

Public Document Pack



NOTICE OF MEETING

Meeting	Executive Member for Adult Social Care and Health Decision Day
Date and Time	Wednesday, 18th March, 2020 at 3.00 pm
Place	Mitchell Room - HCC
Enquiries to	members.services@hants.gov.uk

John Coughlan CBE
Chief Executive
The Castle, Winchester SO23 8UJ

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast live on the County Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Filming Protocol available on the County Council's website.

AGENDA

DEPUTATIONS

To receive any deputations notified under Standing Order 12.

KEY DECISIONS (NON-EXEMPT/NON-CONFIDENTIAL)

None.

NON KEY DECISIONS (NON-EXEMPT/NON-CONFIDENTIAL)

- 1. OUTCOME ON THE CONSULTATION ON PROPOSED CHANGES TO HAMPSHIRE COUNTY COUNCIL'S LEARNING DISABILITY RESPITE SERVICES** (Pages 3 - 116)

The purpose of this paper is to report to the Executive Member for Adult Social Care and Health the outcomes of the consultation on the future of Orchard Close respite service and Hampshire County Council's other three learning disability respite services and to make recommendations relating to the future of all four services.

2. DEMAND MANAGEMENT AND PREVENTION GRANTS OVER £5K
(Pages 117 - 126)

The purpose of this report is to seek approval for making grant awards to the voluntary and community organisations outlined in this report as part of the Demand Management and Prevention Programme.

KEY DECISIONS (EXEMPT/CONFIDENTIAL)

None.

NON KEY DECISIONS (EXEMPT/CONFIDENTIAL)

None.

ABOUT THIS AGENDA:

On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact members.services@hants.gov.uk for assistance.

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	18 March 2020
Title:	Outcome of the consultation and recommendations on proposed changes to Hampshire County Council's learning disability respite services
Report From:	Director of Adults' Health and Care

Contact name: Jessica Hutchinson

Tel: 01962 847966

Email: Jessica.hutchinson@hants.gov.uk

Purpose of this report

1. The purpose of this paper is to report to the Executive Member for Adult Social Care and Health the outcomes of the consultation on the future of Orchard Close respite service and Hampshire County Council's other three learning disability respite services and to make recommendations relating to the future of all four services

Recommendations

2. That the Executive Member for Adult Social Care and Health:
 - a) Agrees to the reduction in the number of respite beds offered at Orchard Close respite service from 13 to 10.
 - b) Agrees to the proposals to generate income from Hampshire County Council's other learning disability respite services by marketing a limited amount of spare bed capacity to increase their income from other public bodies as set out in this report.
 - c) Agrees that the changes to the four respite services as set out in this report should come into effect from 1 October 2020.

Executive summary

3. In autumn 2018, a public consultation was undertaken on the future of Orchard Close respite service for people with learning disabilities. This included proposals to close the respite service at Orchard Close, which were estimated to deliver savings of approximately £617,000.
4. Following this consultation, a recommendation was put forward to close the respite service at Orchard Close. However, at the meeting of the County Council's Health and Adult Social Care Select Committee on 11 February

2019, the Committee asked that the Executive Member for Adult Social Care and Health consider other options for the future of the respite service.

5. At the Decision Day on 29 March 2019, the Executive Member for Adult Social Care and Health asked that further work be undertaken on all possible wider options, and that further reports would be submitted not before autumn 2019. Two working groups were set up:
 - Members of the County Council's Health and Social Care Committee (HASC) considered options for the respite service at Orchard Close.
 - A working group was tasked with engaging with parents, carers, service users, staff, and other interested parties. It was chaired by an independent organisation (Healthwatch Hampshire). Independent representatives from Carers Together and Speakeasy Advocacy were also invited to attend.
6. One conclusion reached by the working groups was that they wanted Hampshire County Council to continue to run the respite service at Orchard Close. This was agreed by the Executive Member for Adult Social Care and Health on 3 December 2019.
7. The County Council is still required to make savings of £140million annually from the financial year 2019/20 to balance the budget, which translates to a net reduction in spend across service budgets of 19%. For the Adults' Health and Care department this equates to a reduction of £55.9million, in addition to the £84million that the department has had to save since 2013. The Department has planned for the learning disabilities service to contribute £11.4million.
8. As a result of these savings requirements, and following the engagement set out above, the proposals to reduce the number of beds at Orchard Close from 13 to 10 and to market capacity in the County Council's other three learning disability respite services were developed. Together it was estimated that these proposals would save an estimated £285,000, leaving an additional £332,000 to be found from services for people with learning disabilities.
9. On 3 December 2019, the Executive Member for Adult Social Care and Health approved opening an eight-week public consultation on these proposals.
10. A public consultation ran from 16 December 2019 until 9 February 2020 (see sections 18-21). A total of 212 responses were received, either online or via paper copies, as well as two letter and email responses. Three public consultation events were held allowing members of the public, particularly people using these services and their parents and/or carers to meet senior officers from the County Council's learning disability service. The key findings from the consultation are explored in sections 33-51 of this report, with the full consultation findings at Appendices D (i) and D (ii).
11. Speak Easy Advocacy ran three independent workshops as part of their usual advocacy sessions, without input from the County Council, and

submitted these findings to the County Council. A summary of these findings is included as part of the consultation findings.

Overview of Hampshire County Council learning disability respite services

12. Hampshire County Council currently runs four residential respite services and are for people who live at home with family carers and no one lives at the respite services permanently. Those that use these services have learning disabilities and can have additional needs; which can include autism, physical impairments (eg require hoisting / visual impairments) and other conditions. These respite services are Hindson House in Basingstoke, Jacob's Lodge near Totton, Newcroft in Locks Heath and Orchard Close on Hayling Island. For consistency this report will refer to the users of this services as having a learning disability whilst acknowledging those that use these services can have multiple needs as outlined (but their primary need is around their learning disability). The number of nights respite that an individual receives, is dependent upon an assessment of the eligible need of themselves and their carers for respite.
13. Orchard Close respite service is currently registered with the Care Quality Commission (CQC) to provide respite for up to 13 people at any one time. In 2018/19 a total of 134 people with learning disabilities received respite at Orchard Close.
14. The respite service operates from the Orchard Close building which is owned by a charity and the County Council is the sole trustee of the Charity. The Charity is a separate legal entity distinct from the respite service. Decisions in respect of the Charity are made in the best interest of the Charity
15. The other three respite services are purpose-built and are each registered with the CQC for 8 beds. Details of their occupancy levels can be found in section 30 of this report.
16. Additionally, the County Council runs a residential service called West Street (in Havant) which is an emergency short stay service. This service is registered with the CQC for 15 beds.
17. In addition to the County Council's own respite services, there is a range of other respite options available for people with learning disabilities in Hampshire. These include private sector building-based respite, the Shared Lives services or taking a direct payment which allows an individual to purchase their own respite, such as an accessible holiday.

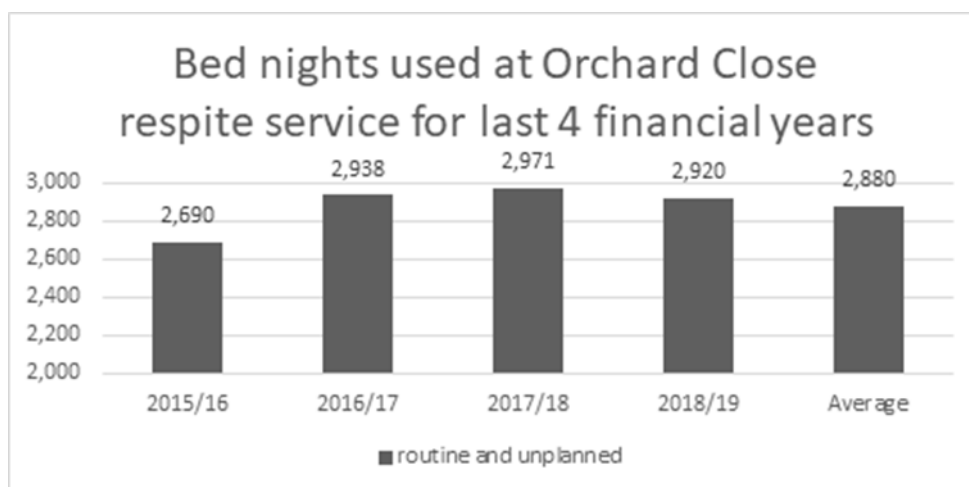
The consultation

18. The consultation sought the views of service users, parents, carers, other stakeholders and the wider general public on proposals to reduce the number of beds at Orchard Close respite service from 13 to 10 and to generate income through marketing spare capacity at the County Council's other learning disability respite services. The consultation started on 16 December 2019 and closed on 9 February 2020. Responses received until 11 February 2020 have been considered in this report.

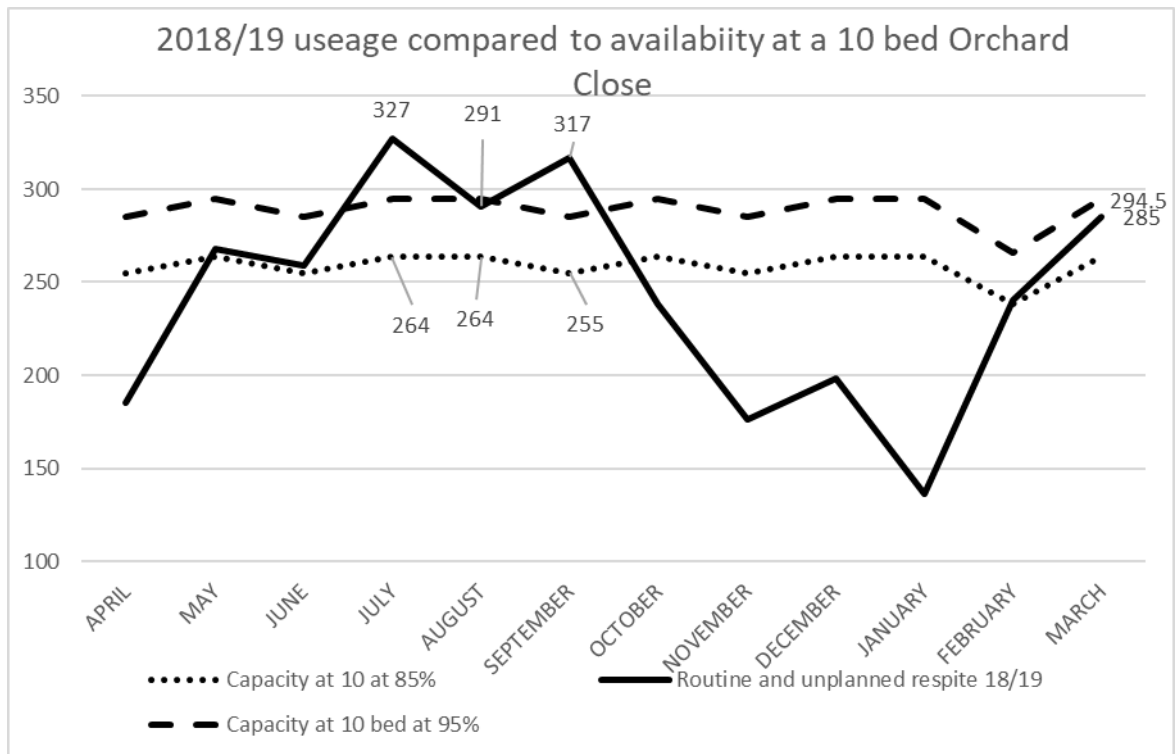
19. A wide range of stakeholders were informed about the consultation, including users of the respite services, their parents and/or carers, staff working in the services, local politicians, local engagement forums for people with learning difficulties as well as voluntary and community organisations and groups.
20. The consultation was published online on Hampshire County Council's website, *Hantsweb*, in both easy-read and standard formats. Easy-read paper copies of the consultation document along with an easy-read response form and a pre-paid return envelope were sent to the users of the four services. Parents and/or carers of the people who use the services were sent standard copies of the consultation document and response form along with a pre-paid return envelope. Feedback to the consultation was also accepted in the form of letters and emails.
21. Three consultation events were held during the consultation period, aimed at service users and their parents and/or carers, allowing them to meet with officers from the County Council's learning disability service to discuss the proposals. The events were held in Basingstoke, Fareham and Havant. An independent advocate was available at each event to support attendees to participate in, or respond to, the consultation if required.

Proposal to reduce the number of beds at Orchard Close

22. One of the proposals that has been consulted on is to reduce the number of beds that are registered with the CQC at Orchard Close from 13 to 10. This would enable a reduction in staffing blueprint, resulting in a saving of £159,000.
23. There are significant levels of under occupancy in Orchard Close during the year. The target occupancy for Orchard Close is 85%, which equates to 4,033 bed nights per year.
24. The chart below shows how many nights were used in each year since 2015/16. On average, between 2015/16 and 2018/19 there were 2,880 bed nights used each year leaving 1,153 bed nights available annually.



25. The chart below demonstrates that currently Orchard Close is busier in certain months than in others. At current usage patterns there are 4 months when Orchard close would not be able to meet anticipated demand if it was running at 85% capacity which are July, August, September and March. If Orchard Close became a 10-bed service, then there would be a need for fewer people to use it during these months and an increase in usage in other months.



26. To support equitable access, should the decision be made to reduce beds, changes to booking respite in busy months might be required. The consultation also sought opinions both on how usage could be reduced during these periods as well as how the service could be made more attractive to people during the less busy months.

Income generation in other Hampshire County Council respite services

27. The second proposal that has been consulted on, is to market spare capacity at the County Council's other three respite services for people with learning disabilities. The recommendation is to market 466 bed nights per year (approximately 25% of the spare capacity). This could attract an estimated income of approximately £126,000 per annum, based on a nightly fee per bed of £270 per night. This is intentionally cautious to have minimal impact on Hampshire respite users.
28. Initial exploratory enquiries with other local authorities and the NHS have shown there is potential interest in buying bed-based respite from Hampshire County Council for people with learning disabilities requiring higher levels of support needs. These people would have their needs best met at Hindson House, Jacob's Lodge and Newcroft.

29. Because of the structural nature of the building at Orchard Close, the respite service there can only support a limited number of people with higher levels of support needs. Therefore, the marketing of beds at Orchard Close was not proposed.
30. There is under occupancy at the County Council's other three respite services; Hindson House, Jacob's Lodge and Newcroft. The table below shows the level of capacity for 2017/18 and 2018/19 (assuming 85% occupancy);

Respite Home	2017-18 Actual Occupancy (bed nights)	2017-18 Spare bed nights available (85% occupancy)**	2018-19 Actual occupancy (bed nights)	2018-19 Spare bed nights available (85% occupancy)**
Croft House and Newcroft House	2,002	480	2,002*	480
Hindson House	1,631	851	1727	755
Jacobs Lodge	1,842	640	1,465	1,017
TOTAL	5,475	1,971	5,194	2,252

*Actual occupancy 2018/19 at Newcroft House was 1,403. However, the 2017/18 figures were used as the unit was closed for some months whilst being relocated

**85% is the lower end of the ideal capacity for these services which is between 85% and 90%.

31. Changes at West Street (the County Council's emergency respite unit in Havant) in 2019 mean that four additional bedrooms are now used for emergencies, taking total available emergency beds from 11 to 15. With fewer bed nights in the other services being used for emergencies, this has effectively further increased the capacity of beds for planned respite within these services.
32. In addition, demographic data on people with learning disabilities, collected by Adults' Health and Care, shows that the number of people in Hampshire who will require respite in the coming years is likely to remain static or slightly reduce. However, the various factors influencing demand for respite are complex and hard to predict precisely beyond the next few years. Should the

marketing of beds go ahead, Hampshire County Council would monitor and adjust the use of beds by other public bodies dependent upon this demand.

Key findings of the consultation

33. In response to the overall approach of continuing to run the respite service at Orchard Close and at the same time looking at ways of reducing the running costs of the service, a clear majority of respondents (83%) were in favour.
34. The reasons respondents gave for disagreeing with the County Council reducing running costs of the service were that the current service levels should remain, and that there should not be any changes or efficiencies. Some felt that the service is highly valued and respondents did not want anything to jeopardise this and there could be a negative impact on the level of service received, such as a lack of availability or a negative impact on service quality. Some respondents that agreed with the County Council reducing the running costs of the service agreed that efficiencies need to be made, but that only 'operational' costs should be reduced, and this should not affect the level of service received.
35. In terms of the proposal to reduce the number of beds at Orchard Close from 13 to 10; 41% of people were in agreement, with 34% disagreeing and 25% with either no view either way or didn't know. Some respondents were concerned about the increased pressure that this would put on Orchard Close whilst others mentioned that the number of beds at Orchard Close shouldn't change. The view that having a reduction in beds is preferable to a complete closure of the respite service at Orchard Close was also raised.
36. A number of concerns were raised when asked about the impact of potential reductions in availability at Orchard Close over the summer period. These included one week respite not being sufficient to allow a one week family break and forcing families to take breaks in term time. These are addressed in sections 48 and 54 of this report.
37. As part of the consultation, people were asked what they thought would allow people more equitable access to Orchard Close across the year. The two most popular options were to temporarily increase occupancy levels to above 85% during the summer months and to allow groups of service users to book together, where possible, so that friends can take respite at the same time in the quieter months. Full responses can be found in Appendices D (i) and D (ii).
38. People were also asked what would make staying at Orchard Close more attractive to people outside of the main summer period. People were presented with a range of options as well as the ability to make other suggestions. The most popular choices were cooking classes, home cinema, arts and crafts, trips to exercise activities such as swimming and music and singing sessions. Respondents were also given the opportunity to suggest other ways that Orchard Close could be made more appealing outside of the peak summer period. The most common suggestions included Bowling and trips to activities such as the theatre and the cinema. Full responses can be found in Appendices D (i) and D (ii).

39. In response to the proposal to market spare capacity at the County Council's other 3 respite services, 55% of respondents were in agreement; 22% disagreed and 23% either with no view either way or didn't know. The table below shows the responses for the users of each of the services, their carers or family members. It should be noted that only users of Jacob's Lodge, their families and carers, showed higher levels of disagreement than agreement to this proposal.

Service	Strongly Disagree / Disagree	No View Either Way	Agree / Strongly Agree	Don't Know
	%			
Hindson House	32	18	41	9
Jacob's Lodge	54	21	25	0
Newcroft	43	11	46	0
Orchard Close	12	11	67	11

40. Respondents mentioned that priority should be given to Hampshire County Council service users; some were concerned about capacity issues and whether there is sufficient capacity to market. (see section 51).
41. Concerns were raised in relation to both proposals about the impact they may have on the availability of short-notice / emergency booking of respite. As set out in section 31 of this report, the County Council operates a residential service in Havant, called West Street, which offers emergency respite. This has recently been expanded from a 11 bed to a 15 bed service, alleviating much of the emergency respite pressure from the other 4 services.
42. When asked if they had alternative suggestions about how the County Council could make additional savings, people suggested that the County Council should also market spare capacity at Orchard Close. It was also suggested that the County Council should look for operational efficiencies elsewhere, including reducing staff salaries, reducing the costs of consultations or that savings should be made from other departments in place of these proposals. A number of individuals also suggested that no budget cuts be made to the service.
43. It was also suggested that charges could be introduced at Orchard Close or that the County Council should charge people for respite care. Under the Care Act 2014 a local authority has the power to charge for the majority of care services. However, where a local authority has decided to charge, which Hampshire County Council has, then the amount paid by each individual is determined by a financial assessment in line with legislation.
44. When asked what impact the proposals could have on them generally, respondents mentioned that there could be an impact on parents and carers specifically that parents and carers may not be able to cope as a result of the

proposals and that the changes could impact on their mental health. Others mentioned that there could be an impact on the service user as a result of the proposals such as having less time with their friends, and that staying at another respite service could be stressful. Full details of all suggestions can be found in Appendices D (i) and D (ii).

Common concerns raised during the consultation

45. There were a number of common concerns which have emerged during the course of the consultation. This section examines the key concerns and the County Council's response to them.
46. *The future of Orchard Close beyond the current Transformation to 2021 plans*
At the Executive Member Decision day meeting on 3 December 2019, the decision was made that there would be no further plans to close the respite service at Orchard Close as part of the current round of savings plans (Transformation to 2021). During the consultation concerns about the future of the service beyond that date (March 2022) have been raised. The County Council continually re-assesses the services that it provides and commissions to ensure that they are fit for purpose and are able to meet current and future demand, therefore no assurances about the future of the respite service can be given beyond that date.
47. *The ability of the respite service at Orchard Close to accommodate current respite users with 10 beds*
The proposal to reduce the number of beds at Orchard Close from 13 to 10 is designed to ensure that the service can continue to accommodate all of the people who currently use the service at their current levels of usage (see sections 22-26). As set out in sections 54 and 55 of this paper, it may mean that less respite could be booked during busier periods, particularly July to September with a corresponding increase in usage in other months. In order to facilitate this, changes to how respite is taken may be required. Such changes would be likely to include limiting the number of nights respite that can be booked during these busier periods.
48. *Constraints on summer usage and the impacts this would have on families, particularly those with school age children; especially the ability to book 9 nights to allow parents to take a 7-night break*
There could be impacts upon individuals, in terms of the number of nights respite that they could take during this period, however the respite services would continue to assess requests for respite and match them against availability to ensure that access would be as fair and equitable as possible. Although this may require discussions with some individuals about the timings of some stays, the aim would be to continue to maintain a personalised approach.
49. *Losing expertise amongst the staff at Orchard Close*
Although the staffing reductions that would be required to deliver the savings at Orchard Close equate to approximately five full time equivalent posts, the vacancies that currently exist at Orchard Close would mean that it would be likely that only two of the current members of staff working in the service

would be significantly impacted. One would see a reduction in their current hours at Orchard Close and the other would be redeployed to fill a vacancy in another HCC Care service.

50. *The suitability of people, who are not Hampshire County Council service users, who may use Hindson House, Jacob's Lodge and Newcroft, under the proposals to market available capacity in these services*

The same rules and practices around compatibility and suitability apply that currently apply for Hampshire County Council service users in these services would apply to anyone who is placed there by another local authority or by the NHS.

51. *The impacts on current capacity and future capacity at Hindson House, Jacob's Lodge and Newcroft and current Hampshire users having priority in terms of access to these services*

The County Council is being intentionally cautious in terms of the number of bed nights it is proposing to market (25% of the annually available / unused capacity or 466 bed nights per year) in order to have minimal impact on Hampshire respite users. Additionally, there will be ongoing monitoring of the situation to ensure that there is sufficient capacity to meet the respite needs of Hampshire residents. The proposal is based upon not having any unintended impact upon Hampshire residents who need the support of these services.

