

Pat Jones-Greenhalgh CSS, MSc in Management
Executive Director of Communities & Wellbeing

Our Ref PJG/KS/mh
Your Ref
Date 29 July 2014
Please ask for Kat Sowden
Direct Line 0161 253 5406
Direct Fax 0161 253 6961
E-mail K.E.Sowden@bury.gov.uk

Department for
Communities & Wellbeing

Kat Sowden
Head of Workforce Modernisation

Dear Sir/Madam

Getting your views on service delivery

I am writing to you as a customer, or someone who cares for a customer who uses the Council's in-house adult social care services. This includes the following services:

- Day Care
- Shared Lives
- Short Stay
- Residential Care
- Supported Living
- Floating Support

In the coming weeks we will be looking at how we could deliver services differently in the future and we want to get your views.

The Council has a significant savings target in 2015/16 of £16 million. The services listed above will be required to contribute over £1 million to this which is more than a 10% reduction on the current budget. In our current format it is unlikely we could make such a large saving without impacting staff numbers and this could compromise the quality of the service.

In order to find a way forward we are currently considering a number of alternative options. The purpose of this is to try to identify what we can do to continue to provide good quality services within our new budget. I am confident that there are ways to do this whilst maintaining safe, high quality services and good quality jobs in Bury.

I appreciate that the thought of change can be unsettling but I want to reassure you that at this point no decisions about the future have been taken. I want to involve you at this early stage to get your views so that you can influence the decisions that will need to be made later in the year about how we deliver services in the future.

I also want to reassure you that the options that we are looking at are about how the service you use could be delivered differently in the future. This piece of work is not about removing the service you use as you have been assessed as requiring this to support you.

I enclose some information to explain more about the options that we are considering and what they could mean. If you would like to discuss this further then you can contact the manager or senior of the service you receive to arrange a one to one appointment. I will also be organising some briefing sessions to explain more, listen to your views and answer any questions you may have. These will take place as follows:



Electronic service of legal documents accepted only at:
E-mail: legal.services@bury.gov.uk
Fax: 0161 253 5119

Town Hall
Knowsley Street
Bury BL9 0SW
www.bury.gov.uk

- 7 August 2014
12.45pm at Elton Core Base, Elton, Alston St / David St, Bury, BL8 1SA
- 14 August 2014
9.30am at Sunnybank Community Centre, 248 Sunnybank Road, Bury, BL9 8LJ
- 14 August 2014
7.00pm Pinfold Lane, Whitefield

If you would like a more detailed version of this information pack this can be obtained from the manager or senior of your service.

Service	Managers	Contact Detail
Grundy, Pinfold Lane, Spurr House, Elmhurst	Debra Guider Joyce Hughes	0161 253 6812 0161 796 3949
Woodbury, Positive Lives, LDST, Shared Lives	Peter Miller Lesley Fleming Ann Thompson	01204 887424 0161 253 6547 0161 253 7334
Learning Disability Day Services, ReStart	Melanie Carter Rob Laing Ann Stansfield	0161 253 7543 07789508396 07717864844

Yours sincerely

Pat Jones Greenhalgh

PAT JONES-GREENHALGH
EXECUTIVE DIRECTOR OF COMMUNITIES & WELLBEING

Customer Information Pack

Which services are involved?

The services which support people with a learning disability and/or physical disability and older people. They deliver supported living, residential care, floating support, day care and short stay. The teams are:

- Grundy, Pinfold Lane, Spurr House, Elmhurst
- Woodbury, Positive Lives, LDST, Shared Lives
- Learning Disability Day Services, ReStart

How have savings have been achieved in the past?

In the past 3 years £1.4million has been saved from this group of services and work is planned in 2014/15 to make further savings. We have reduced management posts, changed structures, reduced the amount we spend in a range of areas, introduced systems that improve efficiency and changed the type of jobs we have in the service. This has all been achieved whilst maintaining or improving the quality of the service you receive. In addition, we've been successful in developing the buildings that services are delivered from which has again improved the quality of the service we offer.

Why do we need to change?

Remaining in-house and continuing to change services could not achieve the £1.2million savings required from this area in 2015/16 and possibly further savings thereafter without seriously threatening the quality of the service. Therefore we need to consider different ways forward. Staying as we are is not an option.

What are the options that are being considered?

We are looking at a range of options including:

1. Reducing the number of services we provide by stopping some
2. Asking an external provider to take over the services
3. Creating a new organisation from the in-house services which sits separately to the Council

What do each of these mean for customers?

Option 1 *Reducing the number of services we provide by stopping some*

This would mean stopping some services. If this happened to the service that you receive you would be fully involved before this happened. If you still require a service then a different provider would provide your support.

Option 2 *Asking an external provider to take over the services*

If this happened to the service that you receive you would be fully involved before this happened. A different provider would provide your support but your support would continue and may well involve the same staff team.

Option 3 *Creating a new organisation from the in-house services which sits separately to the Council*

If this happened your support would continue to be provided by the team that provide it now. They would be working for a different organisation separate to the Council but your support would continue.

Some of the questions you may have....

1. Will I still receive my support?

This is not about removing support to existing customers. The purpose of looking at how we deliver services is to determine how we can continue to support people in the future on a reduced budget.

2. Will I still receive my support directly from the Council?

Some of the options mean that in the future you may receive your support from a different provider. However, no decision has been made and you would be informed and involved in any changes to your support package prior to them being implemented.

3. Will I still have the same staff team to support me?

With some of the options even if your support transfers to a different provider it could be that staff team who provide your support transfer with the service and can continue to support you. You would be informed and involved in any changes to your support package prior to them being implemented.

4. If my support is delivered by a different provider how do I know it will be a good quality service?

All providers of regulated services are subject to inspection by the Care Quality Commission in order to ensure they maintain appropriate standards. This is the same for in-house and external care providers. In addition, the Council employ a Quality Assurance team who make rigorous checks of the quality of care on a regular basis across providers. Furthermore the Council would remain responsible for co-ordinating responses to any complaints or safeguarding matters, regardless of who the provider was.

FEEDBACK FORM

Please use this form to let us know your feedback and to ask any questions that you would like answering. Please return by 31 August 2014 to: *Kat Sowden, Head of Workforce Modernisation, Bury Council, Department for Communities & Wellbeing, Room 7 (via Room 4), 1st Floor, Town Hall, Knowsley Street, Bury, BL9 0SW. Or email k.e.sowden@bury.gov.uk*

Question	Your Response
What do you value about the service you currently receive?	
Who should the Council arrange to deliver your services in the future?	
Do you have any concerns in relation to any of these options?	
Do you have any alternative suggestions or ideas you would like us to consider?	

Question	Your Response				
<p>Please list any questions which you would like answering</p>					
<p>Please indicate whether you are a customer or care for someone (Please tick)</p>	<p>I am a customer <input type="checkbox"/></p> <p>I am a carer <input type="checkbox"/></p>				
<p>Please indicate which services you currently use (Tick as many as apply)</p> <p>-</p>		Learning Disability Day Care		Older People Short Stay	
		Physical Disability Day Care		Learning Disability Short Stay	
		Older People Day Care		Supported Living	
		Shared Lives		Floating Support	
		Older People Residential			

Thanks for taking the time to give your feedback. This will be considered as part of the decision making process in respect of future service provision