



FULL COUNCIL – INFORMATION REPORT

Date Written	February 2020*
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Service Area	Adult Social Care
Exempt/Non Exempt	Non Exempt
Committee Date	7 th October 2020

To: Mayor, Ladies and Gentlemen

Consultation Responses - Amendment of opening times of Day Service Provision

1.0 SUMMARY OF THE REPORT

- 1.1 The report outlines the outcome of the consultation undertaken in respect of the proposal to amend the operating times for Adult Day Services as part of the overall efficiency program.
- 1.2 The report included the key areas that have been identified as opposed to individual comments however some of these have been included to illustrate the comments made.
- 1.3 The majority of the comments made indicate that people consulted on this proposal would not support any reduction in the operating times.
- 1.4 There has been a delay in the presentation of the outcome of the consultation due to the COVID pandemic.

2.0 INTRODUCTION AND BACKGROUND

- 2.1 As part of the efficiency process the option of reducing the hours that Day Services operate and closure of the service was presented to Council in September 2019.
- 2.2 In order to determine the full impact of these proposals Council requested that a 2-week Public Consultation be undertaken to support their decision making. This was

due to be undertaken during autumn 2019 however this was delayed due to the announcement of the General Election and was deferred until December 2019.

- 2.3 The consultation period took place between 16th December 2019 and 14th February 2020.
- 2.4 This report accompanies the information provided in respect of all the public consultations that have taken place as part of the efficiency proposals.
- 2.5 There has been a delay in presenting the outcome of the consultation due to the COVID 19 pandemic.

3.0 CONSULTATION PROCESS

- 3.1 As the proposed amendments to operating times would have a significant impact on vulnerable adults and their carers in addition to the questionnaire available on Merthyr Tydfil CBC website, additional consultation methods were utilised to obtain the views of people that use the day service and their carers to ensure that they were fully engaged in the consultation process.
- 3.2 The following additional methods were used:
 - Questionnaires
 - Meetings with carers
 - Use of peer advocates.
- 3.3 In addition to eliciting the views of the people who use the service and their carers further consultation was undertaken with stake holders which included:
 - Care Managers
 - Staff working at the day centres
 - Transport providers
 - Supported living providers.
- 3.4 To ensure that the views of the people who access the day service were included as much as possible additional support was commissioned from “People First” which provides peer advocacy for people with a learning disability and “Age Connects Morgannwg” which supports older people.
- 3.5 All of the views have been collated and the key findings have been collated in this report with additional information collected through the peer advocate consultation this is available via the background papers link.

4.0 CONSULTATION OUTCOME KEY POINTS

- 4.1 Whilst there were a significant number of comments during the consultation process for ease of reference these have been combined into themes.

4.2 **Carers** - From the comments received people felt that the proposal to reduce the number of hours the day service operates would have the following impact on informal carers:

- Increased reliance on carers.
- Carers would not have any respite from their caring role.
- Increased demand on carers would have an adverse effect on their own health needs especially as many of them are older people.
- The impact on the whole family as carers often provide support to other family members including parents and siblings.
- The reduced time would not allow them to continue to work.
- The reduced time would not enable them to undertake all the other responsibilities that they now undertake when the person they care for is at day centre.

Examples of comments made by carers are:

- “It will cost the Council more as people will need to go into care because the carer will not be able to cope.”
- “We are already broken and this will break us more.”
- “The break when they are at day services keeps me sane.”
- “This is the only time I have for me to do things like shopping and hospital appointments.”

4.3 **People who attend day service** - the impact the proposal would have on people that use the service was commented on by the people who use the service, their carers, social workers, and staff. The comments indicated that the proposal would have the following impact on people who use the service:

- People who attend day services have a routine and when this is altered it causes them distress.
- If the day is shortened they will not be able to participate in activities as there will be insufficient time.
- May lose staff which will mean that the new staff will not know them as well as the existing staff.
- Change to routine will increase behavioural issues.
- Limited time to access health needs such as physiotherapy.
- May result in them being unable to continue to live at home and require a specialist placement.

Examples of comments made:

- “I will miss my friends.”
- “My daughter won’t be able to cope with the change.”
- “My relative won’t be able to receive their physiotherapy.”

4.4 **Staff who work in the Day Service** - Comments were made by both staff and carers in regard to the impact of the proposal on the staff who work in day services. The views of the staff were sought however this did not form part of any formal employment consultation. The comments indicated that the proposal would have the following impact on staff:

- There would be a considerable financial impact on staff.

- Unions have indicated that they will not discuss this option as it involves amendments to staff terms and conditions of staff.
- Staff may seek alternative employment due to the reduction in hours.

4.5 **Transport Providers** - The impact and availability of the providers who support people to and from day services would be dependent on the amendments to time. They have advised that any amendment to times that day service transport operate would need to take into consideration the times of school transport as many of the providers operate in the two areas.

4.6 **Supported Living and Residential services** - A number of people that attend Adult Day Services live in supported accommodation such as supported living placements and residential homes. The comments indicate that this would have the following impact:

- Additional staff resources would need to be commissioned as not all the accommodation is staffed when people are in day services.

5.0 PUBLIC CONSULTATION

6.1 Overall the response from the Public Consultation indicate that 72% of the respondents do not support the proposal. The table below indicates the responses of the public consultation. Comments included in the response reflect the comments outlined above and the full details are available via the background papers link.

Do you agree with the proposal to change the opening times of the Day Services?			
		Response Percent	Response Total
1	Yes	28.04%	380
2	No	71.96%	975
answered			1355

6.0 CURRENT SITUATION

7.1 It is worth noting that this consultation took place pre COVID 19 and the situation within day services has changed as a result of the pandemic in recent months. We have had to reduce numbers attending due to social distancing and the public's own fear about attending day services. The public continue to want a service and are vocal about 'a return to normal delivery'.

7.0 FINANCIAL IMPLICATIONS

7.1 The financial implications have been outlined in the previous efficiency program and the financial implications will be dependent on the outcome of the Councils decision.

8.0 INTEGRATED IMPACT ASSESSMENT

8.1

	Positive Impacts	Negative Impacts	Not Applicable
1. Merthyr Tydfil Well-being Objectives	0 of 4	1 of 4	3 of 4
2. Sustainable Development Principles - How have you considered the five ways of working: <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement 	2 of 5	1 of 5	2 of 5
3. Protected Characteristics <i>(including Welsh Language)</i>	0 of 10	2 of 10	8 of 10
4. Biodiversity	0 of 1	0 of 1	1 of 1
<p><u>Summary:</u></p> <p>The main positive impacts are that services are provided to the most vulnerable.</p> <p>The main negative impacts are that people have had their level of support reduced to maintain services.</p>			

LISA CURTIS JONES
CHIEF OFFICER (SOCIAL SERVICES)

COUNCILLOR CHRIS DAVIES
CABINET MEMBER FOR
SOCIAL SERVICES

BACKGROUND PAPERS		
Title of Document(s)	Document(s) Date	Document Location
Public Consultation report		

Consultation report "People First" Consultation Report "Age Connects Morganwg"		
Does the report contain any issue that may impact the Council's Constitution?		No

Consultation has been undertaken with the Corporate Management Team in respect of each proposal(s) and recommendation(s) set out in this report.