52. A full copy of the consultation findings is detailed at Appendices D (i) and D (ii).

Implications of the recommendations for people who use the respite service at Orchard Close

53. If the recommendation to reduce the number of beds from 13 to 10 at Orchard Close is agreed, then the change would not happen until 1 October 2020.
54. If this recommendation is taken forward, then service users at Orchard Close would be expected to use their allocation for respite proportionately across the year to give everyone access to the service in the summer months, should they wish to. For instance, if someone has three weeks of allocated respite per year, and they currently use all of their respite in the summer months, in future, they may need to spread their allocation more evenly throughout the year. If there were any remaining capacity over the summer then this could be booked closer to the time.
55. The booking of weekends in isolation may also need to be reduced. Some people, for example, prefer to use their respite allocation mainly at weekends. A consequence of this could be that the service is unable to fill that room for the remainder of the week. To avoid this, service users may not be able to book respite solely for a weekend during the peak periods.
56. Through the respite booking system, the County Council would aim to work with individuals to ensure resources could best be matched with demand, whilst maintaining a personalised approach.

57. There are alternative services for people should they wish to access respite at a time when there may not be availability at Orchard Close. These alternatives include the County Council's other in-house respite services at Hindson House, Jacob's Lodge and Newcroft (all of which offer 8 beds), as well as the County Council's Shared Lives service, whereby individuals or families offer long-term accommodation or short-term stays (respite) in their own homes. This takes into account the potential reduction in capacity at the respite services, should the recommendation be agreed to market spare bed capacity in the respite services.
58. Further opportunities for respite would also be available for individuals who wish to take a direct payment to purchase their own respite, in the form of accessible holidays or bed-based respite from independent providers.
59. Reducing the bed numbers at Orchard Close from 13 to 10 would not affect the overall amount of respite received by any individual.

Implications of the recommendations for people who use Jacob's Lodge, Hindson House and Newcroft respite services

60. If the recommendation to market spare capacity at Hindson House Jacob's Lodge and Newcroft respite services is agreed, then this would not happen until October 2020.
61. It is expected that there should be no difference in the level of service available to existing service users, as the recommendation is to market only approximately 25% of the spare capacity in total across all of these services.
62. Forecasts show that demand from Hampshire's service users is anticipated to remain static or reduce slightly over the coming years. Therefore, the offer to other local authorities and the NHS could be maintained. Hampshire County Council would monitor and adjust the use of beds by other public bodies dependent upon the demand from Hampshire service users.
63. Concerns were raised during the consultation regarding the suitability of people who the NHS or other local authorities may place in the Hampshire services. The same rules and practices around compatibility that currently apply to Hampshire service users in the three services would be applied to service users placed by other organisations.
64. Marketing spare bed capacity at these three respite services would not affect the overall amount of respite received by any individual.

Staffing implications

65. These recommendations only impact staff at the respite service at Orchard Close. There are currently 16 members of staff working at Orchard Close (this equates to 12.2 full-time members of staff, referred to as FTEs).
66. A staff consultation was carried out alongside the formal public consultation. This consisted of 3 staff briefings at Orchard Close with senior managers from the HCC Care (internal care provision) service as well as a

representative from the County Council's human resources department. Drop-in sessions were also held over a two day period which allowed members of the staff team at Orchard Close to discuss any concerns or issues they may have had on an individual basis with either a senior manager or someone from human resources.

67. Should the recommendation to reduce the number of beds at Orchard Close be accepted by the Executive Member for Adult Social Care and Health, there would be a small reduction in the staff blueprint at Orchard Close.
68. Changing the respite service at Orchard Close from a 13 to a 10 bed service would require a 3.1 FTE reduction in Residential Service Officers, 2 FTE reduction in Senior Residential Service Officers, 0.3 FTE in Domestic Assistant staff and 0.2 FTE in Administration staff.
69. Should the decision be made to reduce the bed numbers to 10, the impact to staff in post would be mitigated because several of the posts are vacant. The impact to the staff currently in post would mean a reduction of hours for one member of staff and the need to redeploy another member of staff to a vacancy elsewhere in the service.

Financial implications

70. The original proposals to close the respite service at Orchard Close were designed to generate savings of £617,000. The continuation of a Hampshire County Council service at Orchard Close, would therefore result in a shortfall of savings against this original amount.
71. If the Executive Member for Adult Social Care and Health accepts the recommendations set out in this report it is estimated that they would make a total recurring annual saving of £285,000 leaving a shortfall against the original savings target of £332,000 which would need to be met from elsewhere in the department's learning disabilities budget.
72. The proposed reduction from 13 to 10 beds would enable a reduction in staffing blueprint, as outlined in sections 67 and 68, saving approximately £159,000 as a result of staff moving to existing vacancies within other existing Hampshire County Council services.
73. The proposal to market capacity in Hindson House, Jacob's Lodge and Newcroft respite services could generate income estimated at approximately £126,000 per annum. This is based on marketing 466 bed nights per year at a rate of £270 per night.

Legal implications

74. Local authorities have a duty under the Equality Act 2010 section 149 to have due regard to the need to: eliminate discrimination, harassment and victimisation; to advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it; and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Equalities Impact Assessment (EIA): service users and carers

75. A separate Equalities Impact Assessment has been done for each individual proposal for service users and carers. These can be found at Appendices A and C.
76. The EIAs for both proposals indicate that they will impact on people with disabilities. This is because all four respite services are for people primarily with a learning disability, although some may also have other conditions such as a physical disability or autism.
77. The proposal relating to Orchard Close could mean that the distribution of respite for individuals may need to change to ensure that everyone could access the service during the more popular summer period and the booking of weekends in isolation may need to be reduced.
78. The recommendation to market spare capacity at Hindson House, Jacob's Lodge and Newcroft respite services only equates to approximately 25% of the total available capacity. This low estimation of potential bed nights would minimise the impact to Hampshire residents and their carers.
79. The potential implementation date of 1 October 2020 would also allow for robust planning and transition to further mitigate any potential issues.

Equalities Impact Assessment: staff

80. A separate staff Equalities Impact Assessment has been carried out focussing on the staff who currently work at Orchard Close respite service. The full EIA can be found at Appendix B.
81. The key impacts would be around gender (medium) and age (medium). It was been identified that 14 of the 16 members of staff who work at Orchard Close are women, however there is a clear gender bias towards women being employed in such services across Adults' Health and Care. An age profile analysis of the staff working in Orchard Close has been undertaken. The profile revealed that over 50% of the staff are aged 55 or above.
82. If the decision is taken to reduce the beds at Orchard Close, there would be time to transition to alternative employment for anyone affected. Although there would a reduction in full time positions of five posts, because of current vacancies in the service it is likely that only between 1 and 2 people are likely to be affected.

Conclusions

83. The feedback on the consultation on the future of the learning disability respite services revealed that 41% of people were in agreement with the proposals to reduce the number of beds at Orchard Close whilst 34% disagreed. With regards to the proposals to market spare capacity in the

other three learning disability services, 55% of people were in agreement with the proposals whilst 22% disagreed.

84. The recommendations contained within this report would enable the County Council to continue to run a respite service at Orchard Close, whilst still achieving estimated savings of £285,000. However, they still leave a £332,000 shortfall against the original savings target of £617,000.
85. Should the decision be made to reduce the number of beds at Orchard Close, then the suggestions to ease pressures on the service during the summer period and to make the service more attractive outside of this period, would be taken into consideration.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	No
People in Hampshire live safe, healthy and independent lives:	Yes
People in Hampshire enjoy a rich and diverse environment:	Yes
People in Hampshire enjoy being part of strong, inclusive communities:	Yes

Other Significant Links

Links to previous Member decisions:	
<u>Title</u> Findings from the Consultation and recommendations on respite services at Orchard Close, Hayling Island Recommendation to reconsider the decision of 27 February 2019 The Future of Orchard Close Respite Service - consideration of all wider options	<u>Date</u> 27 February 2019 29 March 2019 3 December 2019
Direct links to specific legislation or Government Directives	
<u>Title</u> Care Act	<u>Date</u> 2018

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

Please see Appendices A-C

Appendix A:

Proposal to reduce the number of beds at Orchard Close from 13 to 10

Equalities Impact Assessment (service users and carers)

Name of accountable officer: Stuart Outterside

Name of Assistant Director: Jess Hutchinson

Department: AH&C

Is this a detailed or overview EIA: Detailed Overview

Description of Service/Policy:

Orchard Close respite service is a residential respite service on Hayling Island, for adults with learning disabilities. The service is run by Hampshire County Council. It is registered with Care Quality Commission to provide respite for up to 13 service users at any one time. At Orchard Close, in 2018/19 134 people with learning disabilities received a range of respite nights a year according to assessment of eligible need for them and their carers.

Geographical impact

All Hampshire

Describe the proposed change

It is being recommended that the number of beds registered with CQC at Orchard Close be reduced from 13 to 10.

A reduction in bed numbers at Orchard Close from 13 to 10 would mean that the distribution of respite for individuals may need to change for some people to ensure everyone could have some access to the service during the more popular summer period.

Who does this impact assessment cover?

Service users and carers HCC staff

Has engagement or consultation been carried out?

Yes No Planned

Describe the consultation or engagement you have performed or are intending to perform

A public consultation ran from 16 December 2019 until 9 February 2020. The consultation sought the views of service users, parents, carers, other stakeholders and the wider general public on proposals to reduce the number of beds at Orchard Close respite service from 13 to 10 as well as a proposal to generate income through marketing spare capacity at the County Council's other learning disability respite services.

A wide range of stakeholders were informed about the consultation, including users of the respite services, their parents and/or carers, staff working in the services, local politicians, local engagement forums for people with learning difficulties as well as voluntary and community organisations and groups.

The consultation was published online on Hampshire County Council's website, *Hantsweb*, in both easy-read and standard formats. Easy-read paper copies of the consultation document along with an easy-read response form and a pre-paid return envelope were sent to the users of the four services. Parents and/or carers of the people who use the services were sent standard copies of the consultation document and response form along with a pre-paid return envelope. Feedback to the consultation was also accepted in the form of letters and emails.

Three consultation events were held during the consultation period, aimed at service users and their parents and/or carers, allowing them to meet with officers from the County Council's learning disability service to discuss the proposals. The events were held in Basingstoke, Fareham and Havant. An independent advocate was available at each event to support attendees to participate in, or respond to, the consultation if required.

Consideration of Impacts - Statutory Considerations:

Age Impact Assessment:

Positive Neutral Low Medium High

Disability Impact Assessment:

Positive Neutral Low Medium High

Impact: Respite provision at Orchard Close is primarily for people with a learning disability, although some may also have other disabilities such as autism or a physical disability. These proposals could mean that the distribution of respite for individuals may need to change to ensure that everyone could access the service during the more popular summer period. It is also likely that the booking of weekends in isolation may have to be reduced.

Mitigation: During the course of the consultation the views of individuals on the proposals were sought; these are detailed in the full consultation findings and summarised in the Executive Member report.

Through the respite booking system, the County Council would aim to work with individuals to ensure resources could best be matched with demand, whilst maintaining a personalised approach.

As part of the consultation, people were asked what they thought would allow people fairer access to Orchard Close across the year. The feedback from this which can be found in the full consultation findings, would be taken into account when looking at how the approach to booking respite could help deliver a fair and equitable approach to allocation of respite over the summer period.

People were also asked what would make staying at Orchard Close more attractive to people outside of the main summer period. This feedback, also available in full as part of the full consultation findings, would be taken into account when looking at the range of activities offered at Orchard Close.

The potential implementation date of 1 October 2020 would also allow for proper planning and transition further mitigating risks

Sexual Orientation Impact Assessment:

Positive Neutral Low Medium High

Race Impact Assessment:

Positive Neutral Low Medium High

Religion or belief Impact Assessment:

Positive Neutral Low Medium High

Gender reassignment Impact Assessment:

Positive Neutral Low Medium High

Gender Impact Assessment:

Positive Neutral Low Medium High

Marriage or Civil Partnership Impact Assessment:

Positive Neutral Low Medium High

Pregnancy and maternity Impact Assessment:

Positive Neutral Low Medium High

Other policy considerations

Poverty Impact Assessment:

Positive Neutral Low Medium High

Rurality Impact Assessment:

Positive Neutral Low Medium High

Additional information

Reducing the bed numbers at Orchard Close from 13 to 10 would not affect the overall amount of respite received by any individual.

Appendix B:

Proposal to reduce the number of beds at Orchard Close from 13 to 10

Equalities Impact Assessment (staff)

Name of accountable officer: Stuart Outterside

Name of Assistant Director: Jess Hutchinson

Department: AH&C

Is this a detailed or overview EIA: Detailed Overview

Description of Service/Policy:

Orchard Close respite service is a residential respite service on Hayling Island, for adults with learning disabilities. The service is run by Hampshire County Council. It is registered with Care Quality Commission to provide respite for up to 13 service users at any one time. There are currently 16 members of staff working at Orchard Close (this equates to 12.2 full-time members of staff, referred to as FTEs).

Geographical impact:

All Hampshire

Describe the proposed change

It is being recommended that the number of beds registered with CQC at Orchard Close be reduced from 13 to 10.

Changing the respite service at Orchard Close from a 13 to a 10 bed service would require a 3.1 FTE reduction in Residential Service Officers, 2 FTE reduction in Senior Residential Service Officers, 0.3 FTE in Domestic Assistant staff and 0.2 FTE in Administration staff.

Should the decision be made to reduce the bed numbers to 10, then it is envisaged that alternative employment would be found in other *HCC Care* services in neighbouring areas. Exploratory discussions about this have already started to take place during the consultation period.

Who does this impact assessment cover?

Service users HCC staff

Has engagement or consultation been carried out?

Yes No Planned

Describe the consultation or engagement you have performed or are intending to perform.

A staff consultation was carried out alongside the formal public consultation. This consisted of 3 staff briefings at Orchard Close with senior managers from the HCC Care (internal care provision) service as well as a representative from the County Council's human resources department. Drop-in sessions were also held over a two day period which allowed members of the staff team at Orchard Close to discuss any concerns or issues they may have had on an individual basis with either a senior manager or someone from human resources.

Consideration of Impacts - Statutory Considerations:

Age Impact Assessment:

Positive Neutral Low Medium High

Impact: over 50% of the staff at Orchard Close are aged 55 or above

Mitigation: It has been identified that over 50% of the staff at Orchard Close are aged 55 or above.

Although the staffing reductions that would be required to deliver the savings at Orchard Close equate to approximately five full time equivalent posts, the vacancies that currently exist at Orchard Close would mean that it would be likely that two of the current members of staff working in the service would be significantly impacted.

Should the decision be made to reduce the bed numbers to 10, the impact to staff in post would be mitigated because several of the posts are vacant. The impact to the staff currently in post would mean a reduction of hours for one member of staff and the need to redeploy another member of staff to a vacancy elsewhere in the service

All staff have had the opportunity to fully participate in both the staff and public consultations. Work is underway with each individual to agree the solution that would suit them best, should the decision be made to reduce the number of beds in the service. All remaining staff will have permanent contracts and in consultation with them we will need to agree how we cover the service demands in the usual way.

The potential implementation date of 1 October 2020 would also allow for proper planning and transition for the individuals impacted.

Disability Impact Assessment:

Positive Neutral Low Medium High

Sexual Orientation Impact Assessment:

Positive Neutral Low Medium High

Race Impact Assessment:

Positive Neutral Low Medium High

Religion or belief Impact Assessment:

Positive Neutral Low Medium High

Gender reassignment Impact Assessment:

Positive Neutral Low Medium High

Gender Impact Assessment:

Positive Neutral Low Medium High

Impact: 14 of the 16 members of staff who work at Orchard Close are women

Mitigation: It has been identified that 14 of the 16 members of the staff who work at Orchard Close are women.

Although the staffing reductions that would be required to deliver the savings at Orchard Close equate to approximately five full time equivalent posts, the vacancies that currently exist at Orchard Close would mean that it would be likely that two of the current members of staff working in the service would be significantly impacted.

Should the decision be made to reduce the bed numbers to 10, the impact to staff in post would be mitigated because several of the posts are vacant. The impact to the staff currently in post would mean a reduction of hours for one member of staff and the need to redeploy another member of staff to a vacancy elsewhere in the service

All staff have had the opportunity to fully participate in both the staff and public consultations. Work is underway with each individual to agree the solution that would suit them best, should the decision be made to reduce the number of beds in the service. All remaining staff will have permanent contracts and in

consultation with them we will need to agree how we cover the service demands in the usual way.

The potential implementation date of 1 October 2020 would also allow for proper planning and transition for the individuals impacted.

Marriage or Civil Partnership Impact Assessment:

Positive Neutral Low Medium High

Pregnancy and maternity Impact Assessment:

Positive Neutral Low Medium High

Other policy considerations

Poverty Impact Assessment:

Positive Neutral Low Medium High

Rurality Impact Assessment:

Positive Neutral Low Medium High

Appendix C:

Proposal to market capacity at Hindson House, Jacob's Lodge and Newcroft respite services

Equalities Impact Assessment (service users and carers)

Name of accountable officer: Stuart Outterside

Name of Assistant Director: Jess Hutchinson

Department : AH&C

Is this a detailed or overview EIA: Detailed Overview

Description of Service/Policy:

Hindson House, Jacob's Lodge and Newcroft are respite services for people with learning disabilities run by Hampshire County Council and each are registered with Care Quality Commission to provide respite for up to 8 service users at any one time. Between these three services, in 2018/19 they provided respite for 184 service users with learning disabilities each of whom received a range of respite nights a year according to assessment of eligible need for them and their carers. There is currently under-occupancy at all 3 units.

Geographical impact

All Hampshire

Describe the proposed change

To market spare capacity at Hindson House, Jacob's Lodge and Newcroft respite services for people with learning disabilities. The recommendation is to market 466 bed nights per year or approximately 25% of the spare capacity.

Who does this impact assessment cover?

Service users and carers HCC staff

Has engagement or consultation been carried out?

Yes No Planned

Describe the consultation or engagement you have performed or are intending to perform.

A public consultation ran from 16 December 2019 until 9 February 2020. The consultation sought the views of service users, parents, carers, other stakeholders and the wider general public on proposals to generate income through marketing spare capacity at Hindson House, Jacob's Lodge and Newcroft learning disability respite services as well as a proposal to reduce the number of beds at Orchard Close respite service from 13 to 10.

A wide range of stakeholders were informed about the consultation, including users of the respite services, their parents and/or carers, staff working in the services, local politicians, local engagement forums for people with learning disabilities as well as voluntary and community organisations and groups.

The consultation was published online on Hampshire County Council's website, *Hantsweb*, in both easy-read and standard formats. Easy-read paper copies of the consultation document along with an easy-read response form and a pre-paid return envelope were sent to the users of the four services. Parents and/or carers of the people who use the services were sent standard copies of the consultation document and response form along with a pre-paid return envelope. Feedback to the consultation was also accepted in the form of letters and emails.

Three consultation events were held during the consultation period, aimed at service users and their parents and/or carers, allowing them to meet with officers from the County Council's learning disability service to discuss the proposals. The events were held in Basingstoke, Fareham and Havant. An independent advocate was available at each event to support attendees to participate in, or respond to, the consultation if required.

Consideration of Impacts - Statutory Considerations:

Age Impact Assessment:

Positive Neutral Low Medium High

Disability Impact Assessment:

Positive Neutral Low Medium High

Impact: Because Hindson House, Jacobs Lodge and Newcroft are respite services for people primarily with a learning disability, acknowledging some may also have other conditions such as a physical disability or autism, these proposals would impact upon people with a disability.

Mitigation: The recommendation to consult on marketing 466 bed nights out of the current spare capacity equates to approximately 25% of the total available capacity. This low estimation of potential bed nights would minimise the impact to Hampshire residents and their carers. Should the marketing of beds go ahead, Hampshire County Council would monitor and adjust the use of beds by other

public bodies dependent upon demand from Hampshire County Council service users.

The potential implementation date of 1 October 2020 would also allow for proper planning and transition further mitigating risks

Sexual Orientation Impact Assessment:

Positive Neutral Low Medium High

Race Impact Assessment:

Positive Neutral Low Medium High

Religion or belief Impact Assessment:

Positive Neutral Low Medium High

Gender reassignment Impact Assessment:

Positive Neutral Low Medium High

Gender Impact Assessment:

Positive Neutral Low Medium High

Marriage or Civil Partnership Impact Assessment:

Positive Neutral Low Medium High

Pregnancy and maternity Impact Assessment:

Positive Neutral Low Medium High

Other policy considerations

Poverty Impact Assessment:

Positive Neutral Low Medium High

Rurality Impact Assessment:

Positive Neutral Low Medium High

Additional information

Marketing spare bed capacity at these three respite services would not affect the overall amount of respite received by any individual.

Consultation on:

- **proposed changes to the respite service at Orchard Close, Hayling Island, and**
- **generating income through marketing spare capacity at other County Council respite services**

16 December 2019 – 09 February 2020

Findings Report

February 2020

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1. Introduction

In 2019, following public consultation, Hampshire County Council decided to investigate ways to keep the respite service at Orchard Close open, whilst looking to reduce the running costs of the service. Following a further phase of engagement, the County Council ran a second public consultation between 16 December 2019 and 09 February 2020 which sought residents' and stakeholders' views on proposals to:

- reduce the number of registered beds at the respite service at Orchard Close on Hayling Island from 13 to 10, and
- generate income by marketing spare capacity within the County Council's other learning disability respite services.

The County Council also asked respondents about options to maintain a fair process for allocating spaces at Orchard Close if there were to be fewer beds available, and how the Orchard Close respite service could be made more attractive to service users in the quieter months outside the summer period.

Views were also sought on the potential impacts of the proposed changes, as well as providing further comments and suggestions for alternative options.

Respondents were invited to read an Information Pack on the proposals before completing a Response Form, that could be submitted online or by paper. 212 respondents completed the Response Form.

In addition, two respondents submitted responses via email and letter, and Speakeasy Advocacy provided feedback from engagement with adults with learning disabilities and physical disabilities at three of its regular sessions.

The County Council would like to thank all those who took part in this consultation.

Feedback received through this consultation will be considered alongside wider evidence to inform the County Council's decision on the proposed changes to the respite service. This decision will be taken by the Executive Member for Adult Social Care and Health later in 2020.

2. Executive Summary

83% of respondents agreed with the County Council's proposal to run the respite service at Orchard Close whilst looking at ways to reduce the running costs of the service (17% disagreed). This level of agreement was consistent amongst current or previous respite service users (79% agreed), carers or family members of service users (84%), and service users of Orchard Close, their families, and carers (86%).

