

Appendix 2: Consultation results report

Supported accommodation (mental health)

About this consultation

This consultation is about the proposal to stop funding the on-site support for the accommodation services for adults with mental health needs. It started on 3 October and closed on 28 November 2024.

Taking part in the consultation

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

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

General posters were shared with library teams and each affected service had a dedicated poster to put up in their service or building. Consultation meetings were held with people who live in the accommodation and staff who work there.

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

Respondent method	Total
Survey	110
Emails	17
Consultation meetings (attendees)	27

There were also 10 responses submitted by email or letter that addressed all of the consultations more generally. A general petition opposing the funding gap proposals was submitted by Lewes Liberal Democrats. It was signed by 100 people.

People were given the option of answering ‘about you’ equality questions in the survey, with 65% of respondents choosing to do so.

- Reflecting the service locations, the top areas that respondents told us they lived in are Hastings and Eastbourne (18% and 17% respectively), with only 6% of respondents saying they live in Lewes or Wealden.
- People living in East Sussex were the top respondent group (28%), although those who have used the service weren't far behind on 25%.
- More women took part than men, with women making up 37% of respondents, compared to 26% for men.
- Nearly a third of respondents have a physical or mental health condition or long-term illness (31%) and 22% care for a family member or friend.
- We had respondents from across all age groups, with 45-to-54 year-olds being the top one with 15%, while the lowest was 18-to-24 year-olds (2%).

Key messages

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

- Most people strongly disagree with the proposal to stop funding on-site support.
- People urged us not to go ahead with the proposal, saying that this service should be prioritised and savings found elsewhere.
- They feel the service is vital and its closure would be short-sighted, leading to higher costs in the long term.
- People who have used the service value the fact that staff are always there for them. They talk about how it has helped them to build confidence, resilience and independence, as well as helping them with day-to-day living.
- Both people using the service and staff felt the support encourages residents to engage with other wellbeing services - e.g., attending medical appointments
- The service helps people to turn their lives around and there aren't any other services offering this type of support to people with mental health needs.
- People say they wouldn't have coped without the service and would not be able to sustain a tenancy on their own without the skills they developed at the service first.
- There are concerns about what would happen to current residents, and about the service not being available for people in the future.
- Respondents fear that people will end up in temporary accommodation, which they say is often an inappropriate, unsupportive, unsafe, and more costly alternative.

- The service supports those with mental health needs, so stopping funding would have an impact on the community's mental health and lead to an increase in relapse in mental health conditions, self-harm and substance misuse. This would apply both to existing residents and to those who can't access the service in future.
- Many responses talk about the value of the service and how it helps reduce pressure and costs on other services. It allows people's circumstances to change for the better, as opposed to stagnating and relying on continued support in the long run.
- Many of the residents may qualify for adult social care support and this is likely to be more expensive if this service is no longer available.
- Mental health services are already under pressure and don't offer the same kind of specialist and 24-hour support that this service offers.
- Hospitals would see more admissions and it would be harder for people to be discharged as there would be fewer suitable service options for them.
- There is already a housing crisis locally and people are concerned about the alternatives on offer, both in terms of the quality and the location.
- More people could end up living in unsafe environments and it is likely to lead to an increase in homelessness in the county.
- If the services closed it would lead to an increase in anti-social behaviour and crime. This would have an impact on the community and put pressure on the police.
- People and organisations said it is likely that there would be an increase in suicides and deaths if the proposal went ahead.
- People said the service shouldn't be cut and the Council should continue to support the most vulnerable. Suggestions included reducing the on-site support hours instead of cutting the service, and prioritising the welfare of current residents who would be directly affected.
- Some of the organisations who responded made suggestions for alternative options that could be considered. They also suggested that the proposed end of funding date is delayed, allowing more time to explore other options and to support people to transition to other services if needed.

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:

- **Children's Services at East Sussex County Council:** "A decision to stop funding the on-site support for accommodation services for adults with additional and mental health support needs would lead to a reduction in the number of supported accommodation options for care leavers, who are most

likely to require support to develop their tenancy sustainment skills before moving on to live independently.”

- **Eastbourne Borough Council:** “We note, with concern, the proposal to close the two Sanctuary schemes in Eastbourne, which will leave vulnerable people, who currently receive successful interventions from specialist officers, requiring services that EBC would be unable to replicate. This would leave these individuals at the mercy of general homeless legislation and duties and would also increase pressure on EBC’s Housing Options service, which is already under considerable financial and operational challenge.”
- **Hastings Borough Council:** “There are no other supported accommodation or floating support services available. The only option will be unsupported temporary accommodation at best or rough sleeping at worst. At a time when ESCC is laudably endeavouring to work collectively to produce a Housing Strategy it seems counter to the aims of that strategy to propose cuts in these areas which would lead to such a stark outcome.”
- **Heads of Housing at district and borough authorities:** “Supported accommodation is an important asset within the local system. Many of the individuals currently living in the units have significant additional needs and are likely to be owed statutory duties by several agencies, including adult social care and housing. The additional investment secured from Intensive Housing Management also means that these services provide good value for money, compared to other forms of accommodation.”
- **Healthwatch East Sussex:** “Many of the services identified for change support people in crisis, such as the homeless or those recovering from substance misuse. Their withdrawal will reduce access to preventative and recovery services and may lead to increased use of emergency services including Accident and Emergency Departments, Ambulance services, the Police, justice and Fire & Rescue Services.”
- **Millwood High Weald, Lewes and Havens Assessment and Treatment Service:** “Supported accommodation provides a vital safety net, offering stability and care while preventing unnecessary institutionalisation in care homes. In the context of health and social care, it is essential to prioritise the least restrictive options for individuals. The removal of this support would represent a step backward in ensuring vulnerable adults receive the care and environment they need to thrive.”
- **NHS Sussex:** “There are clear risks that the health of these vulnerable groups may be negatively impacted and an associated risk of admission to hospital, together with subsequent risks of complex discharges associated with likely increased levels of homelessness.”
- **Rother District Council:** “The proposed timetable for the budget reductions is too short for the system to respond effectively to the impact. In the time available it will be challenging for the system to come together to try and support with additional funding or make improvements to the system, to compensate for the loss of funding.”

- **Sanctuary Supported Living:** “Although these funding cuts will make an immediate saving for the council, in the long run the costs for housing the people we support will be far greater and by some estimates as much as 50% more. We believe it is imperative that more time is given to exploring joint commissioning by the county council and the borough councils which could also take into account the as yet unspecified cuts to countywide support services for recovering drug and alcohol users.”
- **Salvation Army Homes (Pathways service):** “We strongly believe that our service is vital, not only for the individuals who rely on it but also for the wider community and the local authority. By preventing homelessness, improving mental health, and promoting independence, we are saving money for other public services in the long run and allowing people otherwise disadvantaged to flourish and make a meaningful contribution to society.”

