Appendix 6: Day Care Services - Consultation Summary Report

August 2018

CONSULTATION REPONSES - Stakeholder Consultation

1.1 Introduction

A 12 week stakeholder consultation commenced on 30/04/18 and concluded 23/07/18. Documents were provided in English and Welsh and were available in alternative formats on request. We identified the preferred language of the affected Services Users when communicating with them during the consultation.

Consultation information was provided via Corporate communications to staff, via details on the intranet and internet, Media, Facebook and Twitter.

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A Stakeholder Map was created with the service which identified stakeholders and has been used by the service to evidence engagement with the stakeholders:-

Affected Services Users and their families/carers.

- Bilingual Letters issued pre consultation and letters/questionnaires issued during consultation.
- Several visits made by Senior Management to meet affected Service Users/families at various times at venues.
- 1 to 1s arranged as necessary at various times.
- Social Workers meeting with relevant affected Service Users to complete reviews to help determine if had complex or non-complex needs to help inform their response to the consultation.
- Other Council Day Care venues and Service Users made aware of consultation by management and Welsh/English hardcopy questionnaires provided.

Other

- All Councillors briefed regarding the proposals
- Ward Councillors - Councillor Child has spoken to or offered to speak to relevant Ward Councillors.
- AM/MPs - letter issued to raise awareness of consultation.
- Older Peoples Commissioner - letter issued to raise awareness of consultation.
- Trade Unions – Initial meeting held with Management/HR and Unions. Meetings ongoing as necessary.
- Library Managers briefed and provided copies of hardcopy questionnaires and displayed in all libraries.

- Contact Centre Manager briefed to inform all relevant Contact Centre/Switchboard staff of consultation. Hardcopy questionnaires available in CC and Guildhall reception.
- Email or letters sent to all identified relevant stakeholders raising awareness of the consultation and offering to attend any meetings if required.
- Ty Conwy and Llys y Werin (commissioned day services) were made aware of consultation and hardcopy questionnaires provided.
- Head of Adult Services met with Disability Liaison Group to raise awareness of consultation.
- Swansea Council sheltered complexes – hardcopy questionnaires issued.

Staff and Trade Unions

A separate staff and Trade Union 12 week consultation ran concurrently to the wider stakeholder consultation. The staff consultation commenced on 30/04/18 and ended on 23/07/18, this exceeded the legal requirement of a 30-day consultation.

1.2 Information received during consultation is summarised as : -

Info received	No. received
Online Questionnaire	42
Hardcopy Questionnaires	50
Letters	0
Emails	0
TOTAL	**92**

Further details on number of respondents from different groups and methods of responding are given in the sections below. The number of respondents giving similar comments in each group have been provided.

92 respondents completed the questionnaire either online or on paper. The responses to both the paper and online questionnaire are amalgamated below. One online response was received after the consultation deadline, but was accepted on the basis of ensuring that as wide a range of views as possible was considered.

NB: numbers for each question differ as do the statistics as some people choose not to answer all questions.

Feedback Received:

Question 1: Do you agree or disagree with the proposed changes to Day Services for Older People (focus on providing our services to those with complex care needs)?

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
11 (12.6%)	26 (29.9%)	20 (22.9%)	30 (34.5%)

Question 2 asked people to expand on their answer. 67 people responded.

Key themes were:

Key Themes	Response Nos
Lack of logic of the rationale behind the proposed changes	9 (13%)
Prevention/Isolation	32 (47%)
Lack of viable alternatives	7 (10%)
Don't just focus on complex needs because …..	11 (116%)
Do focus on complex needs (agreement with model)….	14 (20%)
Do focus on complex needs, however…..	8 (11%)
Create alternatives	
Betraying older people	3 (4%)

Question 3: Are there any other options you feel the Council should have looked at in relation to Day Services for Older People?

