

Adults Social Care Public Consultation
Proposed budget savings options – public consultation session
Monday 28th June 2021 2:00pm

Summary of the session

Position overview

As a result of the reductions in public spending and the impact of the recent pandemic, Bury Council has to reduce its spending significantly over the coming years.

The council's overall aim is to keep providing the current level of service, but find less expensive and better ways of doing this.

Over the next three years we propose to make savings of just over £12 million out of our current adult social care budget of £52 million.

We want to do this in a number of ways: looking at what and how we buy care and support, transforming services and working towards an all age disability service.

Some of the proposed savings are to be achieved by our Local Authority Trading Company, Persona Care and Support Limited (Persona).

Persona provides a number of services supporting those with learning disabilities, dementia and older people.

Services range from day care, supported living, extra care, respite and shared lives. Due to the challenging financial situation, Bury will reduce the Persona contract by £2.5 million over the next 2 years.

This is part of a much larger programme of savings which affects a number of services across Bury.

To achieve the savings required it is proposed to change some services and develop new ways of working to realise efficiencies, and in some cases it could mean the potential reduction or closure of services.

Every effort will be made to minimise the effect of these changes on customers and staff.

Introduction

- An overview of the session was provided.
- Explained this was an opportunity for all to feedback with thoughts, suggestions on the proposals and any alternative ideas.

Proposals were described using the narrative from the consultation survey document and feedback was asked for from attendees on each proposal/element. This is described below:

- **Proposal 1: Persona Day Care**

- No comments received.

- **Proposal 2: Persona Short Stay Facility**

- Attendee comment - This proposal, it says 'never full'. However, we (Spurr House) are the biggest bedded service which is on average, 80% full. Would it not be of benefit to keep the biggest property open? This proposal is looking for quick savings, which long term will have a catastrophe impact on other services, will cut jobs, impact on people's mental health.
- Attendee comment - A previous meeting to this consultation highlighted that a covenant is attached to Spurr House with restrictions on what the building can be used for. What is the plan for the building long term? If you cannot do anything with the building, what are you going to do with it?
- Attendee comment - The service responds quickly to accommodate referrals from Rapid Response and respite for families. If people will have to access private care homes, what happens if they do not meet the criteria.
- **Response:** Eligibility of short stay care and long-term/residential care is different. Bury have providers to meet all needs.
- Attendee comment - During 2011 another building, Redcliffe closed. It was reported in the Manchester Evening News that under the plans, money would be reinvested into Spurr House for a specialist dementia centre. This never happened.
- Attendee comment - There has been an increase in Council Tax. During a recent meeting with an M.P. I was advised the percentage towards social care has increased – why are we still making savings?
- **Response:** Council Tax covers lots of services. In social care, the needs are increasing. We do not want to make savings, however, this proposal is based on the intelligence we have. We welcome everyone's suggestions on where the Council could make savings.
- Attendee comment - I hope a lot of people go against this proposal. It feels the decision has already been made. A tender for care at home has recently gone out, is this because the Council are looking at using care at home more? Could this proposal of care at home not be offered to Persona?

- **Response:** Explained what the care at home provision is and advised the Council are legally bound to go out to tender. This tender is not connected to this consultation. Persona could put a bid in for the care at home tender if they choose to. Reiterated this consultation is a proposal and no decisions had yet been made. To feed into the process, people can express their views, comments and feedback through
 - the online survey hosted on One Community
 - hard copy and return via post
 - Email or by telephone
 - Bury People First session and support
 - Healthwatch session and support

All responses will be pulled together and put forward in a report. It will be the Council's Cabinet decision
 - Attendee comment - Is there anyway for people who do not have social media to get a hard copy of the survey?
 - **Response:** Outlined the methods to engage with the proposal, along with Healthwatch and Bury People First have 1:2:1 sessions to support people.
 - Attendee comment - Is there any way for the deadline to be extended?
 - **Response:** No, the public consultation runs for six weeks, advice had been taken form Legal Services. Numerous methods including sending out 701 customers letter and survey, using one community, social media, press release, notifying councillors, care providers, various networks and wider stakeholders to try and alert people to the consultation. Advised people do not have to complete all of the survey, only the questions/ sections that are applicable to them.
- **Proposal 3 – Developing an all aged disability service – slide 6**
 - Attendee comment - I have concerns on the huge differences of children / adults supporting needs. There needs to be the expertise for each age.
 - **Response:** This proposal is exploring back office function teams working together not losing the specialism with opportunity for individuals transitioning earlier if it is right for the person.
 - Attendee comment - Why not look at the third sector / charities to widen the opportunities for a better service for people. There is nothing in Bury. Bury needs to look and identify good practices in other areas and learn how to replicate this work.

- **Response:** The VCFA are an infrastructure organisation in Bury. Working with the third sector is a great solution and way to provide a range of services and support to people in their local community.
- Attendee comment - This is a matter of values – we need to protect vulnerable people. I urge others on the call to put pressure on local politicians and M.P. What they are going to do to get Bury the funding that is required. Bury Council does its best in difficult circumstances, services will get worse if not adequately funded.
- Attendee comment - Protecting buildings due to an emotional attachment is not right, when it's a way to keep service going it might be a good thing. You need to enter into partnership with the VCFA and need to look at services.
- Attendee comment - Transition experiences defined by families is that it is a nightmare. If got right, this could be an improvement to the system. An all aged service could be a good thing.
- Attendee comment - There are lots of examples of incredible services, who are ahead of their time. Bury only look at in-house or larger organisations. It is time to look at innovated services and person-centred ways for people.
- Attendee comment - The culture you can't work in partnership due to procurement / commissioning governance needs to be looked at – 'working differently'. Along with the low pay of front line staff.
- Attendee comment - Cuts in the name of giving independence has resulted in people living isolated/lonely lives – why are they battling the system. Also shortage of resources. This is a much bigger picture.
- Attendee comment - Procurement – why does no body talk to the suppliers? I have seen the care at home tender and do not think it is good.
- Attendee comment - The proposal for an all aged service worries me – CQC cover adults and OFSTED cover children – how would the service work?
- **Response:** To be clear this proposal is looking at internal processes that shape and support the service provision eg our children and young people and adults social care teams coming together to work differently. More focussed on the individual and joint working together.
- Attendee comment - There needs to be an offer for people outside the care packages, along with looking at the cost of care packages in Bury.

- Attendee comment - The reserve pots of money in Bury Council should be brought forward and used.
 - **Response:** Using reserves would only be a one-off short term measure not a long term solution. We would still need to look at longer term proposals to maintain the level of savings required.
 - Attendee comment - By utilising the reserves money to advertise will fill up the empty beds – PR route to promote the service.
 - Attendee comment - Why are there empty beds? Could these not be filled if the people who needed them were given them?
 - Attendee comment - Newspaper articles are highlighting failings in the private care sector.
 - **Response:** Bury do not work with providers who are inadequate, we have a strong quality assurance framework and work with care providers to be the best they can be. If people have a personal budget, they have choice in who they use.
- **The Transport policy**
 - No comments received.
 - **Alternative savings suggestions**
 - No comments received.

Session Close

Closed with thanks. People encouraged to complete consultation as outlined. Advised again no decisions have been made. Recommendations will go to Cabinet using the feedback received to shape the recommendations. Council meetings and papers are public, and decisions are available to the public on Bury Councils website. Outcomes will be published on One Community after the July Cabinet.