

# **BUDGET CONSULTATION 2013-14**



## **Your Adult Social Care**

### **Consultation Feedback Document**

**January 2013**

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## 1. Introduction

This report outlines the responses from 'The Future of Adult Social Care' consultation which took place from October 15<sup>th</sup> 2012 until 14<sup>th</sup> January 2013.

As part of the Council wide spending challenge, proposals were developed for Adult Social Care and Supporting People to achieve savings of £4.9 million during 2013-14. Due to the nature of the proposals a full and robust consultation exercise was undertaken to ensure that the views of all key stakeholders informs the final budget decision-making process. The consultation also provided valuable information and data to further strengthen our Equality Impact Assessments.

This consultation related only to those savings which impacted directly on service users, their carers and/or those organisations funded to provide support.

The savings are centred on continuing to develop services in line with our four key strategic priorities. These priorities are:

- Personalisation;
- Promoting independence;
- Integration with health;
- Market efficiencies and value for money.

These priorities are central to continuing to improve our use of resources, maximising the support available to the most vulnerable adults living within Trafford.

This report is based on four key elements:

- Process and methodology;
- Details of the proposals;
- Responses received;
- Recommendations.

## **2. Purpose and Scope of Consultation – The Proposals**

### **2.1 External Day Support Services: The Proposal**

Trafford fund a range of day support services for older people. This includes support for people with low and high level needs. These are provided by Age UK Trafford, the African Caribbean Care Group, Trafford Muslim Association and the Indian Senior Citizens Centre. Where people have an assessed need for support they are eligible for a Personal Budget. This provides people with the opportunity to have more choice and control over how they meet their needs. We are proposing to offer all people with an assessed need a Personal Budget. This will mean people can continue to use day support services or access other services within their community.

**Savings Target: £70,000.**

#### **Risks**

1. The national uptake and interest in Personal Budgets from older people is low.
2. There is a risk as three out of four providers of commissioned day support are culturally specific services, providing services to BME communities. The risk is also related to the fact that all providers are voluntary sector organisations who had budget reductions in 2011/12 and 2012/13.
3. Providers may be unwilling to engage and remodel services in line with the Personalisation agenda.

#### **Mitigating Factors**

1. Work is ongoing with service providers to offer virtual personal budgets where older people would not be required to hold a cash budget. Services are not being withdrawn and there is a commitment to continue to fund people with eligible needs via a Personal Budget. There will be no change to their service if people chose to spend their Personal Budget with their current provider.
2. Engagement and co-production with providers has continued over a number of years, developing an understanding of Personalisation through the BME Service Improvement Partnership. We are committed to facilitating access to brokerage support to respond to the needs of BME communities.
3. Support is being provided to share good practice and experiences of other providers who have transformed their services.

#### **Recommendations**

To proceed with the implementation of the proposal.

## **2.2 Internal Day Support Services - Pathways and Princess Centre: The Proposal**

Trafford Council runs a day support service for older people at the Princess Centre in Urmston. Trafford Council also runs a day support service for adults with learning disabilities at Meadowside in Urmston. We propose to continue to provide both services but to co-locate them on the Meadowside site. These services would continue to be run separately, in different parts of the building.

### **Savings Target: £326,000.**

#### **Risks:**

1. The timescales are extremely tight, particularly from a staffing perspective.
2. The change in location could cause disruption to older people currently using the Princess Centre.
3. Concerns have been expressed that there may not be sufficient or appropriate space at the Meadowside site to appropriately meet everyone's needs.

#### **Mitigating factors:**

1. Timescales can be achieved and are built into the project plan, based on a robust programme management approach.
2. A business case to support the proposal has been developed. This includes a proposed site plan and development of an additional entrance at Meadowside to ensure appropriate and adequate use of space.
3. The proposal is aligned to the strategic direction of day support services following the original review of the internal and external day support market completed in 2005.

#### **Recommendations**

To proceed with the implementation of the proposal.

## **2.3 Advocacy: The Proposal**

We propose, working with service users, carers and organisations, to review the range of advocacy services we support and fund. We aim to explore ways of providing these services in a more efficient way. We will work with these services to determine how best the proposals can be delivered based on a collaborative approach with partner organisations.

### **Savings Target: £50,000.**

#### **Risks**

1. There is a potential need to tender for services, which could result in a delay in implementation.
2. There is potential for a negative response from citizens who may be affected by the budget reduction.
3. If collaboration is not successful, there will be a potential reduction in access to advocacy for vulnerable people.
4. Welfare reform is likely to increase demand and need for advocacy.
5. There may be a negative response from partners affected by this budget reduction.

#### **Mitigating factors**

1. We will work with procurement to identify tendering issues early.
2. We will explore the potential to work within the current framework to minimise any time delay.
3. We will work closely with providers to ensure any concerns raised are managed early.
4. There will be close monitoring on the impact and demand for advocacy.
5. There will be ongoing work with benefits services across the Council, and external providers, to maximise resources and management functions.

#### **Recommendations**

To align the proposal to the review of Information and Advice Services.

## **2.4 Broome House: The Proposal**

We currently have mental health services based at Broome House in Old Trafford. We propose to work with these services to find new premises within communities across Trafford. Trafford Council would then sell this property.

**Savings Target: £90,000.**

### **Risks**

1. There may not be a suitable range of neighbourhood locations.
2. There may be an adverse reaction from the local community.
3. There may be associated costs with alternative locations.
4. There may be a negative response from the service provider to the proposal.

### **Mitigating factors**

1. BlueSCI, the provider based at Broome House, is working in partnership with commissioners to identify available locations.
2. BlueSCI has an excellent track record in pursuing and acquiring match funding in order to grow and develop.

### **Recommendations**

To proceed with the implementation of the proposal.

## **2.5 Support for carers: The Proposal**

We have transformed many of our services by providing people with Personal Budgets. We will now offer Personal Budgets to informal adult carers caring for vulnerable adults.

### **Savings Target: £40,000.**

#### **Risks:**

1. There may be a lack of sign up from carers.
2. Crossroads Care in Greater Manchester is well regarded by carers and service users.

#### **Mitigating factors:**

1. Trafford Carers Centre and carers' representatives have been engaged throughout the consultation.
2. Crossroads Care in Greater Manchester has demonstrated support and willingness to participate and co-produce the new model.
3. Carers have the right to purchase from Crossroads Care in Greater Manchester as well as a wide range of alternative services.

#### **Recommendation:**

To proceed with the implementation of the proposal.



## **2.6 Charging for Community Care services: The Proposal**

Community Care Services include day support and homecare. Charges to individuals for these services are currently subsidised as the cost to the Council is higher. We propose to end this subsidy; still ensuring people have the ability to pay by using a fairer charging assessment. This means people do not have to pay more than their “maximum assessed charge” which is based on the money people have available to them.

### **Savings Target: £130,000**

#### **Risks**

1. There is a risk to service users if they cancel services due to increased charges.
2. The proposal may have a risk in terms of removing subsidies for service users with less money.

#### **Mitigating factors:**

1. Individuals have a right of appeal against charges if they cannot afford them.
2. Fairer Charging Assessments will be used to ensure charges are based on people’s ability to pay.

#### **Recommendation:**

To proceed with the implementation of the proposal.

## **2.7 Katherine Lowe Residential Care Home: The Proposal**

Katherine Lowe is the only residential care home run by Trafford Council in the Borough. Trafford Council is consulting with residents and their families about the potential closure of Katherine Lowe, supporting current residents to move to a different residential home of their choosing. This is because the building is not fit for the future.

**Savings target: £458,000.**

### **Risks:**

1. Timescales are extremely tight, particularly from a staffing point of view.
2. The closure of Katherine Lowe will mean a change of environment for all residents many of whom have a high level of need disability. The impact of the move could cause disorientation or increased confusion.
3. Katherine Lowe has a number of residents who are 90+ who see Katherine Lowe as a home for life. The move could cause distress to this vulnerable group of people.
4. Katherine Lowe has several people who have already moved a number of times, related to previous closures of In House Residential Care Homes.

### **Mitigating factors:**

1. Timescales can be achieved and are built into the project plan. A project lead has been assigned to ensure the timescale is met, if the proposed is agreed.
2. Full and intensive support will be offered to individuals and their families to identify a suitable alternative placement.
3. Staff from Katherine Lowe will provide on-going support to residents in new placements for the first couple of weeks in order to provide reassurance and to establish orientation.
4. The Age UK Trafford broker will be engaged in the proposed re-location to ensure residents have all the relevant information to enable them to make an informed choice.
5. A wide range of alternative placements are available within the external residential care market

### **Recommendation:**

To proceed with the implementation of the proposal.

## **2.8 Support for people with Learning Disabilities: The Proposal**

By more efficient commissioning of contracts we plan to get better value for money. We will do this by working with the providers we have on our framework. We will approach each service tenders in partnership with service users and their carers to determine their priorities. We will also be offering individuals a Personal Budget to buy the support we would otherwise commission on their behalf, offering individuals support to have more choice and control. Trafford have an established a providers forum for learning disability providers which will be used to discuss future business opportunities and to share information about what kind of services people want, based on intelligence gathered through previous service tenders. This forum will also be used to discuss provider appetite to support people through Individual Living Funds, Personal Budgets, etc.

### **Savings Target: £128,000.**

#### **Risks**

1. There could be issues with providers not willing to negotiate.
2. Procurement capacity could have an impact on the timescale.
3. The Adult Social Care Review Team may be unable to meet the timescales to provide accurate 1:1 and shared hours to use in the tender.
4. It may not be possible to achieve the amount of savings required due to the level of need individuals present with and the model of support they require.
5. People may not be happy moving from placements. This could cause conflict with the individual(s) concerned and their families.

#### **Mitigating factors**

1. A process chart has been produced which addresses the approach commissioners and social care professionals will take to escalate instances of providers refusing to negotiate, if the proposal is agreed.
2. Discussions are ongoing with the procurement manager concerning capacity required.
3. The project is being regularly monitored through the Business Delivery Programme Board.
4. Social care professionals have collated information about individuals' needs and the cost of care packages to identify individuals who are within the project scope. Service users who are due to have their support packages reviewed have been prioritised. Support from the Learning Disability Reablement Service is available.

5. The process chart will inform the approach commissioners and social care professionals will take to address concerns by service users and family members.
6. The proposal is a continuation of the transformation programme of work in relation to the re-shaping of services to support adults with a learning disability.

**Recommendation:**

To proceed with the implementation of the proposal.

## **2.9 Community Meals Service: The Proposal**

Meals are part of people's day-to-day expenditure – everyone has to pay for meals. We are therefore consulting on the proposal to no longer provide a community meals service (also known as meals on wheels). We will support people to access and purchase meals from a wide range of alternative sources.

**Savings Target: £79,000.**

### **Risks:**

1. There may be a lack of sign up by service users and their families.
2. There is a potential risk to the Council in the removal of a traditionally accepted and known service.

### **Mitigating factors:**

1. A comprehensive consultation process began in October 2012, including individual communication with those potentially affected.
2. The current provider is fully engaged in the proposal.
3. There are a wide range of alternative choices for people to access.
4. The most vulnerable will continue to receive a meal where it is part of a bigger package of support.
5. Reablement is widely available to new customers to develop people's skills and signpost to alternative provision as required.

### **Recommendation:**

To proceed with the implementation of the proposal.

## **2.10 Pre-paid Cards: The Proposal**

A Pre-Paid Card will assist service users to manage their Direct Payment funds and make the process of paying providers and care service bills as simple and efficient as possible. The Pre-Paid card will act as a bank account and service users will be able to make payments using the card as if it were a regular bank card.

We propose to further develop Pre-Paid Cards for people who have a Personal Budget.

**Savings Target: £60,000.**

### **Risks**

1. Service users may refuse to sign up to a Pre-Paid Card.
2. Service users may not have the capacity to use a Pre-Paid Card.

### **Mitigating Factors**

1. The Pre-Paid Card has already been piloted and proven popular with Direct Payment users as it simplifies the audit process.
2. Eligibility criteria has been developed which ensure that the most vulnerable customers can continue to receive accountancy support.

### **Recommendations**

To proceed with the implementation of the proposal.

## **2.11 Public Health: The Proposal**

In April 2013 the Council will take over responsibility for Public Health locally. We propose to review these services, including the back office staff and the services which are currently commissioned from the external market. The proposal will focus on increasing efficiencies across this area of work to support the delivery of savings in care services. The work will focus on increasing efficiencies through a tender process in relation to Sexual Health Services, increasing efficiencies of the Smoking Cessation Services which are commissioned externally and a review of all the areas of spend to deliver the efficiency target.

### **Savings Target: £400,000.**

#### **Risks:**

1. The external market will not respond to the commissioning of more cost effective services.
2. The services have not historically been the responsibility of the Council.

#### **Mitigating Factors:**

1. An internal project group has been established to manage risks in relation to the market and the proposed review.
2. There is strong commissioning expertise, knowledge and experience in the Council.

#### **Recommendations**

To proceed with the implementation of the proposal.

## **2.12 Supported Living for Adults with a Learning Disability: The Proposal**

Trafford Council currently provides supported living for a number of adults with learning disabilities. Working with people living in this accommodation, and their families, we propose to review these services, exploring the increased use of Personal Budgets.

**Savings Target: £123,000.**

### **Risks**

1. There may be resistance to the development of a new model of care and support from service users or their families.

### **Mitigating factors**

1. There will be a good consultation and communication process with service users and families based on our embedded approach to co-production.
2. We will share positive case studies and new opportunities.
3. Advocacy and Brokerage support will be provided to people with learning disabilities and their families.
4. The proposal is aligned to our well established Personalisation Programme.

### **Recommendations**

To proceed with the implementation of the proposal.



## 2.13 Supporting People: The Proposal

We currently contribute funding to a range of support services related to housing needs and specialist housing schemes. Examples include:

- Sheltered Housing for older people, including the community alarm service;
- Supported Living schemes for people with a learning disability or mental health need;
- Temporary Accommodation schemes for families and single people who are homeless or in housing need.

These are provided by a range of organisations. We propose to review these services. Supporting People funded services for young people will be retendered by Children and Young People's Services (C.Y.P.S.). The new services will focus on young people aged 16 to 19 years and those for whom the Council has a statutory responsibility. These services will continue to be provided by the Council and commissioned via the C.Y.P.S. commissioning team. The savings will be achieved by reshaping the service model, competitive tender, and by utilising accommodation to meet statutory needs, for example looked after children.

**Savings Target: £790,000.**

### **Risks:**

1. Some elements of the proposal require a tender programme.
2. Sheltered housing service users may see a reduction in service provision or an increase in charges. This will be dependent on the actions taken by sheltered housing providers.
3. Older and disabled people may find it more difficult to maintain their home or find a reputable contractor.

### **Mitigating factors:**

1. Resources have been allocated to manage the tender process if the proposal is agreed.
2. We will work with sheltered housing providers to enable them to continue to provide a re-focussed scheme manager service to residents living in sheltered housing. We will also support sheltered housing providers to refocus support networks at sheltered housing, making better use of locality based support and the development of natural support networks.
3. We have a robust relationship with external service providers.
4. The Supporting People services respond to change and engage with alternative and new ideas to improve services or deliver services in a different way.