59 comments were received

Key themes/comments	Nos commented
Support to make alternatives more realistic	9 (15%)

Co-production	6 (10%)
Day services should remain for those who need them	19 (32%)
Change the way services are procured	1 (1%)
Increase the budget	2 (3%)
Joint working across health and other local authorities	1 (1%)
Introduce charges to keep the services open	3 (5%)
Save money from elsewhere in the budget	1 (1%)

Question 4 asked respondents, considering the above do you agree with:

	Strongly Agree	**Tend to agree**	**Tend to disagree**	**Strongly disagree**
The criteria used to access each day service were the right ones	11 (15.5%)	24 (33.8%)	16 (22.5%)	20 (28.2%)
The proposal to close Rose Cross Day Service	8 (11.4%)	20 (28.5%)	12 (17.1%)	30 (43%)
The proposal to close The Hollies Day Service	12 (16.7%)	18 (25%)	15 (20.8%)	27 (37.5%)

Question 5: If you disagree with either of the above please explain why and give any alternatives that you would like the Council to consider

56 comments were received as follows:

Key themes/comments	Nos commented
Isolation will lead to decreased wellbeing x 8	8 (14%)

Local services	8 (14%)
Lack of logic	
Resistance to change	11 (19%)
Use alternative venues and volunteers	2 (3%)
Take funding from elsewhere	1 (1%)
Don't use condition of building as a criteria	1 (1%)
Be clearer about how the remaining services will be equipped to meet the increase in complex needs	1 (1%)

Mitigating responses to themes

14 respondents indicated ***support for the model and agreement that the Council should focus on complex needs to ensure those most in need continued to receive services and that they were financially sustainable for the future***.

6 respondents suggested ***that community-based options often provided a better solution for people than a traditional day service.***

9 respondents felt that ***there was a lack of logic and rationale behind the proposed changes.*** They found it difficult to understand how if the number of people with low and high level needs were both increasing, the Council could justify closing services. They did not believe that there was a genuine reduction in demand and felt the proposals were contrary to the principles behind the Social Services and Wellbeing (Wales) Act. Family members of those that attended the Hollies felt that the service was under-promoted which was the reason for low attendance.

As people are living longer, there are a lot more people needing support than there used to be. Although there are more people with dementia and other complex needs, there are more people remaining in their own homes, with non-complex needs, where day services may not be the best way to support them to continue to be part of their local community. Therefore the rationale is to refocus the internal and commissioned day services to provide specialist complex care, upskilling staff to focus on these needs.

In reviewing the use of day services, there is a significant under use hence the proposal to reduce the number of day services. The number of referrals into day

services has decreased significantly over the years with people no longer wanting traditional day services. People would rather socialise in their own communities and remain independent as long as possible. Our proposed model focuses on complex needs to help those who are less independent to remain at home for longer and offer much needed respite to families. It is intended that those with less complex needs would be supported through other means such as Local Area Coordinators who can help them to find connections in their own communities. The proposal are entirely in keeping with the Social Services and Wellbeing (Wales) Act with promoting independence and enabling people at their core.

32 comments were received stating that ***day services acted as preventative services which were often the only chance that older people had to socialise and taking this away would lead to further loneliness and isolation and have a detrimental impact on wellbeing***. ***There was also a concern that there were a lack of viable alternatives.*** There was consequently a perceived negative equality impact on older people with disabilities, and a valid concern that a move could confuse some older people and be detrimental to their overall wellbeing.

It is acknowledged that social isolation is important to address for older people and although day services help to prevent this, their primary role is to support people with their social care needs and provide respite to their families. The Council will maintain day services and one of the key criteria for complex needs and hence entry into the remaining services is outlined in paragraph 2.15 and relates to a complex need being determined if there is evidence that a day service is the only option to support the well-being of older people where there is a risk of loneliness, isolation and depression which could lead to significant mental ill-health.

If the only need is in relation to social interaction and there is no significant risk to mental ill-health, other options will be looked at. Local Area Coordination is one means to help people engage or re-engage with their community. It is recognised that Local Area Coordination does not cover all areas of Swansea yet and transport is sometimes an issue in parts of Swansea, but Adult Services also works closely with the third sector in supporting local and self-running groups.

As part of the Adult Services model, social work practice has been reviewed and training provided to shift from a service based response to a needs and outcomes based approach where people are provided with advice and information to help them resolve their problems by making best use of resources that exist in their communities and encouraging people to develop their own solutions that don't require complex assessment and formal provision of care. Where necessary, by using simple assessment processes that are proportionate to people's needs and risks, they will provide targeted and co-ordinated interventions based on pre-emptive and preventative approaches which support people to continue to feel confident to live independently at home.

