



Appendix B

Sheltered accommodation and community alarm consultation 2016

Report

www.lancashire.gov.uk



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1. Executive summary

This report summarises the responses to Lancashire County Council's sheltered accommodation and community alarm consultation 2016.

For the consultation, paper questionnaires were sent to all service users and made available at sheltered accommodation services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 30 March until 24 June 2016. Questionnaires were sent to approximately 14,000 service users. In total, 5,448 completed questionnaires were returned, giving a response rate of 38.9%.

A separate questionnaire was sent to Lancashire's 12 district councils, current supporting people providers and stakeholders. We received responses from 14 providers, 4 stakeholders and 7 district councils.

1.1 Key findings

1.1.1 Providers

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: a possibility of withdrawal of services/change in support services (7 providers), new or increased charges (7 providers), don't know /currently reviewing position (6 providers) and exploring alternative funding such as housing benefits (5 providers).
- The top mentions from responding providers for the impact on services users were: loss of or reduced support services (9 providers), new or increased charges/financially detriment (9 providers), services users' health and wellbeing impacted (6 providers) and sheltered housing will be unaffordable for people on low income (4 providers).
- The top mentions from responding providers for the impact on their organisation were: be reduced staffing/redundancies (7 providers) and issues with rent or voids (6 providers).
- The top mentions from responding providers for the impact on the community were: pressure on other public services such as hospital admissions, GP use, social care (12 providers), increased number of vulnerable people/unmet needs increase (7 providers), cutting preventative support is a false economy and will cost more in long term (7 providers) and less of community hub for wider community (6 providers).

1.1.2 Stakeholders

- The top mentions from responding stakeholders¹ for the impact on services users were; health and wellbeing impacted (7 stakeholders), services users receive less or no support (7 stakeholders), unsure/under review/dependent upon on provider response (4 stakeholders) and independence impacted (4 stakeholders).
- The top mentions from responding stakeholders for the impact on their organisation were: it will impact on other areas of their business (4 stakeholders), it will increase pressure on budget (2 stakeholders) and unsure of impact/dependent upon market response (2 stakeholders).
- The top mentions from responding stakeholders for the impact on community were: increased pressure on other public services (8 stakeholders), increased social isolation (5 stakeholders), wellbeing issues (3 stakeholders) and direct impact on residential care (3 stakeholders).

1.1.3 Service users

- More than two-fifths of respondents (42%) said that they receive a daily visit or call from the scheme manager/warden/support visitor. Nearly a fifth of respondents (17%) said that they receive a weekly visit of call.
- The types of help respondents were mostly likely to say they receive were: visits or calls (65%); help in emergencies (58%); and help with reporting repairs (57%).
- Respondents were most likely to say that: visits or calls from the scheme manager/warden/support visitor (70%); help in emergencies (68%); help with reporting repairs (61%); and support to maintain the personal safety and security (59%) are important² aspects of the service to them.
- Nearly all respondents (96%) have emergency alarm equipment. Of those respondents who have the emergency alarm equipment, over three-fifths (62%) said that they had used the emergency alarm equipment.
- Over a third of respondents who said they have used the emergency alarm equipment (35%) said that they used it in an emergency, just less than a quarter (23%) said that they had used it to contact scheme manager/warden.
- Nearly three-quarters of respondents (73%) said that the emergency alarm equipment is very important to them. Almost one in ten respondents (9%) said that the emergency alarm equipment is not very important or not at all important to them.
- When asked to provide any feedback or comments about the budget proposal and how it will affect them, respondents were most likely to say that this service is vital/lifeline (8%), wouldn't feel safe/vulnerable (8%), disability/old age requires warden support (8%) and for reassurance/peace of mind (8%).

¹ Responses to the district council consultation and stakeholder consultation have been combined

² Very important and fairly important

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 some of the funding that is used to deliver support within sheltered housing. As part of the savings, the county council is proposing to stop funding support for sheltered accommodation at the end of March 2017. The funding provided by the county council currently supports:

- the scheme manager/warden/support workers who check to make sure residents are safe and well and provides support to help them stay independent; and
- the emergency alarm which enables residents to obtain help 24 hours a day, seven days a week if they need help in an emergency.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at sheltered accommodation services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 30 March until 24 June 2016. In total, approximately 14,000 questionnaires were sent to service users and 5,448 completed questionnaires were returned, giving a response rate of 38.9%.

Before they received the questionnaire service users should have received a letter that explained how their landlord intends to respond to the budget proposal. If they hadn't receive the letter from their landlord they were encouraged to contact them for further information. Service users were also encouraged to contact their landlord if they felt that they needed support to help them understand or respond to the questionnaire, as their landlord could support them directly or provide access to an advocacy service.

A separate online questionnaire was made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaire was 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.

Summaries of provider and stakeholder responses have been provided in the main findings section of this report. Further details of their responses are presented in appendix 2 and appendix 3.

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 responses

The 14 providers that responded to the sheltered accommodation consultation were Ribble Valley Homes, Together, Accent, Riverside, Community Gateway Association, Great Places Housing, West Lancashire, Places for People, St. Vincent's, Calico, Lancaster City Council, Progress Housing, Anchor, and Contour.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders/districts that they relate to shown in brackets.

