

Appendix 1: Consultation results report

Hookstead and St Nicholas day services

About this consultation

This consultation is about the proposal to close the day service at Hookstead and find people places in alternative services. 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 256 responses to this consultation. The table below shows the different ways in which people took part. We also had 3 late responses received after the consultation closed (2 via letter/email and 1 survey).

Respondent method	Total
Survey	124
Email and letters	29
Consultation meetings (attendees)	103

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. A service-specific petition was also set up by a parent of an adult who accesses this service. The petition runs till February and had over 1,500 signatures when this report was finalised in January. Neither

petition meets 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 69% of respondents choosing to do so.

- We heard from all ages above 18, with a fairly even response from ages 25 and over, the most being over 64 (14%), 25-34, and 45-54 (both 10% respectively).
- A third of respondents (34%) have a physical or mental health condition or illness lasting or expected to last more than 12 months.
- Most respondents are from Wealden (22%), followed by Lewes (8%).

Nearly half of the survey respondents were someone who uses or has used the service, or the family/carer or someone who uses/has used the service (45%), followed by people who live in East Sussex (20%).

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 to close Hookstead day service, although a small number recognised the need to make savings and agreed with the proposal.
- Family and carers of those who attend are angry and upset about the proposal and feel it targets a particularly vulnerable group of people. They challenged the Council to provide detailed figures setting out how the savings would be achieved.
- Family and carers wanted to know why Hookstead had been proposed for closure instead of St Nicholas.
- The significant impact on vulnerable people would outweigh any benefit achieved through savings.
- The service is seen as vital, providing a safe environment, a high standard of care, and happiness for adults with a learning disability.
- Those who attend Hookstead have established a routine, social connections and stability. This would be destroyed if the proposal went ahead and it would cause significant distress to them.
- Money has been spent on adapting Hookstead to suit the needs of a day service. This investment would be wasted if the proposal went ahead.
- The building and facilities are better at Hookstead and extra money would need to be spent on the facilities in order to accommodate the extra people at St Nicholas.

- Accommodating a larger group of people at St Nicholas would lead to some being unable to cope with the added noise. Those with sensory sensitivities might therefore be unable or unwilling to attend.
- Family members and carers rely on Hookstead for much-needed respite. Their family member attending the service helps them to cope with their caring role, maintain employment and their other responsibilities.
- People think it is wrong that there would be no service in the north of the county, and say there are very few alternative options outside of the coastal parts of East Sussex.
- People could be left without a service if the proposal went ahead and St Nicholas didn't work for them.
- Many people are concerned about the practicality of travelling to St Nicholas in Lewes instead. People see the proposal as unrealistic and say that it would place too much of an additional burden on their family.
- If people have to attend a day service that was so much further away, it would affect their routines. It could also affect their family's and carer's ability to continue with their caring role and maintain their employment.
- Family and carers of those attending Hookstead said the majority of people are unlikely attend St Nicholas as an alternative.
- The few alternative services that are available have long waiting lists and people say that private services would not provide the same level of care as Hookstead.
- From a financial perspective, it is felt that the level of savings that could be achieved would be compromised by the cost of providing alternative support and transporting people further to access support.
- For people whose needs can no longer be met by the proposal, there could be an increase in challenging behaviour which would be more difficult to address, and therefore more costly.
- The main suggestion was not to cut the service. People also suggested making the service means tested and charging more for it. They also feel that any changes resulting from the proposal must be made very carefully, using rigorous assessments to ensure that people's needs are still met.
- Families and carers asked the Council to consider allowing another provider to take over the running of the service, so that it could stay open, enabling people to continue to access a service in their local area.

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:** “Although in theory it would make sense to merge the service location, the distance is ridiculous to expect those with learning disabilities to be able to manage, especially the commute for the 9.30 session in rush hour from Crowborough to Lewes. Added stress on the families on how to support their cared for to get to the new venue. Good idea in theory but not practical.”
- **Crowborough Town Council:** “The 18+ offering provided by Hookstead forms part of a transitional service supporting families and allowing carers to remain economically active within the community. Change to this offering will undoubtedly lead to families reassess[ing] the viability of working outside the home, or indeed, the ability to care for their young person at home.”
- **NHS Sussex:** “Consideration should be given to what services there would be for people who need a quieter environment due to other diagnoses and sensory sensitivities. Funnelling the clients to other day services could make them even busier and therefore inaccessible to some. Issues which may result in a service user requiring a quieter service, such as sensory sensitivities, can overwhelm and lead to difficulties with social communication and/or interaction, requiring appropriate support and provision. If these needs are not met, it could lead to increasing instances of behaviours that challenge services, and require more resource-intensive, higher-cost, multi-agency input in the medium and longer term.”
- **Healthwatch East Sussex:** “There is some inconsistency between the proposals seeking to reduce the cost of home-to-school transport, whilst simultaneously transporting adults with learning disabilities from Hookstead and Linden Court to alternative day services. Whilst it is important for people to have choices about their care and support, this should ideally be provided in the communities where they live.”

Individual comments:

- “I strongly disagree with the proposal as I do not believe, and no evidence has been provided to show, that other less impactful options have been explored first. For example, reviewing the number of LMGs [local managerial grades] across the council, and whether there is a comparable impact to vulnerable adults. Another example: the transport hub costs a significant amount of money and it would be cheaper to provide our own, if you compare St Nicholas’s transport costs to those at Beeching Park or Linden Court. This should only be the last resort rather than the first...How can this be the least worst [option] when it is taking services away from vulnerable people, who by the nature of their disability, are significantly less able to speak up for themselves. The vulnerable...are an easy target.”
- “Our son attends St. Nicks [St Nicholas] once a week. Based on the proposed changes, he is likely to be relatively unaffected by them, but being autistic and therefore liking routine, he will react badly to any change. Those who use Hookstead are much more likely to be affected, not least because of

increased travel distance and time and parking limitations at St. Nicks. While understanding the financial issues at stake, it seems that the most vulnerable people in society are again being asked to suffer.”

