

Consultation on the future of the respite service at Orchard Close, Hayling Island

Findings Report

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1. Executive Summary

The consultation on the future of the respite service at Orchard Close on Hayling Island was held from 28 September 2018 until 21 December 2018. During this period, the County Council received 448 responses to the Response Form, as well as 31 letter and email responses.

Alongside the public consultation, the County Council held information sessions for service users and their families. Feedback from these sessions was collated and summarised. In addition, separate to the County Council's engagement activities, workshops were held by Speak Easy Advocacy. Views gathered as part of these sessions were also provided as evidence to the public consultation.

Overall, there was strong disagreement (96.4%) with the proposal to close the respite service at Orchard Close, across all groups who took part. None of the service users, or their parents and carers, who responded through the Response Form agreed with the proposal.

Respondents most frequently based their objections on the positive aspects of the service at Orchard Close, especially its safety, importance for service users - including helping them to build social connections - and the trustworthiness of staff. When asked what support should be provided to help identify alternative forms of respite, respondents most frequently stated that support should be substantial, with information provided on all available alternatives as well as face-to-face support. One fifth of service users mentioned that the care worker should be involved.

When asked about possible alternatives, the greatest level of support (84% of all responses) was for building-based respite. More than half (52%) agreed with accessible holidays, and 36% and 35% agreed with carer replacement services and Shared Lives respectively. Shared Lives is a Council-run service where individuals and families in their own homes who want to offer a vulnerable person respite, day care or long-term care. 17% agreed with another alternative that was not listed, and when asked to elaborate on this the strongest theme in the comments (25 of the total 69 comments provided) stated that the respite service at Orchard Close should remain open.

82% of service users agreed with building-based respite, as did 73% of parents and carers of service users. Compared with 52% of all respondents who agreed that accessible holidays would be a suitable alternative to the respite service available at Orchard Close, 33% of service users and their parents and carers agreed with the use of this alternative.

When asked to describe the impact of the proposal, the most common theme in the comments related to impacts on service users, with the effects on parents and carers also featuring frequently.

The most commonly mentioned impact on service users was the distress and upset that could be caused by the proposed change, alongside the effect on friendships that service users have established. Respondents also highlighted that change can be an issue for people with a disability or with autism.

The most commonly described impact for parents and carers was to their wellbeing, mental health and respite time, and ability to cope.

The consultation sought suggestions on how the required £600,000 savings could be made by the County Council. Across responses, the most common theme was organisational and administrative savings within the service, such as reducing management costs, reducing staff pay and benefits, and reducing Councillor expenses.

The second most common theme highlighted was making savings in other services. A small number of respondents suggested specific services that could be targeted for savings, with the most frequent mentions being around highways maintenance, street lighting, and transport for the disabled.

Service users were more likely than other respondent groups to mention making savings by introducing charges at Orchard Close. In particular, service users mentioned charging for overnight stays, introducing a means-tested contribution, and allowing the use of personal budgets for the service.

Parents and carers of service users described efficiencies or service changes that could be made at Orchard Close. In particular, this group mentioned increasing use of the service by making it available to people with less complex needs, offering the respite service to more families to ensure that the facility is not underused, and closing Orchard Close in quieter periods to reduce costs.

Just under half of the 31 consultation submissions, which were provided via letter or email (as opposed to the Response Form), stated that the Shared Lives scheme might not be suitable for service users. These often mentioned that Orchard Close currently provides an interactive, and social environment, which could not be replicated by the Shared Lives scheme. Four respondents expressed concern was that this alternative could pose potential safeguarding concerns for parents and carers. Concerns around the capacity of the Shared Lives scheme, its cost, and its suitability for service users with complex needs were also mentioned.

Feedback received through this consultation will be considered alongside wider evidence to inform the County Council's on the future of the service.

2. Introduction

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).

One of the services provided by the County Council is social care. The way that social care is provided in England is changing, particularly in the light of the Care Act 2014, which places an emphasis on wellbeing, prevention, early intervention and individual choice. Services are evolving to give people greater choice and control over their care, whilst meeting their needs.

The number of people with complex, long-term care needs is also growing, as is the number of people looking for alternative ways of receiving respite support. Consequently, there is an increasing need for modern and adaptable respite services.

The County Council believes that in-house respite services should be focussed on supporting those people with the most complex care and support needs, this is in line with resident feedback. People with less complex needs should be enabled to access appropriate support and services that help them to integrate more into their local communities.

As with many councils, the County Council faces ongoing funding challenges due to national austerity measures, combined with demographic and inflationary pressures. By April 2019, the County Council anticipates it will face a budget shortfall of £140 million. This is in addition to the £340 million savings the County Council has had to find since 2008.

With less money and growing demand for council services, decisions need to be made about what the County Council can and cannot do in the future. The County Council is required by law to deliver a balanced budget and therefore cannot plan to spend more than is available. The County Council plans to address its budget shortfall through a combination of measures including increases in Council Tax, generating more income and changing the way some services are delivered.

In light of the way social care is changing, one option is for the County Council to close the respite service at Orchard Close and meet service users' needs through other, more modern, adaptable and efficient ways. It is estimated that if the County Council were to close Orchard Close, this could deliver savings of around £600,000. For these reasons the County Council has proposed to close the service at Orchard Close through this consultation.

Consultation aims

The *Consultation on the future of the respite service at Orchard Close, Hayling Island* sought to understand residents' and stakeholders' views on the proposal to close the respite service at Orchard Close. Respondents were also asked to give their view on alternatives that may be available to the users of the respite service at Orchard Close.

Feedback received through this consultation will be considered alongside wider evidence to inform the County Council's decision on the future of the respite service. This decision will be taken by the Executive Lead Member for Adult Social Care and Health on 27 February 2019.

3. Research approach

Open consultation

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 closure of the respite service at Orchard Close. 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/orchard> or as a paper form, which was made available on request (see Appendix 1 of the *Findings report appendices* document). 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.

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.

448 members of the public and stakeholder organisations or groups completed the consultation questionnaire, which ran from 28 September 2018 until 21 December 2018.

31 responses were submitted by letter and email, as opposed to using the Response Form, by the deadline of 21 December 2018. 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.

During the consultation a designated social work team worked with users of the service, their carers, and families to explore potential alternative options for respite.

The results of this work are not included in this report but will be considered alongside consultation feedback before any decision is taken.

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 448 responses received to the consultation questionnaire break down as follows:

- 309 via the online Response Form, of which 247 used the easy read version of the Response Form and 62 used the non-easy read Response Form; and
- 139 responses via the paper Response Form, of which 74 used the easy read version and 65 used the non-easy read Response Form.

In addition, 31 responses were received during the consultation period through channels other than the consultation Response Form (emails, letters, etc). Two petitions opposing the proposed closure of the respite service at Orchard Close were submitted to the County Council. The first was submitted on 5 December 2018 and included 1,117 verified signatures. The second was submitted on 18 January 2019 and included 760 verified signatures.

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 448 (the total number of respondents who replied to the consultation questionnaire).

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.

The *Findings Report Appendices* document contains the appendices to this report, with the following:

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

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.

4. Findings from the consultation

Key findings

96.4% of respondents disagreed with the proposal to close the respite service at Orchard Close, compared with 2.3% who agreed (1.4% did not express a preference either way). All service users and parents and carers of service users who responded via the Response Form disagreed with the proposal.

More than half of the reasons given for respondents' views were focussed on the positive aspects of the service, especially its safety, importance for service users, and the trustworthiness of staff. Other frequent comments referred to: concerns about the impact on service users, their parents and carers, concerns about alternatives to the service, and capacity issues around existing services.

108 respondents felt that a lot of support would be required to find alternative provision, as well as there being a need for information on all alternatives, and one-to-one support to find the best alternative. Service users also felt that they should have support from a care worker to find suitable alternative provision.

The most popular alternative service chosen by all types of respondent was building-based respite (84% of respondents), with accessible holidays also supported by over half of respondents. However, accessible holidays was supported by a lower proportion (a third) of service users and their parents and carers who responded.

When commenting on impacts, almost half of the 332 responses mentioned a negative impact on service users (157), and over a third (116) mentioned impacts on parents and carers. In particular, mention was given to the stress on service users relating to a change in the service and the impacts on the health and mental wellbeing of their parents and carers. The impact on families also featured frequently (45 times).