Further details of provider responses are presented in appendix 2.

4.1.1 *Key findings*

The top mentions from respondents for what changes they are considering for their schemes were;

- possibility of withdrawal of services/change in support services (7);
- new or increased charges (7);
- don't know /currently reviewing position (6); and
- exploring alternative funding such as housing benefits (5).

The top mentions from respondents for the impact on services users were;

- loss of or reduced support services (9);
- new or increased charges/financially detriment (9);
- services users' health and wellbeing impacted (6); and
- sheltered housing will be unaffordable for people on low income (4).

The top mentions from respondents for the impact on their organisation were:

- reduced staffing/redundancies (7); and
- issues with rent or voids (6).

The top mentions from respondents for the impact on the wider community were:

- pressure on other public services such as hospital admissions, GP use, social care (12);
- increased number of vulnerable people/unmet needs increase (7);
- cutting preventative support is a false economy and will cost more in long term (7); and
- less of community hub for wider community (6).

4.2 Stakeholder and district responses

The 11 stakeholders and district councils who responded to the sheltered accommodation consultation were Borough Council, Crossroads Care RV, Preston Older People, Blackburn with Darwen CCG, Hyndburn BC, Burnley BC, Fylde BC, Pendle BC, Chorley BC, South Ribble BC and Wyre BC. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders/districts that they relate to shown in brackets.

Further details of stakeholder and district responses are presented in appendix 3.

4.1.1 Key findings

The top mentions from respondents for the impact on services users were;

- health and wellbeing impacted (7);
- services users receive less or no support (7);
- unsure/under review/dependent upon on provider response (4); and
- independence impacted (4).

The top mentions from respondents for the impact on their organisation were:

- impact on other areas of their business (4);
- increased pressure on budget (2); and
- unsure of impact/dependent upon market response (2).

The top mentions from respondents for the impact on the wider community were:

- increased pressure on other public services (8);
- increased social isolation (5);
- wellbeing issues (3); and
- direct impact on residential care (3).

4.3 Service user responses

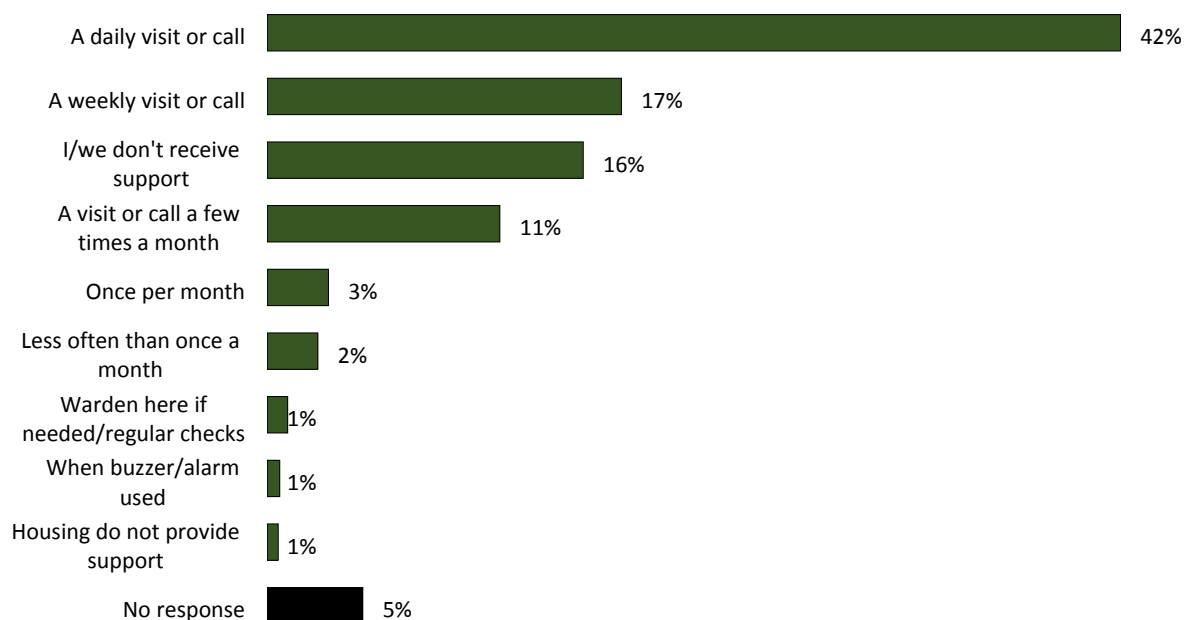
4.3.1 Support needs

First, respondents were asked how much support they or their partner currently receive from the scheme manager/warden/support visitor.

More than two-fifths of respondents (42%) said that they receive a daily visit or call from the scheme manager/warden/support visitor. Nearly a fifth of respondents (17%) said that they receive a weekly visit or call.

About a sixth of respondents (16%) said that they didn't receive support from the scheme manager/warden/support visitor.

Chart 1 - How much support do you or your partner currently receive from the scheme manager/warden/support visitor?