5. Alternative sources of advice and information regarding reputable traders and home maintenance will be further developed.

### **Recommendations**

To proceed with the implementation of the proposal.

## **2.14 Information and Advice: The Proposal**

The Information and Advice proposals aim to review activity and spend on Information and Advice services across the Council to facilitate achievement of cashable savings. The savings would be linked to directly commissioned services and internally provided information and advice functions and would be based on increased collaboration and reduced duplication to ensure a straightforward customer journey.

### **Savings Target: £100,000.**

### **Risks**

1. Failure to work collaboratively will mean that we will not succeed in delivering our vision.
2. We will fail to deliver on time due to lack of capacity within the Council to support delivery.
3. Inability to deliver the savings.
4. Voluntary and community sector may not fully engage with the review, impacting on our ability to work collaboratively.
5. Wider economic climate increasing demand with a lower level of capacity to deliver.
6. Welfare reforms present a risk to the capacity within Access Trafford to handle more calls. This may result in employing additional staff and increase the cost of the service.
7. There may be an opportunity for certain non-statutory information and advice services that the Council currently provides and is proposing to stop, to continue to be delivered through an alternative delivery model. However, this presents possible financial and reputational risks in terms of 'specialist' advice being given on behalf of the Council by unqualified staff.

### **Mitigating factors**

1. Communicating effectively inside and outside of meetings, attending key meetings, meeting with stakeholders and abiding by the principles agreed at the Programme Board will mitigate the risks.

2. Being fully supportive of the review and allowing people time to spend on supporting the review will help to mitigate the risks.
3. We will undertake early financial analysis to assess where savings could be made. Alongside being open and honest about the financial resources deployed in providing information and advice services to residents.
4. Capacity concerns will be identified early by tracking demand for information and advice services.
5. Close working with the Welfare Reforms Project team to assess how the reforms will be implemented will determine what the expectation is around the affect the reforms will have on call volumes at Access Trafford.
6. A thorough risk assessment will be carried out for any such proposal. Measures will then be put in place to protect financial and Council reputation during the collaborative re-design of the information and advice delivery model.

### **Recommendations**

To proceed with the implementation of the proposal.

To incorporate proposed advocacy savings (50K) into Council wide Information and Advice Review. This will be factored into Communities and Well Being Directorate's share of the overall savings.

### 3. Methodology

#### Context

- The consultation ran from October 15<sup>th</sup> 2012 until 14<sup>th</sup> January 2013. Responses were received from a variety of people including representatives of organisations providing services, users of services, carers, Councillors and M.P.s. The consultation was inclusive and robust, supporting a wide range of stakeholders to express their opinions and views.

Specific consultations occurred with the following groups:

- Service Users;
- Carers;
- Staff;
- Partner Agencies;
- Service Providers.

#### Overview of Process

- Development of a general document outlining the overall approach, the need to achieve savings and the details of the individual proposals.
- Development of an easy read version of the general document.
- Development of individual information leaflets for each proposal which would potentially have a direct impact on service users and carers, for example the charging proposal.
- Development of easy read versions of most individual information leaflets.
- Development of general and individual questionnaires to capture people's views and opinions.
- Distribution of individual information leaflets and questionnaires on a targeted basis – for example community meals information leaflet and questionnaire sent to all people in receipt of this service.
- Online information made available.
- Arranged independent support brokerage from the following organisations to ensure citizens fully understood the potential impact of the proposals and could have their voices heard:-
  - Trafford Centre for Independent Living
  - Trafford Carers Centre

- LMCP Care Link
  - Genie Networks
  - Age UK Trafford
  - Trafford LINK
- Use of existing networks and partnership forums to share budget proposals and gather people's feedback. This included community groups and user and carer forums, for example: the Learning Disability Partnership Board, the Citizen Reference Board, BME Service Improvement Partnership and Carers' Services Board.
  - Established a consultation helpline to answer any questions, deal with concerns and record people's views and feedback.
  - Extensive programme of group and individual meetings with all providers including Homecare, Residential and Nursing, Community and Voluntary Sector and Supporting People funded services.
  - Intensive programme of staff briefings.
  - Range of briefings to Strategic Partners such as NHS Trafford, Trafford Provider Services and Greater Manchester West Mental Health NHS Foundation Trust.
  - Support to providers to engage and consult with their customers.
  - Ongoing completion of equality impact assessments.

### **Service users and carers**

Service users and carers were potentially directly affected by one or more of the following changes:

- Charging for community care services;
- Community Meals (also known as meals on wheels);
- Katherine Lowe Residential Care Home;
- Princess Centre and Pathways Day Support Services;
- Supported Living.

All service users potentially affected by one or more of the above proposals were sent information about the proposed changes and were invited to respond. Easy read information was provided where appropriate. Methods for response included a helpline and the completion of a questionnaire. Service users were also provided with information about brokerage support.

Where service users were potentially affected by changes in funding for organisations, the organisations concerned were encouraged to discuss the possible changes with their clients. Support with these consultations was offered. Carers also had involvement in the consultation through a number of channels:-

- Carers Services Board;
- Learning Disability Partnership Board;
- Citizens' Reference Board.

### **Staff**

All Communities and Wellbeing staff were briefed on the proposals and the approach to the consultation. Information was provided about the consultation period, the savings within specific service areas, for example advocacy and services for people with learning disabilities, and the key approaches for using available resources. Staff from corporate support services were also briefed, including performance and procurement staff. Staff were encouraged to offer their views and ideas, using their knowledge and expertise to inform and develop the budget proposals.

Staff were potentially directly impacted by the following proposals:

- Katherine Lowe Residential Care Home;
- Princess Centre and Pathways;
- Supported Living.

An initial meeting was held with each of the staff teams affected by these proposals and staff were provided with information about the proposals as well as information from H.R. Staff were encouraged to submit their comments during and after the meeting. The unions were also briefed on these proposals. 1:1 meetings were arranged with individuals, who were invited to bring along a representative from their union.

A formal 90 day consultation was undertaken with all potentially affected staff groups.

### **Equality Impact Assessments (E.I.A.s)**

Councils need to pay due regard to their duties under the Equality Act 2010. This includes robust consideration of equality issues when making financial decisions. An Equality Impact Assessment (E.I.A.) has been undertaken for each budget proposal where initial screening identified a potential impact on Trafford residents or staff. The E.I.A.s continue to be live documents, running alongside the consultation. This has meant that people's views could be taken into account and mitigating factors put in place where required.

The E.I.A.s have identified and measured the potential impact on different equality strands.

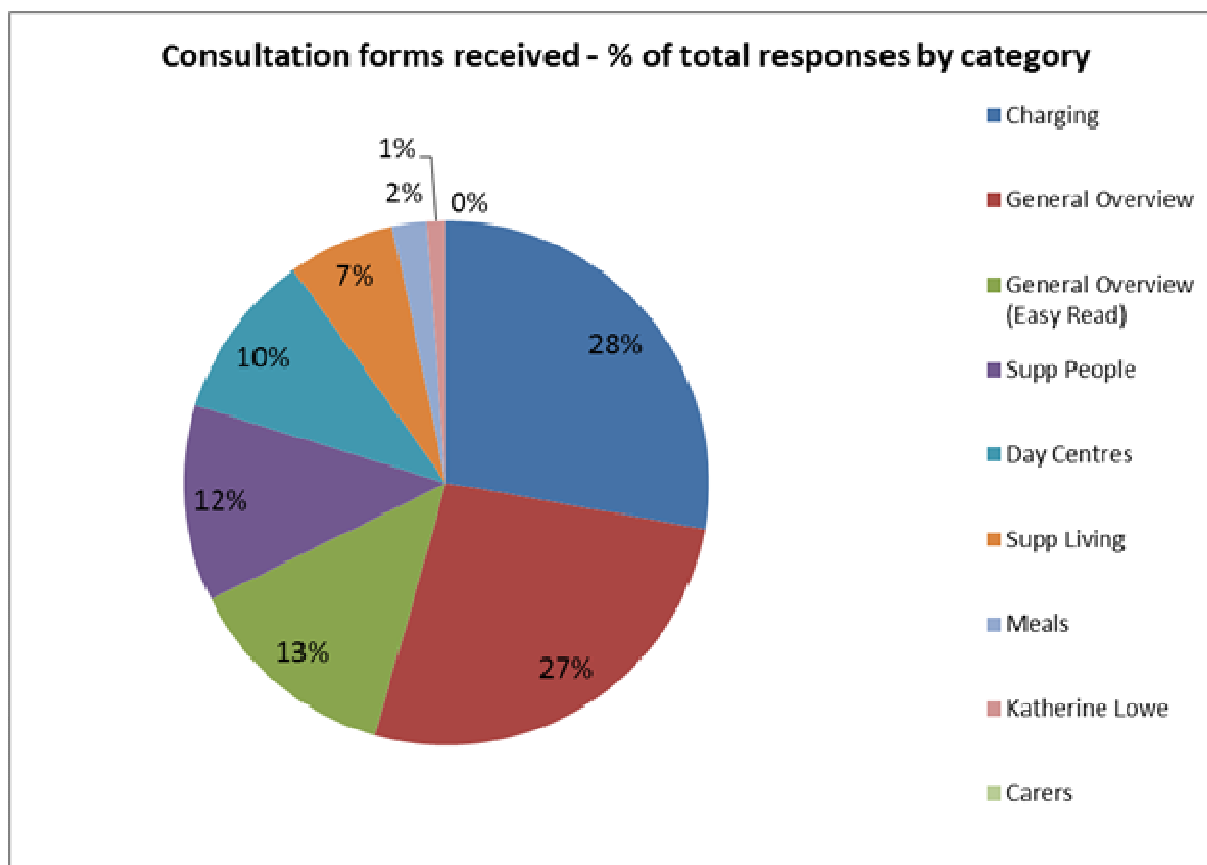
To ensure interdependencies and potential impacts have been fully captured and considered an overarching E.I.A. has been completed.

## 8. Consultation Feedback

### Response Rate

We can report that, in relation to the budget consultation within the Communities and Wellbeing Directorate, there have been 311 forms returned, broken down as follows:

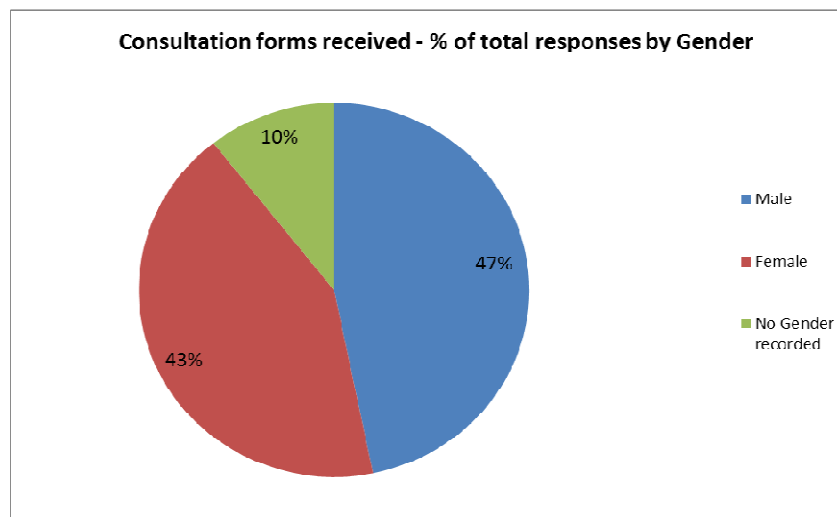
Form	Responses	% of total responses
Charging	92	27.8%
General Overview	88	26.6%
Supporting People	44	13.3%
General Overview (Easy read)	40	12.1%
Day Centres	34	10.3%
Meals	22	6.6%
Katherine Lowe	7	2.1%
Supported Living	4	1.2%
Carers	0	0%
<b>TOTAL</b>	<b>331</b>	<b>100%</b>





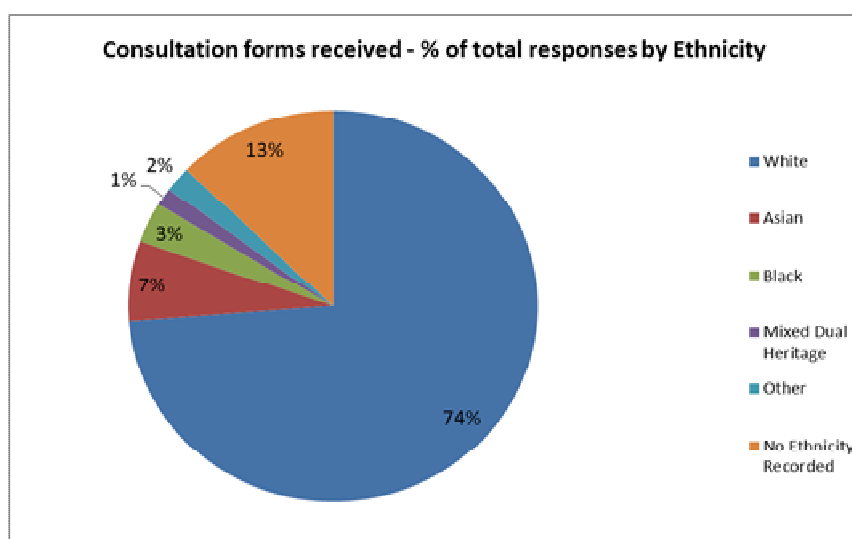
The gender split is as follows:

Male	Female	No Gender Recorded
155 (46.8%)	141 (42.6%)	35 (10.6%)



The ethnicity profile is as follows

White	Asian	Black	Mixed Dual Heritage	Other	No ethnicity recorded
244 (73.7%)	22 (6.6%)	11 (3.3%)	5 (1.5%)	7 (2.1%)	42 (12.7%)



**226 people (68.3%) responded “Yes” to the question – Do you have a disability?**

**50 people (15.1%) responded “Yes” to the question – Are you a carer?**

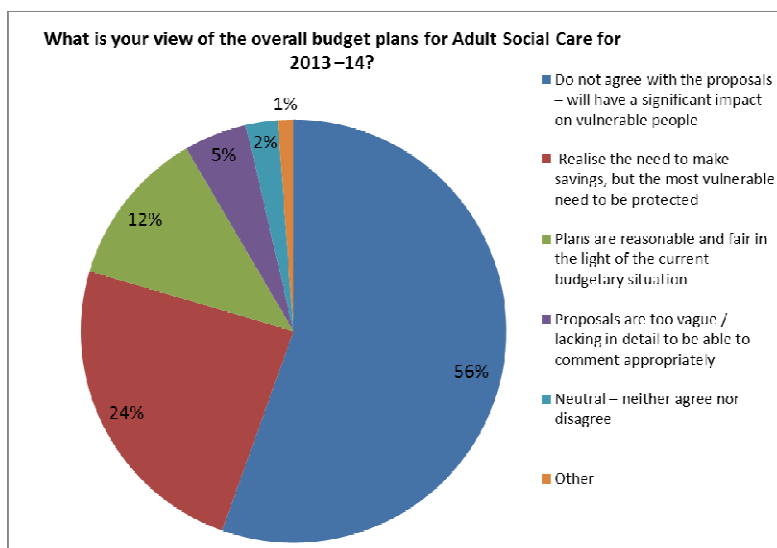
## **General Overview (88 forms returned)**

In order to facilitate comments about the budget proposals a questionnaire was devised. Below are details of the responses received to each question. The general overview form contained 5 questions, all of which allowed for a free text response. For each question, the responses have been grouped into specific categories for ease of reporting.