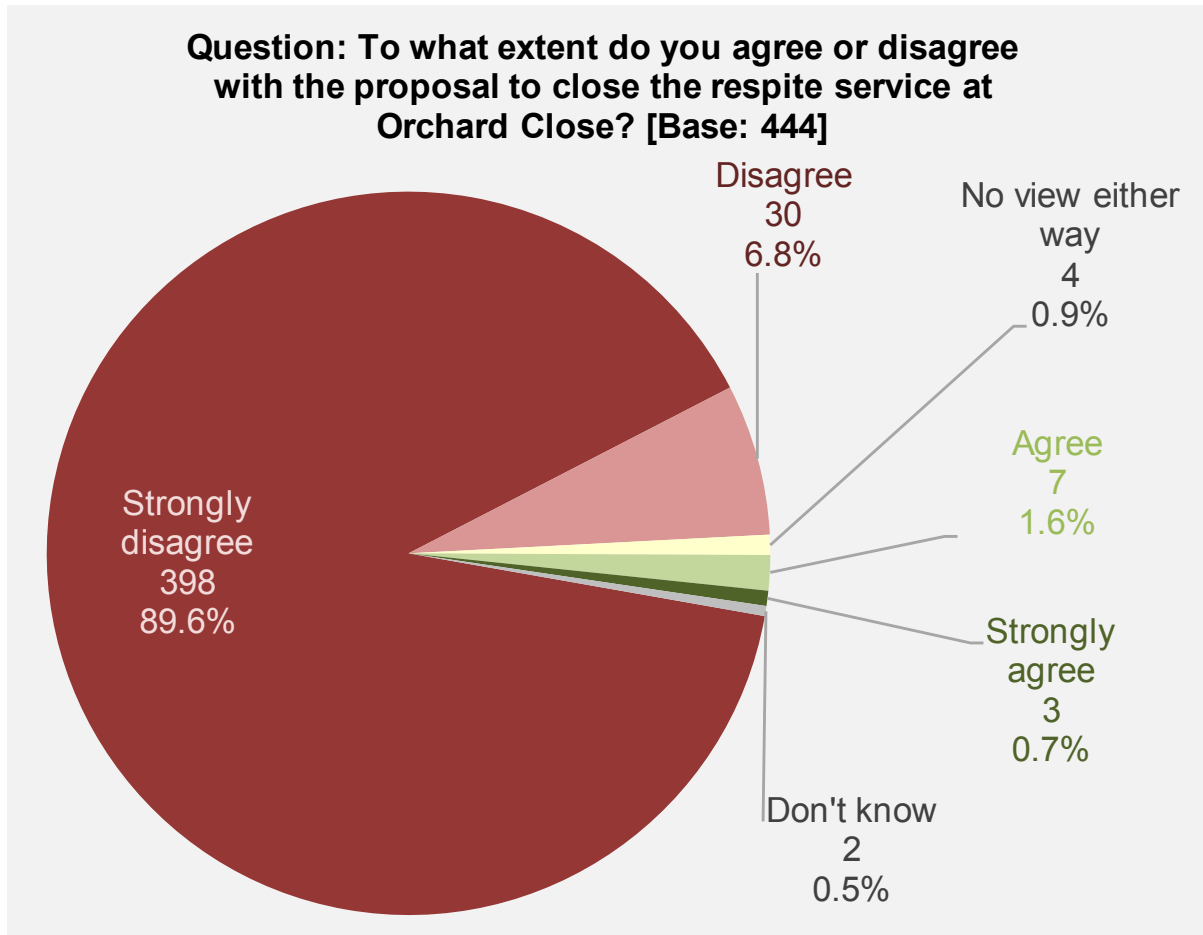
When asked to provide further comments or alternative suggestions for savings, the most common comment amongst the 290 provided related to making other organisational or administrative savings within the service (61 times), with savings to other services provided by the County Council, such as street lighting and concessionary bus travel, also mentioned frequently (52 times). 36 respondents took the opportunity to express their disagreement with the proposal to close the respite service at Orchard Close.

Service users and their parents and carers also mentioned that the County Council could introduce charges at Orchard Close, specifically for overnight care or using means testing. These groups also suggested making changes at Orchard Close, such as making the service available to users with less complex needs, reducing underusage of the building by making it available to more families, or by closing the site in quieter periods.

Of the 31 unstructured consultation responses that were submitted via letters and emails, the most common theme (14 mentions) was that the Shared Lives scheme may not be suitable for service users. Nine responses stated that Orchard Close should remain open, with the same number commenting on the positive aspects of the service, and how the proposed closure could impact the capacity of other building-based respite centres.

Respondents' views on the proposal to close the respite service at Orchard Close

Respondents were asked to what extent they agreed or disagreed with the proposal to close the respite service at Orchard Close. A summary of the 444 responses to this question is shown below:



Overall, 96.4% of respondents disagreed or strongly disagreed with the proposal to close the respite service at Orchard Close, 1.4% did not know or did not express a preference either way, and 2.3% agreed or strongly agreed with the proposal.

The table on the next page shows views broken down by the type of respondent.

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

Question: To what extent do you agree or disagree with the proposal to close the respite service at Orchard Close?

Respondent category	Base size	Agree / Strongly agree	No view either way / don't know	Disagree / Strongly disagree
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All responses	444	2.3%	1.4%	96.4%
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Organisation or individual

Organisations or groups	16	6.3%	0.0%	93.8%
Individuals	426	2.1%	1.4%	96.5%

Connection to Orchard Close (OC)

Currently uses OC for respite	66	0.0%	0.0%	100.0%
Previously used OC for respite	16	0.0%	12.5%	87.5%
Parent/carer of OC user	96	0.0%	3.1%	96.9%
Family member of OC user	59	0.0%	0.0%	100.0%
Member of the local community	51	7.8%	2.0%	90.2%
Member of a local VCG*	16	0.0%	0.0%	100.0%
Employed at OC	7			
Other	37	0.0%	2.7%	97.3%
Prefer not to say	36	2.8%	0.0%	97.2%
No connection	319	1.6%	1.9%	96.6%

Gender

Female	277	2.5%	1.1%	96.4%
Male	128	1.6%	2.3%	96.1%
Other	0			
Prefer not to say	16	0.0%	0.0%	100.0%

Age

Under 18	6			
18 to 24	36	2.8%	2.8%	94.4%
25 to 34	70	1.4%	0.0%	98.6%
35 to 44	49	4.1%	0.0%	95.9%
45 to 54	77	0.0%	2.6%	97.4%
55 to 64	83	1.2%	3.6%	95.2%
65 to 74	67	6.0%	0.0%	94.0%
75 or over	17	0.0%	0.0%	100.0%
Prefer not to say	18	0.0%	0.0%	100.0%

With a disability?

Yes	121	0.8%	2.5%	96.7%
No	241	2.5%	1.2%	96.3%
Prefer not to say	57	3.5%	0.0%	96.5%

* VCG = Voluntary/Community Group

Note: To maintain anonymity, where sample sizes are below ten the responses are suppressed (left blank in the table above)

Respondents' reasons for their views on the proposal to close the respite service at Orchard Close

Respondents were given the opportunity to explain their opposition or support and were asked: "if you would like to give a reason for your answer, please do so". In the easy read questionnaire this was phrased: "why do you say that". In total, 400 respondents (89% of the total) provided a comment explaining their reasons. The most common themes in these comments are shown below:

232 comments related to the **benefits of the current service**, such as:

- It offers a safe situation for service users (78 comments)
- It is vital for service users (74 comments)
- Service users have well-established social connections (52 comments)

71 comments about **concerns of impacts on service users**, such as:

- Changes may distress service users (29 comments)
- Service users may otherwise be unable to get a break (22 comments)
- Trust can be hard to achieve in a new setting (14 comments)

66 comments about **concerns for parents and carers**, such as:

- Worries that they would be unable to get respite (33 comments)
- Belief that it would add to the pressures of parents and carers (18 comments)

62 mentions of the **alternatives to the service**, such as:

- Concerns that alternatives may not provide a comparable service (25 comments)
- Concerns that alternatives may not be suitable for service users (18 comments)
- Worries about transport issues (17 comments)

60 comments on the **capacity of existing services**, such as:

- That the proposed changes would create pressure on other services that already have capacity issues (32 comments)
- That it is already difficult to find respite services (24 comments)
- That the proposed changes would reduce choice (22 comments)

The table below ranks the frequency of the comments themes by different respondent types, with '1' being the most frequent for each group and the top three themes highlighted in grey:

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents / carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Total comments		400		15		62		91		112
Mentioned positive aspects of current provision	1	232	1	8	1	48	1	70	1	73
Disagree due to impact on service user	2	71	5	1	2	19	4	19	2	28
Disagree due to impact on parents / carers	3	66	4	2	7	1	5	10	6	10
Mention of alternative respite	4	62	2	3	4	4	2	22	3	16
Mention of the capacity of existing services	5	60	2	3	3	5	3	20	4	13
Comment disagreeing with the proposed closure of the respite service at Orchard Close	6	27		0	6	2	6	5	5	12
Mention of service user skill building	7	20		0	5	3	9	3	8	2
Mention of long-term effects	8	19	5	1		0	6	5	9	1
Mention of the loss of jobs	9	8		0		0	11	1	7	3
Mention that the land has a covenant on it	9	8		0	7	1	8	4	9	1

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents / carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Total comments		400		15		62		91		112
Comment agreeing with the proposed closure of the respite service at Orchard Close	11	6	5	1		0		0	9	1
Comment that respite should be provided for those with less complex needs	12	2		0		0	10	2	9	1
Mention of charging for the use of Orchard Close	13	1		0		0		0		0
Comment that there is not enough information to make an informed decision	13	1		0		0		0	9	1

The table shows that respondent groups mentioned the positive aspects of the respite service most frequently, such as that the facility offers a safe environment with trustworthy staff (78 comments), that it is seen as vital for service users (74 comments), and that service users have well-established social connections (52 comments).

