

**Consultation on:**

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

**16 December 2019 – 09 February 2020**

**Findings Report**

**February 2020**

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# 1. Introduction

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

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

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

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

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

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

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

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

## 2. Executive Summary

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

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

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

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

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

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

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

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

### **3. Note on appendices**

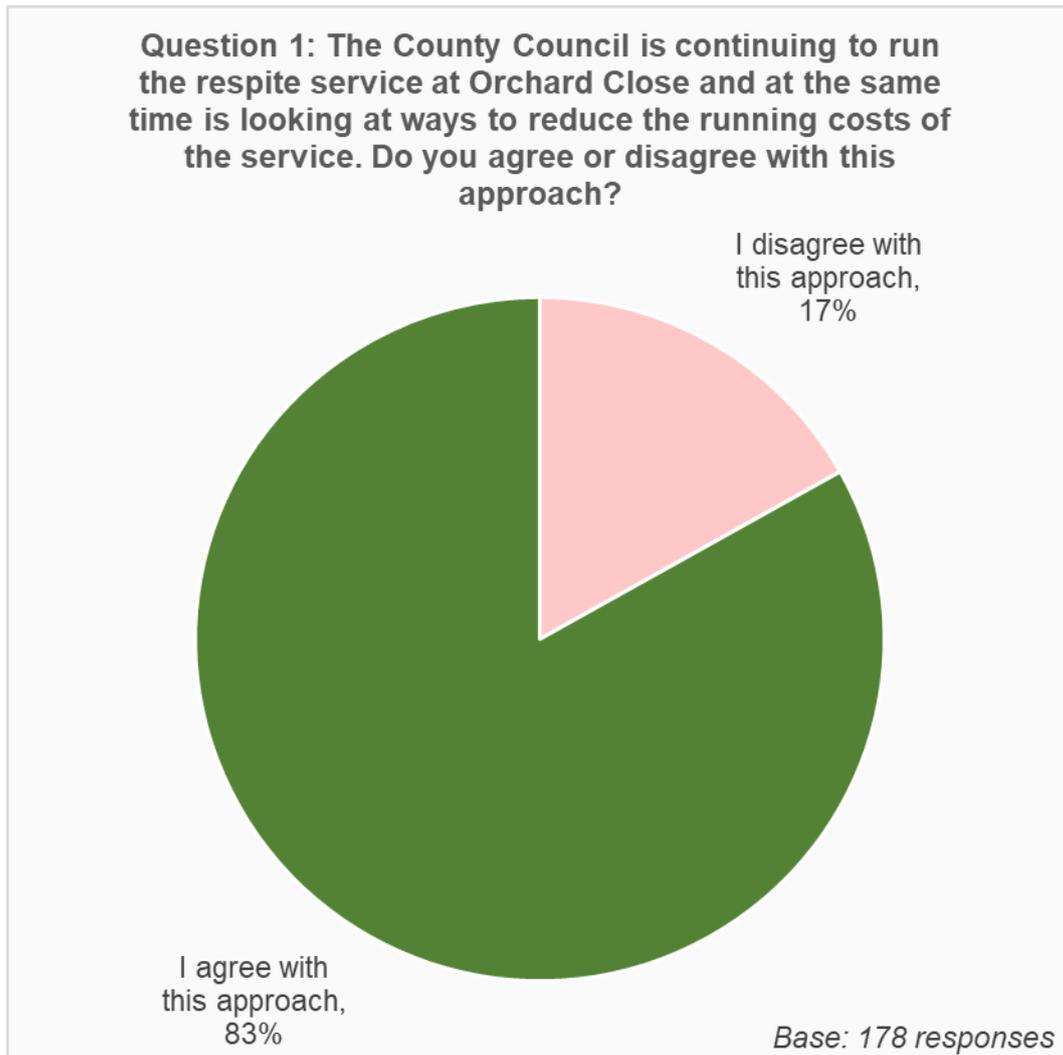
This report is supported by the *Findings Report Appendices* document, which includes the following:

