impact: Routine change disruptive for people who access support	7
Views: Concerned where else people who access support would get it	6
Views: Disagree with using private organisations	6
Impact: Cause distress for people who access support	5
Impact: Less independence	5
Impact: Reduce wellbeing of people who access support	5
Impact: Savings so small they won't justify impact on people who access support	5
Views: Costs will increase, not go down	5
Comment about personal circumstances	4
Impact: Destroy stability/support structure for people who access support	4

Impact: People's needs won't be met	4
Impact: Would lose professional skills	4
Service: Praise of staff	4
Service: Service is vital	4
Suggestion: East Sussex County Council should manage resources better	4
Views: Agree as long as proposal can be made to work	4
Views: Recognise need to make savings	4
Views: Service already under funded	4
Views: Services already limited	4
Views: Unhappy with proposal	4
Impact: Increased burden on family/carer	3
Impact: Isolation	3
Impact: More inconvenient for people who access support	3
Impact: NHS	3
Other: East Sussex County Council must provide more information about alternatives and capacity	3
Other: East Sussex County Council needs to provide detailed financial information on savings	3
Service: Only service of its sort	3
Suggestion: Keep disruption to a minimum	3
Views: Disagree with proposal	3
Views: Hopefully capacity exists at other service	3
Views: Morally wrong	3
Views: Reasonable in circumstances	3
Impact: Cuts would reduce costs	2
Impact: People would have to go into care	2
Impact: Relationships built between staff and people who access support may end	2
Other: Comment on consultation process or information	2
Other: Comment on other council spending	2
Other: Lack of information on what alternative support would be offered	2
Other: Many don't have a voice/can't communicate	2
Service: Immensely valued	2
Service: Service is beneficial	2
Suggestion: Cut elsewhere	2

Suggestion: Don't cut service	2
Suggestion: Review number of service managers	2
Views: Agree with proposal - retain resources for local residents only	2
Views: Alternative service isn't as good	2
Views: Cuts would distribute services more fairly	2
Views: Having onsite staff important	2
Views: Need for this service is increasing	2
Views: Service is not cost effective	2
Views: Short sighted	2
Service is a community benefit	1
Impact: Ability to care for child	1
Impact: Boredom	1
Impact: Couldn't cope without service	1
Impact: Expensive home care packages	1
Impact: Family member would need more support from them	1
Impact: Feeling less safe	1
Impact: Loss to the community	1
Impact: Lower quality of life	1
Impact: Lower quality of service	1
Impact: More challenging behaviour from people who access support	1
Impact: More people in crisis	1
Impact: More pressure on the police	1
Impact: People will die	1
Impact: Poorer access to support	1
Impact: Service won't be replaced if cut	1
Impact: Strain on remaining staff	1
Other: Criticism of council	1
Other: Criticism of councillor	1
Other: Criticism of government	1
Other: Difficult for people who access support to understand	1
Other: Would/might take legal action against East Sussex County Council	1
Service: Consistency of staffing is a positive	1
Service: Criticism of service effectiveness	1

Service: Criticism of service efficiency	1
Service: Current service works well	1
Service: Provides respite for family/carers	1
Service: Safe environment	1
Service: Supports family/friends of people who access support	1
Service: Well used	1
Suggestion: Be mindful of the impact	1
Suggestion: Close other buildings instead	1
Suggestion: Close service and signpost to alternative support	1
Suggestion: Focus on quality not just cost with contractors	1
Suggestion: Keep parts of the service running	1
Suggestion: Merge or reorganise services	1
Suggestion: Prioritise welfare of people who access support who currently use service	1
Service provides tailored support	1
Views: Agree with proposal	1
Views: Agree with proposal if no alternative exists	1
Views: Alternative services not adequate	1
Views: People who access support are worried about the proposals	1
Views: Cuts help alleviate pressure on other services	1
Views: Cuts too big for service to run effectively	1
Views: Detrimental to disabled people in particular	1
Views: East Sussex County Council is responsible for looking after vulnerable people	1
Views: Loss of jobs	1
Views: Poor management treatment of both staff and people who access support	1
Views: Service is cost effective	1
Views: Service is not a priority	1
Views: Shocked/saddened by proposal	1
Proposal would affect support that can be offered to help people move on	1

3: How would the proposal for the Community Support Service affect you or someone you care for?

