



## Building resilient lives: reshaping housing related support

### Overview

We currently spend around £1m each day on adult social services and are planning to increase the overall amount we spend on adult social services in 2017/18. However, the demands on adult social care continue to change so even with the investment we are making in services we still have savings to find if we are to continue to meet people's care needs.

Those who do receive support from the Council often need complex care packages, delivered in their own homes, to support and maintain their quality of life. We have to get the right balance between spending money on people's existing care needs and spending money that helps people live well and independently in the community.

There are a range of factors in people's lives that influence how independent they can be. This includes their home environment, their mental and physical wellbeing and what other help they already have in their lives, from friends, families and the community.

The County Council is one of a number of organisations which funds services to support people in their own homes or other

accommodation. We currently spend over £10 million a year. We now propose to make savings in the amount we spend on these services. If our proposals went ahead we would still be spending over £4.5m a year.

We know that other partners – including district councils - also spend money on these types of services, so we will be working with our partners and others to decide together how we best use the resources we all invest to make the most impact.

Our part of this spend currently covers these types of services:

- Floating support – this is short-term support that helps adult stay in their homes
- Homeless services
- Young People Services
- Sheltered Housing support

## **Why we are consulting**

We are looking at all of our services to see how we can do the best we can for people with the limited money that we have to spend. We are proposing to reduce the money we spend on housing related support services. At the same time we are working with our district, community and health partners to develop proposals on how we could meet people's needs if our budget was £4.5m a year. We know that we can't solve society's problems on our own, so we want to find out

how we can work with others to help make the biggest impact with the money that we have.

We widely consulted residents and stakeholders on proposals to review housing related support services last year as part of our Re-imagining Norfolk consultation.

Although Members decided at that time not to take those proposals forward, the level of savings we need to make now means that we are having to take another look at the future of some of these services.

When we consulted, our partners offered to work with us to come up with ideas for how best to support people's needs. We are therefore engaging with people who use our services, key stakeholders, providers and partner organisations to help work out how best to support people who are not eligible for Norfolk County Council's statutory care services.

We are consulting through:

- One-to-one meetings with organisations that currently provide services, where requested
- Meetings / workshops with partners
- Workshops with organisations that provide services
- Locality provider forums
- Asking organisations that provide services to engage their service users and encourage them to share their views and feedback with Norfolk County Council

- Testing potential ideas for redesigned services with people who use services where possible
- This online consultation, which is also available as a paper copy.

We want to find out if there are any comments that people have to add to those made when we consulted on reducing the amount we spend on housing related support services last year. In particular we are keen to hear if people have ideas about how we can manage some of the risks we identified when looking at reducing services.

We also want to find out more about what people value about support services and hear what ideas people have about how we can work with others to support people in the community and make the money we do have go further.

As people tell us what they think we will feed their views and suggestions into our redesign process.

We will feed back the findings from our consultation to our Adult Social Care committee as part of the evidence they will use to help them come to a decision about future services.

Find out more and have your say online by filling in and returning the feedback form below.

*If you need a copy of this consultation document in a different format please email **[haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk)***

## **Background information**

The Care Act says that we have to make sure there are prevention services available in Norfolk, but we can choose how we provide support.

This is not the first time we have reviewed our housing related support services.

In 2011-14 we made approximately £3m savings from housing related support services as part of an overall reduction in spending on prevention and community support services.

In February 2014 we agreed to save £2.4m in 2014-16 by working with other agencies to review all the services offered and looking for ways to deliver them more efficiently. These savings were delivered over two years.

In 2016 we consulted on proposals to reduce the council's funding for housing related support services by 40%. Some people told us that they felt that the responsibility for funding these services should be spread more widely across the public sector (health, districts, criminal justice etc.) - many felt that these are key preventative services that support vulnerable people and therefore told us they felt that reducing funding was not possible.

At that time our elected members decided not to take these savings forward.

## **How we currently provide services**

We currently spend over £10 million each year on these services with approximately 11,000 people receiving this type of support. We currently support people through a wide range of services:

### **1. Floating support**

We currently spend over £3.5 million a year on these services.

Floating support helps keep people independent and safe in their own home. Often this involves a support worker working on an individual basis to help people in need. Support offered can include help with managing finances, help with setting up and maintaining a home or tenancy or offering emotional support, counselling and advice.

Some services are open to all adults who are at risk of being homeless or losing their tenancy, which is known as generic floating support. As well as offering a wide range of support to people in general, this service also supports single homeless people, offenders or people at risk of offending. The range of support helps people to develop and maintain independent living skills.