Overall, 41% of respondents agreed with the proposal to reduce the number of respite beds at Orchard Close from 13 to 10, compared with 34% who disagreed. Of respondents with a service user connection to Orchard Close (service users, previous service users, their families and carers), 38% agreed with the proposal compared with 30% who disagreed.

The most popular option for making access to respite at Orchard Close fairer in the busiest summer months, with the support of over six in ten respondents, was implementing a temporary increase in occupancy levels during this period. In addition, more than half of respondents agreed with the idea of allowing groups of service users to book time at the respite service at Orchard Close together in quieter months.

When asked about how to make the respite service at Orchard Close more attractive during less busy periods, respondents with a service user connection to Orchard Close (service users, previous service users, their families and carers) were most likely to agree with cooking classes (80%), the introduction of a home cinema with a selection of films (76%), and shopping trips (67%).

Overall there was majority agreement (55%) with the proposal to market spare capacity at Hindson House, Jacob's Lodge, and Newcroft respite services to other local authorities and the NHS, with just over one in five (22%) disagreeing with the proposal. However, there was overall disagreement to this proposal from respondents with a service user connection to Jacob's Lodge (service users, previous service users, their families and carers), where 25% agreed compared with 54% who disagreed.

When asked to expand on their answers, users of Hindson House, Jacob's Lodge, and Newcroft respite services most frequently referred to the need to prioritise availability to Hampshire's existing respite service users, concerns about impacts on capacity at these services, and safety concerns for service users.

The impacts of the proposed changes most frequently related to parents and carers, service users, and their family lives.

When asked to provide further comments or alternative suggestions for savings, comments most frequently related to making savings to operational budgets, other opportunities to sell excess service capacity, and making savings in other services.

3. Note on appendices

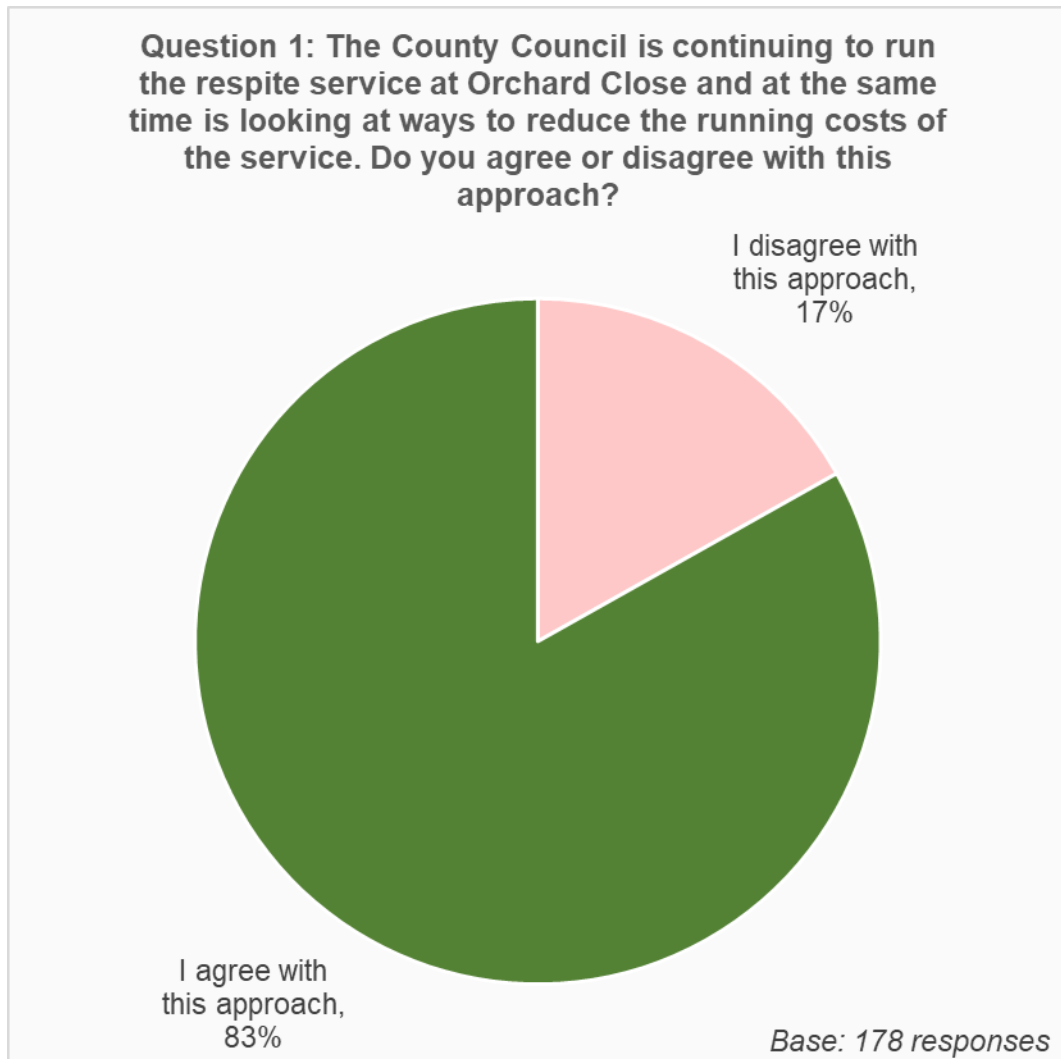
This report is supported by the *Findings Report Appendices* document, which includes the following:

- Appendix 1: Consultation context and methodology
- Appendix 2: Consultation Response Form (non-easy read version)
- Appendix 3: Organisations and groups that responded to the consultation
- Appendix 4: Profile of respondents who used the consultation Response Form
- Appendix 5: Consultation Response Form data tables
- Appendix 6: Open-ended question code frames

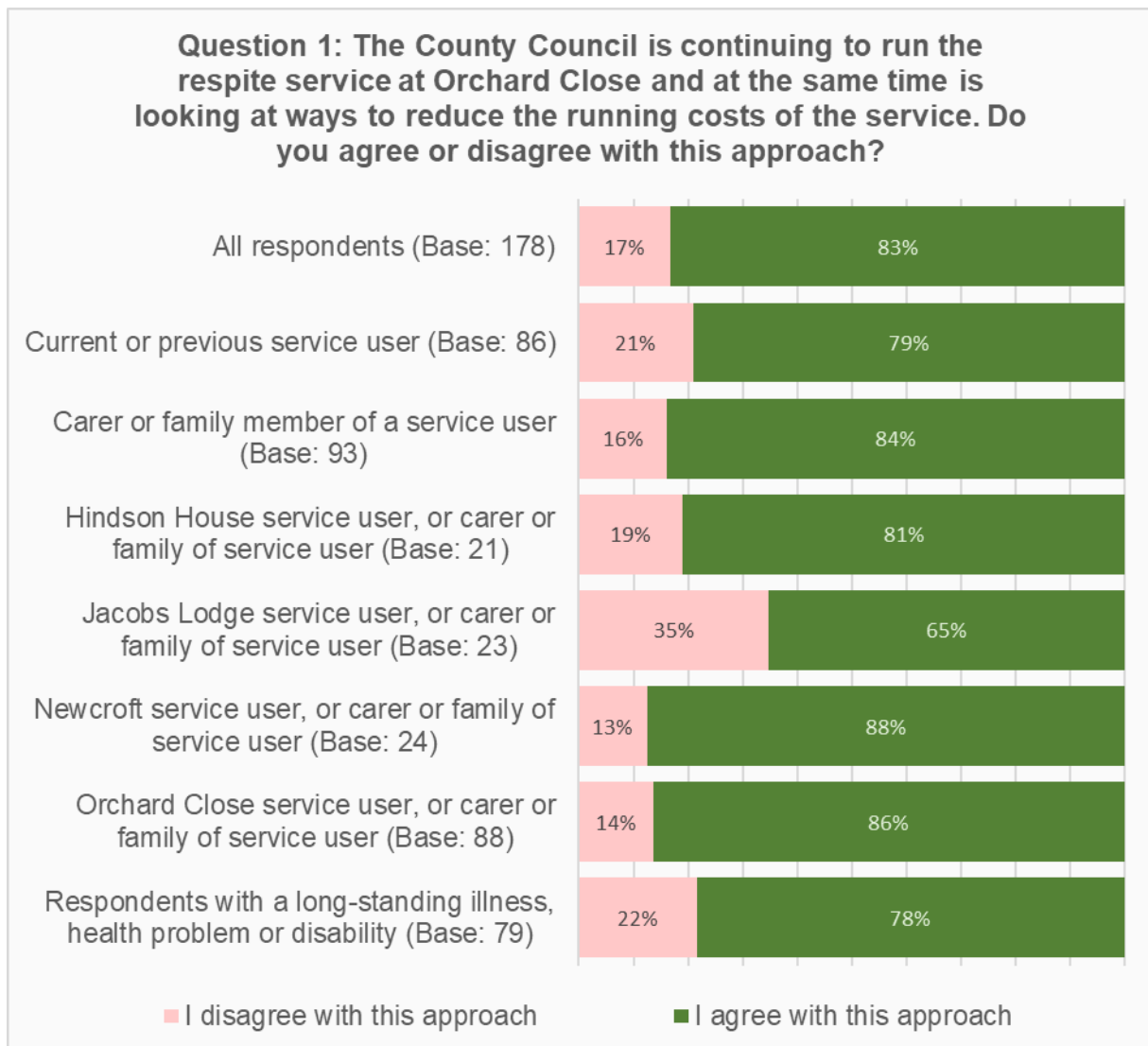
4. Findings from the consultation

Respondents' views on the County Council continuing to run the respite service at Orchard Close, whilst looking at ways to reduce the running costs of the service

Overall 83% of respondents agreed, and 17% disagreed, with the proposal to continue to run the respite service at Orchard Close, whilst looking at ways to reduce the running costs of the service.



When broken down by the type of respondent, the views were as follows:



As can be seen, the majority of all respondent types agreed with the County Council's approach.

Respondents who identified as service users, or the families or carers of service users of Jacob's Lodge, were less likely to agree with this approach, although they still agreed with the approach overall (65% agreed, 35% disagreed).

Respondents were given an opportunity to give reasons for their answer.

The most common themes from the 68 comments provided by **respondents who agreed** with the above approach were as follows:

- 24 comments related to **making efficiency savings**. Of these:
 - 16 mentioned making savings to operational (day-to-day) costs,
 - 8 mentioned that saving money helps the service to remain viable in the future,

- 7 mentioned that efficiencies are preferable to a closure of the service, and
- 3 suggested reducing the number of beds at Orchard Close.
- 23 comments described the **feelings of value that respondents place in the service**. Where these were expanded on:
 - 3 mentioned that respite services are vital, and
 - 2 mentioned that respite services should be protected.
- 12 comments referred to **potential impacts of the approach on the level of service**. Of these:
 - 7 mentioned that the level of service should not be reduced,
 - 3 mentioned the possibility of a reduction in service quality,
 - 2 mentioned that the number of nights available should not be reduced, and
 - 1 mentioned that the service should maintain flexibility for people booking respite breaks.

The most common themes from the 15 comments provided by **respondents who disagreed** were as follows:

- 9 comments mentioned that **services should not be changed or reduced**. The two more detailed comments expressed opposition to the proposal to reduce the number of beds at Orchard Close.
- 4 comments suggested that **other funding options should be considered**. Of these,
 - 1 mentioned that respite users should pay towards the cost of their respite, and
 - 1 mentioned that service users could pay for additional days of respite if they wished.
- 4 comments referred to **potential impacts of the approach on the level of service**. Of these:
 - 2 mentioned that there should not be a change or reduction in the availability of respite care, and
 - 2 mentioned that there could be a reduction in service quality.

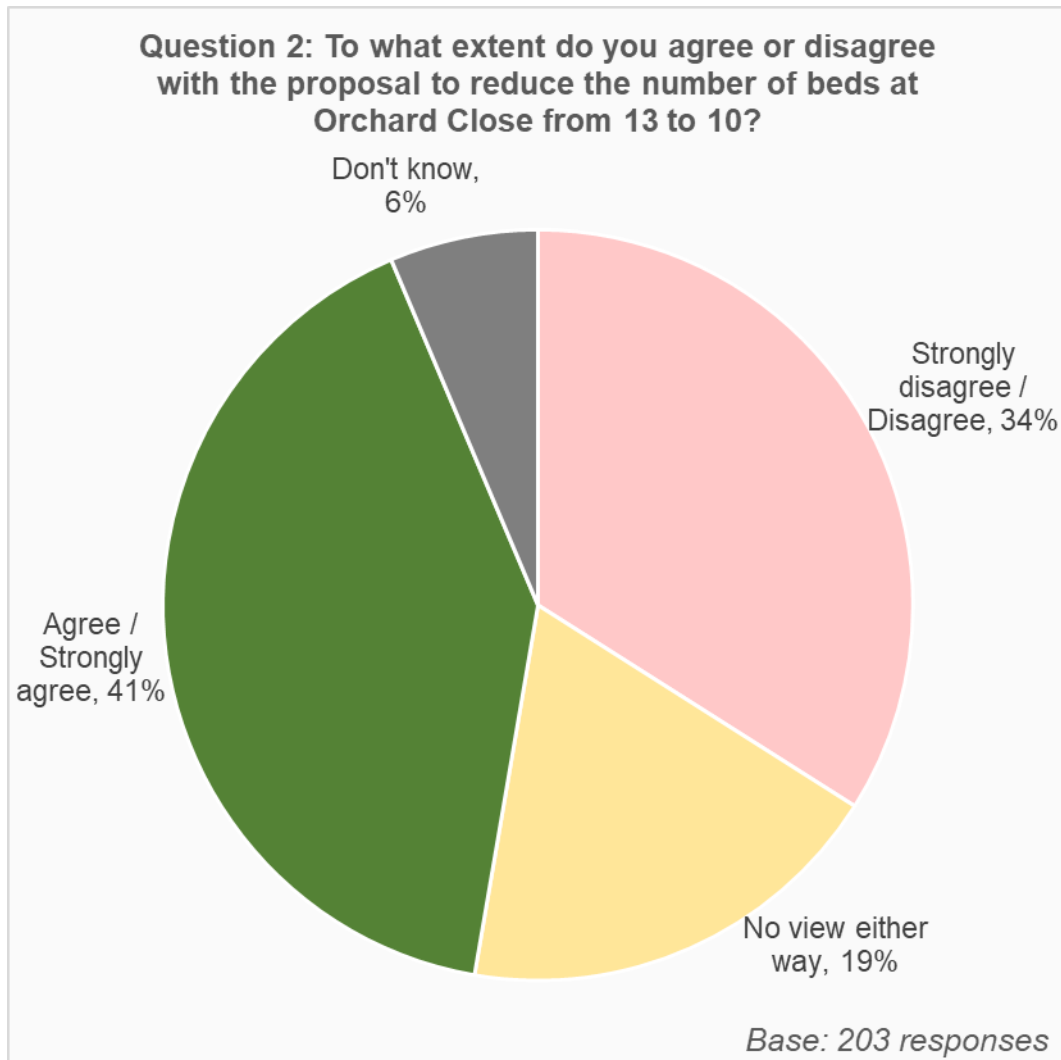
Of the 68 comments provided by respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members:

- 21 comments **opposed making changes or efficiencies at Orchard Close**, with:
 - 5 mentioning opposition to a reduction in the number of beds.
- 17 comments expressed **respondents' feelings of value for the service at Orchard Close**.
- 14 comments **supported efficiencies being made to the service at Orchard Close**. Of these:

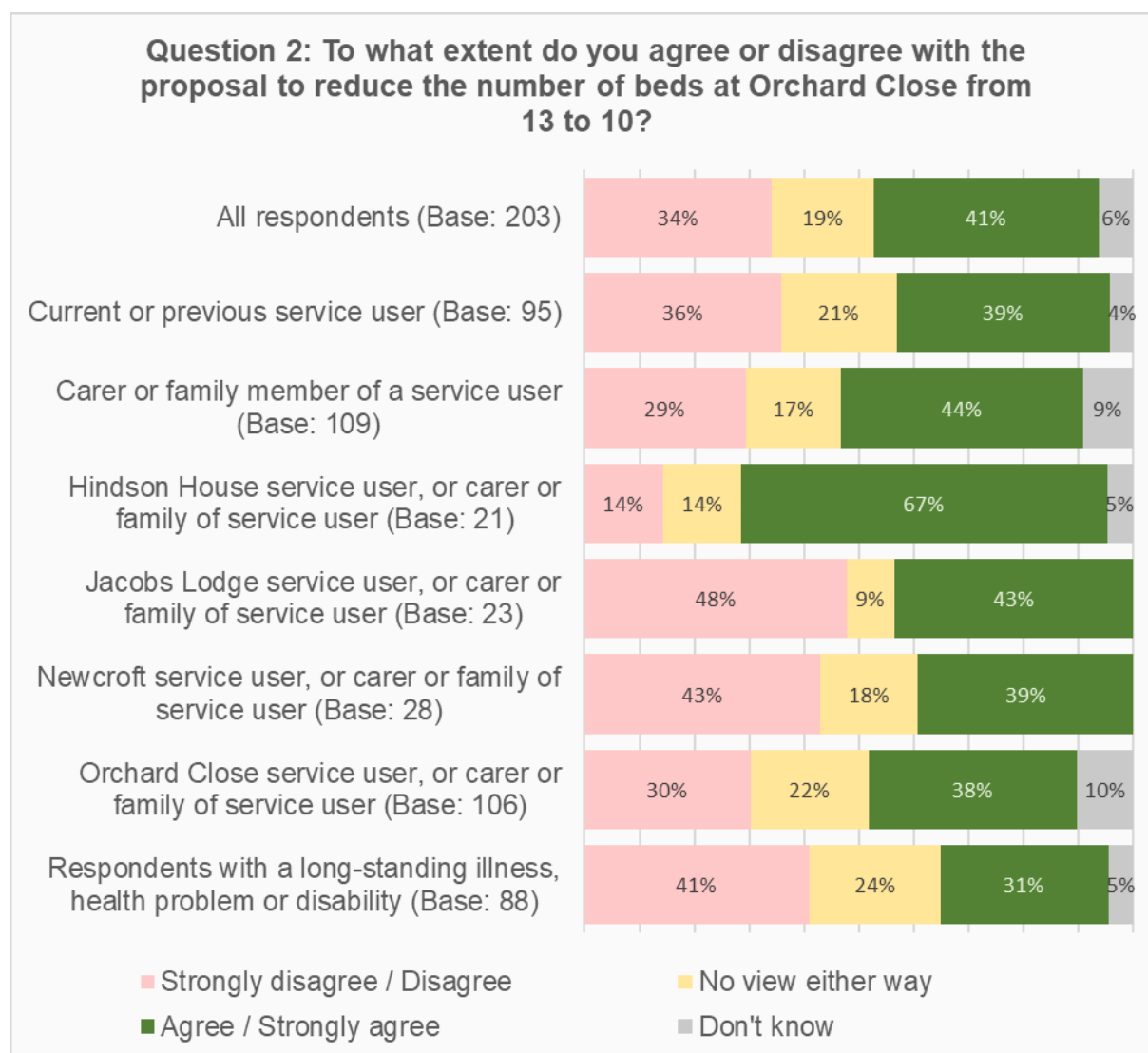
- 9 mentioned efficiencies should be made to operational (day-to-day) costs only,
- 5 mentioned that making savings was preferable to the closure of the service, and
- 4 mentioned that making savings was preferable to the closure of the service.

Respondents' views on the proposal to reduce the number of beds at Orchard Close from 13 to 10

Overall, 41% of respondents agreed with the proposal to reduce the number of beds at Orchard Close from 13 to 10, compared with 34% who disagreed.



When broken down by the type of respondent, the views were as follows:



The groups that were more likely to agree with the proposal than disagree were:

- current or previous respite service users (39% agreed, 36% disagreed);
- carers and family members of service users (44% agreed, 29% disagreed);
- Hindson House service users, or carers or families of service users (67% agreed, 14% disagreed); and Orchard Close service user, or carers or families of service users (38% agreed, 30% disagreed).

In contrast to the overall view from respondents, which showed a higher level of agreement than disagreement (41% agreed, 34% disagreed), the following groups that were more likely to disagree with the proposal than agree:

- Jacob's Lodge service users, or carers or families of service users (43% agreed, 48% disagreed);
- Newcroft service users, or carers or families of service users (39% agreed, 43% disagreed); and

- respondents with a long-standing illness, health problem or disability (31% agreed, 41% disagreed).

Respondents were given an opportunity to give reasons for their answer. 98 comments were provided::

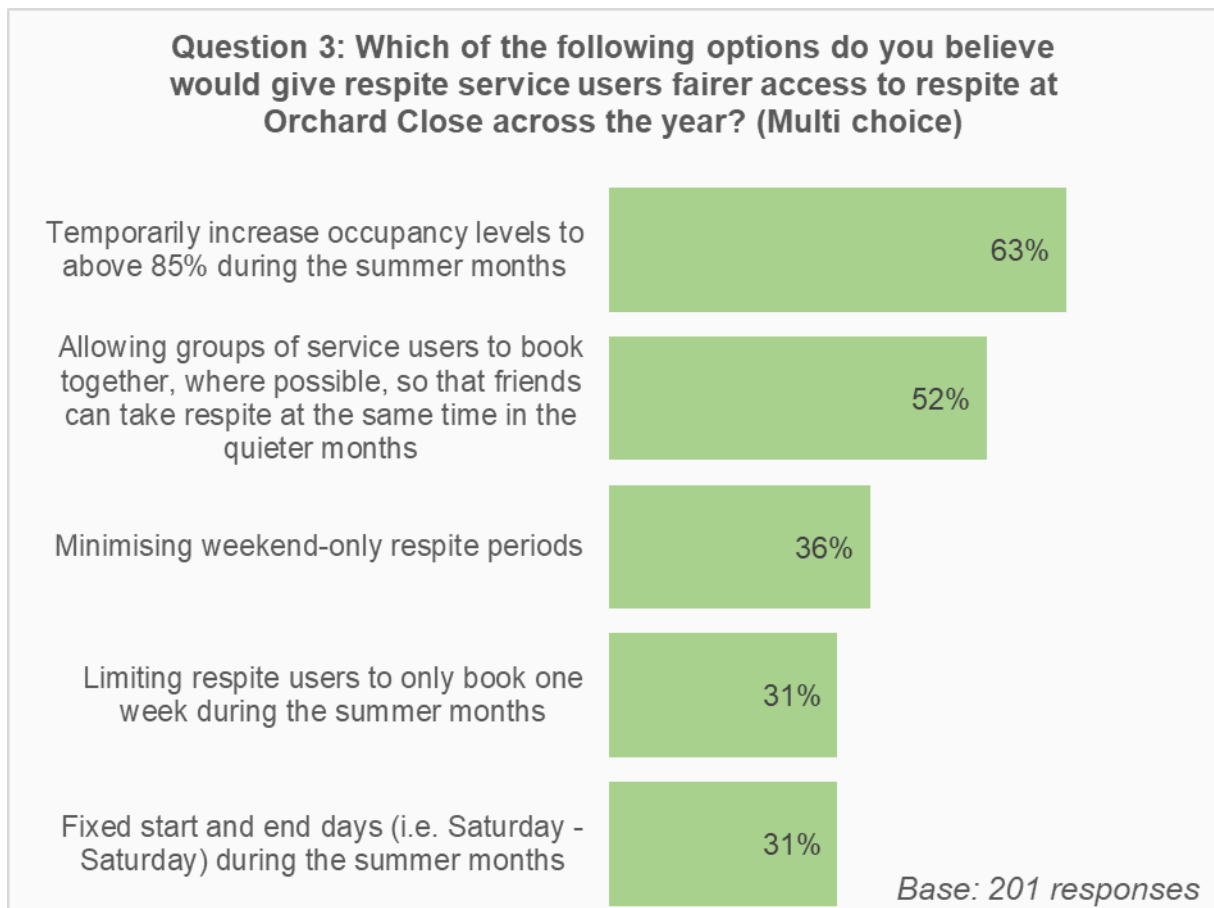
- 31 respondents **expressed concerns about the proposals**, including:
 - a possible reduction in staffing levels and, by extension, the level of service available (9 mentions);
 - that additional pressure would be placed on the service (9 mentions);
 - that there would be less capacity at Orchard Close in the summer months (7 mentions);
 - that the level of services could decrease (5 mentions); and
 - that the level of capacity would reduce overall (5 mentions).
- 28 respondents mentioned that **there should not be any savings made at Orchard close**, specifically that:
 - more beds should be available flexibly (7 mentions), and
 - there could be increasing demand on the service in the future (5 mentions);
- 24 respondents mentioned that **a reduction in the number of beds would be preferable to the service at Orchard Close closing**.