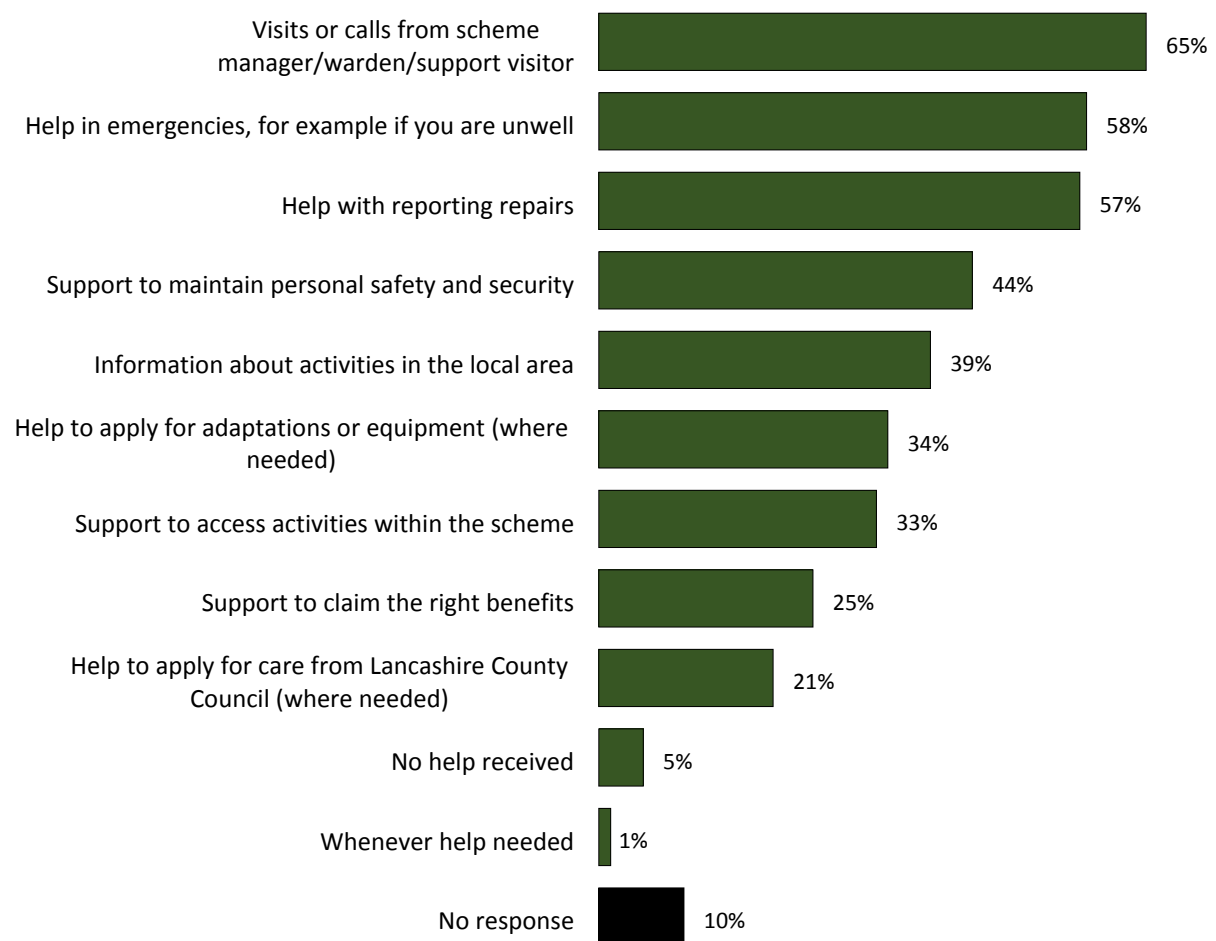


Base: all respondents (5,366)

Respondents were asked which of the main types of help offered by the service they receive from the scheme manager/warden/support visitor.

Of the different types of help listed in the question, respondents were most likely to say that they receive: visits or calls (65%); help in emergencies (58%); and help with reporting repairs (57%).

Chart 2 - Which of the following do you receive help with from the scheme manager/warden/support visitor?