There were 85 responses to this part of the question.

Comment theme	Total
Impact: It does not affect me	19
Comment about personal circumstances	16
Impact: Less independence	10
Impact: Routine change disruptive for people who access support	7
Views: Detrimental to disabled people in particular	7
Impact: Increased pressure on other services	6
Impact: NHS	6
Impact: Increased burden on family/carer	5
Impact: Poorer mental health	5
Impact: Relationships built between staff and people who access support may end	5
Service: Service built trust with people who access support	5
Service: Service is beneficial	5
Impact: Add more costs in the long term	4
Impact: Cause distress for people who access support	4
Impact: Isolation	4
Impact: More pressure on the police	4
Impact: Poorer physical health	4
Proposal would/may affect respondent plans for the future	4
Service has a social aspect	4
Views: Services already limited	4
Impact: People who access support would be at increased risk	3
Impact: Negative impact (unspecified)	3
Impact: Poorer access to support	3
Impact: Savings so small they won't justify impact on people who access support	3
Views: Concerned where people would go instead	3
Views: Cuts target the most vulnerable	3
Service offers financial support	2
Impact: Ability to care for child	2
Impact: More challenging behaviour from people who access support	2
Impact: People's needs won't be met	2
Impact: Poorer access to other services as a knock-on effect	2
Impact: Reduce wellbeing of people who access support	2

Impact: Reduce trust in East Sussex County Council	2
Service: Services offers practical support	2
Service: Praise of staff	2
Service: Service is vital	2
Views: Having onsite staff important	2
Views: Loss of jobs	2
Service offers access/support with GP	1
Impact: Destroy stability/support structure for people who access support	1
Impact: Financial hardship	1
Impact: Increase in crime	1
Impact: Increased support needs	1
Impact: Less tailored or bespoke support	1
Impact: Lose my job	1
Impact: Lower quality of life	1
Impact: People will die	1
Impact: People would have to go into care	1
Impact: Staff	1
Impact: Strain on remaining staff	1
Impact: Use of alcohol and/or drugs	1
Other: Criticism of government	1
Other: New service fine as long as there is time for it to bed in	1
Service: Criticism of service efficiency	1
Service: Current service works well	1
Service: Immensely valued	1
Service: Only service of its sort	1
Service: Praise of service	1
Service: Prevents homelessness	1
Service: Safe environment	1
Suggestion: Cut elsewhere	1
Suggestion: Cut management salaries	1
Suggestion: Focus on quality not just cost with contractors	1
Suggestion: Merge or reorganise services	1
Suggestion: Signpost to alternative services	1
Views: An alternative exists	1

Views: Care at home is not a substitute	1
Views: Respondent concerned about impact on them	1
Views: Disagree with proposal	1
Views: Disagree with using private organisations	1
Views: Don't cut and replace with substandard service	1
Views: Long wait time for other services	1
Views: Service vital for young people and their prosperity	1
Views: Short sighted	1
Views: Unhappy with proposal	1
Views: Respondent would not have felt safe with alternative services	1

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

There were 61 responses to this part of the question.

Comment theme	Total
Suggestion: Use volunteers	9
Suggestion: Cut elsewhere	7
Suggestion: Don't cut service	7
Other: Comment on consultation process or information	6
Suggestion: Make access to services means tested	6
Views: Cuts target the most vulnerable	5
Views: Detrimental to disabled people in particular	5
Views: Service is not cost effective	5
Service: Service is vital	4
Suggestion: Careful planning/assessments needed before happens	4
Views: Service has already suffered from cuts	4
Other: Comment on other council spending	3
Other: Criticism of council	3
Suggestion: East Sussex County Council should lobby government	3
Impact: Isolation	2
Impact: Savings so small they won't justify impact on people who access support	2
Suggestion: Fairer split of cuts	2
Suggestion: Increase council tax	2
Suggestion: Merge or reorganise services	2