- “These vulnerable adults have been together for years, some from Southview and now Hookstead, and to break up these friends and groups would have a detrimental effect on them. This will not only affect your clients’ mentally but also have repercussions for their aging parents and carers. You state...that there are services by other providers, The Barn in Crowborough, and services in Kent - again, who pays for this as I am sure Kent County Council can't, so where is the saving?”
- “Having worked at St Nicholas I do not feel it is an adequate facility to support a 20% increase in clients, especially if they will all be at the centre rather than some out in the community. It is a very long way from Crowborough to Lewes and it seems not in the interests of helping clients to develop their potential to spend most of their day on a bus, or for their carers to transport them to a centre miles away from where they live. Existing staff at Hookstead may also be lost as they may not be in a position to commute such a distance. The proposed shorter session times would mean that some clients coming from this distance would likely spend more time travelling than at the centre.”
- “Neurodivergent people need all the help currently available at local good-quality facilities. And ideally this should be increased (not reduced).”
- “The proposal seems to be focused on fitting as many clients as possible into a space without consideration of their needs and the impact on the quality of the provision. I would have genuine fears that safety and the quality of care could be maintained if this proposal goes ahead.”
- “I enjoy coming to Hookstead. It is very important for me to see my friends. It is easy for me to get to.”
- “There will be too many people at St. Nicks and I would find it upsetting.”
- “By the description of the service alone, stating that people require a quieter environment and structure, [and] the proposed move from a service supporting 42 people to one supporting 100+, it is self-evident that this will cause great distress.”
- “Clients who use the service have a number of complex issues. It can take some time for staff to understand exactly what the issues are and how to deal with them. The present relationships will obviously be broken up and this will lead to confusion for both staff and clients.”
- “It will change my life. I will be very lonely and sad.”
- “It would change my sessions. The times would be different. I don't want twilight sessions.”
- “The person will be devastated and traumatized. He 'lives' for Hookstead, all his friends, the going out. Pub night is his favourite (Monday evening). His

sessions will have to be funded elsewhere but his friends and routine will be gone. Even his usual taxi drivers.”

- “My daughter has been attending Hookstead day centre for ten years and has made many friends. Closing the day centre would have a big impact on her. Crowborough is a short journey from Uckfield to get to if there was an emergency (my daughter has epilepsy). Her transport is provided. We as her parents are pension age and don’t receive carers allowance.”
- “I am very aware that funds are tight everywhere right now and that tough decisions need to be taken. However, this particular decision feels wrong, like discarding the low-hanging fruit. This group of people struggle throughout their daily lives to access services and to have their voices heard. During COVID-19 this group were the first into, and last out of, isolation. They lost access to friends, family, care providers, and in many cases their lives. To now be limiting them further feels very discriminatory.”

Results summary across all methods

Views on the proposal

Survey: 75% of respondents disagree with the proposal to close Hookstead day service. The majority chose strongly disagree (66%), over disagree (9%). A small portion of people agreed with the proposal (10%).

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

- 1) Views: Commute to services more complex (23 comments)
- 2) Impact: Socialisations (18)
- 3) Impact: Routine change disruptive for people who access support (12)
- 4) Views: Cuts target the most vulnerable (11)
- 5) Impact: Poorer mental health (9)
- 6) Views: Commuting cost to services harder to justify (9)
- 7) Impact: Cause upset to people who access support (8)
- 8) Impact: People’s needs won’t be met (8)
- 9) Impact: Add more costs in the long-term (7)
- 10) Views: Alternative services not adequate (7)

Emails etc: The most common view was that the commute to alternative services is more complex (6 comments).

Other common views include:

- Views: Disagree (5 comments)
- Views: Recognise need to make savings (5)

- Views: Alternative services not suitable (4)
- Views: Cuts target the most vulnerable (4)
- Views: Don't close service (4)
- Views: Short sighted (4)
- Views: There will be no East Sussex County Council services in the north of the county (4)

Meetings: Attendees were unhappy with the proposal. Some feeling it is disruptive, has not been thought through, and unfairly impacts vulnerable people. It's felt attending St Nicholas is too difficult, as well as there not being adequate space there for people to get appropriate support. In addition, most people said they would not send their loved one to St Nicholas due to the difficulty in accessing it, meaning the proposed savings are based on inaccurate assumptions. Even if people did attend St Nicholas, the transport costs would be significant.

Potential impacts of the proposal

Survey: 98 people answered this question and the top 10 themes are:

- 1) Impact: Routine change disruptive for people who access support (20 comments)
- 2) Impact: Socialisations (19)
- 3) Impact: Cause upset to people who access support (13)
- 4) Comment about personal circumstances (12)
- 5) Impact: Increased burden on family/carer (11)
- 6) Impact: Poorer mental health (10)
- 7) Views: Commute to services more complex (10)
- 8) Impact: Poorer physical health (7)
- 9) Impact: Add more costs in the long-term (6)
- 10) It does not affect me (6)

Emails etc: The top impacts were increased pressure on other service, and that travel and parking would be worse for alternative services (both 6 comments).

Other common themes include:

- Impact: Routine change disruptive for people who access support (5 comments)
- Impact: Ability to maintain work and carer responsibilities (4)
- Impact: Reduced wellbeing of people who access support (4)
- Views: Cause distress to people who access support (4)
- Impact: Increased burden on family/carer (3)
- Impact: Add more costs in the long term (3)

- Impact: People would have to go into care (3)
- Impact: Poorer mental health (3)
- Impact: Risk of East Sussex County Council not meeting statutory duties (3)
- Impact: Savings so small they won't justify impact on people who access support (3)

Meetings: People who attend Hookstead struggle with change. This means the proposal would be disruptive, breaking their stability and routine, and resulting in distress and poor mental health. People accessing the service have also built good friendships that will be severed, creating loneliness and isolation. Travel elsewhere will be challenging, both for people using the service and their families/carers. It also means the families and carers will not be close by in an emergency.

There is already a lack of capacity in other services in the area and demand for day services is only increasing. Taking away Hookstead therefore means people in the area will struggle to get any support and the growth in demand won't be met. Some said they may have to move home in order to easily access a service.

It's also felt that providing the alternative appropriate support, as well as the cost of transporting people to services further away, will be more expensive. Moreover, the impact of the proposal on the wellbeing of people who attend Hookstead could result in an increase in support needs, which again will be more costly and negate any savings made.

For some people, there might not be any appropriate alternative, leaving them with no support at all. This would impact on their families/carers, who do not have capacity to be a carer full-time themselves, or would have to give up work, resulting in financial hardship.