Individual comments:

- “These [services] are releasing pressure with mental health and drugs. You're going to be pushing people back into the cycle they are trying to escape. You're passing the buck and making more problems which is going to need more money put aside to fix.”
- “Closing these services will place individuals who are already identified as vulnerable in even more unsafe situations. The potential for them to come to harm is significant. In turn this then may place additional demands on other services including health care, safeguarding, alcohol & substance misuse, police and VCSE services.”
- “I worry where I am going to go, and where the others are going to go. We will be homeless, and I worry about my safety.”
- “[Proposed savings] will lead to more hospital admissions and suicides; [it's] totally unacceptable to cut funding for people with mental health illness.”
- “For her [family member using service] to become rehabilitated and become a valued and useful member of society, she needs the support offered to get back on her feet and be able to cope with her mental health issues. I am constantly afraid that if she is sent back out to the community without the required level of support she will spiral down and end up doing herself serious harm.”
- “My key-worker is someone I see on a weekly basis. She helps me with how to use all sorts of public services. She even helps me with community-based activities. My key-worker is someone I can talk to if I feel I am going into crisis or just for a chat about day-to-day life. They have been a vital part of my mental health journey and have helped me navigate many challenging situations throughout my 2 (almost 3) years of living in Bal Edmund.”
- “[Those who need the service] are not able to self-organise well or attend off-site appointments. Relationship building is a key part to their support and management of needs.”

- “People struggle with temporary accommodation, which they often describe as a nightmare environment, and some would choose to be homeless instead.”
- “[People using the service are those] who would otherwise struggle in temporary accommodation, regular privately rented accommodation or a social housing tenancy. This could lead to the individuals having mental health crisis and homelessness, which would have a cost implication on health services if the person had to spend time in hospital.”
- “Clients who typically access these services do so because their needs are either too high for general needs temporary accommodation, when given a statutory housing duty.”
- “On-site support helps individuals access a wide range of services, including medical appointments, therapy, and social services. Without this coordination, people may struggle to navigate the complex system of care, resulting in missed appointments, unmanaged symptoms, and a decline in their overall health.”
- “This is my first tenancy and I am learning how to budget, shop and cook. I am trying to do things in the community to give me a weekly routine. I have been ill with MH for years and this has been my first chance to get things turned round. I could not get this chance with the current housing support.”
- “The support we provide may be tenancy sustainment, but it’s also life skills that will enable these people to move on into the community and live their lives without the need for extra external resources which cost more money.”
- “They [staff] are here all day until late into the evening, offering support you can rely on. The service is not care or support as such, more of a lifeline. The type of support you cannot get over the phone.”
- “Without accommodation, life on the streets, ‘sofa surfing’ is often eased by drug/alcohol misuse to self-medicate, increasing the likelihood of offending.”
- “The presence of support staff not only helps individuals manage their day-to-day needs but also offers essential guidance on how to integrate back into society, secure permanent housing, and pursue employment or education. Without this, the risk of isolation, relapse, and regression increases, setting back the advances that have been made in their recovery.”

Results summary across all methods

Views on the proposal

Survey: Most respondents disagree with the proposal (94%), with over 80% choosing ‘strongly disagree’. Only 6% agree with the proposal.

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

- 1) Service: Service is vital/needed (47 comments)

- 2) Impact: Increased pressure on other services (32)
- 3) Views: Cuts target vulnerable people (26)
- 4) Impact: Poorer mental health (25)
- 5) Impact: Couldn't cope without the on-site support (23)
- 6) Impact: Homelessness (23)
- 7) Service: Helps people to live and engage safely within society (22)
- 8) Views: Adds more cost in the long term for other services and/or East Sussex County Council (21)
- 9) Service: Praise of service and its benefit (16)
- 10) Views: Detrimental to people with mental illness in particular (15)

Emails etc: Over half of respondents said that the proposal would add more cost in the long term (10 comments) and a similar number said the proposal targets the most vulnerable (9 comments).

Other common themes included:

- Views: Recognise need to make savings (6 comments)
- Views: Concerned about impact of proposal (5)
- Views: Equivalent services not available (5)
- Views: Other services already struggling (5)
- Views: Will shift cost onto districts and boroughs (5)

Group meetings: Everyone disagreed with the proposal. The service is a lifeline and stopping funding is a stupid idea, as well as being short-sighted. It would cost more and create more problems in the long term. There is already a mental health crisis and demand for housing locally is already high.

There was lots of praise for the service and the staff who support people who access it. People talked about the difference the service makes, helping them to build confidence, independence and resilience. It plays a crucial role in helping people to turn their life around and there aren't any other services like it.

Individual meetings: The top themes were that people were unhappy/disagree with the proposal (9), and were concerned where those who access the support would live instead (4). People said the service has helped them to build life skills and ability to cope independently with day-to-day tasks (13) and improved their mental health (7).

Potential impacts of the proposal

Survey: 96 people answered this question and the top themes are:

- 1) Impact: Homelessness (24 comments)
- 2) Impact: Couldn't cope without the on-site support (23)
- 3) Impact: Poorer mental health (21)

- 4) Impact: Increased pressure on other services (14)
- 5) Comment about personal circumstances (11)
- 6) Impact: People won't get the support they need (11)
- 7) Service: Service is vital/needed (10)
- 8) Impact: Poor/no access to support (9)
- 9) Service: Helps people to live and engage safely within society (9)
- 10) Impact: People at increased risk without service (8)
- 11) Impact: Isolation (8)
- 12) Impact: Lose my job (8)
- 13) Impact: More people in crisis (8)

Emails etc: The top themes are increased pressure (16 comments) and increased costs (11 comments) for other services.

Other common themes included:

- Impact: Homelessness (9 comments)
- Impact: People's needs won't be met (6)
- Impact: Ability to have a home/suitable home (5)
- Impact: Ability to sustain living independently and maintaining accommodation (5)
- Impact: Add more costs in the long term (5)
- Impact: Poorer mental health (5)
- Impact: Poorer physical health (5)
- Impact: Significant increase in people living in temporary accommodation (5)

Group meetings: Staff said the proposal is already creating anxiety and the short timeframe is challenging. If the proposal went ahead it would impact on people's mental health - both existing residents and people who wouldn't be able to access the service in future.

The result of the service closing would be more self-harm, an increase in substance misuse and crime. This would put more pressure on other services, many of which are already struggling, including mental health, housing and the police. There would be more hospital admissions and people may find it harder to be discharged.

There aren't any services like this and the alternatives on offer may not be local. Support is a vital part of the service, and closing it would risk an increase in suicides and deaths. Temporary accommodation is not a good environment and people may choose to be homeless instead. There is also a risk of an increase in deaths.

Individual meetings: The top themes were: alternative accommodation set-ups are inadequate or unsafe (5,) and people could/will die (5).

Suggestions

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

Survey: Only two suggestions were covered by more than one person and these were: restructure the onsite hours (3 comments) and prioritise the welfare of the people currently using the services (2 comments).

The other suggestions made by one person each were:

- Suggestion: Careful planning/assessments needed before any change happens
- Suggestion: Charge people more to use services
- Suggestion: Consider the benefits this service brings to society
- Suggestion: Create a pooled county and local council budget for housing
- Suggestion: Engage comprehensively with organisations supporting adults affected
- Suggestion: Ensure support can be reached via telephone
- Suggestion: Invest in more accommodation
- Suggestion: Invest in upskilling staff
- Suggestion: Listen to the consultation feedback
- Suggestion: More joint working
- Suggestion: Only remove service when assessed risk is low
- Suggestion: Prioritise supporting people who no longer need the service to move on
- Suggestion: Provide accessible support and advice to those in need
- Suggestion: Reduce/revise number of service staff
- Suggestion: Remove on-site support just at weekends
- Suggestion: Seek donations from mental health organisations
- Suggestion: Seek other organisation to fund and run service
- Suggestion: Support staff with finance and safety in alternative job roles

Emails etc: The top suggestions were to focus on prevention (4 comments) and do more joint working (4 comments).