The Council has a duty to ensure that it promotes the wellbeing of vulnerable adults, and by using a different approach to assessment, supporting people to access alternatives, and continuing to support people with complex needs, it will be able to effectively do this. In the event that Hollies and Rose Cross Day Services were to close, a social worker would work with the individuals and their families to determine

move on arrangements and ensure that each individual was properly supported and any adverse effect mitigated. The social worker would maintain contact with the individual for a period after moving on to ensure that no issues emerged that needed to be addressed. The potential negative impacts of no longer offering day services for non-complex needs on older people with disabilities can therefore be effectively mitigated.

Added to the above, 15 respondents suggested ***there was potential to create alternatives to day services through co-productive approaches to which older people could contribute, but support was needed including suitable transport.*** Alternatives suggested included using venues like church halls and schools to run initiatives such as art sessions, debating clubs, music appreciation groups, carpentry, gardening, dance and cookery.

Adult Services and the Council are committed to a co-production approach to commissioning different forms of support. Older people have the opportunity to be part of the planning and reshaping of support through the commissioning process. Support from Local Area Coordinators and existing third sector organisations can also help people develop alternative initiatives.

11 comments received suggested ***the Council should not focus on complex needs only because it was felt that there were no alternatives and the proposed closures would impact negatively on the respite needs of carers.*** Family members at the Hollies also expressed a view that anyone should be allowed to attend a day service who wanted to.

The availability of alternatives has been outlined above. In relation to carers, the Adult Services model recognises that more people wish to remain in their own home so as well as focusing on complex care, it will concentrate on providing reablement and respite to support people to remain in their own homes for as long as possible and to support their family carers to help them in their caring role. Under the definition of complex needs, it is explained that someone would be considered as having complex needs and consequently eligible for day services going forward if it can be demonstrated that respite is required for family and carers where there is a risk of the family situation breaking down and a day service is the only option to provide this respite.

Council day services are provided for people with an eligible social care need. The Council therefore does not concur with the view that anyone should be allowed to attend a day service if they want to. Day services are expensive to run, and those without social care needs should be supported to access alternative options in their local communities.

Despite expressing concerns over social isolation and the impact on carers, 8 respondents still stated that they were in support of the proposals having taken account of this potential negative impact.

There was a ***perception from 3 respondents that older people had been betrayed having contributed all their lives through taxes only to be denied the support they need.***

All those with an eligible assessed need would be given the support that they required. All individuals in need of support will be supported through targeted and co-ordinated interventions based on pre-emptive and preventative approaches which support people to continue to feel confident to live independently at home. Where people have complex needs which require specialist and/or longer term support, social workers will work with individuals and their families and social networks to ensure that high quality and cost effective services are available to meet these needs and ensure positive outcomes.

4 respondents felt ***the proposals were about savings and in the future more people will not be able to cope and need support to meet other people.***

Those with complex needs would still receive a service, but the Council believes that the needs of people with less complex needs are better met through alternative means. The need to make savings is undoubtedly a factor. The Council is facing significant budget pressures and at this time of the financial year projecting an overall overspend with a key factor being a significant overspend in Adult Social Care. As a consequence all Councils have to make significant savings, but in doing so need to ensure that they can deliver sustainable services to meet the needs to an ageing populations with more complex needs.

1 respondent expressed a ***concern that areas to the North and East of Swansea would no longer have day services in the event that Rose Cross and the Hollies day services were to close.***

Whilst it is correct that there would no longer be a Council-run day service in the North of Swansea, the Council commissions Llys Y Werin in Gorseinon.

There was a *concern from 1 respondent* ***that attendees would have longer journeys to access day services in the event that Rose Cross and the Hollies day services were to close.*** This was a particular concern for those that attended the Hollies and was raised in the face to face consultation meetings.

In the event that Rose Cross were to close, it is envisaged that those who were assessed as having complex needs would in all likelihood go to St Johns Day Service in Manselton which would mean that their journey to the service was unlikely to be any longer. If the Hollies day service were to close, it is envisaged that those assessed as having complex needs would go to Llys Y Werin in Gorseinon which is approximately 3 miles from the Hollies. Day services currently do not cover every part of Swansea and journeys do vary in length. However day services try and plan for people who live close to each other to come in to the services on a specific day, reducing the length of the journey.