Suggestions

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

Survey:

- Suggestion: Don't cut the service (16 comments)
- Suggestion: Make access to services means tested (6)
- Suggestion: Use volunteers (6)
- Suggestion: Careful planning/assessments needed before any change happens (4)
- Suggestion: Charge people more to use services (4)
- Suggestion: Close other buildings instead (3)
- Suggestion: Cut other named service (St Nicholas) (3)
- Suggestion: Increase service rather than cut it (3)
- Suggestion: Merge or reorganise services (3)

- Suggestion: Be mindful of the impact (2)
- Suggestion: Consider wider impact of decisions (1)
- Suggestion: Better monitoring of service performance (1)
- Suggestion: Charge for some usage (1)
- Suggestion: Continue to support the most vulnerable (1)
- Suggestion: Cut non-emergency services (other Council spend) (1)
- Suggestion: Cut non-essential parts of the service (1)
- Suggestion: Enhance the service rather than reduce it (1)
- Suggestion: Fundraise nationally (1)
- Suggestion: Keep parts of the service running (1)
- Suggestion: Look for private investors/business to run it (1)
- Suggestion: Reduce staff numbers (1)
- Suggestion: Reduce use of external private services (1)
- Suggestion: Restructure hours (1)
- Suggestion: Review number of service managers (1)
- Suggestion: Calculate the cost for other services this proposal will cause (1)
- Suggestion: Keep disruption to a minimum (1)

Emails etc: The top suggestions were:

- Suggestion: Close other buildings instead (3 comments)
- Suggestion: Explore alternative solutions with partners/other providers (3)
- Suggestion: Look for private investors/business to run it (3)
- Suggestion: Make income by selling spaces to other local authorities (2)
- Suggestion: Provide transport to services (2)
- Suggestion: Use money from sale of Southview to fund the service (2)

Meetings:

- Close St Nicholas instead as there are more alternative services nearby.
- Create capacity in the service via more community activities.
- Consider the impact to both the person using the service and their family/carer
- Charge more to use the service
- Open St Nicholas seven days a week
- Get another provider to run the service
- Allow users from outside East Sussex to use the service to generate money

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 (16 comments)
- Suggestion: Make access to services means tested (6)
- Suggestion: Use volunteers (6)
- Views: Service is not cost effective (6)
- Comment about personal circumstances (5)
- Views: Detrimental to disabled people in particular (5)
- Service: Praise of staff (4)
- Service: Praise of service (4)
- Suggestion: Charge people more to use services (4)
- Views: Cuts target the most vulnerable (4)

Emails etc: The most common other comments were about the consultation process or information (7 comments).

Other common comments included:

- Other: East Sussex County Council needs to provide detailed financial info on savings (5 comments)
- Comment about personal circumstances (4)
- Other: Criticism of council (4)
- Other: East Sussex County Council needs to explain why saving proposals were made (3)

Meetings: People felt the decision has already been made, despite consultation, and wanted to know why Hookstead was chosen to close over St Nicholas. The question was raised about what would happen if the merger of services failed, and attendees believed that if the budget changed, Hookstead would likely not reopen.

It was also mentioned that there is very little time to action the changes, and that other services were not happy about being flagged as a potential alternative.

Charts and tables

Survey responses including about you information

1) Are you completing the survey as:

There were 118 responses to this part of the question.

Option	Total	Percent
Someone who uses/has used the Hookstead day service	37	29.84%
The family or carer of someone who uses/has used the Hookstead day service	19	15.32%
Someone who uses/has used the St Nicholas day service	3	2.42%
The family or carer of someone who uses/has used the St Nicholas day service	6	4.84%
Someone who works for the Hookstead or St Nicholas day services	4	3.23%
Someone who lives in East Sussex	25	20.16%
Someone who works in health or social care in East Sussex	13	10.48%
Someone who works in housing in East Sussex	0	0.00%
Someone who works in the voluntary or community sector	6	4.84%
Other (please provide details below)	5	4.03%
Not Answered	6	4.84%

Responses to “Other”

- I have previously worked at the St Nicholas Day Service
- Someone who supports an adult with complex additional support needs and recognises the ABSOLUTE importance of these services to their and my physical and mental health needs
- Service Manager for 37 London Road (Mencap) have 2 PWS use Hookstead
- Parent of a teenager who will likely need this service in future
- Parent of child who would use in future
- I feeling if more people [sic]
- Person indicated on the survey in this question that they use the St Nicholas day service
- Councillor
- Facility my child may use in the future

2) How much do you agree or disagree with the proposal to close the Hookstead day service and move people to either St Nicholas day service or an alternative service?

There were 122 responses to this part of the question.

Option	Total	Percent
Strongly agree	6	4.84%
Agree	7	5.65%
Neither agree nor disagree	11	8.87%
Disagree	11	8.87%
Strongly disagree	82	66.13%
Not sure	5	4.03%
Not Answered	2	1.61%

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

There were 107 responses to this part of the question.

Comment theme	Total
Views: Commute to services more complex	23
Impact: Socialisations	18
Impact: Routine change disruptive for people who access support	12
Views: Cuts target the most vulnerable	11
Impact: Poorer mental health	9
Views: Commuting cost to services harder to justify	9
Impact: Cause upset to people who access support	8
Impact: People's needs won't be met	8
Impact: Add more costs in the long term	7
Views: Alternative services not adequate	7
Impact: Poorer physical health	6
Service: Current service location is good	6
Service: Only service of its sort	6
Service: Service is vital	6
Views: Harder to visit if not local	6
Impact: Increased burden on family/carers	5
Impact: More inconvenient for people who access support	5
Service: High quality	5
Views: Disagree with proposal	5
Impact: Staff	4
Other: Criticism of council	4

Other: Money recently spent on the building	4
Service: Lifeline to people	4
Views: Don't close service	4
Views: Money won't be saved	4
Views: Short sighted	4
Views: Loss of jobs	4
Impact: People who access support would be at increased risk	3
Impact: Ability to maintain work and carer responsibilities	3
Impact: Increased pressure on other services	3
Service: Current service works well	3
Service: Safe environment	3
Views: Concerned where people would go instead	3
Views: Recognise need to make savings	3
Views: Find an alternative way to save money	3
Views: New times or hours are concerning	3
Views: Services already limited	3
Impact: Isolation	2
Impact: Loss to the community	2
Impact: Cause distress to people who access support	2
Impact: Destroy stability/support structure of people who access support	2
Impact: Need to make alternative care arrangements	2
Impact: Poorer access to support	2
Impact: Reduce wellbeing of people who access support	2
Impact: Savings so small they won't justify impact on people who access support	2
Increases independence	2
Other: East Sussex County Council must provide more information about alternatives and capacity	2
Service: Praise of staff	2
Service: Service is beneficial	2
Service: Immensely valued	2
Service: Praise of service	2
Service: Provides respite for family/carers	2
Suggestion: East Sussex County Council should manage resources better	2