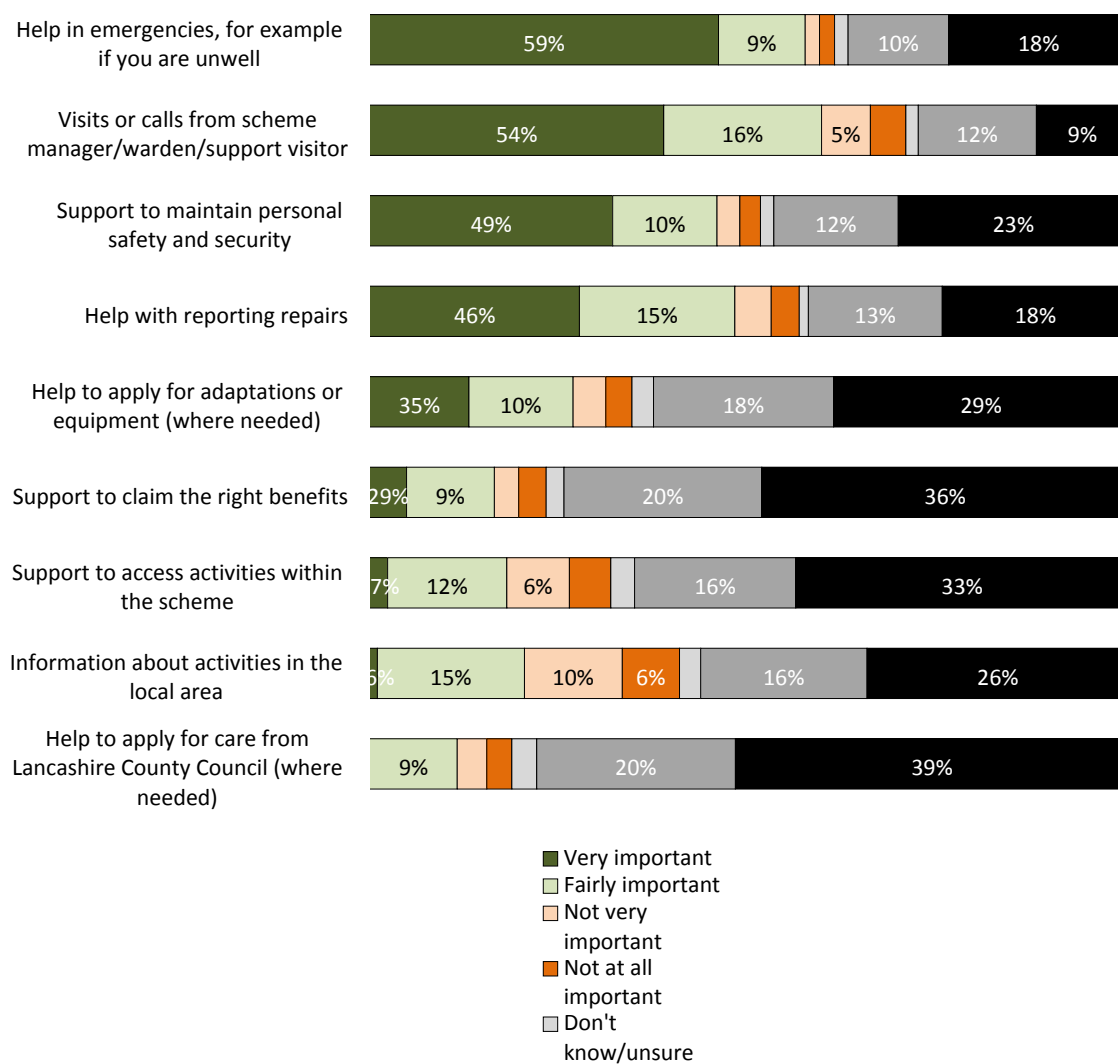


Base: all respondents (5,395)

Respondents were then asked how important different aspects of the service are to them.

Respondents were most likely to say that: visits or calls from the scheme manager/warden/support visitor (70%); help in emergencies (68%); help with reporting repairs (61%); and support to maintain the personal safety and security (59%) are important³ aspects of the service to them.

Chart 3 - How important are the following aspects of the service to you?



Base: all respondents (5,448)

³ Very important and fairly important

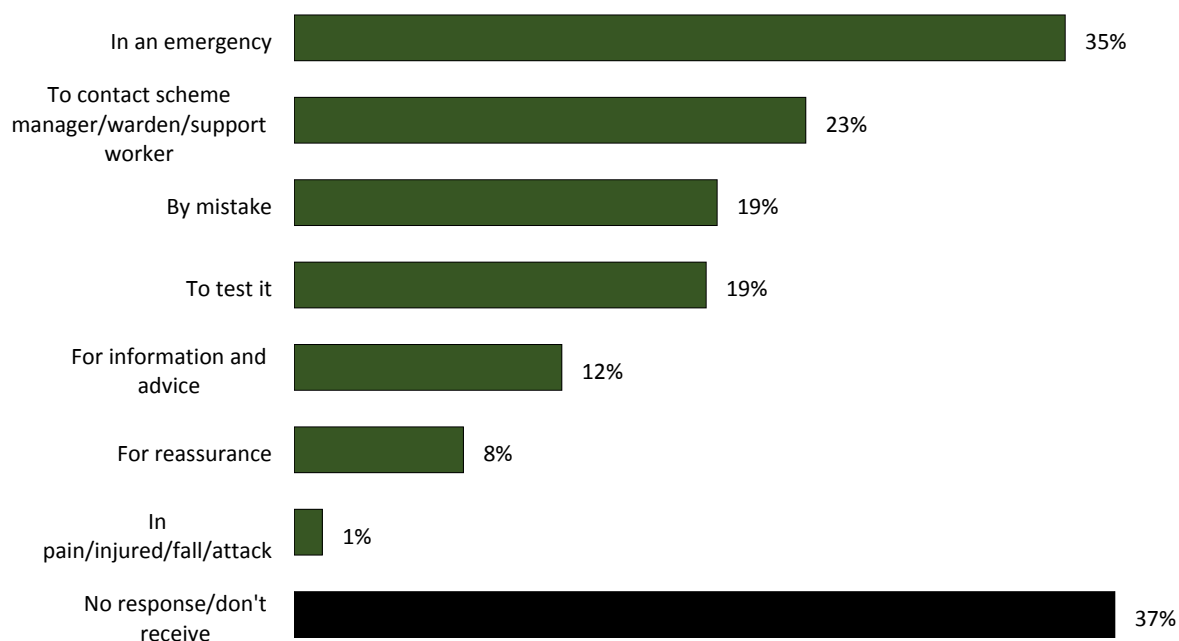
4.3.2 Emergency alarm equipment

Respondents were asked about emergency alarm equipment. They were asked if they have emergency alarm equipment, if they have used it and why they used it.

