

REPORT TITLE: Future arrangements for council provided Supported Living services.

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|--|---------------------------|
| Cabinet date | 12/03/2024 |
| Cabinet Member | Cllr Jackie Ramsay |
| Key Decision Eligible for Call In | Yes Yes |
| <p>1. Purpose of Report</p> <p>1.1 To present cabinet with findings from the recent Supported Living consultation and other relevant details to enable a decision to be made on the future arrangements for Supported Living services provided via The Mews (Mirfield), Brighton Court (Heckmondwike) and Wilton Terrace (Cleckheaton).</p> | |
| <p>2. Recommendations</p> <p>2.1 Note the outcome of the full consultation process with stakeholders, (Appendix 1), and the information within Appendix 2: Key Partner Consultation.</p> <p>2.2 Note the options appraised as part of this process (this includes the option the Council consulted on), including the factors contributing to each of the options, to help inform the recommendations to Cabinet presented in this report (Appendix 3).</p> <p>2.3 Approve the recommendation to progress with Option B as set out in section 6 of this report – which is for the Council to continue to act as care provider across all three schemes (The Mews, Wilton Terrace and Brighton Court).</p> <p>2.4. Approve a redesign of the current service model and focus resources in all three schemes to offering support for service users with high levels of complex needs and thereby creating opportunities for those currently placed out of area to return.</p> <p>2.5 Reasons for Recommendations</p> <p>2.6 75% of respondents to the consultation were opposed or strongly opposed to the Council's proposals for intended closure of The Mews as a Supported Living service.</p> <p>2.8 Retention of The Mews offers opportunities to reconfigure the service model with a view to relocating back into Kirklees existing service users currently placed out of area with high-cost packages of support.</p> <p>2.9 Option B also offers the potential to increase the number of beds at The Mews as the developer has indicated an opportunity to increase numbers from 7 to 9 beds, providing further economies of scale to the Council.</p> <p>2.10 Cabinet are also requested to:</p> <ul style="list-style-type: none"> Note the strategic context in which these proposals are set. | |

- Note the key factors that have contributed to the proposals set out in this report – section 2: Context, Supported Living for Adults with Learning Disabilities.
- Note the options considered and appraised to inform this report – see [section 2](#) and detailed Options Appraisal in [Appendix 3](#)
- Note the outcome of:
 - the full consultation with stakeholders, [section 4](#) of this report and [Appendix 1](#)
 - the Integrated Impact Assessment ([Appendix 4](#))

3 Resource Implications:

3.1 Finance

This report recommends that the Council continue to act as care provider across all three schemes (The Mews, Wilton Terrace and Brighton Court) – with budget savings proposed in the 26 Sept Cabinet report remaining achievable through:

| Savings Strategy | Timescale | Estimated Savings/Costs | Impact on Budget |
|--|-------------|--|--|
| Reviewing the existing staffing model across the three in-house services to identify efficiencies based on best practice staffing models | 2024 - 2025 | <p>Staffing structure to be redesigned based on core operating costs of background direct support hours consisting of 112-day time hours and 56 nighttime hours (168 hours) which equates to one member of staff 24 hours a day, seven days a week) and background direct support hours consisting of 224-day time hours and 112 nighttime hours (336 hours) which equates to two members of staff 24 hours a day, seven days a week)</p> <p>Additional staffing context includes:</p> <ul style="list-style-type: none"> • One full time registered manager would oversee the support for all tenants across all three schemes. • Each scheme will have one full time deputy manager providing support to the registered manager. • All schemes will have a minimum of 168 background hours. • Direct care support will be provided based on an assessment of very complex needs allocation. • All schemes will only provide support for tenants assessed with very complex levels of need. • All schemes will be registered with CQC | Current budgets do not reflect the correct operating costs and in some cases would need to be optimised. Savings are realised against current operating costs. |
| Work with the developer to reconfigure the | 2024-2025 | Cost savings are realised in relation to background hours. | No negative impact on the budget |

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| building layout at The Mews and increase the offer of flats from 7 to 9 | | Cost for background hours do not change despite increase in flats – therefore cost savings are in relation to the additional charges for Background hours charged by the independent sector. | Cost for building works paid for by the develop and reclaimed via the rent agreement with landlord |
| Improved management of voids in collaboration with the Registered Landlord to ensure properties are not left empty/untenanted for a significant period of time | 2024 - Ongoing | Current void cost are: Brighton Court - £145.57 per week The Mews - £236.02 per week Wilton Terrace - £236.02 per week There are currently 2 voids across the three services. | Improved management would impact on budget directorate wide by: <ul style="list-style-type: none"> • Reducing the commitment to the council paid out via voids. • Supporting the reduction of waiting list to access supported living schemes. • Reduce need for accessing emergency high-cost placement within the independent sector |
| Redesigning the current service model and focus all in-house provision on only supporting service users with larger high-cost packages of care and/or increased complexities | 2025 - Ongoing | Cost savings are realised by increasing to the highest level of complexity and taking high-cost packages of care that are currently being cared for by the independent sector back into in-house provision – In house care becomes more cost effective than the private sector when comparisons are made for larger high-cost packages of care and/or increased complexities. | Budget for the service may need to increase to manage the larger packages of care and increase complexities – However budget impact will be realised and reduced across the directorate |
| Bringing expensive out of area placements, back in-borough and in-house | 2025 - Ongoing | Cost savings are realised by increasing to the highest level of complexity and taking high-cost packages of care that are currently being cared for by the independent sector back into in-house provision – In house care becomes more cost effective than the private sector when comparisons are made for larger high-cost packages of care and/or increased complexities. | Budget for the service may need to increase to manage the larger packages of care and increase complexities – However budget impact will be realised and reduced across the directorate |

3.2 HR

3.2.1 There are currently approximately 37 staff (equating to 31.108 FTEs) staff providing support across all three properties, primarily grade 5 support workers.

3.2.2 There will be HR implications from these changes and staff and trade unions will be consulted in accordance with the usual procedures.

3.3 Land and Buildings

3.3.1 The current landlord of The Mews who leases the property from the owner has given notice that they will be withdrawing from this role. Officers will continue to work to identify an alternative leaseholder for this service and to review existing lease arrangements and mitigate against this existing tenancy risk.

Date signed off by Strategic Director & name.

Give name and date for Cabinet / Scrutiny reports.

Richard Parry – 19/02/2024

Is it also signed off by the Service Director for Finance?

Give name and date for Cabinet reports.

Isabel Brittain – 29/02/2024

Is it also signed off by the Service Director for Legal Governance and Commissioning?

Give name and date for Cabinet reports.

Julie Muscroft Service Director of Legal Governance and Commissioning – 29/02/2024

Electoral wards affected:

The following are the wards where the buildings are situated, however the residents are from all wards across Kirklees:

- Heckmondwike
- Mirfield
- Cleckheaton

Ward councillors consulted:

Cllr Viv Kendrick, Cllr Steve Hall, Cllr Aafaq Butt, Cllr Martyn Bolt, Cllr Itrat Ali, Cllr Vivien Lees-Hamilton, Cllr Andrew Pinnock, Cllr Kath Pinnock, Cllr John Lawson.

Public or private: Public

Has GDPR been considered? Yes

1. Executive Summary

On 26 September the Council's Cabinet approved proposals for consultation on the future proposals for Council provided supported living provision across the following three schemes:

- Brighton Court, Heckmondwike
- The Mews, Mirfield
- Wilton Terrace, Cleckheaton

At the time, the preferred option for the council was to withdraw from being the care provider at The Mews due to uncertainties relating to the intentions of the developer and Registered Landlord.

The non-statutory consultation process ran from 18th October 2023 to 10th January 2024.

This report summarises the findings of the consultation and sets out viable options for the future of these services based on the above consultation but also based on subsequent changes in circumstances in relation to The Mews.

The report also recommends retention of all three sites as this offers opportunities to relocate service users with more complex needs from external out of area placements. This option also offers opportunities to mitigate future out of area placement volumes through the Specialist Adults Pathway Team, in particular for younger people transitioning to adulthood.

Although this report recommends retention of all three sites for provision of supported living, it provides Cabinet with an overview of the options considered regarding whether or not the council should continue to be the care provider at all three sites. (see section 6.1: [Options Considered](#)).

The proposals also align strategically with the Cabinet approved report on 'Implementing the Council's Visions for Adult Social Care' – approved by Cabinet on 21 December 2023

2. Information required to take a decision.

2.1 Context - Supported Living for Adults with Learning Disabilities

2.1.1 The Vision for Adult Social Care is the Council's strategy for people with care and support needs. Supported Living services are a key part of this vision in enabling people with care and support needs to live as independently as possible.

2.1.2 The Supported Living model is a model of community living which was promoted in response to historical models of care in which a significant number of people with profound and / or multiple learning disabilities lived in large institutions (hospital or residential care settings).

2.1.3 Similar to, but at a smaller scale than residential care, Supported Living accommodation typically supports up to 8 people. Individuals are responsible for their living costs such as food and utilities (unlike residential care) and are short term tenants. They also live as part of their local community and access a range of community services as part of their daily life (such as shops, leisure facilities etc.).

2.1.4 The aspirations of people with care and support needs have changed over time and there is a strong and increasing desire to remain living within the communities people identify with, for as long as possible. Often parents and adults with learning disabilities themselves prefer more independence away from the family home but wish to remain living in the community.

2.1.5 As such a key aspect of the Vision has been a continuous review of the Council's in-house services with the focus being on how they meet both current expectations and crucially how they can contribute to maximising people's independence, recovery and quality of life in the future.

2.1.6 Alongside the challenging financial context, we recognise the need for the most efficient and effective model of services to ensure value for money and optimal use of resources. As such, it is also timely to review in-house service provision and consider future options as part of the Council's medium-term financial strategy and the breadth of activity that the Council needs to undertake over the next few years.

2.2 How Supported Living Works

2.2.1 People in Supported Living have their own tenancy agreement and are responsible for their own bills and cost of living.

2.2.2 There are several elements involved in creating Supported Living service offers, these are:

1. Developer - Investment made to build the property- this can come from various sources – private and public – to build or convert a suitable property.
2. Registered Provider/Landlord: The developer will need to appoint a landlord (referred to as the registered provider) who will manage and maintain the property. The landlord will need to be registered (and in compliance) with the Regulator for Social Housing. There is a lease agreement between the developer and the Registered Provider/Landlord.
3. Tenants: Each tenant will have a tenancy agreement. The tenant will be entitled to a range of benefits such as the housing benefit part of Universal Credit, Personal Independence Payments (PIP, up to state pension age only), Employment and Support Allowance (ESA, up to state pension age only) and Attendance Allowance (AA).
4. Care Provider: The care provider provides the tenant with social care support. The level of support will vary depending on the needs of the individual tenant.
5. Local Authority: The Council can commission the care provider to ensure they have the right values and skills to deliver the person's care package. In some cases, the council has no involvement with the commissioning of services where this is facilitated purely through a Direct Payment basis.

2.2.3 There are three schemes in which the Council acts as the registered **Care Provider** for Supported Living tenants – these are Brighton Court (Heckmondwike), The Mews (Mirfield) and Wilton Terrace (Cleckheaton). These schemes are the services in scope of this report.

2.2.4 Brighton Court in Heckmondwike has 6 flats of which all 6 are currently occupied, The Mews in Mirfield has 7 flats of which 5 are currently occupied and Wilton Terrace in Cleckheaton has 6 flats of which all 6 are currently occupied. All three properties are not owned by the Council.

2.2.5 In the case of The Mews, the landlord of the property (Together Housing) has confirmed that as part of an ongoing strategic review of their portfolio, and the associated risks of the leased-based model, they will not be entering into any new long term lease arrangements (with the Developer) for Supported Housing.

2.2.6 Whilst Together Housing are aiming to exit from current leases subject to alternative options, they are prepared to work flexibly with all parties to ensure that all other options are considered including working with other specialist registered providers who may have an interest in taking on The Mews if it is compatible with their business plans.

2.2.7 The developer (Darren Smith Homes) would also like to continue to offer the property as a social housing/Supported Living scheme with the intention of refurbishing the property to add an additional two flats. This would provide opportunities for additional economies of scale.

2.2.8 Other factors considered as part of the Council's strategic considerations for acting as the registered care and support provider in Supported Living services are:

- Market management and engagement is required to shape the future of Supported Living in Kirklees. Work is currently underway to launch a Supported Living Market Position Statement for Kirklees. This will set out the work with social care providers to understand the future opportunities to work with the Council to deliver a diverse range of quality services and to meet the needs of local residents.
- The ongoing cost of providing this care as the care and support provider, including the current staffing arrangements across the existing supported living schemes, which can often provide value for money compared with the private sector (value for money is achieved when the service is targeted at the more complex levels of need)
- The feedback received through the consultation process, which highlights that 75% of respondents were opposed or strongly opposed to the proposals for intended closure of The Mews as a Supported Living service, and the proposal to refocus the Council's resource on the remaining Supported Living schemes in which the Council acts as the care provider.
- The updated strategic positions for both the property Developer (DS Homes) and the Registered Provider/Landlord (Together Housing) in respect of The Mews, which provides an opportunity to reconsider the proposals presented to Cabinet on 26 September 2023.
- The Kirklees population for people with a learning disability (and those with Autism) is changing both in complexity and with an ageing population there is a need to address the local supported housing options for young people with complex learning disabilities (and autism).
- This cohort are often placed in costly, out-of-area residential placements if they are unable to live with their family. The continued development of in-borough capacity to support this cohort, with the Council acting as the registered care provider for people with more complex care needs, could generate savings or provide cost avoidance strategies in comparison to the use of high-cost out of borough placements.

3. Implications for the Council

3.1 Working with People

3.1.1 All relevant stakeholders were consulted as part of the non-statutory consultation process. The consultation was about listening to the views of our residents, which the Cabinet is asked to consider when deciding about the future of Council provided Supported Living services.

3.2 Working with Partners

3.2.1 All relevant partners were consulted as part of the non-statutory consultation process. This has enabled officers to bring strategic alignment with the key stakeholders involved in providing Supported Living services.

