

**APPENDIX A**

# **New Options Consultation Report**

**December 2013**

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# 1. Introduction

This document is a summary of the comments received through the New Options Consultation which opened on the 3 September and closed on 3 December 2013. A three month consultation period was felt to be proportionate given both the nature of the proposed changes and the significant number of people who were likely to be directly impacted by any resulting changes to the way Telford & Wrekin Council's 'in house' services are delivered.

Service users, family carers and staff likely to be affected by any changes were able to be directly targeted using Council databases. In addition partner agencies (advocates, providers etc) were notified of the consultation and invited to comment.

It should be noted that feedback has been collated in terms of comments rather than individual respondents. This is because people were invited to make as many comments as they felt they wanted to about any aspect of the model or implementation of changes.

Throughout the consultation period, several methods were used to gain feedback from service users, staff, and partner organisations. These methods included:

## Public Meetings

This included an initial launch event to service users, family carers, staff and partner agencies. Further separate consultation sessions were offered throughout the Consultation period for different groups (service users, family carers and staff)

## E mail, telephone, web, freepost, Twitter and Facebook

All responses were directed to the Community Engagement Team and participants were made aware that they could respond without identifying themselves. The only exception to this arrangement being the telephone enquiry line, which was directed to Care and Support where all questions could be more competently and accurately answered.

When responses were received by email and included questions about the proposed model, in all cases consent was sought in advance from the respondent before forwarding on to the Group Manager for Service Provision for a direct response.

Where known, records were made of whether responses were received from service users, parent carers, staff etc. However, as some people chose to respond anonymously, this was not always known.

All responses were periodically uploaded onto the Council website along with some Frequently Asked Questions (FAQ'S) and responses. Hard copies of these were sent out on request.

Support to service users in the consultation was given in the main by Taking Part, the local advocacy organisation for Adults with Learning Disabilities. Other local advocacy organisations had been made aware of the consultation and may have supported their constituents on an individual basis on request. A summary version of New Options was provided for service users.

While this report is concerned with public responses only, feedback from staff has been collated by the Community Engagement Team and forwarded for consideration and where necessary action to the Group Manager for Service Provision. Within the section on staff responses there are many references to the model and ideas for improving the way services are delivered. This section too should be considered when reforming and planning the final model.

The document is split into several themed areas and follows a consistent layout;

- Overall information
  - Number of responses
  - Method of response
  - Theming
  
- Individual Theme
  - Statistical information including response numbers and method of receipt
  - Comments and observations of note

This final report does not include all the appendices of all the comments received however they can be made available on request for decision makers who require a breakdown of the detail. The comments included in this report serve only to illustrate the type of response received; they do not carry any additional weight to any other comment received. All comments should be read and noted.

The Group Manager for Service Provision regularly received the full comments during the consultation process, which included all staff comments. All comments have also been published online.

## 2. Overall information

There have been a total of 875 comments recorded.

Method of Comment	Number received
Event/meeting	644
E-mail	84
Phone call	13
Paper	48
Web entry	86
Twitter	1
Facebook	0
<b>Total</b>	<b>875</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	406
Parent/Carer	306
Partner Organisation	37
Cabinet Member	1
Unknown	91
Shared Lives Carers	34
<b>Total</b>	<b>875</b>

These comments were initially themed in the early days of the consultation to assist with the analysis, picking out areas of commonality;

Theme	Number received
Personal budgets	81
Model	559
Costs and market options	30
Transport	39
Support with the changes	74
Staffing issues	13
Consultation process	57
Saving money / wider budget decision	22
<b>Total</b>	<b>875</b>

In some circumstances themes have been further divided, where necessary, and their content will be covered in each thematic area.

### 3. Personal budgets

There have been a total of 81 comments recorded.

Method of Comment	Number received
Event/meeting	60
E-mail	11
Phone call	1
Paper	2
Web entry	7
Twitter	0
Facebook	0
<b>Total</b>	<b>81</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	6
Parent/Carer	49
Partner Organisation	3
Cabinet Member	1
Unknown	7
Shared Lives Carers	15
<b>Total</b>	<b>81</b>

The comments about personal budgets were further characterised;

Theme	Number received
Awareness and understanding	16
Assessments and eligibility	32
Support in managing personal budgets	5
Unknown	28
<b>Total</b>	<b>81</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

The issue of personal budgets generated many comments and questions. Early into the consultation it became apparent that there was some considerable work to do communicating clearly and widely what personal budgets were and how they worked. One consultation response summed up the issue in that 'understanding personal budgets was key to the whole proposal'.