Nearly all respondents (96%) have emergency alarm equipment. Of those respondents who have the emergency alarm equipment, over three-fifths (62%) said that they had used the emergency alarm equipment.

Respondents were then asked why they used the emergency alarm equipment. Over a third of respondents who said they have used the emergency alarm equipment (35%) said that they used it in an emergency, just less than a quarter (23%) said that they had used it to contact scheme manager/warden.

Chart 4 - If you have used the emergency alarm equipment, why did you use it?

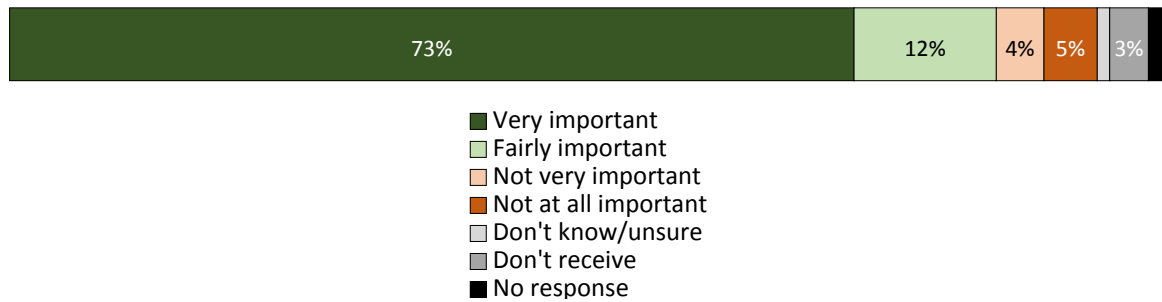


Base: all respondents (5,384)

Respondents were then asked how important the emergency alarm equipment is to them.

Nearly three-quarters of respondents (73%) said that the emergency alarm equipment is very important to them. Almost one in ten respondents (9%) said that the emergency alarm equipment is not important to them⁴.

Chart 5 - How important is the emergency alarm equipment to you?



Base: all respondents (5,448)

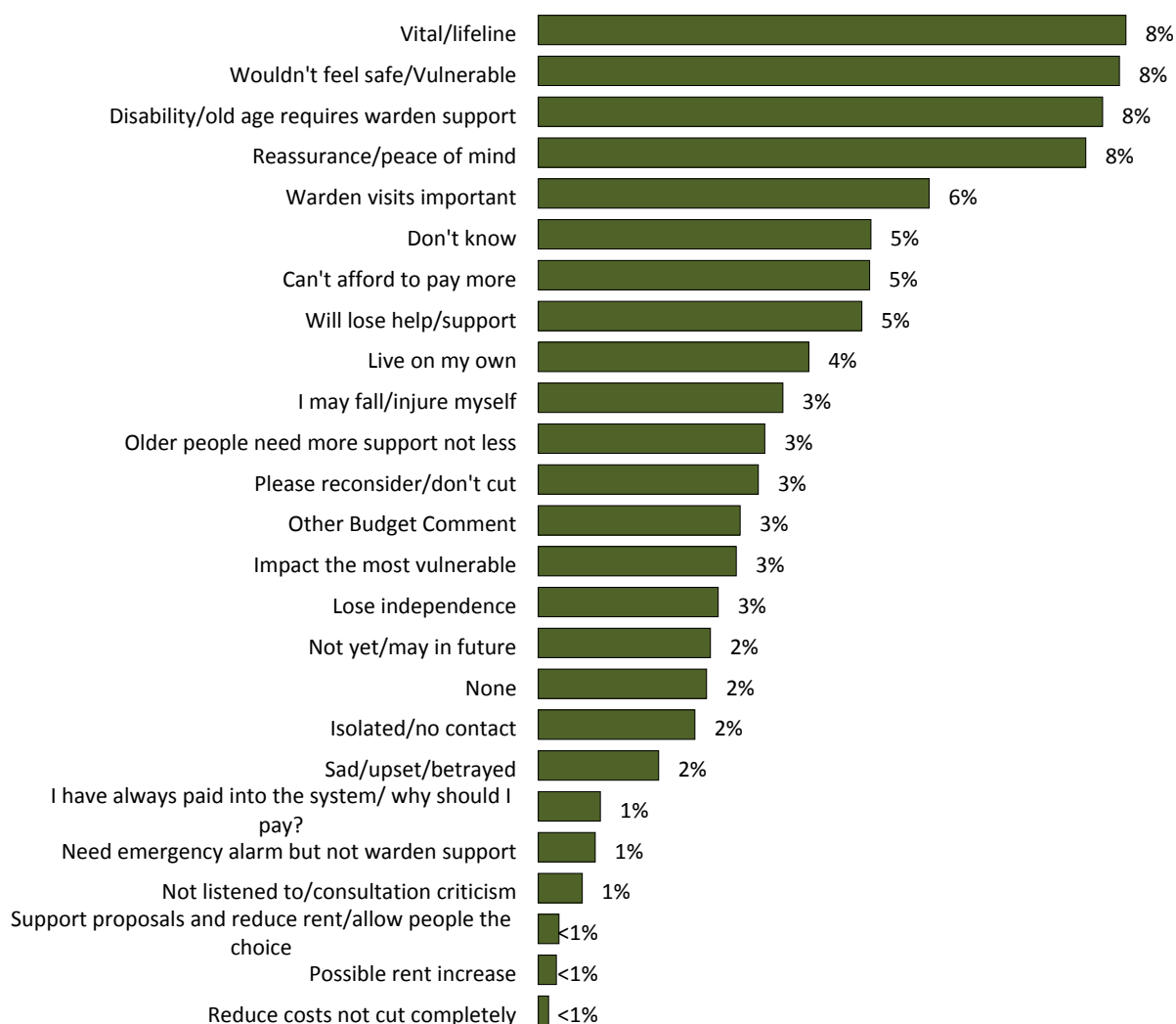
⁴ Either not very important or not at all important