11 people stated that they ***did not want things to change and were worried about the impact and people 'losing out'.*** Comments were made at one of the consultation meetings at Rose Cross that it took time for people to understand their needs, and they were concerned about this in any move on arrangements.

Whilst this is a legitimate view, doing nothing is not an option if services are going to be reshaped to meet the 21st century needs of those most vulnerable and the budgetary savings required are going to be achieved. Where people are already using the 2 day services, should they close, social workers and the day services will work closely with them and their families to seek alternative support to meet their needs, which may be another day service if they are assessed as having complex needs. A transition plan will be developed to help in any move on arrangements, such as visits to the alternative day service if applicable or support in terms of what they do next. Part of this will be to ensure that those that need to know, understand any particular needs and can support the individual affected appropriately.

Comments were made by the attendees and family members at the Hollies that people would be split up and lose friendships.

Part of the move on plan will include support to maintain friendships and keep in touch if individuals no longer continue to attend the same service.

Comments were made by attendees and family members at the Hollies that Pontarddulais has its own unique culture, and the culture would be different at an alternative day service.

Whilst it is recognised that Pontarddulais does have its own culture, not all 14 attendees at the Hollies come from Pontarddulais as several travel from further afield. It is hoped that those with complex needs would move together to an alternative day service so in doing this, the impact would be minimised.

There was one comment that ***the condition of the building should not have been a factor considered within the evaluation criteria used to determine which day services should close.***

Careful consideration was given to developing the evaluation criteria to ensure that each service was evaluated as objectively as possible. It was felt that the condition of the building was an important factor due to the ongoing maintenance costs which could affect sustainability going forward. In addition, the suitability of the building to deliver the preferred future model was an important factor within the evaluation exercise.

There was one comment that ***the Council needed to be clearer how the remaining services will be equipped to meet the increase in complex needs going forward.***

Many of our services already deliver services for those with complex needs and already have the staffing and facilities in place to do this. Going forward the Council will ensure that staff are appropriately trained and upskilled and any capital works are undertaken to make buildings fit for purpose using an allocation that has been set aside in the Councils capital programme for this purpose.

Counter proposals and responses

The first counter proposal was that ***savings should be made elsewhere in the Council and day services should consequently remain for those that need them. It was proposed that the budget for day services should be increased.*** *This*

included a proposal that the number of councillors should be cut by half, and money should not be spent on the Kingsway.

The Council is not proposing to stop all day service for older people and services for people with more complex needs will be maintained. As previously outlined the Council as a whole is experiencing unprecedented budget pressures and is forecasting a significant overspend this financial year. The Council is consequently exploring all opportunities to ensure services are sustainable in the future and can be delivered within the budget available. Significant savings are being achieved year on year but re-shaping of services is essential for the Council to continue to meet its legal duties to provide care for an aging population with increasing needs. Adult Services is one of the largest areas of spend of the Council, so it is not financially viable for savings to only be made elsewhere in the Council.

The number of Councillors is determined by Welsh Government, and is beyond the control of the Local Authority, so there is no opportunity to make a saving in relation to this. The money that has been invested in the Kingsway cannot be used for other purposes, as its use is determined by Welsh Government.

A further counter proposal was put forward to ***change the way in which services were procured to release savings. There was a belief that bringing services in-house would be cheaper for the Council.***

Unfortunately, this is not the case. Delivering services in-house is generally much more expensive for the Council due to the high overheads as well as the favourable terms and conditions of staff. Bringing services in-house would cost the Council significantly more so would not be a viable option.

Conversely, one counter-proposal was that ***all day services should be outsourced as it was believed that this would be more cost effective.***

It would indeed be more cost effective to outsource all Council run day services for older people. However, the Council wishes to maintain a level of service to ensure that it can meet complex needs and have security of provision. With any outsourcing, there is often fragility in the market and provider failure can lead to detrimental outcomes for service users who are faced with no longer receiving a service. There have been significant lessons learnt from other Local Authorities that have gone down this route, and it is considered good practice to retain an element of the service in-house.

There was one suggestion that ***joint commissioning across health and social care would achieve savings for the Council.***

There is already a programme in place called the Western Bay Health and Social Care Programme which is a collaboration between the Health Board, Local Authorities and third sector in the Western Bay region. This programme is exploring every opportunity to make efficiencies across health and social care, but even by doing this further savings still need to be found by Adult Services.