## **Awareness and understanding**

- There needs to be an understanding of personal budgets-this underpins the whole consultation
- All Councillors need training on personalisation, we will be asked about it and we don't understand how it will work.
- I don't understand personal budgets.
- The people may not understand the proposals or they may lose money.

## **Assessments and eligibility**

Specific questions about how the personal budgets would work for individuals, including how much care they would purchase were among the most frequently asked questions of the consultation, as was reflected in the Frequently Asked Questions (FAQ's) sheet produced alongside the consultation. As the Assessments will not start until after the consultation has ended an outline of the individual's position was not possible to give when directly responding to questions.

- What is the likely weekly amount people would get for their personal budgets?
- Can you use personal budgets to pay for transport costs to college?
- It's really important to take account of the social and pastoral needs of individuals. We know a service user who loved doing 'an activity' and had the means to resource it but wasn't able to continue the course because it became focussed on work outcomes which she wasn't up for. If you had been able to self fund the course she would have done. Even better if she could have teamed up with others.
- Will the personal budget be adequate for five days per week and approx six hours per day?

## **Support in managing personal budgets**

The final sub theme for responses for personal budgets was regarding the concern about how people were going to manage personal budgets and buy in the care. Comments of concern were received about both service users and/or family carers' abilities to undertake this additional responsibility. Feedback related to lack of knowledge of the subject and also the additional responsibilities this was perceived to be giving to family carers.

- What about those who will not be capable of buying in particular services?
- What support will carers have around managing personal budgets and finding services and interviewing service providers?
- Personal Budgets – we would like workshops on personal budgets.
- Have a market place event with providers so that people can see what services they have and be better informed.
- Are you going to have a workshop for carers to explain in precise detail how they will have to spend the money they get from Direct Payments? Can carers do a session through Carers Centre?

## **General**

While the Council's decision to move towards personal budgets was not in itself the subject of consultation, several comments were received either supporting or rejecting the notion.

### **Comments of support**

- We as a family feel that personal budget to access private/council services is a good idea as long as they are best ideas for those with complex needs using these services.

## **Comments of concern or challenge**

- I would prefer that the Council did not adopt a personal budget system.

In addition, several enquiries were made regarding the reviewing process itself and similarly comments and suggestions were made regarding how it might be as robust and transparent as possible:

- Would we (shared lives carers) be able to see the criteria/assessment form before reviews are carried out. Knowing what is coming will help us to prepare the service users about what will be asked.
- It is hard to grasp what is meant by a 'need'. Will social workers be evaluating the service users in different settings to get a true reflection of their needs as behaviours can change depending on whether they are at day services or at home?

## 4. Model

There have been a total of 559 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	426
E-mail	44
Phone call	8
Paper	29
Web entry	53
Twitter	0
Facebook	0
<b>Total</b>	<b>559</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	331
Parent/Carer	136
Partner Organisation	24
Cabinet Member	0
Shared Lives Carers	14
Unknown	54
<b>Total</b>	<b>559</b>

The comments from the model theme were further characterised;

Theme	Number received
Community Enablement Hub (respite, equipment etc)	100
Community Activity and Well Being service (Downing House/ Carwood etc)	94
Skills and Enterprise Hub (TEN, Twigs etc)	111
Step Out	53
What service user want to do	28
Not themed	185
<b>Total</b>	<b>559</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

### **Community Enablement Hub**

#### **Comments of support**

- Day centres need to change. Less able people may need to use the red buses and day centres, I'm not being critical but I don't want them. I want a proper part time job, not a work placement or volunteering, I want to have 3 days in Asda.

- If I was going to live on my own I would like it if someone could check that I was doing things OK by myself.
- We like the idea of the enablement hub as she needs to learn more about doing things for herself, we will not always be here to help her.