Views: Disagree with proposal	2
Views: East Sussex County Council is responsible for looking after vulnerable people	2
Views: Proposal is morally wrong	2
Views: Service vital for young people and their prosperity	2
Views: Services already limited	2
Comment about personal circumstances	1
Impact: Ability to find work	1
Impact: Add more costs in the long term	1
Impact: Already have to battle for services	1
Impact: Confidence will be lost	1
Impact: Cuts would reduce costs	1
Impact: Effect on environment and climate - positive if proposal goes ahead	1
Impact: Increase in crime	1
Impact: Increased pressure on other services	1
Impact: Increased support needs	1
Impact: Less tailored or bespoke support	1
Impact: Lower quality of life	1
Impact: Negative impact (unspecified)	1
Impact: Poorer access to support	1
Impact: Relationships built between staff and people who access support may end	1
Impact: Use of alcohol and/or drugs	1
Other: Comment re national finances	1
Other: Comment re national government	1
Other: Criticism of government	1
Other: Many don't have a voice/can't communicate	1
Service: Consistency of staffing is a positive	1
Service: Criticism of service effectiveness	1
Service: Criticism of service efficiency	1
Service: Provides respite for family/carers	1
Service: Service key to wellbeing	1
Service has a social aspect	1
Suggestion: Bring in income from unused properties	1
Suggestion: Consider system budget issues	1

Suggestion: Continue to support the most vulnerable	1
Suggestion: Cut East Sussex County Council staff pay	1
Suggestion: Cut management salaries	1
Suggestion: Do things differently and innovate	1
Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Focus on prevention	1
Suggestion: Increase service rather than cut it	1
Suggestion: Invest in upskilling staff	1
Suggestion: More joint working	1
Suggestion: Reduce public transport costs	1
Suggestion: Review employment practices such as sick pay	1
Suggestion: Review number of service managers	1
Suggestion: Sell buildings to make money	1
Service offers tailored support	1
Views: Agree with proposal - retain resources for local residents only	1
Views: Alternative services not adequate	1
Views: Cuts unfair/unequal	1
Views: Cutting service is a mistake	1
Views: Disagree with using private organisations	1
Views: Don't cut and replace with substandard service	1
Views: Long wait time for other services	1
Views: Need for this service is increasing	1
Views: Other services are better	1
Views: Poor decision	1
Views: Recognise need to make savings	1
Views: Short sighted	1
Views: Use alternative services if accredited	1

About you equality questions

People were given the option of answering these questions, with 81 choosing to take part and 45 choosing not to answer them.

What age are you?

Age	Total	Percentage of all 126 respondents
Under 18	0	0%
18-24	1	1%
25-34	7	6%
35-44	5	4%
45-54	11	9%
55-59	3	2%
60-64	9	7%
65+	39	31%
No age given	51	40%

What is your gender?

There were 80 responses to this part of the question.

Option	Total	Percent
Female	49	38.89%
Male	28	22.22%
Non-binary	0	0.00%
Prefer to self-describe (please write in below)	0	0.00%
Prefer not to say	3	2.38%
Not Answered	46	36.51%

Self-described gender:

Although no one ticked this box for the previous question, one person responded to the free text follow-up question by answering “Male”.

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

There were 81 responses to this part of the question.

Option	Total	Percent
Yes	76	60.32%
No (please write in your gender identity below)	0	0.00%

Prefer not to say	5	3.97%
Not Answered	45	35.71%

What is your ethnic group?

There were 81 responses to this part of the question.

Option	Total	Percent
White English/Welsh/Scottish /Northern Irish/British	70	55.56%
White Irish	1	0.79%
White Gypsy/Irish Traveller	0	0.00%
White Roma	0	0.00%
Any other White background (please write in below)	3	2.38%
Mixed White and Black Caribbean	0	0.00%
Mixed White and Black African	0	0.00%
Mixed White and Asian	0	0.00%
Any other Mixed or Multiple background (please write in below)	0	0.00%
Asian or Asian British Indian	0	0.00%
Asian or Asian British Pakistani	1	0.79%
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	6	4.76%
Not Answered	45	35.71%

Other:

There were 2 responses to this part of the question covering European ethnicities.

