

**A Bolder Community Services (ABCS) Interim Consultation Report**  
**v1.0**  
**October 2013**

**1. Purpose**

The purpose of this report is to outline the activity undertaken so far regarding the six ABCS proposals currently being consulted upon. The report outlines the approach taken and the general areas of feedback received. The remainder of the consultation will seek to build upon the views provided to date.

**2. Background**

The City Council must achieve a savings target from its Community Services budget of £10m by 2014/15 as part of a cumulative savings target of £22.5m to be achieved by 2015/16; from a 2012/13 net budget of £105m. The A Bolder Community Services (ABCS) programme seeks to progress six proposals to achieve the savings target for 2014/15 and these proposals are currently subject to a consultation process which commenced on 27<sup>th</sup> August 2013 and will end on 15<sup>th</sup> November 2013.

**The six proposals that are currently subject to a consultation process are:**

- 1. Targeting Housing Related Support on the Most Vulnerable**
- 2. Improving the Quality of Housing with Care Accommodation**
- 3. Focusing Day Opportunities and Transport to Promote Independence and Support the Most Vulnerable**
- 4. Targeting Adult Social Care Information, Advice and Support**
- 5. Realigning Reablement Responsibilities – Aylesford**
- 6. Remodelling Home Support Reablement in Coventry and Ceasing In-house Provision – HSSTS (Home Support Short Term Service)**

A range of project specific and programme wide consultation activities have been held with stakeholders. This has ensured a large number of views and thoughts have been captured relating to the proposals. Appendix 1 outlines the approach taken by each of the projects, the consultation activities undertaken and the number of responses received to date.

In addition, to date awareness of the consultation has been raised in a number of additional ways including:

- Community Services staff briefing sessions
- Contact with all commissioned service providers, Voluntary Action Coventry (VAC) members, respondents to the Adult Social Care and Carers Surveys (where involvement in future consultation was requested) and Adult Social Care led Partnership members (Learning Disabilities, Older People and Physical and Sensory Impairment)

- Contact with members of staff from Coventry and Rugby Clinical Commissioning Group, GP Practices and Patient Reference Groups
- Public drop in sessions
- Use of the Council's website banner to promote the consultation and the public drop in meetings
- Media including Facebook and Twitter
- Posters in Libraries, Council reception areas and other appropriate venues

In addition, when we have been to speak with groups and organisations we have actively encouraged them to inform other interested parties to participate in the consultation. The offer of meetings and presentations from the programme team has been given, with a number of these being taken up.

### **3. Consultation Activity Overview**

In total, as at end of week commencing 7<sup>th</sup> October 2013, approximately 8,500 people have been contacted by letter or email, over 50 consultation meetings have taken place with approximately 600 attendees. In addition, the ABCS website pages have been viewed on more than 2,700 occasions.

Individuals and organisations are invited to take part in the consultation in a variety of ways. These include attendance at the meetings described above or public drop in sessions, completing survey response forms online or as hard copies, through telephone discussion or email contact. A series of specific ABCS focused consultation meetings have also been arranged with different audiences including family carers, voluntary sector organisations, Coventry Older Voices and others.

This interim consultation report provides an overview of the consultation process and feedback received so far, and should be read in this context. The report does not seek to reach any conclusion about the outcome of the consultation or the impact that consultation feedback received to date may have on the current proposals. Final analysis of feedback received will be completed after 15<sup>th</sup> November 2013 when the consultation has ended. Final proposals will be taken to the City Council's Cabinet as a set of recommendations, fully informed by the consultation, for consideration and approval. A copy of the Cabinet Report will be made publically available in line with the Council's reporting procedures.

### **4. Programme Feedback To Date**

Feedback to date has been overwhelmingly in disagreement with the proposals but this is to be expected given the scale and nature of the proposed changes. Whilst many disagree with the proposals, feedback received has suggested that most people appreciate the difficult financial position in which the Council finds itself and the reasons for this.