Some services are based around communities in specific areas, providing a wide range of support including access to local community organisations, advice, developing life skills and emotional support. This also helps people find accommodation, manage finance and maintaining a home or tenancy.

Some services are targeted to support particular groups of people.

This includes:

- Floating support services for older people in their own homes across Norfolk. This does not cover sheltered housing or other supported accommodation. These services aim to help people keep independent in the community and prevent them losing their tenancy or home, which could then make them need other types of health and social care support.
- Support for Gypsy and Traveller families, giving improved access to adequate and suitable accommodation and living conditions. This service helps to connect people to services in the community and enables people to access training, education, jobs and volunteering.
- Support for people with mental health problems. As well as supporting people to live independently and safely in their own homes, this service helps people with their recovery, developing people's capacity to live more independent lives.

Other services are linked to people living in specific accommodation, providing temporary accommodation for people who are homeless or at immediate risk of becoming homeless. They support people to access work, training and education and link with others providing support with mental health, drug and alcohol and substance misuse and specialist healthcare services.

For these services, people are referred in lots of different ways. People can refer themselves to some of these services. Others are referred by health services like GPs or hospitals, by housing services, by other public sector services like police and probation or by other providers.

Between 1 April and 30 June 2016 these services supported 3031 people.

We currently commission eight organisations to provide these services.

## **2. Homeless services**

We currently spend £2.6m a year on these services. They provide accommodation and support for adults who are homeless.

These services currently include three direct access hostels to support people who might otherwise be homeless. People can access these services themselves or be referred by other services.

We also fund hostels that can offer people accommodation and support for up to two years. District councils and other agencies refer people to these services and they are also used for people moving on from direct access hostels.

We currently fund support into Move On accommodation that enables people to develop the skills required to live independently in the future.



Taken together these services can offer 498 rooms across Norfolk. Between 1 April and 30 June 2016 these services supported 694 people.

As well as providing accommodation these services provide intensive support to skill people up to live more independently in the future and maintain this independence. This includes advice and help with benefits, job seeking and finding housing. People using these services could also be accessing other services to provide support they need.

We currently commission eight organisations to provide these services.

### **3. Young Peoples Services**

We currently offer young people aged 16-24 specialist housing related support services. We spend £2m a year on these services.

We currently provide hostel accommodation, where young people can stay for up to two years.

We also provide a Move On service for young people to help them find more permanent housing and to live independently. As well as offering support and advice around housing, benefits and life skills, our support for young people has a strong focus on helping them find employment, education or training.

Another service we provide is specifically for teenage parents. As well as offering suitable accommodation and help with benefits, housing and life skills, this service provides parenting support.

Some young people might struggle to thrive in a hostel and might do better in a family environment. We provide some young people with a service called Supported Lodgings, which works a bit like foster care. Organisations that provide this service find families for the young people to live with and offer advice and support. As well as practical help with benefits, jobs and housing, this service also offers emotional support.

In the three months from 1 April to 20 June this year we supported 367 people through these services. This will have included young people who have just left care.

We currently commission five organisations to provide these services.

#### **4. Sheltered housing support**

We currently spend £1.8m a year on support to some people living in sheltered housing.

This support offered will vary depending on which sheltered housing scheme people live in. It includes things like regular phone calls, welfare checks, and help with accessing care support. It might also include general advice and help with things like filling in forms and understanding letters.

We pay money to 15 sheltered housing organisations to provide this service to people living in their schemes that receive housing benefits. Other people living in the same scheme may pay for this support themselves.

When we last reviewed this service we based the amount we pay providers on the average number of people over a three year period that were receiving. The support cost was a consistent amount across all providers and was set at £8 per person per week Housing Benefit. The sheltered housing providers we fund cover around 4,620 flats but it's difficult to say how many people currently within the service need the support that we fund. This means that we could be paying for support that some people don't need.

## **Things to take into account**

Many of the contracts we have are coming to an end and need to be reviewed. We can't make the savings we need to make by looking at all individual contracts in isolation. We therefore want to work with partners to take a fundamental look at all of the services we provide.

We want to make sure that the contracts we have offer good value for money and that we are not duplicating housing related services. We currently provide some other services that potentially overlap with housing related support. For example, many of the services provide information and advice. We also need to avoid duplicating housing related services that other organisations already provide.

We need to make sure that people who need support can find it easily without being passed between services who might all have different criteria for who they are able to help.

We also need to make sure that that money we spend reaches the people that need it. This means taking a look at why we support some people living in certain accommodation, like sheltered housing, in a different way to people who have the same needs but live in their own homes.

As things have changed since we last commissioned these services we may also want services to reflect new priorities. For example, there is now a greater understanding of the impact loneliness has on people's health and wellbeing.

