

HERTFORDSHIRE COUNTY COUNCIL

**DAY SERVICES
CONSULTATION WITH
SERVICE USERS AND
CARERS**



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1. INTRODUCTION

We wrote to everyone who uses our day services and their carers on 16 May 2016.

This document gives more information on what is happening and why, together with ideas on how we could make savings.

- Do you have ideas for other ways we can make savings?
- What is most important to you at the day service?
- What can we do make any changes easier?

This consultation will close on Friday 19th August 2016.

You can give your views in the following ways.

- Email to: dayserviceconsultation@hertfordshire.gov.uk
- Attend a meeting in your area to hear more about our proposals. Dates will be publicised by your local service.
- Write to: FREEPOST RRYH – XGBA - KTEX, HCS InHouse Services, SFAR009, Herts County Council, Six Hills Way, Stevenage, SG1 2FQ
- Speak to someone at your local day service (who will forward all comments to the email address above)
- Contact:
- **POhWER** Advocacy Service; Tel: 0300 456 2370; <http://www.pohwer.net/>
- **Carers in Herts** by phone on 01992 586969, and ask for Sue Maskell or Roma Mills; or by email: contact@carersinherts.org.uk with Day Services as the subject.
- **Age UK** by phone on 0300 345 3446, or by email on info@ageukherts.org.uk with Day Services as the subject

All feedback will be considered before decisions about any changes are made.

2. SUMMARY

Why are we doing this?

The County Council is committed to providing day services for those who need them.

But we need to try and save £2.2 million over the next year; or 20 per cent of the whole budget.

The way we deliver day services will need to change in the future because of this.

Overall we will receive less money from central government and more people we support have complex needs, so we need to look at how we can make sure everyone is supported and can continue to do lots of activities.

During the last 10 years the number of people attending day services has fallen by 40 per cent: from 2,500 to 1,428. Although we support fewer people now we can cater for a far wider range of needs and increasing complex support requirements at most centres. However, we need to review how we organise our staff and centres to reflect this.

How will we make the savings?

Most savings will be made by reducing the number of people we employ overall; we have already started to plan for this by not replacing some people who have left already. Where we can we will reduce management costs. Our ideas for other changes are in the following pages.

What will this mean for people who use our service and their carers?

This consultation is about the changes that will affect people who use our services. The details about specific services and proposals are set out in this document.

Everyone we support will still be able to go to a day service but some activities and places may be different.

When will the changes happen?

No changes will take place until after this consultation and we have had time to consider your views.

Some local changes may have to go ahead later this year (2016), but not everything will happen at once, and some changes will take place in 2017.

We will let you know in advance if a change is planned that affects you directly and discuss how we can continue to offer you the things you enjoy at our centres.

3. *OPTIONS WE COULD CONSIDER TO MAKE SAVINGS*

Staffing

Most of the day service budget is spent on the staff we employ. Most savings can be made by reducing the number of staff across the service.

Option 1: Reduce staff numbers at all levels from care staff to management. Overall we think we can make a 4 per cent reduction in the number of care staff and a 27 per cent reduction in supervisory and management staff because overall fewer people attend our centres than previously.

Following retirements in 2015-16 the management of some services has already been combined so we have already started to make savings. In Stevenage, Welwyn and Hatfield, and North Hertfordshire, we have reduced the managers from 5 to 3. We also have jobs where we have not recruited to a vacancy and this means we can make savings in many parts of the service.

Option 2: Look at reducing the number of managers from 3 to 2 covering the following centres.

**East Herts Day Service and Broxbourne Day Service.
Bishop's Stortford, Buntingford, and Ware Road Day Service.**

The meals service at some centres

Hot meals are cooked and provided at 8 of our 19 day services. Where other arrangements are already in place, including provision by Hertfordshire Independent Living Services (HILS), these have generally been well received. We realise how important meals are at those centres that

provide them so we will be looking at how we can continue to provide them if at all possible.

Option 3: We need to look at ways of reducing the costs of catering service at the following centres.

Bishops Stortford, Borehamwood, Broxbourne, Buntingford, Greenhills, North Herts (Greyslades), North Herts (Nightingale House), and South Oxhey

At these centres we will not close any kitchen until we have trialled a new way of working to see if we can make the service cheaper to run. We will look at menus, supplies, and ways of boosting income to reduce the cost of the service before we consider alternatives

Yearly closure week

Our centres are currently open 52 weeks a year, with closures for Bank Holidays, weekends, and 3 days a year for staff training. Some services operate a reduced service over the Christmas and New Year period, or combine with other local services. In order to operate as we do at the moment we have to pay for cover for staff holidays.

Option 4: We could look at each service and see if we can close for one week during the year. Services would not all close at the same time to ensure that an alternative centre can be visited where possible.

Making better use of our centres

Over the last ten years or so many of our day services have moved from large buildings to a mix of smaller premises.

It takes more staff to operate from a number of different sites and organising activities becomes more complicated. Because we have places available at many of our centres compared to ten years ago we no longer need as many smaller premises.

We want to still be able to offer lots of activities so we will be working in the future to develop more activities, but across fewer centres. Everyone who uses a centre at the moment will be offered an alternative place so no-one will miss out.

Option 5: This option would mean that people using the following centres would be offered activities and a place at another centre.

Deerfield, Ware

Campus West, Welwyn Garden City

Bennetts End, Dacorum

Adeyfield Community Centre, Dacorum

Victoria Hall, Tring

Watford Library café

Bungalow, Watford

Wellstones, Watford

Some of these changes need to be considered because the building itself is unsuitable for the needs of people using it.

We will consider all the issues very carefully and look at things such as transport arrangements. We will provide information individually for everyone affected on the options.

We also want to look at some parts of the county where there is little day service provision and think about whether we should be considering opening new services although this will take some time to consider fully.

Reducing the days some centres are open

For some centres the current pattern of attendance means that many people do not attend every day. This means that if we can arrange for some people to attend more than one centre (e.g. by attending perhaps Monday at one centre and Thursday and Friday at another) we can reduce the days some centres are open.

We want to see if this is something that might work for the service users at Buntingford first but we might see if we can do it in other centres over time.

Buntingford currently opens 4 days a week, with an average of six people per day; but only three attend all four days. If we can arrange things so one day a week three people attend another centre we will be able to reduce the service to 3 days. This will mean we can continue to operate this centre as we would otherwise have to consider an alternative for every day of the week.

Option 6: Where possible we would like to look at reducing the days some centres are open. This option would help us save money by offering the service users an alternative day at another centre. We would like to see if we can change Buntingford to operate on three days per week rather than four.