3.3 Place Based Working

3.3.1 The services in scope of this report support residents and families from across Kirklees.

3.4 Climate Change and Air Quality

3.4.1 No impact.

3.5 Improving outcomes for children

3.5.1 No impact.

3.6 Financial Implications

3.6.1 The previous proposals approved by Cabinet on 26 September 2023 for consultation on the future for Council provided Supported Living provision included cumulative savings of £452k by April 2026. This was based on:

- The Council exiting as the care provider from The Mews
- Release of staffing revenue costs associated with The Mews, by deploying staff into vacancies across other teams as part of service change.
- Reassessment and relocation of all existing tenants at The Mews (based on the expiry of the lease at The Mews and understanding at the time of the developer wanting the property back)

3.6.2 The consultation process highlighted that the circumstances presented within the 26 September Cabinet report in relation to the potential withdrawal of the building owner, had changed. Whilst this report proposes an alternative model for the Council to continue to act as care provider across all three schemes (The Mews, Wilton Terrace and Brighton Court) – with budget savings proposed in the 26 Sept Cabinet report remaining achievable through:

| Savings Strategy | Timescale | Estimated Savings/Costs | Impact on Budget |
|--|-------------|---|--|
| Reviewing the existing staffing model across the three in-house services to identify efficiencies based on best practice staffing models | 2024 - 2025 | <p>Staffing structure to be redesigned based on core operating costs of background direct support hours consisting of 112-day time hours and 56 nighttime hours (168 hours) which equates to one member of staff 24 hours a day, seven days a week) and background direct support hours consisting of 224-day time hours and 112 nighttime hours (336 hours) which equates to two members of staff 24 hours a day, seven days a week)</p> <p>Additional staffing context includes:</p> <ul style="list-style-type: none">• One full time registered manager would oversee the support for all tenants across all three schemes.• Each scheme will have one full time deputy manager providing support to the registered manager.• All schemes will have a minimum of 168 background hours.• Direct care support will be provided based on an | Current budgets do not reflect the correct operating costs and in some cases would need to be optimised. Savings are realised against current operating costs. |

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| | | <p>assessment of very complex needs allocation.</p> <ul style="list-style-type: none"> • All schemes will only provide support for tenants assessed with very complex levels of need. • All schemes will be registered with CQC | |
| Work with the developer to reconfigure the building layout at The Mews and increase the offer of flats from 7 to 9 | 2024-2025 | <p>Cost savings are realised in relation to background hours.</p> <p>Cost for background hours do not change despite increase in flats – therefore cost savings are in relation to the additional charges for Background hours charged by the independent sector.</p> | <p>No negative impact on the budget</p> <p>Cost for building works paid for by the develop and reclaimed via the rent agreement with landlord</p> |
| Improved management of voids in collaboration with the Registered Landlord to ensure properties are not left empty/untenanted for a significant period of time | 2024 - Ongoing | <p>Current void cost are:</p> <p>Brighton Court - £145.57 per week</p> <p>The Mews - £236.02 per week</p> <p>Wilton Terrace - £236.02 per week</p> <p>There are currently 2 voids across the three services.</p> | <p>Improved management would impact on budget directorate wide by:</p> <ul style="list-style-type: none"> • Reducing the commitment to the council paid out via voids. • Supporting the reduction of waiting list to access supported living schemes. • Reduce need for accessing emergency high-cost placement within the independent sector |
| Redesigning the current service model and focus all in-house provision on only supporting service users with larger high-cost packages of care and/or increased complexities | 2025 - Ongoing | <p>Cost savings are realised by increasing to the highest level of complexity and taking high-cost packages of care that are currently being cared for by the independent sector back into in-house provision – In house care becomes more cost effective than the private sector when comparisons are made for larger high-cost packages of care and/or increased complexities.</p> | <p>Budget for the service may need to increase to manage the larger packages of care and increase complexities – However budget impact will be realised and reduced across the directorate</p> |
| Bringing expensive out of area placements, back in-borough and in-house | 2025 - Ongoing | <p>Cost savings are realised by increasing to the highest level of complexity and taking high-cost packages of care that are currently being cared for by the independent sector back into in-house provision – In house care becomes more cost effective than the private sector when comparisons are made for larger high-cost packages of care and/or increased complexities.</p> | <p>Budget for the service may need to increase to manage the larger packages of care and increase complexities – However budget impact will be realised and reduced across the directorate</p> |

3.7 Legal Implications

3.7.1 The Care Act 2014 imposes a general duty on local authorities to promote an individual's well-being (section 1 Care Act 2014).

3.7.2 Section 2 of the Care Act 2014 imposes a general duty to provide or arrange services to reduce, prevent or delay the development of needs.

3.7.3 Local authorities had a duty to provide residential accommodation for adults who needed care and attention not otherwise available to them under section 21 of the National Assistance Act 1948. This was repealed and replaced by a duty to meet needs for care and support (section 18 Care Act 2014). Section 19 of the Care Act 2014 gives a local authority the power to meet needs for care and support, where it is not under a duty to do so. Unlike the National Assistance Act 1948, the Care Act 2014 does not specify separate duties for the provision of residential and non-residential care. Section 8 of the Care Act instead gives examples of the different ways that a local authority may meet needs under section 18, and the list includes "accommodation in a care home or premises of some other type" (s.8(1)(a)), or "care and support at home or in the community" (s.8(1)(b)).

3.7.4 An assessment of needs must be carried out where it appears to the local authority that a person may have needs for care and support. The assessment must identify whether the adult has any needs for care and support. If there are, the assessment must state what those needs are. (Section 9(1), Care Act 2014.) A Local authority must also assess any carer (current or prospective) where it appears they may have need for support. Section 10(1) Care Act 2014.

3.7.5 After assessing what the needs of an adult or carer are, a Local Authority must consider whether the needs meet the eligibility criteria for a provision or service (section 13(1), Care Act 2014). The criteria do not specify the types of care and support that a Local Authority must provide to meet eligible needs. Prior to any individual moving accommodation, their needs assessment and care and support plan should be reviewed. In offering alternative accommodation the Local Authority should have regard to the Care and Support and After-care (Choice of Accommodation) Regulations 2014.

3.7.6 The council has a market shaping duty under section 5 of the Care Act 2014 and must exercise its duties in accordance with the Department of Health Care and Support Statutory guidance (updated June 2023).

3.7.7 The Council also has responsibilities under the Care and Support (Ordinary Residence) (specified Accommodation) Regulations SI 2014/2828 which specifies supported living accommodation (reg 5) whereby if an individual's needs can only be met in supported living accommodation, the council where the individual is ordinarily resident immediately before being placed is responsible (section 39 Care Act 2014).

3.7.8 The Council will also comply with all relevant mental health legislation, amongst other things, in relation to capacity issues.

3.7.9 The Council is required to carry out, and has undertaken, a non-statutory consultation process regarding proposals to reconfigure services and to carefully consider responses before reaching any decision regarding reconfiguration of care services. The consultation process should be done at a formative stage in line with criteria laid out in R v Brent LBC Ex parte Gunning [1985] and endorsed by the Supreme Court in R (Moseley) v Haringey LBC [2014].

3.7.10 The criteria are:

1. The duty to act fairly.
2. The requirement of fairness is linked to the purpose of the Consultation, and sufficient reasons given so that the proposals enable an intelligent response.
3. The features of the consultees are relevant in deciding the degree of specificity required in the information provided.
4. Where the proposals involve the denial of a benefit, fairness demands will be higher.
5. Where there are no statutory restrictions on the content of the consultation, fairness may require that interested stakeholders be consulted on preferred and rejected options. Consultation in this case will be non-statutory.

3.7.11 Article 8 of the Human Rights Act 1998 - right to a private and family life, may be engaged. Following completion of the consultation, the council will need to ensure the needs of residents have been properly assessed and individual service user reviews in line with the Care Act 2014 will be carried out.

3.7.12 The council must comply with its Public Sector Equality Duty in section 149 Equality Act 2010. An Equality Impact Assessment (EIA) of the proposed options is advisable. The Council when exercising its functions must have “due regard to the need to”:

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. Section 149(7) sets out 7 protected characteristics namely: age, disability, gender reassignment; pregnancy and maternity, race, religion or belief, sex or sexual orientation. It follows that age and disability will be most relevant in taking decisions about the future of the Council's care homes and an EIA will show how the proposals impact on people.

3.8 Other (e.g. Risk, Integrated Impact Assessment or Human Resources)

3.8.1 Informed by the consultation, an Integrated Impact Assessment was completed to assess the impact of the proposed changes to the Supported Living services. This considered the equality impact, covering the nine protected characteristics as set out in the Equality Act 2010. This is available to support decision making: [LINK](#)

3.8.2 There are approximately 37 staff (equating to 31.108 FTEs) staff currently providing support across all three properties, primarily grade 5 support workers.

3.8.3 Should Cabinet approve the recommendation of Option B; the service will undertake a review of staffing arrangements to ensure a staffing model commensurate with the proposed service model for supporting people with higher levels of complexity.

3.8.4 There will be HR implications from these changes and staff and trade unions will be consulted in accordance with the usual procedures.

4. Consultation

4.1 The council carried out a comprehensive consultation for a period of 12 weeks between 18th October 2023 and 10th January 2024 on proposals for the review of the Council's in-house offer in Supported Living provision.

- 4.2 The consultation was based on the preferred option of the Council, based on available information at that time, to cease acting as the care provider at The Mews with a view to ceasing the provision of supported living services at The Mews and refocussing the Council's role as the care provider for Brighton Court and Wilton Terrace.
- 4.3 The consultation process with stakeholders, including the Developer of The Mews (Darren Smith Homes) and the Registered Provider/Landlord (Together Housing) has supported a strategic alignment of strategy providing the Council with additional options to consider as part of this report.

4.4 Summary of the consultation

4.4.1 36 respondents participated in the consultation, of which 25 either completed the online or easy read/paper version of the survey and 11 participated in face to face/telephone consultation.

4.4.2 Face to face meetings were held with tenants and family members of Brighton Court, The Mews and Wilton Terrace residents before and during the consultation process. An overview of the feedback from these meetings can be found in [Appendix 1c](#)

4.4.3 At the pre-consultation briefing residents and families were made aware about the proposals and how they could get involved with the consultation as early as possible.

4.4.4 Subsequent meetings have focussed on: understanding the Council's preferred model, understanding the cost and benefit of options explored, impact of proposals on resident wellbeing and family wellbeing, identifying and appraising alternative options etc.

4.4.5 High level themes emerging from these sessions include:

- Concern about the proposed review of these settings with a view to alternative options to be explored in the private sector.
- Seeking assurance that the private sector can deliver the same high level of quality care and support.
- Identifying Council savings and/or efficiencies through other initiatives to help protect social care services, questions about the Council's investment in other services.
- An open dialogue about what the options are and clarity about what this means for the people involved.
- Impact of the proposals on resident (and family) health, wellbeing and relationships, both short term and long term

4.4.6 A detailed Questions and Answers document shaped in collaboration with family members is included in [Appendix 5](#)

4.4.7 In brief, 75% of respondents were opposed or strongly opposed to the proposals for intended closure of The Mews as a Supported Living service, and the proposal to refocus the Council's resource on the remaining supported living schemes in which the Council acts as the care provider.

4.4.8 Other themes and impacts highlighted through the consultation are:

- Identifying Council savings and/or efficiencies through other initiatives to help protect frontline social care services.
- Impact of the proposals on resident (and family) health and wellbeing, both short term and long term
- Recognising the good quality care provided through existing services, and identifying equivalent high-quality choices in the wider supported living market.

- The need to understand the complexities with this service model, particularly in the context of housing management and tenancy regulations.
- Balancing the need for financial savings with the human impact of the proposals

4.4.9 A summary report of the consultation can be found in [Appendix 1d](#)

5 Engagement

5.1 Following formal consultation, all stakeholders will be engaged in the delivery of changes as appropriate.

6 Options

6.1 Options considered.

6.1.1 Several options have been considered as part of this report based on the findings of the consultation, the need to set out viable and value led options for the future of these services and based on subsequent changes in circumstances in relation to The Mews.

- Option A – Cease acting as care provider at The Mews and focus existing resources at Brighton Court and Wilton Terrace in supporting more complex service users. This was the option the Council consulted on based on the key factors and information available at the time of presenting proposals to Cabinet on 26 September 2023. This would involve:
 - Decommissioning the current supported living service offer in this setting.
 - Reassessment and relocation of all existing tenants
 - The council no longer acting as the care provider in this setting.
- Option B – retain The Mews and continue to act as care provider across all three schemes (Wilton Terrace and Brighton Court). However, this option requires reconfiguring the service model to focusing resources in supporting more complex service users. For some of the existing tenants, this will involve a review of their individual needs with their needs met through alternative solutions, as part of the part of a social work reassessment and in accordance with the Care Act 2014, the Equality Act 2010 and the Health and Social Care Act 2008 (Regulated Activities (Regs 2014)). This is the recommended option as part of the proposals presented in this report.
- Option C – cease acting as the care provider at The Mews and focus existing resources in supporting more complex service users at Brighton Court/Wilton Terrace. A new care provider will be commissioned via the Adult Social Care Commissioning team to act as the care provider at The Mews.

6.1.2 A full options appraisal with further details on the above options can be found in [Appendix3](#)

6.2 Reasons for recommended option

6.2.1 The Council's preferred option pre-consultation to cease acting as the care provider at The Mews with a view to ceasing the provision of Supported Living services at this setting and refocussing the Council's role as the care provider for Brighton Court and Wilton Terrace was the most unpopular option during the consultation.

- 6.2.2 75% of respondents were opposed or strongly opposed to the proposals for intended closure of The Mews as a Supported Living service.
- 6.2.3 The consultation process assisted in highlighting that the circumstances which acted as the impetus for the service to make proposals as set out in 6.2.1 above had changed.
- 6.2.4 The recommended option following the consultation process is Option B. This considers all the consultation and feedback and also the change in circumstances for key stakeholders which impacts on the longevity of The Mews.
- 6.2.5 Retention of The Mews also offers opportunities to relocate some people currently out of area and to possibly increase the number of beds at The Mews as the developer has indicated an opportunity to increase numbers from 7 to 9 beds.
- 6.2.6 Ward Councillors have been engaged and included throughout the consultation process.
- 6.2.7 The Cabinet report dated 26 September set out the reasons why the Council proposed to review the service offer through the three schemes in line with the wider commissioning framework for Learning Disabilities Supported Living. This report provides the Council with a further opportunity to consider its role as a provider of care and support in the wider Supported Living market following a thorough consultation process.

6.3 Reasons for recommended option

As a Cabinet we approved, on the 26th of September 2023, the request to go out to consultation with regards to a review of the council provided Supported Living facilities for adults with Learning Disabilities/ Autism. At the time we believed that we would have to withdraw as the Care Provider at The Mews as the landlord had given notice. However, things have changed in that the landlord is willing to work flexibly with all parties so that services can continue on that site, and the developer for The Mews is considering extending the number of units from 7 to 9 which would provide us with some economies of scale.

Therefore, I would like to propose that we support the preferred option (Option B) of retaining all 3 Supported Living sites, and that we remain the Care Provider for all 3 sites. That we take the opportunity to redesign our service model to ensure that the Council support those residents with complex care needs and carefully support those with the potential to be more independent to be safely transferred into the wider community, enabling us to relocate some residents with complex care needs who are currently are placed out of area back into the borough and to prevent some young adults being transferred out of area.