We will need to think about how people move through these services on their way to becoming independent and whether investing more in giving help at the start might help us save money on services further down the line.

Lastly, we want to encourage some of the more innovative ways of working that providers are already developing.

### **What this means for people who currently use these services**

At the moment we have not made any decisions about how we will provide these services in the future. However, as our proposal to

review services includes reducing the amount of money we spend on them, this means that services could change.

We are working with providers to find out from people who currently use services what support they value the most and how they would prefer to get help in the future.

In general people might get a service from a different provider or they might receive a service in a different place.

People might receive support in a different way. For example people might receive support they need from peer support rather than from one-to-one support from an individual worker. Another example might be that instead of getting a regular telephone call from the organisation that provides your housing, you might get a call from a befriending service.

Some people who currently receive a service might not get a service in the future. In the case of sheltered housing support, people may choose to pay for a service themselves.

Where the support we give is linked to people's housing, it's possible that their tenancy agreements might have to change. Reducing funding could also mean that that more people become homeless or go into crisis and require other services, such as adult social care, children's services, housing and health services.

As well as impacting on people who use services, reducing our spend on these services could impact on the organisations who provide them and the staff working for them. Providers may decide not to, or be unable to, continue providing services without our funding.

If, as a result of this consultation, we change things for service users we will work with providers to understand how best to support people make the change. This could be by helping them move to a new service, re-directing them to other services that could help or putting in extra support to help people become independent and not need the service in the future.

## **Response to feedback received last year**

Please take a look at what people told us when we consulted on housing related services last year and then answer the question below:

## Reimagining Norfolk 2016-19 Budget Consultation

### Title of proposal

**Reduce the Council's funding for Supporting People services.**

### Summary of proposal

We are proposing to reduce the Council's funding for Supporting People services (also known as housing-related support services). These are prevention services that help people who are vulnerable or who have a disability, to live independently and to remain in their home, including:

- Sheltered housing, community alarms and home improvements advice for older people
- Supported housing
- Visiting support for people who are at risk of losing their accommodation, and
- Crisis housing and support for those who may have lost their accommodation such as:
  - Young people hostels which support young people to move safely into adulthood and set up home for the first time
  - Hostels for people who have been homeless with support to enable them to re-establish a secure home
  - Refuges for women experiencing domestic violence.

We currently spend £12.4m each year on these housing related support services. We decide how to spend the money, but do so in consultation with the Supporting People partnership. The Supporting People partnership includes: District Councils, Health, Probation, Norfolk Constabulary, Youth Offending and the Norfolk Drug and Alcohol Partnership.

Hostels, refuges and sheltered housing services receive some other funding through rent, housing benefits and district councils. **This proposal will have a significant impact but would save us approximately £5.1m in 2016-17, because it means reducing the funding we currently provide by about 40%.**

**Respondent Numbers** – Number and percent agree, disagree and don't know/blank where applicable. If relevant also include numbers of respondents who were service users and carers

- There were **1283** responses received for this proposal.
- 1047 people (81.61%) disagreed with the proposal
- 144 people (11.22%) agreed with the proposal
- 92 people (7.17%) told us that they did not know if they agreed or disagreed with the proposal

## Analysis of responses

### Organisation, group or petition responses

Please describe any petitions received.

Of the group of adults with learning disabilities who attended an About With Friends consultation event, 12 agreed with the proposal and 15 disagreed with the proposal.

Please record any groups or organisations which responded.

**53** respondents told us they were responding on behalf of a business, organisation or group. These were:

- Access Community Trust x 2
- Adult Day Care Limited
- Aspland Road Hostel
- Aylsham Town Council
- Break Charity
- Broadland District Council
- Broadland Housing Association
- Broadland Older People's Partnership
- Centre 81
- Cinema Plus (Cinema City)
- Community Action Norfolk



- Cotman Housing Association
- Cromer Town Council
- Diss Town Council
- Forward Day Centre Ltd
- Great Yarmouth Borough Council
- Great Yarmouth Older People's Network
- Homeless Link
- Local Deaf Centre in Norwich
- Malcolm Books
- MAP
- Mid Norfolk Mencap
- Mind
- Mums in the Know Norwich
- NHS Norwich Clinical Commissioning Group
- Norfolk County Council and Stonham Home Group
- Norfolk Making it Real Board
- Norfolk Older Peoples Strategic Partnership x2
- Norfolk Record Society
- Norfolk Young Carers Forum
- North Norfolk District Council
- Northrepps Parish Council
- Norwich City Council x 2
- Norwich Older People's Forum
- Ormesby St Margaret parish council
- Ormesby with Scratby Parish Council
- Parish Council
- Poringland Parish Council
- Sheringham Town council
- Solo Housing
- South Norfolk District Council
- St Martin's Housing Trust
- Stonham Home Group
- Swanton Morley Parish Council
- Taverham Parish Council
- The Benjamin Foundation
- The Borough Council of King's Lynn and West Norfolk