The final counter proposal was that ***charges should be introduced to keep day services for older people open.***

Charges for day service were agreed as part of the Council's budget setting process for 2018/19. Charges are due to be introduced in October 2018, and the anticipated additional income generated has already been taken into consideration. There are therefore no further savings that can be achieved through charging.

Themes and responses from meetings with Service Users and Family/Carers at the Hollies

Meetings were held with Senior Managers and Councillors at Rose Cross on 8th May, 16th May and 21st May and Hollies on 17th May and 11th June.

Of the total number of current Services Users 62 (14 Service Users at the Hollies and 35 at Rose Cross), 23 affected service users, 1 family member and 9 staff attended the above meetings.

The following points were raised at the meetings at the Hollies.

Date of meeting	Points raised	Response
Theme 1. Friendships & Social Contact		
11.6.18	Family members were concerned that people would be split up and lose friendships.	This was acknowledged and where possible, this would be accommodated. The manager of the Hollies would work closely with social workers to help maintain these friendships.
11.6.18	It was felt the proposals were about savings and in the future more people will not be able to cope and need support to meet other people.	It was explained that people will need social contact but a day service may not be the route to meet this. Councillor Child explained that there are financial pressures and although Social Services is being protected but there is an increase demand for people to stay in their own homes, for reablement and respite. A day service could provide respite for the carer but not solely for social contact.
Theme 2. Day Service use		
17.5.18	It was also queried why Hollies would close when we are paying Llys Y Werin.	It was explained that all day services were looked at as the most suitable for the model going forward, including locality, building. The matrix to score the services has been sent out. Other support such as the Local Area Co-ordinators are available to seek alternatives, alongside social workers. Councillor Lloyd gave an example in St Thomas, where there is no day service but a

		number of groups that people were supported to access including transport.

17.5.18	Family member raised another concern that the service is under promoted and that is why there are low numbers and staff are told to do this (social workers).	See below
11.6.18	A family member felt that the day centres are under promoted by social workers and why not provide 5 days?	It was explained that the day services were underused and that some were cheaper to run than others. Social workers will look at needs but not all want or need a day service, but only social contact. Social workers will look at other options.
11.6.18	One family member proposed that day services could be open 5 days a week and should be advertised and there would be take-up	It was explained again that the purpose of the day service is for social care not social contact.
11.6.18	It was challenged that the decision discriminated against the Hollies as the service is further away from facilities and an easy target. In response, the key factor was the under-utilisation of the service and was a fair comparison.	Head of Service explained the scoring matrix and why Hollies had scored lower than other day services. The matrix is scored, based on the new model of care.
11.6.18	It was questioned why referrals to the service had been stopped	It was explained that it was to minimise those affected.
11.6.18	A family member thought that anyone who wanted to attend a day service should be able to	It was clarified again that Social Services provide or fund day centre who need social care based on assessed needs only. Local Area Co-ordinator confirmed that for social contact, there are other ways of meeting this and there are community solutions.

Theme 3. Alternatives		
11.6.18	The family member queried what else was around this area and how people would get there without transport.	It was clarified that social contact is not social care (although social contact is an added benefit if someone who has social care needs attends a day centre). If the person does not have complex needs, then other options will be looked at. Local Area Co-ordinator explained his role and for social contact only, non-service solutions would be found. He gave an example of a gentleman (83) whose wife was in a nursing home and he was socially isolated and depressed. Day service could have been an option but in discussion with him, Local Area Co-ordinator discovered he wrote poetry and now attends poetry groups, visits schools to read poetry and is no longer isolated. Local Area Co-ordinator acknowledge it would not work for all but it is about seeing the person's abilities and looking at different ways to support them and has worked. Local Area Co-ordinator connects people naturally and tailors support to individual need.
1.6.18	Family member asked where people would go if the service closed	Llys Y Werin being the likely choice although St Johns could be an option.
Theme 4. Financial		
17.5.18	The issue of the Kingsway was raised and the waste of money when it could have been spent elsewhere.	Councillor Lloyd explained that this is capital money and can be borrowed for infrastructure projects. It is not revenue and cannot be used for that. Revenue is decreasing and with people living longer, we need to plan for the future. Each individual will be supported in future arrangements.
11.6.18	The issue of money spent on The Kingsway, Castle Gardens and the Mansion House was raised	The difference between capital and revenue monies was explained. There are no plans to use the day centre building but likely to be used to complement the residential service. There is no value in the building due to the access.