Unspecific/unclear comment	2
Views: Agree with proposal	2
Views: Equivalent services not available	2
Views: Increased burden on family/carer	2
Views: Need for this service is increasing	2
Views: Priorities are wrong	2
Views: Reasonable in circumstances	2
Views: Unhappy with proposal	2
Views: Cuts help alleviate pressure on other services	2
Views: Cuts target the most vulnerable	2
Views: Detrimental to disabled people in particular	2
Views: New times or hours are better	2
Views: Shameful proposal	2
Views: Short sighted	2
Comment about personal circumstances	1
Service: Community benefit	1
Service: Help with life skills	1
Service: Help with mental health	1
Impact: Already have to battle for services	1
Impact: Carers will have less of a break	1
Impact: Couldn't cope without service	1
Impact: Cuts would reduce costs	1
Impact: Disruption to people's support	1
Impact: Less independence	1
Impact: Less tailored or bespoke support	1
Impact: Lower quality of life	1
Impact: More inconvenient for people who access support	1
Impact: Negative impact (unspecified)	1
Impact: Relationships built between staff and people who access support may end	1
Impact: Undo what staff have worked hard to build	1
Impact: Would feel less connected to the community	1
Impact: Would no longer be able to attend	1
Other: ASC is poorly run	1
Other: Criticism of councillor	1

Other: Difficult for people who access support to understand	1
Other: Would Council Tax be reduced	1
Other: Comment on consultation process or information	1
Other: East Sussex County Council needs to provide detailed financial info on savings	1
Other: What happens to the day service buildings	1
Planning for the future	1
Service: Service key to wellbeing	1
Service: Service well run	1
Stable environment	1
Suggestion: Reduce public transport costs	1
Suggestion: Close other buildings instead	1
Suggestion: Consider wider impact of decisions	1
Suggestion: Encourage more people to use service	1
Suggestion: Listen to the consultation feedback	1
Suggestion: Review number of service managers	1
Views: Already fought for service before	1
Views: Concerned about impact on them	1
Views: Already fought for service before	1
Views: Alternative services are too far away	1
Views: Alternative services not suitable	1
Views: Concerned where else people who access support would get it	1
Views: Costs will increase not go down	1
Views: Cuts unfair/unequal	1
Views: Cuts would distribute services more fairly	1
Views: Detrimental to women	1
Views: Disagree with proposal based on anticipated impact given in consultation overview	1
Views: East Sussex County Council are responsible for looking after vulnerable people	1
Views: Increased burden on family/carer	1
Views: Proposal adds more cost in the long term	1
Views: Proposals could/do break discrimination laws	1
Views: Recognise need to make savings	1
Views: Service already under-funded	1
Views: Service already under pressure with capacity	1

Views: Service is cost effective	1
Views: Service vital for young people and their prosperity	1
Views: Shocked/saddened by proposal	1
Views: Unclear what savings will result	1

3) How would the proposal to close Hookstead affect you or someone you care for?

There were 98 responses to this part of the question.

Comment theme	Total
Impact: Routine change disruptive for people who access support	20
Impact: Socialisations	19
Impact: Cause upset to people who access support	13
Comment about personal circumstances	12
Impact: Increased burden on family/carer	11
Impact: Poorer mental health	10
Views: Commute to services more complex	10
Impact: Poorer physical health	7
Impact: Add more costs in the long term	6
It does not affect me	6
Impact: Isolation	5
Views: Detrimental to disabled people in particular	5
Impact: Ability to maintain work and carer responsibilities	4
Impact: People who access support would be at increased risk	4
Impact: Loss to the community	4
Impact: Increased pressure on other services	4
Impact: People's needs won't be met	4
Service: Only service of its sort	4
Views: Commuting cost to services harder to justify	4
Impact: More challenging behaviour from people who access support	3
Impact: More inconvenient for people who access support	3
Impact: Relationships built between staff and people who access support may end	3
Impact: Staff	3
Impact: More pressure on the police	3
Impact: NHS	3

Impact: Poorer access to support	3
Service: Service is vital	3
Views: Agree with proposal	3
Impact: Couldn't cope without service	2
Impact: Destroy stability/support structure for people who access support	2
Impact: Good that there will be different things to do in a different place	2
Impact: Lose my job	2
Impact: People would have to go into care	2
Impact: Strain on remaining staff	2
Impact: Undo what staff have worked hard to build	2
Impact: Would no longer be able to attend	2
Other: Comment on consultation process or information	2
Service: Praise of service	2
Service: Praise of staff	2
Service: Immensely valued	2
Suggestion: Don't cut service	2
Suggestion: Encourage more people to use service	2
Views: Cuts target the most vulnerable	2
Views: Services already limited	2
Views: New times or hours are concerning	2
Views: Services already limited	2
Views: Will be good to meet new people at new service	2
Service: Help with life skills	1
Impact: Negative on carers	1
Impact: Rob people of their dignity	1
Impact: Will take a long time for people who access support to adjust	1
Impact: Boredom	1
Impact: Disruption to people's support	1
Impact: Financial hardship	1
Impact: Negative impact (unspecified)	1
Impact: Would feel less connected to the community	1
Other: Criticism of council	1
Other: Many don't have a voice/can't communicate	1

Other: East Sussex County Council must provide more information about alternatives and capacity	1
Service: High quality	1
Service: Safe environment	1
Service: Know current area and surroundings	1
Service: Very accessible	1
Suggestion: Close other buildings instead	1
Suggestion: Consider wider impact of decisions	1
Suggestion: Improve turnover of people who access support entering and moving on from service	1
Views: Already fought for service before	1
Views: People who access support are worried about the proposals	1
Views: Concerned about impact on them	1
Views: Detrimental to the elderly in particular	1
Views: Hopefully capacity exists at other service	1
Views: Loss of jobs	1
Views: New times or hours are better	1
Views: Private support too expensive	1
Views: Proposal adds more cost in the long term	1
Views: Service vital for young people and their prosperity	1
Views: Shameful proposal	1
Views: Shocked/saddened by proposal	1
Views: Short sighted	1

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

There were 70 responses to this part of the question.