### **Comments of concern or challenge**

- Assistive technology - don't let the technology get out of date. What happens when it goes crash?
- ..... It would be interesting to know whether the criteria for assessment of Adults with disabilities has changed recently , thus enabling councils to more actively promote the provision of supported living places?
- Incidentally, would it also not make more sense to separate Short Term Respite services from Long term accommodation needs as this a completely different solution required?

### **Comments of note**

- I am wondering what the options are for short term accommodation and respite as I have not seen a social worker for years and I am not sure what support is out there?

Indeed, comments relating to the importance of social work support are seen in other aspects of the consultation:

- I'd like to see the social workers more involved with the changes.
- I think only social workers understand.

## **Community Activity and Well Being Service**

### **Comments of support**

- I like the fact that day services will change how it works, it currently offers no flexibility and in one particular service the service users always seem bored and the idea that everyone can pick their service. I also like the idea that young people can be enabled in somewhere like downing house. Some service users do need to move on as they are stuck in a rut. I do not feel that there are enough people out there to consistently run an enablement service within downing house, I feel it would be better kept to 2:1 service users in one area of the building, respite in one other with perhaps double the availability than currently and then enablement in the other. Transition those that need to be moved.
- Sound in principle so long as the suggested age groups and time limitations are maintained and stuck to.

### **Comments of concern or challenge**

- I would prefer the Council to maintain council run centres, though relocation into places which would be more convenient to users should be encouraged.
- Concern that New Options will mean the cared for person is not receiving day services in the manner they do now and that they will become isolated and unable to engage in activities.
- Concern and upset amongst carers of people who live at Downing House, with reference to possible closure and where their loved one will live.
- The model for individual needs is flawed, my son needs social experiences, he has a carer who takes him to the cinema but it's important for him to mix with his friends, people who he has met at the day centres. Group contact in important, an individual carer taking him out to activities by himself is a poor substitute for friendship.

Indeed, the importance of friendship groups and social interaction with peers has been mentioned elsewhere in the consultation feedback:

- It is really important to meet with friends. If we don't have specific buildings to meet in then we might lose touch with our friends.

### **Comments of note**

- For those people with lower level needs and who don't attend day opportunities and who currently get support from Community Living. Will they be able to access Wellbeing and Activity Hub (will they meet criteria). Will they continue to get support from Community Living?

### **Skills and Enterprise Hub**

#### **Comments of support**

- I do not know much about the offerings currently provided at The Skills and Enterprise Hub, but a dedicated unit which aims to teach disabled people how to cope in an employment world and gives them skills necessary to succeed is an essential activity. The plan would seem to be providing the full ranges of training currently available in Horsehay albeit with the closure of one Unit currently underused.
- I want to have a paid job – not to be on work placements all the time. I don't want to go on the RTU bus – I want to catch the Arriva bus the same as others.
  - Go to a day service every day. I am a bit worried about when day service goes – what am I going to do?
  - I don't want to be at day service for the rest of our lives. I want to work.
  - It's a good idea.
  - Get paid for working.

The changing emphasis of the work of TEN received some support:

- Good idea to help TEN extend to other disabilities.
- It's a good thing to be looking at (support to employer).
- People who attend the service will need to have a real desire to work and learn the skills and realise that it is a time limited programme.

#### **Comments of concern or challenge**

- Time limited training won't be the same as you will miss training.
- A lot of focus seems to be on employment and independence. Some people won't be able to do this.

Notably there were several further comments also relating to whether the notion of securing employment for service users was realistic:

- If they think you have mental health and learning disability employers lose you - they are not interested.
- Job Centres say look for jobs - if there are none, what's the point?

#### **Comments of note**

- Unit 10 is great fun, I make new friends, learn new skills and it makes me think that I have a future. What does it mean when you say that you are looking at opening times?
- We love bench making and gardening at 10.

- When working as a social enterprise is there the potential for the enjoyment of the task to be replaced by imposed standards to ensure sales of the product? It is important that the enjoyment of the task remains.
- Is there the opportunity to link up with TCAT to look at pastoral courses rather than job focussed courses?
- Having a paid job may affect your benefits.
- What career opportunities will there be after we leave Unit TEN?
- Service users are very upset that they will not be able to attend Unit TEN as employment. Will similar activities be replicated under Wellbeing and Activity Hub?