11.6.18	It was explained again that the purpose of the day service is for social care not social contact.	Councillor Child replied that in an ideal world there would be more locally but there isn't enough money and it is getting less. Even though Social Services and Education are protected there will still have to be cuts. The Council have put in £6m this year to keep the services going whilst changes are made but it can't afford to increase provision and has to decide where best the money should be spent. Head of Service explained that if the proposal are agreed there should be £750k savings. If the services do not close, the Council will have to seek these savings elsewhere. The proposals have considered a range of options but any counter proposal are welcome.
Theme 5. Location		
11.6.18	Concern over travel time was also raised	Day services are not in every local area, this is already the case including The Hollies. As with day service charges this may mean some chose not to use the day service.
17.5.18	Family member pointed out that if service users are moved to Llys Y Werin in Gorseinon, the journey will be longer	Some service users stated that for them the journey would be shorter.
11.6.18	Another point raise was and that Pontarddulais and Gorseinon have their own culture.	
Theme 6. Needs		
17.5.18	Family members raised concerns that if their relative is moved they will be confused and it will be detrimental to their needs	It was suggested this can be fedback via the survey.

11.6.18	It was raised that the Council do not realise that the people are in their 80s and 90s	This was refuted.
11.6.18	A family member asked if an Equality Impact Assessment has been completed	This was confirmed. The EIA is live and will be updated during the consultation and will inform the Cabinet decision.
11.6.18	Information on 750 houses being built in the area was discussed, and a point raised that there may be more old people living in the area.	In response, it cannot be assumed that they would all need a day service as it may be they need social contact if anything at all.
11.6.18	Concern over needing support in which case likely to be complex	If so, offered a day service. If not, the social worker and Local Area Co-ordinator will support the person and family to find other options. Head of Service explained how another service area (Older People with Learning Disability) where people were supported to move on to other day services or other activities in the community. Each person had an individual plan and supported during and after the move and monitored after the change. All worked out well. This approach will be adopted for the Hollies.
Theme 7. Consultation		
11.6.18	It was questioned why local councillor were not informed of these consultation	Head of Service explained that these consultations were for service users and families, not a public meeting. Councillor Child confirmed that councillors were made aware of the proposals and have attended other consultation e.g. Parkway. He also offered the chance for local councillor to discuss the proposal with him. It was also explained that the general consultations have been promoted in libraries, in the local press and stakeholders contacted.

The following points were raised at the meetings at Rose Cross.

Date of meeting	Points raised	Response
Theme 1. Alternatives		
16.5.18	Service users queried if they did not go to another day service they would still need somewhere to go, especially for those with no family living nearby.	It was explained that other options would be looked at and take into consideration that people would like to stay in contact.
Theme 2. Needs		
16.5.18	Service users also raised a concern that they have specific needs, e.g. hearing loss and it takes time for people to understand this.	This is recognised and there would be a transition period for people to get to know each other and their needs if they moved to another service or group. Social workers will support each person, look at options and visit other places to ensure it is the right place.

1.3 Equalities characteristics of the respondents to the questionnaire:

We asked respondents who completed the questionnaire to complete an equalities questionnaire. There were a total of 92 respondents to the questionnaire. The results were as follows:

Are you...?

24 (28.9%) Male
53 (63.9%) Female
6 (7.2%) Prefer not to say

Is your gender the same as that which you were assigned at birth?

73 (92.4%) Yes
2 (2.5%) No
4 (5.1%) Prefer not to say

How old are you …

0 (0.0%)	Under 16	11 (12.8%)	56 - 65
0 (0.0%)	16 - 25	9 (10.5%)	66 - 75
1 (1.2%)	26 - 35	23 (26.7%)	76 - 85
5 (5.8%)	36 - 45	22 (25.6%)	Over 85
12 (14.0%)	46 - 55	3 (3.5%)	Prefer not to say

Would you describe yourself as...
Please mark all that apply

41 (48.8%)	British	0 (0.0%)	Other British (please write in at end)
48 (57.1%)	Welsh	0 (0.0%)	Non British (please write in at end)
6 (7.1%)	English	0 (0.0%)	Gypsy/traveller
1 (1.2%)	Irish	0 (0.0%)	Refugee/Asylum Seeker (please write in current/last nationality at end)
0 (0.0%)	Scottish	2 (2.4%)	Prefer not to say