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|  | <ul style="list-style-type: none"> <li>• The Borough of King's Lynn and West Norfolk</li> <li>• The BUILD Charity</li> <li>• The Matthew Project</li> <li>• Unite social group.</li> <li>• YMCA Norfolk x2</li> <li>• Your Own Place CIC</li> </ul>   |
| <p>Please summarise all petition or group responses.</p> | <p>Of the <b>47</b> groups/organisations which told us whether they agreed/disagreed/didn't know, <b>6</b> organisations <b>agreed</b> with the proposal; 5 gave no reason and the other said services should be targeted.</p> <p><b>39</b> organisations <b>disagreed</b> saying that the service is a preventative one (19 comments) and it is shortsighted to cut services (19 comments). 14 comments were received about the increased vulnerability and risk to service users if the service is cut. Increased risk of homelessness was also mentioned. <b>2 did not know.</b></p> <p>Many organisations sent very detailed responses, including case studies: the broad themes which emerged from these responses are discussed in the Agree and Disagree boxes below. In addition, organisations commented on a large range of more specialist issues including:</p> <ul style="list-style-type: none"> <li>• Delivering services which have already experienced funding cuts and the impact this has on an organisation's ability to provide good services and retain good staff at a reasonable salary.</li> <li>• The longer term closure of units and the difficulties of securing planning permission for accommodation offering services to high need/complex clients.</li> <li>• The timing of ceasing/renegotiating contracts in order to make savings within timescale.</li> <li>• Increased waiting times for vulnerable people to become housed.</li> <li>• Cost-shunting (eg. a reduction in adult social care funded housing support for young people aged 16-24</li> </ul> |

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|  | <p>is unlikely to produce a saving as many of these young people will be entitled to services from Children’s Services.</p> <ul style="list-style-type: none"> <li>• Reliance on an individual’s Personal Budgets (which has a much higher threshold than that required to currently receive supporting people services) to pay for future support.</li> </ul> |
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**Looking at all of the responses, are there any consistent, repeated or notable reasons given for people’s views in...**

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| <p>Agreeing with the proposal?</p> | <p><b>144 (11.22%)</b> people who responded to this question agreed with the proposed cut.</p> <p>The <b>main reason for agreeing with the proposal</b> was that the services should or could be provided by <b>partners (17 comments)</b>: “more needs to be done with partners, inside and outside of NCC” and “...there are so many partner agencies involved in Support Service delivery I am sure that there is a smarter way to deliver an effective service without NCC bearing a large funding cost”.</p> <p><b>16</b> comments included a <b>proviso</b> such as “I agree as long as services are still able to be maintained to a certain degree of safety and care”, “Yes as long as standard of care does not slip and the people still get the help and support they need” and “only if done correctly”.</p> <p><b>12</b> comments were made about the <b>efficient</b> running of services and how this could be improved: “far too much money wasted on these services half the amount of people who claim for a mobility vehicle do not need them. It’s time the whole system had a good shake up” and “the excessive costs of some care packages needs to be addressed and</p> |
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|                                | <p>efficiencies made. Focus should be on prevention and building strong communities.”</p> <p><b>12</b> comments were about <b>targeting</b> services: “My assumption is that a proportion of time is spent filtering genuine cases from less than genuine ones??? catching the right people is important”. Other people said “funding needs to be allocated on a priority basis” and that is “important to prioritise”.</p> <p><b>64</b> of the 144 people who agreed with this proposal <b>did not give a reason</b> for their viewpoint. Some wrote freetext responses such as “reluctantly agree”, “see above”, “no further comment” or “seems sensible”, but the vast majority of the 64 wrote nothing so we cannot know the reasons for their agreement.</p>  |
| Disagreeing with the proposal? | <p><b>1047 (81.61%)</b> people who responded to this question disagreed with the proposed cut. <b>252</b> people explained how it would affect them, personally, and gave examples of their experiences:</p> <ul style="list-style-type: none"> <li>• “I could end up on the streets - I have nowhere else to live. I'm in debt and I am getting support with this from the staff.”</li> <li>• “I live in supported accommodation and if the cuts happened, I would be homeless as I have nowhere else to live.”</li> <li>• “I live in sheltered housing and because of my disability I need my carers and warden to come in. So that, I can stay living on my own.”</li> <li>• “I have received a lot of support and it has helped me with my self-esteem, self-control and behaviour. They don't just tell you what to do, they have patience and take time to show you. It's really scary to think what would happen if I didn't have this place to live and the support I get.”</li> </ul> |

- “If this service wasn't here I would be homeless, living on the streets. I would turn back to drugs and drinking and really vulnerable. I get loads of support and since being here have got a chance to look forward to getting my own place and being independent.”
- “I came to sheltered property knowing I would have frequent contact with a person who knows my needs and helps me.”
- There were **28** comments from people in sheltered housing about the need for a warden.