### **Question 1**

- **What is your view of the overall budget plans for Adult Social Care for 2013 –14?**

<b>Response</b>	<b>Number</b>	<b>% of total Responses</b>
Do not agree with the proposals – will have a significant impact on vulnerable people	46	55.4%
Realise the need to make savings, but the most vulnerable need to be protected	20	24.1%
Plans are reasonable and fair in the light of the current budgetary situation	10	12%
Proposals are too vague / lacking in detail to be able to comment appropriately	4	4.8%
Neutral – neither agree nor disagree	2	2.4%
Other	1	1.2%
<b>Total Responses</b>	<b>83</b>	<b>100%</b>
No Response	5	

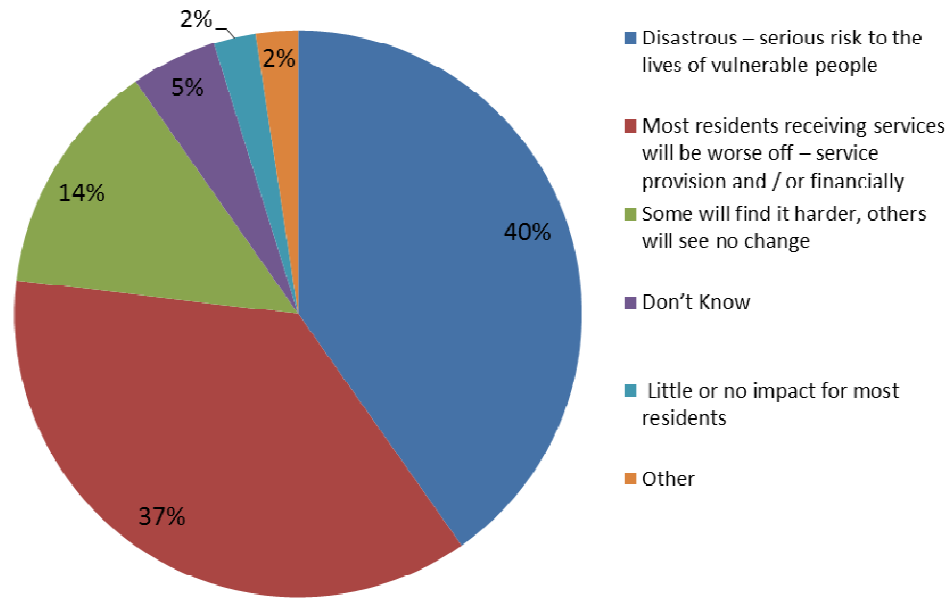


## **Question 2**

- **What do you think the impact will be on the residents of Trafford?**

<b>Response</b>	<b>Number</b>	<b>% of total Responses</b>
Serious risk to the lives of vulnerable people	33	40.2%
Most residents receiving services will be worse off – service provision and / or financially	30	36.6%
Some will find it harder, others will see no change	11	13.4%
Don't Know	4	4.9%
Little or no impact for most residents	2	2.4%
Other	2	2.4%
<b>Total Responses</b>	<b>82</b>	<b>100%</b>
No Response	6	

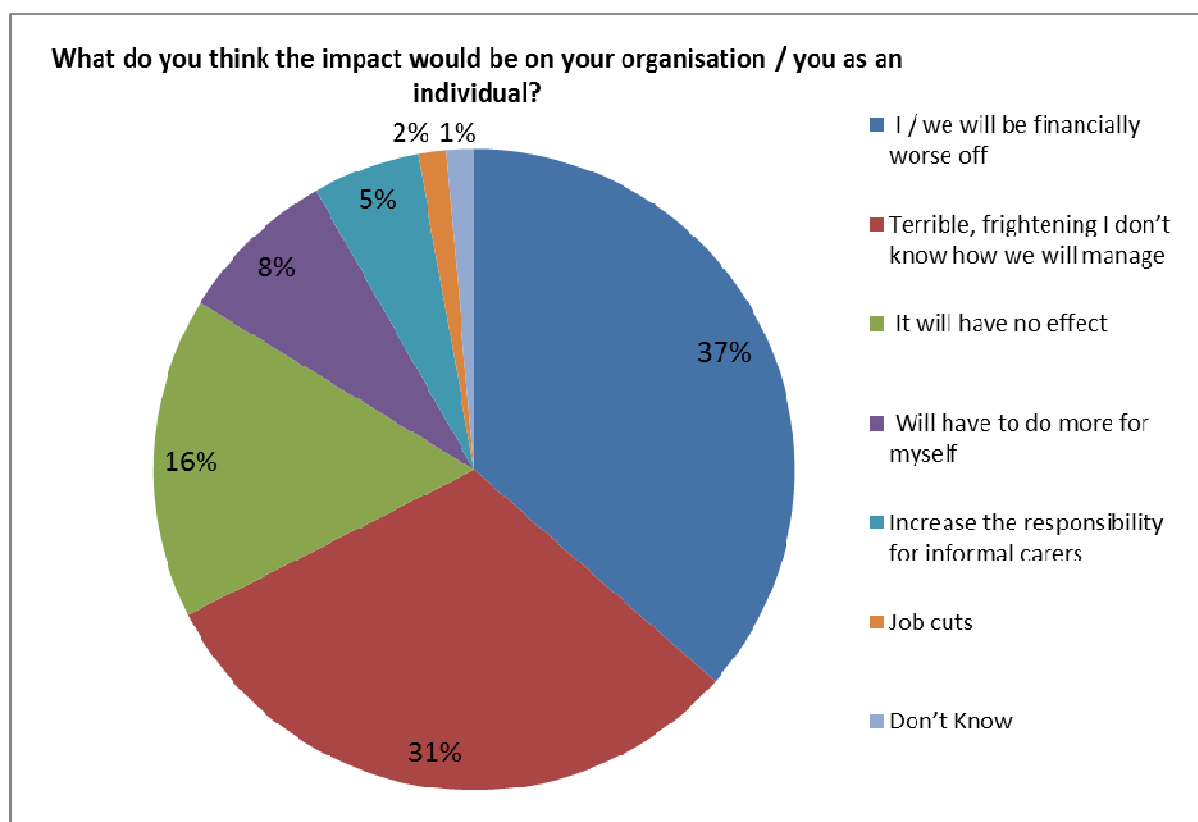
**What do you think the impact will be on the residents of Trafford?**



### Question 3

- What do you think the impact would be on your organisation/you as an individual?

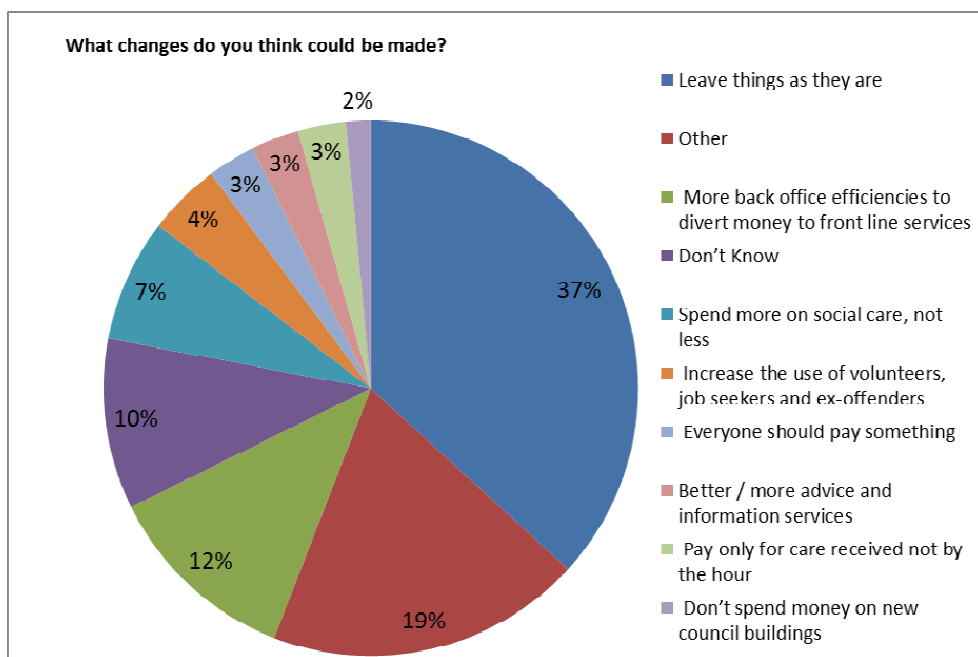
Response	Number	% of total Responses
I / we will be financially worse off	27	36.5%
Terrible, frightening I don't know how we will manage	23	31.1%
It will have no effect	12	16.2%
Will have to do more for myself	6	8.1%
Increase the responsibility for informal carers	4	5.4%
Job cuts	1	1.4%
Don't Know	1	1.4%
<b>Total Responses</b>	<b>74</b>	<b>100%</b>
No Response	14	



#### **Question 4**

- **What changes do you think could be made?**

<b>Response</b>	<b>Number</b>	<b>% of total Responses</b>
Leave things as they are	25	36.8%
Other e.g. <ul style="list-style-type: none"><li>• Target other areas of Council funding not social care</li><li>• Integration of health and social care</li></ul>	13	19.1%
More back office efficiencies to divert money to front line services	8	11.8%
Don't Know	7	10.3%
Spend more on social care, not less	5	7.4%
Increase the use of volunteers, job seekers and ex-offenders	3	4.4%
Everyone should pay something	2	2.9%
Better / more advice and information services	2	2.9%
Pay only for care received not by the hour	2	2.9%
Don't spend money on new Council buildings	1	1.5%
<b>Total Responses</b>	<b>68</b>	<b>100%</b>
No Response	20	



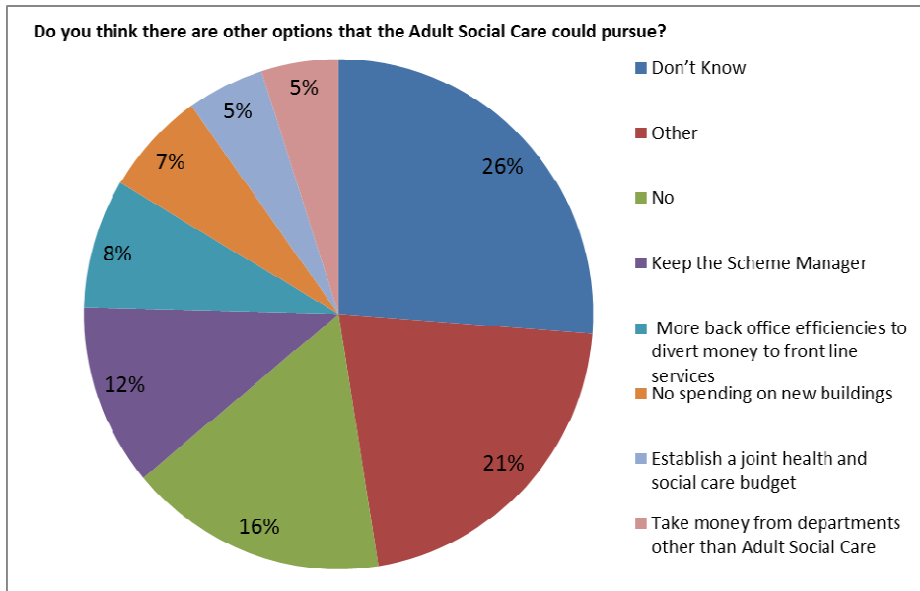
### **Question 5**

- **Do you think there are other options that the Adult Social Care could pursue?**

<b>Response</b>	<b>Number</b>	<b>% of total Responses</b>
Don't Know	16	26.2%
Other e.g. <ul style="list-style-type: none"> <li>• Refuse to comply with Government requests for savings</li> <li>• Take more from those who can afford it</li> </ul>	13	21.3%
No	10	16.4%
Keep the Scheme Manager	7	11.5%
More back office efficiencies to divert money to front line services	5	8.2%
No spending on new buildings	4	6.6%
Establish a joint health and social care budget	3	4.9%
Take money from departments other than Adult Social Care	3	4.9%
<b>Total Responses</b>	<b>61</b>	<b>100%</b>

No Response	27	
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(NB – 35 General Overview forms were received from the residents of Bath Crescent as well as the Supporting People forms that they completed. A specific response within these to question 5 was “Keep Scheme Manager” hence this showing as a comparatively high percentage score answer.)



**General Overview (Easy Read) – 44 forms returned**

The general overview form contains 4 questions, all of which allow for a free text response. For each question responses have been grouped into specific categories for ease of reporting.