An overview of feedback that has emerged to date, during the consultation process, is described as follows:

- The potential detrimental impact on vulnerable people including older people, people with disabilities and people with mental health illness, if the proposals were to be implemented and services/support reduced.
- The potential detrimental impact on other services and organisations e.g. Health including Coventry and Warwickshire Partnership Trust (CWPT) and University Hospital Coventry and Warwickshire (UHCW) if the current proposals go ahead including a specific concern about the potential for bed blocking and longer stays in hospital for individuals as a result of potential changes to reablement services.
- The potential impact on other people if the current proposals go ahead, specifically family/informal carers with a specific concern about the important role that family/informal carers play in reducing need for other support/services.
- The view that the quality of existing services that may be reduced or cease, if the proposals were to be implemented, is good and that this level of quality may not be provided elsewhere.
- A request for the exploration of the possibility of restructuring or changing current services provided by the Council.
- Concerns about losing jobs as a consequence of the proposed changes.
- The risk of externally providing current City Council services and the potential impact this may have.
- Support of the proposals, or elements of these, offering a view that there may be positive impacts on some service users.
- Respondents' perceptions that there will not be an impact on them now but there may be in the future as circumstances change as people grow older.
- A requirement for people to understand the options that will be available to meet individual people's needs if the current proposals go ahead and current services no longer exist.
- Concerns that the number of people with dementia and an ageing population is increasing but some proposals will reduce support for these groups.
- Concerns that some organisations may not be able to survive without the financial support provided through contracts affected by the proposals.
- Concerns that organisations may have to relocate to other premises due to the financial constraints the proposals may have on them.
- Flexibility in the implementation timescales, to reflect individual circumstances, should be considered.

On-going analysis of consultation feedback will be completed and Frequently Asked Questions will be reviewed, refreshed and made available during the remaining consultation period.

Initial Equality Consultation Analysis (ECA) documents will be reviewed and updated following the consultation process to reflect any additional information received about the potential impact of implementation of the proposals.

Clarification about the nature and potential impact of all of the proposals will continue to be provided during the consultation process to ensure that they are fully understood and that people are able to meaningfully contribute their views.

Feedback from the consultation will also be shared with statutory partner organisations including Coventry and Warwickshire Partnership Trust (CWPT) and Coventry and Rugby Clinical Commissioning Group throughout and following the consultation process.

As part of the consultation we continue to encourage suggestions and ideas.

## **5. Summary**

As outlined above consultation activities will continue until the end of the consultation period on the 15<sup>th</sup> November. Following this final analysis of feedback will be undertaken and final proposals will be taken back to the City Council's Cabinet. We continue to actively encourage feedback throughout the remainder of the consultation.

## Appendix 1 – Project Consultation Activity

### Proposal 1: Targeting Housing Related Support on the Most Vulnerable

#### 1. Background

The scale and diversity of the services and clients involved in the Housing Related Support project has meant that different approaches have been taken to ensure a meaningful consultation is undertaken with a variety of stakeholders. Of the 23 providers affected by the proposal 16 have responded and either held or arranged to hold 1:2:1 meetings with the project team. In addition some meetings have been arranged with service users, coordinated by the providers.

It should be noted that not all providers have taken up the offer of 1:2:1's and at the time of writing seven providers still had not arranged to meet with the team. Three separate communications have been issued to all providers, each time encouraging providers to arrange to meet with the project team to discuss the implications of the proposals.

A meeting was also held with all providers on the 15<sup>th</sup> October to share consultation findings to date and to offer providers the opportunity to ask further questions relating to the proposal. A further meeting will be held before the end of the consultation to continue the dialogue with providers and ensure they are fully briefed.

Service user meetings have been held at the request of some providers. Outlined below are the meetings held to date.