Write in here
1 (100.0%)

To what 'ethnic' group do you consider

78 (94.0%)	White - British	2 (2.4%)	Asian or Asian British - Bangladeshi
0 (0.0%)	Any other White background (please write in at end)	0 (0.0%)	Any other Asian background (please write in at end)
0 (0.0%)	Mixed - White & Black Caribbean	0 (0.0%)	Black or Black British - Caribbean
0 (0.0%)	Mixed - White & Black African	0 (0.0%)	Black or Black British - African
1 (1.2%)	Mixed - White & Asian	0 (0.0%)	Any other Black background (please write in at end
0 (0.0%)	Any other Mixed background (please write in at end)	0 (0.0%)	Arab
0 (0.0%)	Asian or Asian British - Indian	0 (0.0%)	Other ethnic group (please write in at end)
0 (0.0%)	Asian or Asian British - Pakistani	2 (2.4%)	Prefer not to say

Write in here
3 (100.0%)

What is your religion, even if you are not currently practicing?
Please mark one box or write in

18 (22.0%)	No religion	0 (0.0%)	Muslim
58 (70.7%)	Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)	0 (0.0%)	Sikh
0 (0.0%)	Buddhist	2 (2.4%)	Other
0 (0.0%)	Hindu	4 (4.9%)	Prefer not to say
0 (0.0%)	Jewish		

Any other religion or philosophical belief (please write in)
1 (100.0%)

Do you consider that you are actively practising your religion?

32 (43.8%)	Yes
36 (49.3%)	No
5 (6.8%)	Prefer not to say

What is your sexual orientation

1 (1.5%)	Bisexual	9 (13.4%)	Prefer not to say
0 (0.0%)	Gay/ Lesbian	1 (1.5%)	Other
56 (83.6%)	Heterosexual		

Please write in
6 (100.0%)

Can you understand, speak, read or write Welsh?
Please mark all that apply

20 (24.7%)	Understand spoken Welsh	6 (7.4%)	Learning Welsh
10 (12.3%)	Speak Welsh	48 (59.3%)	None of these
8 (9.9%)	Read Welsh	5 (6.2%)	Prefer not to say
6 (7.4%)	Write Welsh		

Which languages do you use from day to day?
Please mark all that apply

80 (96.4%)	English	0 (0.0%)	Other (write in)
7 (8.4%)	Welsh	3 (3.6%)	Prefer not to say

Please write in
2 (100.0%)

Do you have any long-standing illness, disability or infirmity?
By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over time.
This could also be defined Under the Disability Discrimination Act 1995 as: "Having a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities."

43 (52.4%) Yes
32 (39.0%) No
7 (8.5%) Prefer not to say

Does this illness or disability limit your activities in any way?
43 (61.4%) Yes
23 (32.9%) No
4 (5.7%) Prefer not to say

1.4 Consultation with affected staff and Unions

- Staff briefing meetings held by management, Chief Social Services Officer, Head of Adult Services, Human Resources and Trade Union representation prior to the start of the consultation. In addition meetings with the same group were held during the consultation to brief staff in combination with one to one's arranged as necessary with management/HR and Unions (if requested).

- Frequently Asked Questions (FAQs) created and distributed to relevant affected staff following meetings.

- Staff have been encouraged to participate in the consultation. The primary concern raised by staff was the impact on their jobs. There were 12 staff potentially at risk in the Hollies and Rose Cross Day Services. All staff were given immediate access to the Council's redeployment opportunities. At the time of putting the final recommendations to Cabinet 1 staff member at Rose Cross had retired and it had been confirmed that the staff at the Hollies were no longer at risk due to their dual employment in the co-located residential home. There were sufficient vacancies across Adult Services to give the Council confidence that the remaining staff could be accommodated if they wished to remain in employment with the Council. A number of employees had also expressed an interest in the Council's Early Retirement/Voluntary Redundancy scheme and been given provisional figures. This option would be progressed for those staff who wanted to access it, if the final proposals were agreed.

- No formal response has been received from staff.

- Monthly meetings held with Trade Unions; no formal response had been received from the Trade Unions.