Of the 60 comments provided by respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members:

- 21 respondents expressed **concerns about the proposals**, including:
 - a possible reduction in staffing levels and by extension the level of service available (9 mentions);
 - that additional pressure would be placed on the service (4 mentions);
 - that there would be less capacity at Orchard Close in the summer months (4 mentions);
 - that the level of services could decrease (3 mentions); and
 - that the level of capacity would reduce overall (3 mentions).
- 17 respondents mentioned that **a reduction in the number of beds would be preferable to the service at Orchard Close closing**.
- 15 respondents mentioned that **there should not be any savings made at Orchard close**, specifically that:
 - more beds should be available (4 mentions), and
 - there could be increasing demand on the service in the future (2 mentions).

Options to give respite service users fairer access to respite at Orchard Close across the year

If the County Council decides to reduce the number of beds at Orchard Close, there would be increased pressure on capacity at Orchard Close in the summer months, when the service is busiest. In order to help maintain fair access for all service users, the consultation sought to understand how access could be managed fairly at busy times.



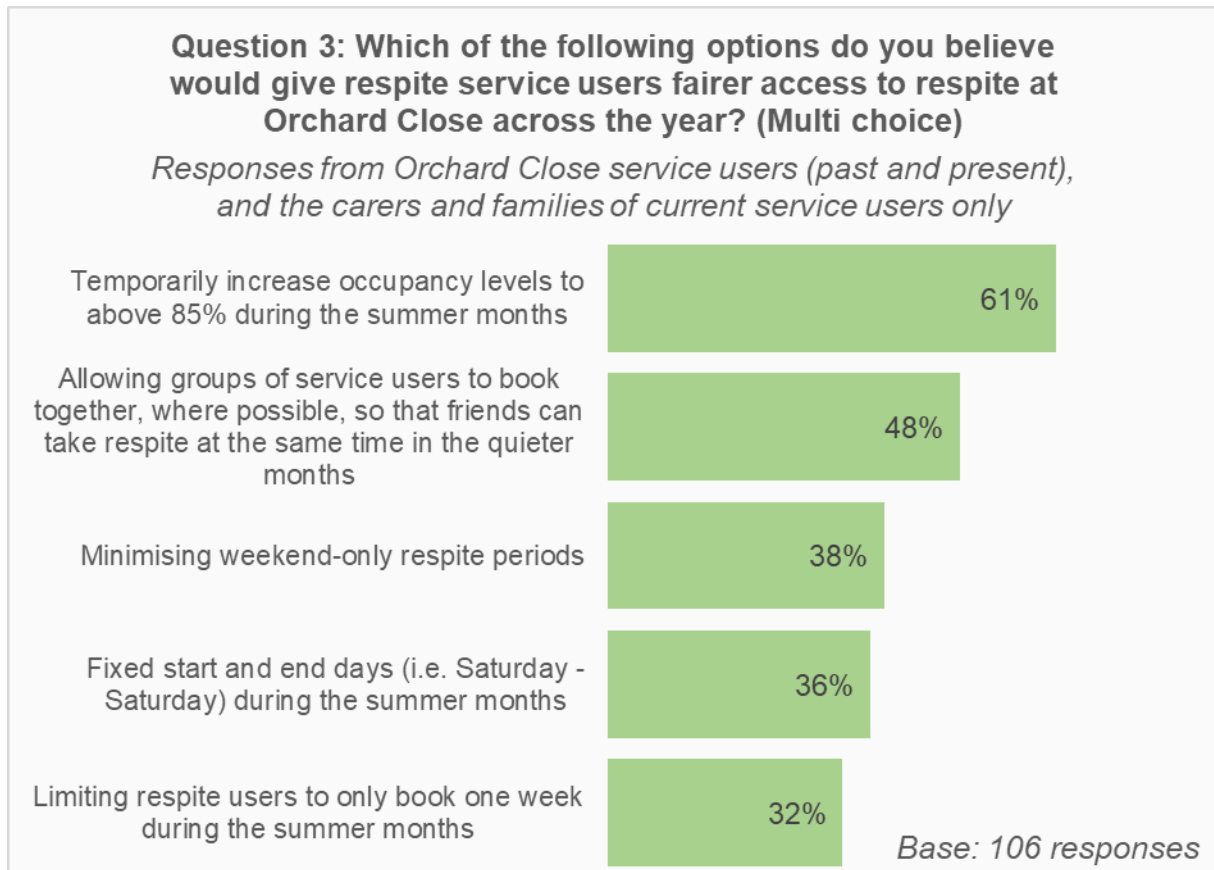
The most popular option, with the support of over six in ten respondents, was implementing a temporary increase in occupancy levels over the busier summer months, which would help to address increased demand. In addition, more than half of respondents agreed with the idea that groups of service users could book time at the respite service at Orchard Close together in quieter months.

Fewer than half of respondents agreed with each of the remaining three proposals, which all focused on ways to restrict usage to provide fairer access to all service users:

- minimising weekend-only respite periods (36%);
- limiting respite users to only book one week during the summer months (31%); and


- fixed start and end days (i.e. Saturday - Saturday) during the summer months (31%).

Respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members, showed similar levels of support for each of these options when compared with the overall response.




Respondents were also given the opportunity to suggest other ways to maintain fair access to all service users. The suggestions from the comments provided are shown below, with the responses from all respondents contrasted with the responses from those who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members. The most frequent themes for each group are highlighted in green:

Respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members (24 comments)		
Comments	All respondents (45 comments)	↓
Summer bookings	11	5
• Should have longer to book a week away – mentions of between 10 days and 2 weeks	5	0
• Allocate over the summer holidays to families with other children at school	2	0

Respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members (24 comments)		
Comments	All respondents (45 comments)	
• Only have summer respite	2	1
Flexibility	8	3
• There should be more flexible start times and pick up times	2	1
• There should be flexibility in exceptional circumstances	1	0
• That there should be more flexibility for weekend stays	1	1
• Allow for emergency bookings if available	1	0
Increase weekend respite over quieter months/winter	5	4
Encourage smaller stays during winter/autumn during the week/additional dates	4	3
Generate income	3	1
• Offer 'funded' days to help fund Orchard Close	2	1
Better management/organisation systems/booking forms	3	0
Allocate specific breaks per season per family/request that respite is spread out over seasons	3	2
Advertise better to increase usage	3	2
Do not reduce access/keep it as it is	3	2
Increase the amount of allocation a family can have	2	0
Create seasonal events to encourage more use across the year	2	1
Keep Orchard Close open	1	0

As can be seen, the four most common themes were consistent across all respondents, including those respondents with a service user connection to Orchard Close.

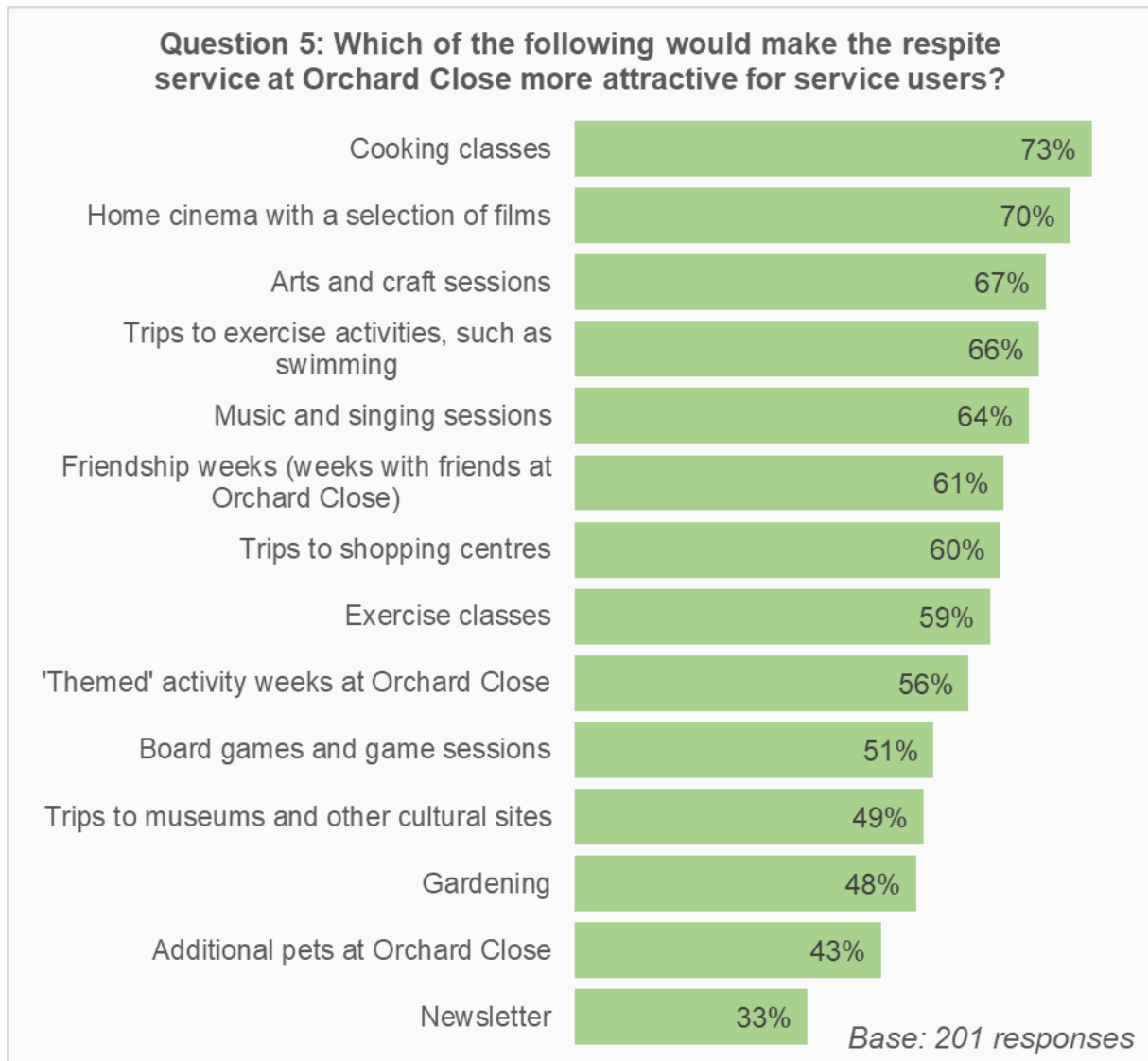
Respondents were also asked to describe the impact that a reduction in the availability of respite at Orchard Close over the summer period could have on service users and their families. The suggestions from the comments provided are shown on the next page, with the responses from all respondents contrasted with the responses from those who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members. The most frequent themes for each group highlighted in green.

Respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members (70 comments)		
Comments	All respondents (113 comments)	
Impact on holiday	45	29
• 1 week not enough	21	16
• Not being able to have summer holidays	17	12
• Issues with school holidays/other children - can only go away during that time	12	0
• Families who have more than one child/arranging care over school holidays	3	0
• Force families to take holiday during school term	5	1
Impact on parents/carers	23	16
• Parents/carers may not be able to cope if fewer beds/	4	3
• Could result in travelling to other (further) respite centres	2	1
Availability	14	8
• Lack of last minute/short notice bookings	3	2
• Must be worked out fairly to ensure equal opportunity	3	3
• Emergency care may not be available	2	1
• Allow 1 week respite in summer at summer resort	1	1
Impact on service users	13	8
• Can only use respite over school/college holidays	7	2
• Miss out on seeing friends	2	2
Positive impact	12	9
• Fairer allocation	9	7
• If run the same month-to-month	1	1
Impacts on capacity	9	4
• Reduction could cause capacity issues	7	4
• Service is needed the most over summer months	4	1
Less flexibility	7	5
Longer term impacts	6	4
• Could result in 24hr care needed	3	2
• Could cost the County Council more in the long term	2	1
Impact on family unit	5	0
• Impact on mental health and wellbeing	2	0
• Strain on family relationships	1	0
• lower income families	1	0
Could make it difficult for those who want to use for weekends only	3	2
No/minimal impact	2	2

Again, the most common themes were consistent between the two groups. However, this may largely be because a large proportion of the consultation respondents had a service user connection to Orchard Close.

Making the respite service at Orchard Close more attractive for service users outside the peak summer period

The consultation sought to understand how it could make the service at Orchard Close more attractive to service users in quieter periods. This was to help reduce capacity pressure during peak periods, and to deliver an efficient service by maintaining a consistent level of service usage during quieter months.



As can be seen, there was a majority of support for most of the options listed, with the exception of: trips to museums and other cultural sites (49%), gardening (48%), additional pets at Orchard Close (44%), and a newsletter (32%).

The three most popular options, with over two thirds support for each, were cooking classes (73%), a home cinema with a selection of films (70%), and arts and craft sessions (67%).

The views of Orchard Close service users (past and present), and the carers and families of current service users, were broadly similar to those of the total response base, with the following notable exceptions:

Stronger support than the overall response base for:

- cooking classes (7% higher, at 80%),
- trips to shopping centres (7% higher, at 67%), and
- a home cinema with a selection of films (6% higher, at 76%).

Respondents from this group were less likely than the overall response base to support friendship groups (9% lower, at 51%).

Respondents were also given the opportunity to suggest other ways that Orchard Close could be made more appealing to service users outside the peak summer period. From the 73 comments made, the most common suggestions included:

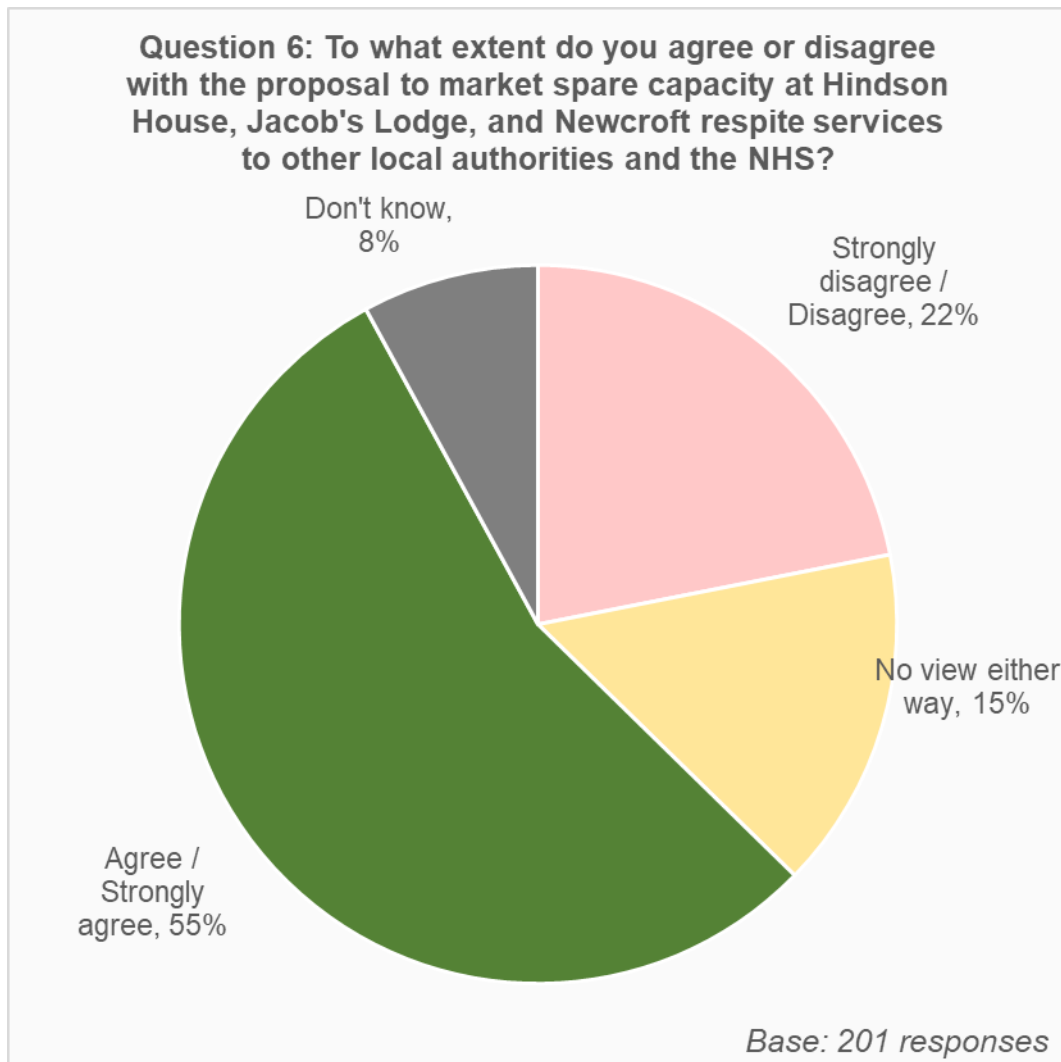
- Bowling (18 suggestions)
- Trips to the theatre (13 suggestions)
- Trips to the cinema (9 suggestions)
- Trips to seaside amusements (6 suggestions)
- Trips to amusement parks (6 suggestions)
- Train trips (6 suggestions)
- Pub trips (6 suggestions)
- Coffee shop trips (6 suggestions)

Of the 51 comments provided by respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members, the most common suggestions included:

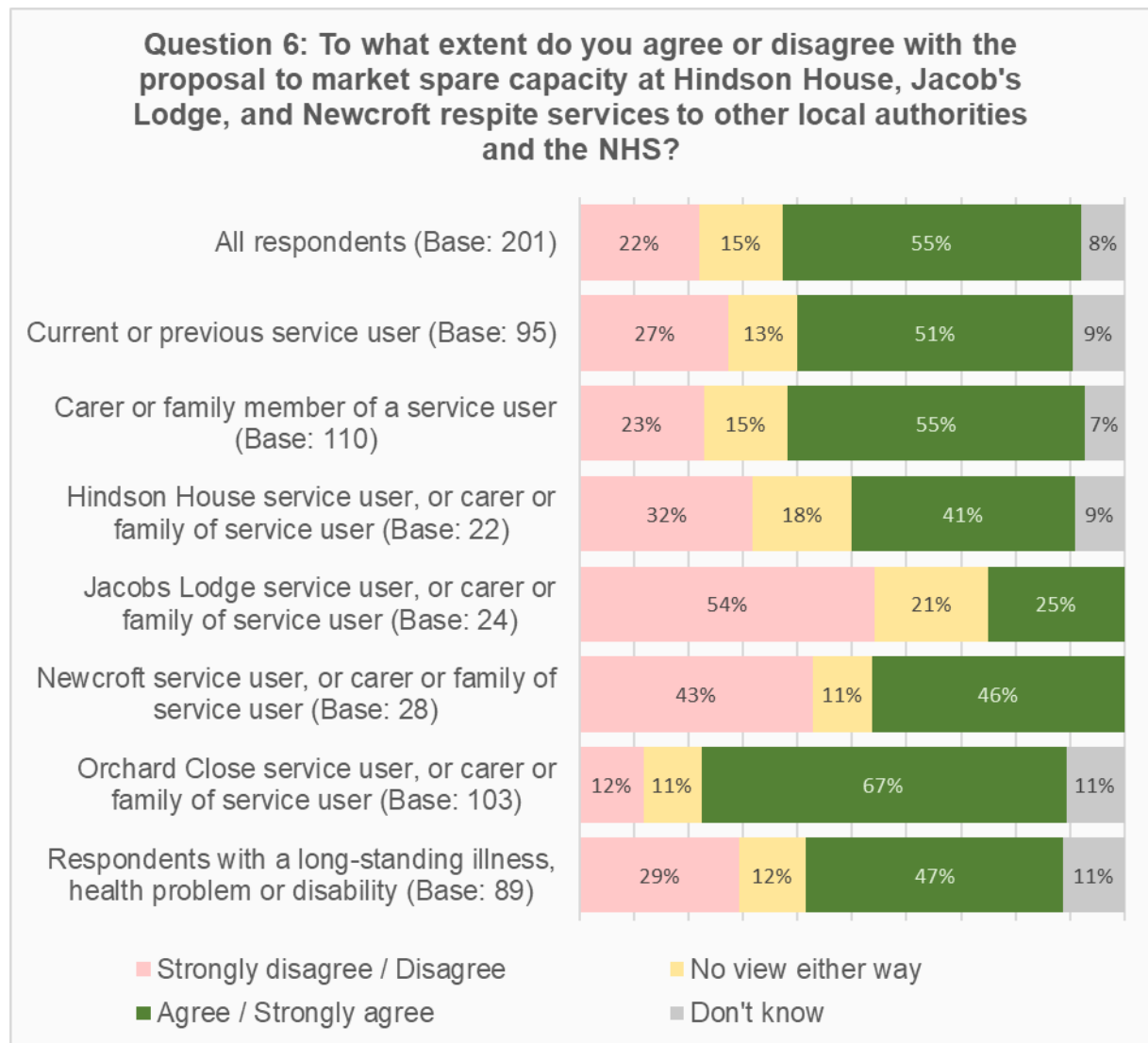
- Bowling (15 suggestions)
- Trips to the theatre (9 suggestions)
- Pub trips (5 suggestions)
- Coffee shop trips (5 suggestions)
- Trips to the cinema (5 suggestions)
- Train trips (4 suggestions)
- Trips to a zoo (4 suggestions)

Marketing some spare capacity at the County Council's other respite services to other local authorities and the National Health Service (NHS)

Overall there was majority agreement with the proposal to market some spare capacity at the County Council's other respite services to local authorities and the National Health Service (NHS), with just over one in five (22%) disagreeing.