7 Next steps and timelines

- 7.1 Cabinet is asked to note and approve the proposal for officers to progress with Option B as presented in sections 6.1 and 6.2 of this report.
- 7.2 Subject to Cabinet approval, the next steps in developing Option B include engagement with existing tenants/families, engagement with commissioning and with key stakeholders, developing the business case in line with the wider commissioning framework for supported living services in Kirklees. Please see timeline enclosed in [Appendix 6](#)

8 Contact officer

Saf Bhuta – Head of In-House Care Provision

9 Background Papers and History of Decisions

The 26 September Cabinet report can be found at the following link for reference:
https://democracy.kirklees.gov.uk/documents/s53722/AMENDED_Cabinet_Report_Supported_Living_26.09.23_FINAL002.pdf

'Implementing the Council's Visions for Adult Social Care' – approved by Cabinet on 21 December 2023

https://democracy.kirklees.gov.uk/documents/s54748/FINAL_Cabinet_Report_Implementing_the_Councils_Vision_for_Adult_Social_Care_12.12.23.pdf

[Integrated Impact Assessment](#)

10 Appendices

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11 Service Director responsible

Michelle Cross, Service Director

Appendix 1 – Consultation reports with Stakeholders

Appendix 1a – Survey - Qualitative responses

All comments received to Question 6: Please tell us your reasons for this view:

(This was asked to respondents who selected 'disagree' or 'strongly disagree' to 'To what extent do you agree with these proposals')

- I disagree with your proposals because of the devastation it will cause to the current residents of these establishments.
- What effect do you think it will have on their mental health and well-being? They are vulnerable adults who do not have the capacity or ability to understand the implications of your proposals, and the impact it will have on them and their families.
- All Service users are vulnerable adults and have had failed community placements in the past.
- Because of the impact on existing vulnerable tenants. There is a complete lack of awareness regarding their attachment needs; some have lived in these properties for many years, and it is the only place they feel safe.
- You are seeking a short-term fix with no long-term solution. The council are still looking to spend millions on local towns when the care of your vulnerable residents are not taken into consideration. Simply just moving residents will have a serious impact on their lives and mental health. It will cause more issues than it solves, and these people will still need to be paid for by the council.
- The people who live at Brighton Court are all adults who have lived within the community in the past and this has failed for one reason or another, they have experienced abuse, exploitation, mental illness and become involved in anti-social behaviours due to their vulnerabilities when they had no formal support in place. The work the team at Brighton Court have done over the years to get the tenants at Brighton Court to where they are now is the reason that they are no longer being abused and exploited. Now they have a safe home, which for most of the tenants is the first time they have been safe. Without a safe home, they are at risk of becoming a victim of abuse and exploitation again.
- The people I support have a learning disability and have lived on their own in their own flats, they have decorated and bought all the things in their flats. They have their own tenancy and

like doing things on a daily basis. They do their own shopping and go to the day service this would all go if they had to go in residential because they would not be able to do these things.

- Kirklees are about budget with no interest in person centered care I think the council is constantly trying to fix things that are not actually suitable for purpose. Because they have no money.
- I am a family member of a Wilton Terrace resident, who after many years of being cared for and supported by family members, is finally living as independently as possible. He still needs significant support and care and relies on a support worker on a daily basis. The closure of Wilton Terrace to support others with different needs is devastating to our family.
- We have been given no indication of what other alternative accommodation will be offered, or where this will be. Given the existing limitations on support in Kirklees, and how difficult it is to access this support, we do not have high hopes that the council will provide the care he requires. We do not support it.
- I feel that the people that live there are settled, and they see that as their home, it's unfair to move them out. Moving them out will cause anxiety and upset to them. A line should be drawn when it comes to providing support to vulnerable people and everything possible should be done to allow them to stay in their homes that they love and feel secure, they also have connections with the community around them.
- Because of the negative effect on our son's life
- Unable to quantify how massive that is in words. The upheaval - Trying not to think about it. Don't think Officers really understand how much of a negative impact this will make.
- WT is the best place for our friend and believe a move could be disastrous.
- Disruption to the service users and families. The effect on the mental wellbeing of the service users. The increased risk level to both the service user and others if service users routines and staff teams are disrupted. The standard of care they will receive - staff teams not as adequately trained - lack of monitoring of public providers in the sector. Turning the whole provision over to private providers gives free reign to drive prices in the market upwards.
- Residents at Wilton Terrace (WT) are settled & the services provided serve them well, I know that moving to a new location will have a detrimental effect on the physical & mental wellbeing of our friend & other residents. Our friend has special needs well catered for at WT, the location close to a town Centre & major bus routes is so important to social mobility & mental wellbeing. A move would cause unnecessary uncertainty & disruption. The Council has not been clear about where the alternative accommodation will be, whether or not it will meet the additional needs of our friend. I feel very strongly that.
- These are people's homes that they have spent money on decorating and buying furniture. They feel safe in their environment and have built a little community where they live. It's not fair to turf them out of their homes because the council is skint and has mishandled funding. I hope they are not put into residential homes where they will have little choice and input into their life and learning skills.
- Further information sent by email.
- Clients are used to their staff environment. They do not like change... It concerns me as to how this change might have a dire effect on my client, whom I've bonded with, and we understand and get on so well ... Not to mention the lovely relationship my client has with the staff and other residents... Like one happy family... My client is possessive and proud of his property... Loves to be independent... He'll try to do things for himself but will eventually ask for help if needed. My concern if my client has to move... If he's going to get that individual personal care, independence and the opportunity to still make his own choices and decisions. It's just all a big concern for my client.
- Brighton Court is my grandson's home; it has taken time for him to learn the skills that have enabled him to be confident and independent in living in this type of environment. He has formed friendships with the other tenants and within the local community. To propose he be reviewed and moved is wrong.

- This is x's home and where she has lived for a long time. The community is where she has grown up and is familiar with.
- The council has talked about having some independent person coming to scrutinise the consultation process, which I do not have any trust in. I do not think the proposal is fair to the people who use these services. They are already assessed as needing these services, to move my brother to a place where he will not know anyone, where he is not familiar with his surroundings is wrong. My brother is a creature of habit and routine, he needs this for consistency. There is a knock on effect to losing team ethic, as the teams know and have the insight into my brother's needs and the support he requires. Kirklees put our relative there only 12 months ago and said it was the place for her to be.
- I am extremely concerned about the impact of this review and subsequent move on my brother's health and wellbeing.
- Broadly, my concerns can be categorised as those arising from him having to move at all (which following recent discussions between Kirklees and Together Housing I understand is now inevitable), and concerns specifically related to if Kirklees should decide to withdraw from service provision and use private providers. Continued at the end of this form.

All comments received to Question 8: If the decision is taken to support these proposals, in what ways could we support you and/or your loved one?

- We are not supported now by the council with the difficulties we face on a daily basis with the residents. They all have their individual needs which have already been badly affected by the current lack of services to meet their needs.
- Ensure all service users and staff receive the correct information and kept up to date regularly and ensure if tenants have to move it is done in a personal centred way and not done for the cost.
- n/a
- I applied for my job because it's what I wanted to do. Due to my health issues, I would struggle to cope with a different job. I would be happy to accept a redundancy offer.
- Most of the tenants at Brighton Court do not have any positive family relationships so are very much reliant on the formal support they receive. One tenant has discussed with me what life before Brighton Court was like, and how happy and safe they now are. Even going on to say that since the passing of their mum, they feel like Brighton Court was given to them as a blessing from their mum, as their mum could no longer make sure they are safe, but mum has made sure they are safe now by living at Brighton Court.
- The ways in which you could support myself and other staff members and tenants is by keeping us well informed and revaluation of Brighton Court service and job roles and grades in line with different challenges. To be given adequate training where needed and to help tenants with support to alleviate their worries and to allow them to continue to live at Brighton Court as all tenants have been in previous placements that have broken down in the past and feel that they are too vulnerable to live on their own in the community. If there are to be any redundancies to allow older employees to take early retirement so that the younger employees can keep their jobs.
- To find supported living so they can keep the skills they have learned and still do the things they like doing.
- He must be provided with a suitable alternative accommodation that is safe - i.e. not full of drug/alcohol users. He must be supported to live independently, not just in a day centre which would not support our family at all.

- N/A
- All the above points are major concerns and need to be addressed. We could be supported by our son being provided with the equivalent care, by North Kirklees Domiciliary Care within Cleckheaton.
- The Council's proposal is one sided as we have not been given any idea what or where the alternative accommodation and support will be.
- Allow our friend to remain in his home at Wilton Court
- Don't do this to them in the first place, find somewhere else to save the money. These are our most vulnerable adults who are being punished.
- Further information sent by email.
- Family is important to my grandson as is his relationship with his friends. it is important that he has easy access to these relationships and as I don't drive it is important to me that I can get to him as and when he needs me. I think communication at all levels with my grandson and the other tenants, and relatives is key in assuring we all understand what is happening from beginning to the end of the consultation and in regard to what happens afterwards. I do worry my grandson will be thrown out with no choice of a suitable place to live. is there anywhere that can meet his needs better than where he is now? this information would be helpful to know.
- Certainty that decisions will not be made purely on the ground of financial reasons when choosing a suitable alternative accommodation. I want to be involved fully in the decision-making process for the best outcomes for x. Consideration of location in relation to where family live.
- The difficulty with this is if staff go my brother will feel lost, lonely, angry and frustrated. whichever service comes in to support him will have to manage this in a way that needs to be done sympathetically. This will be a bereavement for him, he has suffered enough loss over his years. I would not be able to support him with this. This will put emotional stress and worry on me as his brother.
- Support for x to get a place to live in Mirfield. Involved in the decision-making process.
- X's views and family views taken into account. Moving cost and cost of fitting out new accommodation.
- Listen, keep us informed, get better at communication. Make decisions that are really based on the best interests of the Service Users. Find a way that my brother's PA can continue to work with him wherever he ends up living.
- Short term support to help me with daily living skills.
- Full communication and comprehensive information to the family. Continuity in care, Employment and lifestyle for x home care
- Home care
- Need full time support.

Appendix 1b – Survey – Quantitative responses

Are you completing this questionnaire as... (Please select all that apply):

- 6 (17%) A service user within a supported living setting
- 11 (31%) A carer/family member of a service user
- 2 (6%) A friend of a service user
- 11 (31%) A staff member in a supported living setting
- 3 (8%) A member of the general public
- 3 (8%) Other (please specify)

Please specify:

- 3 (100%)
-

Which of these Supported Living settings do you live at, or associate with the most?

- 10 (28%) The Mews (Mirfield)
- 12 (33%) Brighton Court (Heckmondwike)
- 11 (31%) Wilton Terrace (Cleckheaton)
- 3 (8%) Not applicable

Have you read the information available on the Kirklees website detailing the reasons why we are proposing to review the provision of supported living services and reassess/reaccommodate service users to more appropriate settings with the care and support to meet their needs?

- 27 (87%) Yes
- 4 (13%) No

Do you understand the reasons why we are proposing to review the provision of supported living services and reassess/reaccommodate service users to more appropriate settings with the care and support to meet their needs?

- 27 (77%) Yes
- 5 (14%) No
- 3 (9%) Not sure / Don't know

To what extent do you agree with these proposals?

- 0 (0%) Strongly Agree
- 2 (6%) Agree
- 7 (19%) Not sure / Don't know
- 13 (36%) Disagree
- 14 (39%) Strongly Disagree

Which one of the following would be your biggest concerns if we went ahead with these proposals? (You can select up to 5 answers)

- 27 (77%) Identifying somewhere suitable to live
- 12 (34%) Staying in the borough
- 28 (80%) Receiving the same quality of care
- 17 (49%) Getting used to new staff
- 12 (34%) Losing friendships
- 12 (34%) Losing connections to community
- 1 (3%) Additional costs / expense
- 28 (80%) Negative impact on residents' health / wellbeing
- 13 (37%) Safeguarding concerns
- 6 (17%) Potential job losses
- 7 (20%) Increased travel time to visit loved one
- 0 (0%) No concerns
- 6 (17%) Other (please specify)

Please specify:

- 6 (100%)

**What other care services do you feel would benefit you / your community in the future?
(Please select all that apply)**

- 15 (58%) Residential care
- 16 (62%) Reablement (this is a short term intervention provided by the council to help people over 18 rebuild their skills, abilities and confidence)
- 9 (35%) Assistive technology (sensors and alarms)
- 13 (50%) Home Care
- 9 (35%) Dementia Day Services
- 12 (46%) Independent Sector (Residential and Nursing Care)
- 6 (23%) Other (please specify)
Please specify:
6 (100%)

Which age category do you fall into?

- 0 (0%) 18-24
- 2 (7%) 25-34
- 1 (3%) 35-44
- 5 (17%) 45-54
- 15 (50%) 55-64
- 3 (10%) 65-74
- 1 (3%) 75 years or older
- 3 (10%) Prefer not to say

Are you...

- 6 (20%) Male
- 20 (67%) Female
- 0 (0%) Non Binary/Intersex/Not Specified
- 4 (13%) Prefer not to say

What is your ethnic group?

- 0 (0%) Asian or Asian British includes any Asian background, for example: Bangladeshi, Chinese, Indian, Pakistani
- 1 (3%) Black, African, Black British or Caribbean includes any Black background
- 0 (0%) Mixed or multiple ethnic groups includes any mixed background
- 25 (83%) White British
- 1 (3%) White Other
- 0 (0%) Another ethnic group includes any other ethnic background
- 3 (10%) Prefer not to say

Appendix 1c - Survey - Face to face responses

Overall, 11 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'. A total of 11 cases fall into this category.

A carer/family member of a service user (6)

- A service user within a supported living setting (5)
- A friend of a service user (-)
- A staff member in a supported living setting (-)
- A member of the general public (-)
- Other (please specify) (-)

Which of these Supported Living settings do you live at, or associate with the most?

- Brighton Court (Heckmondwike) (5)
- The Mews (Mirfield) (4)
- Wilton Terrace (Cleckheaton) (2)
- Not applicable (-)

Have you read the information available on the Kirklees website detailing the reasons why we are proposing to review the provision of supported living services and reassess/reaccommodate service users to more appropriate settings with the care and support to meet their needs?

- Yes (3) 60%
- No (2) 40%

Do you understand the reasons why we are proposing to review the provision of supported living services and reassess/reaccommodate service users to more appropriate settings with the care and support to meet their needs?

- Yes (8) 80%
- No (2) 20%

To what extent do you agree with these proposals?