Which of the following best describes your sexual orientation?

There were 81 responses to this part of the question.

Option	Total	Percent
'Straight' / Heterosexual	68	53.97%
Gay or Lesbian	3	2.38%
Bisexual	3	2.38%
Prefer to self-describe (please write in below)	1	0.79%
Prefer not to say	6	4.76%
Not Answered	45	35.71%

Self-described sexual orientation:

There was 1 response to this part of the question.

- None of the above

What is your religion or belief?

There were 79 responses to this part of the question.

Option	Total	Percent
No religion	35	27.78%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	30	23.81%
Buddhist	3	2.38%
Hindu	0	0.00%
Jewish	1	0.79%
Muslim	0	0.00%
Sikh	0	0.00%
Any other religion (please write in below)	1	0.79%
Philosophical belief (please write in below)	2	1.59%

Prefer not to say	7	5.56%
Not Answered	47	37.30%

Other religion:

There were 4 responses to this part of the question.

- 2 x Humanist
- Brahmin
- Lapsed Jewish

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

There were 80 responses to this part of the question.

Option	Total	Percent
Yes (please answer part B below)	28	22.22%
No (go to the next question)	46	36.51%
Prefer not to say (go to the next question)	6	4.76%
Not Answered	46	36.51%

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

There were 58 responses to this part of the question.

Option	Total	Percent
Yes, a lot (please answer part C below)	11	8.73%
Yes, a little (please answer part C below)	12	9.52%
Not at all (go to the next question)	29	23.02%
Prefer not to say (go to the next question)	6	4.76%
Not Answered	68	53.97%

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

There were 29 responses to this part of the question.

Option	Total	Percent
Physical Impairment	11	8.73%
Sensory Impairment	3	2.38%
Learning Disability/Difficulty	6	4.76%
Long-standing illness	12	9.52%
Mental Health condition	4	3.17%
Neurodivergent condition	6	4.76%
Other Developmental Condition	1	0.79%
Other (please write in below)	2	1.59%
Prefer not to say	4	3.17%
Not Answered	97	76.98%

Other:

There were 4 responses to this part of the question.

- COPD x 2
- Epilepsy, autism
- Stroke and heart attack survivor
- Recovering from back issues

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

There were 80 responses to this part of the question.

Option	Total	Percent
Yes	0	0.00%
No	79	62.70%
Prefer not to say	1	0.79%
Not Answered	46	36.51%

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 81 responses to this part of the question.

Option	Total	Percent
Yes	30	23.81%
No (go to next question)	49	38.89%
Prefer not to say	2	1.59%
Not Answered	45	35.71%

Hours of care given a week

There were 33 responses to this part of the question.

Option	Total	Percent
9 hours a week or less	10	7.94%
10 to 19 hours a week	4	3.17%
20 to 34 hours a week	2	1.59%
35 to 49 hours a week	4	3.17%
50 hours or more a week	10	7.94%
Prefer not to say	3	2.38%
Not Answered	93	73.81%

Who you care for

There were 32 responses to this part of the question.

Option	Total	Percent
Parent	7	5.56%
Partner/spouse	6	4.76%
Child with special needs	11	8.73%
Other family member	7	5.56%
Friend	3	2.38%
Other (please give details)	2	1.59%
Prefer not to say	1	0.79%
Not Answered	94	74.60%

If you answered 'other', please explain here:

There were 4 responses to this part of the question.

- My partner who has many health problems
- Adult with Learning Disability
- Young adult
- Support worker

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 78 responses to this part of the question.

Option	Total	Percent
Yes	5	3.97%
No	72	57.14%
Prefer not to say	1	0.79%
Not Answered	48	38.10%

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

There were 78 responses to this part of the question.