When broken down by the type of respondent, the views were as follows:



The groups who showed higher levels of agreement than disagreement were:

- Current or previous service users (51% agreed, 27% disagreed)
- Carers or family members of service users (55% agreed, 23% disagreed)
- Respondents with a long-standing illness, health problem or disability (47% agreed, 29% disagreed)
- Orchard Close service users (past and present), and the carers and families of current service users (67% agreed, 12% disagreed)
- Hindson House service users (past and present), and the carers and families of current service users (41% agreed, 32% disagreed).

In contrast, the majority of Jacob's Lodge users (past and present), and the carers and families of current Jacob's Lodge service users disagreed with this proposal (25% agreed, 54% disagreed).

The views of Newcroft service users (past and present), and the carers and families of current Newcroft service users were more mixed, with 46% agreeing and 43% disagreeing with the proposal.

This implies greater concern amount respondents with a connection to services that could be affected by the proposal.

Respondents were given an opportunity to give reasons for their answer. 97 comments were provided, of which the most common themes are listed below:

- **Priority to access the services should be given to existing service users** (23 comments), with
 - 12 mentioning that Hampshire residents should be given priority access,
 - 8 mentioning that existing service users should be given the right to use spare bed spaces before they are offered elsewhere, and
 - 2 mentions that access should not be given to other areas' service users if it places extra pressure on staff members.
- **Concerns that there could be capacity issues under this proposal** (16 comments).
- **Agreement with the proposal on the basis that the current level of service can be maintained** (12 comments).
- **Concerns for service users** (11 comments), with
 - 5 mentions of concerns for safety if the NHS is placing patients with vulnerable adults,
 - 4 mentions of concerns about the availability of emergency respite, and
 - 1 mention that the quality of care may be impacted if there are more service users present.

Of the 41 comments provided by respondents who are, or used to be, users of respite at Hindson House, Jacob's Lodge, and Newcroft, and their parents, carers and family members, the most common suggestions were:

- **Priority access being given to existing service users** (17 comments), with
 - 7 mentions that Hampshire residents should be given priority access,
 - 6 mentions that existing service users should be given the right to use spare bed spaces before they are offered elsewhere, and
 - 2 mentions that access should not be given to other areas' service users if it places extra pressure on staff members.
- **Concerns that there could be capacity issues under this proposal** (14 comments).
- **Concerns about concerns for the service user** (9 comments), with
 - 4 mentions of concerns for safety if the NHS is placing patients with vulnerable adults,
 - 4 mentions of concerns about the availability of emergency respite, and

- 1 mention that the quality of care may be impacted if there are more service users present.
- 5 respondents mentioned that they **agree with the proposal on the basis that the current level of service be maintained.**

Impacts of the proposals

Respondents were asked *Please describe what, if any, impact the proposals in this consultation could have on you or your family, or people you know or work with.* 111 respondents provided a response to this question. The key themes from the responses were as follows:

- **Impacts on parents and carers of service users** (43 comments), with:
 - 13 mentioning that parents and carers would be unable to cope if the proposals went ahead,
 - 11 mentioning there could be an impact on parents' and carers' mental health,
 - 9 mentioning that parents and carers may be unable to take a break,
 - 6 mentioning that parents and carers may find it harder to book holidays,
 - 5 mentioning that parents and carers may lose opportunities to relax, and
 - 2 mentioning that older carers may require additional support.
- **Impacts on service users at Orchard Close** (19 comments), with:
 - 3 mentioning that they may get less time with their friends,
 - 3 mentioning that they may have fewer nights respite per year,
 - 2 mentioning that it would be stressful to stay at a different respite service,
 - 2 mentioning that the proposals could cause emotional distress,
 - 1 mentioning that service users feel comfortable at Orchard Close, and
 - 1 mentioning that longer stays help service users improve their independence.
- **Impacts on families** (13 comments), specifically that:
 - 7 mentioning that the proposed changes could harm mental health, and
 - 4 mentioning impacts on other siblings' holidays and time with parents.
- **Less availability of respite beds** (8 comments), with
 - 5 mentioning that it could become harder to access services.
- **Capacity issues at Orchard Close** (7 comments), specifically that
 - 5 mentions that the proposed changes may make it harder to access services, and
 - 1 mention that there may be fewer beds available for service users with less complex needs.
- **Impacts as a result of there being fewer staff at Orchard Close** (7 comments).
- **The value that respondents place on the service at Orchard Close** (7 comments), with:
 - 2 mentions of the friendly atmosphere, and
 - 1 mention of the opportunities for outdoor activities.

- **Impacts of marketing spare capacity at Hindson House, Jacob's Lodge, and Newcroft to other organisations** (6 comments), specifically:
 - 5 mentions that there would be less availability for respite users,
 - 4 mentions that there may be safeguarding issue,
 - 2 mentions that there may less flexibility in the service,
 - 2 mentions that there may be less access to services, and
 - 2 mentions that there may be less emergency care available.
- **Little or no impact from the changes** (6 comments).
- **The proposals are fair if they allow the respite service to continue to run** (6 comments), with:
 - 1 mention that that the proposed changes could lead to an improved service.
- **The quality of the service could suffer as a result of the proposed changes** (6 comments).
- **Risks of longer-term impacts** (6 comments), with:
 - 5 mentions that the changes may result in a greater need for full time care.
- **Concerns about the length of respite periods** (5 comments), with:
 - 4 mentions that a week is not a long enough period for respite.
- **Potential capacity issues for other services as a result of these proposed changes** (5 comments), with:
 - 1 mention that day care centres may be used more for general respite.
- **It is too early to say** if there would be any impact from the proposed changes (4 comments).
- **The proposals could reduce flexibility within the Service** (3 comments).
- **Back office elements of the service** (administration, paperwork, and staff training) could suffer as a result of the efficiencies (3 comments).
- **There could be safeguarding issues as a result of the changes** (2 comments).
- **Impacts from less respite availability in the summer** (1 comment).
- **Parents and carers need respite breaks** (1 comment).
- **Respite may not be available at short notice**, as availability may be filled a long time ahead (1 comment).

Further comments and alternative suggestions

Respondents were asked: ***If you have any further comments on the proposals in this consultation, or alternative suggestions on how the County Council could save £285,000 from its Adults' Health and Care budget, then please provide these in the box below.*** 81 respondents provided a response to this question. The key themes from the responses were as follows:

- 25 comments related to **the County Council making savings to other operational budgets**, including:
 - 15 which mentioned making savings to staff salaries and 8 which mentioned reducing the cost of consultations.
- 13 comments referred to **generating income from the sale of excess service capacity**, with
 - 6 mentions that carers could purchase additional respite beyond their allowance,
 - 3 mentions that Orchard Close should market excess capacity as well as at Hindson House, Jacob's Lodge, and Newcroft,
 - 1 mention that other services' users could purchase excess respite capacity, and
 - 1 mention that staff could be 'loaned out' to generate income.
- 11 comments related to **savings being generated in other services**, other parts of the respite service, and other departments of the County Council. Specific suggestions, with 1 mention each, related to:
 - renegotiating contracts for transporting respite service users,
 - reducing reliance of service users on transport supported by the County Council, and
 - reducing the Home to School Transport service.
- 10 comments **opposed any budget cuts being made to the service.**
- 7 comments suggested that **charges could be introduced at Orchard Close**, with:
 - 6 mentions of to service users contributing towards the care they receive.
- 4 comments suggested that **the County Council should charge service users for respite care.**
- 3 comments referred to **longer term financial impacts**, with:
 - 1 mention that emergency care costs can be reduced with more accurate needs assessments.
- 3 comments suggested that **bed numbers be reduced at Hindson House, Jacob's Lodge, and Newcroft.**
- 2 comments suggested that **Jacob's Lodge could be considered for closure** in the belief that it is underused.
- 2 comments suggested **making excess capacity available to existing service users.**

- 2 comments referred to **making savings to the upkeep of the Orchard Close building.**
- 2 comments suggested that the County Council **increase Council Tax**, and 2 comments suggested that the County Council **lobby Central Government for additional funding.**
- 1 comment suggested **reducing staff numbers.**
- 1 comment suggested **making more use of volunteers** in the Service.
- 1 comment suggested the Service could undertake **fundraising.**
- 1 comment suggested that **service user needs should be assessed more carefully.**

Feedback from Speakeasy Advocacy

Speakeasy Advocacy is a community-based organisation, independent from the County Council, that provides support to children and adults with disabilities. It operates in North Hampshire.

As part of their regular sessions, the organisation discussed the proposals in this consultation at three of their regular meetings in January and February 2020, during the consultation period. This was undertaken by Speakeasy Advocacy without any request from, or involvement with, the County Council. Speakeasy Advocacy provided findings, from 24 attendees with learning disabilities and physical disabilities at these three sessions, to the County Council.

A summary of the submissions from Speakeasy Advocacy are included below:

- In regard to the County Council continuing to run the respite service at Orchard Close, and at the same time looking at ways to reduce the running costs of the service:
 - 21 attendees (88%) agreed with this approach
 - 3 attendees (13%) disagreed with this approach
 - 3 comments regarding this approach were provided. 2 of these agreed with the approach described, on the grounds that it would allow the service to continue. 1 comment mentioned that they prefer to stay at Hindson House.
- When asked about the proposal to reduce the number of beds at Orchard Close from 13 to 10:
 - 20 attendees (83%) agreed or strongly agreed
 - 3 attendees (13%) neither agreed nor disagreed
 - 1 attendee (4%) disagreed or strongly disagreed
 - One comment was provided in relation to this proposal, indicating the respondent would be happy with this if it meant the respite service at Orchard Close remained open.
- When asked about options to give respite service users fairer access to respite at Orchard Close across the year, the ranked popularity of the options was as follows:

Option	Number of attendees who supported this option
Limiting respite users to only book one week during the summer months	9 (38%)
Temporarily increase occupancy levels to above 85% during the summer months	6 (25%)
Allowing groups of service users to book together, where possible, so that friends can take respite at the same time in the quieter months	5 (21%)

Option	Number of attendees who supported this option
Fixed start and end days (i.e. Saturday - Saturday) during the summer months	3 (13%)
Minimising weekend-only respite periods	1 (4%)

- Potential impacts cited by attendees were that it may impact on family members' ability to take a holiday, and that users of the service may be disappointed if their stays in the summer were limited.
- With regard to ways that Orchard Close could be made more appealing to service users outside the peak summer period, the ranked popularity of the options was as follows:

Option	Number of attendees who supported this option
'Themed' activity weeks at Orchard Close	12 (50%)
Newsletter	11 (46%)
Additional pets at Orchard Close	10 (42%)
Cooking classes	
Music and singing sessions	9 (38%)
Home cinema with a selection of films	6 (25%)
Trips to exercise activities, such as swimming	
Trips to museums and other cultural sites	
Board games and game sessions	5 (21%)
Exercise classes	4 (17%)
Arts and craft sessions	3 (13%)
Friendship weeks (weeks with friends at Orchard Close)	
Gardening	2 (8%)
Trips to shopping centres	1 (4%)

- 3 comments regarding these options were provided, mentioning that activities should be different from what service users can do day-to-day at home, that they should be creative and teach new skills, and that these opportunities should also be available at other respite services.
- When asked about the proposal to market spare capacity at Hindson House, Jacob's Lodge, and Newcroft respite services to other local authorities and the NHS:
 - 11 attendees (46%) agreed with this approach
 - 9 attendees (38%) disagreed with this approach
 - 3 attendees (13%) disagreed with this approach
 - Reasons given for these views said that the proposal would reduce the need for spending reductions elsewhere (2 mentions), that there could be a risk that there would be less capacity for Hampshire's service

users (2 mentions), and that it should only use unused capacity (1 mention).

- Further comments and suggestions for how the County Council could make savings of £285,000, included:
 - reducing purchasing (1 mention);
 - that there should be less catering at meetings (1 mention);
 - that other respite services should not have to market beds to pay for Orchard Close to remain open (1 mention);
 - that service users at Orchard Close should be more flexible in their booking (1 mention); and
 - there may be issues of people with different levels of need using respite services if they were marketed to other organisations (1 mention).

- Impacts of the proposals on respondents, their families, and people with whom they work, presented verbatim, included that there could be issues if people with different levels of need use respite services if they were marketed to other organisations (1 mention), and that there could be issues if Hampshire service users do not get priority when booking stays at respite services (1 mention).

Unstructured responses to the consultation

The County Council received two responses via letter and email, which did not make use of the Response Form. Both of these responses were from service users' parents or carers.

One of these responses was from a parent or carer of a service user at Orchard Close, who stated that they agreed with the proposal to reduce the number of beds at Orchard Close, and the proposal to market excess capacity at Hindson House, Jacob's Lodge, and Newcroft respite services. The individual also expressed concern at the County Council sending paper documents to service users during the consultation, and the waste that this generates.

The second response was from a parent or carer of a service user at Hindson House who expressed their gratitude for the service they receive at Hindson House. The respondent expressed concerns that marketing excess capacity at Hindson House could impact the availability of the service for their cared for person, particularly as they have had issues with cancellations in the past. The respondent was particularly concerned that, without proper controls on who would be using the service, there could be safeguarding issues if unvetted service users from other local authorities or NHS services were to use Hindson House.

The County Council would like to thank all those who took part in this consultation.

Feedback received through this consultation will be considered alongside wider evidence to inform the County Council's decision on the proposed changes to the respite service. This decision will be taken by the Executive Member for Adult Social Care and Health later in 2020.



Consultation on:

- **proposed changes to the respite service at Orchard Close, Hayling Island, and**
- **generating income through marketing spare capacity at other County Council respite services**

Findings Report Appendices

February 2020

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Appendix 1 – Consultation context and methodology

Context

The County Council's core role is to deliver public services to the 1.35 million residents living in Hampshire (excluding Portsmouth and Southampton).

In 2017, the Adults' Health and Care Department was set a savings target of approximately £56 million per year, to be delivered by April 2019. This was to contribute to the County Council's overall anticipated budget shortfall of £140m by April 2019.

In autumn 2018, a public consultation was undertaken on the future of the Orchard Close respite service for people with learning disabilities. This included proposals to close the respite service at Orchard Close, which were estimated to deliver savings of approximately £617,000.

Following this consultation, a recommendation was put forward to close the respite service at Orchard Close. However, at the meeting of the County Council's Health and Adult Social Care Select Committee on 11 February 2019, the Committee asked that the Executive Member for Adult Social Care and Health consider other options for the future of the respite service.

At the Decision Day on 29 March 2019, the Executive Member for Adult Social Care and Health asked that further work be undertaken on all possible wider options, and that further reports would be submitted not before autumn 2019.

Following engagement with Members, Healthwatch, parents, carers, service users, staff, and other interested parties, the County Council has developed proposals to:

- reduce the number of registered beds at the respite service at Orchard Close on Hayling Island from 13 to 10; and
- generate income by marketing some spare capacity at the County Council's other respite services to other local authorities and the National Health Service (NHS).

Research approach

The County Council carried out an open consultation designed to give all Hampshire residents and wider stakeholders the opportunity to have their say about the proposed changes to the respite service in Hampshire. The general public living outside Hampshire were also able to respond.

Responses could be submitted through an online Response Form, available at <https://www.hants.gov.uk/aboutthecouncil/haveyoursay/consultations/respite-consultation> or as a paper form, which was made available on request. An easy read version was also produced. Alternative formats were also made available on request.

Unstructured responses sent through other means, such as via email or as written letters, and received by the consultation's closing date were also accepted.

Parents and/or carers of the people who use the services were sent standard copies of the consultation document and response form, and service users were sent easy read copies of these documents, along with a pre-paid return envelope. Feedback to the consultation was also accepted in the form of letters and emails.

Three consultation events were held during the consultation period, aimed at service users and their parents and/or carers, allowing them to meet with officers from the County Council's learning disability service to discuss the proposals. The events were held in Basingstoke, Fareham and Havant. An independent advocate was available at each event to support attendees to participate in, or respond to, the consultation if required.

An Information Pack was produced alongside the consultation, providing information about each of the options presented. The Information Pack was also available in easy read format.

212 members of the public and stakeholder organisations or groups completed the consultation questionnaire, which ran from Monday 16 December 2019 until Sunday 09 February 2020.

2 responses were submitted by letter and email, as opposed to using the Response Form.

Speak Easy Advocacy ran three independent workshops as part of their usual advocacy sessions, without input from the County Council, and submitted these findings to the County Council. A summary of these findings is included as part of the consultation findings.

Six responses were from organisations or groups. The list of Organisations who provided a response, and gave their Organisation's name when asked, is included as Appendix 3 of this document.

The County Council would like to thank all those who took part in this consultation.

Interpreting the data

As the consultation was an open exercise, its findings cannot be considered to be a 'sample' or representative of the Hampshire population.

The 212 responses received to the consultation questionnaire break down as follows:

- 51 via the online Response Form, of which 5 used the easy read version of the Response Form and 46 used the non-easy read Response Form; and

- 161 responses via the paper Response Form, of which 65 used the easy read version and 96 used the non-easy read Response Form.

All consultation questions were optional. The analysis only takes into account actual responses – where ‘no response’ was provided to a question, this was not included in the analysis. As such, the totals for each question add up to less than 205 (the total number of respondents who replied to the consultation questionnaire).

Recognising the total sample size of 212, percentages are shown to the nearest whole number, as greater detail could have been misleading and would not have added any value to analysis. Therefore, in some analyses rounding errors may apply (for example, if all percentages add up to 101%).

Open-ended responses were analysed by theme, using an inductive approach. This means that the themes were developed from the responses themselves, not pre-determined based on expectations, to avoid any bias in the analysis of these responses. These themes, brought together into code frames, were reviewed by the researchers throughout their analysis of the findings to ensure that they were accurate and comprehensive, and are included in the appendices to this report.

Publication of data

Data provided as part of this consultation will be treated in accordance with the General Data Protection Regulation 2016/679. Personal information will be used for analytical purposes only. The County Council will not share the information collected as part of this consultation with third parties. All individuals' responses will be kept confidential and will not be shared. Responses from groups or organisations may be published in full. The County Council will securely retain and store copies of the responses for one year after the end of the consultation process, and then delete the data.

More details on how the County Council holds personal information can be found at www.hants.gov.uk/privacy.

Appendix 2 – Consultation Response Form (non-easy read version)

Consultation on:

- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



Introduction

Hampshire County Council is seeking the views of service users, the general public, and other interested stakeholders on proposals to:

- reduce the number of beds at Orchard Close on Hayling Island, and
- generate income through marketing spare capacity at other County Council respite services.

The consultation opens on Monday 16 December 2019 and closes at 11:59pm on Sunday 09 February 2020. Any responses received after the closing date will not be included in the findings report.

More information on these proposals and the consultation can be found on the web page at www.hants.gov.uk/respite-consultation. It is strongly advised that you read the information pack, which can be found on this web page, before completing this consultation.

If you have any questions about this consultation, please contact Hampshire County Council via email at AS.Consultation@hants.gov.uk, or by telephone on 01962 847267.

When you have finished providing your response with this form, please return it to the County Council in the pre-paid envelope that you may have been provided.

If you do not have a pre-paid envelope, please post your response to: **Freepost HAMPSHIRE**

Please also write **AS Consultation** on the back of the envelope. You do not need to use a stamp.

You can request this consultation document in other formats, such as easy read, Braille, audio or large print, by emailing AS.Consultation@hants.gov.uk, or by calling 01962 847267.

Your data

Privacy notice

Hampshire County Council is collecting information about you through this questionnaire in order to understand views on the proposals to reduce the number of beds at the respite service at Orchard Close, Hayling Island, and to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS. We will use the information to understand your views and the perceived impact of the proposed changes. All data will remain within the UK, and will not be shared with third parties. We will keep your personal information securely for one year, after which it will be deleted or destroyed.

You have some legal rights in respect of the personal information we collect from you. Please see our website Data Protection page at www.hants.gov.uk/aboutthecouncil/strategiesplansandpolicies/dataprotection for further details. You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk. If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns>.

Consultation on:
- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



About this consultation

This questionnaire is divided into six sections:

Section 1 – Keeping the respite service at Orchard Close open whilst reducing running costs of the service

Section 2 – The proposed reduction of the number of beds at Orchard Close

Section 3 – Increasing usage of the respite service at Orchard Close outside peak periods

Section 4 – Marketing spare capacity at Jacobs Lodge, Hindson House and Newcroft respite services

Section 5 – Further comments

Section 6 – About You

The consultation results and analysis of the findings will be published and presented to the Executive Member for Adult Social Care and Health later in 2020, along with a final recommendation on the future of the respite service at Orchard Close.

Section 1 - Keeping the respite service at Orchard Close open whilst reducing running costs of the service

Following the consultation in 2018 on a proposal to close the respite service at Orchard Close, the County Council is continuing to run the respite service at Orchard Close and at the same time is looking at ways to reduce the running costs of the service.

Question 1: The County Council is continuing to run the respite service at Orchard Close and at the same time is looking at ways to reduce the running costs of the service. Do you agree or disagree with this approach?

Please select one option

I agree with this approach.....

I disagree with this approach.....

If you would like to give reasons for your answer, please do so below:

Consultation on:

- **proposed changes to the respite service at Orchard Close, Hayling Island, and**
- **generating income through marketing spare capacity at other County Council respite services**



Hampshire
County Council

Section 2 - The proposed reduction of the number of beds at Orchard Close

This proposal is explained in the consultation Information Pack which can be found at www.hants.gov.uk/respite-consultation.

The Information Pack explains that the County Council is proposing to reduce the number of beds at Orchard Close from 13 to 10, and to increase use of the 10 remaining beds outside the peak summer season to achieve the same overall level of usage across the year.

Question 2: To what extent do you agree or disagree with the proposal to reduce the number of beds at Orchard Close from 13 to 10?

