Care and Support In-house Service Review

Fact Finding Summary February 2013
Easy Read

Deb Williams – Group Manager





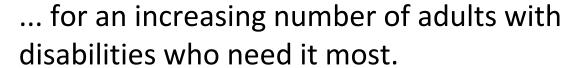
In-house Services provided by the Council



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





But ...

The Government has and continues to cut Grants!



Challenges & Opportunities

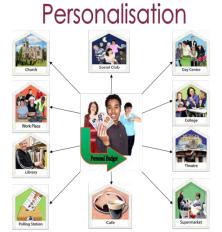
Current spend for In-house Service: £5,700,000

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



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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 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







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

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- 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







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

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





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

"Loca

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

"We should open for longer" "No investment in the service" "They are capable of "We offer a good service" moving on, but ... "SU's spend too

What Next – Looking at what the options





- 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