The other suggestions were:

- Suggestion: Continue to support the most vulnerable (3)
- Suggestion: Don't cut service (3)
- Suggestion: Pilot alternative models (2)
- Suggestion: Reduce service in gradual stages (2)

- Suggestion: Cut operational costs (1)
- Suggestion: District and boroughs should fund the service (1)
- Suggestion: Do things differently and innovate (1)
- Suggestion: Explore alternative solutions with partners/other providers (1)
- Suggestion: Explore joint commissioning of services with districts and boroughs (1)
- Suggestion: Extend transition period of the floating support service for partners to develop joint approach to homeless prevention (1)
- Suggestion: Extend transition period of supported accommodation support cuts for partners to develop joint approach to homeless prevention (1)
- Suggestion: Extended transition period for currently accessing the service (1)
- Suggestion: Focus on housing-first solutions (1)
- Suggestion: Hybrid use of accommodation by social care and housing authorities (1)
- Suggestion: Involve users in solution building (1)
- Suggestion: Keep parts of the service running (1)
- Suggestion: Reduce use of expensive residential care for adults (1)
- Suggestion: Review eligibility criteria to tighten up (1)
- Suggestion: Use technology (1)
- Suggestion: Utilise existing and effective volunteer/charity support services (1)
- Suggestion: Utilise existing supported accommodation units via refuge contract commissioning (1)
- Suggestion: Work with partners to develop new model (1)

Group meetings: It was suggested that the Council work with the provider to spend less money and save the service.

Individual meetings: The following suggestions were made by individuals:

- Reduce on-site support hours
- Find alternative accommodation before making cuts
- Ensure people receive timely support
- Councillors should visit sites before making decision
- Inform other services of the impact cuts will have on them
- Provide follow-up support for people affected

Other topics

Survey: The top themes were increased pressure on other services (10 comments), and the comment that it will add more cost in the long term for other services and/or East Sussex County Council (10 comments).

Other themes included:

- Views: Cuts target vulnerable people (6)
- Impact: Poorer mental health (5)

Emails etc: Other comments covered the consultation process or information (3 comments), and two comments each on government funding, how the cost of temporary accommodation is driving financial instability in local authorities, and more information being needed about alternatives and capacity.

Service specific questions

We asked additional service-specific questions in this survey.

Have they used the Floating Support Service: A small number have also used this service in the last year (9 people). Four said they weren't sure and 39 said they hadn't used this service.

What they would have done if the service hadn't been available: The top themes included:

- Impact: Would be homeless (11 comments)
- Impact: More people having to use temporary accommodation (7)
- Views: I wouldn't know where else to go (7)
- Comment about personal circumstances (6)
- Views: Equivalent services not available (6)
- Impact: Couldn't cope without service (5)

Charts and tables

Survey responses including about you information

1) Are you completing the survey as:

There were 109 responses to this part of the question.

Option	Total	Percent
Someone who uses/has used the supported accommodation services (please tell us which service in the box below)	27	24.55%

The family or carer of someone who uses/has used the services	10	9.09%
Someone who works for the supported accommodation services (please tell us which service in the box below)	13	11.82%
Someone who lives in East Sussex	31	28.18%
Someone who works in health or social care in East Sussex	15	13.64%
Someone who works in housing in East Sussex	6	5.45%
Someone who works in the voluntary or community sector	3	2.73%
Other (please provide details below)	4	3.64%
Not Answered	1	0.91%

If you ticked 'other' please provide details here:

There were 19 responses to this part of the question:

- Bal Edmund Resident 8
- Pathways resident 4
- Family/friend of someone using the service 2
- Hyde Gardens resident 2
- Works at Salvation Army 1
- Comment on personal circumstances 1
- Housing officer 1

2) How much do you agree or disagree with the proposal to stop the on-site support for accommodation services for adults with mental health needs?

There were 110 responses to this part of the question.

Option	Total	Percent
Strongly agree	6	5.45%
Agree	1	0.91%
Neither agree nor disagree	0	0.00%
Disagree	12	10.91%

Strongly disagree	91	82.73%
Not sure	0	0.00%
Not Answered	0	0.00%

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

There were 101 responses to this part of the question.

Comment theme	Total
Service: Service is vital/needed	47
Impact: Increased pressure on other services	32
Views: Cuts target vulnerable people	26
Impact: Poorer mental health	25
Impact: Couldn't cope without the on-site support	23
Impact: Homelessness	23
Service: Helps people to live and engage safely within society	22
Views: Adds more cost in the long term for other services and/or East Sussex County Council	21
Service: Praise of service and its benefit	16
Views: Detrimental to people with mental illness in particular	15
Service: Supports coping with day-to-day living/developing life skills	14
Views: Equivalent services not available	14
Impact: People at increased risk without service	12
Impact: More hospital admissions	12
Impact: More people in crisis	12
Impact: Poor/no access to support	12
Service: Safe environment	12
Impact: Negative impact (unspecified)	11
Comment about personal circumstances	10
Impact: People won't get the support they need	10
Views: Services already limited	10
Views: Unhappy/disagree with proposal	10
Service: Rebuilds lives	9
Suggestion: Don't cut service	9
Impact: Community at increased risk	8

Impact: Loss to the community/society	8
Impact: People could/will die	8
Views: Concerned where else people would get support	8
Views: Short sighted	8
Service: Ensures people they support keep on track with medical needs and/or appointments	7
Service: Gives people someone to reach out to	7
Impact: Destroy stability/support structure for people accessing the services	6
Impact: Detrimental to the family and/or carer of the people affected	6
Impact: Less independence/confidence	6
Service: Immensely valued	6
Views: Already housing crisis in East Sussex	6
Views: Concerned where people would live instead	6
Views: Must prioritise mental health support	6
Views: Other services already struggling	6
Impact: Isolation	5
Impact: Poorer recovery	5
Suggestion: Cut elsewhere	5
Views: Need for this service is increasing	5
Views: Priorities are wrong	5
Impact: Increase in crime	4
Impact: Increased support needs	4
Impact: Use of alcohol and/or drugs	4
Service: Lifeline to people	4
Service: Praise of staff	4
Views: Proposal is morally wrong	4
Impact: Increase in anti-social behaviour	3
Impact: More people having to use temporary accommodation	3
Impact: Reduce the wellbeing of people accessing the services	3
Impact: Relapse	3
Service: Supports employment/sustaining employment	3
View: People waiting for accommodation restrict healthcare access for others	3

Views: Alternative accommodation set-ups not adequate	3
Views: Disagree with proposal based on anticipated impact given in consultation overview	3
Views: Long wait time for other services	3
Views: Must prioritise the most vulnerable	3
Views: Other accommodation services are not appropriate for the needs of people currently accessing the services	3
Views: Rely on on-site support for relationship/social skill building	3
Views: Service vital for safeguarding people who access the service and/or people around them	3
Impact: Loss of signposting to further support	2
Impact: Poorer physical health	2
Other: Comment re government	2
Service: Very accessible	2
Views: Catastrophic to cut so many services at the same time	2
Views: Detrimental to disabled people in particular	2
Views: East Sussex County Council is responsible for looking after vulnerable people	2
Views: Recognise need to make savings	2
Views: Service already underfunded	2
Views: Service already under pressure with capacity	2
Views: Already can't cope with support they have	1
Impact: Concern for future of the adults affected	1
Impact: Lower quality of life	1
Impact: Risk of abuse/domestic abuse	1
Impact: Staff recruitment/retention	1
Impact: Would not be alive without service	1
Other: Comment re government budget	1
Other: Lack of information on what alternative support would be offered	1
Service: Acts as a family/community	1
Service: Has made long-term investments to provide support	1
Service: Provides person-centred support	1
Service: Service built trust with people they support	1