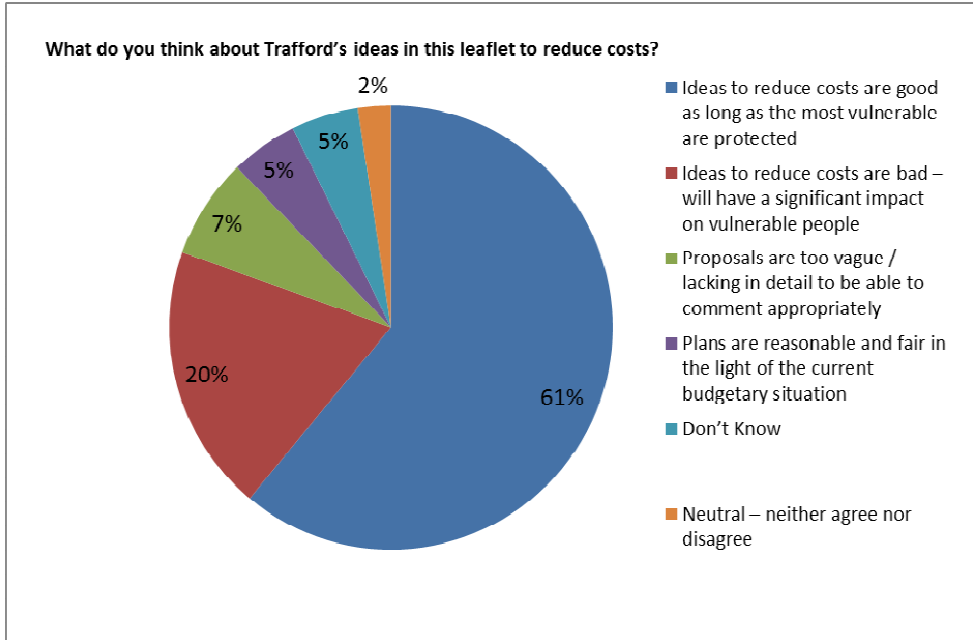
**Question 1**

- **What do you think about Trafford’s ideas in this leaflet to reduce costs?**

Response	Number	% of total Responses
Ideas to reduce costs are good as long as the most vulnerable are protected	25	61%
Ideas to reduce costs are bad – will have a significant impact on vulnerable people	8	19.5%
Plans are reasonable and fair in the light of the current budgetary situation	3	7.3%
Neutral – neither agree nor disagree	2	4.9%
Proposals are too vague / lacking in detail to be able to comment appropriately	2	4.9%



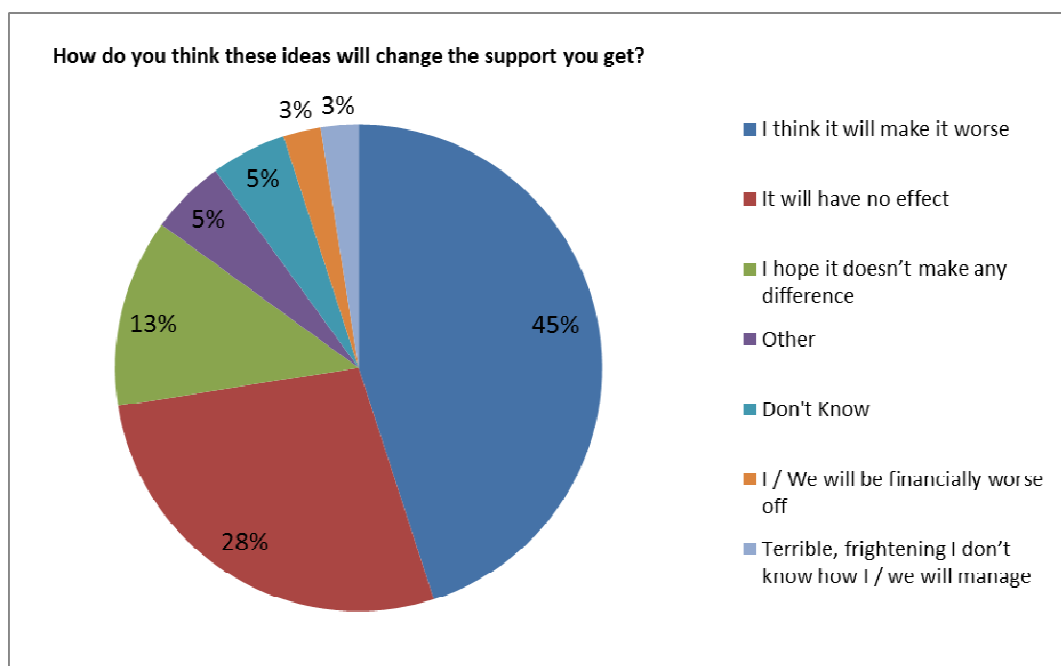
Don't Know	1	2.4%
<b>Total Responses</b>	<b>41</b>	<b>100%</b>
No Response	3	



## Question 2

- How do you think these ideas will change the support you get?

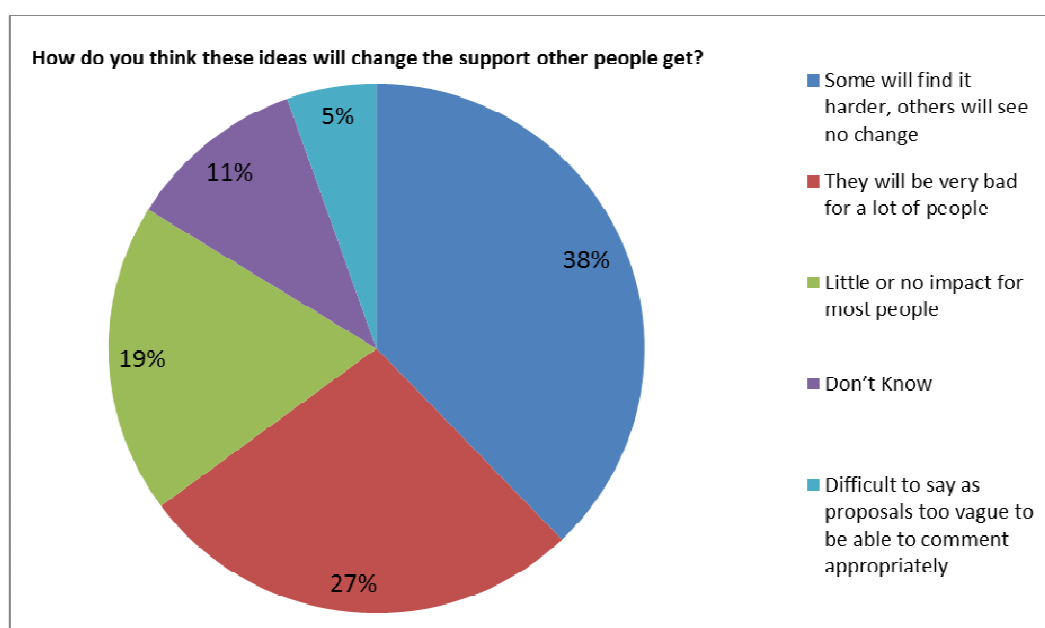
Response	Number	% of total Responses
I think it will make it worse	18	45%
It will have no effect	11	27.5%
I hope it doesn't make any difference	5	12.5%
Other	2	5%
Don't Know	2	5%
I / we will be financially worse off	1	2.5%
Terrible, frightening I don't know how I / we will manage	1	2.5%
<b>Total Responses</b>	<b>40</b>	<b>100%</b>
No Response	4	



### Question 3

- How do you think these ideas will change the support other people get?

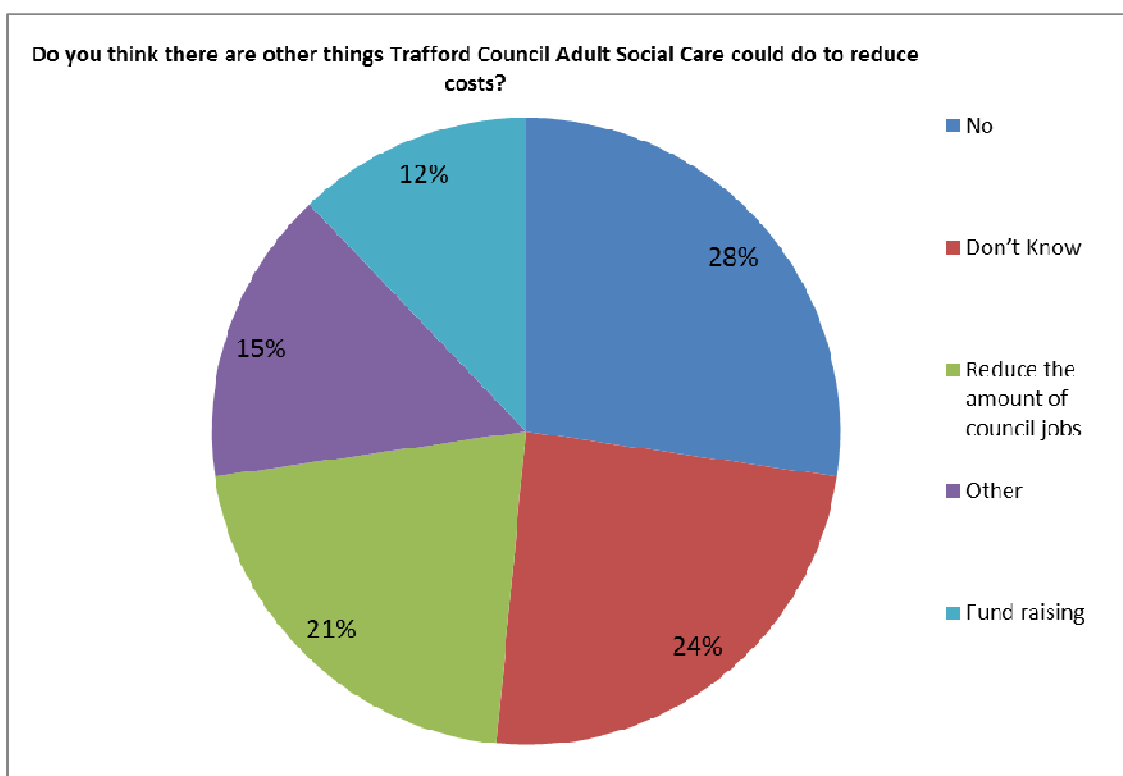
Response	Number	% of total Responses
Some will find it harder, others will see no change	14	37.8%
They will be very bad for a lot of people	10	27%
Little or no impact for most people	7	18.9%
Don't Know	4	10.8%
Difficult to say as proposals too vague to be able to comment appropriately	2	5.4%
<b>Total Responses</b>	<b>37</b>	<b>100%</b>
No Response	7	



#### Question 4

- Do you think there are other things Trafford Council Adult Social Care could do to reduce costs?

Response	Number	% of total Responses
No	9	27.3%
Don't Know	8	24.2%
Reduce the amount of council jobs	7	21.2%
Other	5	15.2%
Fund raising	4	12.1%
<b>Total Responses</b>	<b>33</b>	<b>100%</b>
No Response	11	



## Response to Individual Proposals

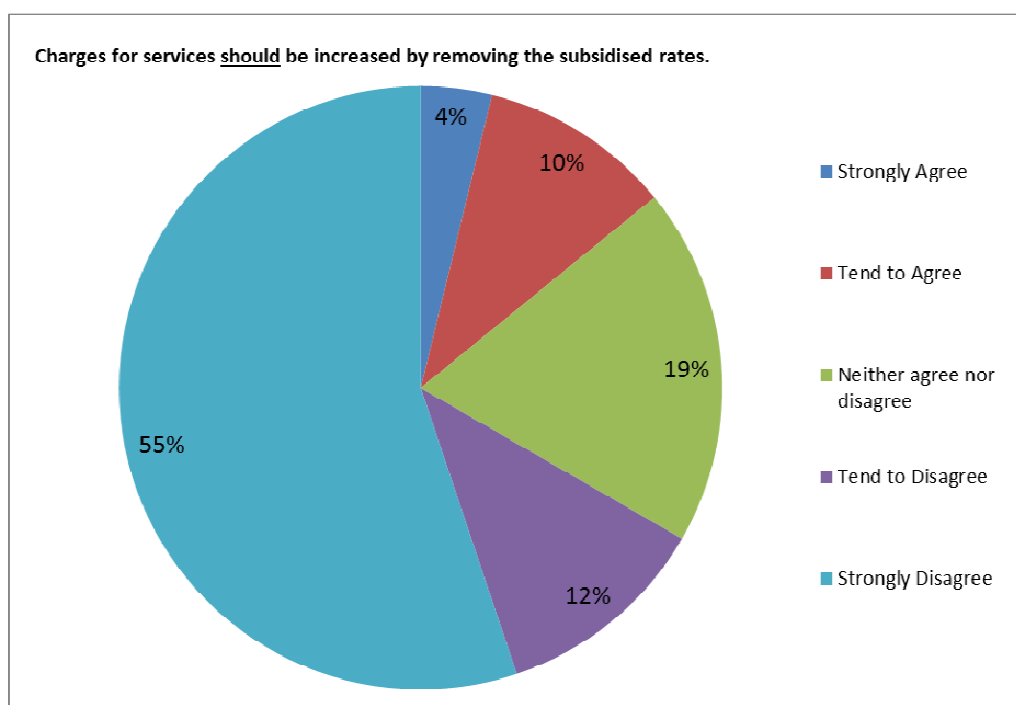
### Charging

There are 2 questions on the Charging consultation document, with a choice of response available.

92 forms have been received

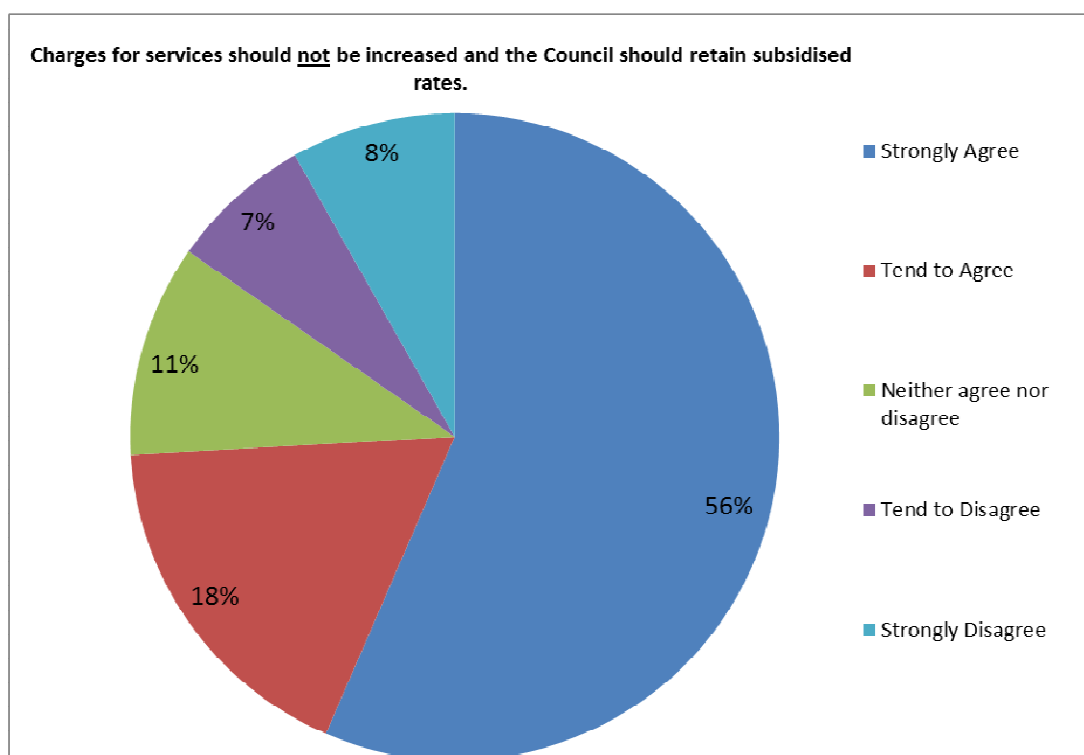
- **Charges for services should be increased by removing the subsidised rates.**

Response	Number	% of total Responses
Strongly Agree	3	3.8%
Tend to Agree	8	10.3%
Neither Agree nor Disagree	15	19.2%
Tend to Disagree	9	11.5%
Strongly Disagree	43	55.1%
<b>Total Responses</b>	<b>78</b>	<b>100%</b>
No Response	14	



- **Charges for services should not be increased and the Council should retain subsidised rates.**

Response	Number	% of total Responses
Strongly Agree	48	56.5%
Tend to Agree	15	17.6%
Neither Agree nor Disagree	9	10.6%
Tend to Disagree	6	7.1%
Strongly Disagree	7	8.2%
<b>Total Responses</b>	<b>85</b>	<b>100.00%</b>
No Response	7	



We have written to all customers, outlining the charging proposal. As a Directorate we are aware it is difficult to explain technical changes to our charging policy in a simple way. We have offered everyone the opportunity to discuss the proposal further via email or telephone helpline. We have also offered support via a range of brokers including Age UK Trafford.