Service User Group	Venue and Date	Number of Attendees
Midland Heart (Older People)	28 <sup>th</sup> August, St Peters Centre	15
Orbit Care and Repair (Older People)	6 <sup>th</sup> September, Orbit Offices	9
Coventry Mind and Rethink (Mental Health)	26 <sup>th</sup> September, The Koco Building	70

#### 2. Consultation Overview To Date

38 responses on the Housing Related Support proposals have been received to date. These have mainly been gathered through the directly targeted consultation meetings outlined above. However a number of comments have also been received through programme wide meetings, such as partnership boards, and directly from members of the public. Of the 38 responses received the following approval breakdown has been recorded:

Agree	8.3%	3
Disagree	80.6%	29
Don't Know	11.1%	4

Two individuals did not record whether they were in agreement with the proposal or not.

In addition we are aware that one e-petition is currently live and another is currently being manually circulated. The petitions focus on the potential impact of reduced Mental Health services. 123 signatories have lodged their support on the e-petition at the time of writing. We have been informed that around a further 1000 people have signed the other petition.

## Proposal 2: Improving the Quality of Housing with Care Accommodation

### 1. Background

The proposal has a direct impact on two out of the twelve Housing with Care schemes within the City Council's internally provided portfolio. These are Jack Ball House and George Rowley House. As such it was important to speak with the directly affected stakeholders as early as possible. The following sessions were held with staff, tenants and family carers:

Stakeholder Group	Venue and Date	Number of Attendees
Staff	Jack Ball House, 4 <sup>th</sup> September, 5pm	7
Tenants and family carers	Jack Ball House, 4 <sup>th</sup> September, 6pm	21
Staff	George Rowley House, 5 <sup>th</sup> September, 5pm	10
Tenants and family carers	George Rowley House, 5 <sup>th</sup> September, 6pm	14

The tenant and family carer meetings were held in conjunction with Whitefriars Housing. Follow up meetings with staff, tenants and family carers from Jack Ball House and George Rowley House are planned for the 22<sup>nd</sup> and 24<sup>th</sup> October respectively.

In addition Housing with Care road shows have been held with staff as part of the consultation. These meetings have been an opportunity for any member of staff interested in understanding more about the proposals to speak directly to a member of the project team. Two sessions have been held to date as follows:

Date	Venue	Number of attendees
29 <sup>th</sup> August	Cottage Farm	28
16 <sup>th</sup> September	Cottage Farm	1

A final road show is planned for the 24<sup>th</sup> October.

Finally, meetings have been arranged with all other Housing with Care schemes. The aim of these meetings is to ensure people understand what is being proposed and have an opportunity to share any views they have. The following sessions have been held:

Date	Venue	Number of attendees
7 <sup>th</sup> October	Halford Lodge	10
7 <sup>th</sup> October	Cottage Farm	11
8 <sup>th</sup> October	Copthorne Lodge	13
8 <sup>th</sup> October	Harry Caplan House	11
9 <sup>th</sup> October	Elsie Jones House	15
9 <sup>th</sup> October	Frank Walsh House	21
14 <sup>th</sup> October	Quinton Lodge	21
14 <sup>th</sup> October	Knightlow Lodge	19
15 <sup>th</sup> October	Skipton Lodge	21
15 <sup>th</sup> October	Farmcote Lodge	12

## 2. Consultation Overview To Date

22 responses on the Housing with Care proposals have been received to date. These have mainly been gathered through the directly targeted consultation meetings outlined above. However a number of comments have also been received through programme wide meetings, such as partnership boards, and directly from members of the public. Of the 22 responses received the following approval breakdown has been recorded:

Agree	15.8%	3
Disagree	42.1%	8
Don't Know	42.1%	8

Three people chose not to provide a response to whether they agreed with the proposal or not.

## Proposal 3: Focusing Day Opportunities and Transport to Promote Independence and Support the Most Vulnerable

### 1. Background

The day opportunities and transport project covers three specific client groups: specialist dementia care, older people and learning disabilities. The proposals relate to a number of different centres. As such targeted consultation meetings have been held with all those client groups and potentially affected centres. Meetings have been held with service users, family carers and staff to ensure all affected groups had their opportunity to understand the detail of the proposals, the rationale and to share their views.