**The main reasons for disagreeing are that the Supporting People service is a key service and to cut services would have a detrimental effect on people’s wellbeing.**

**261** people disagreed on the grounds that the Supporting People service is a **key service**, describing it as ‘vital’, ‘important’ and relied upon: “I can't believe that these services are not seen as absolutely essential for the people of Norfolk.” / “The service as it stands is vital.” / “These are crucial services for people who use them and should be prioritised.” / “Because these services are vital to vulnerable low income people with health issues.” / “This is a very important service to the customers. This proposal would have a negative effect on the people who provide the service and the people who are supported by the service.” / “All people and older people need it more than ever.”

**224** people disagreed because they felt that individuals’ **wellbeing** would be affected by the proposed cut. Respondents referred to reduced “quality of life”, and also cited more positive personal examples, “I feel relaxed with my key worker and can be honest with the barriers I face. With his help I think most things are possible.” Some noted that increased confidence which accompanied a sense of

wellbeing provides incentive and impetus to achieve more: “it's given me stability to move on to better things... ” (and, by implication, to require fewer services) – “The hostel changed my life by giving me something to work towards, by giving me respect and friendship from the staff, by giving me back my future through their help until I was able to stand on my own two feet for the first time in my life.”

**202** people commented on the **preventative** nature of Supporting People noting that the service reduces the need for further, potentially more expensive, services at a later date so should not be reduced: “in the medium term this is likely to result in more people requiring more expensive support”. People also referred to the way in which Supporting People services help to promote independence: “Supporting People Services keep people out of hospital out of residential care and are key to delivering the longer term aspiration on people living independently”. Some people shared their personal experience to illustrate why they disagreed: “if the proposal was carried out it would mean me and many other young people who need support would be put into unsuitable and possibly dangerous accommodation, many young people in supported accommodation are vulnerable and need help with everything so it would not be suitable for them to be in private accommodation. If young males are made homeless they will not receive any benefits and would most likely turn to a life of crime to survive”.

People also disagreed with the proposal because of the perceived **risk to vulnerable groups (163 comments)**: “it sounds like this cut would have a detrimental impact on some of Norfolk's most vulnerable people”. People commented on the effect cutting the Supporting People service might have on vulnerable people including young people at risk of homelessness, people with mental health issues, and women at risk of domestic abuse: “if this service

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|  | <p>wasn't here I would be homeless, living on the streets. I would turn back to drugs and drinking and be really vulnerable. I get loads of support and since being here have got a chance to look forward to getting my own place and being independent”.</p> <p>Some respondents said that the proposal was <b>shortsighted</b> (<b>105</b> comments) and although an initial saving may be made, it would cost more in the longer term: “storing up trouble for the future” and “this seems to be a vital service and cutting spending on his will only result in higher expenditure within Adult Social Services and the NHS, Children Services, so cutting these services seems pointless and short-sighted.”</p> |
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**Don't know: Of the 'Don't Know' responses (and where explanatory text is provided), what are the main reasons why people are unable to come to a clear decision?**

**92 (7.17%)** people ticked the 'don't know' option. 30 people critiqued the proposal, either saying they had insufficient information on which to make a decision, or that the proposal contradicted other proposals or Norfolk County Council priorities. There was no consensus around the reasons people gave for choosing this option, and with the exception of remarks noting the service **prevents** further problems developing (14 comments) so to stop it would be **shortsighted** (14 comments, no other reason was cited more than ten times).

**Equality Impact Assessment (EqIA)**

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| Describe any information in the | <p><b>100</b> comments related to vulnerable groups or the EqIA process.</p> <p><b>LAC Youth/young mother</b> – “It would mean for me as a single pregnant leaving care child, I would be placed in unsuitable housing, maybe with older people who use</p> |
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responses which relates to EqIA – impact on protected groups and those living in rural areas

drugs, drink or have mental health problems. This would not be good for me or the baby and could make us both unwell. I would have no support when I needed it.”