## **Step Out/Activities Programme**

### **Comments of support**

- I want to get out more by myself and go to the Gym. I'd like to go out more with my friends and do more activities.
- Paying is ok. We pay for activities already. But we don't want them to be too much money.
- There is nothing to do at the weekend.
- Suggests there may be an even better choice available. The continuation of this type of service is to be applauded as it would be very easy for T&W to cut back on this "extra curricular" and I suspect non-statutory provision. It is, instead, recognising that it forms an important part of the overall care of all adults who may otherwise have difficulties engaging socially.

### **Comments of concern or challenge**

- We don't need activities at the weekend.
- I am on the bus for too long getting to activities.
- For some people there is a lot to do in the evenings and at weekends.
- Doing already... Cinema, panto, Pussycats and Taking Part social nights. Go shopping at weekends on the bus to Town Centre, Day trips and holidays. Pub for a pint, RAF Cosford Collected tokens from newspaper to go on caravan holiday with support worker.
- I'm doing too much already.
- For some people there is a lot to do in the evening and at weekends.

### **Comments of note**

- In order to work the Step Out activities need to be clear and known to people.
- Can the My Life portal have information about what activities are going on that we can do without being part of a 'service'?
- Not at all sure what is actually out there. A booklet or list of activities/services that are out there to purchase ourselves would be of great benefit. A collated list/menu with costs and contact details. Also would be good to have the criteria that you would need to meet to access these services with this information.

Comments were also received outlining the type of activities people want to do and would want to see in a Step Out Service:

- What about arranging day trips? My carer has done this.
- I'd like to organise to go to Wolves, Liverpool (football) and WWE
- Darts, nails and beauty.

## **General**

One of the Frequently Asked Questions (FAQ's) related to lack of exact detail about the model:

- At moment, proposal woolly. How are we going to comment?
- I think more clarity about the day centres and what will be available/location/cost would be helpful.

The response to these comments was that the views received during the consultation period would be informing the exact detail of the model.

### **Comments of support**

- Ideas are spot on but areas need to link into the private sector.
- It is good - that we are moving away from traditional approach to services.
- On a positive note some carers I have spoken to feel this may be an opportunity for improved communication between services/carers.
- I think what the council is thinking of doing for people with learning disabilities and other problems is going in the right direction and I and my family will support them in their decisions.
- I agree that it is a good idea for people to learn new skills and move to independent living and I think it would be good to have a base to do this.
- Things will have to change and we hope for the better.
- Service users will have more choice, and a shake up of services will be good as things have stayed the same for years.

### **Comments of concern or challenge**

- I understand that we have got to save money, and I think loads of things about New Options are good. But I feel that ALD adults are being forgotten, those with very complex needs who can't do things for themselves will always need services and help. I feel that there is probably 25% of people who are not being covered properly. We need more suitable respite that is appropriate for those that we care for.
- I am happy with the way things are.
- I feel like they're not putting people's needs first.
- I'm frightened of losing my benefits.
- I make no apology for being generally negative regarding the changes. I suspect you expect as much from people who are both carers and council taxpayers. Anything which is seen as a threat to the services available to our relatives will naturally need to be repelled. I do feel that representations to Central Government from the Local Government Association ( LGA) should be more forcibly made to secure budgets for the work done with Disabled Adults ( and Children ). Perhaps they should be reminded of the oft-quoted (but actually UN attributable) "The best test of a civilised society is the way in which it treats its weakest members".
- Loosing staff through cut back and not having my regular staff as I have a lot of medical needs and the staff I have know all about my condition.
- Just trying to pull the rug from under us. It's moving so fast we haven't got time to change.
- I'm worried that going forward I will get older and not be able to manage so well.
- I really like the service I get and don't want anything to change. I live in Newport and if there was a service in Newport I wouldn't want to go there as I am the only person from Newport and would feel isolated from my friends who live here.

## Comments of note

- The key to making these changes work is to remember that everyone is different. What suits one person, won't suit another.
- Not clear if the infrastructure to support the proposals is in place yet.
- When will changes happen?
- Some adults with LD care for their elderly parents too. Mutual caring can be common.
- How will health and social care work together to provide services to people with complex needs.
- Why age limit 60?
- Is Unit TEN closing down? Is Downing House going to close? Is Halesfield closing down? Is Lakeside closing? When will Unit 11 close? If services shut where are we going to go?
- What if what is being suggested is not suitable for our son - where do we go then?
- Many of the service users that are here today are capable of doing much more than we expect them to do at the moment. In the past we have kept people in a 'clump' instead of finding out what they want to do and what they are capable of.

