

Directorate for People
Commissioning Centre of Excellence
**Older Adult Day Services – Proposals for change, including
proposed closures.**
Consultation Findings Report

Purpose

To provide analysis of the consultation findings relating to a range of proposals for change to Birmingham City Council's older adult day services.

Produced by Strategy & Research Team
Commissioning Centre of Excellence
People Directorate
October 2016

Contents

1. Executive Summary	3
2. Background	4
2.1 Future Council	4
2.2 Why are the changes being proposed?	4
3. Options to be considered	5
3.1 Options considered	5
3.2 Impacts	5
4. Methodology	6
4.1 Consultation	6
4.1.1 Questionnaire	6
4.1.2 Other methods	6
4.2 Analysis of responses	7
5. Findings	8
5.1 Quantitative (closed question) analysis	8
5.2 Qualitative (open question) analysis	8
5.2.1 Common themes and issues	8
5.2.2 What respondents thought of the options	9
5.3 Additional comments	12
5.4 Feedback from other methods	13
6 Recommendations	15
Appendix A – Summary of questions	16
Appendix B – Analysis coding	17
Appendix C – Data	21

1. Executive Summary

Birmingham City Council (the Council) runs eight day centres that support older adults who are frail or have dementia. The day centres offer people light physical exercise and mental agility exercises with the opportunity to meet and socialise with peers. The locations of the service are:

- Elders Groups within four Care Centres:
 - Norman Power Centre (Ladywood)
 - Anne Marie Howes Centre (Sheldon)
 - Kenrick Centre (Harborne)
 - Perry Tree Centre (Kingstanding)
- African-Caribbean Day Centre (Kings Heath)
- Boldmere Day Centre (Sutton Coldfield)
- Shakti Day Centre (Highgate)
- Magnolia Day Centre (now merged with the Elders Group at Norman Power Centre).

The service provides a break for carers and families supporting people with assessed eligible needs, allowing them to either continue working or have valuable respite from their caring role.

Between 6th July 2016 and 4th October 2016, the Council consulted on proposals for change to the Older Adult Day centres it operates.

The purpose of the consultation was to find out what people thought about a range of proposals and to use the information to support further development of the proposals and form a recommendation to be presented to Cabinet for decision in autumn 2016.

The purpose of this report is to present the findings of the consultation.

2. Background

2.1 Future Council

The scale of funding reductions and the pace of change in which we now operate is unprecedented. To effectively manage this ever-changing environment, the Council has recognised the need for radical change in how our organisation works; its roles and functions and the culture that determines how we work together with and for Citizens of Birmingham.

The Future Council programme was developed to support this process. Part of the Future Council programme focused on developing proposals for the Council's internal Specialist Care Services. This included Older Adult Day services.

2.2 Why are the changes being proposed?

The Council is committed to developing services for people that help them to live as independently as possible, exercising choice and control over the planning and delivery of the support they need.

At the moment, the Council has significant funds tied up in block contracts; it seeks to move away from this position and give people choice and control over which service they can purchase. To do this, the Council intends to reorganise its internally provided services so that, in future, people may choose to buy services which meet their assessed eligible needs for care and support.

The Council gives people a Personal Budget, of which all or some can be taken as a Direct Payment to spend on their care and support needs. We will encourage eligible service users to take this budget as a Direct Payment, from which they can buy a range of services including traditional day centres, support from a personal assistant or other types of community-based support. The Council's approach will be to encourage people to manage their own resources and care wherever they can to maximise their independence.

A review of Older Adult Day services run by the Council and other provision in the city was undertaken in 2016. It found:

- The internal Older Adult Day services are expensive compared to alternatives; average costs in 2015/16 for day placements were £72 for internal services whilst alternate provision ranged from £25 to £55 per day.
- Approximately 300 people use the day centres each week, the equivalent of 680 day placements each week. In 2015/16, the average occupancy was around 80%.
- Five of the day centres are located in modern purpose built Care Centres whilst three are based in stand- alone buildings.
- Excluding internal Council services, there are 72 day centres for older adults and at least 19 other services offering day activities (rather than building-based care) in the city.

3. Options to be considered

The Outline Business Case considered four potential options and carried out an initial appraisal of these. The options are shown below.