**Mental health (and differentiation of the needs of service users)** – “People with significant mental health problems do not all meet the FACS criteria which is set at a high threshold. People are being maintained independently using SP Funding. This keeps them from relapsing and requiring even more expensive services. This funding stream was originally established for this purpose and the evidence suggests it has been most effective used for those who have experienced mental illness.”

**Age** – “This is punishing already vulnerable and old people.” / “Being elderly I feel as if you are all taking away everything I value in life. If this isn't discrimination, I don't know what is. Please don't do this to us.” / “Young people have been hit hard by all of the cuts in the last 5 years. As a professional I have seen the negative effect this has had.” /

**Disability** - “Young people who need help to set up for themselves or people who are already at a disadvantage due to disability need as much help as we can give them.” / “How will people who are dyslexic and have special needs get support to even get started with a house. Where will people get help?” / “It seems very wrong to make cutbacks on the elderly and disabled as we are the people who really need supporting people services.”

**Low income** – “It seems the lower paid and over sixties get the same problem every time a cut back on most things.”

**General** - “People that are in the situation which requires these services did not willingly put themselves in it. Taking this service away would discriminate anyone that is not healthy or happy at home and stop them being able to live



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|  | <p>as normally as possible. They are not being given the same chance at life as everyone else.”</p> <p><b>2</b> comments were made about limited transport in <b>rural</b> areas. The <b>difference in need between rural and urban areas</b> was noted: “we are aware that a disproportionately high percentage of the Supporting People funding is spent in Norwich in recognition of the relatively higher numbers of vulnerable people who originate or gravitate here, and would expect recognition of this through protection in the way that any funding reductions are deployed.” The higher than national average in relation to cases of <b>domestic abuse</b> in Great Yarmouth was also noted as being an area where the impact of cuts would be “incredibly detrimental”.</p> <p>Although people <b>experiencing homelessness or at risk of homelessness are not a protected group</b>, they are a vulnerable group and many respondents expressed concern that the number of homeless people could rise if the proposal went ahead (see Analyst box below).</p> |
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| <b>Analyst notes</b>   |  |
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| Any other things you think report writers should know when presenting findings | <p>There were <b>4</b> comments about our perceived or actual <b>legal</b> obligations, either referring to our Duty of Care or the Care Act.</p> <p>“This would seem to be one of the most vulnerable sections of our society and one which we have a duty of care to protect. Cutting support in this area without being quite sure that it will be compensated for elsewhere, and without extra anguish and suffering for those affected, is quite unacceptable in a caring, modern society.” / “Please do not yet again reduce services to the most vulnerable. This is, I believe, in contravention to the Care Act.”</p> <p><b>131</b> people <b>critiqued</b> the proposal, the main issues were:</p> |

- **process:** “commissioning of services is still poorly organised, and ill informed without clear study, research and understanding, It will strain services without proper and intelligent investment around infrastructure”.
- **our approach to making savings:** “I don’t agree with reducing the funding. If you have a much more efficient way of better enabling people, DO IT, why aren’t you DOING IT already”.
- **Information about the proposal:** “I don't understand what the proposed saving is, it isn't stated at all clearly”. / “Makes no sense.”
- That the proposal **contradicts** other proposals or the county council’s priorities: “I disagree because this would contradict one of the organisation's priorities of supporting vulnerable people to make Norfolk a better place to live for vulnerable people” and “it seems that you are contradicting yourself. How can 'people get early support in communities' while at the same time you are reducing advice and visiting support etc. Is the implication that the 'communities' will pick up the slack?”

There were **20** comments relating to **carers**, most saying how difficult caring would become if the proposed cut goes ahead: “this will make life so much harder for me and my mother who cares for me. I will not be able to go out without a carer or my mother to my activities.” / “This would appear to mean that I alone will be responsible for caring for my partner who had dementia until one of us dies - a very bleak thought.” / “I support (partially) someone in one of your houses. This would mean that my role would have to become 24/7.”

**137** people referred to **increased risk of homelessness** for vulnerable people (including those with mental health

problems or those at risk of or experiencing domestic abuse) if the proposed cut was to go ahead.

- “Little enough is done for vulnerable young people in Norfolk exposed to the prospect of homelessness.”
- “If places like Genesis were not 'open'/available I would still be homeless.”
- “If you were to reduce funding to our service it could mean ex-offenders being on the streets and greater risk to the public.”
- “I think that the potential consequences in reducing funding to the prevention services in question would have a profoundly negative impact on the vulnerable people who depend on them, and would likely make existing social issues ie homelessness a much bigger problem.”
- “We don't want more people on the street.”
- “Not good if more people become homeless.”