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

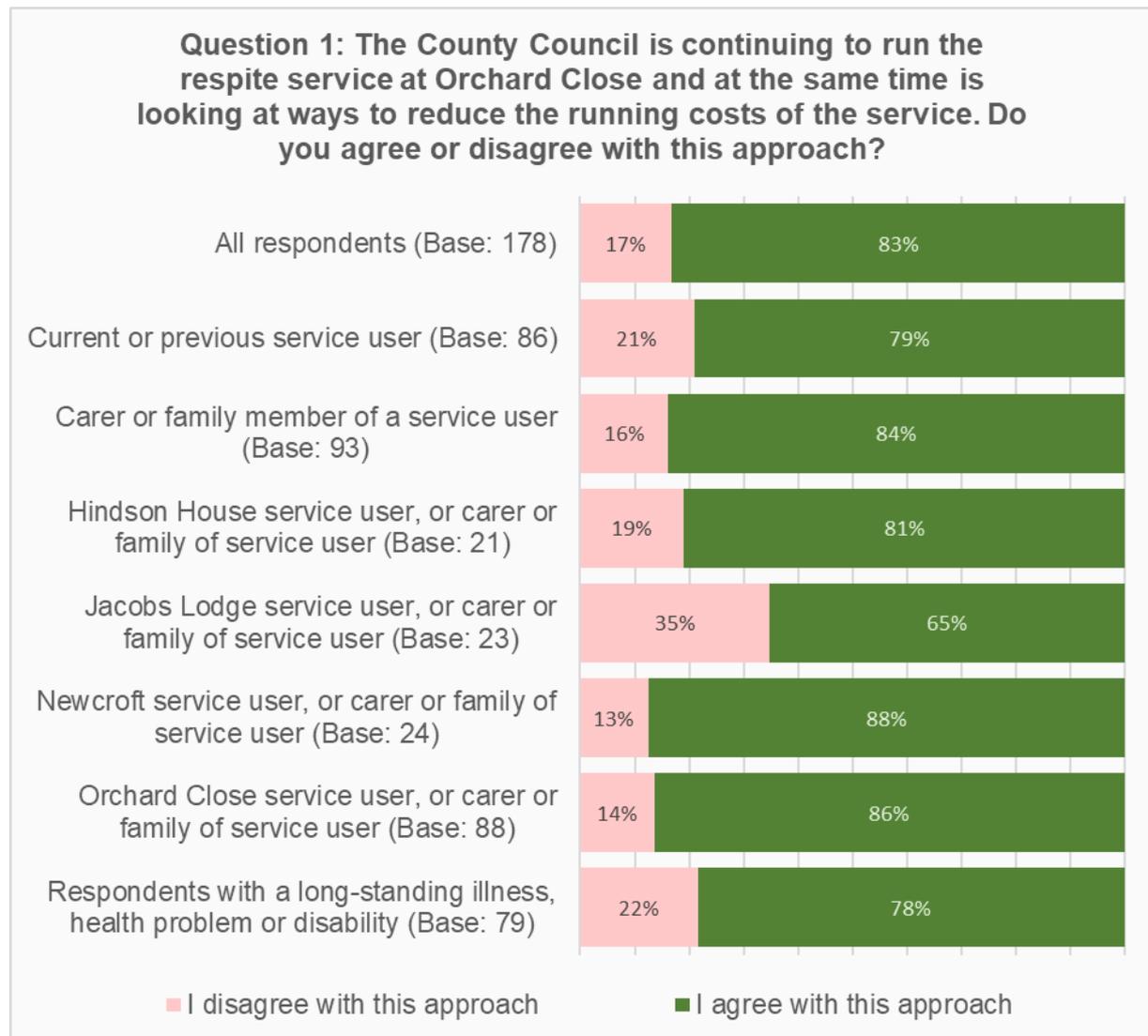
## 4. Findings from the consultation

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

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



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



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

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

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

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

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

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