When broken down by type of respondent, the most mentioned positive aspects of the current service provision were as follows:

- **Organisations and groups**
 - that service users have well-established social connections (3 comments),
 - the service is seen as vital for service users (2 comments), and
 - service users enjoy staying at Orchard Close (2 comments).

- **Service users**
 - they enjoy staying at Orchard Close (23 comments),
 - their well-established social connections (22 comments), and
 - their familiarity with staff (18 comments).
- **Parents and carers of service users**
 - Orchard Close offers a safe and trustworthy staff and environment (39 comments),
 - the location of Orchard Close (17 comments), and
 - that service users have well-established social connections (16 comments).
- **Respondents with a health problem or a disability**
 - that service users have well-established social connections (28 comments),
 - Orchard Close offers a safe and trustworthy staff and environment (27 comments), and
 - that service users enjoy staying at Orchard Close (2 comments).

The second and third most common comments per group were as follows:

Organisations and groups:

- The capacity of alternative services (3 comments). In particular:
 - closing the respite service at Orchard Close would limit respite options (3 comments),
 - that it can already be hard to find provision (2 comments), and
 - that closing the respite service at Orchard Close would increase pressure on capacity (2 comments).
- Alternative respite options (3 comments). In particular, that it could be hard to find a comparable service (3 comments).

Service users:

- The impact of the proposed change on service users (19 comments). In particular:
 - they may struggle to otherwise get a break (10 comments),
 - that a change in provision may cause distress (8 comments), and
 - that they have already been impacted by budget cuts (2 comments).
- The capacity of alternative services (5 comments). In particular,
 - closing the respite service at Orchard Close would increase pressure on capacity of other providers (4 comments), and
 - the closure would limit respite options (2 comments).

Parents and carers of service users:

- Alternative options (22 comments). In particular:
 - it could be hard to find a comparable service (11 comments),
 - the alternatives may not be suitable for service users' needs (9 comments), and

- community-based options may not provide overnight support (3 comments).
- The capacity of alternative services (20 comments). In particular:
 - closing the respite service at Orchard Close would increase pressure on capacity of other providers (11 comments),
 - the closure would limit respite options (9 comments), and
 - it can already be difficult to find respite (5 comments).

Respondents with a health problem or a disability:

- The impact of the proposed change on service users (28 comments). In particular:
 - service users may struggle to otherwise get a break (11 comments),
 - a change in provision may cause distress (9 comments), and
 - there can be trust issues with a new setting (5 comments).
- Alternative respite options (16 comments). In particular:
 - it could be hard to find a comparable service (6 comments),
 - alternatives may not be suitable for the service user (6 comments), and
 - there may be transport issues accessing alternative services (4 comments).

Respondents' views on the support that should be offered to service users if the respite service at Orchard Close were to close

Respondents were asked the question “If a decision is made to close the respite service at Orchard Close, what support or practical assistance do you think would help service users to find alternative respite provision?”. In the easy read questionnaire this was phrased as “If we decide to close Orchard Close what support would you need to find another respite service?”. 331 respondents (74% of the total) provided a comment in response to this question. The themes from these comments are shown below, the top three themes are highlighted in grey:

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents / carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Base		331		11		59		84		99
Mentions of help and support for finding an alternative	1	108	2	2	1	26	1	37	1	42
Suggestion that the service is left as it is	2	69	2	2	2	18	2	26	2	31
Mentions of concerns with alternatives	3	47	1	3	4	5	4	11	3	10
Mention that a comparable service should be provided	4	31	4	1	3	6	3	14	5	6
Concerns about the transition to a new service	5	26	4	1	5	2	5	6	4	9
Suggestion that a new respite centre is built	6	18		0	5	2	6	4	6	1
Comment on transport arrangements for alternative provision	7	13		0		0	7	1	6	1

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents / carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Comment on access to a sufficient personalised budget	8	2		0		0	7	1		0
Mention of covenant order issues	9	1		0	7	1	7	1	6	1
Comment that this is not a helpful question	9	1		0		0		0		0

108 of the 331 comments provided described support that should be offered to service users if the respite service at Orchard Close were to close. The main themes in these comments were as shown below:

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents / carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Support would need to be substantial	1	50	1	2	1	9	1	12	1	18
Information on all options available	2	18		0	3	3	3	7	3	5
one to one support to help parents, carers or service users to find the best alternative	2	18		0	3	3	2	9	3	5
Care worker assistance	4	13		0	2	5	6	3	2	7
Visits to alternative centres	5	9		0	5	1	4	4	5	3
A settling-in or transition period	6	7		0	5	1	4	4	6	1
Advice on nearest location and travel services	7	4		0	5	1	9	1	6	1

Respondent type	All responses		Organisations and groups	Users of the respite service at Orchard Close		Parents / carers of service users	Respondents with a health problem or a disability	
Support should continue until the service user is satisfied with provision	8	3	0	0		7	2	0
Support should be dependent on the individual's needs	8	3	0	0		7	2	6 1
Online information on the options available	10	2	0	0		9	1	0
Access to an advocate for the service user	11	1	0	5	1	0		0
Access to short term emergency respite	11	1	0	0		9	1	6 1

The table shows that all respondent groups felt that it was important a large amount of support to be available. In addition, information on alternatives and one-to-one support from a specialist appear in all groups' top three suggestions, with the exception of organisations or groups.

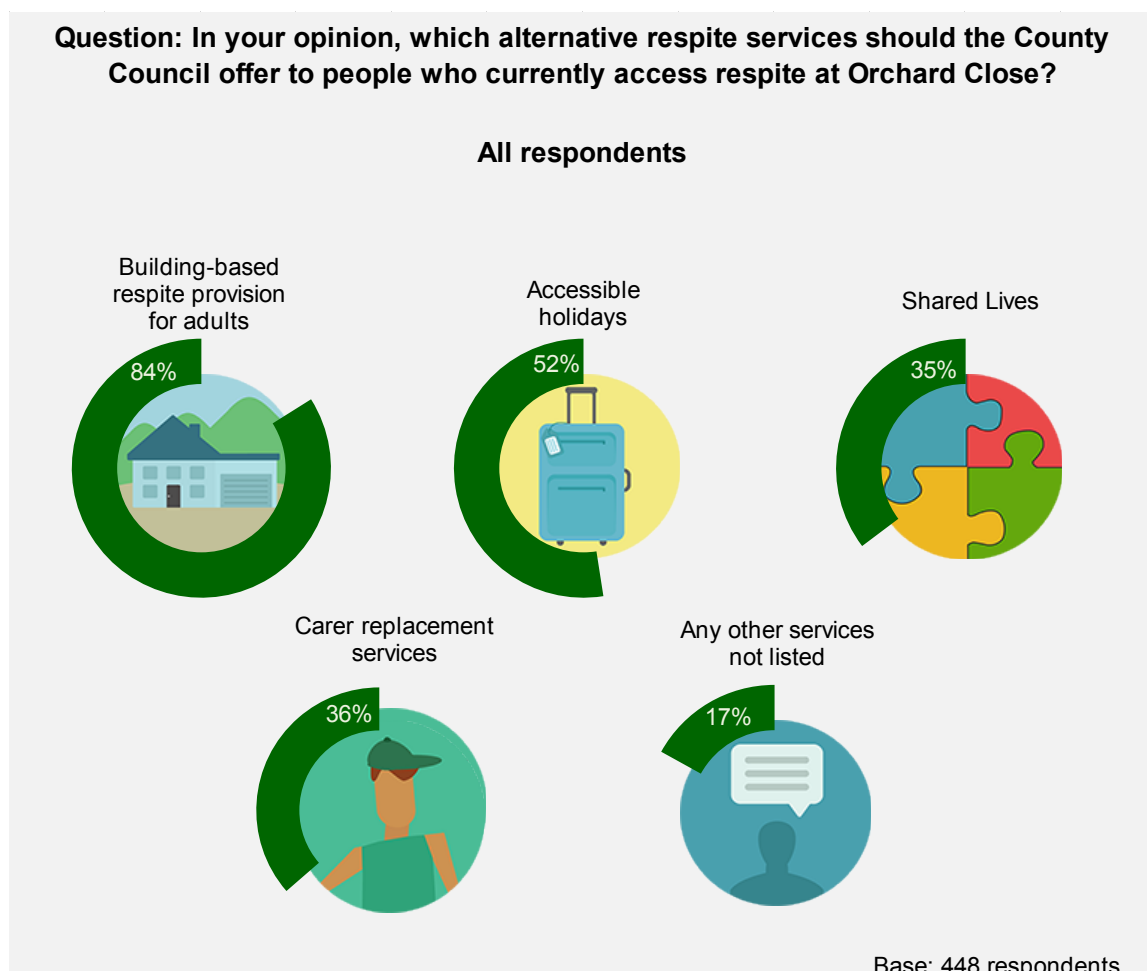
Service users and respondents with a health problem or a disability also frequently mentioned that assistance should be provide through a care worker, suggesting that these groups value the support that they receive from their care workers.