- Disagree (5) 46%
- Strongly Disagree (5) 46%
- Not sure / Don't know (1) 9%

Please tell us your reasons for this view:

- Brighton Court is my grandson's home; it has taken time for him to learn the skills that have enabled him to be confident and independent in living in this type of environment. He has formed friendships with the other tenants and within the local community. To propose he be reviewed and moved is wrong.
- This is x's home and where she has lived for a long time. The community is where she has grown up and is familiar with. Unable to quantify how massive that is in words. The upheaval - Trying not to think about it. Don't think Officers really understand how much of a negative impact this will make.
- The council has talked about having someone independent person coming to scrutinise the consultation process which I do not have any trust in. I do not think the proposal is fair to the people who use these services. They are already assessed as needing these services, to move my brother to a place where he will not know anyone, where he is not familiar with his surrounding is wrong. My brother is a creature of habit and routine he needs this for consistency. There is a knock-on effect to losing team ethic, as the teams know and have the insight into my brothers needs and the support he requires.
- Kirklees put our relative there only 12 months ago and said it was the place for her to be.
- I am extremely concerned about the impact of this review and subsequent move on my brother's health and wellbeing. Broadly, my concerns can be categorised as those arising from him having to move at all (which following recent discussions between Kirklees and Together Housing I understand is now inevitable), and concerns specifically related to if Kirklees should decide to withdraw from service provision and use private providers. Continued at the end of this form.

Which one of the following would be your biggest concerns if we went ahead with these proposals? (You can select up to 5 answers)

- Identifying somewhere suitable to live (10)
- Receiving the same quality of care (8)
- Staying in the borough (7)
- Getting used to new staff (7)
- Other (please specify) (6)

- Negative impact on residents' health / wellbeing (4)
- Losing friendships (2)
- Losing connections to community (2)
- Safeguarding concerns (2)
- Increased travel time to visit loved one (2)
- Additional costs / expense (-)
- Potential job losses (-)

Please specify:

- Losing friendships, losing contact to the area, Extra cost/expenses, Negative effect on health/wellbeing, Safeguarding concerns, Possible job loses, longer travel time for family/friends to visit and to visit them, Feeling lonely, loss of normal daily routine.
- Losing connections to community, Negative impact on residents health / wellbeing
- Losing friendships, losing contact to the area, extra cost/expenses, negative effect on health/wellbeing, safeguarding concerns, possible job loses, longer travel for family/friends to visit and to visit them, feeling lonely, Loss of normal daily routine, longer travel time to go to my social activities or place of work.
- Losing friendships, losing contact to the area, extra cost/expenses, negative effect on health/wellbeing, safeguarding concerns, possible job loses, longer travel for family/friends to visit and to visit them, feeling lonely, Loss of normal daily routine, longer travel time to go to my social activities or place of work.
- Losing contact to the area, extra cost/expenses, negative effect on health/wellbeing, safeguarding concerns, possible job loses, longer travel for family/friends to visit and to visit them, feeling lonely, Loss of normal daily routine, longer travel time to go to my social activities or place of work.
- Losing friendships, extra cost/expenses, negative effect on health/wellbeing (anxious), safeguarding concerns (Wouldn't feel safe), possible job loses, longer travel for family/friends to visit and to visit them, feeling lonely, Loss of normal daily routine, longer travel time to go to my social activities or place of work.

If the decision is taken for the Council to go ahead with these proposals, in which ways could we support you or your loved one?

- Family is important to my grandson as is his relationship with his friends. it is important that he has easy access to these relationships and as I don't drive it is important to me that I can get to him as and when he needs me. I think communication at all levels with my grandson and the other tenants, and relatives is key in assuring we all understand what is happening from beginning to the end of the consultation and in regard to what happens afterwards. I do worry my grandson will be thrown out with no choice of a suitable place to live. is there anywhere that can meet his needs better than where he is now? this information would be helpful to know.
- Certainty that decisions will not be made purely on the ground of financial reasons when choosing a suitable alternative accommodation. I want to be involved fully in the decision-making process for the best outcomes for x. Consideration of location in relation to where family live.
- The difficulty with this is if staff go my brother will feel lost, lonely, angry and frustrated. whichever service comes in to support him will have to manage this in a way that needs to be done sympathetically. This will be a bereavement for him, he has suffered enough loss over his years. I would not be able to support him with this. This will put emotional stress and worry on me as his brother.

- Support for x to get a place to live in Mirfield. Involved in the decision-making process. X's views and family views taken into account. Moving cost and cost of fitting out new accommodation.
- Listen, keep us informed, get better at communication. Make decisions that are really based on the best interests of the Service Users. Find a way that my brother's PA can continue to work with him wherever he ends up living.
- Short term support to help me with daily living skills.
- Full communication and comprehensive information to the family. Continuity in care, Employment and lifestyle for Julie
- Home care
- Need full time support.

**What other care services do you feel would benefit you / your community in the future?
(Please select all that apply)**

- This question is difficult to answer as no one knows the future. Therefore irrelevant.
- Support from private services that are not provided by the council.
- To know what other service would be available.
- Short term support - Unsure what this means. Assistive technology - Need more details. Home care - I don't understand the question.

Which age category do you fall into?

- 55 - 63 (3) 50%
- 65 - 75 (1) 17%
- 75 Years or older (1) 17%
- Prefer not to say (1) 17%

Are you?

- Male (3) 50%
- Female (2) 33%
- Prefer not to say (1) 17%

What is your ethnic group?

- White British (5) 83%
- Prefer not to say (1) 17%

Do you have any further comments or views you would like to share?

- I think this is unfair on everyone who lives at Brighton court and in the other supported living services. Why are the council not looking at services that do not impact on the most vulnerable people. I am very upset that this is happening, this is people's homes. Questions - if this proposal means my grandson has to move will the council be paying for any moving expenses? this cost should not be placed on people whose choice would be to stay in their current homes. My grandson likes routine and does not adapt to change well, I am worried about the impacts this will have on him and myself not being in a position to support him through this because of current distance and age, also other close family members are not in a position to support. I am also worried about the safeguarding concerns. My grandson has fallen victim to financial abuse in the past if the right support is not in place this could happen

again. This and other types of abuse are a concern to me because of his vulnerability. Increased travel time.

- We know this will have a massive impact on x - The unknown impact is a worry and how the change will affect her going forward not just emotionally but physically and her mental health, health and well-being.
- My main concerns are the impacts this proposal will have on my brother if he has to be reaccommodated. My brother is very routined and does not deal well with change. Since living at Wilton, he has been supported to manage his behaviours. Any changes to this may result in his previous violent tendencies coming back. I feel that the consultation is a social exercise of tick boxes, this is morally the wrong thing to do and a decision based on the council being reactive to the financial situation it is in. Surely other options can be looked at that don't affect the lives of the most vulnerable. Has the Council looked at being the landlord of the Mews and scoped out how this can save money? I am worried that moving to a private sector model will take away the continuity of care and quality my brother already receives. Nothing in the proposal is concrete or definitive and therefore families are being consulted on what if's and maybe's. This is not good for us nor the people who this will directly affect.
- X has lived in Mirfield all her life without any support from Kirklees. Until she was 49 years old and her mum's dementia deteriorated. She was (14 months ago) then put into the Mews which was considered the best place to meet her needs. At this point she was made to buy a cooker, washing machine and fridge freezer along with other household items to furnish her flat. X has a routine and knows it well enabling her to be independent in the community. Any change to this routine has a detrimental effect on her wellbeing - Because of Christmas her day centre and college are closed This has caused X a lot of anguish / anxiety and has completely thrown her routine - X has been constantly ringing and turning up at her stepfathers house not knowing what to do with herself. Moving her from Mirfield will put her back 15 years in her development and independence I consider that Kirklees have run the place for the last 10/12 years with no real thought to the cost of it. I consider this still to be the case which is why it is in this position of potential closure - Three office rooms with eight computers at which the staff are never away from when they are supposed to be caring. This will not help to keep it open Where she is currently friends and family can visit often - Moving her may mean that she loses those relationships.
- 1. Concerns related to a move under any circumstances - From my brother's perspective, it appears unlikely that there will be significant benefits to an alternative setting i.e. anything which will improve his quality of life. As yet no one has been able to provide me any examples of a benefit. But there will be a considerable period of extreme distress for him, which will have a significant adverse effect on his wellbeing. His disability means that every tiny change is a massive issue for him, things that most of us would deem insignificant are incredibly difficult. When he had to move from X to The Mews (approximately 2010 I believe), I would say it took him around 5 years to get back to anything close to equilibrium. Spending time with him was very difficult and distressing for myself and mum during that time - he was unable to think or talk about anything else for much of the time we spent with him. He was angry and upset and argued about tiny everyday things – it was virtually impossible to have a conversation with him without it turning into an argument. And even now he still gets angry about having to move from X as soon as something upsets or worries him. As an example of his continuing resentment, a few weeks ago he was expressing his anxiety to me about a forthcoming hospital appointment. Completely unprompted, he shifted the conversation around to when he had to move from X. He said, and I quote “that was the worst day of my life - I hope I never have to go through that again”. That was extremely difficult for me to hear, knowing what is ahead of him. And that is how he still feels, some 13 years after the event, and even after losing his mum less than a year ago. Whilst objectively his flat at The Mews is much nicer than the room and shared facilities he had at X, that is worth nothing to X compared to all the upheaval of having to move, and all the small things (which would be insignificant for most of us) which aren't as they were at X. I have no reason to think that another move would have

less impact. My brother also has a recently diagnosed physical health condition. The symptoms of this are limiting his daily activities to a degree, and appear to be exacerbated by anxiety, so I am additionally concerned that the emotional distress caused by having to move will increase these symptoms and cause further limitation.

2. Concerns related to moving to a private provider - Quality of care - The estimated cost saving of closing The Mews and moving to a private provider is £200k p.a. I don't see how a private provider can provide a service that is as good as the current Service, for such a significantly lower cost. So, I have concerns about the quality of the service from a private provider. The Proposal document that went to Cabinet states that the majority of current Service expenditure is staff costs. So perhaps lower costs may be achieved by employing fewer staff or having lower rates of pay and less beneficial terms and conditions. All of these are likely to adversely affect staff morale and lead to poorer performance and care, and higher staff turnover, to the detriment of service users. However, much staff working in the sector are doing so for altruistic reasons, rates of pay and conditions of employment are still important. If a private provider is a company who is in business to make money, then the bottom line is always going to be the priority for the company. I am deeply concerned that profit will take priority over quality of care, and that standards may be allowed to slip. I have many years of experience of working with Residential Care Homes for the Elderly as part of my job, and I know how variable standards can be. And how mistakes can happen when there is frequent staff turnover, too few staff and low levels of morale and motivation.

Stability - I have concerns about the relative stability of a private provider. If a provider goes out of business or decide to sell the company then that will inevitably lead to disruption and upheaval to a greater or lesser degree, whether it is a new set of staff and ways of working, or potentially even another move.

General - It seems that a move is inevitable, given what I've been told this week about discussions with Together Housing. And that is bad enough, but to move to a private provider as well would mean that every aspect of my brother's life would change. His home, the staff, probably his PA, his location, ways of working, absolutely everything would change. And given that my brother is not able to deal with change, I just can't imagine how bad that's going to be for him.

Additional comments - Losing connections to community - My brother has a Personal Assistant funded through his Direct Payments with whom he has an extremely good relationship. He has a very specific "requirement" to go out to see music on a Saturday evening – his current PA is willing/able to work with him on Saturday evenings, most are not. He would be extremely upset if she was no longer able to work with him due to relocating, and previous experience suggests it would be difficult to find someone else to do this. Being able to do this over the last few years has had a really positive impact on his quality of life and is extremely important to him. My brother also has a Key Worker at The Mews with whom he has a particularly good connection; it would be an enormous loss to him if she is no longer able to work with him.

Safeguarding - My brother is extremely vulnerable, and I am very concerned that he should not go to live anywhere that doesn't have a secure entrance and 24/7 staffing. He definitely should not be in a situation where someone could ring his doorbell and take advantage of his vulnerability. He has a naturally kind nature and more than once has given money to people who have asked for it when out and about – he does not understand money or recognise the value of notes and coins, so is easily taken advantage of. He is unable to use a phone and needs someone to be available for occasions when problems do crop up or such things as medication that is used on a "when required" basis.

We've been told that this whole process could take up to two years – obviously I'm very concerned about this. I'm told that someone will be speaking to my brother before the Consultation closing date about this process, I still feel that however sensitively this is done, two years is an extremely long time for him to know that he is going to have to move, but not when or where. That will be very difficult for him, and just prolong the trauma of the whole experience.

I'm also concerned that the way the proposal is worded implies that service users potentially might move from The Mews to one of the other properties, then later on have to move again

to somewhere else. At the meeting in November, when this question was asked, the person answering was not able to state categorically that no-one would have to move twice, but only that Kirklees would try to avoid this. I think to force two moves on to any of these extremely vulnerable people would be totally unacceptable, and the Council must find a way to avoid this.

Kirklees' Vision for Adult Social Care repeatedly states that the Council "want every person in Kirklees who needs social care to be able to live the life that matters to them; with the people they value, in the places and communities they call home," But if this proposal goes ahead, it will take away my brother's home, and very likely the people and community he values.

- Our preferred option for X would be for her to remain at the Mews, she is settled there, she feels secure and feels safe, she has a good life and lifestyle there. X has a good rapport with the staff who assist her in living as independently as possible for example by taking her food shopping, meal planning and cooking her own meals, ensuring that she keeps her flat clean and tidy and that she attends to her personal hygiene. At the Mews X has been taught skills which have taken months of training which we would take for granted for example going to the local nail bar on her own to have her nails done, going to the local shop to have a sandwich made and pay for it. In addition, after much support X is now able to travel to her place of work by taxi unaccompanied. Carers from the Mews take X to classical musical concerts at local venues, arrange and accompany her on days out, and take her on the occasional overnight excursion, all of which are hugely enjoyed by X and enable her, rightly, to live a life as the rest of us are able to do. X needs her own flat and independent whilst supported living, we know that if X is in shared accommodation, she is unable to cope, retreats to her room and will not come out. X appreciates and uses constantly the safe outside space which she has access to at the Mews. X attends daycare and works at X. X loves day care and being at X always talks about it and thrives on the responsibility that this gives her. X's learning difficulties give rise to her needing routine, stability and certainty in all aspects of her life, X always plans ahead whether it is the next person who is going to telephone her. her birthday party which she has already arranged, visits from relatives and outings, with Blackpool illuminations 2024 already in her diary - Her diary being completely and accurately maintained in her mind, she remembers everybody's birthday / wedding anniversary / important dates for people and events. X can be difficult and so the rapport she has built up with her carers and staff at the Mews has been hard won. X responds badly to change and can become difficult to communicate with in these situations, not accepting or understanding reasoning and/or explanations. We are concerned that a change to X living arrangements and/or care could result in a serious regression in her ability to maintain the level of independence she has achieved. In the event that the Mews closes, X needs as much continuity of her lifestyle as referred to above, and as little disruption to the provision of her care, employment and activities for her wellbeing. X reacts extremely badly and often, what we would deem to be, irrationally to all change and disruption to her routine. As a family we have all had telephone conversations where X has slammed the telephone down because she perceives things differently to us. If X hears that she will be leaving the Mews it is certain that she will contact all family members by telephone, will not listen to reason or be able to discuss what is happening in a rational way with us and will, because we have previous experience of this from minor issues, be making telephone calls 24 /7. It is not unusual for X to make a dozen telephone calls in quick succession if things are not going her way and she is not getting the answer or response she wants. X has no filter of reasonable behaviour on these occasions. As a family we are concerned, as some of us are some distance away from X, some are elderly, and X's main guardian has just recently become a widow.
- I want to stay where I am the staff at Brighton Court are very nice You will not save any money if you close either of these.
- I don't want to move; this is the first time in my life that I feel settled. I have lived in the community before. I had support worker, but this did not last long and broke down. I am happy where I am and I like the staff that support me. I feel safe and continue to learn new skills.