Comment theme	Total
Suggestion: Don't cut service	16
Suggestion: Make access to services means tested	6
Suggestion: Use volunteers	6
Views: Service is not cost effective	6
Comment about personal circumstances	5
Views: Detrimental to disabled people in particular	5
Service: Praise of staff	4
Service: Praise of service	4

Suggestion: Charge people more to use services	4
Views: Cuts target the most vulnerable	4
Impact: Socialisations	3
Other: Comment on consultation process or information	3
Suggestion: Merge or reorganise services	3
Suggestion: Close other buildings instead	3
Suggestion: Cut other named service (St Nicholas)	3
Suggestion: Increase service rather than cut it	3
Impact: Cause upset to people who access support	2
Impact: People would have to go into care	2
Impact: Without this support people will need higher-cost services	2
Impact: Increased burden on family/carer	2
Impact: Poorer access to support	2
Other: Criticism of council	2
Suggestion: Be mindful of the impact	2
Suggestion: Careful planning/assessments needed before happens	2
Suggestion: Keep disruption to a minimum	2
Suggestion: Careful planning/assessments needed before happens	2
Suggestion: Cut elsewhere	2
Views: People who access support are worried about the proposals	2
Views: Disagree with proposal	2
Help with life skills	1
Impact: Ability to maintain work and carer responsibilities	1
Impact: Carers will have less of a break	1
Impact: People who access support would be at increased risk	1
Impact: People's needs won't be met	1
Impact: Poorer mental health	1
Impact: Poorer physical health	1
Impact: Routine change disruptive for people who access support	1
Impact: Staff	1
Other: Difficult for people who access support to understand	1
Other: Comment re government spending	1
Other: Comment re national government	1
Other: Criticism of councillor	1
Other: Many don't have a voice/can't communicate	1

Other: Might need to fund people who access support to do other activities instead	1
Other: Money recently spent on the building	1
Other: Need contingency plan if people who access this support won't move to different service	1
Practical support	1
Service: High quality	1
Service: Service is beneficial	1
Service: Service is vital	1
Service: Well used	1
Suggestion: Charge for some usage	1
Suggestion: Consider wider impact of decisions	1
Suggestion: Cut management salaries	1
Suggestion: Cut non-emergency services (other Council spend)	1
Suggestion: Enhance the service rather than reduce it	1
Suggestion: East Sussex County Council should lobby government	1
Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Fundraise nationally	1
Suggestion: Restructure hours	1
Suggestion: Better monitoring of service performance	1
Suggestion: Calculate the cost for other services this proposal will cause	1
Suggestion: Continue to support the most vulnerable	1
Suggestion: Cut non-essential parts of the service	1
Suggestion: Keep disruption to a minimum	1
Suggestion: Keep parts of the service running	1
Suggestion: Look for private investors/business to run it	1
Suggestion: Reduce staff numbers	1
Suggestion: Reduce use of external private services	1
Suggestion: Review number of service managers	1
Views: Recognise need to make savings	1
Views: Agree with proposal	1
Views: Commuting cost to services harder to justify	1
Views: Concerned about impact on them	1
Views: Detrimental to neurodivergent people in particular	1

Views: East Sussex County Council wastes money	1
Views: Hopefully capacity exists at other service	1
Views: New times or hours are concerning	1
Views: Recognise need to make savings	1
Views: Service already under pressure with capacity	1
Views: Shocked/saddened by proposal	1

About you equality questions

People were given the option of answering these questions, with 86 choosing to take part and 38 choosing not to answer them.

What age are you?

Age	Total	Percentage of all 124 respondents
Under 18	0	0%
18-24	2	2%
25-34	12	10%
35-44	11	9%
45-54	13	10%
55-59	7	6%
60-64	9	7%
65+	17	14%

What is your gender?

There were 84 responses to this part of the question.

Option	Total	Percent
Female	49	39.52%
Male	32	25.81%
Non-binary	0	0.00%
Prefer to self-describe (please write in below)	0	0.00%
Prefer not to say	3	2.42%
Not Answered	40	32.26%

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

There were 83 responses to this part of the question.

Option	Total	Percent
Yes	81	65.32%
No (please write in your gender identity below)	0	0.00%
Prefer not to say	2	1.61%
Not Answered	41	33.06%

What is your ethnic group?

There were 84 responses to this part of the question.

Option	Total	Percent
White English/Welsh/Scottish /Northern Irish/British	74	59.68%
White Irish	0	0.00%
White Gypsy/Irish Traveller	1	0.81%
White Roma	0	0.00%
Any other White background (please write in below)	0	0.00%
Mixed White and Black Caribbean	0	0.00%
Mixed White and Black African	0	0.00%
Mixed White and Asian	3	2.42%
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	2	1.61%
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	3.23%
Not Answered	40	32.26%

Which of the following best describes your sexual orientation?

There were 84 responses to this part of the question.

Option	Total	Percent
'Straight' / Heterosexual	73	58.87%
Gay or Lesbian	1	0.81%
Bisexual	0	0.00%
Prefer to self-describe (please write in below)	1	0.81%
Prefer not to say	9	7.26%
Not Answered	40	32.26%

Self-described sexual orientation:

There was 1 response to this part of the question who said they are not sure.

What is your religion or belief?

There were 84 responses to this part of the question.

Option	Total	Percent
No religion	32	25.81%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	41	33.06%
Buddhist	2	1.61%
Hindu	0	0.00%
Jewish	0	0.00%
Muslim	2	1.61%
Sikh	0	0.00%

Any other religion (please write in below)	1	0.81%
Philosophical belief (please write in below)	0	0.00%
Prefer not to say	6	4.84%
Not Answered	40	32.26%

Other religion:

There were 2 responses to this part of the question, one saying they are catholic and the other saying they don't have a religion.

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

There were 81 responses to this part of the question.

Option	Total	Percent
Yes (please answer part B below)	42	33.87%
No (go to the next question)	31	25.00%
Prefer not to say (go to the next question)	8	6.45%
Not Answered	43	34.68%

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

There were 63 responses to this part of the question.

Option	Total	Percent
Yes, a lot (please answer part C below)	24	19.35%
Yes, a little (please answer part C below)	13	10.48%
Not at all (go to the next question)	17	13.71%
Prefer not to say (go to the next question)	9	7.26%
Not Answered	61	49.19%

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

There were 52 responses to this part of the question.

Option	Total	Percent
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Physical Impairment	9	7.26%
Sensory Impairment	11	8.87%
Learning Disability/Difficulty	36	29.03%
Long-standing illness	5	4.03%
Mental Health condition	8	6.45%
Neurodivergent condition	9	7.26%
Other Developmental Condition	0	0.00%
Other (please write in below)	1	0.81%
Prefer not to say	6	4.84%
Not Answered	72	58.06%

Other: There were 2 responses to this part of the question, with people providing more information on their personal circumstances.

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

There were 58 responses to this part of the question.

Option	Total	Percent
Yes	0	0.00%
No	57	45.97%
Prefer not to say	1	0.81%
Not Answered	66	53.23%

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 80 responses to this part of the question.

Option	Total	Percent
Yes	29	23.39%
No (go to next question)	46	37.10%
Prefer not to say	5	4.03%
Not Answered	44	35.48%

Hours of care given a week

There were 28 responses to this part of the question.