Respondents' views on alternative respite services the County Council should offer to people who currently access respite at Orchard Close

All respondents were asked the question “In your opinion, which alternative respite services should the County Council offer to people who currently access respite at Orchard Close?”. In the easy read version of the questionnaire, respondents were asked “What respite services should the council offer to people with learning disabilities”. Respondents were presented with the following options, which were described, and could select as many of them as they felt were appropriate:

- Building-based respite provision for adults
- Shared Lives
- Carer replacement services
- Accessible holidays
- Any other services not listed above

Overall, respondents selected the options with the following frequencies:



A more detailed breakdown of responses by respondent type is shown on the next page.

Question: In your opinion, which alternative respite services should the County Council offer to people who currently access respite at Orchard Close?

Respondent category	Base size	i	ii	iii	iv	v
All responses	448	84%	52%	35%	36%	17%

Organisation or individual

Organisations or groups	17	88%	59%	59%	35%	6%
Individuals	429	84%	52%	34%	36%	17%

Connection to Orchard Close (OC)

Currently uses OC for respite	66	82%	33%	14%	18%	30%
Previously used OC for respite	16	69%	56%	19%	38%	31%
Parent/carer of OC user	97	73%	33%	20%	14%	29%
Family member of OC user	60	82%	31%	15%	19%	10%
Member of the local community	51	84%	75%	43%	55%	14%
Member of a local VCG*	16	100%	63%	25%	31%	6%
Employed at OC	7					
Other	37	92%	57%	41%	41%	5%
Prefer not to say	36	94%	56%	47%	56%	6%
No connection	321	84%	49%	31%	32%	18%

Gender

Female	278	83%	53%	38%	37%	17%
Male	130	87%	53%	29%	37%	18%
Other	0					
Prefer not to say	16	81%	31%	25%	31%	25%

Age

Under 18	6					
18 to 24	36	83%	53%	47%	39%	8%
25 to 34	71	87%	44%	34%	35%	15%
35 to 44	49	82%	63%	33%	41%	31%
45 to 54	79	92%	61%	38%	41%	15%
55 to 64	83	87%	55%	42%	40%	19%
65 to 74	67	69%	51%	22%	30%	16%
75 or over	17	76%	41%	24%	29%	24%
Prefer not to say	18	89%	33%	17%	28%	11%

With a disability?

No	242	86%	59%	40%	41%	14%
Yes	123	79%	39%	24%	23%	27%
Prefer not to say	57	88%	51%	32%	44%	12%

Key

- i *Building-based respite provision for adults*
- ii *Accessible holidays*
- iii *Shared Lives*
- iv *Carer Replacement Services*
- v *Any other services not listed*

* VCG = Voluntary/Community Group

Note: To maintain anonymity, where sample sizes are below ten the responses are suppressed (left blank in the table above)

Overall, the most popular alternative provision amongst all groups was 'building-based respite provision for adults', with 84% of respondents supportive of it. More than half of respondents (52%) agreed with 'accessible holidays', and fewer than half of respondents agreed 'Carer Replacement Services' (36%) and 'Shared Lives' (35%) should be provided as alternatives.

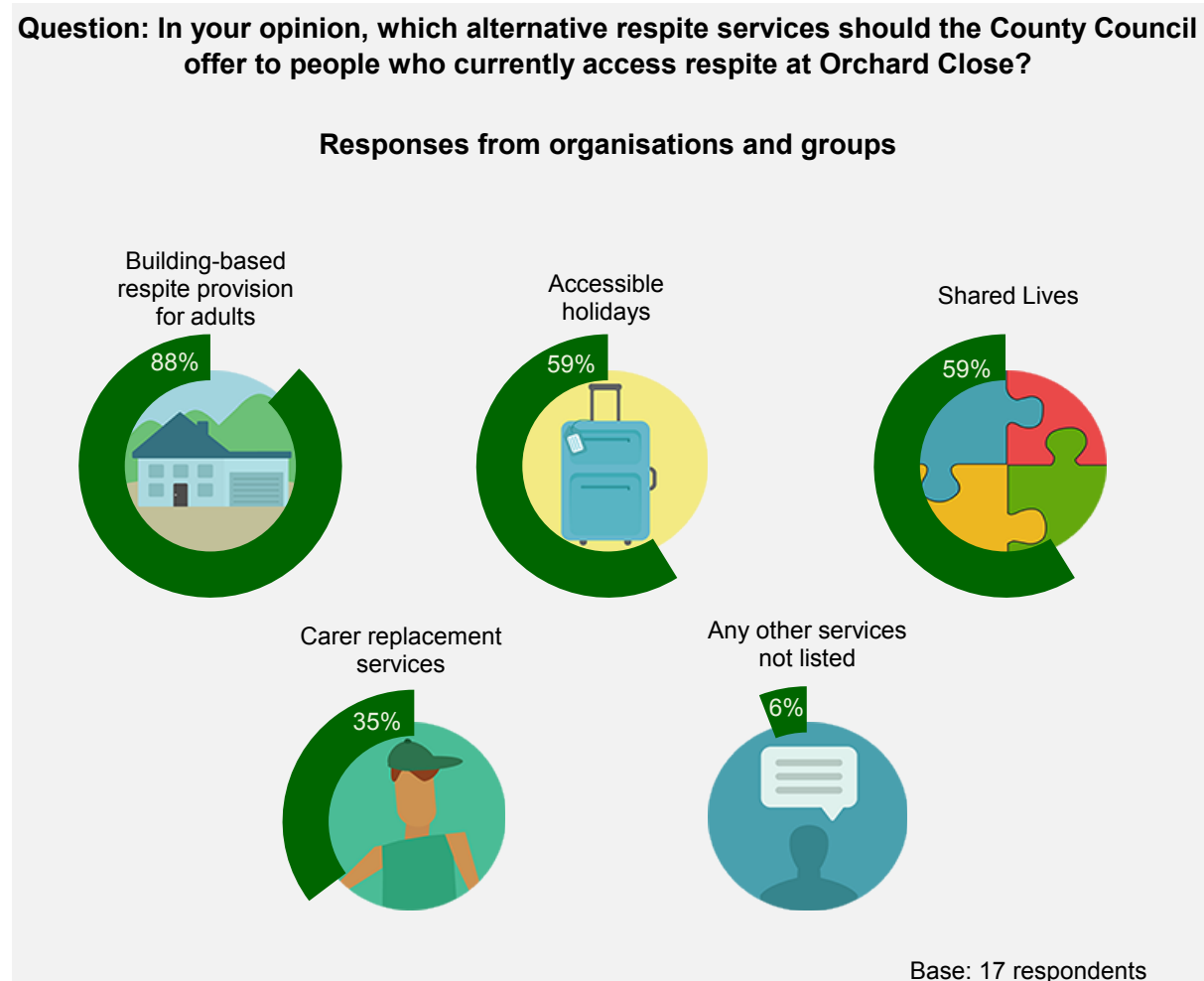
17% of respondents suggested 'any other services not listed'. Where respondents selected this option, they were asked to comment to expand on this: of the 69 comments provided the most common theme was that the respite service at Orchard Close should remain open (25 comments). 12 comments mentioned that the alternative should be similar to that at Orchard Close, and 9 comments referred to building-based respite. 6 comments stated that none of the alternatives available were viable.

Across all groups of respondents, building-based respite provision for adults was the most popular option by a significant margin.

The views of organisations and groups to alternative services

Of the 448 respondents to the consultation, 17 stated that they are representatives of organisations or groups.

The spread of responses amongst this group is shown below:

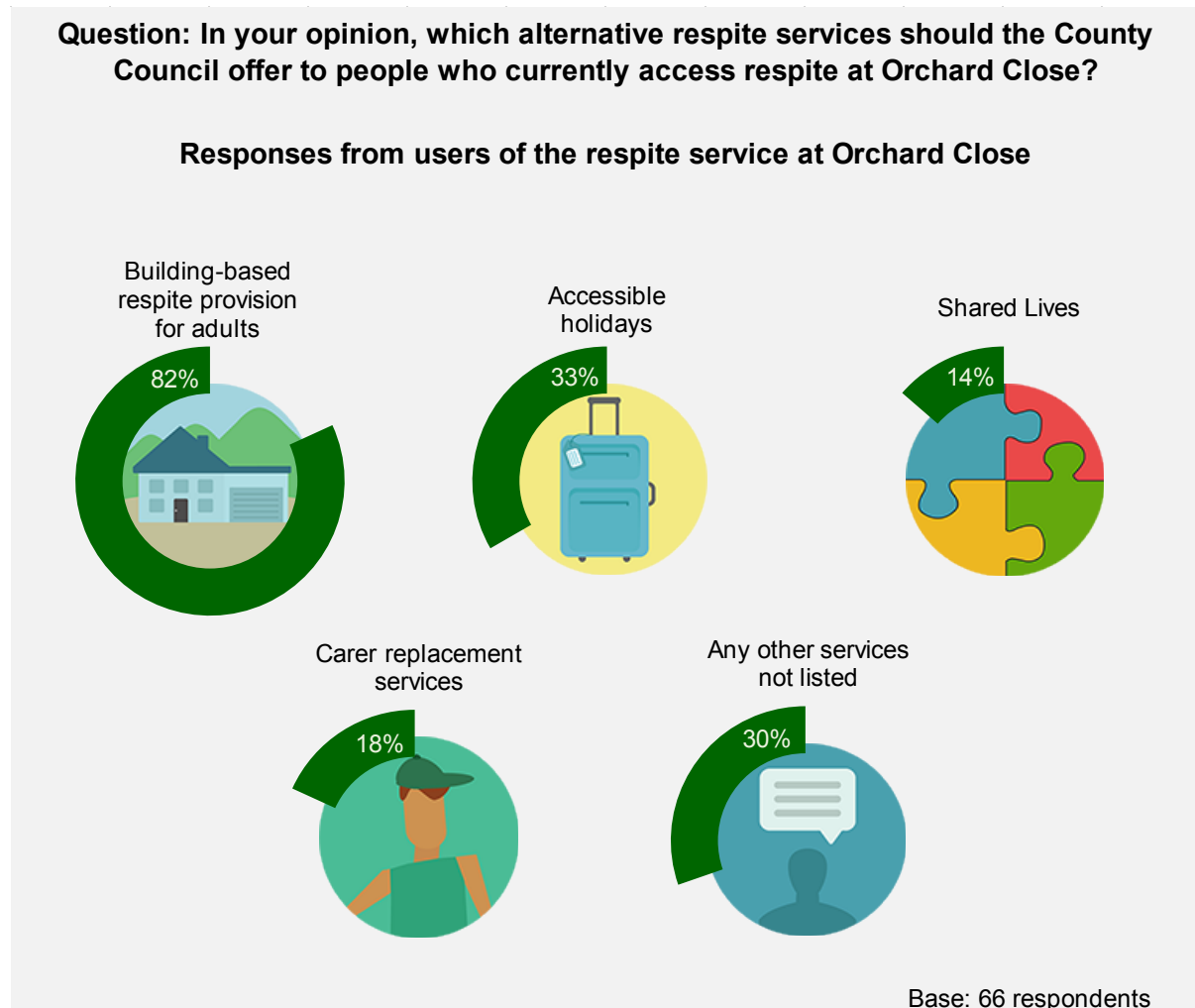


One organisation selected the 'any other services not listed' option but did not provide a comment to elaborate on their response.

The views of users of the respite service at Orchard Close

Of the 448 respondents to the consultation, 66 stated that they are users of the respite service at Orchard Close.

The spread of responses amongst this group is shown below:



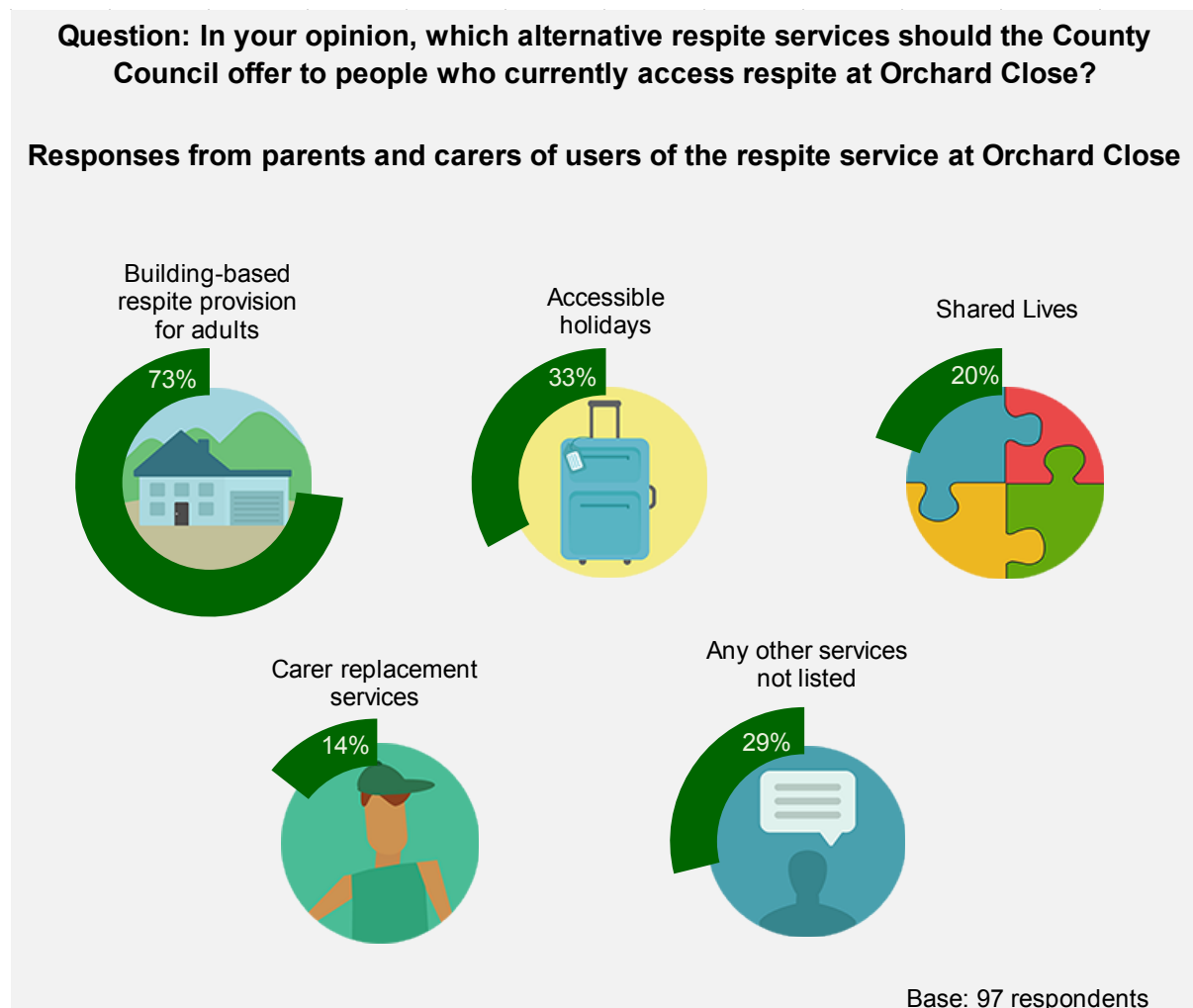
20 comments were provided by this group relating to 'any other services not listed'. The most popular themes in the comments were:

- Orchard Close should remain open, (9 comments), and
- any alternative should involve building-based respite (3 comments).

The views of the parents and carers of users of the respite service at Orchard Close

Of the 448 respondents to the consultation, 97 stated that they are parents or carers of users of the respite service at Orchard Close.

The spread of responses amongst this group is shown below:



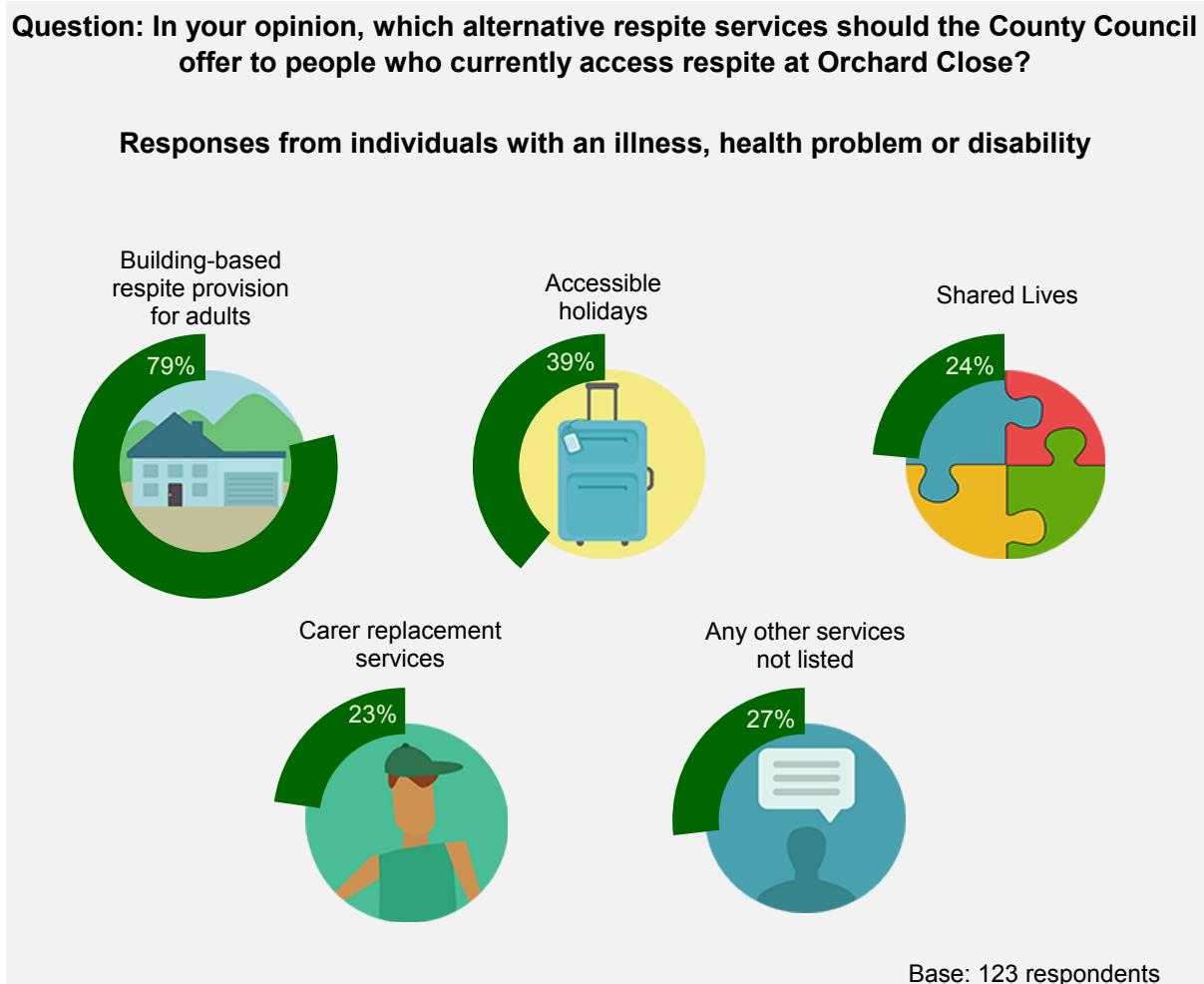
25 comments were provided by this group relating to 'any other services not listed'. The most popular themes in the comments were:

- Orchard Close should remain open (10 comments), and
- an alternative should be like the current provision at Orchard Close (5 comments). There were also 3 comments stating that none of the alternatives are viable.

The views of individuals with an illness, health problem or disability

Of the 448 respondents to the consultation, 123 stated that they have an illness, health problem or disability.

The spread of responses amongst this group is shown below:



33 comments were provided by this group relating to 'any other services not listed'. The most popular themes in the comments were:

- Orchard Close should remain open (15 comments), and
- an alternative should be like the current provision at Orchard Close (4 comments) or should involve building-based respite (4 comments).

Impact of the proposals

Respondents were asked the question “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”. In the easy read version of the questionnaire, respondents were asked “How could these proposals affect you or people that you know?”. 332 respondents (74% of the total) provided a response to this question. The themes of these comments are shown below, the top three themes are highlighted in grey:

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents/ carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Base		332		10		59		87		96
Mention of the negative impact on service users	1	157	1	4	1	43	1	44	1	58
Mention of the impacts on parents and carers	2	116	1	4	2	14	2	41	2	27
Mention of the impact on families	3	45	4	1	4	3	6	8	4	6
Mention of long-term impacts	4	27	4	1	4	3	4	12	3	8
Mention of the impact of alternative services	4	27	4	1	6	2	3	15	4	6
Mention of the impact on staff	6	21		0		0		0	7	4
Mention of the positive impacts of Orchard Close on service users	7	20		0	7	1	5	10	6	5
Mention of impacts on transport	8	17		0	3	4	8	4	9	3
Comment that the respondent disagrees with the proposed closure of the respite service at Orchard Close	9	14	4	1	7	1	7	6	9	3

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents/ carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Mention of the impact on current service provision	10	13	3	2	7	1	9	2	7	4
Mention of a generally negative impact (non-specific)	11	8		0		0		0	11	2
The changes would limit options for respite	12	6	4	1		0	9	2		0
Mention of the impact on other services	13	2		0		0		0		0
Mention of the covenant on the land	13	2		0		0		0		0

Overall, the most frequently-occurring comment related to impacts on **service users** (157 comments). Of these, 51 comments related to the perceived distress or upset that would be caused if the service at Orchard Close was to close, 29 respondent comments stated there would be an impact on the friendships that have been established, and 23 respondent comments stated that people with disabilities or autism may find changes difficult or stressful.

The second most common theme was the impact on **parents and carers** (116 comments). Of these, 37 comments were regarding the impact on their wellbeing and mental health, 35 mentioned that they would have less respite time, and 17 mentioned that they may find it difficult to cope without the respite service at Orchard Close.

The third most common theme in the comments was impact on **families** (45 comments). Not all comments gave further detail on this impact, but where they did, 9 made reference to the risk of a family crisis without the respite service available at Orchard Close, 7 suggested that families could suffer a breakdown without sufficient respite, 3 mentioned that families may be isolated without respite, and a further 3 highlighted the importance of families' yearly break.

The most common comments amongst the respondent groups above were:

Organisations and groups:

- Impacts on service users (4 comments). In particular:
 - the distress or upset caused by a closure of the respite service at Orchard Close (2 comments),
 - the impact on friendships that have been established (2 comments), and
 - that people with disabilities or autism can find changes difficult or stressful (1 comment).
- Impacts on parents and carers (4 comments). In particular:
 - the impact on their wellbeing and mental health (3 comments), and
 - a possible reduction of their respite time (1 comment).
- Impact on current service provision (2 comments). In particular:
 - that there is not enough respite available at present (2 comments), and
 - that the proposal would place pressure on other existing services (1 comment).

Service users:

- Impacts on service users (43 comments). In particular:
 - the distress or upset caused by the possible closure of the respite service (21 comments),
 - the impact on their friendships that have been established (17 comments),
 - that people with disabilities or autism can find changes difficult or stressful (4 comments), and
 - they may not be able to take their holiday (4 comments).
- Impacts on parents and carers (14 comments). In particular:
 - they could have less respite time (6 comments),
 - they could find it difficult to cope (4 comments), and
 - that the proposal could impact on their wellbeing and mental health (3 comments).
- The impacts on transport (4 comments), in particular:
 - that there could be an increase in travel times to reach other services (2 comments), and
 - that reaching other services could be difficult (2 comments).

Parents and carers of service users:

- Impacts on service users (44 comments). In particular:
 - the distress or upset caused by the possible closure of the respite service (21 comments),
 - the potential impact on the friendships that have been established (17 comments),

- that people with disabilities or autism can find changes difficult or stressful (4 comments), and
- that it means that they may not be able to take their holiday (4 comments).
- Impacts on parents and carers (41 comments). In particular:
 - they could have less respite time (7 comments),
 - they could find it difficult to cope (5 comments), and
 - the potential impact on their wellbeing and mental health (3 comments).
- Impacts of alternatives (15 comments). In particular:
 - that the alternatives may not be appropriate (11 comments),
 - that finding a suitable alternative could take a long time (2 comments),
 - that there could be trust or safeguarding issues with the proposed alternatives (1 comment),
 - that supported holidays may not be suitable (1 comment), and
 - that care packages could be more expensive (1 comment).

Respondents with a health problem or a disability:

- Impacts on service users (58 comments). In particular:
 - the distress or upset caused by a closure of the respite service at Orchard Close (28 comments),
 - that there could be an impact on the friendships that have been established (20 comments),
 - it may have an impact on service users' mental health (6 comments), and
 - that people with disabilities or autism can find changes difficult or stressful (6 comments).
- Impacts on parents and carers (27 comments). In particular:
 - the reduction of their respite time (10 comments),
 - the impact on their wellbeing and mental health (6 comments), and
 - that they might find it difficult to cope (5 comments).
- Longer-term impacts (8 comments). In particular:
 - that service users may require residential care if the respite service were to close (5 comments), and
 - that there may be additional financial costs caused by the proposed change (3 comments).

Further comments and alternative suggestions

Respondents were asked the question “If you have any further comments on the proposals in this consultation, or alternative suggestions on how the County Council could save £600,000 from its Adults’ Health and Care budget, then please provide these in the box below”. In the easy read version of the questionnaire, respondents were asked “Is there anything else you want to say? Do you have other ideas of how we could save £600,000?”. 292 respondents (65% of the total) provided a response to this question. The themes of these comments are shown below, the top three themes have been highlighted in grey below:

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents/ carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Base		292		9		44		76		83
Mention of other organisational or administrative savings within the County Council	1	61	1	3	5	4	3	14	3	13
Mention of savings in other County Council services	2	52		0	3	6	4	13	1	17
Mention of charges at Orchard Close	3	36	2	2	1	10	2	16	2	14
Disagrees with the proposed closure of the respite service at Orchard Close	3	36	2	2	2	7	4	13	4	11
Deliver efficiencies or service changes at Orchard Close	5	32	2	2	3	6	1	18	5	9
Mention of voluntary sector initiatives	6	19		0	6	2	10	2	6	5

Respondent type	All responses		Organisations and groups		Users of the respite service at Orchard Close		Parents/ carers of service users		Respondents with a health problem or a disability	
	Rank	Total	Rank	Total	Rank	Total	Rank	Total	Rank	Total
Base		292		9		44		76		83
Mention of alternative forms of respite	7	16		0	8	1	6	8	8	4
Lobby central government	8	15	5	1	8	1	7	6	9	2
Increase Council Tax	8	15		0	6	2	8	5	6	5
Mention of long-term financial cost implications	10	12		0		0	10	2	9	2
Identify other central government savings	11	10		0		0	10	2	9	2
Respondent does not agree with the question or feels that there is insufficient information	12	5		0		0	9	3	12	1
Mention of the covenant status	13	4		0		0	10	2		0
Find funding from other sources	14	3		0		0	10	2	12	1
Suggests rebuilding or renovating Orchard Close	15	1		0		0	15	1		0
Comment that a comparable service should be provided	15	1		0		0	15	1	12	1

Overall, the most popular comment related to the County Council making organisational or administrative savings elsewhere in the Council (61 comments). Of these, 30 comments suggested that management costs should decrease, 26 mentioned that staff pay and benefits should be reduced and a further 5 that Councillors' expenses should also be reduced.