- I just don't want to lose my home. Always been in supported living don't want to live some.

Appendix 1d - Survey - Summary Report

Following approval at the Cabinet meeting held on 26th September 2023, a public consultation has been undertaken on the proposals for the future of The Mews (Mirfield), Brighton Court (Heckmondwike) and Wilton Terrace (Cleckheaton).

The supported living consultation was launched on 18.10.2023 and ran for a period of 12 weeks with a closing date of 10.01.2024.

The consultation consisted of an online survey which asked for views on the proposals to reassess / reaccommodate service users from The Mews, Brighton Court and Wilton Terrace, and to gather views on further support the council could offer service users and their families should the proposals take place.

The online survey was also supported with a number of in-person one to one sessions which gave respondents the opportunity to complete the survey face to face.

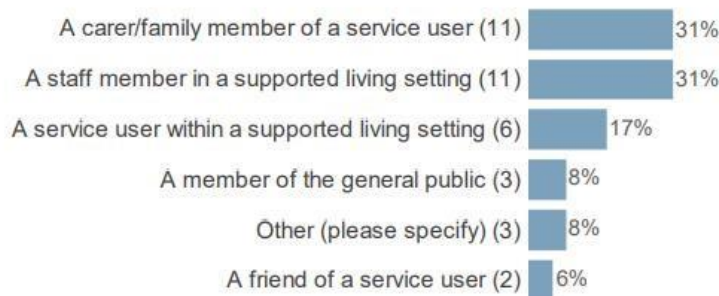
This report shows the results of the closed questions in the survey along with a discussing a number of themes which have emerged from the open responses.

Who has taken part?

This survey has received 36 responses.

Respondents were firstly asked in what capacity they were taking part in the survey, with the ability to select more than one answer to this question:

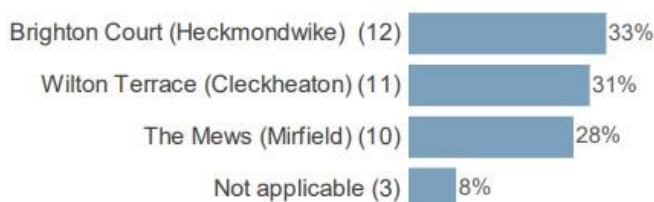
Are you completing this questionnaire as... (Please select all that apply):



Three respondents **selected other** and described themselves as a councillor testing the consultation, an NHS professional and a personal assistant.

Respondents were then asked which of the three supported living settings they either lived at or associated with the most.

Which of these Supported Living settings do you live at, or associate with the most?



Respondents were also asked several other demographic questions including their age, gender and ethnicity. Results of these can be found in the appendix.

Results

Respondents were asked a series of questions to help the council better understand how much they agreed with the proposals to reassess / reaccommodate service users at The Mews, Brighton Court and Wilton Terrace.

The first question was asked to see if people taking part in the consultation had read the information detailing the reasons for the proposals:

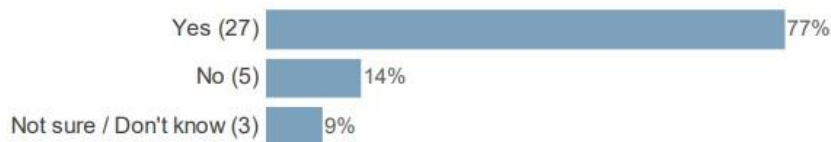
Have you read the information available on the Kirklees website detailing the reasons why we are proposing to review the provision of supported living services and reassess/reaccommodate service users to more appropriate settings with the care and support to meet their needs?



Results showed that 87% of respondents had read the proposals.

The second question was asked to see if respondents clearly understood the reasons why Kirklees are proposing to reassess / reaccommodate service users at The Mews, Brighton Court and Wilton Terrace.

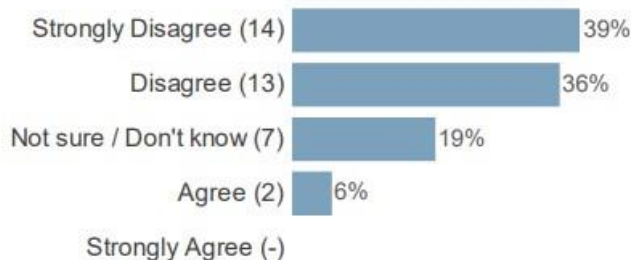
Do you understand the reasons why we are proposing to review the provision of supported living services and reassess/reaccommodate service users to more appropriate settings with the care and support to meet their needs?



Results showed that 77% of respondents did understand the reasons for the proposals.

Respondents were then asked whether or not they agreed with the proposals.

To what extent do you agree with these proposals?



Results showed that 75% of respondents disagreed/strongly disagreed with the proposals. 6% of respondents agreed/strongly agreed, with 19% unsure.

To understand why people did not agree with the proposals, respondents who had selected 'disagreed' or 'strongly disagreed' were then asked an open question to provide reasons for this view.

There were 21 comments received on this question.

The three most common themes can be categorised in the following way:

- **The negative impact on service users and their families**
- **Finding suitable alternative care**
- **Council budget mismanagement**

The negative impact on service users and their families

This was the biggest theme to emerge. Respondents commented that service users were vulnerable adults, many of whom had resided in the setting(s) for years and felt safe, settled and at home there. Service users had forged all-important friendships, a sense of community and benefitted from the consistency and care from staff who were familiar with them and their needs. Concerns were raised that the upheaval of moving service users away from their homes would cause a significant degree of anxiety and upset, as well as have a detrimental and disruptive effect on their wellbeing and mental health, and that of their families.

Finding suitable alternative care

Respondents commented that the current provision provides service users with a level of independence, life skills and confidence that residential care would not. They claimed that reaccommodating may result in them having to live somewhere less suited to their needs, further away from familiar surroundings, staff and friends; and potentially offering a poorer standard of care. It was also suggested that moving could put some service users at renewed risk of abuse and exploitation if the decision was taken for them to live alone in the community.

Council budget mismanagement

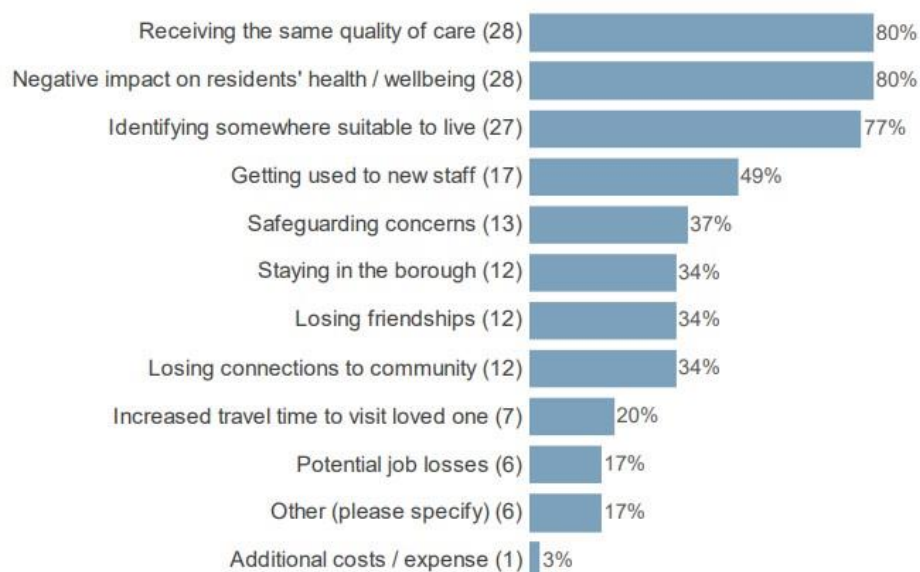
Respondents commented that it was unfair to move vulnerable adults away from a safe and settled environment as a result of the council having mishandled or misappropriated their funds. It was suggested that the council's priority should be person-centred care as opposed to making budget savings.

Other topics discussed from the responses included:

- **Longer term financial implications for the council and service users**
- **Not enough/unclear information shared regarding future alternative living arrangements.**
- **Service users have spent money on furnishings / decorating their accommodation.**
- **Prices may be driven up by turning the provision over to private providers.**

Respondents were then asked what their biggest concerns would be if these settings were closed.

Which one of the following would be your biggest concerns if we went ahead with these proposals? (You can select up to 5 answers)



Results showed that the **highest four concerns** selected from the list by people were:

- Receiving the same quality of care (80%)
- Negative impact on residents' health / wellbeing (80%)
- Identifying somewhere suitable to live (77%)
- Getting used to new staff (49%)

Results showed that the **lowest four concerns** selected from the list by people were:

- Losing connections to community (34%)
- Increased travel time to visit loved one (20%)
- Potential job losses (17%)
- Additional costs / expense (3%)

There were 6 people who **selected other** with concern raised regarding losing contact to the area, extra cost/expenses, negative effect on health/wellbeing, safeguarding concerns, possible job losses, longer travel for family/friends to visit and to visit them, feeling lonely, loss of normal daily routine, and longer travel time to go to social activities or place of work. All respondents were then asked an open question to understand what support could be offered if the proposals went ahead.

There were 24 comments received on this question which a number of themes arose.

The four most common themes discussed in this question can be categorised in the following way:

- **A person-centred approach**
- **Communication**
- **Practical support**
- **Support for staff**

A person-centred approach

This was the biggest theme to emerge from the comments. Respondents discussed the vulnerability of service users and stressed the importance of handling the process sympathetically given the amount of emotional distress it was likely to cause both to them and their families. Respondents called for the needs of the service users to be placed above cost-cutting. They appealed for continuity of care, and for service users to either remain in their current homes or stay in the same locality where family, friends and carers could continue to support them. It was stressed that all decisions needed to be based on the best interests of those impacted.

Clear communication

Respondents called for clear communication from the council throughout the process – involving service users, family members and carers; keeping everyone fully informed with any decisions and taking their views into account. Some respondents commented that not enough information had been shared up till now regarding what the alternative accommodation or support would look like.

Finding a suitable alternative

The importance of finding suitable and safe alternative accommodation for service users was highlighted. Ensuring they were transferred to a setting where they would be able to maintain the lifestyle, skills and independence they had gained. The council offering financial help with moving costs / new furnishings was also suggested.

Support for staff

Keeping staff fully up to date with correct information throughout the process was raised within the comments. Considering offering staff extra training, redundancy or early retirement where applicable was also suggested.

The final question asked what other care services would benefit them in the future. Respondents were able to select as many as applied.

What other care services do you feel would benefit you / your community in the future? (Please select all that apply)

- 15 (58%) Residential care
- 16 (62%) Reablement (this is a short term intervention provided by the council to help people over 18 rebuild their skills, abilities and confidence)
- 9 (35%) Assistive technology (sensors and alarms)
- 13 (50%) Home Care
- 9 (35%) Dementia Day Services
- 12 (46%) Independent Sector (Residential and Nursing Care)
- 6 (23%) Other (please specify)
Please specify:
6 (100%)

The **highest three selected** by respondents were:

- Reablement (62%)
- Residential care (58%)
- Home care (50%)

The **lowest three selected** by respondents were:

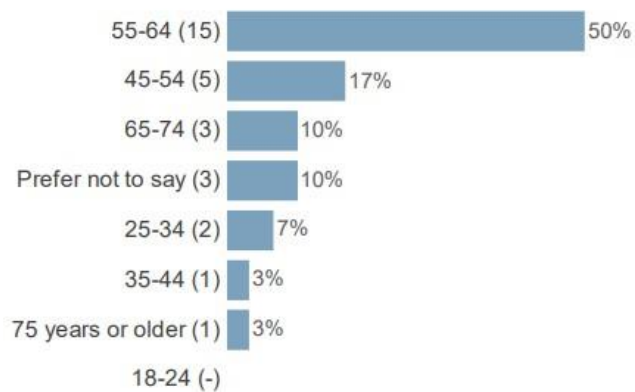
- Independent sector (46%)
- Dementia day services (35%)
- Assistive technology (35%)

Those who **selected other** mentioned complex adults, supported living, support from private services and asked to receive more information about what services were available.

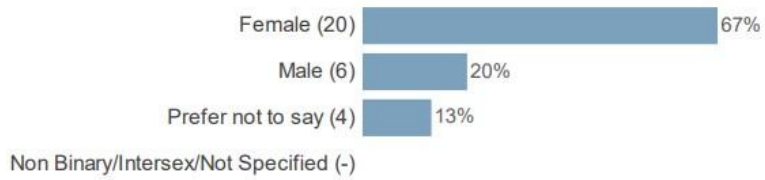
Appendix

Demographics of respondents:

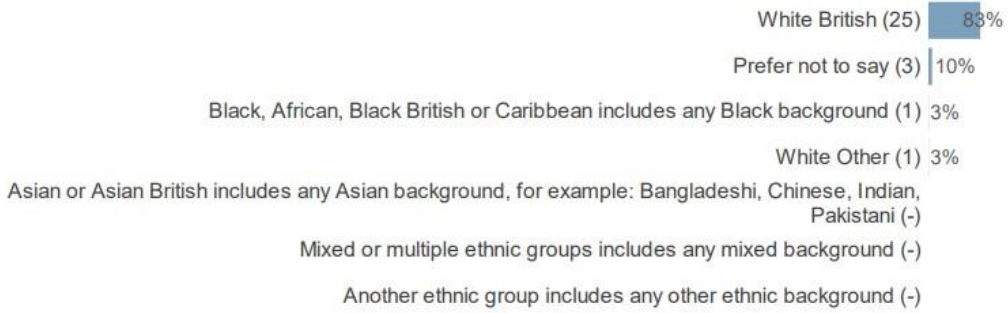
Which age category do you fall into?



Are you...



What is your ethnic group?



Appendix 1e – Survey – Highlights

Who took part?

