

NORTH LINCOLNSHIRE COUNCIL

ADULT SERVICES CABINET MEMBER

**RESULT OF THE PUBLIC CONSULTATION ON THE FUTURE OF THE
LILACS RESOURCE CENTRE AND THE OPTIONS FOR SERVICE USERS**

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To inform Cabinet Member of the result of the public consultation on the future of The Lilacs Resource Centre and options for Service Users

2. BACKGROUND INFORMATION

- 2.1 Adult Social Services need at this time to transform and improve services in line with the personalisation agenda.
- 2.2 The Lilacs Resource Centre is currently a 30 bedded Unit. 12 of the beds are jointly commissioned with the primary care trust for Intermediate Care, and there is one long-term resident. There are also an additional seven bedrooms at The Lilacs which are not fit for purpose as they require underground pipes and heating work. However, there has not been the need to carry out the work as these rooms are surplus to requirement.
- 2.3 The Council also provides reablement at De Lacey House in Winterton, which is a 30 bedded unit that is younger than The Lilacs and is also able to provide Intermediate Care.
- 2.4 During 2009 the two units were running at 62% capacity. This had reduced to 52% capacity by 2010. Due to budget pressures, the Council utilised the units for short-term care. Many of these individuals could have been dealt with in the Independent sector at places nearer their home or in their own homes.
- 2.5 A public consultation has been held to put this issue to the public in order to assist the Cabinet Member in making the decision about the future of The Lilacs Resource Centre and how the savings can be achieved.
- 2.6 The consultation was held from 8 March to 3 May 2011. The consultation documentation was available from:

- Local LINKs
- GPs surgeries
- Libraries
- North Lincolnshire Council main receptions

And sent to a number of different agencies for their views including:

- Strategic Partners, including health service, voluntary and third sector agencies
- Citizen Partnership Groups and private providers.

- 2.7 The consultation was also available to complete on line at the North Lincolnshire Council website via U Engage.
- 2.8 The consultation document was available in easy read and was available for translation into other languages, braille and audio formats.
- 2.9 Meetings were held with the Carers Partnership and the Brigg FreshStart Group to discuss the consultation.
- 2.10 All individuals who were Service Users of The Lilacs and their carers during the consultation period were offered individual meetings to inform them of the consultation and to answer any questions they had.
- 2.11 An event was held at Heslam Park on the future options available for service users such as respite providers, supported holidays, leisure services, personal assistants (discussions with the User Led Organisation), home care providers etc.
- 2.12 There were also meetings held with the Trade Unions to discuss the consultation and their members concerns if The Lilacs were to close.

3. OPTIONS FOR CONSIDERATION

Option 1

- 3.1 To decommission The Lilacs Resource Centre and use De Lacey House as the intermediate care and reablement facility.

Option 2

- 3.2 To carry on running The Lilacs Resource Centre and to cut funding for other services for vulnerable adults.

Option 3

- 3.3 To keep The Lilacs open. Then to explore a range of options to enable this to happen without impacting on services for vulnerable people, and to make the site sustainable for the longer term.

4. ANALYSIS OF OPTIONS

Option 1

- 4.1 The decommissioning of The Lilacs Resource Centre will free up £370k to enable more personalised options to be available to individuals through personalisation. This is the equivalent of 950 standard bed weeks p.a. in the independent sector and would enable more personalised options to be available to individuals.
- 4.2 If The Lilacs Resource Centre is decommissioned, then Service Users will be able to choose services nearer to home in which to recuperate.
- 4.3 De Lacey House will become a rehabilitation and re-ablement resource for North Lincolnshire.
- 4.4 The freeing up of the budget tied up in the building will enable more people to have a personal budget.
- 4.5 The one long term resident and her family will be supported to find an appropriate alternative placement.

Option 2

- 4.6 The Lilacs to continue running could potentially result in a cut in the budget for older and disabled adults of £780k p.a. This is the equivalent of an annual reduction of 2,000 weeks respite, 39 long term beds in the independent sector or 60,000 hours home care.
- 4.7 The option to offer personally tailored care packages to service users would be lost.
- 4.8 The majority of people (647), 95% who participated in the consultation chose not to express a view on where the budget cuts should be made in order to keep The Lilacs Resource Centre open. However, of those that did choose an option (107), 75% felt that the cuts should be made to the budget spent on residential care, 16% felt that the cuts should be made to supporting people to live at home and the remaining 9% felt that the cuts should be made to respite services.

Option 3

- 4.9 Overall 75% of respondents wanted to keep The Lilacs open while 21% said they agreed with closure. There was also a 3,000 signature public petition to keep The Lilacs open.
- 4.10 The Lilacs will be kept open which will mean stability for the service and its staff.