The second most common theme in the comments referred to making savings in other County Council services (52 comments). Not all comments went into detail specifying which services the respondent thought should be looked at for savings, but where these were specified the three most common suggestions were highways maintenance (7 comments), street lighting (5 comments) and transport for the disabled (3 comments).

The third most common theme in the comments was that charges could be made at Orchard Close (36 comments). This included charging for overnight stays (24 comments), adding a means-tested contribution (4 comments), and allowing the use of personal budgets (4 comments).

The same number of comments (36) gave the view that Orchard Close should not be closed.

The most common comments amongst the respondent groups above were:

Organisations and groups:

- Making other organisational or administrative savings in the County Council (3 comments). In particular:
 - reducing staff pay and benefits (2 comments),
 - reducing management costs (1 comment), and
 - reducing Councillors' expenses (1 comment).
- Disagreement with the proposal to close the respite service at Orchard Close (2 comments).
- Making efficiencies or service changes at Orchard Close (2 comments). In particular, offering the respite service to more families to ensure that the facility is not underused (1 comment).
- Introducing charges at Orchard Close (2 comments). In particular, charging for overnight stays (1 comment).

Service users:

- Introducing charges at Orchard Close (10 comments). In particular:
 - charging for overnight stays (8 comments),
 - introducing a means-tested contribution (1 comment), and
 - allowing the use of personal budgets for the service (1 comment).
- Disagreement with the proposal to close the respite service at Orchard Close (7 comments).
- Making savings in other County Council services (6 comments). In particular:

- introducing charges for concessionary public transport users (2 comments), and
- reducing wastage in building maintenance costs (1 comment).
- Making efficiencies or service changes at Orchard Close (6 comments). In particular:
 - offering the respite service to more families to ensure that the facility is not underused (3 comments), and
 - increasing the usage of the service by making it available to people with less complex needs (3 comments).

Parents and carers of service users:

- Making efficiencies or service changes at Orchard Close (18 comments). In particular:
 - increasing the usage of the service by making it available to people with less complex needs (6 comments),
 - offering the respite service to more families to ensure that the facility is not underused (4 comments), and
 - closing Orchard Close in quieter periods to reduce costs (4 comments).
- Introducing charges at Orchard Close (16 comments). In particular:
 - charging for overnight stays (12 comments),
 - allowing the use of personal budgets for the service (4 comments),
 - introducing a means-tested contribution (1 comment), and
 - charging for meals (1 comment).
- Making other organisational or administrative savings in the County Council (14 comments). In particular, reducing:
 - management costs (10 comments),
 - staff pay and benefits (3 comments),
 - the number of staff (2 comments), and
 - Councillors' expenses (2 comments).

83 respondents with a health problem or a disability provided a response to this question, and made most frequent reference to the following:

- Making savings in other services (17 comments). In particular:
 - introducing charges for concessionary public transport users (2 comments),
 - street lighting (2 comments),
 - highways maintenance (1 comment),
 - reducing wastage in building maintenance costs (1 comment),
 - funding for museums and libraries (1 comment), and
 - swimming lessons for people with less complex needs (1 comment).
- Introducing charges at Orchard Close (14 comments). In particular:
 - charging for overnight stays (12 comments),
 - introducing a means-tested contribution (1 comment), and
 - allowing the use of personal budgets for the service (1 comment).

- Making other organisational or administrative savings in the County Council (13 comments). In particular, reducing:
 - management costs (8 comments),
 - staff pay and benefits (4 comments), and
 - staff numbers (2 comments).

Responses which were not submitted through the Response Form

Responses submitted by letter and email

In addition to the 448 responses received via the Response Form, 31 responses were submitted to the consultation by letter and email before the consultation closing date of 21 December 2018. These responses break down as follows:

- Members of the public (22 responses) were received from members of the public.
- Political representatives, e.g. County Councillors or Members of Parliament (7 responses).
- Organisations or groups (2 responses).

The most common theme in these responses, (cited in 14 cases) was that the Shared Lives scheme might not be suitable for service users, often citing how Orchard Close currently provides an interactive, and social environment, which could not be replicated by the Shared Lives scheme. Four respondents expressed concern was that this alternative could pose potential safeguarding concerns for parents and carers. Concerns around the capacity of the Shared Lives scheme, its cost, and its suitability for service users with complex needs were also mentioned.

Nine respondents mentioned that Orchard Close should remain open, with the same number mentioning positive aspects of the current service including that Orchard Close provides a safe environment for service users, allowing parents and carers to enjoy a restful break. Nine respondents were concerned that building-based respite services are already at full capacity, and that the closure could therefore mean a lack of this type of respite support.

The themes covered across the 31 responses are outlined below:

Theme	Number of responses
Shared Lives possible alternative and that the scheme itself would not be suitable for service user	14
Stated that Orchard Close should remain open	9
Orchard Close has professional, caring and trustworthy staff. Parents or carers can rest assured that the service user is safe	9
There is currently not enough building-based respite currently and that the possible closure could affect capacity at other build-based respite centres	9
Alternative respite is not suitable	8
Had a concern regarding the format of the consultation or the consultation process in general	8

Theme	Number of responses
Concerned about the covenant that is placed on the land. And questioned how this land was going to be used if the closure went ahead	7
Other building-based respite centres may not meet the needs of the service user and may not be suitable for those with a learning disability	6
Orchard Close offers unconventional and stimulating activities for service users, making it a unique and engaging place	6
Mentioned the potentially negative impact on the wellbeing of parents and carers should the closure go ahead	6
There could be knock-on, longer-term effects of more parents or carers using residential care if there is not sufficient respite	6
Charges should be introduced at Orchard Close, such as the use of Direct Payments to cover all or part of the service user's stay, in order to raise funds	6
The alternatives are not directly comparable to Orchard Close, when they should be	5
Service users may find the closure distressing/ sad/ it may affect their mental health	5
Orchard Close provides a chance to socialise with friends and keep a connection with friendships that have been created over the years	5
Building trust in another service or provider will be very difficult and cause distress for service users	4
Alternatives should offer a homely, safe environment and not be institutional	4
The proposal may not deliver savings as suggested	4
The consultation should take into full account the views of service users/ parents/ carers	4
Service users enjoy going to Orchard Close	4
There could be safeguarding issues with carer replacement service/ Shared Lives	4
Service user has been using Orchard Close for a considerable amount of time	3
Accessible holidays could be expensive and not suitable for the service user	3
Shared Lives may not be ready to take on service users making transition difficult/ long	3
Children with less complex needs also require respite	3
There may not be enough overnight respite provision for all service users that currently use Orchard Close	3

Theme	Number of responses
Service users may find change distressing and may have difficulty trusting an alternative provider or option	3
Alternative respite may not be suitable due to increased travel distance for those that are older carers	3
Increase Council Tax to cover the cost	3
There could be less respite time on offer for parents and carers	3
Orchard Close can accommodate those with complex needs easily	3
Orchard Close should remain open but with reduced hours/ reduced months to reduce costs	2
Orchard Close is a lifeline/ vital and not just a holiday	2
Invest in Orchard Close to bring up to standard (if needed) in order to allow it to remain open	2
Orchard Close promotes independence	2
The current arrangement is cost effective as it prevents the use of full-time residential care	2
Direct Payments could potentially cost the County Council more	2
The proposal could mean the County Council fails its legal obligations to parents and carers	2
The location and traffic during summer months is not an issue	2
The County Council does not understand the current needs of service users	2
The voluntary sector could support the service to remain open	2
Orchard Close is underutilised due to previous budget savings	2
Another provider could take over Orchard Close and this may result in a lower operational cost	1
The Shared Lives alternative could be expensive for service users and they may not be able to afford provision	1
Shared Lives may not be suitable for learning disabled adults with complex needs	1
Direct Payments may be difficult for some parents/ carers to manage e.g. those that are elderly	1
Orchard Close can be used in an emergency, which is particularly valuable	1
Ensure best alternatives are available to parents and carers	1
Orchard Close might be being underutilised	1
Asked if other saving avenues been explored such as cutting salaries/ staff	1
Lease out the building for other purposes in order to increase income	1
Funding for Orchard Close should be a priority	1