Option	Total	Percent
Yes	6	4.76%
No	71	56.35%
Prefer not to say	1	0.79%
Not Answered	48	38.10%

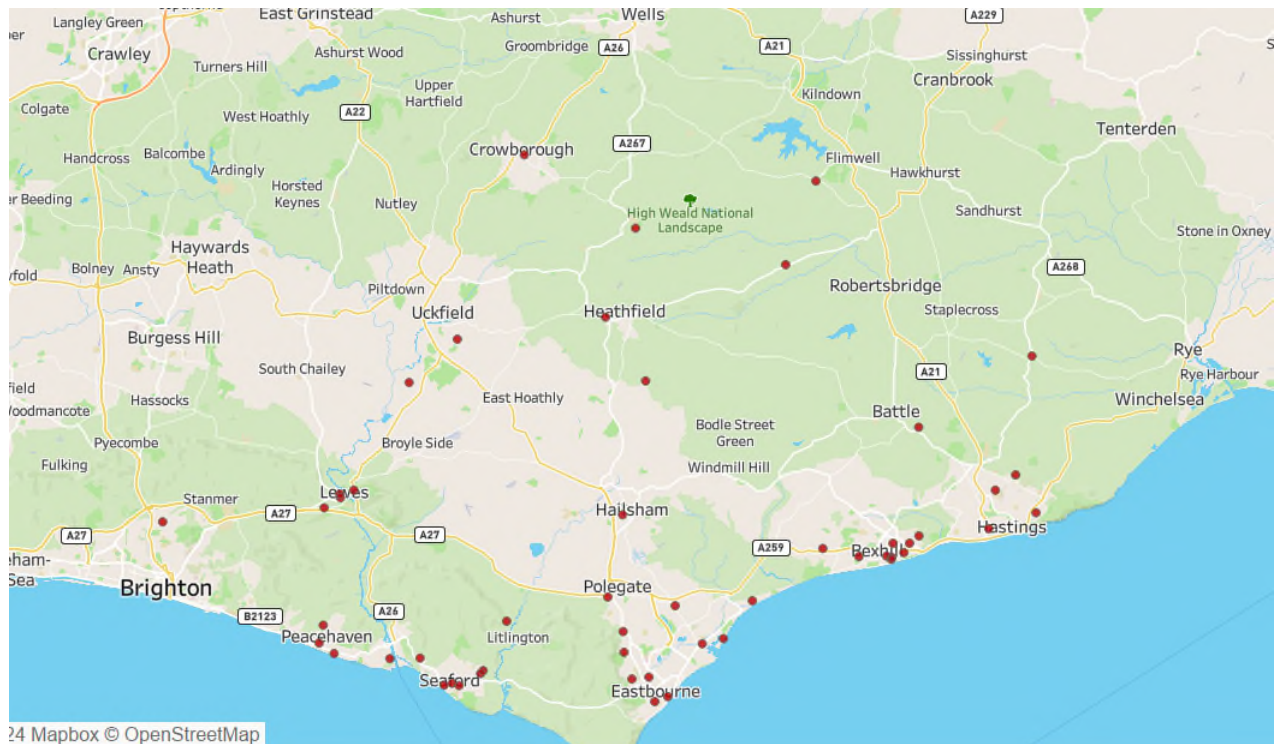
Please tell us your postcode:

There were 59 responses to this part of the question.

Postcode area	Total	Percentage of all 126 respondents
Eastbourne	8	6%
Wealden	15	12%
Lewes	9	7%
Rother	18	14%

Hastings	7	6%
Did not answer	68	54%

2 postcode (2%) provided outside of East Sussex.



Other feedback by email etc

Community Support Service consultation responses

There were 10 responses to the consultation by other feedback methods, including emails (7), direct conversations (2) and phone calls (1). We heard from families/carers of people who use/have used the service (6), organisations (2), a worker in health and social care (1) and a Councillor (1).