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

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

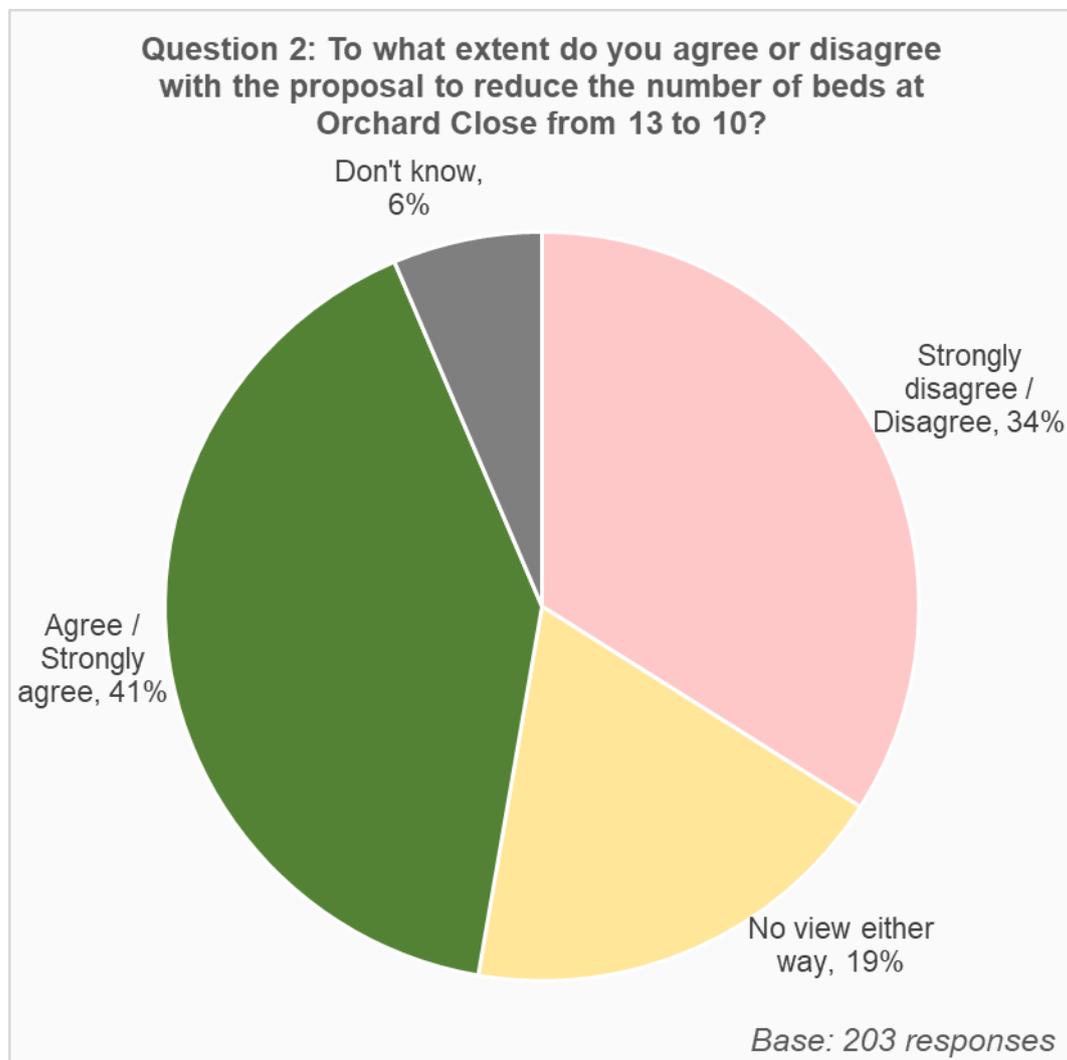
Of the 68 comments provided by respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members:

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

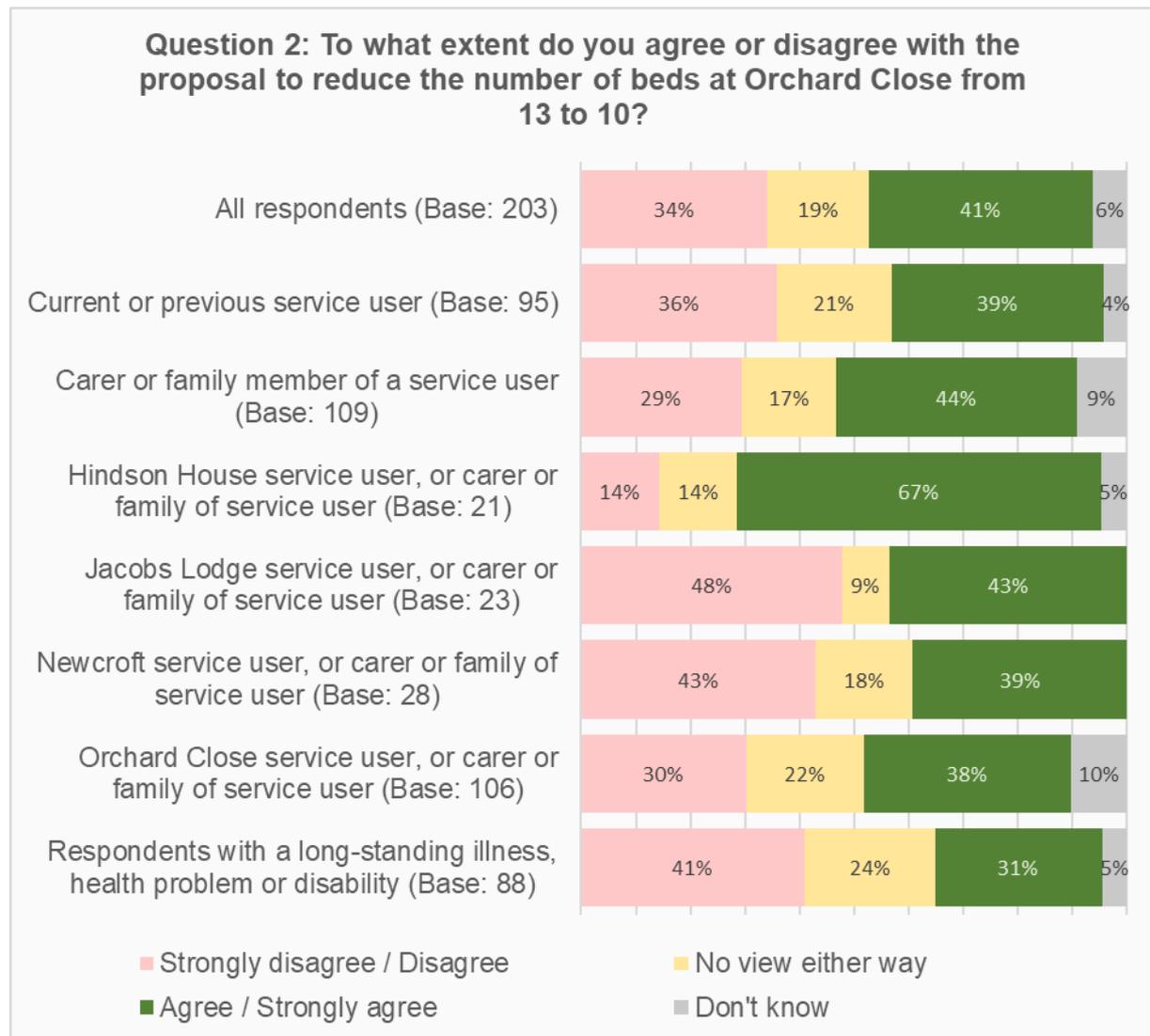
- 9 mentioned efficiencies should be made to operational (day-to-day) costs only,
- 5 mentioned that making savings was preferable to the closure of the service, and
- 4 mentioned that making savings was preferable to the closure of the service.