- The supported living consultation was launched on 18.10.23 and ran for a period of 12 weeks with a closing date of 10.01.2024.
- The survey has received 36 responses – 25 online, 11 face to face.
- The largest groups of responses (62%) were received from staff members and carers/family members of a service user.
- Only 8% of respondents selected that they did not associate with at least one of the supported living settings.

Respondents' understanding of/agreement with the proposal.

- 87% of respondents had read the proposals with 13% selecting they had not.
- 77% understood the reasoning behind the proposals with 14% saying they did not and 9% saying they were unsure.
- 75% of respondents disagreed/strongly disagreed with the proposal, 6% of respondents agreed/strongly agreed and 19% said they were unsure.
- There were 21 comments received regarding why people did not agree with the proposals, with the three most common themes as follows:
 - o The negative impact on service users and their families
 - o Finding suitable alternative care
 - o Council budget mismanagement

Impact of proposed closures

- The highest four concerns selected from the list provided were:
 - o Receiving the same quality of care
 - o Negative impact on residents' health / wellbeing
 - o Identifying somewhere suitable to live
 - o Getting used to new staff.
- There were 24 comments received regarding what support could be offered if the proposals went ahead, with the 4 most common themes as follows:
 - o A person-centred approach
 - o Communication
 - o Practical support
 - o Support for staff
- The highest three options selected by respondents regarding what other care services would benefit them in the future were:
 - o Reablement
 - o Residential care
 - o Home care

Appendix 1f - Themed feedback from families

Index

1. [The proposal presented at Cabinet 26/09/23.](#)
2. [Council procedures / strategy.](#)
3. [Service Cuts](#)
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5. [Developed relationships.](#)
6. [Impact on Health and wellbeing](#)
7. [Travel, Distance and Location](#)
8. [Community links](#)
9. [Cost implication](#)
10. [Suggested options for consideration.](#)
11. [Pleas from families](#)

Feedback from families

1. The proposals presented at Cabinet 26/09/23

- This proposal is seriously flawed and is discriminatory to the most vulnerable people in our community.
- This is just a money saving exercise, that has been rushed through, without considering the implications.
- This proposal is going to take a very long time to implement, and it will be very costly, so I can see no benefit in financial terms.
- The way the proposal is worded implies that service users potentially might move from The Mews to one of the other properties, then later on have to move again to somewhere else. I think to force two moves on to any of these extremely vulnerable people would be totally unacceptable, and the Council must find a way to avoid this.
- This is an exercise in outsourcing care to the private sector, without a care for the people involved.
- People are still not clear about what will happen or where they will go. There is nowhere else for them to go in Kirklees with the level of support they need.
- Consultation has been rushed, not thought out properly and not accessible or clear for people.

2. Council procedures / strategy.

- The council have a moral duty and obligation to support the most vulnerable people in our community.
- We are in this dire situation because the council have neglected these services for far too long, and now the most vulnerable people in the community are paying the price for that neglect.
- Is it not the case that health and social care is meant to be the number one priority for all councils?
- The council will still have a responsibility to provide funding towards care costs, whether the care is private or otherwise.
- The council do not care how this is going to affect the residents and their families for years to come.

- Kirklees' Vision for Adult Social Care repeatedly states that the Council "want every person in Kirklees who needs social care to be able to live the life that matters to them; with the people they value, in the places and communities they call home," But if this proposal goes ahead, it will take away my brother's home, and very likely the people and community he values.
- People have been assessed under the Care Act and therefore the support cannot be changed.

3. Service Cuts

- Why are they looking at making cuts to the most important sector of the council's budget?
- Surely there are many other ways budgets should be cut first before this.
- You will be making our family members pay the price to keep other social care services running.
- You say you empathise with us, but you don't.
- As yet no-one has been able to provide me any examples of a benefit.

4. Perception of care in the independent sector

- I have concerns about the relative stability of a private provider. If a provider goes out of business or decide to sell the company then that will inevitably lead to disruption and upheaval to a greater or lesser degree, whether it is a new set of staff and ways of working, or potentially even another move.
- The estimated cost saving of closing The Mews and moving to a private provider is £200k p.a. I don't see how a private provider can provide a service that is as good as the current Service, for such a significantly lower cost. So, I have concerns about the quality of the service from a private provider.
- I have many years of experience of working with Residential Care Homes for the Elderly as part of my job, and I know how variable standards can be. And how mistakes can happen when there is frequent staff turnover, too few staff and low levels of morale and motivation.
- If a private provider is a company who is in business to make money, then the bottom line is always going to be the priority for the company.
- I am deeply concerned that profit will take priority over quality of care, and that standards may be allowed to slip.
- We have had previous experience of private sector support workers. Whilst a few were good, the majority were totally inadequate with little support experience and no experience of working with people with autism.

5. Developed Relationships

- My brother has a Key Worker at The Mews with whom he has a particularly good connection; it would be an enormous loss to him if she is no longer able to work with him.
- My brother has a Personal Assistant with whom he has an extremely good relationship. He has a very specific "requirement" to go out to see music on a Saturday evening – his current PA is willing/able to work with him on Saturday evenings, most are not. Previous experience suggests it would be difficult to find someone else to do this.

6. Impact on Health and wellbeing

- This has caused my mother who is not in the best of health a great deal of distress - she thought my sister would be settled permanently at Wilton Terrace
- My sister's health is deteriorating – she is becoming more set in her ways and more resistant to any change in her routine.
- Due to her condition - she is more susceptible to the risk of risk of dementia so it is most likely her condition will decline even more.

- I am extremely concerned about the impact of this review and subsequent move on my brother's health and wellbeing.
- There will be a considerable period of extreme distress for him, which will have a significant adverse effect on his wellbeing.
- Moving her from her home which she loves would have a severe impact on her mental well – being and to my mind is simply not acceptable.
- I think the council needs to look at other ways to save money, as the implications of these proposals will have a massive impact on the residents and families mental health and wellbeing.
- Unless you are in this situation yourself, you cannot possibly understand how physically and mentally draining this is.
- The residents don't really have a voice themselves, as many of them will not even understand the implications of what you are proposing, but they will be the ones who suffer.
- His disability means that every tiny change is a massive issue for him, things that most of us would deem insignificant are incredibly difficult.
- When he had to previously move, it took him 5 years to get back to anything close to equilibrium. Spending time with him was very difficult and distressing for myself and mum as he was unable to think or talk about anything else. He was angry and upset and argued about tiny everyday things – it was virtually impossible to have a conversation with him without it turning into an argument. Even now he still gets angry about it as soon as something upsets or worries him.
- My brother has a diagnosed that limits his daily activities to a degree, and appears to be exacerbated by anxiety, so I am additionally concerned that the emotional distress caused by having to move will increase these symptoms and cause further limitation.
- Some of the parents are unwell themselves or retired, but we are still supporting these adults as if they were still our children.
- You want to assess all the residents from across the three homes and cause more stress and anxiety than is necessary.
- The upheaval of having to move, and all the small things (insignificant for most of us). I have no reason to think would have less impact.
- My sister loves her flat which was decorated quite recently in accordance with her taste.
- A few weeks ago, he was expressing his anxiety to me about a forthcoming appointment, completely unprompted, he shifted the conversation around to when he had to move from xx. He said, "that was the worst day of my life - I hope I never have to go through that again". That is how he still feels, some 13 years after the event, and even after losing his mum less than a year ago.
- Prior to our son living in Wilton Terrace, we went through living hell with him being in abusive relationships, contemplating suicide and not being able to care for himself properly. Things have improved greatly for him now and his life is much more stable. We have no wish to go through the past nightmares again.
- Nobody felt like they could live on their own with any of the extra support services suggested. Many people have tried living on their own before and couldn't cope, that's why they need specialist supported living.
- Doing this just before Christmas was really unfair, she has spent 5 years in XX before moving into Brighton Court. For the first time in her life, she feels settled and now this consultation has made her super anxious.

7. Travel, Distance and Location

- My mother doesn't drive so the placement at Wilton Court is ideal regarding easy access of visiting through using public transport.

8. Community links

- She is part of the local community and goes to church on Sundays and is confident enough go round the town centre on her own

9. Cost implication

- If these homes are still going to be viable, they will have to be staffed and filled with residents, so how is this going to save any money?
- Can Kirklees prove it will save them money?
- They will still have to pay for the same level of care under the Care Act, people may have to move out of area.

10. Suggested options for consideration

- This problem could be solved by just moving the residents from the Mews to the vacant places you say are available around Kirklees.

11. Pleas from families

- This is not just about saving money; this is people's lives. How can you justify this!
- If this was happening to a member of their family, they would have some idea how utterly devastating this will be for everyone involved.
- People feel like a decision will be made then people will be reassessed to fit into the new model.
- We are on call 24/7, dealing with all sorts of complications these individuals face in this uncaring, unsupportive society we live in today.

Appendix 1g – Feedback received via emails.

Feedback received.

The things that matter after 12 years at Wilton Terrace in Cleckheaton

Church, she started there as soon as she went into Wilton Terrace. She is able to go around Cleckheaton, do some simple shopping, have lunch in the park when its fine weather. She loves her flat, it's easy for her to come home and for me to visit her. Her sister and brother live not far away. She goes to the same Health centre that she has been in all her life as has I, and her brother and sister.

The downside of her moving out

She has a skin condition which has got worse over the years but has been kept in check, What affect will moving her from a familiar place do to that? She is also frailer than she used to be.

I am xx years old, how easy would it be for me to see her? I don't drive. Her sister does but isn't a confident driver. Her brother has got three children, two of which have Autism, Life is difficult enough for him.

At my age how long am I likely to be able to carry on seeing her, visiting her and having her come to stay every other weekend.

She has already been taken away from the centre she went to for about 25 years. That closed because of / during covid and she still talks about it.

The youth club in Huddersfield closed then didn't reopen as far as I know.

I am concerned that if she is moved, she will go downhill both mentally and physically.

Her flat was decorated all through about 2 years ago.

Feedback received. 22/12/23

I am extremely concerned about the impact of this review and subsequent move on my brother's health and wellbeing. Broadly, my concerns can be categorised as those arising from him having to move at all (which following recent discussions between Kirklees and Together Housing I understand is now inevitable), and concerns specifically related to if Kirklees should decide to withdraw from service provision and use private providers.

1. Concerns related to a move under any circumstances.

From my brother's perspective, it appears unlikely that there will be significant benefits to an alternative setting i.e. anything which will improve his quality of life. As yet no-one has been able to provide me any examples of a benefit. But there will be a considerable period of extreme distress for him, which will have a significant adverse effect on his wellbeing. His disability means that every tiny change is a massive issue for him, things that most of us would deem insignificant are incredibly difficult.

When he had to move from xx to The Mews (approximately 2010 I believe), I would say it took him around 5 years to get back to anything close to equilibrium. Spending time with him was very

difficult and distressing for myself and mum during that time - he was unable to think or talk about anything else for much of the time we spent with him. He was angry and upset and argued about tiny everyday things – it was virtually impossible to have a conversation with him without it turning into an argument. And even now he still gets angry about having to move from xx as soon as something upsets or worries him.

As an example of his continuing resentment, a few weeks ago he was expressing his anxiety to me about a forthcoming hospital appointment. Completely unprompted, he shifted the conversation around to when he had to move from xx. He said, and I quote “that was the worst day of my life - I hope I never have to go through that again”. That was extremely difficult for me to hear, knowing what is ahead of him. And that is how he still feels, some 13 years after the event, and even after losing his mum less than a year ago.

Whilst objectively his flat at The Mews is much nicer than the room and shared facilities, he had at xx, that is worth nothing to him compared to all the upheaval of having to move, and all the small things (which would be insignificant for most of us) which aren't as they were at xx

I have no reason to think that another move would have less impact.

My brother also has a recently diagnosed health condition. The symptoms of this are limiting his daily activities to a degree, and appear to be exacerbated by anxiety, so I am additionally concerned that the emotional distress caused by having to move will increase these symptoms and cause further limitation.

2. Concerns related to moving to a private provider.

Quality of care

The estimated cost saving of closing The Mews and moving to a private provider is £200k p.a. I don't see how a private provider can provide a service that is as good as the current Service, for such a significantly lower cost. So, I have concerns about the quality of the service from a private provider.

The Proposal document that went to Cabinet states that the majority of current Service expenditure is staff costs. So perhaps lower costs may be achieved by employing fewer staff or having lower rates of pay and less beneficial terms and conditions. All of these are likely to adversely affect staff morale and lead to poorer performance and care, and higher staff turnover, to the detriment of service users. However, much staff working in the sector are doing so for altruistic reasons, rates of pay and conditions of employment are still important.

If a private provider is a company who is in business to make money, then the bottom line is always going to be the priority for the company. I am deeply concerned that profit will take priority over quality of care, and that standards may be allowed to slip.

I have many years of experience of working with Residential Care Homes for the Elderly as part of my job, and I know how variable standards can be. And how mistakes can happen when there is frequent staff turnover, too few staff and low levels of morale and motivation.

Stability

I have concerns about the relative stability of a private provider. If a provider goes out of business or decide to sell the company then that will inevitably lead to disruption and upheaval to a greater or lesser degree, whether it is a new set of staff and ways of working, or potentially even another move.

General

It seems that a move is inevitable, given what I've been told this week about discussions with Together Housing. And that is bad enough, but to move to a private provider as well would mean that every aspect of my brother's life would change. His home, the staff, probably his PA, his location, ways of working, absolutely everything would change. And given that my brother is not able to deal with change, I just can't imagine how bad that's going to be for him.

If the decision is taken for the Council to go ahead with these proposals, in which ways could we support you or your loved one?

Listen, keep us informed, get better at communication. Make decisions that are really based on the best interests of the Service Users. Find a way that my brother's PA can continue to work with him wherever he ends up living.

Additional comments

Losing connections to community

My brother has a Personal Assistant with whom he has an extremely good relationship. He has a very specific "requirement" to go out to see music on a Saturday evening – his current PA is willing/able to work with him on Saturday evenings, most are not. He would be extremely upset if she was no longer able to work with him due to relocating, and previous experience suggests it would be difficult to find someone else to do this. Being able to do this over the last few years has had a really positive impact on his quality of life and is extremely important to him.

My brother also has a worker at The Mews with whom he has a particularly good connection; it would be an enormous loss to him if she is no longer able to work with him.

Safeguarding

My brother is extremely vulnerable, and I am very concerned that he should not go to live anywhere that doesn't have a secure entrance and 24/7 staffing. He definitely should not be in a situation where someone could ring his doorbell and take advantage of his vulnerability. He has a naturally kind nature and more than once has given money to people who have asked for it when out and about – he does not understand money or recognise the value of notes and coins, so is easily taken advantage of. He is unable to use a phone and needs someone to be available for occasions when problems do crop up or such things as medication that is used on a "when required" basis.