Please select one option

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

Don't know

If you would like to give reasons for your answer, please do so below:

Consultation on:
- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



Section 2 - The proposed reduction of the number of beds at Orchard Close

This proposal is explained in the consultation Information Pack which can be found at www.hants.gov.uk/respite-consultation.

The Information Pack explains that the County Council's proposal to reduce the number of beds at Orchard Close would mean that there would be increased pressure on Orchard Close in the summer months, when the service is busiest.

Question 3: Which of the following options do you believe would give respite service users fairer access to respite at Orchard Close across the year?

Please select all that apply

- Limiting respite users to only book one week during the summer months
- Fixed start and end days (i.e. Saturday - Saturday) during the summer months.....
- Minimising weekend-only respite periods
- Allowing groups of service users to book together, where possible, so that friends can take respite at the same time in the quieter months.....
- Temporarily increase occupancy levels to above 85% during the summer months.....
- Any other options not listed above.....

For 'other' please describe below:

Question 4: What impact, if any, do you think that this reduction in the availability of respite at Orchard Close over the summer period could have on service users and their families?

Consultation on:
- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



Section 3 - Increasing usage of the respite service at Orchard Close outside peak periods

The County Council is looking at how to increase the usage of the respite service at Orchard Close outside the peak Summer period.

Question 5: Which of the following would make the respite service at Orchard Close more attractive for service users?

Please select all that apply

- Arts and craft sessions
- Board games and game sessions
- Cooking classes
- Exercise classes
- Friendship weeks (weeks with friends at Orchard Close)
- Gardening
- Home cinema with a selection of films
- Music and singing sessions
- Newsletter
- Additional pets at Orchard Close
- 'Themed' activity weeks at Orchard Close
- Trips to exercise activities, such as swimming
- Trips to museums and other cultural sites
- Trips to shopping centres
- Anything else not listed above

For 'anything else', please describe these below:

Consultation on:
- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



Section 4 - Marketing spare capacity at Jacobs Lodge, Hindson House and Newcroft respite services

This proposal is explained in the consultation Information Pack which can be found at www.hants.gov.uk/respice-consultation.

The Information Pack explains that the County Council proposes to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS, as a way to generate income and deliver anticipated savings to the respite service.

Question 6: To what extent do you agree or disagree with the proposal to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS?

Please select one option

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like to give reasons for your answer, please do so below:

Consultation on:

- proposed changes to the respite service at Orchard Close, Hayling Island, and

- generating income through marketing spare capacity at other County Council respite services



Hampshire
County Council

Section 5 - Further comments

Question 7: If you have any further comments on the proposals in this consultation, or alternative suggestions on how the County Council could save £285,000 from its Adults' Health and Care budget, then please provide these in the box below.

Please do not include any personal details in your response

Question 8: Please describe what, if any, impact the proposals in this consultation could have on you or your family, or people you know or work with.

Please do not include any personal details in your response

Consultation on:
- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



Section 6 - About you

Hampshire County Council is committed to improving its services, eliminating unlawful discrimination, and promoting equality of opportunity for all people.

We would be grateful if you could answer the following questions so that we can analyse the results overall and by different groups of people. This will help us to understand the impacts of the consultation proposals and the views on them by different groups.

Is this a personal response, or are you responding on behalf of an organisation or group that you represent?

Please select one option

This is a personal response.....

This response is on behalf of an organisation or group that I represent.....

If this is a personal response, please now go to the next page and ignore the remainder of the questions on this page.

If this response is on behalf of an organisation or group that you represent, please answer the questions below.

Please tell us a little bit about the organisation or group that you represent

The name of the organisation or group

The address of the organisation or group

Your name

Your position in the organisation or group

Over the past 12 months, has your organisation or group worked with any of the following respite services?

Please select all that apply

Hindson House

Jacobs Lodge

Newcroft

Orchard Close

None of these

Prefer not to say

If this response is on behalf of an organisation or group that you represent, please go to last page of this response form.

Consultation on:
- proposed changes to the respite service at Orchard Close, Hayling Island, and
- generating income through marketing spare capacity at other County Council respite services



Section 6 - About you

If you have any connections with Hindson House, Jacobs Lodge, Newcroft, or Orchard Close respite services, please tell us which of the following statements best describe these?

Please select all that apply

	Hindson House	Jacobs Lodge	Newcroft	Orchard Close
I have no connection to this respite service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I currently use this respite service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I previously used this respite service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a parent or carer of somebody who uses this respite service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a family member of somebody who uses this respite service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a member of the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a member of a local voluntary / community group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am employed at this respite service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For 'other', please describe in the box below:

How would you describe your gender?

Please select one option

Female

Male

Other

Prefer not to say

For 'other', please describe in the box below:

How old are you?

Please select one option

Under 18.....

35 to 44

65 to 74

18 to 24

45 to 54

75 or over

25 to 34

55 to 64

Prefer not to say

Do you have a long-standing illness, health problem or disability?

Please select one option

Yes

No

Prefer not to say

Consultation on:

- proposed changes to the respite service at Orchard Close, Hayling Island, and

- generating income through marketing spare capacity at other County Council respite services



Hampshire
County Council

Section 6 - About you

Finally, to help us improve access to future consultations, please tell us where you first heard about this consultation:

Please select one option

- Online
- Consultation letter.....
- On social media (e.g. Facebook, Twitter, etc)
- Word of mouth.....
- Reported in the press (e.g. radio, newspaper)
- Other.....

For 'other', please describe in the box below:

End of questionnaire

Thank you for taking the time to complete this questionnaire.

This consultation closes at midnight on Sunday 09 February 2020. The consultation results and analysis of the findings will be published and presented to the Executive Member for Adult Social Care and Health later in 2020, along with a final recommendation on the respite service at Orchard Close.

If you have any questions about this consultation, please contact Hampshire County Council via email at AS.Consultation@hants.gov.uk, or by telephone on 01962 847267.

When you have finished providing your response with this form, please return it to the County Council in the pre-paid envelope that you may have been provided.

If you do not have a pre-paid envelope, please post your response to: **Freepost HAMPSHIRE**

Please also write **AS Consultation** on the back of the envelope. You do not need to use a stamp.

You can request this consultation document in other formats, such as easy read, Braille, audio or large print, by emailing AS.Consultation@hants.gov.uk, or by calling 01962 847267.

Appendix 3 – Organisations and groups that responded to the consultation

Where applicable, respondents were asked to provide the name of the organisation or group that they represented. Where this information was provided, it was not consistently recognisable. As a result, only those who provided a recognisable name, and contact details, for the organisation or group that they represented were included in this segment of respondents. The organisations and groups included were as follows:

- Choices - SAY group
- Dominic Care Limited
- Fareham and Gosport parent/carer group
- Havant Hub Self Advocacy Group

Appendix 4 – Profile of respondents who used the consultation Response Form

The 212 respondents using the consultation Response Form were asked about their characteristics and relationship to Orchard Close. Where provided, this information is shown below:

Type of respondent

- Organisation or group = 6
- Personal = 202
- No response provided = 4

The details of the individuals who responded to the consultation Response Form are included below:

Connection to respite services *(respondent could select more than one)*

	Hindson House	Jacobs Lodge	Newcroft	Orchard Close
Indicated a connection to the Service	22	26	28	114
Currently or previously used for respite	15	22	17	73
Parent or carer of somebody who uses this service	15	17	18	63
Family member of somebody who uses this service	2	3	6	22
Member of the local community	2	4	5	8
Member of a local voluntary/community group	-	-	-	2
Employed at this service	-	-	-	-
Other	-	-	-	-
Prefer not to say	-	-	-	-

Gender

- Female = 119
- Male = 68
- Other = 2
- Prefer not to say = 7
- No response provided = 6

Age

- Under 18 = 2
- 18 to 24 = 9
- 25 to 34 = 20
- 35 to 44 = 19

- 45 to 54 = 37
- 55 to 64 = 44
- 65 to 74 = 43
- 75 or over = 17
- Prefer not to say = 9
- No response provided = 2

Does the respondent have a health problem or a disability?

- No = 82
- Yes = 93
- Prefer not to say = 20
- No response provided = 7

Appendix 5 – Consultation Response Form data tables

The data tables below are presented with the following notes:

- The data tables for the users of the easy read and the non-easy read Response Forms are shown separately. This is for accuracy, as the wording of the questions in the easy read Response Form was slightly different to that in the non-easy read Response Form.
- Where base sizes are lower than ten the figures for responses are suppressed in these data tables. The responses were used in the full analysis but publishing the detailed response data for smaller groups could compromise respondents' anonymity. Where responses have been suppressed due to low sample sizes these are indicated with an asterisk (*) symbol.

Appendix 5a - Easy read Response Form data tables

Counts Respondents	Base	Question 1: Should the Council keep Orchard Close open but reduce what we spend on it?	
		Yes	No
Total	57	48	9
Are you answering these questions:			
For myself	53	44	9
For an organisation or group	4	*	*
Are you someone who goes to a respite service?			
Yes	45	36	9
No	7	*	*
Which one?			
Hindson House	6	*	*
Jacob's Lodge	7	*	*
Newcroft	7	*	*
Orchard Close	29	23	6
Are you the parent or carer of someone who goes to a respite service?			
Yes	4	*	*
No	3	*	*
Which one?			
Hindson House	1	*	*
Jacob's Lodge	1	*	*
Newcroft	-	*	*
Orchard Close	2	*	*

Counts Respondents	Base	Question 1: Should the Council keep Orchard Close open but reduce what we spend on it?		
		Yes	No	
Total	3	3	-	
Are you the family member of someone who goes to a respite service?				
Yes	1	*	*	
No	2	*	*	
Which one?				
Hindson House	-	*	*	
Jacob's Lodge	-	*	*	
Newcroft	-	*	*	
Orchard Close	1	*	*	
Do you live in the area close to one of the respite services?				
Yes	1	*	*	
No	1	*	*	
Which one?				
Hindson House	-	*	*	
Jacob's Lodge	-	*	*	
Newcroft	-	*	*	
Orchard Close	1	*	*	
Are you part of a community organisation that is involved in a respite service?				
Yes	-	*	*	
No	1	*	*	
Which one?				
Hindson House	-	*	*	
Jacob's Lodge	-	*	*	
Newcroft	-	*	*	
Orchard Close	-	*	*	
Do you work in a respite service?				
Yes	-	*	*	
No	1	*	*	

Counts Respondents	Base	Question 1: Should the Council keep Orchard Close open but reduce what we spend on it?	
		Yes	No
Total	58	49	9
Are you....			
Female	27	23	4
Male	25	20	5
Prefer not to say	1	*	*
Other	2	*	*
How old are you?			
Under 18	-	*	*
18 - 24	5	*	*
25 - 34	15	12	3
35-44	9	*	*
45-54	9	*	*
55-64	11	9	2
65-74	6	*	*
75 or over	-	*	*
Perfer not to say	3	*	*
Are you disabled, or do you have a long lasting illness?			
Yes	43	34	9
No	10	10	-
Prefer not to say	4	*	*

Counts Respondents	Question 2: We are suggesting that we reduce the number of beds at Orchard Close from 13 to 10. Do you agree or disagree with this idea?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	64	15	11	12	20	5	1
Are you answering these questions:							
For myself	60	13	10	12	19	5	1
For an organisation or group	4	*	*	*	*	*	*
Are you someone who goes to a respite service?							
Yes	51	12	9	11	13	5	1
No	8	*	*	*	*	*	*
Which one?							
Hindson House	7	*	*	*	*	*	*
Jacob's Lodge	8	*	*	*	*	*	*
Newcroft	7	*	*	*	*	*	*
Orchard Close	33	6	7	9	9	1	1
Are you the parent or carer of someone who goes to a respite service?							
Yes	5	*	*	*	*	*	*
No	3	*	*	*	*	*	*
Which one?							
Hindson House	1	*	*	*	*	*	*
Jacob's Lodge	1	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	3	*	*	*	*	*	*

Counts Respondents	Base	Question 2: We are suggesting that we reduce the number of beds at Orchard Close from 13 to 10. Do you agree or disagree with this idea?					
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	3	1	-	1	1	-	-
Are you the family member of someone who goes to a respite service?							
Yes	1	*	*	*	*	*	*
No	2	*	*	*	*	*	*
Which one?							
Hindson House	-	*	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	1	*	*	*	*	*	*
Do you live in the area close to one of the respite services?							
Yes	1	*	*	*	*	*	*
No	1	*	*	*	*	*	*
Which one?							
Hindson House	-	*	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	1	*	*	*	*	*	*
Are you part of a community organisation that is involved in a respite service?							
Yes	-	*	*	*	*	*	*
No	1	*	*	*	*	*	*
Which one?							
Hindson House	-	*	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	-	*	*	*	*	*	*
Do you work in a respite service?							
Yes	-	*	*	*	*	*	*
No	1	*	*	*	*	*	*

Counts Respondents	Question 2: We are suggesting that we reduce the number of beds at Orchard Close from 13 to 10. Do you agree or disagree with this idea?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	65	15	11	13	20	5	1
Are you....							
Female	31	3	9	6	8	5	-
Male	28	10	2	5	10	-	1
Prefer not to say	1	*	*	*	*	*	*
Other	2	*	*	*	*	*	*
How old are you?							
Under 18	-	*	*	*	*	*	*
18 - 24	6	*	*	*	*	*	*
25 - 34	18	5	4	1	7	1	-
35-44	9	*	*	*	*	*	*
45-54	12	1	4	4	1	2	-
55-64	11	3	-	4	3	1	-
65-74	6	*	*	*	*	*	*
75 or over	-	*	*	*	*	*	*
Perfer not to say	3	*	*	*	*	*	*
Are you disabled, or do you have a long lasting illness?							
Yes	50	13	8	12	12	4	1
No	10	-	2	1	6	1	-
Prefer not to say	4	*	*	*	*	*	*

Counts Respondents	Base	Question 3: Which of these options do you think are good ideas?				
		People only being able to stay for one week in the summer	People having to start and finish their breaks on a certain day of the week during the summer	People not always being able to stay just for a weekend in the summer	Letting groups of friends stay together	Having more staff working in summer so more people can stay
Total	64	22	18	21	29	45
Are you answering these questions:						
For myself	60	20	16	20	26	41
For an organisation or group	4	*	*	*	*	*
Are you someone who goes to a respite service?						
Yes	51	16	12	15	22	36
No	8	*	*	*	*	*
Which one?						
Hindson House	7	*	*	*	*	*
Jacob's Lodge	8	*	*	*	*	*
Newcroft	7	*	*	*	*	*
Orchard Close	33	10	10	10	16	23
Are you the parent or carer of someone who goes to a respite service?						
Yes	5	*	*	*	*	*
No	3	*	*	*	*	*
Which one?						
Hindson House	1	*	*	*	*	*
Jacob's Lodge	1	*	*	*	*	*
Newcroft	-	*	*	*	*	*
Orchard Close	3	*	*	*	*	*

Counts Respondents	Base	Question 3: Which of these options do you think are good ideas?				
		People only being able to stay for one week in the summer	People having to start and finish their breaks on a certain day of the week during the summer	People not always being able to stay just for a weekend in the summer	Letting groups of friends stay together	Having more staff working in summer so more people can stay
Total	3	1	1	-	2	1
Are you the family member of someone who goes to a respite service?						
Yes	1	*	*	*	*	*
No	2	*	*	*	*	*
Which one?						
Hindson House	-	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*
Newcroft	-	*	*	*	*	*
Orchard Close	1	*	*	*	*	*
Do you live in the area close to one of the respite services?						
Yes	1	*	*	*	*	*
No	1	*	*	*	*	*
Which one?						
Hindson House	-	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*
Newcroft	-	*	*	*	*	*
Orchard Close	1	*	*	*	*	*
Are you part of a community organisation that is involved in a respite service?						
Yes	-	*	*	*	*	*
No	1	*	*	*	*	*
Which one?						
Hindson House	-	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*
Newcroft	-	*	*	*	*	*
Orchard Close	-	*	*	*	*	*
Do you work in a respite service?						
Yes	-	*	*	*	*	*
No	1	*	*	*	*	*

Counts Respondents	Base	Question 3: Which of these options do you think are good ideas?				
		People only being able to stay for one week in the summer	People having to start and finish their breaks on a certain day of the week during the summer	People not always being able to stay just for a weekend in the summer	Letting groups of friends stay together	Having more staff working in summer so more people can stay
Total	64	22	18	21	29	45
Are you....						
Female	31	11	11	10	15	19
Male	27	8	5	8	10	21
Prefer not to say	1	*	*	*	*	*
Other	2	*	*	*	*	*
How old are you?						
Under 18	-	*	*	*	*	*
18 - 24	6	*	*	*	*	*
25 - 34	18	5	4	5	7	13
35-44	10	3	1	3	4	6
45-54	10	5	6	4	5	6
55-64	11	3	3	2	3	9
65-74	6	*	*	*	*	*
75 or over	-	*	*	*	*	*
Perfer not to say	3	*	*	*	*	*
Are you disabled, or do you have a long lasting illness?						
Yes	50	17	12	18	23	35
No	9	*	*	*	*	*
Prefer not to say	4	*	*	*	*	*

Counts Respondents	Question 5: Which of these ideas would help to make more people use Orchard Close in Spring, Autumn and Winter? (Tick as many as you want)															
	Base	Arts and crafts sessions	Board games and game sessions	Cooking classes	Exercise classes	Friendship weeks - spending a week with certain friends	Gardenin- g	Watching films	Music and singing sessions	A newsle- tter	More pets at Orchard Close	Activity weeks - a different activity each week	Trips to exercise activities - like swim- ming	Trips to museum- s, art galleries, places where you can learn about history	Trips to shopping centres	Anything else?
Total	64	46	33	47	36	39	31	46	40	24	31	36	37	31	37	31
Are you answering these questions:																
For myself	60	42	31	43	34	35	28	43	36	21	29	33	35	28	35	27
For an organisation or group	4	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Are you someone who goes to a respite service?																
Yes	51	35	26	37	29	29	23	38	30	18	25	28	30	25	33	24
No	8	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Which one?																
Hindson House	7	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Jacob's Lodge	7	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Newcroft	6	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Orchard Close	35	23	21	29	20	20	16	28	23	15	20	22	22	21	26	20
Are you the parent or carer of someone who goes to a respite service?																
Yes	5	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No	3	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Which one?																
Hindson House	1	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Jacob's Lodge	1	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Orchard Close	3	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Counts Respondents	[Regarding proposal to Market spare capacity at Jacobs Lodge, Hindson House and Newcroft respite services] Question 6: Do you agree or disagree with this idea?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	63	7	7	8	25	10	6
Are you answering these questions:							
For myself	59	7	7	7	25	7	6
For an organisation or group	4	*	*	*	*	*	*
Are you someone who goes to a respite service?							
Yes	50	6	7	6	21	5	5
No	8	*	*	*	*	*	*
Which one?							
Hindson House	7	*	*	*	*	*	*
Jacob's Lodge	8	*	*	*	*	*	*
Newcroft	7	*	*	*	*	*	*
Orchard Close	32	3	2	4	14	5	4
Are you the parent or carer of someone who goes to a respite service?							
Yes	5	*	*	*	*	*	*
No	3	*	*	*	*	*	*
Which one?							
Hindson House	1	*	*	*	*	*	*
Jacob's Lodge	1	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	3	*	*	*	*	*	*

Counts Respondents	[Regarding proposal to Market spare capacity at Jacobs Lodge, Hindson House and Newcroft respite services] Question 6: Do you agree or disagree with this idea?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	3	1	-	1	1	-	-
Are you the family member of someone who goes to a respite service?							
Yes	1	*	*	*	*	*	*
No	2	*	*	*	*	*	*
Which one?							
Hindson House	-	*	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	1	*	*	*	*	*	*
Do you live in the area close to one of the respite services?							
Yes	1	*	*	*	*	*	*
No	1	*	*	*	*	*	*
Which one?							
Hindson House	-	*	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	1	*	*	*	*	*	*
Are you part of a community organisation that is involved in a respite service?							
Yes	-	*	*	*	*	*	*
No	1	*	*	*	*	*	*
Which one?							
Hindson House	-	*	*	*	*	*	*
Jacob's Lodge	-	*	*	*	*	*	*
Newcroft	-	*	*	*	*	*	*
Orchard Close	-	*	*	*	*	*	*
Do you work in a respite service?							
Yes	-	*	*	*	*	*	*
No	1	*	*	*	*	*	*

Counts Respondents	[Regarding proposal to Market spare capacity at Jacobs Lodge, Hindson House and Newcroft respite services] Question 6: Do you agree or disagree with this idea?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	63	7	7	8	25	10	6
Are you....							
Female	30	2	5	4	14	3	2
Male	27	5	2	3	11	5	1
Prefer not to say	1	*	*	*	*	*	*
Other	2	*	*	*	*	*	*
How old are you?							
Under 18	-	*	*	*	*	*	*
18 - 24	6	*	*	*	*	*	*
25 - 34	17	3	3	1	7	2	1
35-44	10	1	1	2	4	1	1
45-54	10	1	-	1	7	-	1
55-64	11	1	1	2	5	1	1
65-74	6	*	*	*	*	*	*
75 or over	-	*	*	*	*	*	*
Perfer not to say	3	*	*	*	*	*	*
Are you disabled, or do you have a long lasting illness?							
Yes	49	6	6	6	19	6	6
No	9	*	*	*	*	*	*
Prefer not to say	4	*	*	*	*	*	*

Appendix 5b – Non-easy read Response Form data tables

Counts Respondents	Base	Question 1: The County Council is continuing to run the respite service at Orchard Close and at the same time is looking at ways to reduce the running costs of the service. Do you agree or disagree with this approach?	
		I agree with this approach	I disagree with this approach
Total	118	97	21
Is this a personal response, or are you responding on behalf of an organisation or group that you represent?			
This is a personal response	116	96	20
This response is on behalf of an organisation or group that I represent	2	*	*
Do you have a connection with any of the following respite services?			
Hindson House	14	11	3
Jacobs Lodge	15	9	6
Newcroft	17	15	2
Orchard Close	58	51	7
None of these	15	14	1
Prefer not to say	7	*	*
If you have a connection to Hindson House, which of the following statements best describes this?			
I currently use Hindson House for respite	6	*	*
I previously used Hindson House for respite	2	*	*
I am a parent or carer of somebody who uses Hindson House for respite	14	11	3
I am a family member of somebody who uses Hindson House for respite	2	*	*
I am a member of the local community	2	*	*
I am a member of a local voluntary/community group	-	*	*
I am employed at Hindson House	-	*	*
Other	-	*	*
Prefer not to say	-	*	*
If you have a connection to Jacobs Lodge, which of the following statements best describes this?			
I currently use Jacobs Lodge for respite	10	5	5
I previously used Jacobs Lodge for respite	3	*	*
I am a parent or carer of somebody who uses Jacobs Lodge for respite	14	8	6
I am a family member of somebody who uses Jacobs Lodge for respite	3	*	*
I am a member of the local community	4	*	*
I am a member of a local voluntary/community group	-	*	*
I am employed at Jacobs Lodge	-	*	*
Other	-	*	*
Prefer not to say	-	*	*