3.1 Options considered

3.1.1. Option 1 – No change

Under this option, services would continue to operate as normal.

3.1.2 Option 2 – Close the internal day centres and shape the care market to deliver a suite of alternative options for people to buy with their Personal Budget through a Direct Payment

Under this option, the day centres would be closed. Service users and carers would have their needs reassessed and will be given a Personal Budget and the offer of a Direct Payment to buy alternative services. The Council will manage the person's personal budget on their behalf if they do not want to take a Direct Payment.

3.1.3 Option 3 – Retain the five services based in the Care Centres and close the other three

Under this option, Boldmere, Shakti and African Caribbean day centres (based in stand-alone buildings) would close. Service users and carers would have their needs reassessed and would be given a Personal Budget and the offer of a Direct Payment to purchase alternative day services. The Council will manage the person's personal budget on their behalf if they do not want to take a Direct Payment. The other services operating from Care Centres would continue as normal.

3.1.4 Option 4 – Outsource the current service

Under this option, a procurement process would be carried out to secure alternative provider/s for this service. Following this process, the services and staff would transfer to the new provider/s.

4. Methodology

4.1 Consultation

4.1.1 Questionnaire

Between 6th July and 4th October 2016, the Council held a public consultation on the four proposed options outlined in Section 3.

An online version of the questionnaire was available publicly on the Birmingham Be Heard website and a postal copy was sent directly to all 300 service users and their family / carers. A range of options were also made available for people to respond including by email, post and telephone. A summary of the questions can be seen in Appendix A.

In addition, service users, their families / carers were invited to share their views at consultation events and focus groups.

21 meetings were held with service users in the 8 affected day centres during August 2016. Seven meetings were held with family carers of service users in the 8 affected day centres during July, August and September 2016.

Employees and union representatives were consulted on the proposals in meetings.

4.1.2 Supporting the consultation

There were a number of ways family carers, service users and citizens could get involved and have their say in the consultation process:

- Email: Gave carers and service users the option to ask a question, provide feedback and share their views.
- Suggestion Boxes: Service users and carers were given the choice to write down their opinions and post them in one of our suggestion boxes - placed in the care centre(s).
- Telephone: Service users and carers also had the option to speak to us about the consultation and the proposals being made.
- Face to Face: Consultation meetings gave a more personable approach and allowed officers to explain the rationale behind the proposals and hear first-hand the thoughts and feelings of carers, family members and service users.

To support a positive response rate, a range of methods to promote the consultation were used:

- Fact sheets provided on line.
- Option to respond by email.
- Suggestion boxes at all centres.
- Marketing materials including posters and flyers.
- Feedback mechanisms.
- Targeted stakeholder engagement.
- Press releases.
- Facebook and Twitter.
- Consultation events.
- Focus groups.

4.2 Analysis of responses

All responses were submitted onto the Council's Be Heard consultation database. The completed extract was down loaded into Excel format and responses were coded to enable detailed analysis. The coding used can be seen in Appendix B.

Quantitative analysis was undertaken using Excel and providing a number of how many people supported or did not support each option. The qualitative responses were analysed in two different ways:

- All comments were considered overall and any emerging themes/common issues were highlighted accordingly. The comments for each question were then considered and again common themes/issues highlighted.
- The comments were also then coded using a range of themes (Appendix B). This approach enabled each question to be evaluated individually and the number of comments under each theme to be counted. Therefore it could be established how many comments supported each option or how many were against each proposal.

For the other methods of consultation the main themes were identified and all comments considered.

5. Findings from the questions we asked

5.1 Quantitative (closed question) analysis

Overall there were 113 responses of which 58% were service users, 21% unpaid carers and 12% employees as illustrated in figure one.