We've been told that this whole process could take up to two years – obviously I'm very concerned about this. I'm told that someone will be speaking to my brother before the Consultation closing date about this process, I still feel that however sensitively this is done, two years is an extremely long time for him to know that he is going to have to move, but not when or where. That will be very difficult for him, and just prolong the trauma of the whole experience.

I'm also concerned that the way the proposal is worded implies that service users potentially might move from The Mews to one of the other properties, then later on have to move again to somewhere else. At the meeting in November, when this question was asked, the person answering was not able to state categorically that no-one would have to move twice, but only that Kirklees would try to avoid this. I think to force two moves on to any of these extremely vulnerable people would be totally unacceptable, and the Council must find a way to avoid this.

Kirklees' Vision for Adult Social Care repeatedly states that the Council "want every person in Kirklees who needs social care to be able to live the life that matters to them; with the people they value, in the places and communities they call home." But if this proposal goes ahead, it will take away my brother's home, and very likely the people and community he values.

Appendix 1h – Stakeholder feedback form

| Stakeholder ref 001 | |
|--|--|
| Which care home do you provide goods and services to? | Wilton Terrace |
| Are you aware of the proposals? | No |
| Do you understand the reasons behind them? | NO |
| Do you agree with them? | NO |
| Do you have any concerns about the proposals? | I'm 62 so it won't be easy for me to find employment should the outcome of the review be to stop providing Supported Living out of Wilton Terrace. |
| What impact are proposals likely to have on you and your business? | It will make a difference to my finance as I will need to find another day's worth of work to cover my lost income if the closure goes ahead. |

| Stakeholder ref 002 | |
|--|---|
| Which care home do you provide goods and services to? | The Mews |
| Are you aware of the proposals? | NO |
| Do you understand the reasons behind them? | NO |
| Do you agree with them? | YES/ NO – Not sure |
| Do you have any concerns about the proposals? | No, not significantly only one customer and really only continuing to provide them with a service because they feel a little sorry for them and know that he would not like to have this routine changed. |
| What impact are proposals likely to have on you and your business? | He has autism and any changes the Council make would be a challenge for him due to his need for routine, familiarity and predictability. KC would need to take this into account when considering changing his supported living arrangements, and presumably there will be other residents in a similar situation. Declined any additional information. |

| Stakeholder ref 003 | |
|---|--|
| Which care home do you provide goods and services to? | All 3 sites |
| Are you aware of the proposals? | NO |
| Do you understand the reasons behind them? | NO – explained the proposals. |
| Do you agree with them? | NO |
| Do you have any concerns about the proposals? | Make little difference as semi-retirement but enjoy working with the residents and staff at the schemes. |

| | |
|---|--|
| <p>What impact are proposals likely to have on you and your business?</p> | <p>Would be really upset if these sites closed or were repurposed. Devasting for people living there who are part of a small community and have a strong sense of belonging. One resident has been in his home for 12 years, so imagine how they would feel if they had to move out or were left behind if others moved out and new staff took on the supporting role. These people are in there for a reason and Kirklees should find the funding to keep them open as they do a fantastic job for the community, which is aging and in need of more provision not less. The staff are fantastic and the residents are well looked after and kept relatively independent because they receive effective support. <i>In response to explaining the options the Council are considering he responded:</i> 'Private sector is ruled by profit and can exploit the fact that there is a diminishing Council offer meaning that a monopoly will exist where providers can charge high rates and deliver low quality. I strongly disagree with any policy whereby the Council transfers its provision of support and care to the private sector as its not in the long-term interests of the community.</p> |
|---|--|

| Stakeholder ref 004 | |
|--|---|
| Which care home do you provide goods and services to? | The Mews |
| Are you aware of the proposals? | YES |
| Do you understand the reasons behind them? | YES |
| Do you agree with them? | NO |
| Do you have any concerns about the proposals? | It would depend on where the resident I support would be moved to, for travel purposes. |
| What impact are proposals likely to have on you and your business? | The Resident was severely impacted the last time he was made to move out of his last home. He often tells me how he cried when he had to leave. He has been at the mews for a number of years now and I would say that it's only been within the last year that he feels a tad more settled and uprooting him again will have an extremely negative effect on his mental health and I will be the one trying to pick up the pieces and bear the brunt of his anger. |

| Stakeholder ref 005 | |
|---|----------|
| Which care home do you provide goods and services to? | The Mews |
| Are you aware of the proposals? | NO |
| Do you understand the reasons behind them? | NO |
| Do you agree with them? | Not sure |

| | |
|--|---|
| Do you have any concerns about the proposals? | Would have a very small impact on my business as I have a salon, but a bigger impact on my job satisfaction as I like doing this work because I know it is highly valued, part of a routine that supports a person's wellbeing and helps combat loneliness. I do it for social value reasons rather than financial. |
| What impact are proposals likely to have on you and your business? | If the Mews has a new provider and my client needs to get use to new staff or even has to be relocated into an alternative scheme, it will definitely affect her a lot. She really struggles with routine and even a small incident/ change can have an enormous impact on her state of mind. She was recently frustrated and overwhelmed by something small that happened (forgot to bring in a birthday card I had promised) and she got very upset and angry about it, which was difficult for me. Later she apologised for her behaviour but then constantly sought reassurance that I was) that wasn't predicted – breakdown. Massive impact if she had to move property and cause huge stress and anxiety. This would be a huge worry. She also catastrophises the future and worries excessively. Would all the support and therapy |

| Stakeholder ref 006 | |
|--|--|
| Which care home do you provide goods and services to? | The Mews |
| Are you aware of the proposals? | YES |
| Do you understand the reasons behind them? | YES |
| Do you agree with them? | No |
| Do you have any concerns about the proposals? | Been working there for six years and know how comfortable the residents are and it would be terrible to uproot them and put them somewhere different where they would have to start all over again. I would be sad not to work with them as I have a long relationship with the residents and will upsetting not to know what will happen to both them and the staff. Do the council really need to make these changes considering the huge upset it will cause? I have built friendships up with the residents and I am part of their routine and they like to socialise and tell me about their day. |
| What impact are proposals likely to have on you and your business? | One resident in particular will struggle, he has been at Mews for 9 years and still talks about his last scheme and gets upset about having moved. If any of them were forced to move it could cause loads of upset and anxiety and spoil their social lives, at least for a long while whilst they adjusted. The residents have spent a lot of money on their flats – carpets, wardrobes, decorations etc – and it would be a real shame for them to lose this. Might not have the money to do up a new flat and to get it just right for themselves – it has taken some of them months or even years to get their flats just the way the want and it is an important part of feeling good about themselves. Would |

| | |
|--|--|
| | be good if could find a provider for the Mews so can continue in their homes. |
| Stakeholder ref 007 | |
| Which care home do you provide goods and services to? | The Mews, Wilton Terrace |
| Are you aware of the proposals? | YES – I read something about the Mews. Out of the blue re. Wilton don't feel have been very well informed. |
| Do you understand the reasons behind them? | NO - Explained |
| Do you agree with them? | NO |
| Do you have any concerns about the proposals? | <p>I mainly do support work in small groups, and I also have one person in Wilton who I provide individual support to. How much I am affected will depend on where residents go to if they are moved out of Council schemes and whether, if they had to move, I can continue to support them and organise outings (including short breaks), which would depend upon whether the new provider would fund me. So could have a big effect on me work wise and income wise. The effect of the Council reducing its supported living offer might have unforeseen impacts. For example, one Lady I support at Wilton goes on outings and short breaks with another woman who lives in a private scheme. They have developed a close relationship over several years, and any change to this arrangement would have a massive impact on them and on their wellbeing. Also, it is cheaper to provide support of this kind in small groups or pairs, so if this relationship is ended by the Mews scheme closing, it might lead to the private resident no longer be able to go on outings as she might not be able to afford it.</p> <p>I am very disappointed to be hearing about this so close to the consultation deadline, especially when it affects my livelihood and it doesn't inspire confidence in the consultation being a genuine attempt to take the views of people affected into account before decisions are made.</p> |
| What impact are proposals likely to have on you and your business? | <p>Would be a big worry for families. If residents hear initially about the proposed changes, then that will cause a lot of anxiety and upset but if the changes went ahead and they were displaced this would hugely affect their routines and relationships on a devastating level. A number of people who could be affected have already had to deal with the emotional upset of moves or the loss of cherished day care provision, which they still talk about and continue to get upset over.</p> <p>I think that it is wrong that some of the service users (the ones who were assessed as lacking the capacity to deal with a disclosure about the proposals) are going to be the last people to know, even if they face major upset. These people are generally disempowered and don't have a voice in society. Some of the people don't have relatives close by to fight this on their behalf – as an advocacy group been enlisted to act on behalf of the residents who don't have a voice?</p> |

| Stakeholder ref 008 | |
|--|--|
| Which care home do you provide goods and services to? | Wilton Terrace |
| Are you aware of the proposals? | YES, but only as a rumour, the staff haven't talked to me about it. |
| Do you understand the reasons behind them? | NO |
| Do you agree with them? | Not sure |
| Do you have any concerns about the proposals? | Worked at the home for 13 years but well over retirement age so wouldn't really affect me personally. |
| What impact are proposals likely to have on you and your business? | <p>Council seems to spend money on non-important things so worried that any changes to this service could have been avoided if the Council had made better choices about how to spend its money.</p> <p>I don't have an opinion on whether this is the right thing to do, as I know the Council can only provide services it can afford but it will be a shame for the residents.</p> <p>Some of them have been there a while and have grown used each other and the staff, and people like me who clean for them. It will probably be very upsetting if any of them have to leave their home and start all over again. Some of them find it very hard to cope with changes to their routine. I worry about where they would put them.</p> |

| Stakeholder ref 009 | |
|--|--|
| Which care home do you provide goods and services to? | |
| Are you aware of the proposals? | YES |
| Do you understand the reasons behind them? | YES/ NO |
| Do you agree with them? | know all about money |
| Do you have any concerns about the proposals? | |
| What impact are proposals likely to have on you and your business? | <p>Council is very good at spending money wisely and are short-sighted decisions don't generate wealth.</p> <p>Continuity</p> <p>Move people with high support needs can't cope, go downhill rapidly, sometimes die.</p> |

Appendix 2– Key Partner Consultation.

Phase 1:

- Exiting from being the provider of care and support at The Mews. This is in response to the expiry of the lease on the building.
- Existing tenants to be reassessed and reaccommodated in suitable alternative accommodation that would maximise available capacity across Brighton Court and Wilton Terrace.
- Phase 1 of this proposal would be deliverable during 2024/25

THA Feedback

We appreciate the council's strategic review and current proposals for The Mews and that this coincides with our own review of existing lease arrangements at The Mews. Together Housing's position is that, as part of an ongoing strategic review of our portfolio, and the associated risks of the leased-based model, we will not be entering into any new long term lease arrangements for Supported Housing and we are aiming to exit from current leases subject to alternative options; instead, we will consolidate our supported housing stock to that which is owned by Together Housing. This is mainly because.

- There are added complexities of managing stock not in our direct control, even more so given increasing requirements in relation to building safety.
- There are complexities of the rent model and value-for-money in relation to leased fees.
- The leased model does not offer the strategic aim of providing long term, secure and stable homes.

We will work with all parties to ensure that all other options are considered including working with other specialist registered providers whom may have an interest in taking on this model if its compatible with their business plans. We understand the need for a shared plan with Kirklees Council while both reviews are under way and will work closely with residents, families, Commissioners and any new providers.

Phase 2:

- Reassessment and re-accommodation of service users at Wilton Terrace into alternative and more appropriate settings.
- Wilton Terrace would accommodate tenants with more complex and high-cost needs.
- Phase 2 of this proposal would be deliverable during 2025/26

By focusing our provision for adults with more complex needs we hope to bring back those service users who were forced to seek care outside of Kirklees due to lack of local provision that could cater to their needs.

THA Feedback

We support that the properties at Wilton Terrace will accommodate and meet the needs of adults with complex needs and that this meets the wider strategic aims of providing local provision of Supportive Housing.

Appendix 3 – Supported Living Options Appraisal

| Option Ref | Option Description | What this means | Estimated Savings |
|--|---|--|---|
| Option Z – Do Nothing | Note - This option has been included as a baseline comparator. 'Doing nothing' is not considered a viable option, as it does not address the council's priorities and challenges nor contributes to planning services to meet future need. | Retains the services as they are with no proposed changes to the service model, the profile of service users supported nor the staffing model. Does not address the council's priorities and challenges. More cost-effective solutions could be identified in the wider market. Does not resolve the issue of the tenancy/lease arrangement between Landlord and the Developer | None |
| Option A – Cease providing all services at The Mews | Option A – Cease acting as care provider at The Mews and focus existing resources at Brighton Court and Wilton Terrace in supporting more complex service users. This was the option the Council consulted on based on the key factors and information available at the time of presenting proposals to Cabinet on 26 September 2023. This would involve: <ul style="list-style-type: none"> • Decommissioning the current supported living service offer in this setting. • Reassessment and relocation of all existing tenants • The council no longer acting as the care provider in this setting | The Mews will be handed back to the Registered Provider/Landlord and Developer with the scheme no longer operate as a supported living scheme. Original proposals were based on eliminating the current tenancy risk associated with the setting – however, this has now changed with the housing provider offering flexibility in working with the Council whilst we identify an alternative housing provider to manage tenancies. Original proposal was based on eliminating the risk of the Developer wanting the building back – however, this has now changed with the Developer wanting to work with the Council to retain the building as a supported living facility. This proposal does offer the opportunity to release staffing revenue costs, which delivers a net saving of £200k in 2024/25 (once alternative placements have been factored in) | This option would save the council £200k net based on staffing revenue costs. |
| Option B – retain all three schemes, | Retain The Mews and continue to act as care provider across all three schemes (Wilton Terrace and Brighton Court). However, this | This option considers all the consultation and feedback and also the change in circumstances for key stakeholders which impacts on the longevity of The Mews. | Savings associated with this model are to be confirmed, |

| | | | |
|---|---|---|---|
| <p>focussing as a care provider at the more complex levels of need</p> | <p>option requires reconfiguring the service model to focusing resources in supporting more complex service users. This is the recommended option as part of the proposals presented in this report.</p> | <p>This option also involves working collaboratively and flexibility with Adult Social Care Commissioning, the existing Registered Provider/Landlord (Together Housing) and the Developer (Darren Smith Homes) to:</p> <ul style="list-style-type: none"> • Secure a new Registered Provider/Landlord to manage the tenancies. • Liaise with the Developer (Darren Smith Homes) to undertake planned refurbishments works to increase the capacity of flats at The Mews (increase flats from 7 to 8/9) • This option would ensure a longer-term lease arrangement for the Registered Provider/Landlord is secured. • Increasing the capacity of flats within the existing lease would provide additional economies of scale. • Reconfiguring the care provider model to focus on those with more complex needs could provide significant cost reduction/cost avoidance to the Council through existing high cost/out of area placements. <p>This option will involve a reassessment of all existing tenants, with a potential transfer/relocation of those tenants where needs could be effectively met elsewhere.</p> | <p>based on the renewed service model.</p> |
| <p>Option C – retain all three schemes but the Council acts as a provider to only two out of the three schemes</p> | <p>Cease acting as the care provider at The Mews and focus existing resources in supporting more complex service users at Brighton Court/Wilton Terrace. A new care provider will be commissioned via the Adult Social Care Commissioning team to act as the care provider at The Mews.</p> | <p>A new care provider will be commissioned via the Adult Social Care Commissioning team to act as the care provider at The Mews.</p> <p>A new Registered Provider/Landlord will be commissioned via the Adult Social Care Commissioning team to act as the Landlord at The Mews.</p> <p>The Developer may choose to undertake refurbishments works to increase the capacity of flats at The Mews (increase flats from 7 to 9)</p> <p>Exiting as the service provider from The Mews eliminates the current tenancy risk associated with the setting, mitigates the cost of existing voids and releases staffing revenue costs. However, the costs of re-commissioning an alternative care provider would need to be determined – this cost would be factored into any proposed savings</p> | <p>This option would provide gross savings to the Council of £200k however, the cost of alternative placements would need to be offset from this.</p> |