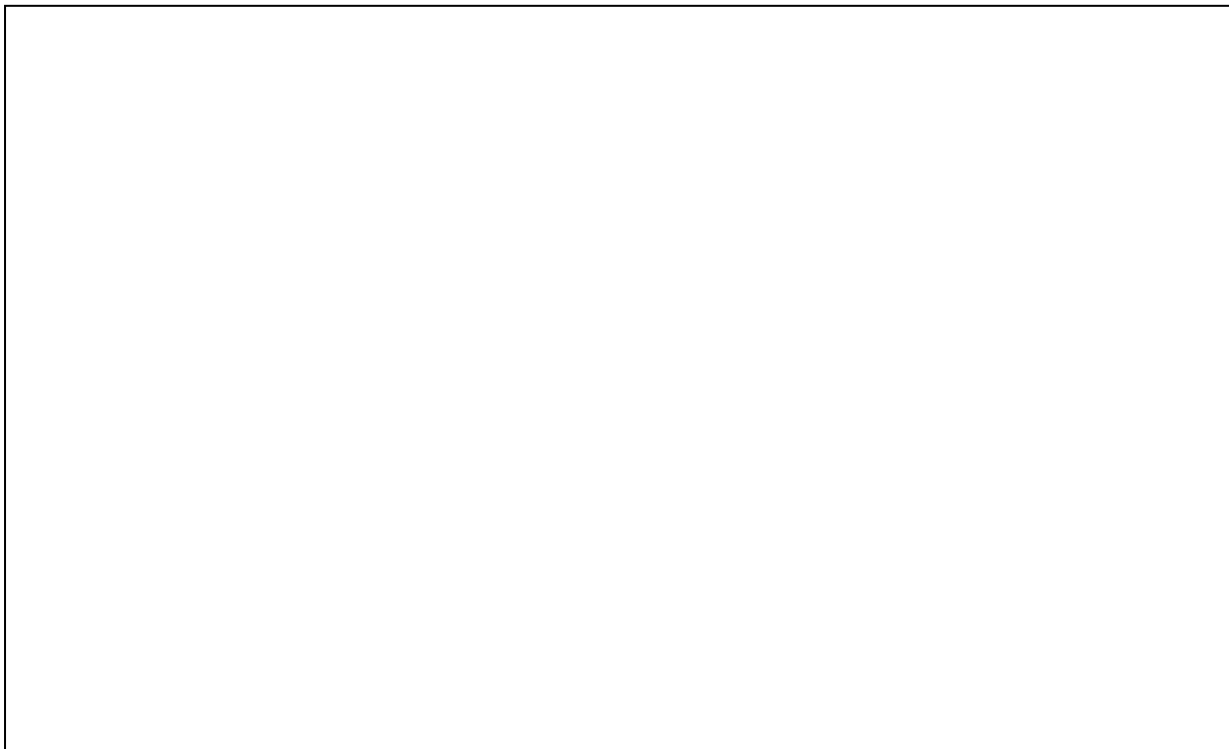
If you have any comments in general about reducing the amount we spend on Housing Related Support, please write in space below:

## **Your views on how we could work better with others to support people**

If the savings went ahead we would have a budget of over £4.5m to spend on housing related support services. We are working with our partners to come up with proposals for how to support people and provide services within that budget.

We want to find out what is it about our services that people value and how people want to get support in the future.

We know we can't solve society's problems on our own so we need to work with others to help make the biggest impact with the money that we have. We therefore want to find out who else can help deliver services and how.