Letters were issued to all staff and service users inviting them to meetings to discuss the proposal that affects their service. Letters were also issued to family carers where appropriate.

The following meetings have been held:

Stakeholder Group	Venue and Date	Number of Attendees
Curriers Centre staff	Curriers Centre, 28 <sup>th</sup> August	9
Brandon Wood Farm staff	Brandon Wood Farm, 28 <sup>th</sup> August	10
Watcombe Resource Centre staff	Watcombe Resource Centre, 29 <sup>th</sup> August	6
1 <sup>st</sup> Maymorn staff briefing	Maymorn Centre, 2 <sup>nd</sup> September	5
1 <sup>st</sup> Maymorn family carer briefing	Maymorn, 2 <sup>nd</sup> September	4
2 <sup>nd</sup> Maymorn staff briefing	Maymorn, 3 <sup>rd</sup> September	4
Risen Christ Older People's Day Centre service users and family carers	Risen Christ Day Centre, 4 <sup>th</sup> September	40
1 <sup>st</sup> Learning Disability service user and family carer briefing	Watcombe Resource Centre, 5 <sup>th</sup> September	13
2 <sup>nd</sup> Learning Disability service user and family carer briefing	Wilfred Spencer Centre, 5 <sup>th</sup> September	2
3 <sup>rd</sup> Learning Disability service user and family carer briefing	Curriers Centre, 6 <sup>th</sup> September	38
2 <sup>nd</sup> Maymorn family carer briefing	Maymorn, 13 <sup>th</sup> September	3
Frank Walsh Older People's Day Centre service users and family carers	Frank Walsh annex, 18 <sup>th</sup> September	4
Gilbert Richards staff briefing	Gilbert Richards Centre, 7 <sup>th</sup> September	8
Frank Walsh staff briefing	Frank Walsh annex, 8 <sup>th</sup> October	2
Risen Christ staff briefing	Risen Christ Centre, 9 <sup>th</sup> October	3



## 2. Consultation Overview To Date

To date we have received 41 responses on the Day Opportunities and Transport proposals. These have mainly been gathered through the directly targeted consultation meetings outlined above. However a number of comments have also been received through programme wide meetings, such as partnership boards, and directly from members of the public. Of the 41 responses received the following approval breakdown has been recorded:

Agree	20.6%	7
Disagree	52.9%	18
Don't Know	26.5%	9

Seven people chose not to provide a response to whether they agreed with the proposal or not.

## **Proposal 4: Targeting Adult Social Care Information, Advice and Support**

### **1. Background**

A range of methods have been used, to date, to consult with those who may be affected by the Targeting Adult Social Care, Information, Advice and Support proposal, including workshop sessions at partnership meetings, Learning Disabilities Partnership Board, Older Peoples Partnership and Physical and Sensory Impairment Partnership, an extraordinary Carers Forum to encourage views from family/informal carers, a meeting with representatives from Coventry Older Voices (COV) and a meeting of Voluntary Action Coventry (VAC) members.

The four providers who would potentially be affected by this proposal have also been invited to provide individual organisational responses to the consultation and for these to be made publically available during ongoing consultation activity. In addition, providers have been asked to encourage those people that they support or have contact with, to respond to the consultation in one of the many ways that are available to them.

### **2. Consultation Overview To Date**

The project is separated into sections, each focusing on specific services that are affected by the proposals. In total 114 responses to at least one of the questions relating to the different elements of this proposal have been recorded. However, not everyone responded to all elements of the proposal. Therefore the approval breakdown below reflects the numbers who did respond to each element.

#### **Proposal 4.1 Age UK Coventry (Contact and Connect)**

Of the responses received the following approval breakdown has been recorded:

Agree	6.6%	5
Disagree	84.2%	64
Don't Know	9.2%	7

38 people chose not to provide a response to whether they agreed with the proposal or not.

#### **Proposal 4.2 Age UK Coventry (Information and Advice)**

Of the responses received the following approval breakdown has been recorded:

Agree	12.3%	7
Disagree	80.7%	46
Don't Know	7.0%	4

57 people chose not to provide a response to whether they agreed with the proposal or not.