Explore the future of Learning Disability Supported Living schemes provided by the Council

Case ID: IIA-532240088

Date of assessment: 17/07/2023 14:17:44

Lead officer: Julie Uttley

Strategic directorate: Adults & Health

Directorate: Learning Disabilities & Mental Health

Service: In-House Provision

What is being assessed: Removal of a service

Outline of the proposal and the overall aims/purposes: Proposed review of Supported Living service provided through Brighton Court and Wilton Terrace, and withdrawal of Council as a provider of Supported Living services at The Mews

Who does this proposal impact upon: Employees and residents

Does this proposal concern health care, education or housing: yes

What wards will be affected by this proposal: All

What intelligence and insight were considered to assess the proposal and its relevance to equality:

Kirklees area profiles, Kirklees joint strategic assessment, Other - Service intelligence based on current and historical service users of supported living services

- Commissioning intelligence to understand volume, demand and levels of need
- wider market data to understand supported living and other service offers across Kirklees

Comments in relation to intelligence and insight considered: Enhanced understanding of the service offer, level of needs etc

To what extent were Public Sector Equality Duty (PSED) aims considered: Fully

Comments in relation to how PSED aims were considered:

Through completing this IIA

Does the proposal include residents/service users accessing information or a service from the council: yes

Details why residents/service users access has not been considered:

Does this project involve making a planning application: No

Did this proposal require an Environmental Impact Assessment (EIA) completing: No


Were any groups consulted: yes

Details of consultation:

planning to consult fully and meaningfully with residents / families / staff and other key stakeholders (including housing providers who manage the tenancy arrangements for service users)


Summary of action plan including how negative impacts were mitigated: pending

Equality, diversity and inclusion - Protected characteristics

Age - Impact on Employees 


Type of impact: Neutral

Comments: No impact

Age - Impact on residents or service users 


Type of impact: Neutral

Comments: No impact

Different races - Impact on Employees 


Type of impact: Neutral

Comments: No impact

Different races - Impact on residents or service users 


Type of impact: Neutral

Comments: No impact

Disabled individuals - Impact on Employees 

Type of impact: Neutral


Comments: No impact

Disabled individuals - Impact on residents or service users 

Level of impact: High


Type of impact: Negative

Comments: All service users that are resident in these facilities are classed as disabled (learning disability). The proposals will have a high negative impact on service users/residents - this includes uncertainty about the future, elevated levels of worry which may lead to crisis. These impacts will be managed through the support offer via each team, and through careful consideration of the comms shared with residents. We will also respect the views of some of the families who have strongly requested, in the interest of their loved ones, that no comms about the changes are shared with their loved one until formal decisions about the future of services are decided by Cabinet

Gender reassignment - Impact on Employees 


Type of impact: Neutral

Comments: No impact

Gender reassignment - Impact on residents or service users 

Type of impact: Neutral

Comments: No impact

Gypsy, Roma or Traveller communities - Impact on Employees 

Type of impact: Neutral

Comments: No impact

Gypsy, Roma or Traveller communities - Impact on residents or service users



Type of impact: Neutral

Comments: No impact

People based on their sex - Impact on Employees



Type of impact: Neutral

Comments: No impact

People based on their sex - Impact on residents or service users



Type of impact: Neutral

Comments: No impact

People in poverty or with low incomes - Impact on Employees



Level of impact: High

Type of impact: Negative


Comments: The majority of employees are low paid workers they also may be the sole source of income in their household. The Council will where possible protect against any job losses and compulsory redundancies

People in poverty or with low incomes - Impact on residents or service users




Type of impact: Neutral

Comments: No impact

People who are married or in a civil partnership - Impact on Employees 


Type of impact: Neutral

Comments: No impact

People who are married or in a civil partnership - Impact on residents or service users 


Type of impact: Neutral

Comments: No impact

People with different sexual orientation - Impact on Employees 


Type of impact: Neutral

Comments: No impact

People with different sexual orientation - Impact on residents or service users 


Type of impact: Neutral

Comments: No impact

Pregnancy and maternity - Impact on Employees 

Type of impact: Neutral

Comments: No impact

Pregnancy and maternity - Impact on residents or service users 

Type of impact: Neutral

Comments: No impact

The armed forces community - Impact on Employees



Type of impact: Neutral

Comments: No impact

The armed forces community - Impact on residents or service users



Type of impact: Neutral

Comments: No impact

The practice of different religions or beliefs - Impact on Employees



Type of impact: Neutral

Comments: no impact

The practice of different religions or beliefs - Impact on residents or service users



Type of impact: Neutral

Comments: No impact

Unpaid carers - Impact on residents or service users



Level of impact: High

Type of impact: Negative

Comments: possible trauma of having to find an alternative placement for their relative and potentially higher travelling costs

Unpaid carers - Impact on Employees



Type of impact: Neutral

Comments: No impact

Access to services

Choice of channels



Type of impact: Neutral

Comments: families and carers will liaise with assessors directly

Minimising multiple or repeated contact



Type of impact: Neutral

Comments: not applicable


Resolving issues at first point of contact



Type of impact: Neutral

Comments: not applicable

Environment


Air quality 

Type of impact: Neutral

Comments: No impact

Does this proposal affect an Air Quality Management Area (AQMA): No


Yes/No/Partial

Biodiversity and nature 


Type of impact: Neutral

Comments: No impact

Does this proposal include changes to a location within a Site of Special Scientific Interest (SSSI), local wildlife sites or green belt: No

Climate risk and vulnerability 

Will the proposal be impacted by climate change: No

Conservation of the historic environment 

Type of impact: Neutral

Comments: No impact

Greenhouse gas emissions



Type of impact: Neutral

Comments: No impact

Light pollution



Type of impact: Neutral

Comments: No impact

Noise pollution



Type of impact: Neutral

Comments: No impact

Waste and resource efficiency



Type of impact: Neutral

Comments: No impact

To what extent was reducing the amount of waste created in the first place been considered: Not at all

Details, information or evidence in relation to waste reduction: No impact

Water quality



Type of impact: Neutral

Comments: No impact

Does this proposal involve the installation or use of a private water supply: No

Water usage



Type of impact: Neutral

Comments: No impact

Appendix 5 - Questions and answers

Questions raised by Service Users – Brighton Court

| Number | Question | Response |
|--------|--|--|
| 1 | Is Brighton Court going to close? | No decisions have been made yet – Cabinet will decide about the future of Council run supported living services and The Mews in February. |
| 2 | It has been mentioned there are multiple alternative service options – where are they, can I visit them before and if I don't like them do I have to move to them? | <p>There are a number of supported living services across Kirklees.</p> <ul style="list-style-type: none"> • They cater for a range of differing needs and preferences. • If a decision is made to close The Mews, we will review everyone to find another service which is right for them and meets their needs. • Yes, you can visit before you decide. • You will be involved in all decision about where you live. |
| 3 | I am happy at Brighton court and don't want to move, do I have to? | There may be other places that may be able to meet your needs like Brighton Court. We will support you to decide what is important to you. |
| 4 | What does repurpose mean and what does that look like? | the word 'repurpose' is another way of saying that we would like to change our service to ensure it is targeted at the right level, the right people and at the right cost. |
| 5 | Who will Brighton court be supporting in the future? (What kind of service users) | We are currently working through this with colleagues. We feel Brighton Court could be used to support people at the more complex levels of need. |
| 6 | Does together housing know about the plans? | We will be meeting with Together Housing and Darren Smith Homes to talk about the plans. |
| 7 | What other parts of the council are being looked at? | All of the Council's spending is being looked at. For example, Sport centres and Dementia Care homes |
| 8 | As I don't want to move will the council pay for my moving cost if I must move | If you have to move, this would be considered on an individual basis. |
| 9 | What is the actual date when the decision for Brighton Court is made. | The decision will be made at the Cabinet meeting in February. |
| 10 | If I move, will I get the same level of support I receive now. | <ul style="list-style-type: none"> • No decisions have been made yet about the supported living services. • If a decision is made to close The Mews, we will review everyone to find another service which is right for them and meets their needs. • Service user will be supported by a social worker, staff, an advocate and their family to make sure we have the information on what is important to you. |

Questions raised by family members.

| Number | Question | Response |
|--------|---|---|
| 1 | Update on progress with Together Housing and Darren Smith | Meeting held 11th December 2023. The meeting was helpful in ensuring all parties were able to share and be clear about their respective pressures, challenges and plans for the future. I know you will appreciate that there are some factors outside of the Council's control, for instance, the clear intent from Together Housing to exit from the current tenancy management |
| 2 | What kind of organisations are the providers that may be used? e.g. Ltd Companies with a profit motive, charities, CICs etc | We work with a number of different private and third sector organisations and landlords. |
| 3 | What kind of service do they provide, from a practical perspective? (i.e. staffing levels & roles etc | The majority of the service will operate in a similar way and will have 24/7 cover in addition to an individual's 1:1 hours. They will be registered with CQC and staff should be trained in the same way. Some offer accommodation in shared houses and others will offer single occupancy flats. Not all services and properties are suitable for everyone and so providing a full list of schemes would not be recommended. Once a decision has been made and a move anticipated following a social work reassessment, we have accommodation officers who can help source the most suitable accommodation to meet an individual's needs. |
| 4 | What is the process for determining who the provider will be? | This will be based on each individual's needs identified through the social work reassessment. Once we understand an individual's needs the accommodation officer will provide a list of suitable properties and vacancies. Families will then be able to visit and work with the accommodation officer and social worker to secure a place if required. |
| 5 | How can we be assured of the quality of the service they will provide? | Our contracts with providers enable us to have a view on quality. Families can visit and are welcome to look at inspection reports and outcome on the CQC website. Where there are schemes, we are aware are underperforming or where we have concerns about the building, these would be excluded as an option. |
| 6 | What guarantee of stability is there with a private provider? | We are seeking to identify arrangements that we feel offer the level of stability we would require. If a family member selects a property, we will have an open and honest conversation with them about any risks associated with the security of tenure, for example properties owned by family members or unregulated landlords. |

| | | |
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| 7 | What would Kirklees' role be in the future if a private provider is chosen and used? e.g. ongoing involvement/monitoring | We have two accommodation officers whose role is to support tenants and families with issues relating to their tenancies. They are available to speak with and offer support to manage any issues that cannot be resolved directly with the care provider or landlord. The allocated social worker will also be available to support with any transitions arrangements and settling issues. |
| 8 | Will our son be evicted from his current tenancy with Together Housing, should Kirklees wish to do so? Will this be classed as a 'no fault eviction'? | There will be no change to the tenancies and support of our existing service users until Cabinet have made a decision on the future of the services consulted on. Once a decision has been made, we will ensure we work with tenants, families and professionals to manage any change in a safe and effective way. If people have to move, this would be considered on an individual basis. |
| 9 | We have no knowledge of any proposed intentions about future possible locations and type of property. How can anyone make a decision based on such scant knowledge? | There are a number of supported living services across Kirklees. <ul style="list-style-type: none"> • They cater for a range of differing needs and preferences. • If a decision is made to close The Mews, we will review everyone to find another service which is right for them and meets their needs. |
| 10 | Who would pay any expenses incurred e.g. termination of contracts, removal costs, decorations etc? | There will be no change to the tenancies and support of our existing service users until Cabinet have made a decision on the future of the services consulted on. Once a decision has been made, we will ensure we work with tenants, families and professionals to manage any change in a safe and effective way. If people have to move, this would be considered on an individual basis. |
| 11 | Is Kirklees aware of the upset and turmoil that will be caused to the vulnerable tenants who reside at these properties and their families? | We apologise for any concern the consultation process may have caused. Please note that no decisions have yet been made about the future of these services. |
| 12 | Will the service users be reimbursed for the money they have invested in their rooms? | There will be no change to the tenancies and support of our existing service users until Cabinet have made a decision on the future of the services consulted on. Once a decision has been made, we will ensure we work with tenants, families and professionals to manage any change in a safe and effective way. If people have to move, this would be considered on an individual basis. |
| 13 | Can I have more information about the service in Mirfield that was mentioned by Cristina in the last group meeting held? | We have two accommodation officers whose role is to support tenants and families with information relating to the various scheme available. More information will be shared about supported living schemes which are relevant to meet individuals needs during the review process |

| | | |
|------------------|---|--|
| <p>14</p> | <p>What kind of organisations are involved in providing supported living, as obviously my concerns may vary according to the type of organisation. e.g. if there is a profit motive etc.</p> | <p>We work with a number of different private and third sector organisations and landlords.</p> |
| <p>15</p> | <p>Previous messaging has been that there will be opportunities for service users to view a number of placement and select their preferred choice to move into – At the meeting held on the 8th was stated that there is a shortage of places / accommodation – Which is true? – Will they get a choice of home to select from.</p> | <p>There are a number of supported living services across Kirklees. However, it will be dependent on where the vacancies are at the time of the review and move as they cater for a range of differing needs and preferences. If a decision is made to close any service, we will review everyone to find another service which is right for them and meets their needs. You will be able to visit before you decide</p> |

Appendix 6 – In house supported living timeline.

In House Supported Living Timeline

Following public consultation on the future of supported living services provided by Kirklees Council, Cabinet proposals to be presented to Cabinet on 12 March 2024. This timeline is based on the key recommendations to Cabinet to progress with the option to retain The Mews and continue to act as care provider across all three schemes (Wilton Terrace and Brighton Court). This considers all the consultation and feedback as well as the change in circumstances for key stakeholders which impacts on the longevity of The Mews.

