Appendix N

Supported accommodation for older people with sensory disability (hearing impairment) consultation 2016

Report

Lancashire
County
Council

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Contents

1. Executive summary

Lancashire County Council needs to make savings of £262m by 2020/21. Throughout 2016/17, service users, the general public, partners and stakeholders are being consulted with about how the county council proposes to make these savings.

This report summarises the responses to Lancashire County Council's consultation on the proposal for supported accommodation for older people with sensory disability (hearing impairment). The County Council is proposing to stop funding for the support service delivered by the provider at a sheltered scheme in Preston from 31 March 2017.

For the consultation, paper questionnaires with prepaid envelops were sent to all service users and made available at supported accommodation for older people with sensory disability (hearing impairment) services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 20 May until 7 August 2016. In total, 13 completed questionnaires were returned.

A separate questionnaire was sent to Lancashire's 12 district councils, providers and stakeholders. We received a response from one provider, one district council and no response from stakeholders.

1.1 Key findings

Providers

- The key points from respondent for what changes they are considering for their schemes were: cease services, seek alternative funding if there is any and explore social care to provide services who are eligible.
- The key points from respondent for the impact on services users were: no staff available in scheme or part time staff with no sign language skills, increased potential for misunderstanding within the scheme between tenants who cannot communicate with each other, risk of maintaining tenancies without the support and concerned about health and wellbeing of a very vulnerable group
- The key points from respondent for the impact on their organisation were: unable to support vulnerable people and risk of redundancy
- The key points from respondent for the impact on the wider community were: negative impact on other public services (health, benefits, police etc) as they rely heavily on this service to communicate with service users

Districts

- The key points from respondent for the impact on services users were; not known as service is based in Preston and do not know how many service users are from Pendle.
- The key points from respondent for the impact on their organisation were: not known and very small impact in Pendle.
- The key points from respondent for the impact on the wider community were: not known

Service users

- All 13 respondents said that they receive or have received a support in all types of services which were staff communicating in British Sign Language (BSL) with you; support to find, set up and maintain your home; support to develop domestic/social and life skills; support to learn to budget properly and pay bills; support to claim the right benefits; support to improve physical health (e g accessing GP, dentist, healthy eating, exercise); support to improve mental health; support to address substance misuse issues; support to build and maintain relationships with family and friends; support to access community facilities (e g leisure, cultural); support with managing a short term personal crisis; support to keep you safe and to avoid harm caused by others; support to gain awareness of personal safety and security issues.
- All 13 respondents said that all the aspects of service were very important to them with exception of one aspect (Support to gain awareness of personal safety and security issues) where 12 respondents said it was very important and one did not respond.
- All respondents said that if this service ended then they would; not go out (will be isolated) (13), difficulties communicating with other people (13), difficulties communicating with organisations, cannot contact anyone (10).
- Respondents were likely to say that they were: upset, distress and angry (7); can't phone taxi or hospital for appointments (4), need staff (3), family is living away and cannot help (2), don't know how to read letters (1) and don't want to live in residential again (1).

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides funding which is used by one provider to deliver housing support for older people with a sensory disability in a sheltered accommodation scheme. The County Council is proposing to stop funding for the support service from 31 March 2017. LCC is also seeking to cease the funding for the scheme manager and community alarm.

This consultation was designed to help us understand: more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 20 May until 7 August 2016. Paper copies of the questionnaire, with a reply envelope, were sent to service users. In total, 13 completed questionnaires were returned. As the number of service user responses to this consultation is well below 100, the numbers in charts and tables are the actual number of respondents not the percentage of respondents.

Separate online questionnaires were made available to Lancashire's 12 district councils, providers and stakeholders. The questionnaires were designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

A summary of providers and stakeholders responses have been provided in the main findings.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider response

There is one provider of supported accommodation for older people with sensory disability service. The main issues raised in its response are summarised below.