Option	Total	Percent
9 hours a week or less	7	5.65%
10 to 19 hours a week	1	0.81%
20 to 34 hours a week	4	3.23%
35 to 49 hours a week	1	0.81%
50 hours or more a week	12	9.68%
Prefer not to say	3	2.42%
Not Answered	96	77.42%

Who you care for

There were 31 responses to this part of the question.

Option	Total	Percent
Parent	7	5.65%
Partner/spouse	1	0.81%
Child with special needs	9	7.26%
Other family member	10	8.06%
Friend	2	1.61%
Other (please give details)	3	2.42%
Prefer not to say	4	3.23%
Not Answered	93	75.00%

If you answered 'other', please explain here:

There were 3 responses to this part of the question including an adult child, and people they support in their job and/or volunteer role.

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	3	2.42%
No	73	58.87%
Prefer not to say	2	1.61%
Not Answered	46	37.10%

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

There were 75 responses to this part of the question.

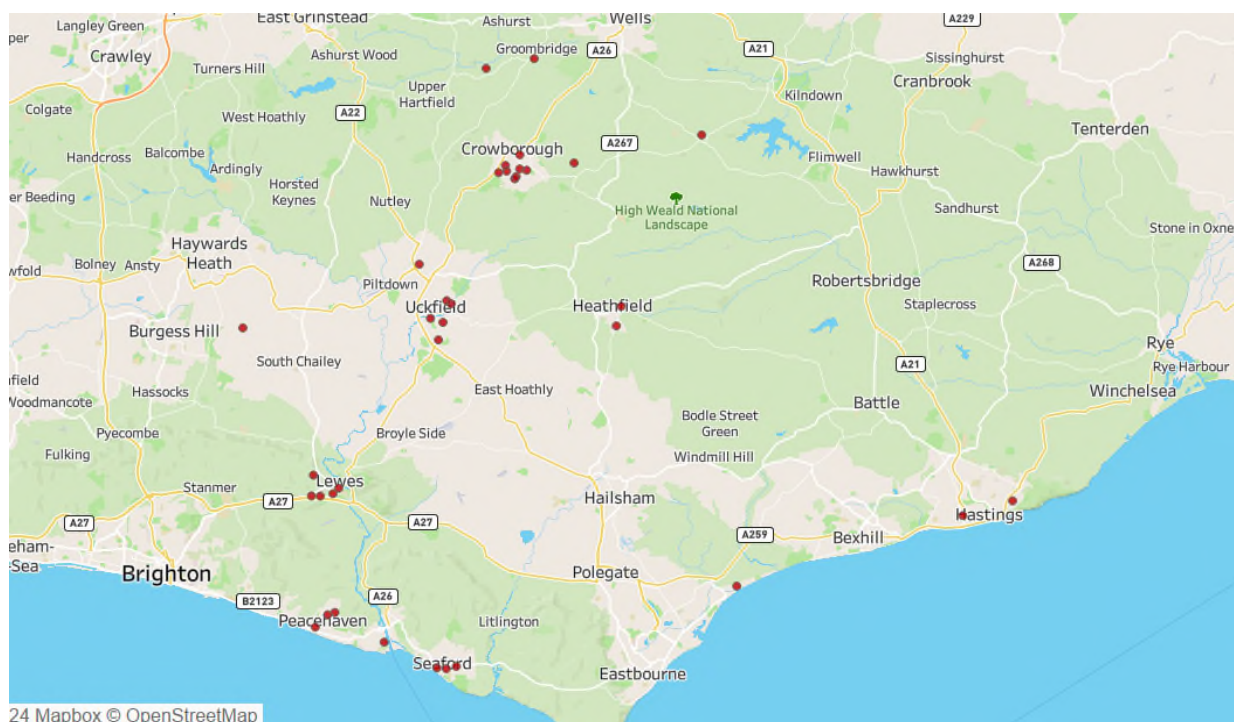
Option	Total	Percent
Yes	4	3.23%
No	66	53.23%
Prefer not to say	5	4.03%
Not Answered	49	39.52%

Please tell us your postcode:

There were 52 responses to this part of the question.

Postcode area	Total	Percentage of all 124 respondents
Eastbourne	0	0%
Wealden	27	22%
Lewes	10	8%
Rother	3	2%
Hastings	4	3%
Did not answer	74	60%

6 postcodes (5%) provided outside of East Sussex.



Other feedback by email etc

Hookstead and St Nicholas consultation responses

There were 29 responses to the consultation by other feedback methods, of which 21 were emails, 5 were phone calls and 1 was in-person feedback. It was not noted what form 2 people's feedback was received in.

We heard from 17 family members or friends of someone who uses or has used the service, 6 organisations, 2 residents of East Sussex, a councillor, a petition, a parent and carer group, and one unknown.

The organisations who submitted a response are:

- Baronsmede Support Services
- Crowborough Town Council
- Healthwatch East Sussex
- Ideal Complex Care
- NHS Sussex
- Wealden Citizens Advice

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

Views

Comment themes	Total
Views: Commute to services more complex	6
Views: Disagree	5

Views: Recognise need to make savings	5
Views: Alternative services not suitable	4
Views: Cuts target the most vulnerable	4
Views: Don't close service	4
Views: Short sighted	4
Views: There will be no East Sussex County Council services in the north of the county	4
Views: Alternative services are too far away	3
Views: Angry with proposal	3
Views: Concerned where people would go instead	3
Views: Money won't be saved	3
Views: Commuting cost to services harder to justify	2
Views: Concerned about impact of proposal	2
Views: Concerned where else people who access support would get it	2
Views: Costs will increase not go down	2
Views: Cutting service is a mistake	2
Views: Don't cut and replace with substandard service	2
Views: Long wait time for other services	2
Views: Need for this service is increasing	2
Views: Other services already struggling	2
Views: People upset by proposal	2
Views: Poor experience of other services	2
Views: Private support too expensive	2
Views: Proposal adds more cost in the long term	2
Views: Shocked/saddened by proposal	2
Service: Service is vital	1
Views: Agree in theory but travel issues make it unworkable	1
Views: Already fought for service before	1
Views: Alternative service isn't as good	1
Views: People who access support are worried about the proposals	1
Views: People who access this support struggle to access/engage with other services	1
Views: Concerned where families will get support instead	1