Service: Services rely on referring people to them for support	1
Service: Supports education	1
Suggestion: Cut management salaries	1
Suggestion: East Sussex County Council should manage resources better	1
Suggestion: Increase council tax	1
Suggestion: Increase rather than cut service funding	1
Suggestion: Prioritise mental health support	1
Suggestion: Review number of service managers	1
Suggestion: Support current provider to become a floating support provider	1
View: Decision makers lack any experience of needing this support	1
Views: Comfort knowing the support is available	1
Views: Conflicts with council's mental health commitments made	1
Views: Creates irreversible change	1
Views: Cuts unfair/unequal	1
Views: Face-to-face support vital	1
Views: Service prevents crisis	1

3) How would the proposed change to stop the on-site support for accommodation services for adults with mental health needs affect you?

There were 96 responses to this part of the question:

Comment theme	Total
Impact: Homelessness	24
Impact: Couldn't cope without the on-site support	23
Impact: Poorer mental health	21
Impact: Increased pressure on other services	14
Comment about personal circumstances	11
Impact: People won't get the support they need	11
Service: Service is vital/needed	10
Impact: Poor/no access to support	9
Service: Helps people accessing the service to live and engage safely within society	9

Impact: People would be at increased risk without service	8
Impact: Isolation	8
Impact: Lose my job	8
Impact: More people in crisis	8
Impact: Community at increased risk	7
Views: Concerned where else people would get support	7
Impact: Destroy the stability/support structure for people who access the services	6
Impact: More hospital admissions	6
Service: Praise of service and its benefit	6
Service: Supports coping with day-to-day living/developing life skills	6
Views: Concerned where people would live instead	6
Views: Cuts target vulnerable people	6
Service: Gives people someone to reach out to	6
The proposal doesn't affect me	5
Impact: Less independence/confidence	5
Impact: Increased burden on frontline workers supporting people	5
Service: Praise of staff	5
Views: Adds more cost in the long term for other services and/or East Sussex County Council	5
Impact: Financial hardship	4
Impact: Increased support needs	4
Impact: Loss to the community/society	4
Service: Provides person-centred support	4
Views: Alternative accommodation set-ups not adequate	4
Views: Other services already struggling	4
Impact: Cannot rely on care from family	3
Impact: Cause hardship and poverty	3
Impact: Detrimental to the family and/or carer of the people affected	3
Impact: Negative impact (unspecified)	3
Impact: People could/will die	3
Impact: Reduced wellbeing	3
Impact: Relapse	3
Impact: Unable to provide comprehensive support to people	3

Service: Lifeline to people	3
Service: Rebuilds lives	3
Views: Already housing crisis in East Sussex	3
Views: Comfort knowing the support is available	3
Views: Service vital for safeguarding people accessing the service and/or people around them	3
Does not affect me	2
Views: Already can't cope with support they have	2
Impact: Concern for future of the adults affected	2
Impact: Detrimental to the family and/or carer of the people affected	2
Impact: Increase in anti-social behaviour	2
Impact: Increased crime	2
Impact: Lower quality of life	2
Impact: More people having to use temporary accommodation	2
Impact: People could/will die	2
Impact: Poorer physical health	2
Impact: Poorer recovery	2
Impact: Risk of abuse/domestic abuse	2
Impact: Use of alcohol and/or drugs	2
Impact: Worry for my loved on	2
Service: Acts as a family/community	2
Service: Ensures people keep on track with medical needs and/or appointments	2
View: People waiting for accommodation restrict healthcare access for others	2
Views: Equivalent services not available	2
Views: I am passionate about the service/my job	2
Views: Proposal is morally wrong	2
Views: Need for this service is increasing	2
Views: Services already limited	2
Views: Shameful proposal	2
Impact: Ability to have a home/suitable home	1
Impact: Ability to maintain work and/or carer responsibilities	1
Impact: People who access the services would feel abandoned	1
Impact: Confidence will be lost	1

Impact: Difficulty finding alternative employment	1
Impact: Feeling less safe	1
Impact: Lose connections built with people accessing the service and colleagues	1
Impact: Poorer outcomes for people accessing the service	1
Impact: Would not be alive without service	1
Other: East Sussex County Council must be accountable for any consequential suicides or harm to people who access the service	1
Other: Lack of information on what alternative support would be offered	1
Service: Given me hope for my future	1
Service: Safe environment	1
Service: Very accessible	1
Suggestion: Listen to the consultation feedback	1
View: I am passionate about this service	1
Views: Cuts create inequality	1
Views: Cutting service is a mistake	1
Views: Detrimental to neurodivergent people in particular	1
Views: Detrimental to people with mental illness in particular	1
Views: Face-to-face support vital	1
Views: Poor experience of other services	1
Views: Priorities are wrong	1

4) If this service had not been available when you needed help, where would you have gone instead for accommodation and support?

There were 42 responses to this part of the question:

Comment theme	Total
Would be homeless	11
Impact: More people having to use temporary accommodation	7
Views: I wouldn't know where else to go	7
Comment about personal circumstances	6
Views: Equivalent services not available	6
Impact: Couldn't cope without service	5
Impact: Would not be alive without service	4

Views: Alternative accommodation set-ups not adequate	4
Impact: Cannot rely on care from family	3
Impact: More people in crisis	3
Not sure	3
Views: Alternative services not adequate	3
Would have gone to hospitals	2
Impact: People who access the services would be at increased risk	2
Impact: Less independence/confidence	2
Impact: Poor/no access to support	2
Impact: Poorer mental health	2
Impact: Would be relying on living with family	2
Local Authority	2
Temporary accommodation service	2
Council	1
Housing Office	1
I've not used this service	1
Impact: Ability to have a home/suitable home	1
Impact: People who access the services would be sectioned	1
Impact: Increased crime	1
Impact: Isolation	1
Impact: Lower quality of life	1
Impact: More hospital admissions	1
Impact: People could/will die	1
Impact: People won't get the support they need	1
Impact: Use of drugs and/or alcohol	1
Named charity (Peabody)	1
Named charity (Salvation Army)	1
NHS	1
Other: Criticism of government	1
Service: Helps people accessing the service to live and engage safely within society	1
Service: Safe environment	1
Service: Without the service I would not be in a suitable home	1

Southdown Housing	1
Views: Poor experience of other services	1
Would have remained in hospital	1

5) Have you used BHT's East Sussex Housing-Related Floating Support Service in the last year?