The helpline has received approximately 20 calls. The queries taken regarding the charging proposal have mainly been from service users who wanted to know if they

would be affected. The majority of the callers were unaffected because they had capital under £23,250 and were being charged their maximum charge.

A couple of callers who telephoned already had £23,250 or above so were unaffected by proposals.

A specific meeting was also organised with homecare providers to discuss the charging proposals.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

Below are examples of how these proposals may affect people.

Scenario	Current Charge using subsidised rates	Proposed Charge using real unit cost	Affect of the change
Mrs. Smith receives 8 hours of homecare per week. She has capital less than £23,250. Her assessed maximum charge is £40.00 per week.	8hrs per week x £8.92 = £71.36  Maximum charge = £40.00 per week  User invoiced for £40.00 per week	8hrs per week x £12.50 = £100.00  Maximum charge = £40.00 per week  User invoiced for £40.00 per week	Service user unaffected by proposal because the cost of services received totals more than their maximum assessed charge. Service user will never be billed more than £40.00
Mrs. Dodd receives 2 hours of homecare per week. She has capital less than £23,250. Her assessed maximum charge is £40.00 per week.	2hrs per week x £8.92 = £17.84  Maximum charge = £40.00 per week  User invoiced for £17.84 per week	2hrs per week x £12.50 = £25.00  Maximum charge = £40.00 per week  User invoiced for £25.00 per week	Service user will be affected by proposal because the cost of services received totals less than their maximum charge. Service user will never be billed more than £40.00 per week
Mr. Bloggs receives a Direct Payment of £120.00 per week. He has capital less than £23,250. His assessed charge is £80.00 per week.	Direct Payment = £120  55% subsidised charge = £66.00  Maximum charge = £80.00  User invoiced for £66.00	Direct Payment = £120  Full Cost Charge = £120  Maximum Charge = £80.00  User invoiced for £80.00	Service user will be affected by proposal because the cost of chargeable element of the Direct Payment totals less than their maximum charge. Service user will never be billed more than £80.00 per week

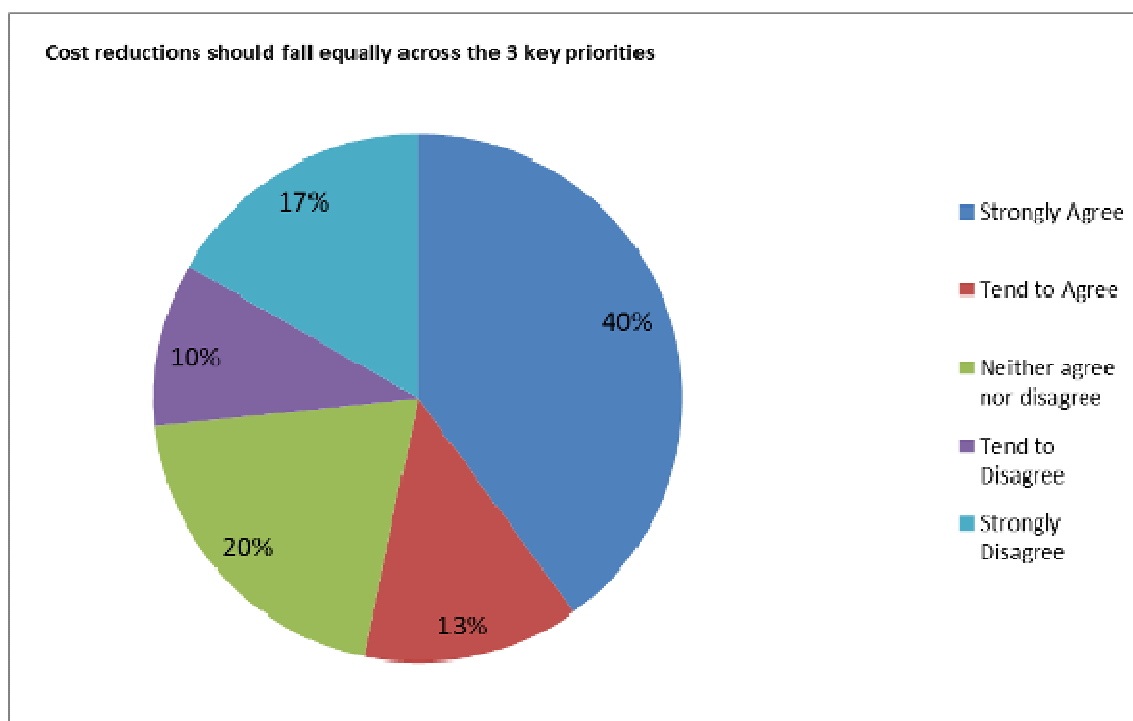
## Supporting People

There are 4 questions on the Supporting People consultation document, with a choice of response available.

40 forms have been received including a petition from residents living at Bath Crescent Sheltered housing Scheme.

- **Cost reductions should fall equally across the 3 key priorities**

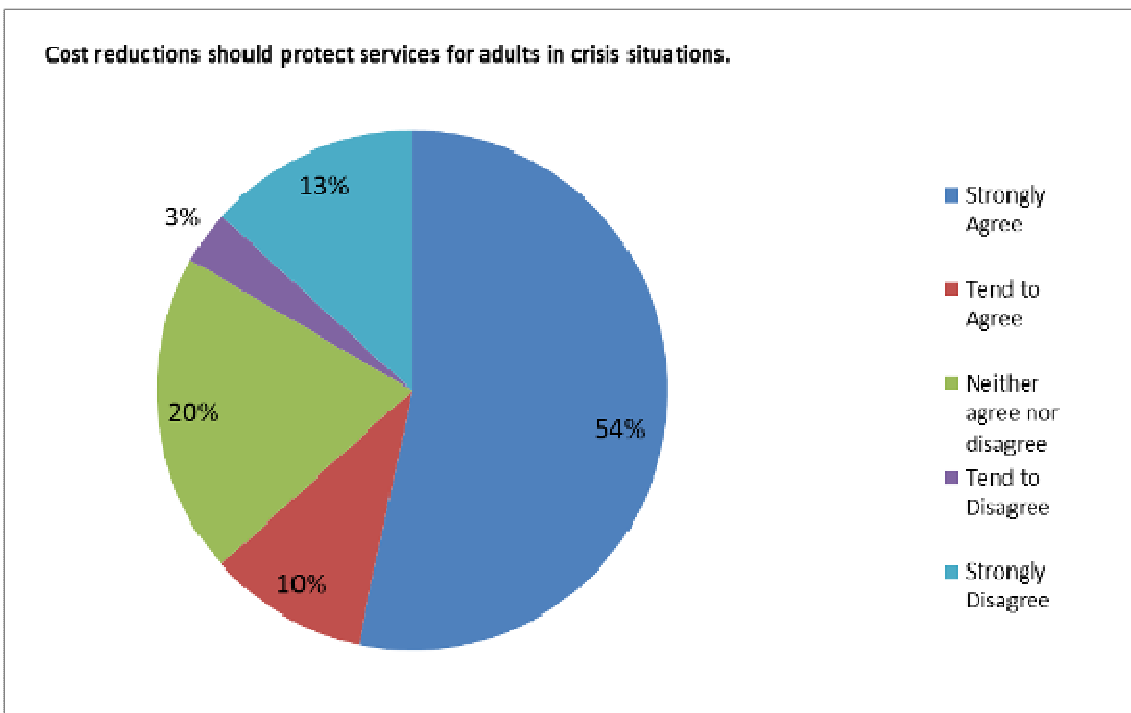
Response	Number	% of total Responses
Strongly Agree	12	40%
Tend to Agree	4	13.3%
Neither Agree nor Disagree	6	20%
Tend to Disagree	3	10%
Strongly Disagree	5	16.7%
<b>Total Responses</b>	<b>30</b>	<b>100%</b>
No Response	10	





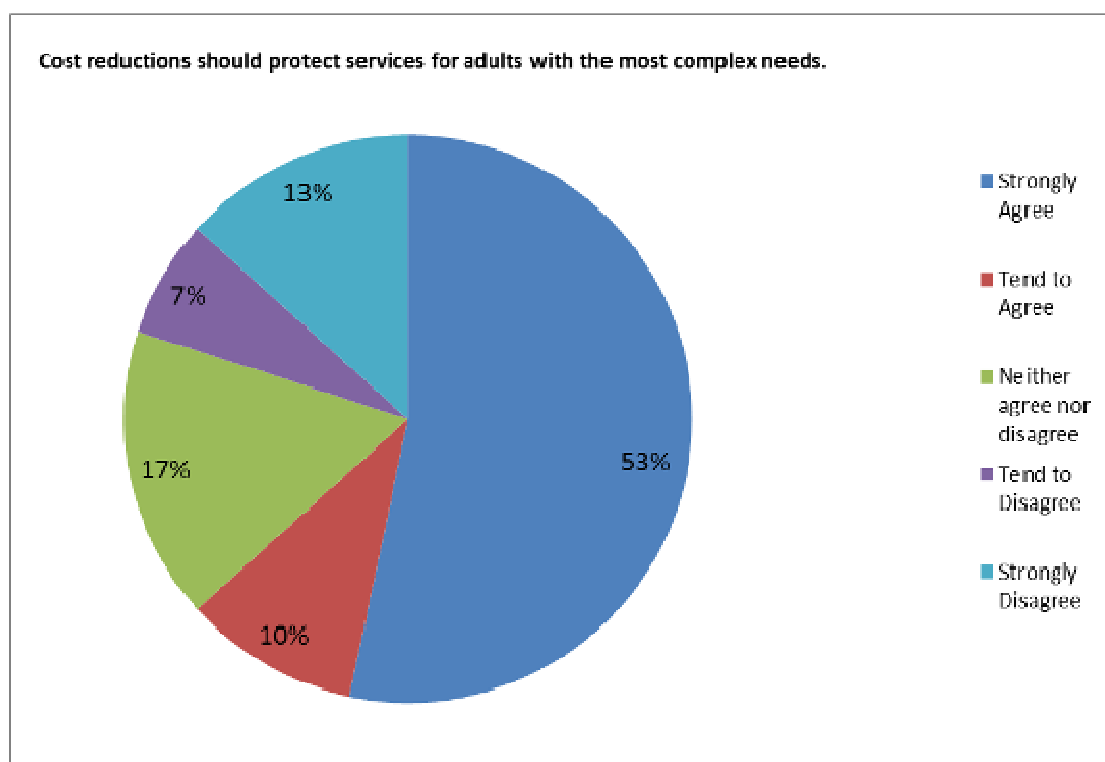
- **Cost reductions should protect services for adults in crisis situations.**

<b>Response</b>	<b>Number</b>	<b>% of total Responses</b>
Strongly Agree	16	53.3%
Tend to Agree	3	10%
Neither Agree nor Disagree	6	20%
Tend to Disagree	1	3.3%
Strongly Disagree	4	13.3%
<b>Total Responses</b>	<b>30</b>	<b>100%</b>
No Response	10	



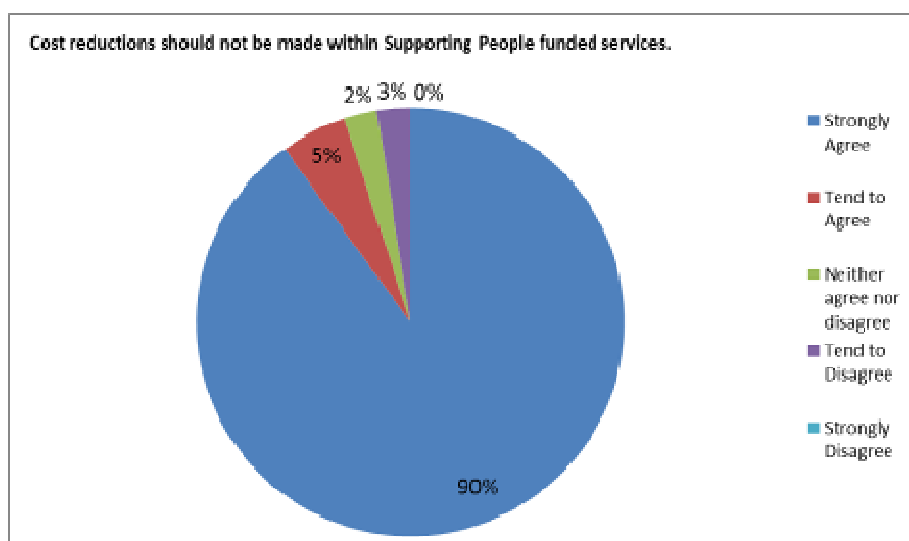
- **Cost reductions should protect services for adults with the most complex needs.**

Response	Number	% of total Responses
Strongly Agree	16	53.3%
Tend to Agree	3	10%
Neither Agree nor Disagree	5	16.7%
Tend to Disagree	2	6.7%
Strongly Disagree	4	13.3%
<b>Total Responses</b>	<b>30</b>	<b>100%</b>
No Response	10	



- **Cost reductions should not be made within Supporting People funded services.**

Response	Number	% of total Responses
Strongly Agree	36	90%
Tend to Agree	2	5%
Neither Agree nor Disagree	1	2.5%
Tend to Disagree	1	2.5%
Strongly Disagree	0	0%
<b>Total Responses</b>	<b>40</b>	<b>100%</b>
No Response	0	



A full market review of Supporting People services was carried out prior to the proposals being formulated. Providers and other stakeholders were fully involved in this review which provided the evidence base from which the proposals were developed.

All current providers of Supporting People services have been given details of the Supporting People proposals and an overview of the wider Adult Social Care proposals.

A consultation briefing was held for providers of Supporting People funded services. Individual meetings were also held with providers. The feedback from these meetings was that providers generally supportive of the future plans to re commission social inclusion services and young people's services. Questions focused on the tendering process. Responses received to the sheltered housing

proposals indicated that some providers and service users were concerned that the proposals may lead to increased costs being passed on to service users.