4.3.3 Views about the budget proposal

Respondents were then asked to provide any feedback or comments about the budget proposal and how it will affect them.

Respondents were most likely to say that this service is vital/lifeline (8%), wouldn't feel safe/vulnerable (8%), disability/old age requires warden support (8%) and it offers reassurance/peace of mind (8%).

Chart 6 - Please provide any further feedback or comments about how the budget proposal will affect you in the box below.

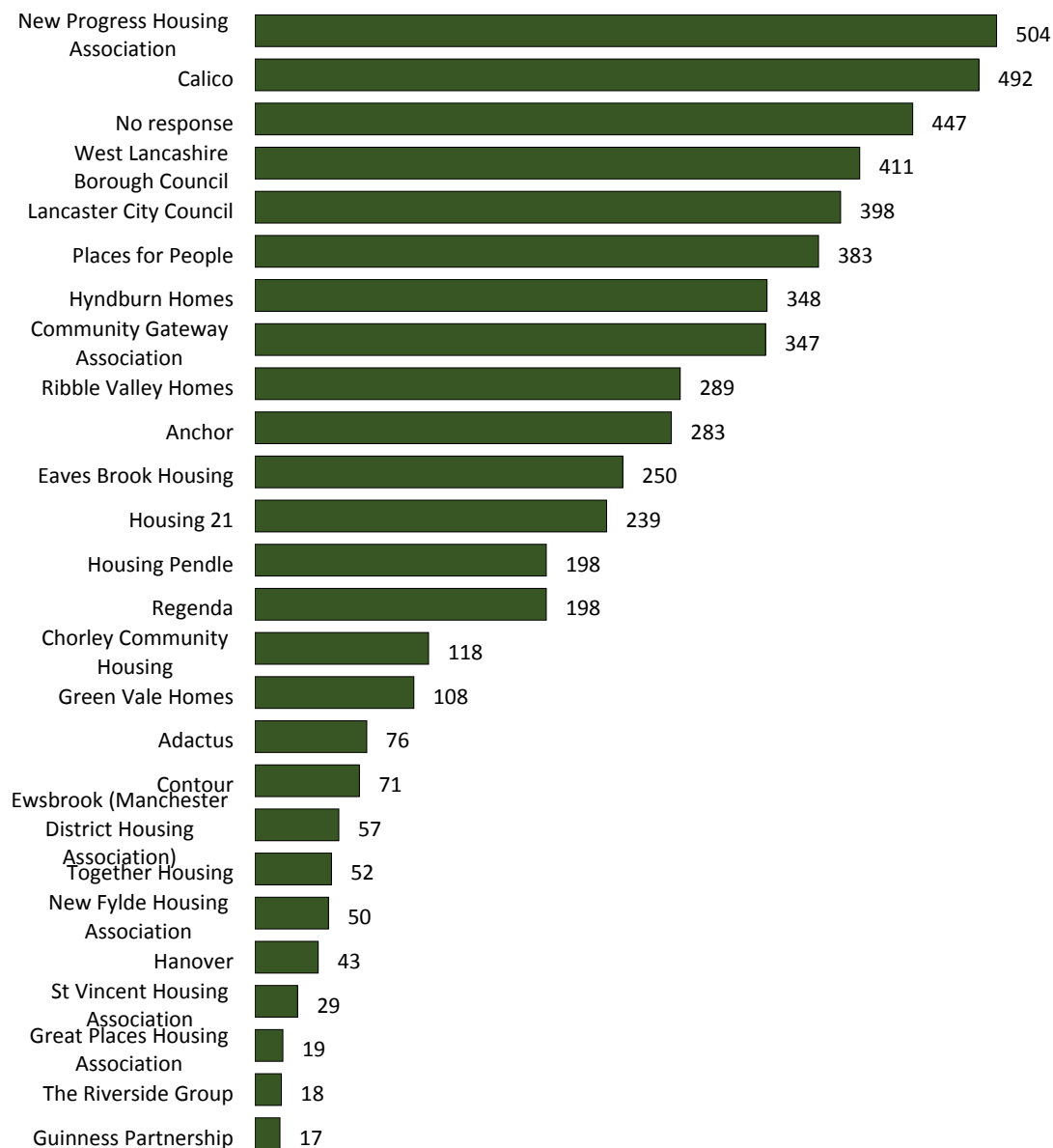


Base: all respondents (5,448)

4.3.4 Name of current landlord

Respondents were then asked to name their current landlord. The results are given below (the number of responses by provider is given instead of the percentage of responses as in charts 1-6).