Figure one Respondents

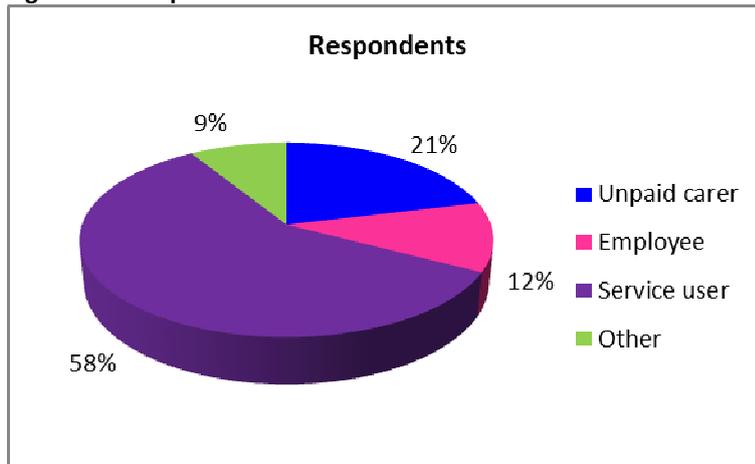


Table one outlines the level of support or opposition for each proposal from the consultation with key findings including:

- Option 1, no change received the most support from three quarters of respondents and 73% registered strong support.
- Of the two recommended options (2, closing internal day services and 3, retaining five centres and closing three), option 3 had the most support from 25% of respondents.
- Most opposition was recorded for option 2 with more than 80% of respondents against and 77% saying they strongly opposed.

Table 1: Percentage of respondents who support, were neutral to or oppose the options

Question	A Support	B Neutral	C Oppose	Total
1	78%	7%	15%	100%
2	10%	7%	83%	100%
3	25%	9%	66%	100%
4	12%	13%	75%	100%

Further data can be seen in Appendix C.

5.2 Qualitative (open question) analysis

In addition to gauging the level of support or opposition for each option, respondents were asked to let us know the reasons for their response and to consider, if the option was implemented how it

might affect them. The majority of respondents provided comments at each stage, many more than one.

5.2.1 Common themes and issues

When the comments are considered overall the following represent the main themes and issues recorded:

- Change and its impact on the service user is a major concern.
- People are worried about service users becoming isolated and losing any independence they may have.
- People felt Direct Payments were confusing.
- There was concern about being able to fund alternative service provision.
- There is an impact on the family or carer as well as the service user.
- The high quality of staff in Council day services was mentioned and having access to skilled and experienced people.
- The effect on health is a concern if Council run services are closed.
- There were concerns about cultural needs and whether they would be met under some of the proposed changes.
- People were happy with the current situation and enjoyed their time at the day services.

It should be noted that the most comments were recorded for option 1.

5.2.2 What respondents thought of the options?

Option 1- No Change

- **Why support or oppose**

Social interaction and support to enable older people to remain as independent as possible were key themes in support of Option 1 (32% of comments). Several service users stated they would just stay at home if the services did not exist.

Some respondents felt the services should remain as they are as day centres provide much needed respite for carers, with 10% of comments related to this. There were concerns regarding the nature of service change and its impact on all involved; particularly those living with, or affected by Dementia.

There were concerns regarding finances. Some related to the cost of private provision, whilst others felt that Direct Payments limited choice.

The importance of services meeting cultural needs was highlighted in 9% of all comments, with respondents acknowledging the current services ability to do this.

- **How would it affect you?**

The majority of responses in this section related to the positive affect and associated benefits continuing the services 'as is' would bring for the service users and family / carers.

Respondents also supported this option, viewing that it would help to secure jobs.

A third of comments related to the fact that with this option things would remain the same and 11% of comments said that people would be happy. Around 10% of comments referred to the positive impact on service users for example avoiding social isolation and 9% expressed concern that service users would become stuck at home.

Option 2 - Close the internal day centres and shape the care market to deliver a suite of alternative options for people to buy with their Personal Budget through a Direct Payment

- **Why support or oppose**

There were many specific comments in opposition to this option and concern about the upheaval this would bring for service users. As for many of the options the issue of service users becoming isolated was raised.

Direct Payments appeared to receive a mixed response with some respondents feeling choice of service would be limited, whilst other felt their options would increase. This potentially highlights the need for further clarity in this area.

Finding replacement provision was a concern for a number of respondents, particularly for those with specific needs.

A third of comments were in opposition to this option and 13% related to financial concerns.