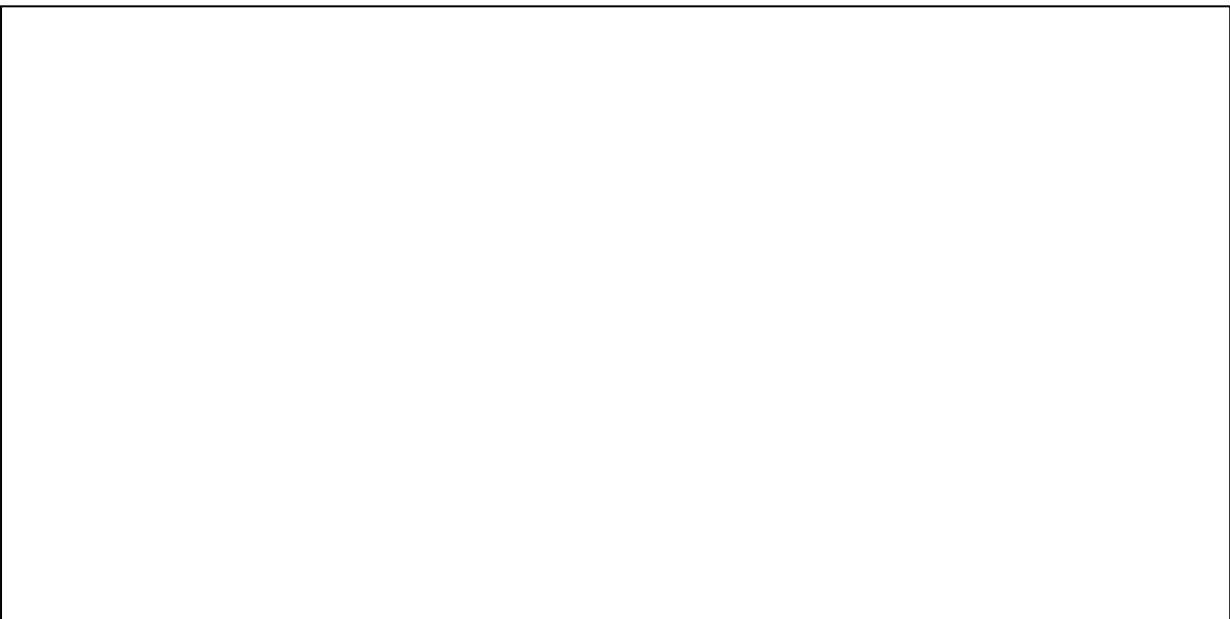
A large empty rectangular box with a thin black border, intended for user input or comments.

As people tell us what they think we will feed their views and suggestions into the redesign process.

1. What do you value most about housing related services and why?  
Please write in space below:



2. What support, if anything, would you prefer to receive in the future and why? Please write in space below:



### 3. Who else could provide support?

Please tick (✓) those who you think might be able to offer help and support.

*Please select all that apply*

Family and friends

Neighbours / communities

Voluntary and community groups

Housing organisations

Local councils

Other organisations

If other, please write in space below:

How could this support be provided? Please write in space below:

4. Here is a list of different relationships people have with this service. Please tick (✓) all that apply to you:

I currently receive this service

I have received this service in the past

I care for someone who currently receives this service

I care for someone who has received this service in the past

I work for this service

I refer my clients to this service

Other - please write in space below:

## About you

### Personal information, confidentiality and data protection

We will process any personal information we receive from you in line with the Data Protection Act 1998. This means that Norfolk County Council will hold your personal data and only use it for the purpose for which it was collected, being this consultation. We use this information to see how representative the feedback is of Norfolk's population. We also use it to see if any particular groups of people are especially affected by our proposals. Under our record management policy we will keep this information for five years.

We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation, including any personal information. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

**5. Are you responding as...?**

*Please select only one item*

- An individual / member of the public
- A family
- On behalf of a voluntary or community group
- On behalf of a statutory organisation
- On behalf of a business
- A Norfolk County Councillor
- A district or borough councillor
- A town or parish councillor
- A Norfolk County Council employee

**6. If you are responding on behalf of another organisation, what is the name of the organisation, group or business?**

Please write your answer here:

**7. Are you...?**

*Please select only one item*

- Male
- Female
- Prefer to self-describe (please specify below)
- Prefer not to say

If you prefer to self-describe please specify here:



**8. How old are you?**

*Please select only one item*

0-15

16-29

30-44

45-64

65-84

85+

Prefer not to say

**9. Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?**

*Please select only one item*

Yes

No

Prefer not to say

**10. How would you describe your ethnic background? Please select one only**

*Please select only one item*

White British

White Irish

White other

Mixed

Asian or Asian British

Black or Black British

Chinese

Prefer not to say

Other ethnic background - please describe below

**11.** What is your first language?

Please write your answer here:

**12.** What is the first part of your postcode? (e.g. NR4)

Please write your answer here:

## **How we will make our decision and report back to you**

Our county councillors will consider the consultation responses we receive very carefully. In particular, they will take into account:

- The impact of any proposal on individuals, groups or communities and in particular on people identified as having 'protected characteristics' under the Equality Act 2010. The protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. As well as this equality impact assessment, councillors will consider the impact of proposals on rural areas
- The views of people and stakeholders consulted
- The evidence of need and what is proven to work effectively and well
- The financial and legal positions and any constraints at the time

- Any potential alternative options, models or ideas for making the savings.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.

Please note Paper responses to this consultation can be sent to: In writing to **Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, Norwich NR1 2DH.**

However, if you want to help the council save money please use a stamp and send to this address: Stakeholder and Consultation Team, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, NR1 2DH

**Your opinions are valuable to us. Thank you for taking the time to read this document and respond.**



If you need this document in large print, audio, Braille, alternative format or in a different language please contact us on: 0344 800 8020  
Email: [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk) and we will do our best to help

**October 2016**