Option	Total	Percent
Yes	9	8.18%
No	39	35.45%
Not sure	4	3.64%
Not Answered	58	52.73%

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

There were 57 responses to this part of the question:

Comment theme	Total
Impact: Increased pressure on other services	10
Views: Adds more cost in the long term for other services and/or East Sussex County Council	10
Suggestion: Don't cut service	9
Service: Service is vital/needed	6
Suggestion: East Sussex County Council should manage resources better	6
Views: Cuts target vulnerable people	6
Impact: Poorer mental health	5
Suggestion: Cut elsewhere	4
Service: Praise of service and its benefit	4
Impact: Homelessness	3
Impact: Loss to the community/society	3
Impact: More people having to use temporary accommodation	3
Impact: People could/will die	3
Impact: People won't get the support they need	3
Other: Comment on consultation process or information	3
Other: Criticism of other council spending	3
Suggestion: Restructure hours	3

Views: Already housing crisis in East Sussex	3
Views: Detrimental to people with mental illness in particular	3
Views: Short sighted	3
Comment about personal circumstances	2
Impact: Couldn't cope without the on-site support	2
Impact: Detrimental to the family and/or carer of the people affected	2
Other: Criticism of consultation process or information	2
Service: Helps people accessing the service to live and engage safely within society	2
Service: Lifeline to people	2
Suggestion: Cut management salaries	2
Suggestion: Focus on prevention	2
Suggestion: Increase rather than cut service funding	2
Suggestion: Prioritise welfare of people impacted who currently access the service	2
Suggestion: Remove and condense office buildings	2
Suggestion: Review number of service managers	2
Views: Concerned where people would live instead	2
Views: Concerned where else people would get support	2
Views: Cutting service is a mistake	2
Views: Must prioritise mental health support	2
Views: Priorities are wrong	2
Views: Recognise need to make savings	2
Impact: Cannot rely on care from family	1
Impact: Cause hardship and poverty	1
Impact: Community at increased risk	1
Impact: Increase in crime	1
Impact: Increased support needs	1
Impact: Less independence/confidence	1
Impact: Loss of signposting to further support	1
Impact: More hospital admissions	1
Impact: More people in crisis	1
Impact: People would have to go into care	1
Impact: Poorer recovery	1
Impact: Use of alcohol and/or drugs	1

Other: Comment about named service (BHT)	1
Other: Comment re government budget	1
Other: Comment re government spending	1
Other: Comment re impact of government actions	1
Service: Given me hope for my future	1
Service: Gives people someone to reach out to	1
Service: Praise of staff	1
Service: Provides person-centred support	1
Service: Safe environment	1
Service: Works well alongside other services	1
Suggestion: Careful planning/assessments needed before any change happens	1
Suggestion: Charge people more to use services	1
Suggestion: Consider the benefits this service brings to society	1
Suggestion: Create a pooled county and local council budget for housing	1
Suggestion: Engage comprehensively with organisations supporting adults affected	1
Suggestion: Ensure support can be reached via telephone	1
Suggestion: Greater scrutiny needed of East Sussex County Council spending/service performance	1
Suggestion: Invest in more accommodation	1
Suggestion: Invest in upskilling staff	1
Suggestion: Listen to the consultation feedback	1
Suggestion: Lobby government for more funding	1
Suggestion: Make decisions after May elections	1
Suggestion: More joint working	1
Suggestion: Only remove service when assessed risk is low	1
Suggestion: Prioritise supporting people who no longer need service to move on	1
Suggestion: Provide accessible support and advice to those in need	1
Suggestion: Reduce benefits for those not seeking employment	1
Suggestion: Reduce/revise number of service staff	1
Suggestion: Remove on-site support just at weekends	1

Suggestion: Seek donations from mental health organisations	1
Suggestion: Seek other organisation to fund and run service	1
Suggestion: Support staff with finance and safety in alternative job roles	1
Views: Catastrophic to cut so many services at the same time	1
Views: Crucial for accommodation to have on-site care	1
Views: Other services already struggling	1
Views: Service already underfunded	1
Views: Service vital for safeguarding people who access it and/or people around them	1

About you equality questions

People were given the option of answering these questions, with 72 choosing to take part and 38 choosing not to answer them.

What age are you?

There were 70 responses to this part of the question:

Age	Total	Respondent percentage
Under 18	0	0%
18-24	2	2%
25-34	17	15%
35-44	7	6%
45-54	16	15%
55-59	7	6%
60-64	12	11%
65+	9	8%
Not answered	40	36%

What is your gender?

There were 71 responses to this part of the question.

Option	Total	Percent
Female	41	37.27%
Male	29	26.36%
Non-binary	1	0.91%

Prefer to self-describe (please write in below)	0	0.00%
Prefer not to say	0	0.00%
Not Answered	39	35.45%

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

There were 72 responses to this part of the question.

Option	Total	Percent
Yes	71	64.55%
No (please write in your gender identity below)	1	0.91%
Prefer not to say	0	0.00%
Not Answered	38	34.55%

Gender identity:

There was 1 response to this part of the question:

- Non-Binary

What is your ethnic group?

There were 72 responses to this part of the question.

Option	Total	Percent
White English/Welsh/Scottish /Northern Irish/British	59	53.64%
White Irish	4	3.64%
White Gypsy/Irish Traveler	0	0.00%
White Roma	0	0.00%
Any other White background (please write in below)	3	2.73%
Mixed White and Black Caribbean	0	0.00%
Mixed White and Black African	1	0.91%
Mixed White and Asian	1	0.91%
Any other Mixed or Multiple background (please write in below)	0	0.00%
Asian or Asian British Indian	0	0.00%

Asian or Asian British Pakistani	0	0.00%
Asian or Asian British Bangladeshi	0	0.00%
Asian or Asian British Chinese	0	0.00%
Any other Asian background (please write in below)	0	0.00%
Black or Black British Caribbean	1	0.91%
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)	1	0.91%
Prefer not to say	2	1.82%
Not Answered	38	34.55%

Other:

There were 2 responses to this part of the question: “White/Arabic”, and “United States”

Which of the following best describes your sexual orientation?

There were 70 responses to this part of the question.

Option	Total	Percent
‘Straight’ / Heterosexual	55	50.00%
Gay or Lesbian	4	3.64%
Bisexual	6	5.45%
Prefer to self-describe (please write in below)	1	0.91%
Prefer not to say	4	3.64%
Not Answered	40	36.36%

Self-described sexual orientation:

There were 2 responses to this part of the question:

- Omnisexual
- Asexual

What is your religion or belief?

There were 71 responses to this part of the question.

Option	Total	Percent
No religion	40	36.36%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	23	20.91%
Buddhist	0	0.00%
Hindu	0	0.00%
Jewish	0	0.00%
Muslim	0	0.00%
Sikh	0	0.00%
Any other religion (please write in below)	2	1.82%
Philosophical belief (please write in below)	2	1.82%
Prefer not to say	4	3.64%
Not Answered	39	35.45%

Other religion:

There were 10 responses to this part of the question including Toaism (5), Spiritualism (4), and Interfaith.

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

There were 72 responses to this part of the question.

Option	Total	Percent
Yes (please answer part B below)	34	30.91%
No (go to the next question)	33	30.00%
Prefer not to say (go to the next question)	5	4.55%
Not Answered	38	34.55%

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)	19	17.27%
Yes, a little (please answer part C below)	11	10.00%
Not at all (go to the next question)	25	22.73%
Prefer not to say (go to the next question)	3	2.73%
Not Answered	52	47.27%

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

There were 35 responses to this part of the question.

