

# Care and Support

## **In-house Service Review**

Fact Finding Summary February 2013  
Easy Read

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# In-house Services provided by the Council



Some services currently provided by the council need to be reviewed because local and government policies say that we need to provide:

- Personalised and enabling support
- Services which meet the statutory requirements (Community Care Act)
- Services which offer choice, control and support

... for an increasing number of adults with disabilities who need it most.

**But ...**

***The Government has and continues to cut Grants!***



# Challenges & Opportunities

Current spend for In-house Service: £5,700,000

Proposed Budget saving £500,000

The Council is committed to provide services to the most vulnerable in need of specific care and support

- With the best services it can within t available
- The council needs to be honest and
- The council cannot do everything
- The Council is not the only organisation available locally who can provide services



## Personalisation



Changing the Council & Local Communities Together – the Co-operative Way

# Challenges & Opportunities



## What does it mean?

- Change is happening
- Doing nothing is not an option
- Future services will have to cost less
- Peoples needs and demands are changing
- Money has to be spent properly to meet the right OUTCOMES for people
- We want to work together to make change happen



# Review of In-house Services



## Review Aims:

- To look at Services provided by the council to see if they are:
  - Good value for money
  - Good quality
  - Meet the peoples needs – fit for purpose
  - Within the Councils' Budget
- and
- How £500 000 can be saved



# Review of In-house Services

## Areas for Review:

Services provided to adults with disabilities at:

- **Day Opportunities**

Social Education Centre - TEN and 11 –  
Halesfield – Severns - Lakeside

- **Residential Homes**

Carwood - Downing House

- **Shared Lives Scheme**

- **Community Services**

Service Supports **324** Service Users

- Average Age is **42** Years Old
- Youngest is **18**, oldest is **82** Years Old





# Review of In-house Services

## What is happening to meet the Review Aims:

- Find out about current services
- Find out the cost and facts
- ‘Fact Finding’ workshops
- Understanding service user view
- Understanding family/carers views
- Understanding staff views

- Talk to people again about ideas and plans for the future
- Get the ideas and plans approved
- Start to make the changes



# Review of In-house Services



In the Fact Finding sessions we asked the following questions:

***What works well?***

With the service/s currently involved with

***What do you feel doesn't work so well?***

Where improvement could be made

***Is there anything you would like to change?***

In the future

***What would these changes mean to you?***

As a service user, as family, a carer, or staff member



## Fact Finding workshops – who we spoke to

|                | Engagement Sessions | Number Engaged | Percentage Total | Completed Questionnaires |
|----------------|---------------------|----------------|------------------|--------------------------|
| Service User's | 7                   | 81             | 25%              | 81                       |
| Parent Carer's | 5                   | 38             | N.A              | 11                       |
| Staff          | 12                  | 121            | 56%              | 36                       |
| Totals         | 24                  | 240            |                  | 128                      |

... and with Partner Agencies

# Engagement Responses - Common Themes

## Service Users we spoke to said:



- Most liked the service attended
- Most didn't want to change anything
- Some would like to try something new
- Many had bus passes
- No Service Users knew about Personal Budgets

*"I choose ..."*  
*"Needs to be on a bus route"*  
*"Buildings are good"*  
*"Like meeting my friends"*  
*"I'm not sure I would pay"*  
*"I like bacon sandwiches; I help to make them on a Saturday morning"*  
*"Staff are friendly"*  
*"Too much waiting around"*  
*"Keeps us safe"*

# Engagement Responses - Common Themes



## Parents and Carers we spoke to said:

- No Change
- Transport
- Service User reviews and re-assessments.
- Facilities
- Need marketing and publicity



*"One size won't fit all"*  
*"Location not on a bus route"*  
*"ITU arrives at different times"*  
*"I didn't know about the other activities available"*  
*"Need for local services"*  
*"Service needs to be more flexible"*  
*"It gives us a break ..."*  
*... Some quality time of our own"*

# Engagement Responses - Common Themes

## Staff we spoke to said:

- Transport needs to be looked at
- Need for service user reviews and re assessments.
- Facilities not fit for purpose
- Workforce development at all levels
- More freedom from council bureaucracy
- Need marketing and publicity



*"They are capable of moving on, but ..."*

*"SU's spend too much time on ITU"*

*"We offer a good service"*

*"We should open for longer"*

*"No investment in the service"*

# What Next – Looking at what the options

## What's next?



- What do we need
- How can we meet the need
- Look at the budgets for each option
- How to keep people informed
- Prepare papers for Senior Managers/Cabinet
- Consult on agreed proposals
- Start the changes