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

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



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



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

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

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

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

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

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

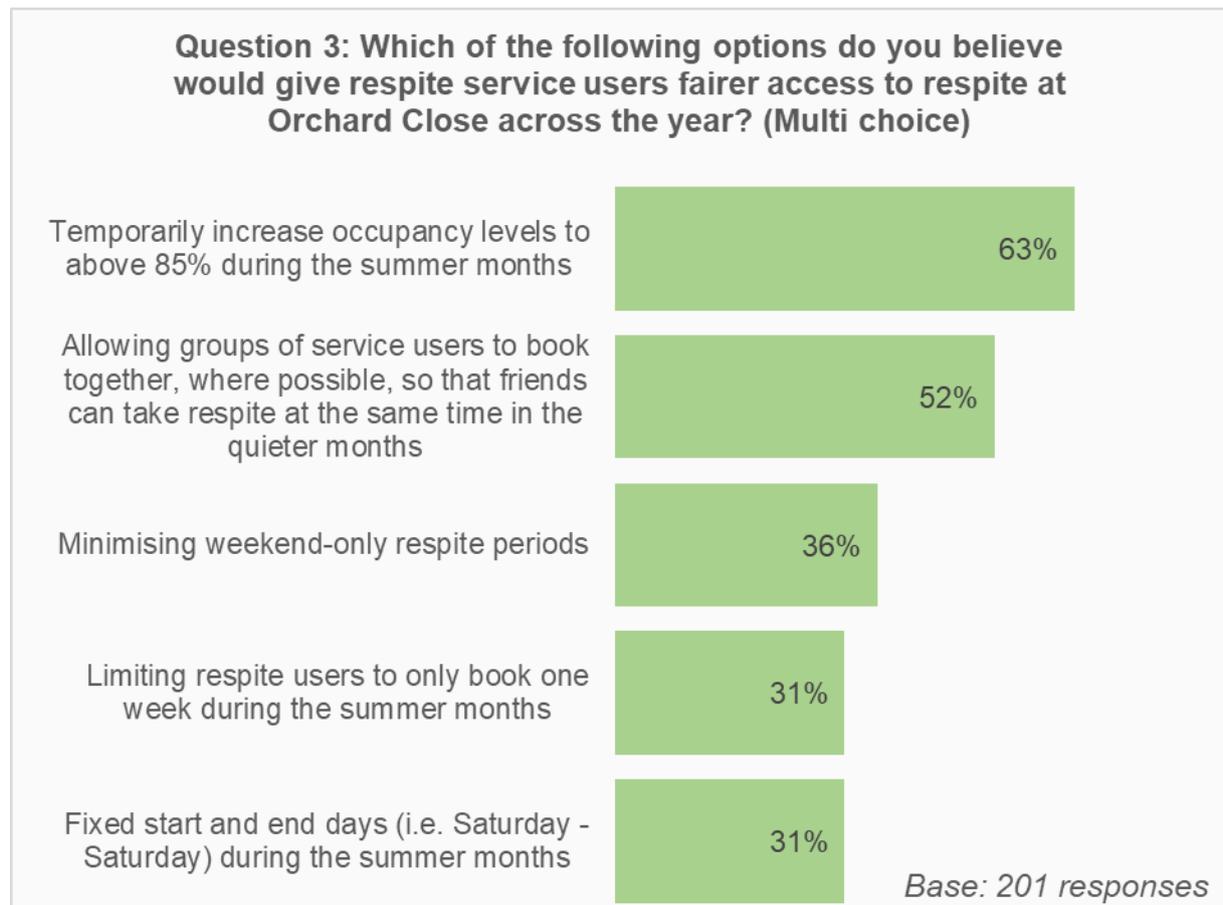
- 31 respondents **expressed concerns about the proposals**, including:
  - a possible reduction in staffing levels and, by extension, the level of service available (9 mentions);
  - that additional pressure would be placed on the service (9 mentions);
  - that there would be less capacity at Orchard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