- 4.11 There will be a loss of potential savings to the council of £269,000 during the remainder of the financial year but is available from windfall savings in Neighbourhood & Environment Service.
- 4.12 There will be opportunity for further consultations with staff, service users and families and other organisations to more fully explore the opportunities to establish the long term future of the site and to analyse the Lilacs Resource Centre place in care provision throughout North Lincolnshire.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

- 5.1 Financial implications – The annual financial saving for The Lilacs net of the cost of re-providing these services in other ways, is £780k per annum. If it is not decommissioned these savings will need to be found in other ways.
- 5.2 Staffing implications –If the Lilacs were to be decommissioned the Council's HR procedures would be followed, which would seek to offer redeployment and training opportunities to those staff affected and minimise the effect of redundancies. There are 39 permanent staff employed at The Lilacs.
- 5.3 Property implications – The building would be available for alternate use within the Council or disposal for capital receipts.
- 5.4 IT implications – None.

6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)

- 6.1 Statutory implications – there is a statutory duty to meet peoples assessed needs. There is, however, no statutory obligation for this to be provided by in house services. There is a duty to consult those who would be affected.
- 6.2 Environmental implications – in the immediate future there would be a reduction in CO2 emissions if the building was no longer using heating and lighting.
- 6.3 Diversity implications - Diversity Impact Assessment completed
- 6.4 Section 17 – Crime and Disorder implications – none are immediately apparent.
- 6.5 Risk and other implications – If these services continue to run there will not be the finances to develop alternative services disadvantaging other service users.

7. OUTCOMES OF CONSULTATION

7.1 The outcome of the electronic and paper consultation is contained in the table below. This outlines the response to Question 1. Should The Lilacs Close or remain Open.

The Lilacs Consultation electronic and paper responses				
	Close	Open	No response	Total
Paper Response	48	43	17	108
U-engage Responses	120	567	15	702
Combined Total	168	610	32	810
Combined percentage	21%	75%	4%	

7.2 If people answered that The Lilacs Resource Centre should remain Open they were asked to decide what other services should be reduced:

The Lilacs Consultation electronic and paper responses no alternative solutions selected					
	Open	Less respite services	Less long stay residential care	Less support to live at home	No response
Paper Response	43	2	6	2	38
U-engage Responses	567	8	74	15	609
Combined Total	610	10	80	17	647
95% of votes for The Lilacs Resource Centre to remain open did not select another service to be reduced.					
NB: some respondents selected more than one alternative solution					

- 7.3 23 letters and emails were received regarding The Lilacs Resource Centre consultation, 18 related solely to The Lilacs and five to both The Lilacs and Scotter House. The majority of these asked questions in relation to the consultation and were answered; the remainder made comments and were counted in the consultation responses. 21% of the queries were raised by one member of staff through a variety of routes (MPs, Councillors, directly to the consultation). No queries were raised by family carers.
- 7.4 The Carers Advisory Group wrote to state that they feel it is more important to maintain front line services than The Lilacs. They also wish us to ensure there are adequate respite and permanent residential services and that transport is considered for Carers to De Lacey House.
- 7.5 The NHS North Lincolnshire response supports the closure of The Lilacs and the transfer of the services to De Lacy House.
- 7.6 There were 429 comments in total from the U-engage and postal submissions. These were themed around:
- Excellent / valued service
 - Demand for use both in agreement and not
 - charge for use of service
 - No cuts to front line services
 - Reduce spending elsewhere
 - Distance to travel to Winterton
 - Picking on the vulnerable
 - Loss of service completely
 - Provide more residential homes not less
 - Delacy is a good alternative
 - Campaign to save jobs not services
 - If conservatives keep lilacs open how will they get the money?
 - Challenge information and process for consultation
 - Impact on NHS
 - Challenges to personalisation programme
 - Support closure to manage budget correctly and not have empty beds
 - Impact on resident
 - Loss of skilled staff
 - Good alternative services available
 - concerns re people submitting multiple forms
- 7.7 Two petitions were also received. A web based one with 134 signatures and a paper one with @ 3,000 signatures.
- 7.8 If Cabinet Member agrees to the proposal the staff affected and Trade Unions will be further consulted about their options.

8. RECOMMENDATIONS

- 8.1 That Cabinet Member hears the outcome of the public consultation on the future of The Lilacs Resource centre and options for Service Users and makes a decision on which option Adult Social Services should carry out.
- 8.2 That North Lincolnshire Council adopts option 3 as outlined within the report.

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Background Papers used in the preparation of this report

None