

Future Service Options – Feedback Report

Table 1 (below) illustrates the preferred future service options for staff, customers and carers. Of the 185 feedback forms completed by staff, 86% chose option 3 (Alternative delivery model), with a further 10% specifying a LATCO as the preferred option. Amalgamating the two scores shows that 96% of staff (who responded) would like option 3 to be selected.

Customers were more divided, with 44% of respondents choosing option 3 and 52% not stating a preferred option (This ties in with the later themes and comments).

Feedback highlights that 29% of carers prefer option 3 with 71% not stating an option (again this is better understood when looking at the themes taken from the comments section).

Overall Preferred Options						
	Option 1	Option 2	Option 3	Option 3 (Sp. Latco)	Not Stated	Total No. Of Responses
Staff	3 (1%)	2 (1%)	159 (86%)	19 (10%)	2 (1%)	185
Customer	1 (1%)	4 (3%)	57 (44%)	1 (1%)	68 (52%)	131
Carer	0	0	28 (29%)	0	68 (71%)	96
Total	3	6	244	20	138	411

Table 1

Tables 2, 3 & 4 provide a breakdown of feedback by service area, for staff, customers and carers.

Preferred Option by Service Area (Staff)						
	Option 1	Option 2	Option 3	Option 3 (Sp. Latco)	Not Stated	Total No. Of Responses
Elmhurst	1 (9%)	2 (18%)	8 (73%)	0	0	11
Grundy	0	0	6 (60%)	4 (40%)	0	10
LDDC & PDDC	0	0	47 (89%)	6 (11%)	0	53
LDST	0	0	50 (93%)	4 (7%)	0	54
Pinfold	0	0	11 (92%)	1 (8%)	0	12
Positive Lives	1	0	13 (100%)	0	0	14

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Spurr	0	0	21 (95%)	1 (5%)	0	22
Woodbury	0	0	2 (33%)	4 (67%)	0	6
Not Stated	1 (33%)	0	1 (33%)	1 (33%)	0	3
Total	2	2	159	21	0	185

Table 2

Preferred Option by Service Area (Customer)						
	Option 1	Option 2	Option 3	Option 3 (Sp. Latco)	Not Stated	Total No. Of Responses
Elmhurst	0	1 (33%)	1 (33%)	0	1 (33%)	3
Floating Support	0	0	1 (25%)	0	3 (75%)	4
Grundy	0	0	5 (42%)	0	7 (58%)	12
LDDC & PDCC	0	0	3 (20%)	0	12 (80%)	15
LDST	0	0	23 (88%)	1 (4%)	2 (8%)	26
OPDC *	1 (2%)	3 (6%)	20 (38%)	0	28 (54%)	52
Pinfold	0	0	0	0	1 (100%)	1
Positive Lives	0	0	0	0	1 (100%)	1
Shared Lives	0	0	4(33%)	0	8 (67%)	12
Not Stated	0	1 (13%)	2 (25%)	0	5 (63%)	8
Total	1	5	59	1	68	134

Table 3

* One Customer gave two options (1 & 3) and two customers gave two options (2 & 3)

Preferred Option by Service Area (Carers)						
	Option 1	Option 2	Option 3	Option 3 (Sp. Latco)	Not Stated	Total No. Of Responses
Grundy	0	0	2 (11%)	0	16 (89%)	18
LDDC	0	0	0	0	16 (100%)	16
LDST	0	0	5 (83%)	0	1 (17%)	6

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OPDC	0	0	2 (13%)	0	14 (88%)	16
Pinfold	0	0	2 (29%)	0	5 (71%)	7
Positive Lives	0	0	3 (75%)	0	1 (25%)	4
Shared Lives	0	0	2 (20%)	0	8 (80%)	10
Spurr	0	0	3 (43%)	0	4 (57%)	7
Woodbury	0	0	1 (100%)	0	0	1
Floating Support	0	0	1(100%	0	0	1
Not Stated	0	0	4 (67%)	0	2 (33%)	6
Total	0	0	25	0	67	92

Table 4

The main themes arising from the feedback are as follows:-

Staff

No strong theme emerged from comments made by staff; the main theme related to embracing the change (12 staff). Some staff (4) took the opportunity to comment against the political situation underpinning the change while 3 expressed concerns about potential damage to the quality of service, 2 were concerned about the impact of any change and 3 did not want any change to the current services.

Customers

The main theme here was that customers did not want change (64 customers). 20 customers were concerned about the impact of any change and 6 expressed concerns about quality (mainly around privatization)

Carers

Again, the main theme here was that carers do not want change (27 carers). 7 were worried about the quality if the service were to be privatized and 6 were concerned about the impact any change would have on the person for whom they cared.

Options

Of the many options offered (most of which were about staying as we are), there were several from staff suggesting that we form a LATC initially and then consider moving to a Social Enterprise once the new service was established. 2 members of staff wanted severance to be included as an option. Several customers and carers suggested that we charge for our services and/or increase the current prices and several suggested increasing Council tax and looking for savings elsewhere.