Chart 7 - What is the name of your current landlord?



Base: all respondents (5,448)

5. Other responses to the proposal

Many people also chose to respond to the consultation in other ways. For example, sending an email, contacting their councillor, or signing a petition.

5.1 Other responses

We received four emails/letters from three members of parliament from Pendle, Fylde and Chorley which have not been included in the findings of this report.

Approximately eight responses from individuals, partner organisations and voluntary sector organisation were received as part of other ongoing/closed consultations in Lancashire County Council; we have extracted the supporting people related comments and presented them below.

In general, respondents were against the supporting people proposal and stated that it will have a negative impact on older people if ongoing supporting people support is withdrawn. Respondents felt that it was important to have calls/visits from scheme manager for those who haven't got any family members. Respondents said this proposal will result in increased number of falls and hospital admissions, the abuse of the elderly in the community, and further segregation and isolation for vulnerable groups of people. Overall this will have major negative impact on people, wider community and other important services.

We also received a response from one of the older people forums in Lancashire. The respondent forum was concerned and worried about the proposed changes. Some of the service users were being asked to pay more for the services which were vital and important to maintain an independence. The forum also stated that older people were unable to pay for increasing cost of services and Lancashire County Council needed to reconsider these proposals for safety of older people.

Appendix 1: Demographic breakdown

Table 1- Are you...?

	%	Count
Male	36%	1,953
Female	61%	3,299
No response	4%	196
Total		5,448

Table 2- Have you ever identified as transgender?

	%	Count
Yes	1%	29
No	88%	4,776
Prefer not to say	2%	135
No response	9%	506
Total		5,448

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

	%	Count
Under 35	0%	5
35-49	1%	42
50-64	13%	725
65-74	33%	1,783
75+	50%	2,728
No response	3%	165
Total		5,448

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

	%	Count
Yes	54%	2,944
No	41%	2,234
No response	5%	269
Total		5,448

Table 5- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	94%	5,146
No response	3%	172
Irish	1%	65
Eastern European	1%	28
Indian	0%	13
Other	0%	6
Caribbean	0%	7
Pakistani	0%	5
Total		5,448

Table 6- What is your religion?

	%	Count
No religion	10%	529
Christian (including CofE, Catholic, Protestant and all other denominations)	84%	4,554
Buddhist	0%	10
Hindu	0%	8
Jewish	0%	1
Muslim	0%	10
Sikh	0%	1
Any other religion	1%	70
No response	5%	265
Total		5,448

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

	%	Count
Marriage	25%	1,338
Civil partnership	1%	40
Prefer not to say	1%	74
None of these	65%	3,562
No response	8%	434
Total		5,448

Table 8- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	85%	4,635
Bisexual	0%	7
Gay man	0%	16
Lesbian/gay woman	0%	5
Other	0%	15
Prefer not to say	4%	248
No response	10%	522
Total		5,448

Table 9- In which district do you live in Lancashire?

District	%	Count
Burnley	12%	631
Chorley	5%	299
Fylde	4%	245
Hyndburn	9%	499
Lancaster	9%	500
Pendle	7%	361
Preston	15%	813
Ribble Valley	7%	389
Rossendale	6%	316
South Ribble	7%	405
West Lancashire	13%	686
Wyre	3%	180
Don't know/unsure	0%	23
No response	2%	101
Total		5,448

Appendix 2: Providers responses

Table 10 - changes to provider schemes

	Possible withdraw / change support services	Don't know/ currently reviewing position	New or increased charges	Exploring alternative funding such as housing benefit	Reduced staffing	More use of alarms / technology/ telecare	Recruit volunteers	Withdrawn alarm only services/ private only	Reassess housing	No change	Increased use of other preventative services such as wellbeing service
Provider 1	x	x	x		x						
Provider 2	x		x			x			x		x
Provider 3			x					x			
Provider 4		x		x							
Provider 5	x	x									
Provider 6	x	x	x	x		x					
Provider 7	x				x						
Provider 8	x	x	x	x	x						
Provider 9										x	
Provider 10		x					x				
Provider 11				x							
Provider 12			x	x							
Provider 13							x				
Provider 14	x		x								
Total	7	6	7	5	3	2	2	1	1	1	1

Table 11 - impact on service users

	loss of or reduced support services	New or increased charges /financially detrimented	S/U health and wellbeing impacted	Increased social isolation	Preventative work will cease or reduce	Sheltered housing unaffordable for people on low income	Safety impacted/ SU at risk	Prevent or reduce independence	Unsuitable accommodation	Safeguarding concerns	S/U may opt out of alarm	No change	Uncertainty	Don't know yet	Potential evictions
Provider 1		x	x	x	x		x	x							
Provider 2	x				x						x				
Provider 3	x	x			x							x			
Provider 4	x														
Provider 5			x	x											
Provider 6	x	x	x				x	x						x	
Provider 7	x	x	x	x					x	x					
Provider 8	x	x				x				x			x		
Provider 9		x													
Provider 10	x														
Provider 11		x				x									
Provider 12	x	x	x			x	x	x							
Provider 13			x			x			x						x
Provider 14	x	x													
Total	9	9	6	3	3	4	3	3	2	2	1	1	1	1	1