The organisations who submitted a response are:

- Healthwatch East Sussex
- NHS Sussex

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

Views

Comment themes	Total
Views: Cuts target the most vulnerable	4
Service: Service is vital	2
Views: Disagree	2
Views: Recognise need to make savings	2

Views: Angry with proposal	1
Views: Concern for future if older carer	1
Views: Concerned where people would go instead	1
Views: Cuts create inequality	1
Views: Cuts unfair/unequal	1
Views: Detrimental to disabled people in particular	1
Views: Detrimental to the elderly in particular	1
Views: Don't close service	1
Views: Having onsite staff important	1
Views: Proposal is morally wrong	1
Views: Proposals could/do break discrimination laws	1

Comments about service

Comment themes	Total
Service: Praise of staff	3
Service: Helps people to regain independence	2
Service: Immensely valued	2
Service: Lifeline to people	2
Service: Praise of service	2
Service: Rebuilds lives	2
Service: Consistency of staffing is a positive	1
Service: Helps to get/maintain employment	1
Service: Provides support centred on people who access it	1
Service: Provides respite for families/carers	1
Service: Safe environment	1
Service: Service is vital	1

Impacts

Comment themes	Total
Impact: Increased pressure on other services	4
Impact: NHS	3
Impact: Increased burden on family/carers	2
Impact: Destroy stability/support structure for people who access support	2
Impact: More pressure on the police	2

Impact: Poorer physical health	2
Impact: Ability to care for child	1
Impact: Couldn't cope without service	1
Impact: Disruption to people's support	1
Impact: Even more limited services	1
Impact: Family member would need more support from them	1
Impact: Financial hardship	1
Impact: Loss of jobs	1
Impact: More people in crisis	1
Impact: Multiple disadvantages for some who use several services	1
Impact: Negative on carers	1
Impact: People will die	1
Impact: Poorer access to support	1
Impact: Poorer mental health	1
Impact: Private support more expensive	1
Impact: Risk of East Sussex County Council not meeting statutory duties	1
Impact: Savings so small they won't justify impact on people who access support	1
Impact: Strain on remaining staff	1
Impact: Worry for my loved one	1
Views: Cause distress for people who access support	1

Suggestions

Comment themes	Total
Suggestion: Explore alternative solutions with partners/other providers	2
Suggestion: East Sussex County Council should lobby government	1
Suggestion: Involve users in solution building	1
Suggestion: Sell buildings to make money	1
Suggestion: Utilise staff skills better	1

Other comments

Comment themes	Total
Other: Comment on consultation process or information	2
Other: East Sussex County Council must provide more information about alternatives and capacity	2
Comment about personal circumstances	1
Other: Criticism of government	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: Many don't have a voice/can't communicate	1
Other: NHS learning disability support is already limited and under resourced too	1
Other: Want to see the Equality Impact Assessment and proposed mitigations	1
Suggestion: Keep disruption to a minimum	1
Other: Would/might take legal action against East Sussex County Council	1

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 statutory services	1
Views: Insufficient time for other organisations to respond/mitigate risks	1
Views: Knows disabled people who could work but don't	1
Views: Must prioritise the most vulnerable	1
Views: Other services already struggling	1
Views: Private support too expensive	1
Views: Service vital for safeguarding people who access support and/or people around them	1
Views: Shameful proposal	1

Service

Comment themes	Total
Service: Prevents homelessness	1

Impact

Comment themes	Total
Impact: Increased pressure on other services	3
Impact: Poorer mental health	3
Impact: Financial hardship	2
Impact: Increased cost for other organisations	2
Impact: Poorer physical health	2
Impact: Increased burden on family/carers	1
Impact: Ability to maintain work and carer responsibilities	1
Impact: Add more costs in the long term	1
Impact: At risk of suicide	1
Impact: Carers will have less of a break	1
Impact: People 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 Health save by working together?	1

Consultation meetings

A consultation meeting was held on 17 October at Linden Court, with 20 adults who use the service and their families and carers attending.

- **Views:** People disagree with the proposal to stop providing the community aspect of the service.
- **Service:** The service is valued for its flexible and person-centred support, which is delivered with empathy by staff who build trust with the people they support.

It was felt that alternative support would not be as good. People also value having a team of people supporting them, as this makes it easier to cope with sick leave and holidays.

- **Impacts:** People were concerned about how those who use the service would cope on their own, whether that be with everyday tasks like cooking and cleaning, or without the same level of emotional support and socialisation.

People may struggle to adjust to having a new service. They have built trust and good relationships with the service staff.

Other services, such as the NHS, are already struggling to cope and would not be able to take any additional demand that could be caused by closing this service.

- **Suggestions:** The government should offer more support for day centres.