#### **Proposal 4.3 Alzheimer's Society**

Of the responses received the following approval breakdown has been recorded:

Agree	12.1%	7
Disagree	77.6%	45
Don't Know	10.3%	6

56 people chose not to provide a response to whether they agreed with the proposal or not.

**Proposal 4.4 Coventry Carers' Centre**

Of the responses received the following approval breakdown has been recorded:

Agree	11.9%	10
Disagree	81.0%	68
Don't Know	7.1%	6

30 people chose not to provide a response to whether they agreed with the proposal or not.

**Proposal 4.5 Grapevine**

Of the responses received the following approval breakdown has been recorded:

Agree	20.8%	11
Disagree	56.6%	30
Don't Know	22.6%	12

61 people chose not to provide a response to whether they agreed with the proposal or not.

## **Proposal 5: Realigning Reablement Responsibilities - Aylesford**

### **1. Background**

A range of methods have been used, to date, to consult with those who may be affected by the Realigning Reablement Responsibilities proposal including meetings with those who would potentially be directly affected if the proposal were to be implemented.

All staff have been written to, to ensure awareness of the proposal and to encourage participation in the consultation process.

Two staff briefings have taken place, as follows:

<b>Date</b>	<b>Venue</b>	<b>Number of Attendees (Staff)</b>
13 <sup>th</sup> September	Aylesford	15
18 <sup>th</sup> September	Aylesford	8

The short term nature of services provided at the Aylesford Centre means that there is not a static and ongoing group of service users. However, a consultation meeting is planned for 25<sup>th</sup> October 2013 with current users of the service and their carers.

In addition, we have received a volume of compliment letters sent to the service by former users. These have been forwarded to the project team to demonstrate the value placed on the Aylesford by former service users.

### **2. Consultation Overview To Date**

To date we have received 14 responses on the Aylesford proposal. These have been gathered through the directly targeted consultation meetings outlined above as well as receiving comments through programme wide meetings, such as partnership boards, and directly from members of the public. Of the 14 responses received the following approval breakdown has been recorded:

Agree	0.0%	0
Disagree	84.6%	11
Don't Know	15.4%	2

One person chose not to provide a response as to whether they agreed with the proposal or not.

## **Proposal 6: Remodelling Home Support Reablement in Coventry and Ceasing In-house Provision – HSSTS (Home Support Short Term Service)**

### **1. Background**

A range of methods have been used, to date, to consult with those who may be affected by the Remodelling Home Support Reablement in Coventry proposal including meetings with those who would potentially be directly affected if the proposal were to be implemented.

All staff have been written to, to ensure awareness of the proposal and to encourage participation in the consultation process.

Eight staff drop in briefings have taken place so far, as follows:

<b>Date</b>	<b>Venue</b>	<b>Number of Attendees (Staff)</b>
30 <sup>th</sup> August	Opal	12
2 <sup>nd</sup> September	Opal	6
4 <sup>th</sup> September	Opal	4
6 <sup>th</sup> September	Opal	4
18 <sup>th</sup> September	Wilfred Spencer Centre	13
25 <sup>th</sup> September	Wilfred Spencer Centre	8
27 <sup>th</sup> September	Opal	0
18 <sup>th</sup> October	Opal	7

The short term nature of the Home Support Short Term Service (HSSTS) services provided means that there is never a static or ongoing group of service users. However consultation meetings will be arranged with existing users of the service and their carers to seek their views.

### **2. Consultation Overview To Date**

To date we have received 13 responses on the HSSTS proposal. These have been gathered through the directly targeted consultation meetings outlined above as well as receiving comments through programme wide meetings, such as partnership boards, and directly from members of the public. Of the 13 responses received the following approval breakdown has been recorded:

Agree	25.0%	2
Disagree	62.5%	5
Don't Know	12.5%	1

Five people chose not to provide a response as to whether they agreed with the proposal or not.