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

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

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

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



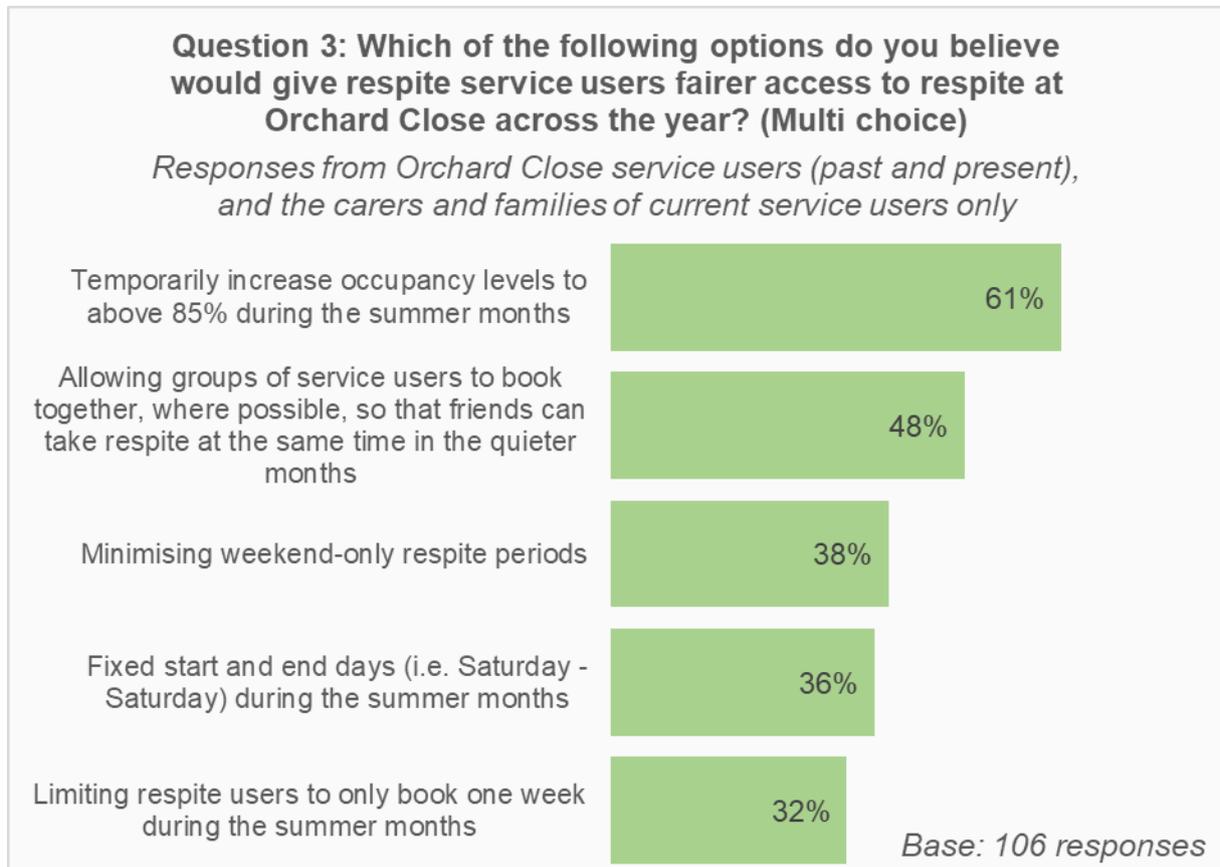
The most popular option, with the support of over six in ten respondents, was implementing a temporary increase in occupancy levels over the busier summer months, which would help to address increased demand. In addition, more than half of respondents agreed with the idea that groups of service users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