Views: Crowborough always gets cuts	1
Views: Crowborough pays most council tax and gets worst services	1
Views: Cuts create inequality	1
Views: Day service can't be replaced by a Personal Assistant	1
Views: Detrimental to disabled people in particular	1
Views: Detrimental to people with mental illness in particular	1
Views: Disagree with using private organisations	1
Views: Equivalent services not available	1
Views: East Sussex County Council wastes money	1
Views: Hopefully capacity exists at other service	1
Views: Must prioritise the most vulnerable	1
Views: New times or hours are concerning	1
Views: Proposal might work if there is support with transport and travel	1
Views: Service already under pressure with capacity	1
Views: Services already limited	1
Views: Shameful proposal	1

Service

Comment themes	Total
Service: Immensely valued	4
Service: Opportunity to socialise	4
Service: Lifeline to people	3
Service: Praise of service	3
Service: Service is vital	3
Service: Praise of staff	2
Service: Provides support centred on the people who access it	2
Service: Helps people who access support to live and engage safely within society	1
Service: Helps to get/maintain employment	1
Service: High quality	1
Service: Provides respite for family/carers	1
Service: Safe environment	1

Service: Service key to wellbeing	1
Service: Supports coping with day-to-day living/developing life skills	1
Service: Value of day services generally	1
Service: Well integrated into local communities	1

Impact

Comment themes	Total
Impact: Increased pressure on other services	6
Impact: Travel and parking would be worse	6
Impact: Routine change disruptive for people who access support	5
Impact: Ability to maintain work and carer responsibilities	4
Impact: Reduce wellbeing of people who access support	4
Views: Cause distress for people who access support	4
Impact: Increased burden on family/carers	3
Impact: Add more costs in the long term	3
Impact: People would have to go into care	3
Impact: Poorer mental health	3
Impact: Risk of East Sussex County Council not meeting statutory duties	3
Impact: Savings so small they won't justify impact on people who access support	3
Impact: Already have to battle for services	2
Impact: Destroy stability/support structure for people who access support	2
Impact: Disruption to people's support	2
Impact: Even more limited services	2
Impact: Less tailored or bespoke support	2
Impact: Lose connections built with people who accept support and with colleagues	2
Impact: More challenging behaviour from people who access support	2
Impact: More pressure on the police	2
Impact: Negative on carers	2
Impact: NHS	2

Impact: Poorer physical health	2
Impact: Ability to care for child	1
Impact: At risk of suicide	1
Impact: People who access support would be at increased risk	1
Impact: Community at increased risk	1
Impact: Couldn't cope without service	1
Impact: Engagement with other services	1
Impact: Financial hardship	1
Impact: Greater risk of people losing their homes	1
Impact: Travel costs will be higher for East Sussex County Council	1
Impact: Isolation	1
Impact: Loss of jobs	1
Impact: Loss of skilled/specialist workforce	1
Impact: Loss to the community	1
Impact: Lower quality of life	1
Impact: Multiple disadvantages for some who use several services	1
Impact: Negative impact (unspecified)	1
Impact: People may be forced to move house to be nearer services	1
Impact: People will be left to manage	1
Impact: People will die	1
Impact: People's needs won't be met	1
Impact: Poorer access to support	1
Impact: Poorer long-term outcomes	1
Impact: There would be no local service for people transitioning from education	1
Impact: Undo what staff have worked hard to build	1
Impact: Would feel less connected to the community	1

Suggestions

Comment themes	Total
Suggestion: Close other buildings instead	3
Suggestion: Explore alternative solutions with partners/other providers	3

Suggestion: Look for private investors/business to run it	3
Suggestion: Make income by selling spaces to other local authorities	2
Suggestion: Provide transport to services	2
Suggestion: Use money from sale of Southview to fund the service	2
Suggestion: Careful planning/assessments needed before happens	1
Suggestion: Cut admin roles	1
Suggestion: Cut operational costs	1
Suggestion: Do things differently and innovate	1
Suggestion: Don't cut as much as proposed	1
Suggestion: Encourage alternative support - e.g., religious groups or wellbeing services	1
Suggestion: East Sussex County Council should lobby government	1
Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Focus on prevention	1
Suggestion: Increase rather than cut service funding	1
Suggestion: Joint transport between services	1
Suggestion: Keep parts of the service running	1
Suggestion: Locate any replacement in the same area	1
Suggestion: Offer reduced rate for time-limited period to private sector to take on	1
Suggestion: Use church buildings to limit costs of day services	1

Other comments

Comment themes	Total
Other: Comment on consultation process or information	7
Other: East Sussex County Council needs to provide detailed financial info on savings	5
Comment about personal circumstances	4
Other: Criticism of council	4
Other: East Sussex County Council needs to explain why saving proposals were made	3

Other: Comment re consultation financial figures	2
Other: East Sussex County Council has already decided	2
Other: East Sussex County Council must provide more information about alternatives and capacity	2
Other: How are parents of Special Educational Needs adults consulted with?	2
Other: How will you meet statutory duty to integrate into community	2
Other: Lack of consideration for wider impacts	2
Other: Lack of information on what alternative support would be offered	2
Other: Money recently spent on the building	2
Other: What happens if people refuse the alternative East Sussex County Council service?	2
Other: Adult Social Care is poorly run	1
Other: Assessment/reviews are often delayed so how would you fit so many in	1
Other: Comment on other council spending	1
Other: Criticism of government	1
Other: East Sussex County Council should provide more information on the numbers of people impacted and their needs	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: Question about whether priority would be given to certain types of people who access support	1
Other: Should have allowed more time to discuss proposals	1
Other: Want to see the Equality Impact Assessment and proposed mitigations	1
Other: What assessments are required when changing Special Educational Needs services?	1
Other: What happens to the day service buildings?	1
Other: What routes of appeal are there for challenging the decision?	1
Other: Why was money spent on Steps to Work if independent sector can provide service?	1

Suggestion: Keep disruption to a minimum	1
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Overall consultation responses

Responses addressing all 11 consultations combined

There were also 10 responses submitted by email or letter that addressed all of the consultations more generally. These were from both organisations (5), residents (4) and a member of parliament (1).

The organisations who submitted a response are:

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

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 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 services for people who attend them and their parents and carers. Where needed, a virtual meeting was also held. Lots of questions were asked at the meetings and [answers to these can be found in the frequently asked questions section](#) of the consultation webpage.

Date	Service	Meeting type	Number of attendees
7 October	Hookstead	In-person for people who attend the service	25
		In-person for parents and carers	18
9 October	St Nicholas	In-person for people who attend the service	35
		In-person for parents and carers	12
24 October	St Nicholas	Online for people who attend the service and parents/carers	7
6 November	Hookstead	Online for people who attend the service and parents/carers	6

Themes from 7 October from adults who access the service

- **Views:** People are sad about what is being proposed for Hookstead and think it is a bad idea. They don't think it would work because there wouldn't be enough space, and more lockers and bathrooms would be needed.
- **Service:** Hookstead is a good service. People are keen to know what the proposal would mean for the service at St Nicholas and how it would affect their support. For example, how many people would move to the service,

would the buses change, how would the sessions be affected, and would they still have the same key worker.