Several suggestions were made that in general terms, the model was more likely to benefit some service users over others and asking how that would impact on individuals:

- I realise that cuts have to be made and doing nothing is not an option but I think that maybe the emphasis has been on helping the younger and more able of those with a learning disability.
- New Options is not that relevant for people with profound disabilities as they will not be doing things in the community. Where will they be featured and supported?
- We talk about wanting to increase independence but what about people who will need constant support to 'refresh' their skills? How will we help people get used to change
- What if what is being suggested is not suitable for our son - where do we go then?

Several comments were made suggesting that an important aspect of services to service users is what they can offer in terms of contact with friendship groups:

- The bus is nice because you can see all your friends
- Would like to meet with friends to play X box

## 5. Costs and market options

There have been a total of 30 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	28
E-mail	0
Phone call	0
Paper	0
Web entry	2
Twitter	0
Facebook	0
<b>Total</b>	<b>30</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	3
Parent/Carer	16
Partner Organisation	6
Cabinet Member	0
Shared Lives Carers	4
Unknown	1
<b>Total</b>	<b>30</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

### General Comment

The launch event provided an opportunity for several providers in attendance to suggest some ideas for potential development. In addition there has been some feedback received questioning how the process will work, from issues about partnership to how the pricing structure can be set.

### Comments of note

- As a provider we can support with opportunities for assistive technology. Will the Council be working in partnership with providers?
- A question around needs assessment – how can providers price correctly and how will providers know their provision is affordable?
- Concerned about how providers will access the market/become known to people who support individuals so they can be a valid choice. Experience says they always go for what they have known previously the path of least resistance. Could there be an opportunity for meet the buyer/seller type events for social workers and service user to get to know the offer? How will the market align themselves to deliver services if they don't know the demand? How will the council make the market aware of those needs?

- Where are the low level services provided at the moment and what will be the process of moving services out to private providers in the future?

## 6. Transport

There have been a total of 39 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	30
E-mail	4
Phone call	0
Paper	1
Web entry	4
Twitter	0
Facebook	0
<b>Total</b>	<b>39</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	19
Parent/Carer	18
Partner Organisation	0
Cabinet Member	0
Shared Lives Carers	0
Unknown	2
<b>Total</b>	<b>39</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

### Comments of support

- We want to use Arriva buses more because we want to be independent, meet new people and learn new things. I've got my own key now and I can do more things. We want to go up town and do things like other people do like bowling not in a day centre.
- We need buildings that people can get to on the bus. I can get to Lakeside but not Halesfield.

### Comments of challenge

- Still want to use integrated transport, don't want to walk or use buses as don't feel safe.
- What will happen with transport? Will integrated transport be charged to service user? Many people with a learning disability wouldn't be able to read timetables and access information or use transport, we've been trying to help the person we care for do this for over 40 years!

- I'm worried about changes to transport my child is going to college but changes to transport mean that there is no support beyond Christmas but the course doesn't finish until June. Concerned for safety that service users will be expected to travel on the public buses - how does the transport review fit in with New Options?
- Transport issues would not be solved by this proposal. The service users would still need to travel to the community centres unless they live within walking distance and the majority would require an escort if they were to access the centres on foot.

While some of the following comments relate to issues outside the scope of the New Options consultation; they are nonetheless worthy of note in planning how the future service may operate:

### **Comments of note**

- We need buildings that people can get to on the bus. I can get to Lakeside but not Halesfield.
- A better bus service is needed to Horsehay and for service users accessing public transport.
- It is still a problem and not helpful that the buses start at 9.30am and not 9am.
- Transport - I don't want to spend over an hour to get to my activity.
- "One very interesting area which is out of scope for the Options changes is Transport. The T&W Community Transport team provides a vital service for many disabled people, and the ability to get to the location where services are provided from their home is of vital importance. The proposal states that it is considering where services are provided and how people get there but doesn't look specifically at transport, but suggestions that buildings may be closed and services provided in local community venues would have a considerable knock-on effect. For many individuals this would still mean transport being required and it seems strange to me that a report such as this should be carried out in relative isolation from discussing the borough transport needs, which is undoubtedly due its own rationalisation programme with a view to achieving similar reductions in budget. Any decisions made especially regarding accommodation, times of sessions, etc. Need to be carefully co-ordinated with the transport people and by fully utilising the transport available and not making wasted or additional journeys it may be possible to make savings.