Theme	Number of responses
Alternative holiday provision should be created and provided	1
A range of options for respite in existing facilities should exist	1
Orchard Close should not close until all the alternatives have been costed	1
Government committed funding for Adult Social Care should be used to allow Orchard Close to remain open	1
Make budget savings elsewhere	1
Invest in technology that could save money such as pothole repairs	1
Take best practice examples from other councils on how to save money	1
Make savings by allocating community service to do manual council jobs	1
Acquire funding from the National Lottery	1

Response from Speak Easy Advocacy

Speak Easy Advocacy facilitated three advocacy group sessions across North Hampshire for adults with learning disabilities, as part of three of their usual advocacy sessions in October and November 2018. These sessions were held independently of the County Council, and the findings were shared with the County Council in response to the consultation. In total, 30 respondents provided their views. A summarised list of the group's response to the consultation questions, has been outlined below:

Question (taken from the easy read consultation Response Form)	Response
Do you agree or disagree with the idea to close the respite service at Orchard Close?	<ul style="list-style-type: none"> • One participant agreed with the proposal • Four participants said they neither agreed nor disagreed • 11 participants said they disagreed with the proposal • 14 participants said they strongly disagreed with the proposal
If we decide to close Orchard Close what support would you need to find another respite service?	<ul style="list-style-type: none"> • Induction day/ trial visit • Video/ DVD of potential respite options • Look at Care Quality Commission inspections • Would need a care manager/ support worker/ social workers/ carers/ staff/ advocacy to help find somewhere else and plan the transition • Research or support with computer/ internet research • Friends' recommendations are important • Information packs with photographs (much better than lots of writing)
What respite services should the council offer to people with learning disabilities?	<ul style="list-style-type: none"> • Nine participants chose building-based respite • Seven participants chose Supported Holidays • Three participants chose Shared Lives • Nine participants chose Carer Replacement Services
How could these proposals affect you or people that you know?	<ul style="list-style-type: none"> • I would feel sad/ upset/ unhappy/ emotional if it closed • I like going there and the activities are great. Would miss the outings and

Question (taken from the easy read consultation Response Form)	Response
	<p>activities</p> <ul style="list-style-type: none"> • I would miss the staff – they are good company to be with and we can talk to them • Will affect the whole family – no break • Being close to the beach made it feel like being on holiday • Might cause people stress or depression or to be annoyed if they are used to going there. Been going for many years • I love it! We have fun and meet friends there. Would miss our friends • Feel safe there
<p>Do you have other ideas of how we could save £600,000?</p>	<ul style="list-style-type: none"> • Privatisation of respite services/ schools • Only open Orchard Close for summer/ busiest season • Raise Council Tax • Streamline County Council staff • Fundraising (apply for Lottery funding/ create HCC own lottery) • Stop building houses

Feedback from Hampshire County Council information sessions

Families who use the respite service at Orchard Close were invited to attend one of ten sessions across the County. These sessions allowed them to speak to County Council Officers who could answer questions on the proposal to close the respite service at Orchard Close, and to get more information on the alternative respite options available. Approximately 70 families attended these events.

Attendees were advised on using the Response Form to respond to the consultation. These sessions were not structured as focus groups, so discussions that occurred are not presented here as findings or the overarching views of those attending but are instead anecdotal. Attendees were provided forms where they could request more information if their query could not be answered by the Officers present (for example, if it related to an individual's circumstances or complex care needs) and were also able to use these to comment on the consultation.

The themes discussed and collated from the forms completed at the events are listed below:

General concerns:

- Shared Lives may have a lack of activities and could pose safeguarding issues
- Staffing issues and lack of activities at Hindson House and Jacobs Lodge Respite Unit
- Concerned that there is a dependence on care agencies
- The proposal could risk putting people into crisis
- The proposal could cause anxiety and stress
- The closure could cause family/ carer breakdown
- The alternative options could be more costly
- Carers could lose out on the number of respite nights offered
- Distress or upset could be caused if Orchard Close closes
- Worried about change and value familiarity. There is the fear of the unknown
- Change could be difficult when some service users have been going to Orchard Close for many years
- Ensuring continuity is essential
- The quality of care and support that might be offered
- The proposals seem like change for the sake of change
- The increased distance to travel to other services
- It was recognised that respite should be stimulating and caring
- Orchard Close is not always easy to get to
- The importance of relationships and social interaction at Orchard Close
- Having a peer group, which Orchard Close provides
- Relationships with other people

- Having the chance to socialise and make new friendships, and meet new people
- Being able to attend at the same time as friends and siblings
- They like the social element
- The potential loss of friendship groups was a concern

Positives about Orchard Close

- There were good levels of activity at Orchard Close
- Providing activities for service users is important
- Having trips out from Orchard Close was valuable
- There are good, helpful and well-trained staff at Orchard Close
- The consistency of care and carers at Orchard Close
- Orchard Close is not a clinical setting and is a good venue in an ideal location by the sea
- The quality of care available at Orchard Close
- Orchard Close provides a safe and secure environment
- The location of Orchard Close is local for some
- Orchard Close helps service users transition for the future
- Orchard Close is very flat which is ideal for those with mobility issues
- Orchard Close caters for everything
- Staff plan activities around what the service user likes to do
- Appreciated that there is flexibility around number of nights
- Orchard Close provides a homely environment
- Orchard Close is like a hotel for adults with Learning Difficulties
- Orchard Close is like a holiday, by the seaside

Capacity issues at other building-based respite centres:

- Service users cannot always get respite when needed as there may not be enough capacity
- Service users and carers need to book well in advance
- It is important to have enough respite to accommodate everyone
- It is currently difficult to find respite
- It is important to be able to plan for the year ahead
- Questions were raised regarding whether Orchard Close has a low capacity. It is perceived as always being full

Alternative budgetary savings:

- A contribution to care at Orchard Close should be reintroduced. Some parents and carers expressed a willingness to pay
- Orchard Close could be used as a day centre during the winter

- There should be a way parents and carers can pay for and book additional weeks
- Orchard Close should be invested in and developed to make it modern
- Orchard Close should be used more efficiently
- For those that are more able and require less support, less staffing should be used to save money
- The cost of alternatives should be explored in more detail
- Suggested that there should be better use of volunteers to help run the service
- Increase Council Tax
- Orchard Close could open just for the summer or part of the year only
- Some costs could be shared with other organisations
- Other recreational facilities across Hampshire could be reduced in order to plug the gap

Response from the Health and Adult Social Care Select (Overview and Scrutiny) Committee

A workshop session was attended by members of the Health and Social Care Committee (HASC) to consider the proposals relating to the consultation. The session had 12 attendees. A summary of the views expressed at the workshop are as follows:

Concerns regarding alternative provision

- Have service users indicated if they would be happy with the alternative provision available?
- Would there be sufficient capacity within the alternative locations to absorb the level of need currently being met at Orchard Close?
- Change for service users could be distressing which could lead to them having additional care needs.
- The offer for service users may be improved in the long run, if the alternative locations were more suitable buildings.
- Families have expressed to Councillors that nowhere other than Orchard Close could meet their needs.
- The seaside location was important to families.
- There is a need to maintain and create friendships, as well as ensure the geographical spread of alternatives as service users come to Orchard Close from variety of Hampshire locations.
- How could people attend day opportunities and current local employment if alternatives were further away and unfamiliar?
- Would the cost of alternative holidays negate any savings that the potential closure of Orchard Close might produce?
- Provision over August and Christmas break may be less well catered for without Orchard Close and there may be difficulty at peak times, although centres at Locks Heath (M27), Jacobs Lodge (Totton) and Hindson House (Basingstoke) will still be there.
- Concern was raised about service users that need to have overnight respite and if there will be an impact on capacity and demand.

- Some Councillors felt that Orchard Close is compliant with accessibility legislation, but the facility is 80 years old and perhaps not ideal even though it is loved by service users and their families.
- Could Shared Lives be commission more creatively or is there scope to use neighbouring County facilities?

Supporting the staff at Orchard Close

- Councillors iterated how important it would be to retain staff in order to maintain a level of continuity for service users, should Orchard Close close. Staff should be, as much as possible, re-deployed to alternative units that Orchard Close service users might be moved to.
- Reassurance should be given to current staff members that the service may not close.
- There would be a social cost to losing the good quality staff at Orchard Close due to their close relationships with service users and their families.
- Councillors were concerned that during this time of uncertainty, staff could be lost.
- Would there be scope for staff to be a part of the alternative provision, should the proposal go forward?

General concerns

- What are the current limitations of the building? There was some concern that the absence of a lift at Orchard Close and the layout could have limitation on appropriate supervision and use.
- Orchard close is situated on the coast which has proven an attractive option for service users, especially in the summer months as it was like a holiday. This particular aspect will be hard to replicate with the alternative options.
- The potential impact of the proposal on people with learning disabilities may not have been properly appreciated and families are already struggling or in crisis.
- More information should be given regarding Shared Lives.