4.1.1 Key findings

The key points from respondent for what changes they are considering for their schemes were:

- cease services;
- seek alternative funding if there is any
- explore social care to provide services who are eligible

The key points from respondent for the impact on services users were:

- no staff available in scheme or part time staff with no sign language skills
- increased potential for misunderstanding within the scheme between tenants who cannot communicate with each other
- risk of maintaining tenancies without the support
- concerned about health and wellbeing of a very vulnerable group

The key points from respondent for the impact on their organisation were:

- unable to support vulnerable people
- risk of redundancy

The key points from respondent for the impact on the wider community were:
- negative impact on other public services (health, benefits, police etc) as they rely heavily on this service to communicate with service users

4.2   District responses

Only one district responded to the supported accommodation for older people with sensory disability consultation 2016. The main issues raised in Pendle district response are summarised below.

4.2.1 Key findings

The key points from respondent for the <u>impact on services users</u> were;
- not known as service is based in Preston
- do not know how many service users are from Pendle

The key points from respondent for the <u>impact on their organisation</u> were:
- not known
- very small impact in Pendle

The key points from respondent for the <u>impact on the wider community</u> were:
- not known

4.3   Service user responses

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Off all the service types listed in the questionnaire, all 13 respondents said that they receive or have received a support in all types of services. Following were the types of services listed in questionnaire:

- Staff communicating in British Sign Language (BSL) with you
- Support to find, set up and maintain your home
- Support to develop domestic/social and life skills
- Support to learn to budget properly and pay bills
- Support to claim the right benefits
- Support to improve physical health (eg accessing GP, dentist, healthy eating, exercise)
- Support to improve mental health
- Support to address substance misuse issues
- Support to build and maintain relationships with family and friends
- Support to access community facilities (eg leisure, cultural)
- Support with managing a short term personal crisis
- Support to keep you safe and to avoid harm caused by others
- Support to gain awareness of personal safety and security issues

Respondents were asked about how important different aspects of the service are to them. Respondents were asked to choose one from very important, fairly important and not at all important.

All 13 respondents said that the following aspects of service were very important to them with exception of one aspect (Support to gain awareness of personal safety and security issues) where 12 respondents said it was very important and one did not respond.

- Staff communicating in British Sign Language(BSL) with you
- Support to find, set up and maintain your home
- Support to develop domestic/social and life skills
- Support to learn budget properly and pay bills
- Support to claim the right benefits
- Support to improve physical health(e g accessing GP, dentist, health eating exercise)
- Support to improve mental health
- Support to address substance misuse issues
- Support to build and maintain family and friends relationship
- Support to access community facilities (eg leisure, cultural)
- Support with managing a short term personal crisis
- Support to keep you safe and to avoid harm caused by others

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

All respondents said that if this service ended then they would; not go out (will be isolated) (13), difficulties communicating with other people (13), difficulties communicating with organisations, cannot contact anyone (10).

Respondents were then asked for their feedback and comments about how this proposal will affect them. The number of responses they relate to are shown in brackets.

Respondents were likely to say that they were: upset, distress and angry (7); can't phone taxi or hospital for appointments (4), need staff (3), family is living away and cannot help (2), don't know how to read letters (1) and don't want to live in residential again (1).

Appendix 1: Demographic breakdown

Table 1- Are you...?

	Count
Male	5
Female	8
No response	-
Total	**13**

Table 2- Have you ever identified as transgender?

	Count
Yes	-
No	12
No response	1
Total	**13**

Table 3- What was your age on your last birthday?

	Count
50-64	5
65-74	5
75+	2
No response	1
Total	**13**

Table 4 - Are you a deaf person or do you have a disability?

	Count
Yes	12
No	-
No response	1
Total	**13**

Table 5- Which best describes your ethnic background?

	Count
English/Welsh/Scottish/Northern Irish/British	10
Caribbean	2
No response	1
Total	**13**

Table 6- What is your religion?

	Count
No religion	1
Christian (including CofE, Catholic, Protestant and all other denominations)	12
Total	**13**

Table 7- Are you in a marriage or civil partnership?

	Count
Marriage	3
Civil partnership	-
None of these	10
Total	**13**

Table 8- How would you describe your sexual orientation?

	Count
Straight (heterosexual)	10
Bisexual	-
Prefer not to say	3
No response	-
Total	**13**