Option	Total	Percent
Physical Impairment	16	14.55%
Sensory Impairment	2	1.82%
Learning Disability/Difficulty	3	2.73%
Long-standing illness	10	9.09%
Mental Health condition	26	23.64%
Neurodivergent condition	11	10.00%
Other Developmental Condition	1	0.91%
Other (please write in below)	5	4.55%
Prefer not to say	2	1.82%
Not Answered	75	68.18%

Other:

There were 7 responses to this part of the question including: Dyslexia (2), brain injury, COPD, Sciatica, trauma, and mental health conditions.

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

There were 71 responses to this part of the question.

Option	Total	Percent
Yes	0	0.00%

No	71	64.55%
Prefer not to say	0	0.00%
Not Answered	39	35.45%

Are there any children under the age of 18 living in your household?

There were 70 responses to this part of the question.

Option	Total	Percent
Yes	7	6.36%
No	61	55.45%
Prefer not to say	2	1.82%
Not Answered	40	36.36%

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 70 responses to this part of the question.

Option	Total	Percent
Yes	24	21.82%
No (go to next question)	46	41.82%
Prefer not to say	0	0.00%
Not Answered	40	36.36%

Hours of care given a week

There were 24 responses to this part of the question.

Option	Total	Percent
9 hours a week or less	9	8.18%
10 to 19 hours a week	5	4.55%
20 to 34 hours a week	3	2.73%
35 to 49 hours a week	2	1.82%
50 hours or more a week	3	2.73%
Prefer not to say	2	1.82%

Not Answered	86	78.18%
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Who you care for

There were 22 responses to this part of the question.

Option	Total	Percent
Parent	6	5.45%
Partner/spouse	4	3.64%
Child with special needs	3	2.73%
Other family member	3	2.73%
Friend	2	1.82%
Other (please give details)	5	4.55%
Prefer not to say	3	2.73%
Not Answered	88	80.00%

If you answered 'other', please explain here:

There were 6 responses to this part of the question:

- Child with mental health condition x 3
- Full-time mental health support worker x 2
- Adult child

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 70 responses to this part of the question.

Option	Total	Percent
Yes	2	1.82%
No	68	61.82%
Prefer not to say	0	0.00%
Not Answered	40	36.36%

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

There were 69 responses to this part of the question.

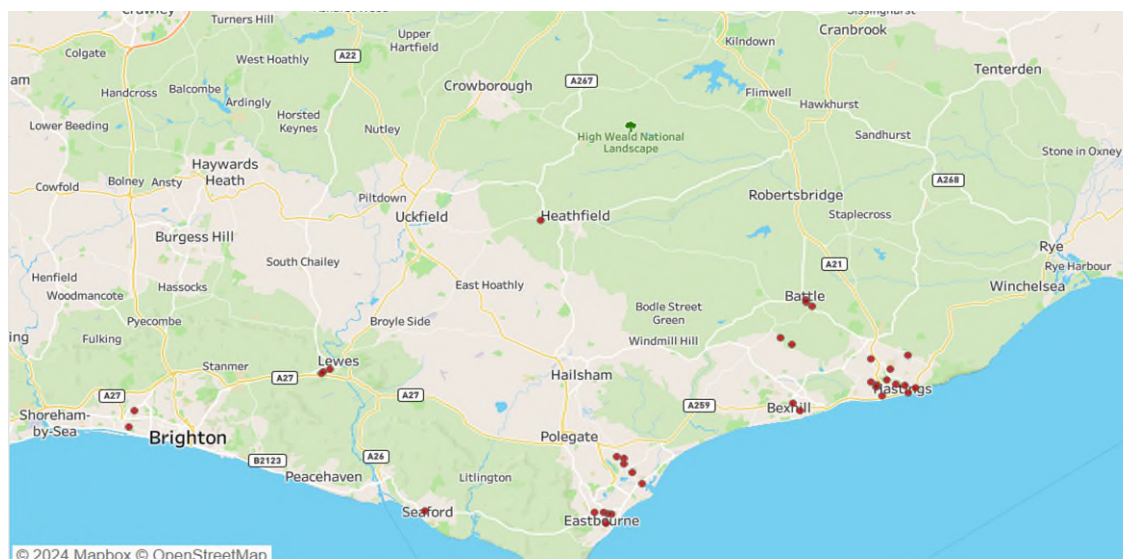
Option	Total	Percent
Yes	4	3.64%
No	65	59.09%
Prefer not to say	0	0.00%
Not Answered	41	37.27%

Please tell us your postcode:

There were 56 responses to this part of the question.

Area in East Sussex	Total	Respondent percentage
Lewes	3	3%
Eastbourne	19	17%
Wealden	3	3%
Rother	9	8%
Hastings	20	18%

Two people (2%) gave postcodes outside of East Sussex.



Other feedback by email etc

Supported accommodation consultation responses

There were 17 responses to the supported accommodation (mental health) consultation by other feedback methods. All of them were submitted by email. Most of the responses were from organisations (13 of the total), but there were

also a couple from health and care workers, one from a Member of Parliament and one from a local Councillor.

The organisations who submitted a response are:

- Children's Services at East Sussex County Council
- Eastbourne Borough Council
- Hastings Borough Council x 2
- Heads of Housing at District & Boroughs
- Healthwatch East Sussex
- Lewes Town Council
- Millwood High Weald, Lewes and Havens Assessment and Treatment Service
- NHS Sussex
- Rother District Council
- Salvation Army Homes
- Sanctuary Supported Living
- Wealden Citizens Advice

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

Views

Comment theme	Total
Views: Proposal adds more cost in the long term	10
Views: Cuts target the most vulnerable	9
Views: Recognise need to make savings	6
Views: Concerned about impact of proposal	5
Views: Equivalent services not available	5
Views: Other services already struggling	5
Views: Will shift cost onto districts and boroughs	5
Views: Already housing crisis in East Sussex	4
Views: Alternative services not suitable	4
Views: Catastrophic to cut so many services at the same time	4
Views: Concerned where else people would get support	4
Views: Detrimental to people with mental illness in particular	4

Service: Service is vital	3
Views: Cuts unfair/unequal	3
Views: Disagree	3
Views: Money won't be saved	3
Views: Services already limited	3
Views: Concerned where people would live instead	2
Views: Detrimental to homeless people in particular	2
Views: Detrimental to those with a drug and/or alcohol dependency	2
Views: Don't close service	2
Views: Need for this service is increasing	2
Views: People may be affected by multiple proposed cuts	2
Views: People upset by proposal	2
Views: Service is more cost effective than the alternative	2
Views: Agree	1
Views: Concern about impact on level of support services can provide post-cuts	1
Views: Concern re timeframe for cuts	1
Views: Concerned about impact on Hastings residents	1
Views: Concerned where families will get support instead	1
Views: Concerned where people would go instead	1
Views: Cutting service is a mistake	1
Views: District and boroughs should fund the service	1
Views: Detrimental to disabled people in particular	1
Views: Detrimental to the elderly in particular	1
Views: Homelessness prevention statutory under the Homelessness Reduction Act	1
Views: Insufficient time for other organisations to respond/mitigate risks	1
Views: Service vital for safeguarding people who access it and/or people around them	1

Views: Understand prioritising statutory duties	1
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Service