Table 12 - impact on organisation

	Reduced staffing/ redundancies	Issues with rent or voids	Increase use or reliance on technology/ alarms	Service restructures	Disposal of housing/ closure of schemes	Financial strain	Less reinvestment in properties including extra care	Impact on wider business	Fewer resources for vulnerable	Subsidised deficit	Withdraw service	Under review/ uncertain
Provider 1						x		x		x	x	
Provider 2								x				
Provider 3												
Provider 4	x		x									
Provider 5	x			x		x	x					
Provider 6					x				x			
Provider 7	x	x	x	x	x							
Provider 8	x	x		x	x							x
Provider 9												x
Provider 10	x	x				x			x			
Provider 11												
Provider 12	x	x										x
Provider 13	x	x					x					
Provider 14		x										
Total	7	6	2	3	3	3	2	2	2	1	1	3

Table 13 - impact on the wider community

	Pressure on other public services: hospital admissions, GP use, social care	Increased no of vulnerable people/ unmet needs increase	Cutting preventative support is a false economy and will cost more in long term	Less of a community hub for wider community	Reduced employment	Loss /reduction of vital community service	People unable to move to retirement living/ living in unsuitable homes	Increase anti-social behaviour	Less connected/ increased isolation or loneliness	No safety net	Impact on other small business linked to services	Negative impact on other tenants/ services	Increased social problems	Vulnerable will struggle without support	Community and other services against cuts	Increased Mental health issues
Provider 1	x		x		x			x				x				
Provider 2	x		x		x			x	x							
Provider 3																
Provider 4	x	x					x									
Provider 5	x	x	x			x				x						
Provider 6	x	x	x	x	x								x	x		
Provider 7	x	x	x	x		x	x								x	
Provider 8	x			x	x	x				x	x					
Provider 9	x		x													
Provider 10	x	x		x					x							x
Provider 11	x		x													
Provider 12	x	x		x			x				x					
Provider 13	x	x		x		x										
Provider 14																
Total	12	7	7	6	4	4	3	2	2	2	2	1	1	1	1	1

Appendix 3: Stakeholders responses

Table 14 - impact on service users

	Health and wellbeing impacted	Service users receive less or no support	Unsure/ under review/ dependent upon provider response	Independence impacted	Safety/ security impacted	Increased social isolation	Unable to cope	More targeted support	Reduced choice/	Unable to move to suitable accommodation	Increased use of residential care	Increased or new charges
Stakeholder 1	X				X							
Stakeholder 2							X					
Stakeholder 3								X				
Stakeholder 4									X	X		
Stakeholder 5		X										
Stakeholder 6	X	X	X	X								
Stakeholder 7	X	X	X	X							X	
Stakeholder 8	X	X	X									X
Stakeholder 9	X	X		X	X	X						
Stakeholder 10	X	X	X	X		X						
Stakeholder 11	X	X			X	X						
Total	7	7	4	4	3	3	1	1	1	1	1	1

Table 15 - impact on organisation

	impact on other areas of business	increased pressure on budgets	unsure of impact/ dependent upon market response	loss of jobs	increase in requests for housing advice	HB may not fund the gap
Stakeholder 1						
Stakeholder 2	X			X		
Stakeholder 3						
Stakeholder 4	X	X				
Stakeholder 5					X	
Stakeholder 6			X			
Stakeholder 7						X
Stakeholder 8			X			
Stakeholder 9	X					
Stakeholder 10	X	X				
Stakeholder 11						
Total	4	2	2	1	1	1

Table 16 - impact on community

	Increased pressure on other public services	Increased social isolation	Wellbeing issues	Direct impact on res care	Services close / empty buildings/ loss of community resource	People not supported to stay in own homes	Unknown/ dependent upon market response	Impact on wider support networks/informal care	Job losses	increase in privately funded services	impact on other small businesses
Stakeholder 1	x		x	x							
Stakeholder 2	x	x		x		x			x	x	
Stakeholder 3											x
Stakeholder 4	x	x		x		x					
Stakeholder 5					x						
Stakeholder 6	x										
Stakeholder 7	x						x				
Stakeholder 8							x	x			
Stakeholder 9	x	x	x								
Stakeholder 10	x	x						x			
Stakeholder 11	x	x	x		x						
Total	8	5	3	3	2	2	2	2	1	1	1

Table 17 - other comments

	Impact of cuts is very concerning	Cuts are a mistake/false economy	Voluntary services unable to fill gap
Stakeholder 1		x	
Stakeholder 2			x
Stakeholder 3			
Stakeholder 4			
Stakeholder 5			
Stakeholder 6			
Stakeholder 7	x		
Stakeholder 8	x		
Stakeholder 9	x		
Stakeholder 10			
Stakeholder 11			
Total	3	1	1