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

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

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

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



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

<b>Respondents who are, or used to be, users of respite at Orchard Close, and their parents, carers and family members (24 comments)</b>		
<b>Comments</b>	<b>All respondents (45 comments)</b>	<b>↓</b>
<b>Summer bookings</b>	<b>11</b>	<b>5</b>
<ul style="list-style-type: none"> <li>• Should have longer to book a week away – mentions of between 10 days and 2 weeks</li> </ul>	5	0
<ul style="list-style-type: none"> <li>• Allocate over the summer holidays to families with other children at school</li> </ul>	2	0

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

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

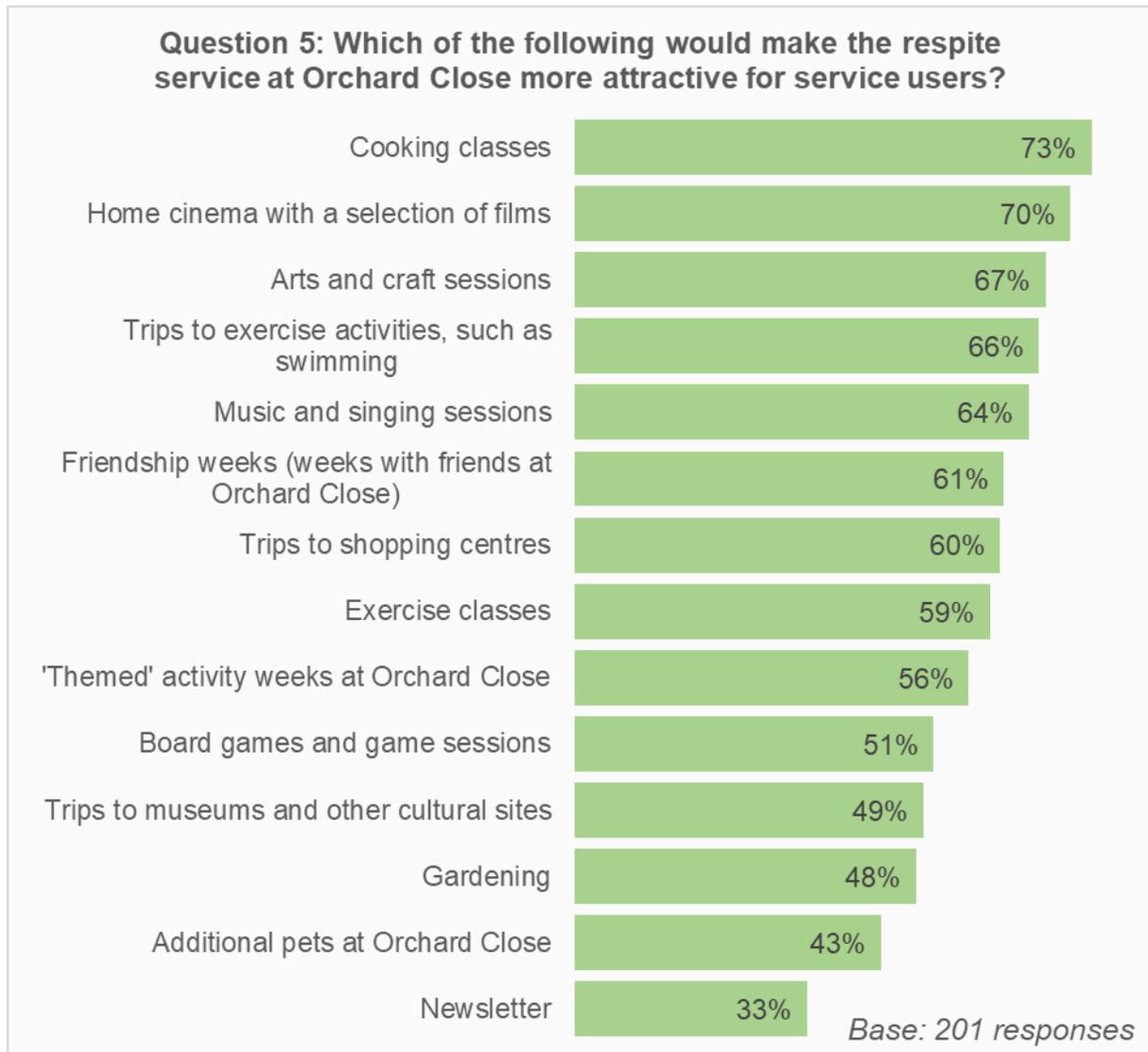
Respondents were also asked to describe the impact that a reduction in the availability of respite at Orchard Close over the summer period could have on service users and their families. The suggestions from the comments provided are shown on the next page, with the responses from all respondents contrasted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