Comment theme	Total
Service: Helps people to regain independence	7
Service: Service is vital	6
Service: Prevents homelessness	5
Service: Praise of staff	4
Service: Provides person-centred support	4
Service: Cost effective	3
Service: High quality	3
Service: Immensely valued	3
Service: Praise of service	3
Service: Supports engagement with other wellbeing initiatives	3
Service: Gives people someone to reach out to	2
Service: Helps people who access the service to live and engage safely within society	2
Service: Helps to get/maintain employment	2
Service: Lifeline to people	2
Service: Rebuilds lives	2
Service: Specialist knowledge unique to service	2
Service: Very accessible	2
Service: Works well alongside other services	2
Service: Follow-up support vital for people leaving service	1
Service: Only service of its sort	1
Service: Safe environment	1
Service: Services rely on referring people to them for support	1
Service: Supports coping with day-to-day living/developing life skills	1
Service: Supports the most vulnerable	1

Impact

Comment theme	Total
Impact: Increased pressure on other services	16
Impact: Increased cost for other organisations	11
Impact: Homelessness	9
Impact: People's needs won't be met	6
Impact: Ability to have a home/suitable home	5
Impact: Ability to sustain living independently and maintaining accommodation	5
Impact: Add more costs in the long term	5
Impact: Poorer mental health	5
Impact: Poorer physical health	5
Impact: Significant increase in people living in temporary accommodation	5
Impact: Increased burden on family/carer	4
Impact: People who access the services would be at increased risk	4
Impact: Financial hardship	4
Impact: Loss of jobs	4
Impact: Loss to the community	4
Impact: Negative impact (unspecified)	4
Impact: Poorer access to support	4
Impact: Community at increased risk	3
Impact: Increase in crime	3
Impact: Increase support needs	3
Impact: More people in crisis	3
Impact: NHS	3
Impact: Poorer long-term outcomes	3
Impact: Accommodation buildings will close	2
Impact: Destroy the stability/support structure of people who access the service	2

Impact: Economy will suffer	2
Impact: Employment	2
Impact: Loss of signposting/access to other services	2
Impact: Loss of skilled/specialist workforce	2
Impact: Use of alcohol and/or drugs	2
Views: Service already under pressure with capacity	2
Impact: Compromise other organisations work	1
Impact: Couldn't cope without service	1
Impact: Destabilise wider 'system' with rise in demand	1
Impact: Education	1
Impact: Engagement with other services	1
Impact: Even more limited services	1
Impact: Expensive redundancy costs	1
Impact: Hardship and poverty	1
Impact: Increase homelessness if cut	1
Impact: Increase in families becoming homeless	1
Impact: Increased burden on frontline workers supporting people	1
Impact: Loss of staff results in loss of tax revenue	1
Impact: Lower quality of life	1
Impact: More people would be in out-of-area accommodation	1
Impact: More hospital admissions	1
Impact: Multiple disadvantages for some who use several services	1
Impact: People could/will die	1
Impact: People would have to go into care	1
Impact: People would need to be in crisis to get help	1
Impact: Poorer recovery	1
Impact: Reduce the wellbeing of people who access the services	1

Suggestions

Comment theme	Total
Suggestion: Focus on prevention	4
Suggestions: More joint working	4
Suggestion: Continue to support the most vulnerable	3
Suggestion: Don't cut service	3
Suggestion: Find other ways to save money	2
Suggestion: Pilot alternative models	2
Suggestion: Reduce service in gradual stages	2
Suggestion: Cut operational costs	1
Suggestion: Districts and boroughs should fund the service	1
Suggestion: Do things differently and innovate	1
Suggestion: Don't cut prevention services	1
Suggestion: Encourage alternative support - e.g., religious groups or wellbeing services	1
Suggestion: Explore alternative solutions with partners/other providers	1
Suggestion: Explore joint commissioning of services with districts and boroughs	1
Suggestion: Extend transition period of the East Sussex Floating Support Service for partners to develop joint approach to homeless prevention	1
Suggestion: Extend transition period of supported accommodation support cuts for partners to develop joint approach to homeless prevention	1
Suggestion: Extended transition period for people currently accessing the service	1
Suggestion: Focus on housing-first solutions	1
Suggestion: Fundraise locally	1
Suggestion: Hybrid use of accommodation by social care and housing authorities	1
Suggestion: Involve users in solution building	1
Suggestion: Keep parts of the service running	1

Suggestion: Lobby government in partnership with other services	1
Suggestion: Make decisions after May elections	1
Suggestion: Reduce use of expensive residential care for adults	1
Suggestion: Review eligibility criteria to tighten up	1
Suggestion: Use technology	1
Suggestion: Utilise existing and effective volunteer/charity support services	1
Suggestion: Utilise existing supported accommodation units via refuge contract commissioning	1
Suggestion: Work with partners to develop new model	1

Other comments

Comment theme	Total
Other: Comment on consultation process or information	3
Other: Comment re government funding	2
Other: Cost of temporary accommodation is driving financial instability in local authorities	2
Other: East Sussex County Council must provide more information about alternatives and capacity	2
Other: Allow more time to work with districts and boroughs to find alternative solutions	1
Other: Current supported accommodation (SA) provision should comply with upcoming government regulations re developing SA strategies	1
Other: How are the proposals being communicated to other organisations?	1
Other: How will East Sussex County Council meet its duty to shape the local adult social care market?	1
Other: Lack of consideration for wider impacts	1
Other: Near future changes in government funding possible	1
Other: Not everyone affected will qualify for housing services	1
Other: Proposal is in conflict with East Sussex County Council housing strategy	1

Other: Supporting and working with the Voluntary Community and Social Enterprise sector is vital for improved outcomes	1
Other: Unrealistic to expect other services to mitigate impacts sufficiently	1
Other: Want to see the Equality Impact Assessment and proposed mitigations	1
Other: Work with districts and boroughs to retain supported accommodation assets in wider system	1
Other: Work with NHS Sussex to understand and mitigate risks	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 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: Proposal is morally wrong	2
Views: Proposal adds more cost in the long term	2
Views: Will shift cost onto districts and boroughs	2

Views: Angry with proposal	1
Views: Carers of people accessing the service 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 Homelessness Reduction Act	1
Views: Impacts will be immediate for people accessing the service 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 it 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 the services would be at increased risk	1
Impact: Community would be 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 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 the wellbeing of people who access services	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 Voluntary Community and Social Enterprise sector 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 the Voluntary Community and Social Enterprise sector is 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 the impact 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 & ASCH save by working together?	1

Consultation meetings

A consultation meeting was held for each of the buildings that deliver supported accommodation mental health services. People using the service and staff members working at them attended. Both group and individual feedback opportunities were offered at the meetings.

Date held	Service	Attendees
4 November	Bal Edmonds	6 residents and 3 staff members
8 November	Hyde Gardens	7 residents and 1 staff member
12 November	Pathways	7 residents and 3 staff members

Group feedback

Bal Edmonds - residents of the service

- **Views:** Everyone at the meeting disagreed with the proposal to stop funding on-site support. People said it was a stupid idea and if it went ahead it

would cost more and create more problems in the long term, as well as being harder to rebuild the service in future.

- **Impact:** People will be pushed back into the cycle they are trying to escape. They will have nowhere to go and will end up in temporary accommodation or back on the streets. People's mental health will be affected and it could lead to deaths. It will cost more and put more pressure on local authority housing teams and mental health services, which are under pressure already.
- **Suggestion:** Work with the provider to spend less money and save the service.

Hyde Gardens - residents of the service

- **Views:** Everyone at the meeting disagreed with the proposal to stop funding on-site support. People said it would cost more in the long term if the service ended up closing, particularly given the mental health crisis that is already happening and the services that are being cut.
- **Service:** One person said they wouldn't be here without the service. Another said they would have ended up back in hospital, and a third said they would have been homeless having been refused help from their local authority. It was emphasised that a service like this is very much needed given the pressures on other mental health services.