Counts Respondents	Base	Question 1: The County Council is continuing to run the respite service at Orchard Close and at the same time is looking at ways to reduce the running costs of the service. Do you agree or disagree with this approach?	
		I agree with this approach	I disagree with this approach
Total	115	95	20
If you have a connection to Newcroft, which of the following statements best describes this?			
I currently use Newcroft for respite	6	*	*
I previously used Newcroft for respite	1	*	*
I am a parent or carer of somebody who uses Newcroft for respite	14	13	1
I am a family member of somebody who uses Newcroft for respite	4	*	*
I am a member of the local community	4	*	*
I am a member of a local voluntary/community group	-	*	*
I am employed at Newcroft	-	*	*
Other	-	*	*
Prefer not to say	-	*	*
If you have a connection to Orchard Close, which of the following statements best describes this?			
I currently use Orchard Close for respite	20	17	3
I previously used Orchard Close for respite	15	13	2
I am a parent or carer of somebody who uses Orchard Close for respite	47	42	5
I am a family member of somebody who uses Orchard Close for respite	19	15	4
I am a member of the local community	5	*	*
I am a member of a local voluntary/community group	2	*	*
I am employed at Orchard Close	-	*	*
Other	-	*	*
Prefer not to say	-	*	*
How would you describe your gender?			
Female	75	62	13
Male	34	27	7
Other	2	*	*
Prefer not to say	3	*	*
How old are you?			
Under 18	2	*	*
18 to 24	3	*	*
25 to 34	3	*	*
35 to 44	8	*	*
45 to 54	21	17	4
55 to 64	28	21	7
65 to 74	30	27	3
75 or over	15	11	4
Prefer not to say	4	*	*
Do you have a long-standing illness, health problem or disability?			
Yes	36	28	8
No	66	55	11
Prefer not to say	9	*	*

Counts Respondents	Question 2: To what extent do you agree or disagree with the proposal to reduce the number of beds at Orchard Close from 13 to 10?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	136	23	20	25	47	10	11
Is this a personal response, or are you responding on behalf of an organisation or group that you represent?							
This is a personal response	134	23	20	25	46	9	11
This response is on behalf of an organisation or group that I represent	2	*	*	*	*	*	*
Do you have a connection with any of the following respite services?							
Hindson House	13	-	2	3	6	1	1
Jacobs Lodge	14	5	1	1	7	-	-
Newcroft	21	6	2	3	10	-	-
Orchard Close	72	10	10	13	23	6	10
None of these	15	3	2	4	5	1	-
Prefer not to say	9	*	*	*	*	*	*
If you have a connection to Hindson House, which of the following statements best describes this?							
I currently use Hindson House for respite	5	*	*	*	*	*	*
I previously used Hindson House for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Hindson House for respite	13	-	2	3	6	1	1
I am a family member of somebody who uses Hindson House for respite	2	*	*	*	*	*	*
I am a member of the local community	1	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Hindson House	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
If you have a connection to Jacobs Lodge, which of the following statements best describes this?							
I currently use Jacobs Lodge for respite	9	*	*	*	*	*	*
I previously used Jacobs Lodge for respite	3	*	*	*	*	*	*
I am a parent or carer of somebody who uses Jacobs Lodge for respite	13	5	1	1	6	-	-
I am a family member of somebody who uses Jacobs Lodge for respite	2	*	*	*	*	*	*
I am a member of the local community	3	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Jacobs Lodge	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*

Counts Respondents	Question 2: To what extent do you agree or disagree with the proposal to reduce the number of beds at Orchard Close from 13 to 10?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	133	23	20	25	45	9	11
If you have a connection to Newcroft, which of the following statements best describes this?							
I currently use Newcroft for respite	8	*	*	*	*	*	*
I previously used Newcroft for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Newcroft for respite	18	5	2	3	8	-	-
I am a family member of somebody who uses Newcroft for respite	6	*	*	*	*	*	*
I am a member of the local community	5	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Newcroft	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
If you have a connection to Orchard Close, which of the following statements best describes this?							
I currently use Orchard Close for respite	23	2	5	5	5	3	3
I previously used Orchard Close for respite	15	1	2	4	6	1	1
I am a parent or carer of somebody who uses Orchard Close for respite	58	6	8	10	19	6	9
I am a family member of somebody who uses Orchard Close for respite	21	2	4	3	8	2	2
I am a member of the local community	7	*	*	*	*	*	*
I am a member of a local voluntary/community group	2	*	*	*	*	*	*
I am employed at Orchard Close	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
How would you describe your gender?							
Female	84	14	13	15	28	6	8
Male	39	6	6	8	14	3	2
Other	2	*	*	*	*	*	*
Prefer not to say	6	*	*	*	*	*	*
How old are you?							
Under 18	2	*	*	*	*	*	*
18 to 24	3	*	*	*	*	*	*
25 to 34	3	*	*	*	*	*	*
35 to 44	9	*	*	*	*	*	*
45 to 54	23	6	6	4	4	2	1
55 to 64	33	7	3	2	13	2	6
65 to 74	36	4	3	10	14	2	3
75 or over	15	2	1	3	8	1	-
Prefer not to say	8	*	*	*	*	*	*
Do you have a long-standing illness, health problem or disability?							
Yes	38	8	7	9	9	2	3
No	74	12	12	10	30	6	4
Prefer not to say	16	3	1	3	4	1	4

Counts Respondents	Question 3: Which of the following options do you believe would give respite service users fairer access to respite at Orchard Close across the year?						
	Base	Limiting respite users to only book one week during the summer months	Fixed start and end days (i.e. Saturday - Saturday) during the summer months	Minimising weekend-only respite periods	Allowing groups of service users to book together, where possible, so that friends can take respite at the same time in the quieter months	Temporarily increase occupancy levels to above 85% during the summer months	Any other options not listed above
Total	135	40	45	50	73	81	29
Is this a personal response, or are you responding on behalf of an organisation or group that you represent?							
This is a personal response	133	39	44	49	71	79	28
This response is on behalf of an organisation or group that I represent	2	*	*	*	*	*	*
Do you have a connection with any of the following respite services?							
Hindson House	13	6	5	7	6	8	3
Jacobs Lodge	13	2	4	2	7	7	4
Newcroft	20	5	7	10	11	13	4
Orchard Close	72	23	27	27	36	43	16
None of these	15	6	4	5	11	9	1
Prefer not to say	9	*	*	*	*	*	*
If you have a connection to Hindson House, which of the following statements best describes this?							
I currently use Hindson House for respite	5	*	*	*	*	*	*
I previously used Hindson House for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Hindson House for respite	13	6	5	7	6	8	3
I am a family member of somebody who uses Hindson House for respite	2	*	*	*	*	*	*
I am a member of the local community	2	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Hindson House	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
If you have a connection to Jacobs Lodge, which of the following statements best describes this?							
I currently use Jacobs Lodge for respite	8	*	*	*	*	*	*
I previously used Jacobs Lodge for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Jacobs Lodge for respite	12	1	3	2	6	6	4
I am a family member of somebody who uses Jacobs Lodge for respite	2	*	*	*	*	*	*
I am a member of the local community	2	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Jacobs Lodge	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*

Counts Respondents	Question 3: Which of the following options do you believe would give respite service users fairer access to respite at Orchard Close across the year?						
	Base	Limiting respite users to only book one week during the summer months	Fixed start and end days (i.e. Saturday - Saturday) during the summer months	Minimising weekend-only respite periods	Allowing groups of service users to book together, where possible, so that friends can take respite at the same time in the quieter months	Temporarily increase occupancy levels to above 85% during the summer months	Any other options not listed above
Total	132	38	44	49	70	78	28
If you have a connection to Newcroft, which of the following statements best describes this?							
I currently use Newcroft for respite	7	*	*	*	*	*	*
I previously used Newcroft for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Newcroft for respite	18	4	6	9	10	11	3
I am a family member of somebody who uses Newcroft for respite	6	*	*	*	*	*	*
I am a member of the local community	5	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Newcroft	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
If you have a connection to Orchard Close, which of the following statements best describes this?							
I currently use Orchard Close for respite	23	9	11	10	11	9	7
I previously used Orchard Close for respite	15	5	7	6	6	6	3
I am a parent or carer of somebody who uses Orchard Close for respite	58	18	24	24	27	32	13
I am a family member of somebody who uses Orchard Close for respite	21	7	11	11	13	11	4
I am a member of the local community	7	*	*	*	*	*	*
I am a member of a local voluntary/community group	2	*	*	*	*	*	*
I am employed at Orchard Close	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
How would you describe your gender?							
Female	81	28	25	31	43	48	13
Male	41	10	13	14	20	23	12
Other	2	*	*	*	*	*	*
Prefer not to say	6	*	*	*	*	*	*
How old are you?							
Under 18	2	*	*	*	*	*	*
18 to 24	3	*	*	*	*	*	*
25 to 34	3	*	*	*	*	*	*
35 to 44	9	*	*	*	*	*	*
45 to 54	23	9	5	7	10	12	8
55 to 64	31	7	8	13	15	15	8
65 to 74	36	11	14	12	17	22	5
75 or over	16	8	10	11	9	10	3
Prefer not to say	8	*	*	*	*	*	*
Do you have a long-standing illness, health problem or disability?							
Yes	41	12	13	13	20	21	11
No	70	21	23	28	39	40	12
Prefer not to say	16	4	5	5	9	13	5

Counts Respondents	Question 5: Which of the following would make the respite service at Orchard Close more attractive for service users?										
	Base	Arts and craft sessions	Board games and game sessions	Cooking classes	Exercise classes	Friendship weeks (weeks with friends at Orchard Close)	Gardening	Home cinema with a selection of films	Music and singing sessions	Newsletter	Additional pets at Orchard Close
Total	135	88	69	99	81	81	66	94	89	42	56
Is this a personal response, or are you responding on behalf of an organisation or group that you represent?											
This is a personal response	133	86	68	97	79	79	65	92	87	40	55
This response is on behalf of an organisation or group that I represent	2	*	*	*	*	*	*	*	*	*	*
Do you have a connection with any of the following respite services?											
Hindson House	13	9	7	8	6	7	5	8	8	3	3
Jacobs Lodge	13	11	8	9	11	8	9	10	10	3	4
Newcroft	19	9	6	13	14	12	8	7	12	3	5
Orchard Close	73	46	36	55	39	37	32	55	46	26	33
None of these	15	11	9	9	8	11	9	11	12	4	5
Prefer not to say	9	*	*	*	*	*	*	*	*	*	*
If you have a connection to Hindson House, which of the following statements best describes this?											
I currently use Hindson House for respite	5	*	*	*	*	*	*	*	*	*	*
I previously used Hindson House for respite	2	*	*	*	*	*	*	*	*	*	*
I am a parent or carer of somebody who uses Hindson House for respite	13	9	7	8	6	7	5	8	8	3	3
I am a family member of somebody who uses Hindson House for respite	2	*	*	*	*	*	*	*	*	*	*
I am a member of the local community	1	*	*	*	*	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*	*	*	*	*
I am employed at Hindson House	-	*	*	*	*	*	*	*	*	*	*
Other	-	*	*	*	*	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*	*	*	*	*
If you have a connection to Jacobs Lodge, which of the following statements best describes this?											
I currently use Jacobs Lodge for respite	8	*	*	*	*	*	*	*	*	*	*
I previously used Jacobs Lodge for respite	2	*	*	*	*	*	*	*	*	*	*
I am a parent or carer of somebody who uses Jacobs Lodge for respite	12	10	8	9	10	7	9	10	10	3	4
I am a family member of somebody who uses Jacobs Lodge for respite	2	*	*	*	*	*	*	*	*	*	*
I am a member of the local community	2	*	*	*	*	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*	*	*	*	*
I am employed at Jacobs Lodge	-	*	*	*	*	*	*	*	*	*	*
Other	-	*	*	*	*	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*	*	*	*	*

Counts Respondents	Question 5: Which of the following would make the respite service at Orchard Close more attractive for service users?													
	Base	Arts and craft sessions	Board games and game sessions	Cooking classes	Exercise classes	Friendship weeks (weeks with friends at Orchard Close)	Gardening	Home cinema with a selection of films	Music and singing sessions	Newsletter	Additional pets at Orchard Close	'Themed' activity weeks at Orchard Close	Trips to exercise activities, such as swimming	Trips to museum and other cultural sites
Total	132	85	67	96	78	78	64	91	86	39	54	72	91	65
If you have a connection to Newcroft, which of the following statements best describes this?														
I currently use Newcroft for respite	6	*	*	*	*	*	*	*	*	*	*	*	*	*
I previously used Newcroft for respite	2	*	*	*	*	*	*	*	*	*	*	*	*	*
I am a parent or carer of somebody who uses Newcroft for respite	17	9	6	12	14	11	8	7	12	3	5	11	10	6
I am a family member of somebody who uses Newcroft for respite	5	*	*	*	*	*	*	*	*	*	*	*	*	*
I am a member of the local community	4	*	*	*	*	*	*	*	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*	*	*	*	*	*	*	*
I am employed at Newcroft	-	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	-	*	*	*	*	*	*	*	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*	*	*	*	*	*	*	*
If you have a connection to Orchard Close, which of the following statements best describes this?														
I currently use Orchard Close for respite	23	15	15	19	11	13	10	18	17	9	10	14	17	12
I previously used Orchard Close for respite	15	10	9	12	8	8	6	11	11	3	6	8	11	6
I am a parent or carer of somebody who uses Orchard Close for respite	60	39	32	48	36	32	29	47	38	21	25	33	41	31
I am a family member of somebody who uses Orchard Close for respite	20	12	13	14	10	9	8	16	13	8	12	12	14	11
I am a member of the local community	7	*	*	*	*	*	*	*	*	*	*	*	*	*
I am a member of a local voluntary/community group	2	*	*	*	*	*	*	*	*	*	*	*	*	*
I am employed at Orchard Close	-	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	-	*	*	*	*	*	*	*	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*	*	*	*	*	*	*	*
How would you describe your gender?														
Female	83	53	44	61	49	49	43	58	56	27	34	43	63	42
Male	40	28	20	28	25	23	16	28	27	9	13	25	26	20
Other	1	*	*	*	*	*	*	*	*	*	*	*	*	*
Prefer not to say	6	*	*	*	*	*	*	*	*	*	*	*	*	*
How old are you?														
Under 18	2	*	*	*	*	*	*	*	*	*	*	*	*	*
18 to 24	3	*	*	*	*	*	*	*	*	*	*	*	*	*
25 to 34	3	*	*	*	*	*	*	*	*	*	*	*	*	*
35 to 44	8	*	*	*	*	*	*	*	*	*	*	*	*	*
45 to 54	23	13	9	17	9	12	8	16	13	6	8	8	14	10
55 to 64	31	17	17	18	19	17	15	21	23	9	14	16	22	17
65 to 74	37	28	18	28	25	23	17	26	24	12	10	23	28	14
75 or over	16	13	9	12	12	9	9	10	11	2	7	9	10	9
Prefer not to say	8	*	*	*	*	*	*	*	*	*	*	*	*	*
Do you have a long-standing illness, health problem or disability?														
Yes	40	29	20	31	24	24	19	29	23	11	11	20	23	21
No	72	43	36	48	45	45	33	48	53	19	33	39	54	33
Prefer not to say	16	9	8	14	5	7	10	11	8	7	9	10	10	8

Counts Respondents	Question 6: To what extent do you agree or disagree with the proposal to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	136	18	11	23	43	32	9
Is this a personal response, or are you responding on behalf of an organisation or group that you represent?							
This is a personal response	134	18	11	23	43	31	8
This response is on behalf of an organisation or group that I represent	2	*	*	*	*	*	*
Do you have a connection with any of the following respite services?							
Hindson House	14	1	4	4	4	-	1
Jacobs Lodge	15	6	3	3	3	-	-
Newcroft	21	6	2	3	10	-	-
Orchard Close	70	5	2	7	29	21	6
None of these	15	3	-	5	3	4	-
Prefer not to say	8	*	*	*	*	*	*
If you have a connection to Hindson House, which of the following statements best describes this?							
I currently use Hindson House for respite	6	*	*	*	*	*	*
I previously used Hindson House for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Hindson House for respite	14	1	4	4	4	-	1
I am a family member of somebody who uses Hindson House for respite	2	*	*	*	*	*	*
I am a member of the local community	2	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Hindson House	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
If you have a connection to Jacobs Lodge, which of the following statements best describes this?							
I currently use Jacobs Lodge for respite	10	4	3	2	1	-	-
I previously used Jacobs Lodge for respite	3	*	*	*	*	*	*
I am a parent or carer of somebody who uses Jacobs Lodge for respite	14	5	3	3	3	-	-
I am a family member of somebody who uses Jacobs Lodge for respite	3	*	*	*	*	*	*
I am a member of the local community	3	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Jacobs Lodge	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*

Counts Respondents	Question 6: To what extent do you agree or disagree with the proposal to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS?						
	Base	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Total	133	18	11	23	42	31	8
If you have a connection to Newcroft, which of the following statements best describes this?							
I currently use Newcroft for respite	8	*	*	*	*	*	*
I previously used Newcroft for respite	2	*	*	*	*	*	*
I am a parent or carer of somebody who uses Newcroft for respite	18	5	1	3	9	-	-
I am a family member of somebody who uses Newcroft for respite	6	*	*	*	*	*	*
I am a member of the local community	5	*	*	*	*	*	*
I am a member of a local voluntary/community group	-	*	*	*	*	*	*
I am employed at Newcroft	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
If you have a connection to Orchard Close, which of the following statements best describes this?							
I currently use Orchard Close for respite	22	2	1	1	9	6	3
I previously used Orchard Close for respite	13	3	1	-	7	1	1
I am a parent or carer of somebody who uses Orchard Close for respite	57	2	2	5	23	20	5
I am a family member of somebody who uses Orchard Close for respite	20	3	1	1	7	5	3
I am a member of the local community	7	*	*	*	*	*	*
I am a member of a local voluntary/community group	2	*	*	*	*	*	*
I am employed at Orchard Close	-	*	*	*	*	*	*
Other	-	*	*	*	*	*	*
Prefer not to say	-	*	*	*	*	*	*
How would you describe your gender?							
Female	82	10	9	17	22	19	5
Male	41	7	2	6	15	9	2
Other	2	*	*	*	*	*	*
Prefer not to say	6	*	*	*	*	*	*
How old are you?							
Under 18	2	*	*	*	*	*	*
18 to 24	3	*	*	*	*	*	*
25 to 34	3	*	*	*	*	*	*
35 to 44	8	*	*	*	*	*	*
45 to 54	24	1	1	7	9	5	1
55 to 64	30	5	7	3	8	6	1
65 to 74	37	5	1	5	16	9	1
75 or over	17	3	-	5	6	2	1
Prefer not to say	8	*	*	*	*	*	*
Do you have a long-standing illness, health problem or disability?							
Yes	40	9	5	5	10	7	4
No	72	6	6	15	25	18	2
Prefer not to say	16	2	-	3	4	5	2

Appendix 6 – Open-ended question code frames

The code frames for the following open-ended questions are included in these appendices:

- If you would like to give reasons for your answer, please do so below:
(Following Question 1: The County Council is continuing to run the respite service at Orchard Close and at the same time is looking at ways to reduce the running costs of the service. Do you agree or disagree with this approach?)
- Code frame for the question “If you would like to give reasons for your answer, please do so below:” *(Following Question 2: To what extent do you agree or disagree with the proposal to reduce the number of beds at Orchard Close from 13 to 10?)*
- Code frame for the question “For 'other' please describe below:” *(Following Question 3: Which of the following options do you believe would give respite service users fairer access to respite at Orchard Close across the year?)*
- Code frame for the question “Question 4: What impact, if any, do you think that this reduction in the availability of respite at Orchard Close over the summer period could have on service users and their families?”
- Code frame for the question “For 'anything else', please describe these below” *(Following Question 5: Which of the following would make the respite service at Orchard Close more attractive for service users?)*
- Code frame for the question “If you would like to give reasons for your answer, please do so below:” *(Following Question 6: To what extent do you agree or disagree with the proposal to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS?)*
- Code frame for the question “Question 7: If you have any further comments on the proposals in this consultation, or alternative suggestions on how the County Council could save £285,000 from its Adults’ Health and Care budget, then please provide these in the box below.”
- Code frame for the question “Question 8: Please describe what, if any, impact the proposals in this consultation could have on you or your family, or people you know or work with.”

Appendix 6a - Code frame for the question “If you would like to give reasons for your answer, please do so below:” (Following Question 1: The County Council is continuing to run the respite service at Orchard Close and at the same time is looking at ways to reduce the running costs of the service. Do you agree or disagree with this approach?)

Comments	Count
Do not make any changes/efficiencies/maintain current levels	33
Do not reduce the number of beds	6
Make Efficiencies	27
Operational running costs only	17
Save money to keep service for future	9
Efficiencies over complete closure	7
Reduce the number of beds	4
Valued service	26
Needs to be ring fenced/protected	3
Respite service is vital	3
Impact on level of service	21
Availability of care should not be changed/reduced	11
Service quality decline	8
Allocation of number of nights should not be affected	3
Should not reduce flexibility of booking breaks	1
Issues with question wording	11
Keep Orchard Close open	9
Explore other funding options	6
Service users pay for extra days	1
Service users pay towards their respite break	1
Volunteers and charity donations	1
Need more information of implications of approach	5
Concerns	4
Capacity already high/need as many beds as can	4
Service users	3
Could create distress for service users if cannot use when needed	2
Longer term financial impacts	2
Full time care	2
Sell spare beds at Orchard Close	1

Appendix 6b - Code frame for the question “If you would like to give reasons for your answer, please do so below:” (Following Question 2: To what extent do you agree or disagree with the proposal to reduce the number of beds at Orchard Close from 13 to 10?)