- **How would it affect you?**

More than a third of respondents questioned the potential adverse effect on service user health, in particular related to stress and decline. There was also concern relating to the impact on family and carers, and the NHS.

Finance was again a key concern with respondents highlighting issues with managing personal finances, identifying new services, and the ability to self-fund. In addition there were concerns around job losses.

Some respondents (12%) made specific comments objecting to this proposal, indicating a need for this service, and 11% raised concerns around the difficulties faced in finding new services and being able to fund them.

Option 3 - Retain the five services based in the Care Centres and close the other three

- **Why support or oppose**

Many respondents supported this option, acknowledging that services would continue, albeit at a reduced level.

Some respondents, 12%, were concerned about how cultural needs being met and compliance with the Equality Act, whilst others were concerned about being able to travel to a new location.

Some respondents cited concerns over Personal Budgets ('not everyone wants one') whilst others question the amount of savings being made. Overall 23% of comments registered an objection to this proposal, but 13% of respondents pointed out that at least some centres would remain.

- **How would it affect you?**

The majority of concern here was for service users at the centres proposed for closure; this included concerns for increasing social isolation, increase in travel times to alternative locations, and service users worrying about where they would go instead.

Conversely, respondents acknowledged that overall, there would be limited change with this option, and that staff would continue to be employed however some questioned the impact of change and how the proposed changes would be implemented.

Consistent with responses received for other options, the impact of change on service users, family and carers was highlighted. Overall 22% of comments were concerned that service users would become isolated and 16% of respondents felt there would be limited change.

Option 4 – Outsource the current service

- **Why support or oppose**

The majority of comments did not support the outsourcing of services with many keen for the Council to retain the day care centres. Reasons for this included reference to the high quality, skill and experience of staff at Council run services.

Finance was again a key theme with respondents questioning the costs associated with procuring the new service, concerns regarding costs of private sector services and many comments reflected that this option would not deliver the required savings.

Some respondents were concerned about the standards of service in the private sector.

Over 22% of comments were in favour of services being run by the Council and 16% related to financial issues. A fifth of comments opposed this option and 16% were concerned about standards in the private sector.

- **How would it affect you?**

Many respondents were concerned about the impact of change this option might have on service users, including the impact on their mental health and confidence levels.

The need to know more about the alternative services which may be on offer was highlighted, with some respondents feeling that they did not know enough about them.

Only 3% of comments reflected that there would be no affect, whilst 36% related to the impact of change and 22% stated opposition to this option.

5.3 Additional comments

There was a wide range of additional comments with many respondents stating they had no further comments or suggestions.

Key themes appearing in the additional comments included:

- Involving the community more and utilisation of community facilities and organisations,
- Increasing funding and investment.

There were concerns that older adult services were not given enough priority, especially with a growing aging population. Respondents felt that older adult services had already been effected enough with some highlighting that they helped to prevent older people moving into care and hence preventing future spend.

Other suggestions included making better use of existing facilities and buildings (11% of comments), and making cuts elsewhere including salaries which represented 24% of comments made.

5.4 Other methods

Feedback was also received from a number of focus groups and consultation events. Consistent messages included:

- Concerns relating to the negative impact of change of day services to older adults who are elderly, frail and/or living with Dementia.
- Concern that alternative provision may be unable to meet personal care and / or cultural needs, and provide high quality dementia care. In addition the Council offered consistency across all services and there was concern that this would be lost if there were a range of providers in the future.
- In addition people were concerned about the capacity and whether there would be any vacancies.
- Opposition to any proposal which would result in a negative change of day service from the one currently being received.
- Worries about the impact on health, in particular depression.
- Service users were comfortable with the familiarity of staff, especially those with dementia.
- People felt that the current services met their needs and they enjoyed the time spent there. In particular people felt very strongly about cultural needs, which were currently met but there was concern that with all the changes they may not be met in the future.
- People were worried they may not be able to travel to any new location.
- Some people suggested making cuts elsewhere.
- Several service users stated that Councillors should come and talk to them directly, whilst appreciating that savings needed to be made.
- There was concern that people would become isolated and have nowhere to go.

