Appendix 3: Consultation Feedback Summary for 2016/17 Savings Proposals December 2015

Section 1: Savings for 2016/17

Question 1: is the overall reduction in spending on adult social care:

Overall reduction		
This single response question was answered by 129 respondents.		
Response	**Number of Respondents**	**Percentage of Respondents**
Too little	7	5.43%
About right	20	15.50%
Too much	87	67.44%
Don't know	15	11.63%

Question 2: If you think the reduction is too much please tell us why.

There were 67 respondents who felt the reduction in spending was too much. These mainly fall into the following categories:

Category	Number of comments
It will affect the most vulnerable of people and put them at risk	35
It will result in increase costs	5
It will reduce access to/quality of services and puts the ability to meet statutory obligation at risk	16
The savings could/should be achieved from other non ASC areas and by income generation	7
Many savings are contrary to the prevention strategy	2
ASC needs more funding not less	2
Total comments received	67

Question 3: we propose saving £1,841,000 from our staffing costs by deleting 47-52 full time posts. Please tell us to what extent you agree or disagree with the proposed savings in our staffing costs:

Agree with staffing savings		
This single response question was answered by 110 respondents.		
Response	**Number of Respondents**	**Percentage of Respondents**
Strongly agree	10	9.09%
Agree	22	20.00%
Disagree	22	20.00%
Strongly disagree	30	27.27%
Don't know	26	23.64%

Question 4 : Please tell us if you have any comments about the savings proposed in staffing costs.

There were 63 comments received about this proposal and the main comments fell into 6 categories which were:

Category	Number of comments
Concerns about there being enough capacity to meet demands safely.	11
Concerns about the effect on the quality of service provision and the ability to meet statutory obligations.	26
Agreed with the planned reduction in staff	12
Opposed to a reduction in staff numbers without giving specific reasons	6
Would support reductions in management and back office staff but not front line staff	6
Commented that there was insufficient information to make an informed comment	2
Total	63

Question 5: We propose saving £531,000 by decommissioning the Carers Support service, Meals on Wheels and the Mental Health Day Support service. Please tell us to what extent you agree or disagree with the proposed savings in how we commission services:

Agree with commissioning savings		
This single response question was answered by 102 respondents.		
Response	**Number of Respondents**	**Percentage of Respondents**
Strongly agree		
Agree	10	9.80%
Disagree	20	19.61%
Strongly disagree	51	50.00%
Don't know	21	20.59%

Question 6: Please tell us if you have any comments about the savings proposed in commissioned services.

There were 90 comments about the decommissioning of these services and they fell into the following categories:

Category	Number of comments
They will result in increased costs in the longer term and/or increase pressure on other services.	11
They will reduce access to/quality of services and the puts the ability to meet statutory obligations at risk	8
They will affect the most vulnerable of people and put them at risk.	24
The savings could/should be achieved from other non ASC areas and/or by income generation such as using the new 2% ASC precept	2
Agree with decommissioning proposals on grounds of service quality and/or other suitable alternatives exist	3
Specifically against reductions to carers services	16
Specifically against reductions to MH services	4
Specifically against reductions to MOW services	15
Did not know or posed a question rather than giving feedback	7
Total	90

Question 7: We propose to save £1,831,000 undertaking a systematic review of all customers' support packages. Please tell us to what extent you agree or disagree with the proposed savings in support packages

Agree with support package savings		
This single response question was answered by 97 respondents.		
Response	**Number of Respondents**	**Percentage of Respondents**
Strongly agree		
Agree	29	29.90%
Disagree	16	16.49%
Strongly disagree	30	30.93%
Don't know	22	22.68%