## 7. Support with the changes

There have been a total of 74 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	41
E-mail	10
Phone call	2
Paper	10
Web entry	11
Twitter	0
Facebook	0
<b>Total</b>	<b>74</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	16
Parent/Carer	40
Partner Organisation	2
Cabinet Member	0
Shared Lives Carers	1
Unknown	15
<b>Total</b>	<b>74</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

### Individual needs

- It is very difficult for someone with autism to accept small changes but if they had to accept a lot of changes they would find it very difficult and stressful. It would have to be done gradually, as it is difficult for someone with autism to accept change, you could take them for visits, maybe go for a day. They would need staff they are familiar with and who know them well. You could use the same timetable of activities until they get used to their new surroundings.
- To get things right in the first place. As people with learning difficulties need consistency. Listen, take people as individual needs no tags no labels not push altogether as if they don't matter.
- Keeping the staff I want to support me in everyday needs and the back up system I have from office and on call system which is 24 hours and it makes me feel safe and that I know I will have someone to help me.
- Listen to all parties involved. Consider their needs through the changes. Don't rush clients/service users into things that have not been explained to all concerned.
- Life is sometimes a worry with normal family problems, but living with the worries of having a disabled adult to worry about is very stressful. These changes are going to upset lots of families, especially when you have settled your loved ones into a settled life outside of the family. The up evil and worries travel far through the family unit.

However, if changes are going to mean a better life support for those concerned then the well being of those is essential.

- Be honest and give budgets and changes time to sink in -we know this is a cost cutting and efficiency procedure
- If services are going to change a transitional period is important. Trial visits to new places, spending small periods of time there before increasing to longer stays way before the final move is needed.
- Very careful consideration needs to be made for individual needs of each adult prior to making changes to adult's life. As little change as possible is needed as health and well being is paramount to family's trust in services.

### **Information and communication**

- Must have good access to information for service users and people who can support them.
- Involve self advocates in the process of change. Invite Taking Part to be involved in the transformation team involvement.
- I think that all organisations need to be kept informed with developments and we need to be sure that everybody is giving the same message to the person with the learning disability. Do service providers know what's happening? I think you need to keep organisations for e.g. HFT, informed of developments. Communication is very important.
- A structural guide of Social Care would be good and helpful for carers to be able to get their head around who to speak to and who they have spoken with?

### **Reviews**

- Where reviews are conducted a paragraph that explains the role of each person and their name would be good for the participants to receive so that they can reference back when needed?

### **Support from staff, professionals and other organisations**

- I think only social workers understand.
- My son has not got a social worker – that would help with changes. Regular calls to see how you are doing on phone, monitored once a month.
- I'd like to see the social workers more involved with the changes.
- Communication is very important.
- Would we (shared carers) be able to see the criteria/assessment form before reviews are carried out. Knowing what is coming will help us to prepare the service users about what will be asked.

### **Transition**

- Keep everyone informed and have a transition period.
- Transition must be good.

### **Consistency of staff**

- Will the same staff be going to new centres when old ones are replaced?
- Consistency of staff is important for their care and well being.

### **New service users accessing services**

- This could be done by introducing the changes gradually to new service users who start to access day services.

## Staffing issues

While comments from employees have been considered separately, public comments relating to staffing issues have been included in this analysis.

There have been a total of 13 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	7
E-mail	3
Phone call	0
Paper	1
Web entry	2
Twitter	0
Facebook	0
<b>Total</b>	<b>13</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	7
Parent/Carer	4
Partner Organisation	0
Cabinet Member	0
Shared Lives Carers	
Unknown	1
<b>Total</b>	<b>13</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

There have been no comments of support

### Comments of challenge

- (I think is not so good) ...losing staff that I have had for a long time and not having my regular staff have new people who don't understand my needs and helping me with medical issues-not getting my medication when needed. Too many different people come and things get missed. I don't like my staff changing too much as I lack confidence and takes me a long time to trust people and upset.