In addition to the above consultation suggestion boxes were provided at each service location and the main themes of comments posted were:

- Travel is an issue and the additional expense involved.
- Will cultural needs be met?
- Concern around the stress and impact on families.
- Day care changes lives; parents are happy at the centres and families can be content that they are safe and well, looked after enabling them to go to work.
- Concerns around the effect on health and detrimental effects.

- Concern that people would become isolated and have nowhere to go.

In addition to the focus groups and consultation events there were specific meetings arranged for staff which provided the following feedback:

- There was concern over the method of consultation.
- Staff highlighted that referrals seem to have stopped.
- Staff also pointed out that we have to remember care needs will still need to be met and everyone will be reassessed.
- What about the impact on the NHS?
- Council services offer specialist care and quality standards, in particular for dementia. The private sector may not take on people with severe dementia and often move people on as their dementia increases.
- There was concern about the impact on service users, in particular travel and health.
- There was also concern about the impact on families and the fact that they may not be able to cope and have to seek help from other services.

Appendix A – Summary of questions

Option 1

- Question 1 - Do you support option 1?
- Question 2 – Please tell us why you support or oppose option 1?
- Question 3 – If, after consultation, option 1 is implemented tell us how it might affect you?

Option 2

- Question 1 - Do you support option 2?
- Question 2 – Please tell us why you support or oppose option 2?
- Question 3 – If, after consultation, option 2 is implemented tell us how it might affect you?

Option 3

- Question 1 - Do you support option 3?
- Question 2 – Please tell us why you support or oppose option 3?
- Question 3 – If, after consultation, option 3 is implemented tell us how it might affect you?

Option 4

- Question 1 - Do you support option 4?
- Question 2 – Please tell us why you support or oppose option 4?
- Question 3 – If, after consultation, option 4 is implemented tell us how it might affect you?

Additional question

Do you have any alternative suggestions the Council could implement to achieve the savings it needs to make through changes to its Short Breaks services?

There was also a range of questions about the respondent, for example age and ethnicity.

Appendix B - Analysis Coding

B1. Quantitative coding

- A – Strongly support
- B – Support
- C – Neutral
- D – Oppose
- E – Strongly oppose.

Who?

- A – Unpaid carer.
- B – Employee.
- C – Community member.
- D – Other.
- E – Social worker.
- F – Service user.
- G – Community worker.
- H – Organisation.

B2. Qualitative coding

Question 1 – why?

- A – Provides much needed respite for carers and cover when carer ill.
- B – Vital social interaction, support to remain independent and avoid social isolation etc.
- C – Concern about private companies and the cost.
- D – Financial including direct payments limiting choice.
- E – May lead to more costly services such as admission to care home.
- F – Important for dementia sufferers.
- G – Vulnerable people at risk, what will happen to them?
- H – Job losses.
- I – Other options need to be considered.
- J – Want service to carry on.
- K – Miscellaneous.
- L – Change.
- M – Health issues.
- N – Good quality staff.
- O – Meets cultural needs.
- P – Support option.

Question 1 – affect

- A – Things will stay the same.
- B – Continued social integration.
- C – Would be unable to cope.
- D – Quality of staff and support would continue.
- E – Will affect service users.
- F – Will become stuck at home and isolated.
- G – Financial including; jobs and proper funded services needed.
- H – Not the best service.
- I – Changes needed including more flexibility.
- J – Affects whole family and carers.
- K – Miscellaneous.
- L – Effect on health, including mental.
- M – Jobs retained.
- N – Prevention including isolation and going into care.
- O – Cultural needs.
- P – Happy with decision.

Question 2 – why?

- A – Issue for people with limited or no family support.
- B – Limited choices with direct payments.
- C – How about support and respite for carers.
- D – Increase safeguarding issues and use of higher level services.
- E – Other options need considering and discussing.
- F – Avoids social isolation and people become part of a community.
- G – Financial.
- H – Not supported.

- I – Change would be confusing including location and direct payments.
- J – More choice through direct payments.
- K – Miscellaneous.
- M – Will not meet needs.
- N – Upheaval for service users.
- O – Prevents people going into care.
- P – Health.
- Q – Job concerns.
- R – Difficulties funding service.
- S – Cultural issues.