- **Impact:** People said it would be hard and they don't want to change their days. A few said they would like to have more days at St Nicholas. A couple of people talked about having more people at the service and being able to make new friends.
- **Other comments:** One person said they want the Shine car service to stay open.

Themes from 7 October from parents and carers

- **Views:** Everyone disagrees with the proposal. They can't see the point of closing the service when there are no alternative options. Hookstead is bearing the brunt of the financial pressures.

The people who attend the service would lose out and it's totally unfair. Those who make the decisions have no lived experience and have no idea what it is like to be affected by a decision like this.

Assumptions have been made that everyone would move to St Nicholas, which is unlikely. The saving is a false figure, as the Council would be spending that money elsewhere for alternative services and to make the necessary improvements to St Nicholas. It would also be a huge waste of the investment already made in the service at Hookstead.

- **Service:** People who attend the service don't want it to close. The value of the service is immeasurable and goes beyond the financial value.

St Nicholas is much smaller and doesn't have outdoor space. If St Nicholas closed in future they would be displaced even further.

- **Impact:** There would be no services in the north of the county. Crowborough is a growing place and demand is likely to grow for these services. There would be no services to meet this future demand.

Other local services are already full and there is no guarantee about being able to access them.

It would be detrimental to those who attend the service, taking away something that provides consistency and stability in their life. Well-established relationships and social networks would be torn apart. Change is often hard for people who use these services. Something as significant as this would create physical and emotional distress. This would all have an impact on the mental health of their families and carers.

The travel would take longer and be much harder, particularly in winter. Some people can't cope with shared transport and need to be taken by family members. This would be particularly hard to coordinate for those in employment, while older carers would also struggle to do the journey. For those who travel by taxi it is already hard to arrange travel to Hookstead, so it would be even more difficult getting to Lewes.

Some people might have to move home as a result and that would cost the Council more. They wouldn't be close by if there was an emergency, and their family member needed them.

- **Suggestion:** Close St Nicholas instead as there are more alternative services nearby.
- **Other comments:** They feel that the decision has already been made and that carers don't have any choice.

Themes from 9 October from adults who access the service

- **Views:** People said they are annoyed about the proposal and would be unhappy if Hookstead closed. They like the day service and don't want it to close. They feel they aren't being put first. Someone said they'd been through it before when the day service at Southview Close closed.

People are concerned about how they would travel to St Nicholas. Lewes is a lot further away and the journey is more difficult. There was also a lot of discussion about the new session times. Most said they liked them, but a few people weren't keen.

- **Service:** Lots of people said they like it at Hookstead and are happy there. They talked about the activities they like and said they enjoy spending time with friends and their keyworker. The service helps them to be independent and is good for their mental health.
- **Impact:** There were mixed views about moving to St Nicholas in Lewes, with some saying they definitely didn't want to go there and others saying it could work for them. One person said it would be nice to meet new people.
- **Other comments:** People wanted to know what would happen if the merger failed.

Themes from 9 October from parents and carers

- **Views:** People are sad about the proposal and concerned about the impact on those who attend Hookstead. They feel it is unlikely they would travel all the way to Lewes from Crowborough. There was an acknowledgement of the need to make savings.
- **Service:** St Nicholas is a lovely and well-run service.
- **Impact:** It would take away stability and enjoyment from people who attend Hookstead. They won't want to go elsewhere, and their wellbeing would deteriorate. It is also a long way to travel for people who live in Crowborough.

The reduction in community-based activities and integration would be a great loss that would negatively affect people. It's hard to know what the impact would be until they know their family member's new hours. There is a fear that the service could become too busy and people may struggle in those conditions.

If people's services are cut it is likely that would have an impact on their family and carers. The long-term result is that it is likely to cost the Council more as people's needs would increase.

- **Suggestions:** Do more community sessions to help with capacity issues in the service. Increase the capacity in both services to spread the workload out more. Make sure that when you do reviews you consider the impact on both the person using the day service and their family and carers.
- **Other comments:** Once a service is gone it tends to stay closed even if the budget circumstances change. It would be a very tight turnaround from making the decision and making the change in the right way.

Themes from 24 October online meeting

- **Views:** Action should be encouraged to stop the proposal. People are concerned about whether there would be enough space at St Nicholas for the additional people. It could also make parking difficult as there isn't much space.
- **Impact:** Transport and parking are the main concerns. The travel would be a nightmare from Crowborough to Lewes. People are also concerned that the change could mean much longer journeys for people already attending, if they are picked up before people from Crowborough.
- **Suggestions:** Ask the government for more money or ask people to pay more to attend the day service. Consider opening St Nicholas for seven days a week.

Themes from 6 November online meeting

- **Views:** Many people said there aren't alternative services if Hookstead closed and the options that do exist have long waiting lists. The demand is already there and the independent sector hasn't responded. Its services are also more expensive than the Council-run ones.

Those who would be affected are some of the most vulnerable, and that is not fair. Some of them don't have a voice or understand what is being proposed. People also said that reviews of support needs are already many years late.

- **Service:** People praised the staff at Hookstead and their focus on the people who use the service rather than their own jobs. The independent sector doesn't provide a high-quality service like Hookstead. They have nice buildings but use agency staff and are profit making.

Some people who use the service can't speak out, but at Hookstead their family know they are looked after and protected.

- **Impact:** This would have an impact on the community as it would lose a vital service. There are long waiting lists for alternative services, so people could be left without a service. In some cases that would mean that people would have to go into residential care, which would be more expensive.

If people have to change the days they attend the day service, it would throw their lives into chaos and they would need time to make adjustments. For some people it might make it impossible for them to continue in their caring role.

The Council is proposing to close the employment service too, which means more people will need to attend day services as they won't be in employment.

- **Suggestions:** Invite other providers to take over the service as a going concern. The Council could give them the use of the building rent-free or first year. Use the money from the sale of Southview Close to fund Hookstead. Make more money by offering places at Hookstead to people from outside East Sussex.
- **Other:** People wanted more clarity about how Hookstead was chosen for potential closure. They said they would take the Council to court if they don't get the services they want. Another service mentioned in the consultation was surprised to be put forward as providing additional day opportunities, saying they had not been approached about this by the Council before the consultation.