There was lots of praise for staff and how they listen to residents. Having someone always there to talk to you and support you is vital, and not on offer from other services who leave you to cope. This allows people to reinvent themselves and find training/job opportunities.

- **Impact:** NHS services including mental health are already very stretched and the treatment can be hit and miss. The 'support' is a vital part of the service and people don't know how they would cope without it. Mental health services have no time to listen to you or support you in the way the service does.
- **Other comments:** The timeframe being so short about making a decision is very stressful, and will affect people's behaviour and wellbeing in the meantime.

Hyde Gardens - staff

- **Views:** Everyone at the meeting disagreed with the proposal to stop funding on-site support. The service is a lifeline to residents and staff are concerned about what would happen to them and to the building if the proposal went ahead.

The service has resulted in fewer admissions to hospital, fewer referrals to ASC/mental health services, and reduced risk of suicide for many people accessing the service.

Ending the funding would therefore be a false economy as it would increase pressure on other Council services, the NHS and local housing authorities. For this reason it's important to look at the implications of the proposal.

- **Service:** Staff shared examples of the difference the service has made to people in helping them recover and build independence. Residents trust the service and know it will be there for six months after they move on.

Residents have choice and control with the service. If they relapse, they can recover safely within the service, which means the recovery lasts and they can move on.

The service has also built good relationships with other organisations to allow residents to access the support they need.

- **Impact:** The proposal is causing anxiety, as people are worried about losing their home and the staff they value. The service gives people hope and taking it away could have disastrous consequences.

People would have less choice, as the alternative services won't be user-led in the same way as supported accommodation. People struggle with temporary accommodation, which they often describe as a nightmare environment, and some would choose to be homeless instead.

It would worsen mental health, increase substance misuse and self-harming, limit the places people can be discharged to. This would result in more A&E visits and hospital admissions, people being placed in temporary accommodation, and more people being at risk of homelessness and suicide. This will lead to increased costs and people won't get the support and skills they need to move on in life.

Pathways - residents of the service

- **Views:** Everyone at the meeting disagreed with the proposal to stop funding on-site support. It would be short sighted to close the service, as it won't save money and there would be more homelessness, drug addiction and crime.

Temporary accommodation is not a good environment, as the staff are not trained and people can be taken advantage of. People said there are no other services like this one.

- **Service:** The service offers specialist support and a safe, nurturing environment to turn your life around. That can't be replaced.

Staff are there whenever you need them and know residents' needs. They help you build the confidence to move on with your life, becoming self-sufficient and a useful member of society.

- **Impact:** People were concerned about what help there would be in the community and whether they would be able to stay living locally. Lots of them talked about how the service had made a massive difference to them and helped them to change their behaviour. They worried about what would happen if the service closed.

In some cases, they said people would die, either through suicide or due to the living conditions on the streets. People need more help from other services like the NHS and local housing authorities and the costs are likely to be much higher.

Pathways - staff

- **Views:** Everyone at the meeting disagreed with the proposal to stop funding on-site support. There would be a huge impact on the community if the service closed. Demand for housing locally is high and there would be a human cost, as well as financial, to going ahead with the proposal. The proposal has already triggered anxiety for residents.
- **Service:** The service has helped many people turn their lives around and build resilience. It is the only service of its kind locally that works with people with mental health needs. Staff really care about residents and have built up good relationships with them.
- **Impact:** The biggest concern is what would happen to residents and their ability to live independently in the community without support. The fear is that more people would become homeless and that suicide rates will increase as a result.

There would be immediate impact on residents' mental health if the proposal is agreed, as well as the longer-term impacts on people. Staff also believe that all the residents will qualify for adult social care support, so there won't be a saving.

There is already a waiting list for the service and there aren't alternative local services. People would have to be referred to other areas of the county and these services are already struggling with demand. The result would increase costs for other organisations such as the NHS and an increase in crime and suicide.

- **Other comments:** It is important to be realistic about how long it would take to close the service if the proposal went ahead.

Individual feedback

The themes in this section represent the feedback shared by residents of the three mental health services during the consultation meetings.

Views

Comment themes	Total
Views: Unhappy/disagree with proposal	9
Views: Concerned where people would live instead	4
Views: Proposal adds more cost in the long term	3

Views: Concerned about impact on people who access the service	2
Views: Already housing crisis in East Sussex	1
Views: Cuts target vulnerable people	1
Views: I am passionate about this service	1
Views: Short sighted	1
Views: Don't want to lose current accommodation	1

Service

Comment themes	Total
Service: Service is vital	4
Service: Would not be alive without service	4
Service: Lifeline to people	3
Service: Supports coping with day-to-day living/developing life skills	3

How the service has helped them

Comment themes	Total
Builds life skills and ability to cope independently with day-to-day tasks	13
Improve mental health	7
Builds independence/confidence	6
Gives people accessing the service someone to reach out to	6
Ability to talk to staff	5
Support to carry out tasks I struggle to do myself	5
Praise of staff	5
Safe environment	5
Help always available	4
Gave me hope	4
Filling in forms	4
Freedom/autonomy	3
Liaising with other services	3
Support to attend appointments	3
Make friends	3
A place to call home	2
Emotional support	2

On-site support is vital	2
Prevent/reduce use of drugs and/or alcohol	2
Provides person-centred support	2
Rebuilds lives	2
Signposting to further support	2
Stability	2
Better engagement with other services	2
Less isolation	2
Better recovery	2
Accessible accommodation	1
Alternative accommodation set-ups are inadequate or unsafe	1
Place of my own	1
Prevents homelessness	1
Support to take medication	1
Supports people with wide range of circumstances	1
Given responsibilities (e.g., gardening)	1
Employment	1
Sense of community	1
Goal setting	1
Developing social/relationship skills	1

Impact

Comment themes	Total
Impact: Alternative accommodation set-ups are inadequate or unsafe	5
Impact: People could/will die	5
Impact: Couldn't cope without service	4
Impact: Fear for future	4
Impact: Homelessness	4
Impact: Isolation	4
Impact: Poorer mental health	4
Impact: Drug and/or alcohol use	3
Impact: Increased pressure on other services	3
Impact: Detrimental to the family and/or carer of the people affected	2

Impact: Less independence	2
Impact: More hospital admissions	2
Impact: Admission to mental health unit	1
Impact: Cannot rely on family/friends	1
Impact: Cause hardship and deprivation	1
Impact: Change will be difficult	1
Impact: People who access the services would be at increased risk	1
Impact: Community at increased risk	1
Impact: Destroy the social network that people accessing the service have built	1
Impact: Difficulty moving	1
Impact: Increase in crime	1
Impact: More people having to use temporary accommodation	1
Impact: More people in crisis	1
Impact: Negative impact (unspecified)	1
Impact: No stability	1
Impact: Poorer physical health	1
Impact: Poorer/no access to support	1

Suggestions

Comment themes	Total
Suggestion: Reduce on-site support hours	1
Suggestion: Find alternative accommodation before making cuts	1
Suggestion: Ensure people receive timely support	1
Suggestion: Councillors should visit sites before making decision	1
Suggestion: Inform other services of the impact cuts will have on them	1
Suggestion: Provide follow-up support for people affected	1