Question 2 – affect

- A – Health including; stress, decline and isolation.
- B – Safety.
- C – Impact other organisations.
- D – Economic, including loss of jobs.
- E – Impact family and carers.
- F – Need for these services.
- G – Miscellaneous.
- H – Cultural needs.
- I – Difficulty finding new service.
- J – Object.

Question 3 – why?

- A – Want three centres to remain.
- B – Economic.
- C – Impact family.
- D – Poor facilities or better facilities needed.
- E – Support option.
- F – Equality issues.
- G – Occupancy issues.
- H – Accessibility.
- I – Miscellaneous.
- J – Consider merging services.
- K – Concern suitable services available,
- L – Cultural needs.
- M – Location.
- N – Oppose.
- O – Financial.

Question 3 – affect

- A – Financial.
- B – Cultural issues.
- C – Limited change.
- D – Issues around change.
- E – Not sure about alternatives/options.
- F – Miscellaneous.

- G – Impact family.
- H – Health.
- I – Would still be a service/need service.
- J – Location.
- K – Isolation.
- L – Oppose.

Question 4 – why?

- A – Issues around standards private sector.
- B – Financial.
- C – Would want BCC to run services.
- D – Adverse impacts service users.
- E – Next best option to BCC running services.
- F – Cultural issues.
- G – Miscellaneous.
- H – Not viable.
- I – Don't support.

Question 4 – affect

- A – No real affect.
- B – Issues around change and how they would affect.
- C – Adverse affects.
- D - Miscellaneous.
- E – Okay if it meets needs.
- F – Don't know/not sure.
- G – Oppose.
- H – Isolation/will remain at home

Question 5 – additional comments

- A – No other suggestions.
- B – Make cuts elsewhere including salaries.
- C – Involve community and use community facilities and organisations.
- D – Better use existing facilities in particular buildings.
- E – Staff related changes e.g. training.
- F – More investment and funding.
- G – Miscellaneous.
- H – Need day care.
- I – Revisit proposals.

Appendix C – Data

C1. Quantitative data

Table 1 shows the number of people expressing their support or opposition for each option.

Table 1 – Support or opposition

Option	A Strongly support	B Support	C Neutral	D Oppose	E Strongly oppose	Total
No change	82	6	8	8	9	113
Close internal options Direct Payments	8	3	8	7	87	113
Retain 5 in Care Centres close other 3	16	12	10	10	65	113
Outsource current service	6	7	15	9	76	113
Total	112	28	41	34	237	

Table two shows the percentage levels for support or opposition by each option.

Table two – Percentage support or opposition

Option	A Strongly support	B Support	C Neutral	D Oppose	E Strongly oppose	Total
No change	73%	5%	7%	7%	8%	100%
Close internal options Direct Payments	7%	3%	7%	6%	77%	100%
Retain 5 in Care Centres close other 3	14%	11%	9%	9%	58%	100%
Outsource current service	5%	6%	13%	8%	67%	100%

Table three combines all support or oppose responses.

Table 3 – Combined support or oppose

Option	A Support	B Neutral	C Oppose	Total
No change	88	8	17	113
Close internal options Direct Payments	11	8	94	113
Retain 5 in Care Centres close other 3	28	10	75	113
Outsource current service	13	15	85	113
Total	140	41	271	

Table four shows the percentage levels for support or opposition by each option.

Table four – Percentage support or oppose

Option	A Support	B Neutral	C Oppose	Total
No change	78%	7%	15%	100%
Close internal options Direct Payments	10%	7%	83%	100%
Retain 5 in Care Centres close other 3	25%	9%	66%	100%
Outsource current service	12%	13%	75%	100%

C2. Qualitative data

Table five illustrates the coded qualitative responses to option 1.