### Comments of note

- Service users are worried about staff jobs.
- The main way in which costs can be reduced would appear to be reduction in workforce, reduction in buildings used, and outsourcing of various services. As Carers, full or part-time, we appreciate greatly the dedicated staff that the council has running and helping in the provision of Care. For anyone who currently works in this area , which is already stretched to the limit , to have their employment threatened is

a blow not just for them , but for all who uses the services and inevitably means less time available pro-rata for each adult who needs care.

- I know that everyone will argue that their case is “special” when it comes to potentially losing funding, but it must be accepted at the outset that this is an area where human contact is essential. There aren’t jobs which can be done by machines or by changing processes.
- It's important to ensure that there won't be reductions in the staff that provide services for people with learning disabilities, I'm worried that these changes will mean there won't be staff available to help the person I care for engage in activities, I'm concerned they will become isolated. What do you think we can do to make the changes go as smoothly as possible for people?
- It seems as if people with severe and more complex needs will be moved away from their homes to make way for an Enablement Hub. Moving them into alternative accommodation, away from familiar surroundings, their friends as well as staff they know will be very scary, unsettling and detrimental to their well being.
- It's important to ensure that there won't be reductions in the staff that provide services for people with learning disabilities, I'm worried that these changes will mean there won't be staff available to help the person I care for engage in activities, I'm concerned they will become isolated. What do you think we can do to make the changes go as smoothly as possible for people?
- There are purpose built buildings that are going to be changed. Will need more staff not less.

## 8. Consultation process

There have been a total of 57 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	38
E-mail	9
Phone call	1
Paper	4
Web entry	5
Twitter	0
Facebook	0
<b>Total</b>	<b>57</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	19
Parent/Carer	31
Partner Organisation	1
Cabinet Member	0
Shared Lives Carers	0
Unknown	6
<b>Total</b>	<b>57</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

### Comments of support

- The diagram on p 1 describing existing services made sense to me. Thanks. I've never understood all the services before.
- It's good to have our say
- I'm grateful to have an opportunity to express my views, what you are doing is a difficult job.
- You are doing a fantastic job, keep it up'

### Comments of challenge

There were a lot of comments of challenge from service users and also family carers regarding difficulties in understanding the model:

- It's going to be difficult for parents to take all of this new information on board as well as getting on with all of the things that go on at home.
- I'd like to talk to someone 1 to 1 - it's too confusing.
- We need to understand the steps - it's a bit scary.
- The words in the New Options book don't make sense.
- I don't understand about hubs and options -I need to talk to someone I trust.

Other comments of challenge related to not being able at this stage to understand what the personal implications are for individuals:

- One can't comment until one knows precisely what is being proposed for you personally. Difficult to comment because of lack of information about own situation.

Other comments of challenge:

- I don't like people shouting out, it makes me feel really uncomfortable. Lots of people just want to argue and be heard doing it.
- Where were the carers meetings advertised? I look in the Carers Newsletter to find information about events. I didn't see it advertised.
- If this is going to be implemented we haven't heard enough substance to make comments. We need the information. Wasted our morning-we want to influence things.
- I think that the decisions have been made already, partly because changes are going to be brought to cabinet in March and implementation is to start in April. This quick turnaround wouldn't be possible if decisions hadn't already been made. I've also seen many changes over the years and in the past it has felt like our views are not taken into account.

### **Comments of note**

- Ensure as many people as possible have the opportunity to contribute. Would be interested in total percentage of people who have attended consultations vs. number of people receiving services. Have we reached everyone?
- Clear information and support at every step of the process and ongoing support if needed. Need to be reviewing before things go wrong rather than picking up the pieces after.
- Would like staff to attend meetings to represent them (service users scared to ask questions)
- I appreciate it is important to ask people who are receiving the services their opinions, however, the person I care for wouldn't understand the proposals but is likely to say yes to any questions asked.
- Will there be further meetings for carers after 3 Dec when the consultation period closes?
- I must first apologise for being rather long-winded in my comments, but really wanted to capture all my thoughts on what is proposed. I am actually grateful that the council has given us this opportunity and not just implemented the plans without full consultation. I fully expect, though, that pressure bearing from elsewhere will limit the possibility of making any modifications to the plans.