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

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

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

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



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

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

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

Stronger support than the overall response base for:

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

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

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

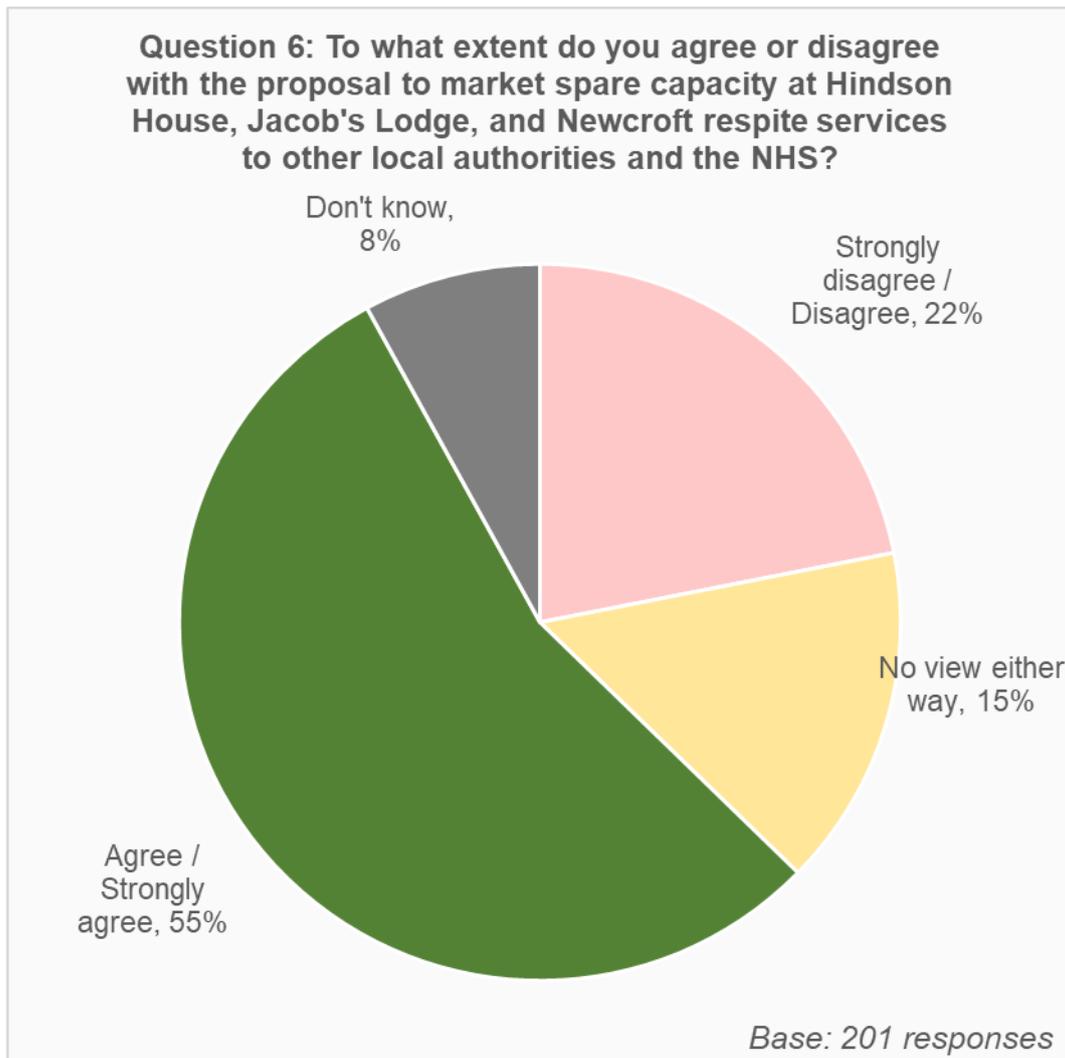
- Bowling (18 suggestions)
- Trips to the theatre (13 suggestions)
- Trips to the cinema (9 suggestions)
- Trips to seaside amusements (6 suggestions)
- Trips to amusement parks (6 suggestions)
- Train trips (6 suggestions)
- Pub trips (6 suggestions)
- Coffee shop trips (6 suggestions)