Responses to the proposal regarding Trafford Care and Repair focussed on concerns regarding the handy help service which is not funded by Trafford Council. Another concern was that older and disabled people would find it more difficult to find a reputable contractor and be able to maintain their home. The response from the provider asked for a 2 year extension to the current funding to allow more time to transform the service. All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

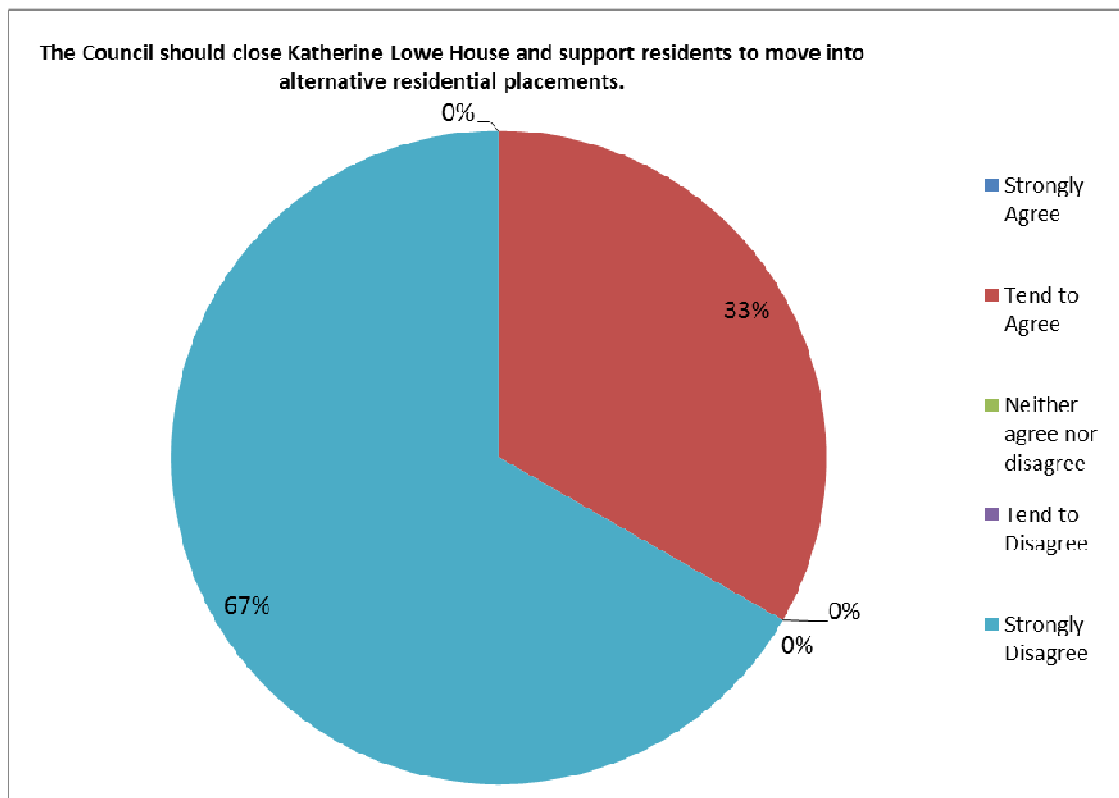
## Katherine Lowe Residential Care Home

There are 2 questions on the Katherine Lowe consultation document, with a choice of response available.

4 forms have been received

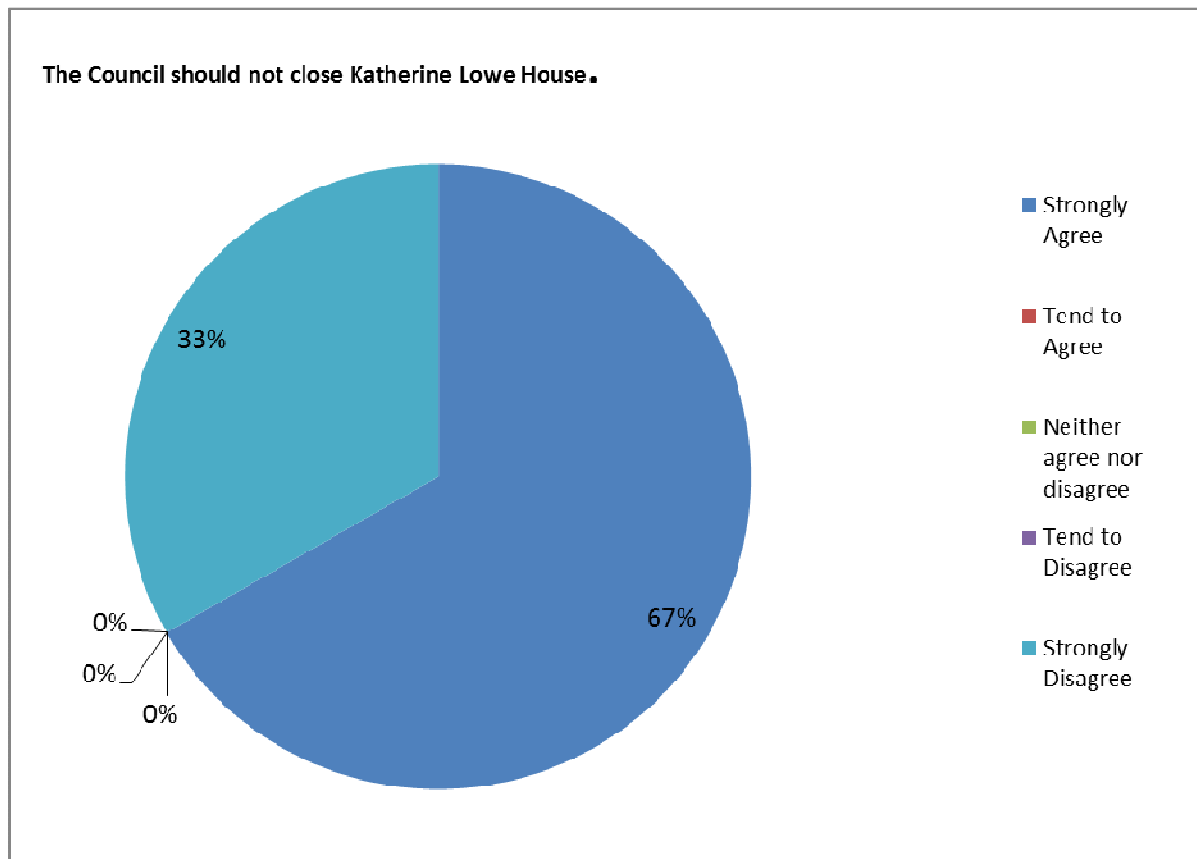
- **The Council should close Katherine Lowe House and support residents to move into alternative residential placements.**

Response	Number	% of total Responses
Strongly Agree	0	0%
Tend to Agree	1	33.3%
Neither Agree nor Disagree	0	0%
Tend to Disagree	0	0%
Strongly Disagree	2	66.7%
<b>Total Responses</b>	<b>3</b>	<b>100%</b>
No Response	1	



- **The Council should not close Katherine Lowe House.**

Response	Number	% of total Responses
Strongly Agree	2	66.7%
Tend to Agree	0	0%
Neither Agree nor Disagree	0	0%
Tend to Disagree	0	0%
Strongly Disagree	1	33.3%
<b>Total Responses</b>	<b>3</b>	<b>100%</b>
No Response	1	



## **Residents and families**

The residents' and families' consultations took place between 10:00am and 10:00pm on the 23<sup>rd</sup> October.

The consultation meetings have gone well and although residents and families are understandably disappointed with the proposed closure they have all confirmed their understanding of the reasons why this proposal has been put forward. They have voiced their thanks and appreciation for the care their relatives have received from both staff and management.

## **Staff**

Initial staff consultation meetings were carried out 2<sup>nd</sup>, 5<sup>th</sup> and 6<sup>th</sup> November 2012 at Katherine Lowe. There are a number of staff who wish to take Voluntary Early Retirement (V.E.R.) and there are a small number of staff for whom we have identified possible redeployment opportunities if the proposal were to go ahead. Unfortunately there will still be a number of staff who we will find difficult to redeploy due to the current climate and limited vacancies.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

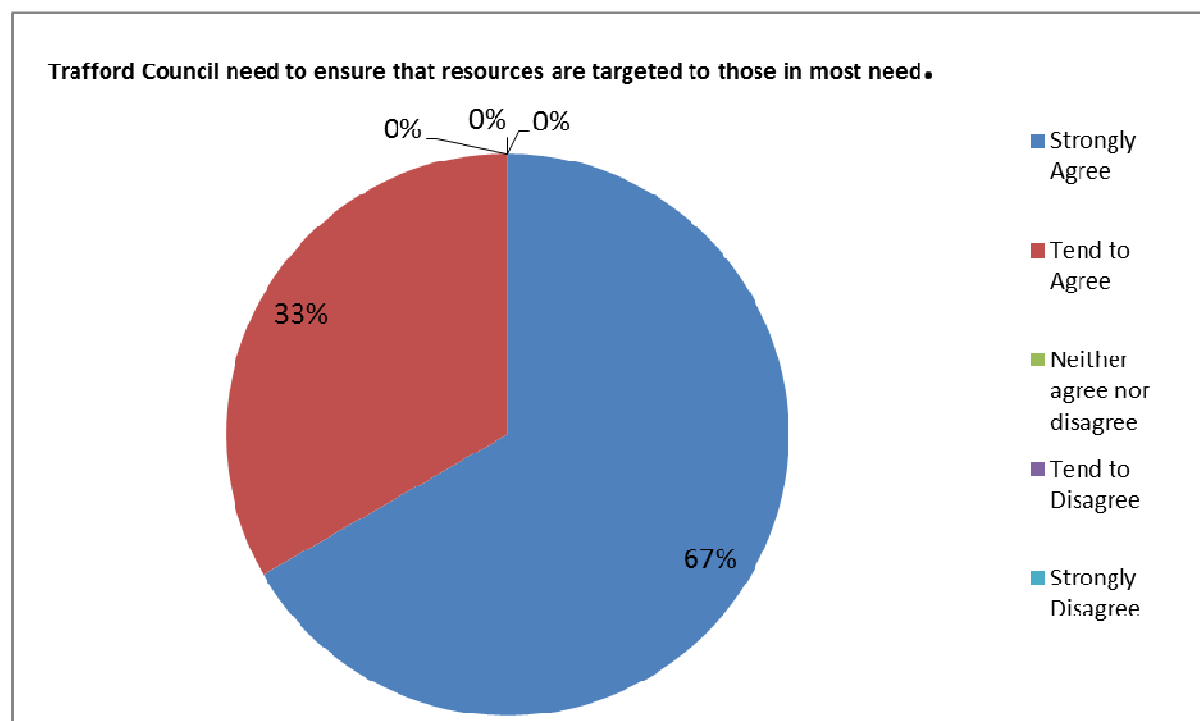
## Community Meals

There are 3 questions on the community meals consultation document, with a choice of response available.

7 forms have been received

- **Trafford Council need to ensure that resources are targeted to those in most need.**

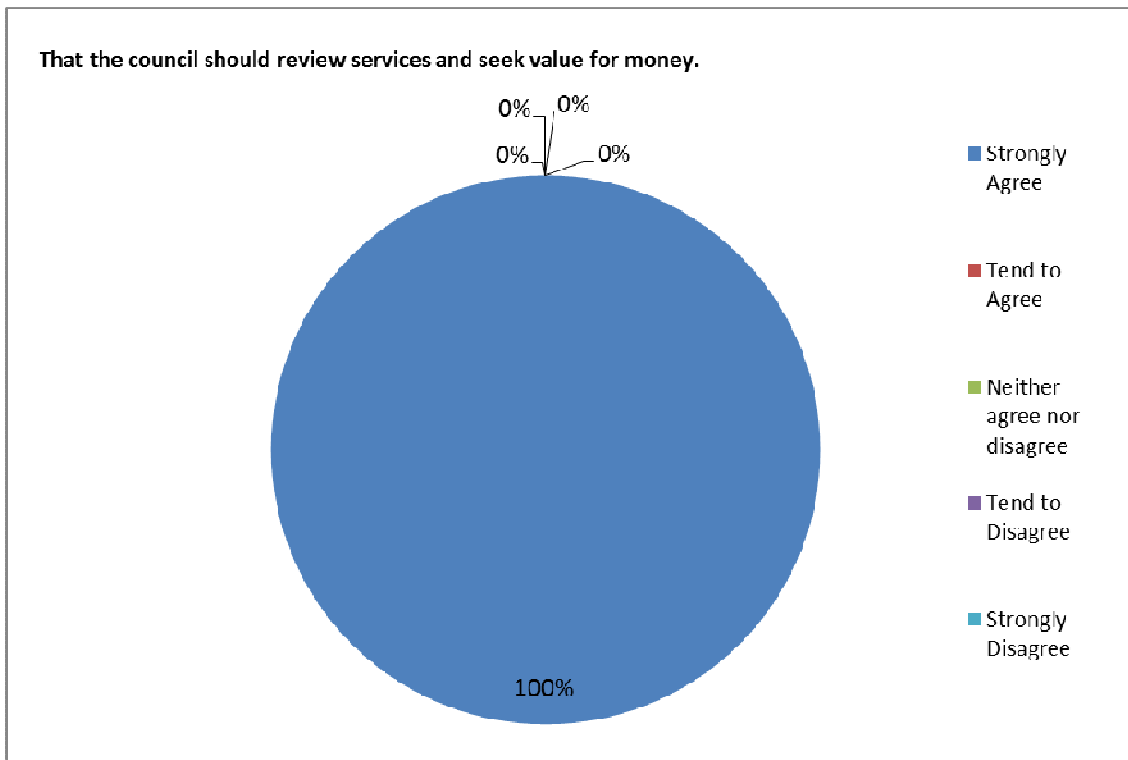
Response	Number	% of total Responses
Strongly Agree	4	66.7%
Tend to Agree	2	33.3%
Neither Agree nor Disagree	0	0%
Tend to Disagree	0	0%
Strongly Disagree	0	0%
<b>Total Responses</b>	<b>6</b>	<b>100%</b>
No Response	1	





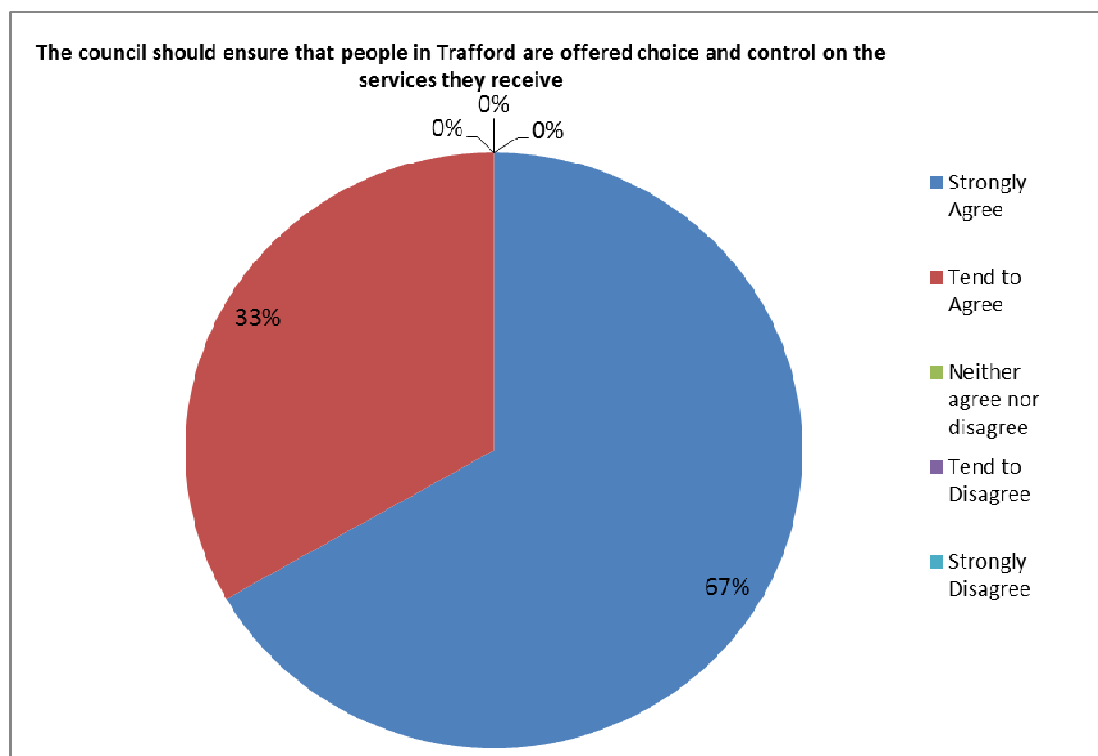
- That the Council should review services and seek value for money.