Comments	Count
Concerns	31
Shortage of respite places in county already	9
Could mean less staff, impacting quality of service received	9
Less availability in summer months	7
Less availability in general	5
Level of service could decrease	5
Bed space downstairs if removed could restrict who can stays	1
Advanced booking can be difficult	1
Protect Orchard Close/funding should not change	28
More beds should be offered flexibly	7
Ensure meets future capacity needs/demand could increase in future	5
Reduction in beds is preferable to complete closure	24
Impacts on Parents/carers	9
less beds over summer limits carers ability for respite during this time	4
Need more support not less	4
mental health/wellbeing	1
Proposal could improve service	7
Fairer/more accessible access throughout the year	3
fairer access to service over summer	2
to existing beds if go ahead e.g. lift access	2
Questions	6
Could this affect staff and how many staff will there be for 10 beds?	4
Where will money saved go?	1
Could running costs increase if beds go unused outside of peak period?	1
What time of year would families be allocated?	1
Alternative suggestions	4
Use extra beds for people that need respite in local area	2
Ask service users to pay for extra days	2
Wider impacts of proposal	4
could mean use of full time care	2
could put pressure on other respite services over the summer	1
Impact on staff	3
Impacts on service users	2
Efficiencies are preferable to complete closure	1
Keep Orchard Close open	1

Appendix 6c - Code frame for the question “For 'other' please describe below:” (Following Question 3: Which of the following options do you believe would give respite service users fairer access to respite at Orchard Close across the year?)

Comments	Count
Summer bookings	11
Should have longer to book a week away – mentions of between 10 days and 2 weeks	5
Allocate over the summer holidays to families with other children at school	2
Only have summer respite	2
Flexibility	8
There should be more flexible start times and pick up times	2
There should be flexibility in exceptional circumstances	1
That there should be more flexibility for weekend stays	1
Allow for emergency bookings if available	1
Increase weekend respite over quieter months/winter	5
Encourage smaller stays during winter/autumn during the week/additional dates	4
Generate income	3
Offer 'funded' days to help fund Orchard Close	2
Better management/organisation systems/booking forms	3
Allocate specific breaks per season per family/request that respite is spread out over seasons	3
Advertise better to increase usage	3
Do not reduce access/keep it as it is	3
Increase the amount of allocation a family can have	2
Create seasonal events to encourage more use across the year	2
Keep Orchard Close open	1

Appendix 6d - Code frame for the question “Question 4: What impact, if any, do you think that this reduction in the availability of respite at Orchard Close over the summer period could have on service users and their families?”

Comments	Count
Impact on holiday	45
1 week not enough	21
Not being able to have summer holidays	17
Issues with school holidays/other children - can only go away during that time	12
Families who have more than one child/arranging care over school holidays	3
Force families to take holiday during school term	5
Impact on parents/carers	23
Parents/carers may not be able to cope if less beds	4
Could result in travelling to other (further) respite centres	2
Availability	14
Lack of last minute/short notice bookings	3
Must be worked out fairly to ensure equal opportunity	3
Emergency care may not be available	2
Allow 1 week respite in summer as summer resort	1
Impact on service users	13
Can only use respite over school/college holidays	7
Miss out on seeing friends	2
Positive impact	12
Fairer allocation	9
If run the same month-to-month	1
Impacts on capacity	9
Reduction could cause capacity issues	7
Service is needed the most over summer months	4
Less flexibility	7
Longer term impacts	6
Could result in 24hr care needed	3
Could cost the council more in the long term	2
Impact on family unit	5
Impact on mental health and wellbeing	2
Strain on family relationships	1
lower income families	1
Could make it difficult for those who want to use for weekends only	3
No/minimal impact	2

Appendix 6e - Code frame for the question “For 'anything else', please describe these below” (Following Question 5: Which of the following would make the respite service at Orchard Close more attractive for service users?)

Suggestions	Count
Bowling	18
Theatre visit	13
Cinema trips	9
Coffee shop visits	6
Pub visits	6
Train trips	6
Trips to amusement parks e.g. Paultons Park	6
Trips to seaside amusements	6
Ask service user before their stay	5
Discos	5
Themed weeks	5
Horse riding	4
Zoo trips	4
Beach visit	3
Car boot sale	3
Ferry trips	3
Walking	3
Aquarium	2
Barbecues	2
Beauty Therapy sessions	2
Concert visit	2
Party themed weeks	2
Pets	2
Visits to farms	2
Adapted cycle rides	1
Aerobility	1
Animal themed places	1
Bike rides	1
Bingo	1
Climbing	1
Crazy golf	1
Cricket	1
Fete/fayres	1
Football	1
Fort Purbrook	1
Fort Widley	1
Garden centre	1
Karaoke	1
Library	1

Suggestions	Count
Mental Health awareness/mindfulness	1
Museums	1
Pilates/yoga sessions	1
Restaurant trips	1
"Something meaningful"	1
The Peter Ashley Activity Centre	1
Theme weeks should be allocated if not filled	1
Television	1
Under- and over-30s weeks	1
Vary the difficulty - some for complex needs, some for more abled	1
Watching sport	1

Appendix 6f - Code frame for the question “If you would like to give reasons for your answer, please do so below:” (Following Question 6: To what extent do you agree or disagree with the proposal to market spare capacity at Hindson House, Jacobs Lodge, and Newcroft respite services to other local authorities and the NHS?)

Comments	Count
Priority to existing users	23
Hampshire residents should get priority	12
Spare beds should be offered to service users first	8
Ensure do not put strain on staff	2
Concerned about capacity issues	16
Agree if maintain level of current service/availability	12
If only over quiet, off peak periods e.g. winter	3
Concerns for the service user	11
Safety concerns if have NHS sharing with vulnerable adults	5
Ensure there is room for emergency admissions	4
Could impact on their care if other/extra people	1
Reduce beds/make savings at Jacobs Lodge/Hindson House/Newcroft instead of Orchard Close	8
Advertise more extensively	7
Not appropriate care for learning disabled	7
Income generation could create benefit	6
Help with staffing cost	1
Alternative approach	5
Put extra rooms to service users and ask to pay	4
Manage respite services better as a whole	1
Use capacity at Orchard Close and sell this	3
Reduce number of beds/make savings at other respite homes as well	2
Orchard Close users should have priority of alternatives at Jacobs Lodge/Hindson house/Newcroft	2
Market more to ensure maximum benefit	1
Could help other people	1
Could bring in revenue	1
May not be economically viable	1
Question: Would this mean sharing space with older people?	1

Appendix 6g - Code frame for the question “Question 7: If you have any further comments on the proposals in this consultation, or alternative suggestions on how the County Council could save £285,000 from its Adults’ Health and Care budget, then please provide these in the box below.”

Comments	Count
HCC wide Operational savings	25
Savings Staff pay	15
Reduce cost of consultations	8
Sell Spare capacity	13
Carers could pay for additional respite	6
Spare capacity at Orchard Close should be let to NHS and La's too	3
Let to other 'vulnerable' groups	1
Offer staffed to be 'loaned out'	1
Make savings from other services/departments	11
renegotiate contracts for transporting service users	1
Encourage transport independence	1
home to school transport	1
Do not make budget cuts	10
Charges at Orchard Close	7
Service users pay towards care	6
Charge for respite care	4
Long term financial strain	3
Assess peoples needs appropriately to minimise emergency care	1
Cut beds at Hindson house/Jacobs Lodge/Newcroft	3
Ensure service users are aware of all respite units to increase capacity	2
Building running cost savings	2
Lobby central government for money	2
Increase Council Tax	2
Close Jacobs Lodge instead as underused	2
Offer spare capacity to service users	2
Use volunteers to cover potential loss in staff	1
Fundraise	1
Staffing numbers could be reduced	1
Assess service users’ needs more closely	1

Appendix 6h - Code frame for the question “Question 8: Please describe what, if any, impact the proposals in this consultation could have on you or your family, or people you know or work with.”

Comments	Count
Impact on parents/carers	43
Unable to cope	13
Mental health impact	11
May not be able to get break	9
Harder to book holidays	6
Miss out on time to relax	5
Older carers may need more support	2
Impact on service users at Orchard Close	19
Less time spent with friends	3
May have fewer nights per year	3
Emotional distress	2
Staying at another centre would be stressful	2
Know staff and feel comfortable at Orchard Close	1
Longer stays are more beneficial to service user independence	1
Impact on family	13
Mental health/stress impact	7
Other siblings may miss out on holiday/time with parents if don't get respite	4
Fewer beds could mean less respite time	8
Not as easy to access	5
Orchard Close is a valued service	7
Homely feel	2
Allows for activities outside, other centres could be more isolating	1
Orchard Close capacity issues	7
Not as easy to access	5
Fewer beds for more abled	1
Less staffing at Orchard Close	7
Impacts of giving spare capacity to NHS (Hindson, Newcroft, Jacobs lodge)	6
Less room for respite users	5
Safeguarding issues	4
Less flexibility	2
Less access	2
Less emergency care	2
Longer term impacts	6
24 hour care/full time care	5
Proposals seem fair if retain service	6
Benefits to service	1

Comments	Count
Little/no impact	6
Concerned impact quality of service received	6
Concerned that capacity issues at other respite centres	5
Length of respite concerns	5
7 days is not long enough	4
Do not know at this stage	4
Reduced flexibility because of proposals	3
Paper work/administration/training not undertaken	3
Safeguarding issues	2
Could mean lack of space for summer respite	1
Use day centres more for more regular respite	1
Respite break is really important to parents/carers	1
Question: Would service users be able to book respite short notice or would they be filled?	1

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	18 March 2020
Title:	Demand Management and Prevention Grants
Report From:	Director of Adults' Health and Care

Contact name: Sarah Snowdon
Peter Stokes

Tel: 01962 845389

Email: Peter.Stokes@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to seek approval for making grant awards to the voluntary and community organisations outlined in this report as part of the Demand Management and Prevention Programme.

Recommendation(s)

2. That approval be given by the Executive Member for Adult Social Care and Health to award the following grants:
 - i) To award Citizens Advice Havant a grant totalling £35,000 to cover a 2 year period between 1 May 2020 and 30 April 2022 as part of the Local Solutions Grant fund as detailed below.
 - ii) To award Totton and Ealing Volunteers a grant totalling £12,500 to cover a twelve month period between 1 May 2020 and 30 April 2021 as part of the Local Solutions Grant as outlined below.

Executive Summary

3. This report seeks to:
 - Set out the background to the grants
 - Set out the reason for the recommendations
 - Consider the finance for the project
 - Look at key issues
 - Briefly consider the future direction of the project.

Contextual information

Background

4. The Voluntary and Community Sector (VCS) contributes to improving people's quality of life. The grants programme is one of the ways in which the County Council supports the sector to support people to live fuller more independent lives.
5. A voluntary organisation may be considered for grant aid from the County Council only if its services, projects or activities are in compliance with the aims and objectives, priorities and policies of the County Council.
6. Grants are awarded to support services that are better provided by the voluntary sector e.g. the mobilisation of community resources to help vulnerable people maintain their independence.
7. A grant is defined as a sum of money to support a particular activity. It does not usually cover the entire cost of the activity and it is legally considered to be a one-sided gift, rather than a payment in exchange for services.
8. Voluntary and community organisations provide valuable locally based services that are often rooted in the communities which they serve. Significant benefit is produced through this activity, often through voluntary action and focused towards activity that clearly assists in providing early intervention and prevention initiatives. Grant funding by the County Council contributes to, and helps sustain, this activity.
9. As grants are a contribution to service or activity costs the economic benefit to the department can be significant, leveraging in additional funding, the benefit of volunteer time and therefore providing good value for money to the authority.
10. Organisations will not normally be eligible for grants where they hold balances in excess of one year's running costs. Those organisations receiving recurring funding which hold in excess of three months' running costs, and where they cannot demonstrate through their reserves policy that these reserves are justified, may receive a reduced grant. To establish the level of reserves, organisations are required to provide a set of their latest accounts and annual report with their application and before grant payment is made – in the case of organisations with an income of £10,000 or above, these must be independently examined or audited. If organisations have reserves in excess of three months, we will apply the reserves policy which is in line with the Charity Commission's policy on these matters.

Demand and Prevention Programme

11. Prevention, incorporating Demand Management is one of the three key areas identified to achieve the Vision of Adults' Health and Care, as detailed in the Adult's Health and Care Strategy 2018.

12. The Demand Management and Prevention work will build on people's strengths, enabling them to improve their health and take more personal responsibility for looking after themselves with support from their family, friends and community network. The Council will encourage this by making the healthy choice the easy choice and developing accessible, inclusive and readily available information and advice services. The Council will also carry out targeted prevention work for certain groups of people who are most at risk of poor health to keep them well and to avoid or delay the need for social care services. The Council will work with partners, in particular the NHS, GPs and the Voluntary sector to achieve the above aims.
13. In alignment with the overall Demand Management and Prevention Programme Strategy, the five year objectives for the Demand Management and Prevention Programme are:
- More people will be keeping fit and well in the community, reducing the need and demand for health and social care services.
 - Information and advice via Connect to Support will be routinely accessed to enable people to make informed choices about their care and support.
 - The County Council's contact centre will resolve the majority of client enquiries for help and support.
 - Private pay care technology solutions will be routinely requested and provided.
 - Community support offers will be increasingly known about, better trusted and more widely used.
 - Fewer people will be socially isolated or people will be better connected and Carers will be better supported.
14. A number of countywide grants and contracts are awarded as part of the Demand Management and Prevention programme, all designed to complement and deliver the aims and objectives of the programme. Some grants are awarded countywide but in addition, a number of smaller place-based grants are also required awarded as part of the programme of work, in response to specific community needs identified within that locality. These place-based grants include the Local Solutions Grants discussed in this report.
15. In this report all grants being recommended follow on from an advertised programme that is open for applications from relevant organisations.

Local Solutions Grant

16. It is recognised that across Hampshire there are local initiatives, support networks and services achieving positive outcomes for adults every day. A strength-based approach values these local provisions and seeks to enable them to further develop, be sustained and grow. This approach recognises that the County Council is often not the only, or the best, source of help for local people

17. Services developed through this locality focused approach (either through building capacity in existing provision or through new initiatives) are likely to enable early prevention support, as well as shaping options which may be attractive alternatives to some traditional services currently available for individuals, carers and families. The prioritisation of localities to focus upon within this approach has been informed by data on demographics, existing and projected social care demand, and feedback from stakeholders. This will help to ensure that local people have effective support available now and into the future.
18. The focus and decisions for each Local Solution Grant has been shaped by engagement with local stakeholders, care teams and officers. This engagement has informed identification of the local priorities, the outcomes which are important to be achieved and the potential type of solution which could be developed. They are also aligned to the NHS programme to support self-management, which assists individuals to remain independent and minimising their need for social care.
19. There have been two previous grant rounds under the Local Solutions Fund (Round 1 (awarded 24 July 2019) and Round 2 (awarded 15 January 2020)) and this paper seeks to build on these albeit under the new grants process outlined in the 15 Jan 2020 decision paper. The two applications contained within this paper were made into previous grant rounds, on both occasions the initial Decision Panel supported the application in principle but felt additional work and consideration was required prior to submitting for Executive approval. It was decided to trial the new grants process with these two existing applications prior to widescale rollout as these applications were already well understood by officers and well progressed in development.
20. As previously outlined, the new approach will see a greater level of collaborative working between The County Council and the applicant to ensure the correct level of support is given (particularly to less experienced applicants) and that projects are tailored to best meet the needs of both clients and The County Council. Applications will be presented for Executive Member decision 3 times yearly, as per the amounts set out in the Council Constitution.
21. A grant of £35,000 has been recommended for Citizens Advice Havant to fund a volunteer coordinator to recruit, train and manage a team of volunteers to work intensively with housebound County Council clients in need of debt and benefits advice. The intensive support aims to re-engage clients with resources in their local community, tackle social isolation and build client confidence to enable them to leave their homes. Similar projects run elsewhere in the UK have resulted in clients being on average £1750 better off per year and 35-40% subsequently re-engaging with their local communities after the supported intervention. The need for such a service has been raised by the Havant Community Teams and the Adults Health Place Based Worker and it is projected to support 200 clients over the life of

the project. Similar projects have been funded in other districts, again on the back of recommendations from community teams.

22. A grant of £12,500 has been recommended for the Totton and Ealing Volunteers which would fund the purchase of a wide range of activity equipment for use in the new community building, and some additional equipment to support accessibility for residents with restricted mobility. Equipment will be used in weekly classes, aimed at the 70+ demographic to promote physical activity and tackle social isolation and loneliness. Staffed and run entirely by volunteers classes will focus on some of the key demographic groups which the New Forest Teams have stressed the need for support, for example a support group for veterans and a living well with dementia group. Demand already exists with some classes already running, although a shortage of community capacity means they can only take place monthly. This project will deliver increased community capacity, moving classes from their current monthly frequency to weekly, improving their effectiveness and the wellbeing of users.

Finance

23. The grant proposal in this report will commit expenditure totalling £47,500 within the existing budget, over a two year period commencing in 2020/21. The expenditure has been profiled between years as follows: £32,500 in 2020/21 and £15,000 in 2021/22. Subject to approval of this report the total grants committed for payment will remain within the agreed (2020/21) and anticipated (2021/22) annual budget envelopes for the Demand Management and Prevention Programme.
24. Payment of the proposed grant to Citizens Advice Havant will be made in two instalments (£20,000 on receipt of grant agreement and £15,000 12 months into the project).
25. Payment of the Totton and Ealing Volunteers grant will be paid in one instalment on receipt of the signed grant agreement.

Performance

26. The provision of grants to voluntary and community sector organisations by statutory bodies always presents a degree of risk. Specific risks that statutory bodies are required to manage include voluntary and community organisations accepting funding without providing any activity; organisations not delivering the service as expected; and there being an under spend on the expected activity. This applies to all grants however; larger grants represent a potentially higher risk to the County Council.
27. A number of mechanisms have been employed successfully over a number of years to mitigate and alleviate these risks. These include nominating a liaison officer from the County Council whose responsibility is to monitor how the grant is spent, specifying within the grant agreement that the grant is

‘restricted’ funding for the provision of the specified activity only and phasing the payment of grants over the course of the award duration.

28. The Local Solutions Grants will include measures to define the volume of referrals taken and how much care costs have been diverted. The precise details of this performance framework will be subject to further discussion and subsequent agreement with the grant recipients prior to accepting the grant. The measures agreed will be used amongst other measures, to quantify and qualify the cost avoidance of the Local Solutions grant spend, specifically in relation to the efficacy in offsetting demand that would otherwise fall on formal Social Care services. Performance will be monitored through senior internal governance structures. It is envisaged that the financial benefits derived will exceed the one-off cost invested provided that the activity undertaken is in accordance with the grants. DM&P have worked closely with both applicants in drawing up the respective Business Plans, as part of the new grants process, to ensure clear and measurable outcomes have been identified and will be monitored throughout the life of the project.
29. The award of these grants will support applicant organisations to build local resilience and support clients who would otherwise likely require intervention from The County Council. Measures are in place to evaluate any cost benefits. These will include (but are not limited to) supporting clients to claim their full benefit entitlement and deal with debt, allowing them to fund any low level support they may require in order to live more independently, and supporting clients with specific health conditions to live well and manage their condition effectively to delay any health decline and associated rises in County Council funded at home care requirements.
30. A comprehensive evaluation assessment tool has been developed and is in use for the beneficiaries of Round 1 and Round 2 grants and will continue to be used for those awarded in future Local Solutions Grant submissions.
31. The new process for award of Local Solutions grants has been employed for the two grants recommended for award in this paper. The decision was taken to limit the number of applications in this period to allow for embedding of the new process and a small scale trial. This approach allows any issues to be identified and corrected and minimises risks associated with the implementation of a new process.
32. All organisations awarded a grant sign a declaration stating they accept that grant funding can only be awarded for the given period and no commitment exists from the County Council to continue funding after this time, or in subsequent years.

Consultation and Equalities

33. It is for the Executive Member as decision maker to have due regard to the need to: eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity

and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

34. The Local Solutions Grants proposed will have a positive impact on older adults aged 65 and over, as well as adults with physical disabilities, as the awards will enable either new or expanded services to those belonging to these protected groups. Also, the Age Concern project recommended for award from the Local Solutions Grant will have a positive impact on adults in poverty, as they will be offering services designed to maximise a user's income through benefit checking, giving assistance with benefit claims and supporting with financial management.
35. The Local Solutions Grants have been shaped in their design by local stakeholder engagement, including those working in the local voluntary community sector, local councillors as well as staff working for Adults' Health and Care, Health and from local councils. Each of the grants panels was held locally with representatives from the local community part of the decision making process.

Conclusions

36. The organisations receiving a Local Solutions Grant will provide services identified at a local level as required to either prevent or delay adults from requiring social care involvement or will reduce their need for care by providing alternative solutions.
37. The new changes to the process enacted for these applications has enabled a more open and collaborative approach to working with voluntary organisations in local communities, as well as increasing the opportunity for collaborative funding of applications with other funders.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	no
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	no
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Other Significant Links

Links to previous Member decisions:	
<u>Title</u> Demand Management and Prevention Grant Award	<u>Date</u> 15 January 2020
Demand Management and Prevention Grant Award	24 July 2019
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents	
<p>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</p>	
<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
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2. Equalities Impact Assessment:

The award of grants to the voluntary and community sector to support people to live long, healthy and happy lives with the maximum possible independence, as part of the demand management and prevention programme and in-line with Adult's Health and Care Strategy 2018.

Grants in this paper:

Local Solutions Grants in New Forest and Havant areas - period 1 May 2020 - 30 April 2022. Total Pot: £42,500

Geographical impact:

Proposed Change:

All the Local Solutions Grants recommended for award are new and have not been awarded to any organisation for these purposes before. These are in addition to other grants currently awarded on behalf of Adults' Health and Care.

Local Solutions Grant are new grants to provide services addressing locally identified needs. These areas identified in this round have been chosen by scale of existing social care need and demographic data. There is intention to hold future grant rounds so that each district is reached.

Who does this impact assessment cover?: Service users

Has engagement or consultation been carried out?: Yes

Describe the consultation or engagement you have performed or are intending to perform: The Local Solutions Grants have been shaped in their design by local stakeholder engagement, including those working in the local voluntary community sector, local councillors as well as staff working for Adults' Health and Care, Health and from local councils.

Age: Positive

Impact: Both the Local Solutions Grants will seek to offer either new or expanded services to Older Adults aged over 65 years.

Disability: Neutral

Sexual orientation: Neutral

Race: Neutral

Religion or belief: Neutral

Gender reassignment: Neutral

Gender: Neutral

Marriage or civil partnership: Neutral

Pregnancy and maternity: Neutral

Poverty: Positive

Impact: Some of the Local Solutions Grants will fund services in communities identified of higher deprivation, with the aim that the services to be funded will improve access to support that otherwise might be prevented due to cost. Furthermore some organisations recommended for funding will be offering services designed to maximise a user's income through benefit checking, support with financial management and giving assistance with benefit claims.

Rurality: Neutral