Table five Option 1

Code	Why		Code	Affect	
	No'	%		No'	%
Provides needed respite carers	6	2%	Things will stay the same	41	34%
Vital social interaction/independence	52	15%	Continued social integration	4	3%
Concern private companies and cost	6	2%	Would be unable to cope	3	3%
Financial including Direct Payments	6	2%	Quality staff/support would continue	4	3%
May lead to more costly interventions	5	1%	Will affect service users	10	8%
Important for dementia sufferers	6	2%	Stuck at home and isolated	12	10%
What will happen to vulnerable people?	6	2%	Financial	3	3%
Job losses	3	1%	Not the best service	2	2%
Other options need to be considered	4	1%	Changes needed e.g. flexibility	3	3%
Want service to carry on	36	10%	Affects family and carers	7	6%
Miscellaneous	7	2%	Miscellaneous	3	3%
Change	5	1%	Effects on health including mental	2	2%
Health issues	7	2%	Jobs retained	9	8%
Good quality staff	7	2%	Isolation or going into care	2	2%
Meets cultural needs	17	5%	Cultural needs	1	1%
	0	0%	Happy with decision	13	11%
Total	173	100%	Total	119	100%

Table six illustrates the coded qualitative responses to option 2.

Table six Option 2

Code	Why		Code	Affect	
	No'	%		No'	%
Issue limited or no family support	5	3%	Health including stress, decline and isolation	40	32%
Limited choice with Direct Payments	4	3%	Safety	1	1%
Support and respite for carers?	4	3%	Impact other organisations	2	2%
Increase in safeguarding issues/use higher level services	2	1%	Economic including job losses	11	9%
Other options need considering/discussing	2	1%	Impact family and carers	18	14%
Avoids social isolation/people part of community	8	5%	Need for these services	10	8%
Financial	17	12%	Miscellaneous	8	6%
Not supported	42	29%	Cultural needs	8	6%
Change confusing including location and Direct Payments	7	5%	Difficulty finding new service	12	10%
More choice through Direct Payments	5	3%	Object	13	10%
Miscellaneous	10	7%	No comment	3	2%
Will not meet needs	10	7%			
Upheaval service users	13	9%			
Prevents people going into care	4	3%			
Health	2	1%			
Job concerns	1	1%			
Difficulties funding service	7	5%			
Cultural issues	3	2%			
Total	146	100%	Total	126	100%

Should we add details of events / attendees in an appendix?

Table seven illustrates the coded qualitative responses to option 3.

Table seven Option 3

Code	Why		Code	Affect	
	No'	%		No'	%
Want 3 centres to remain	16	12%	Financial	7	7%
Economic	8	6%	Cultural issues	5	5%
Impact family	2	2%	Limited change	13	13%
Poor facilities/better needed	4	3%	Issues around change	6	6%
Support option	7	5%	Not sure about alternatives/options	6	6%
Equality issues	3	2%	Miscellaneous	12	12%
Occupancy issues	2	2%	Impact family	4	4%
Accessibility	2	2%	Health	1	1%
Miscellaneous	13	10%	Would still be service/need service	5	5%
Consider merging services	1	1%	Location	7	7%
Concern suitable services available	3	2%	Isolation	18	18%
Cultural needs	16	12%	Oppose	15	15%
Location	6	5%	Which day centres affected?	2	2%
Oppose	36	27%		0	0%
Financial	6	5%		0	0%
Day centres lost	7	5%		0	0%
Total	132	100%	Total	101	100%

Table eight illustrates the coded qualitative responses to option 4.

Table eight Option 4

Code	Why		Code	Affect	
	No'	%		No'	%
Issues around standards private sector	21	16%	No real affect	3	3%
Financial	22	16%	Issues around change and affect	31	34%
Want BCC to run services	31	22%	Adverse effects	19	21%
Adverse impacts service users	7	6%	Miscellaneous	4	4%
Next best option to BCC running services	4	3%	Okay if meets needs	3	3%
Cultural issues	5	3%	Don't know/not sure	3	3%
Miscellaneous	11	9%	Oppose	23	26%
Not viable	9	7%	Isolation/will remain at home	4	4%
Don't support	34	19%		0	0%
Total	127	18000%	Total	90	100%

Table nine illustrates the coded qualitative responses for any additional suggestions or comments.

Table nine Additional comments

Code	No'	%
No other suggestions	31	32%
Make cuts elsewhere including salaries	24	24%
Involve communities and community facilities	6	6%
Better use existing facilities	9	9%
Staff related changes e.g. training	3	3%
More investment and funding	8	8%
Miscellaneous	9	9%
Need day care	1	1%
Revisit proposals	7	7%
Total	98	100%