Response	Number	% of total Responses
Strongly Agree	6	100%
Tend to Agree	0	0%
Neither Agree nor Disagree	0	0%
Tend to Disagree	0	0%
Strongly Disagree	0	0%
<b>Total Responses</b>	<b>6</b>	<b>100%</b>
No Response	1	



- The Council should ensure that people in Trafford are offered choice and control on the services they receive.

Response	Number	% of total Responses
Strongly Agree	4	66.7%
Tend to Agree	2	33.3%
Neither Agree nor Disagree	0	0%
Tend to Disagree	0	0%
Strongly Disagree	0	0%
<b>Total Responses</b>	<b>6</b>	<b>100%</b>
No Response	1	



88 individual letters providing information about the proposals have been sent to people who currently use the service.

The response to the proposals in relation to meals has so far been positive, partners overall have received the proposals well. An individual meeting with ICare to inform them of the proposals was positive. ICare has agreed to work with the Council and people in receipt of the meals service to access different options. Seven responses

have been returned all endorsing Trafford's approach in targeting resources to those most in need, living in the borough.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

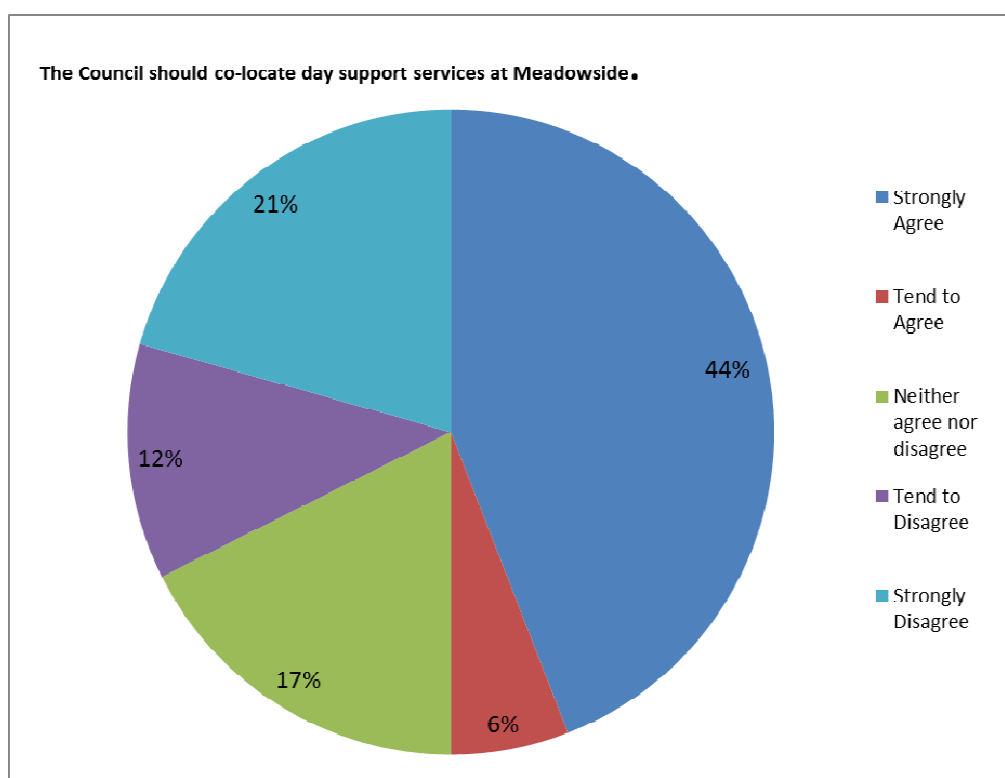
## Internal Day Support Services - Pathways and Princess Centre

There are 3 questions on the Day Centre consultation document, with a choice of response available.

34 forms have been received

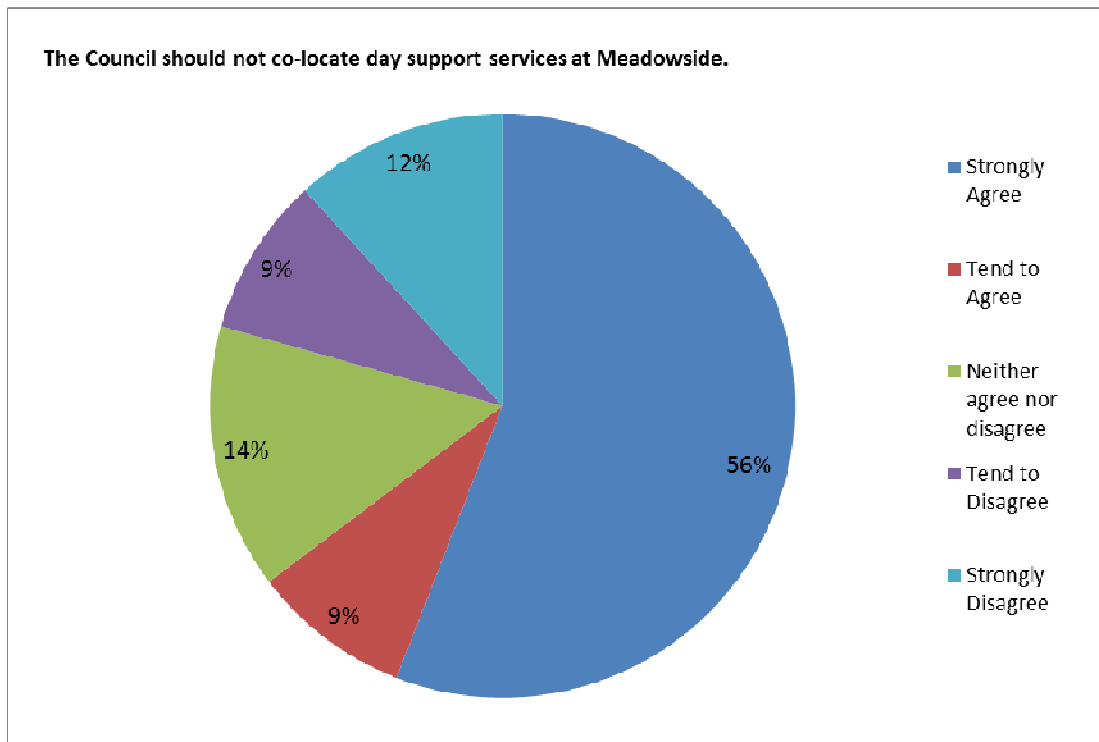
- The Council should co-locate day support services at Meadowside.

Response	Number	% of total Responses
Strongly Agree	15	44.1%
Tend to Agree	2	5.9%
Neither Agree nor Disagree	6	17.6%
Tend to Disagree	4	11.8%
Strongly Disagree	7	20.6%
<b>Total Responses</b>	<b>34</b>	<b>100.00%</b>
No Response	0	



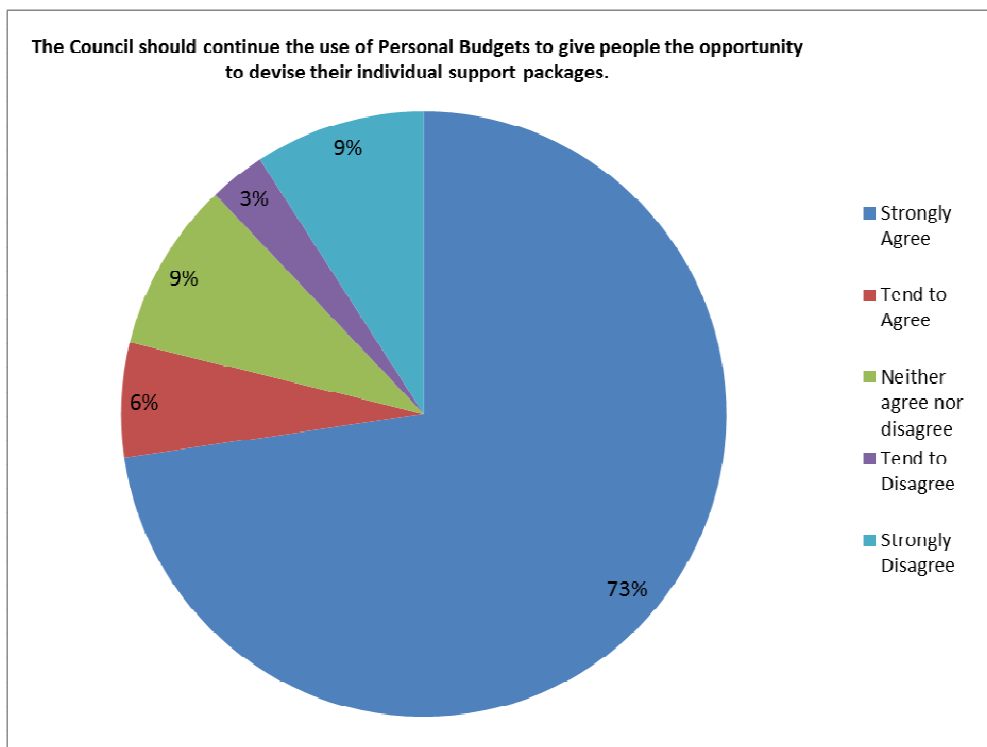
- The Council should not co-locate day support services at Meadowside.

Response	Number	% of total Responses
Strongly Agree	19	55.9%
Tend to Agree	3	8.8%
Neither Agree nor Disagree	5	14.7%
Tend to Disagree	3	8.8%
Strongly Disagree	4	11.8%
<b>Total Responses</b>	<b>34</b>	<b>100.00%</b>
No Response	0	



- The Council should continue the use of Personal Budgets to give people the opportunity to devise their individual support packages.

Response	Number	% of total Responses
Strongly Agree	24	72.7%
Tend to Agree	2	6.1%
Neither Agree nor Disagree	3	9.1%
Tend to Disagree	1	3.0%
Strongly Disagree	3	9.1%
<b>Total Responses</b>	<b>33</b>	<b>100.00%</b>
No Response	1	



### **Pathways - Service users and families**

The consultation meetings with service users and families took place on 22<sup>nd</sup> October. All families attended the meetings and the feedback was mostly positive. The only concerns raised related to the possible aggressive behaviour of people attending the centre who had dementia. However, all families were reassured that

the Princess Day Centre would be in a separate part of the building and that all service users would be supervised at all times. Some families were concerned with the proposed reduction in staffing levels and this has been noted in the consultation feedback.

### **Pathways - Staff**

The individual staff consultations took place on the 30<sup>th</sup> and 31<sup>st</sup> October 2012. The feedback from staff was very positive about the changes and the learning of new skills. However concerns were raised about potential job losses. Staff have made a number of suggestions around the staffing levels and the rotas which will be considered.

### **Princess Centre - Service users and families**

The consultation with service users and families took place 24<sup>th</sup>, 25<sup>th</sup> and 29<sup>th</sup> October. The feedback was one of disappointment aligned with understanding of the need to save money. Most families were grateful that the service will be continuing, albeit on a different site. There were a large number of families who raised concerns over the provision of a hot, cooked meal. However reassurance was provided that a meal will still be provided on the new site however this will be brought in and not cooked on site.

### **Princess Centre - Staff**

The staff consultation meetings took place 1<sup>st</sup> and 2<sup>nd</sup> November 2012. The meetings went well and staff are committed to the change and look forward to learning new skills. There was however concern over job losses although since the consultation meetings we have had a number of staff asking for Voluntary Early Retirement (V.E.R.) which, if the proposal was to go ahead, would mean limited job losses in this service area.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

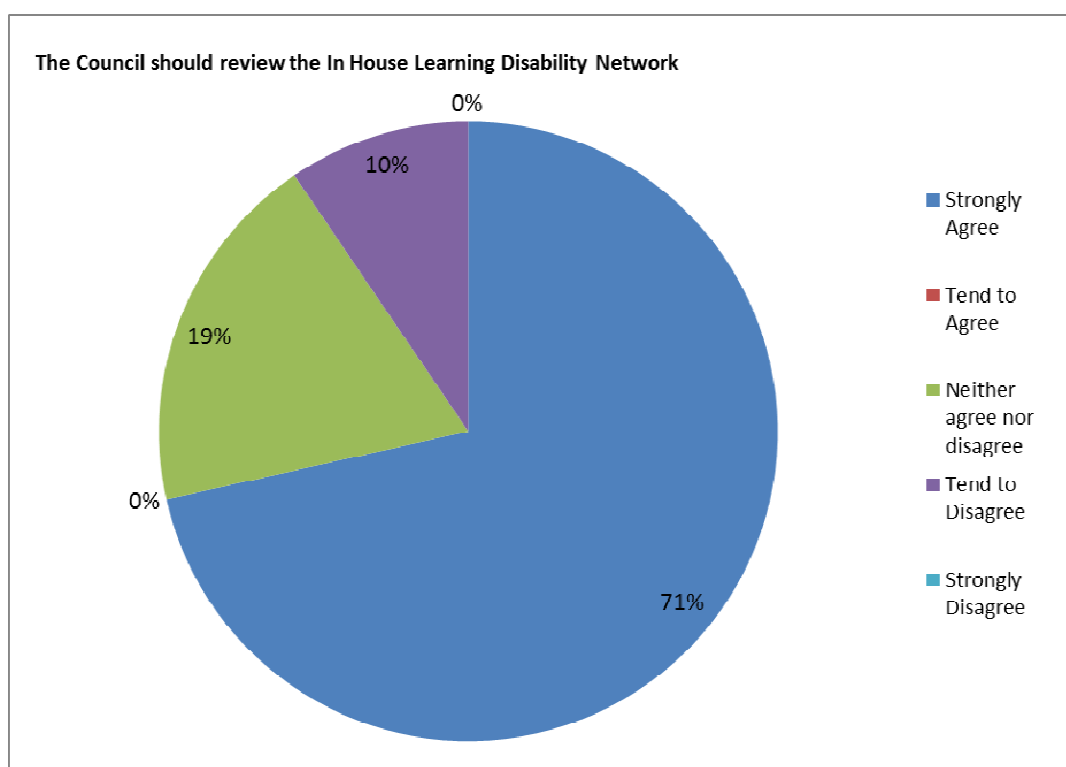
## Supported Living

There are 4 questions on the Supported Living consultation document, with a choice of response available.