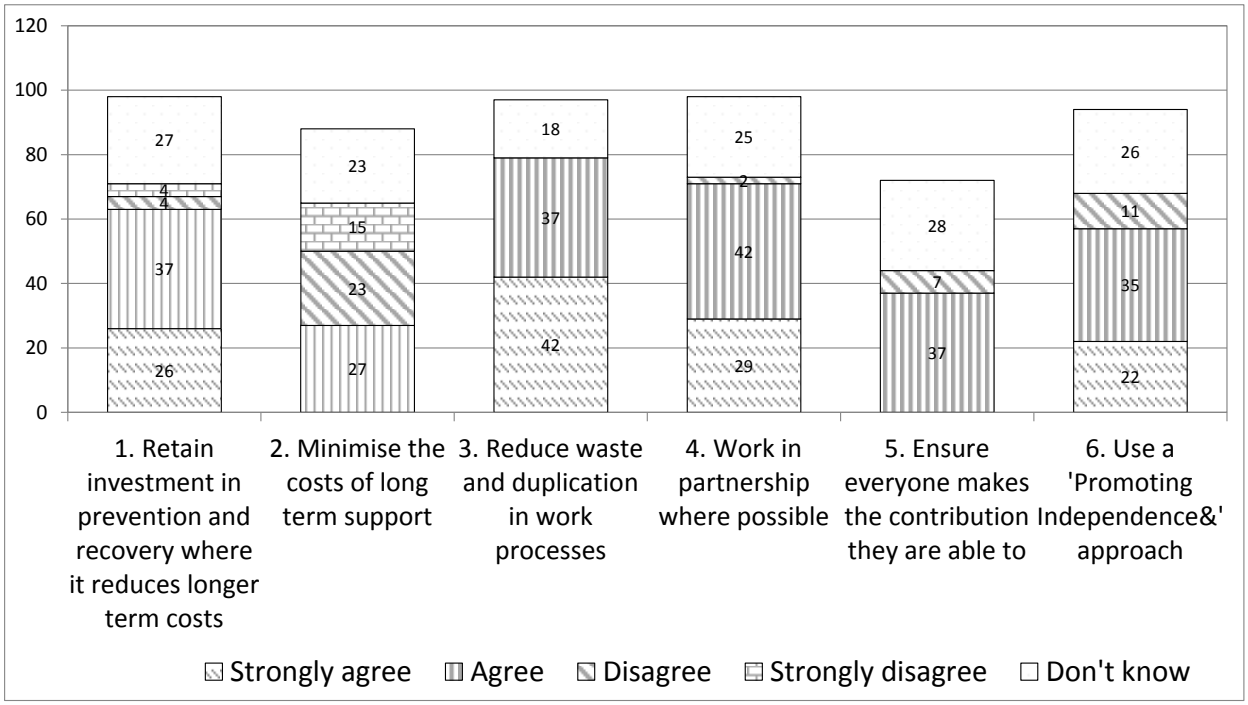
Question 8: Please tell us if you have any comments about the savings proposed in support packages.

There were 61 responses to this question which had the following themes:

Category	Number of comments
Agree that support packages should be regularly reviewed in a creative and flexible way	14
Concerned as the reviewed support packages could cost more than they save in financial terms and the effect of changes may affect individuals health and well-being.	10
It is important that support package reviews should be fair and objective and not used as a cost cutting exercise	8
Concerned it will affect the most vulnerable of people and put and their families under pressure or at risk.	20
People doubt the practicality of how the review process could be done effectively.	5
No Comment or said they did not understand the question	4
Total	61

Section 2: Our approach to making savings

Question 9: Please tell us if you agree or disagree with the priorities we have suggested:



Question10: What other priorities do you think we should be using to guide our decisions?

There were 57 comments about the areas that should be prioritised, there were 11 suggested Categories :

Category	Number of comments
Some proposed cuts are not in line with prevention priority	4
Minimising the costs of long term support is not practical for some customers	3
Should look to reduce waste and duplication in work processes and staffing first before cutting services	5
These savings will affect the most vulnerable of people and put them at risk.	17
Agree working in partnership where possible and providing 'joint' services is good	4
Agree ensure everyone makes the contribution they are able to is good	2
Sceptical that overall "Promoting Independence" approach is practical or will be effective	7
Should consider options to reduce other service or raise new income before cutting ASC	6
We are already contributing what we can	3
The priorities sound good but how they are being implemented is poor	3
No Comment or said they did not understand the question	3
Total	57

Section 3: Alternative savings

Question 11: We have also considered other alternative savings which we are not recommending. Please tell if you think we should include any of the following savings:

Alternatives		
This multiple response question was answered by 51 respondents.		
Response	**Number of Respondents**	**Percentage of Respondents**
Close some day centres	13	9.42%
Outsource all in-house services	17	12.32%
Share services with other councils or the NHS	45	32.61%

Negotiate fee reductions from providers	43	31.16%
Make bigger staff reductions	20	14.49%

Question 12: Please tell us if you have any comments about these alternatives.

There were 56 comments made about these alternatives which are detailed below:

Category	Number of comments
Day Services	13
Shared Services	10
Staffing	6
Outsourcing	10
Reduce Provider Fees	6
General Comments	11
Total	56

Question13: What other way do you think we can make savings?

There were 57 comments made about other ways that we could make savings these fell into 8 categories.

Category	Number of comments
Don't spend on Wheelie Bins	2
Increase council tax/use 2% ASC Precept	14
Cut other Council services instead of ASC	8
Increase parking fees	2
Review staffing costs, senior management and duplication of resources	15
Sharing of resources and the provision of services	7
Work better with carers and voluntary orgs	4
Other Comments	5
Total	57

Section 4: How the savings have affected you.

Question 14: How would you say services have changed since 2011 when we started to make savings?

Impact of savings since 2011		
This single response question was answered by 75 respondents.		
Response	**Number of Respondents**	**Percentage of Respondents**
Services have improved a lot improved		
Services have improved	5	6.67%
Services have stayed the same	22	29.33%
Services have got worse	30	40.00%
Services have got much worse	18	24.00%
Don't know		

Question 15: Please tell us if you have any other comments about your experience of changes to services since 2011.

There were 44 additional comments received about changes to services since 2011, which were mainly :

Category	Number of comments
Services have stayed the same	3
Services have Somewhat improved	1
Services have got somewhat worse	8
Services have got significantly worse	26
Don't Know	4
Other comments	2
Total	44

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