## 9. Saving money / wider budget decision

There have been a total of 22 comments recorded within this theme.

Method of Comment	Number received
Event/meeting	14
E-mail	3
Phone call	1
Paper	1
Web entry	2
Twitter	1
Facebook	0
<b>Total</b>	<b>22</b>

There has been a range of different people providing comments;

Respondent	Number received
Service User	5
Parent/Carer	12
Partner Organisation	1
Cabinet Member	0
Shared Lives Carers	0
Unknown	4
<b>Total</b>	<b>22</b>

The following comments have been identified as having particular interest in that they represent a unique comment or a comment typical of multiple comments that are either supporting, challenging, or of note. They are not weighted nor does their order represent a level of response.

### Comments of support

- I accept that money has got to be saved.

### Comments of challenge

While the following examples do not necessarily challenge the notion of budget restrictions and the need to save money, they do demonstrate a challenge to the area of savings involved in the New Options proposals:

- The Council's money should be spent on vulnerable people, I appreciate that other money will have to be saved and cuts will have to be made.
- There's all the money for new schools and Community Centres but there's no money for us with disabilities. I call that unfair.
- New Options -saving money at the expense of the most vulnerable.
- Some carers felt that it is not fair, when life can already be tricky for them that cuts are being made to services for vulnerable people with learning disability, contrasting cuts in learning disability services to money being spent on the building schools for the future programme or for the Council being seen to spend £500,000 to fight planning permission of Morrisons supermarket in Newport (Shropshire Star 4 October).

## Comments of note.

- I am very conscious of the problems which the Council has in 'making ends meet', with continued reduction of central government subsidies and rising costs (even during the so-called 'recession'!) Whilst at the same time trying to keep the contributions requested through the Council Tax as low as possible.  
I am also very mindful that everyone in a position of needing the council's help in supporting a disabled relative has a lot to be thankful for in the provision of services. Many countries/cultures still do not provide centralised help for Adults or for their Carers, and even within our lifetimes the provisions for mentally and physically disabled people have improved immeasurably.

But, whilst appreciating that reductions in the provision or extent of services provided across the authority area may be inevitable, the question we will ask as Users of the Care Services is "Why do cuts need to be made in the area of Care provision"?

In January 2013 the Government /NHS announced its final public health funding allocation for 2013/14 and 2014/15. This quite clearly shows that they are ring-fencing public health funds from within the overall NHS budget and quote "We will allocate ring-fenced funds for public health to local authorities to enable them to secure better health and reduce inequalities, working with the NHS and other key partners in their areas".

The Government has also ring-fenced the budget for Education (and overseas development as it happens !) and certainly Telford & Wrekin has benefitted from an enhanced school building programme which has produced several flagship new schools, no doubt assisted by central government funds.

At the same time, the council is talking about closing Care facilities, and performing minimal cost refurbishments of Day Care and Residential Care accommodation which is currently thought not to be up to standard. How ironic that no part of the Health or Education budgets could be made available for Adult Care (assuming they aren't?!). When well-being and continuing education are the cornerstones of what provision for Adults requiring care is all about.

Also, the development of the Hubs and Services Framework must also necessitate considerable initial spend (as with setting up PB's) to achieve what is effectively a re-branding of the services that T&W Council already provides.

- Where buildings are under-utilised or are in poor state of repair I completely agree they should be removed from the Pool available and cost savings can be realised, not only from not running and maintaining such buildings, but also by re-sale or rental of the resultant empty building or land. What remains, however, must be fit for purpose and sufficient to satisfy the needs of the community it serves. Ideally the money saved from closing the SEC located at TCAT, and the unit in Horsehay which is no longer needed, will help to provide funds to refurbish other properties. Whilst this may not provide the visible savings demanded by the Council treasurers, it is at least a recycling of funds within the department and means they are not calling on additional resources.
- Obviously other costs saving measures will need to be looked at , and imagine some are already practiced by the council such as all energy saving measures, better insulation and could extend if necessary to small contributions from either the those families using the services where possible.

- What is the total care budget so that the shortfall of £9 Million becomes a sensible percentage?