22 forms have been received

- **The Council should review the In House Learning Disability Network**

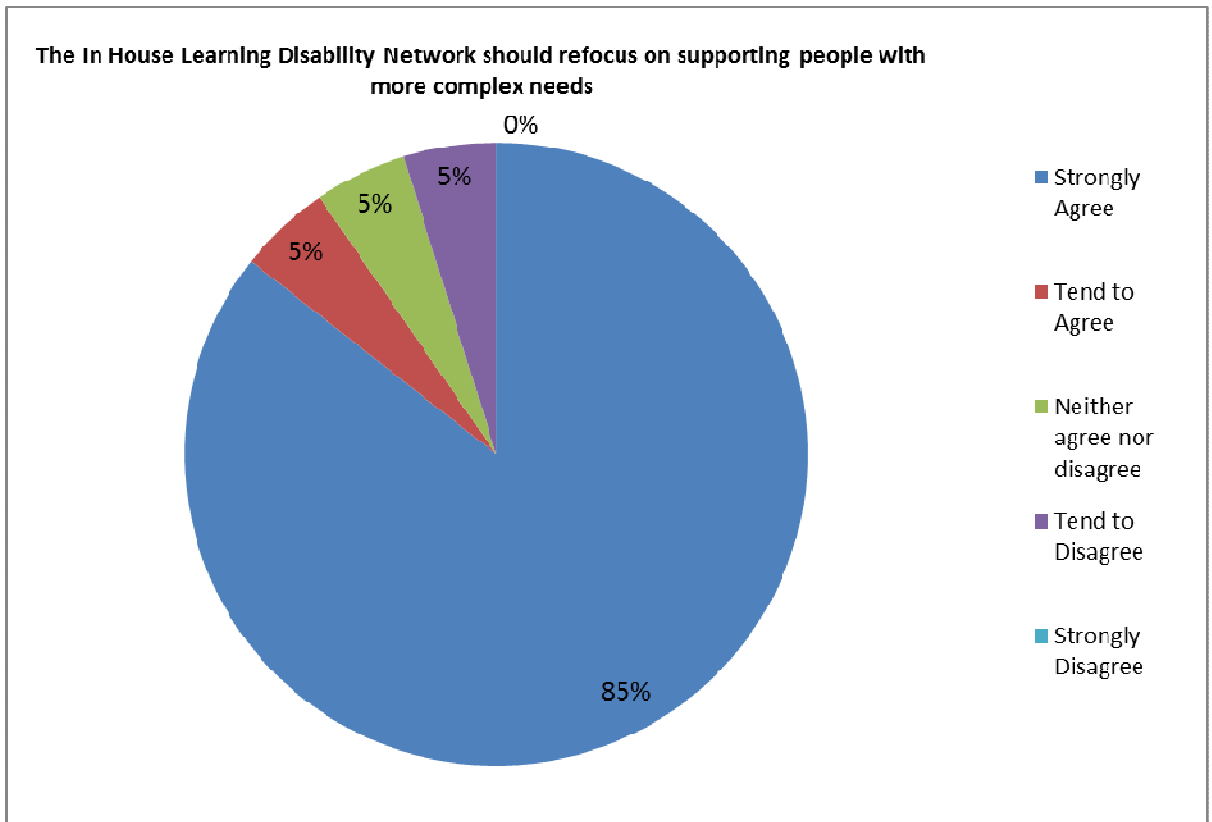
Response	Number	% of total Responses
Strongly Agree	15	71.4%
Tend to Agree	0	0.0%
Neither Agree nor Disagree	4	19.0%
Tend to Disagree	2	9.5%
Strongly Disagree	0	0.0%
<b>Total Responses</b>	<b>21</b>	<b>100.00%</b>
No Response	1	





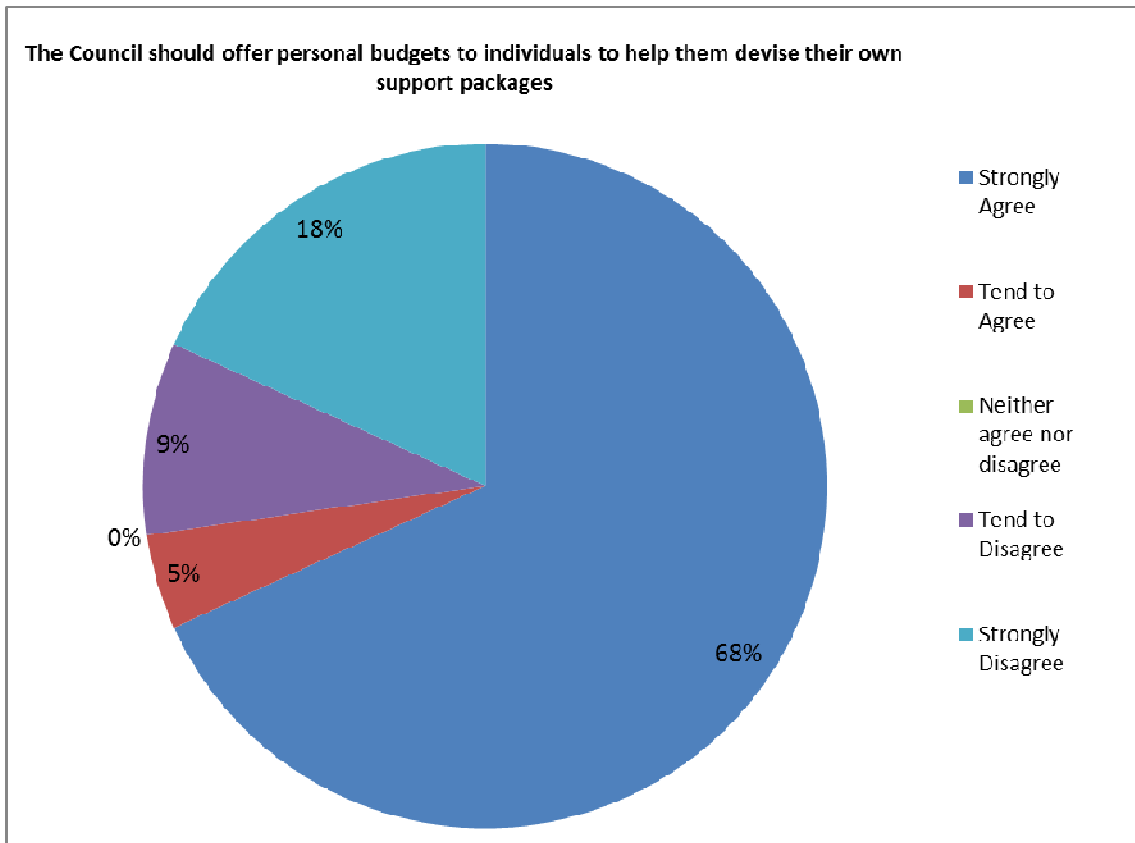
- The In House Learning Disability Network should refocus on supporting people with more complex needs

Response	Number	% of total Responses
Strongly Agree	18	85.7%
Tend to Agree	1	4.8%
Neither Agree nor Disagree	1	4.8%
Tend to Disagree	1	4.8%
Strongly Disagree	0	0.0%
<b>Total Responses</b>	<b>21</b>	<b>100.00%</b>
No Response	1	



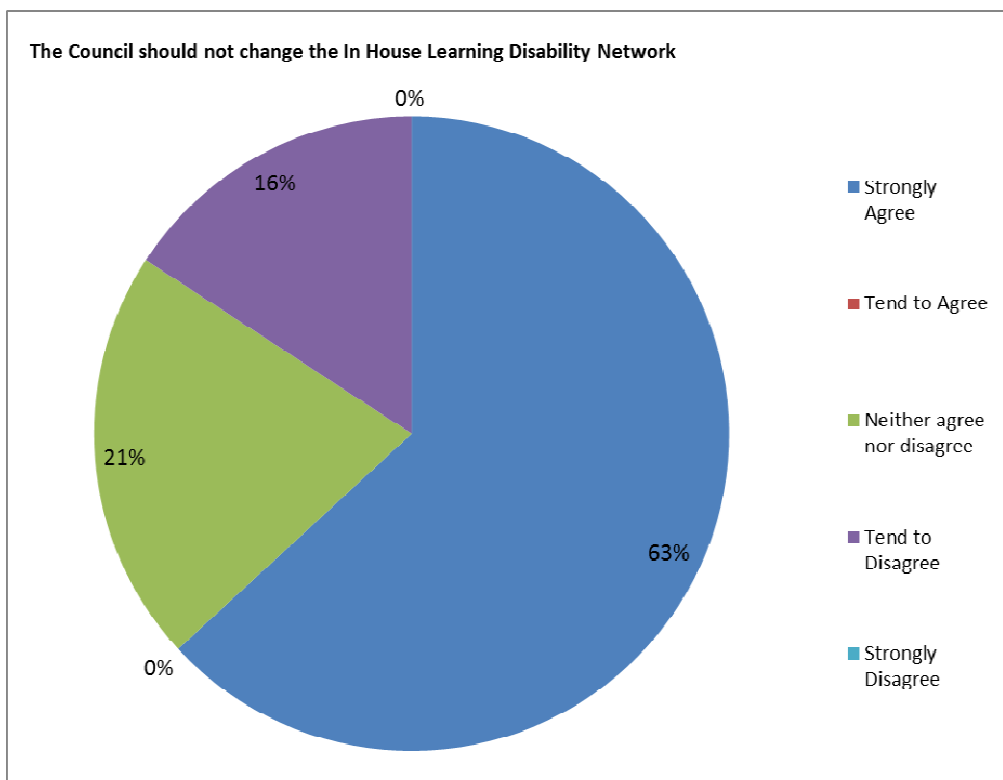
- The Council should offer Personal Budgets to individuals to help them devise their own support packages

Response	Number	% of total Responses
Strongly Agree	15	68.2%
Tend to Agree	1	4.5%
Neither Agree nor Disagree	0	0.0%
Tend to Disagree	2	9.1%
Strongly Disagree	4	18.2%
<b>Total Responses</b>	<b>22</b>	<b>100.00%</b>
No Response	0	



- The Council should not change the In House Learning Disability Network

Response	Number	% of total Responses
Strongly Agree	12	63.2%
Tend to Agree	0	0.0%
Neither Agree nor Disagree	4	21.1%
Tend to Disagree	3	15.8%
Strongly Disagree	0	0.0%
<b>Total Responses</b>	<b>19</b>	<b>100.00%</b>
No Response	3	



Consultations were undertaken with staff. Their feedback focused on future implications following the outcome of the consultation.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## **Brokers**

Trafford Council promoted brokers supporting a range of vulnerable adults as a mechanism for people to respond to the consultation. The brokers supported the following number of people:

- Age UK Trafford 1
- LMCP Carelink 3
- Genie Networks 0
- Trafford Carers Centre 42
- Trafford Centre for Independent Living 1
- Trafford LINK 3

The overwhelming majority of enquiries concerned charging and its impact on individuals. Other concerns included:

1. The overall impacts of the proposals
2. The impact on support within the home
3. Concern about the impact on carers including through changes to day support and respite provision.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## **Advocacy**

Meetings were held with the current providers of advocacy services in Trafford - Trafford Mental Health Advocacy Service, managed by VCAT, and Trafford Centre for Independent Living. The response from the providers centred on concern that any reduction in funding:

- Comes at a time when there is uncertainty about funding for advocacy from the NHS;
- Will, at the very least, lead to a reduction in staff hours, and may lead to redundancies;
- Comes at a time when demand is increasing due to changes including welfare reform and changes to services;
- Cannot be met solely through efficiencies within back office functions and service re-design, for example increasing self and group advocacy.
- Will impact on other services for example housing advice.

The providers would also like to see the savings absorbed into the information and advice review.

Trafford Centre for Independent Living also held an event for citizens of Trafford about the consultation. The view from those attending was that the saving should be made elsewhere and that additional support and finance should be provided for peer and citizen advocacy.

Trafford Centre for Independent Living also has close links with Future Visions, an organisation working with people with learning disabilities. Their concerns centres the support provided by the current advocate for people with learning disabilities with representation at meetings.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## **Broome House**

BlueSCI has previously expressed a desire to move to a locality based model of service provision and are happy to work with the Council to achieve this aim. Concerns about the proposals centre on the funding requirement for new premises and the availability of premises within Old Trafford, where the organisation would like to maintain a presence.

BlueSCI also received feedback from a number of people who are involved with the organisation. Many were positive about the move to new premises and the potential for the development of services. Concerns about the proposals included:

- Accessibility of the new venues, both in terms of access to the building and public transport;
- People who are involved with the service being kept up-to-date about the proposals;
- Loss of services during the move, including the impact on exams in May;
- That existing services could all be accommodated in a range of new buildings.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## **Public Health**

The response to the proposals in relation to Public Health has been positive. Partners have approved the approach to efficiencies through better commissioning and integration of systems, functions and resources. There have been no negative responses in relation to this proposal.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## **Information and Advice**

To date there has been a positive response from Programme Board members and service providers, evidenced by the level of participation and active engagement at the first collaborative Programme Board meeting. Following the first Programme Board meeting partner organisations have been keen to put forward people from within their organisations to be part of the collaborative review team.

The review team members are committed to engaging with service providers and citizens to capture a true reflection of the information and advice services currently offered and the opportunity to make recommendations for future provision.

Partner organisations have been particularly receptive to the co-produced approach and have welcomed the opportunity they have been given in shaping the future delivery model for information and advice provision for citizens within Trafford.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.



### **External Day Support**

Overall the response was positive from the African Caribbean Care Group and Indian Senior Citizens Centre. We are currently working with providers of these services to develop plans for future provision.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## **Support for Carers**

A meeting was held with the provider and discussions focussed on Personal Budgets including the assessment process, the value of the Personal Budget and the options for those carers choosing not to have a Personal Budget.

All comments and feedback have informed the risks identified against each proposal and the subsequent mitigating factors.

## 9. Recommendations Summary

### Proposal

### Recommendation

External Day Support Services:

To proceed with the implementation of the proposal.

Internal Day Support Services – Pathways and Princess Centre:

To proceed with the implementation of the proposal.

Advocacy:

To align the proposal to the Information and Advice Review.

Broome House:

To proceed with the implementation of the proposal.

Support for Carers:

To proceed with the implementation of the proposal.

Charing for Community Care Services:

To proceed with the implementation of the proposal.

Katherine Lowe Residential Care Home:

To proceed with the implementation of the proposal.

Support for People with a Learning Disability:

To proceed with the implementation of the proposal.

Community Meals Service:

To proceed with the implementation of the proposal.

Pre-Paid Cards:

To proceed with the implementation of the proposal.

Public Health:

To proceed with the implementation of the proposal

Supported Living – Adults with a Learning Disability:

To proceed with the implementation of the proposal.

Supporting People:

To proceed with the implementation of the proposal.

Information and Advice:

To proceed with the implementation of the proposal