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

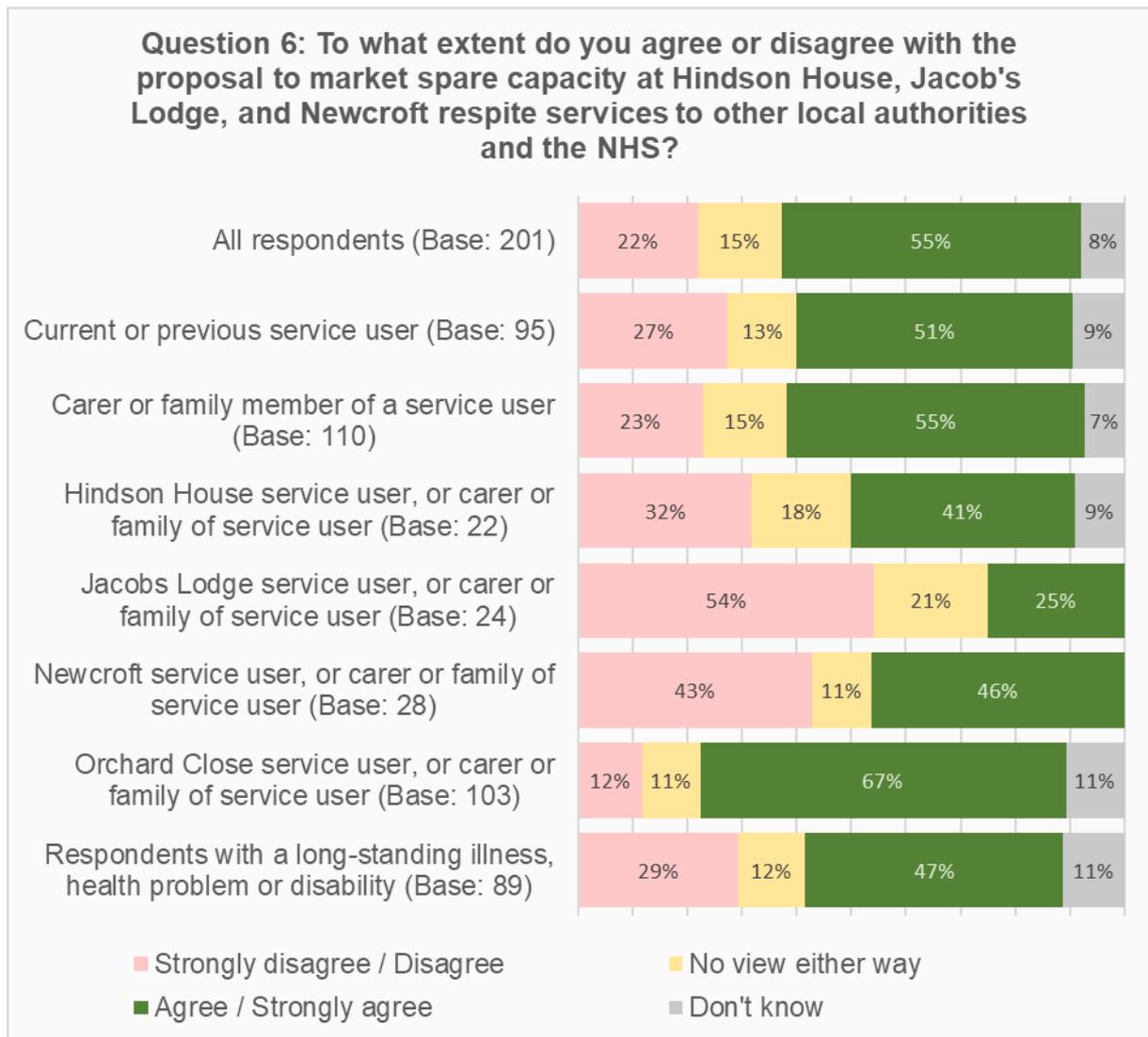
- Bowling (15 suggestions)
- Trips to the theatre (9 suggestions)
- Pub trips (5 suggestions)
- Coffee shop trips (5 suggestions)
- Trips to the cinema (5 suggestions)
- Train trips (4 suggestions)
- Trips to a zoo (4 suggestions)

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

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



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



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

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

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

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

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

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

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

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

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

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

## Impacts of the proposals

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

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

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

## Further comments and alternative suggestions

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

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

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

## Feedback from Speakeasy Advocacy

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

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

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

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

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

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

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

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

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

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

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

## **Unstructured responses to the consultation**

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

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

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

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

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