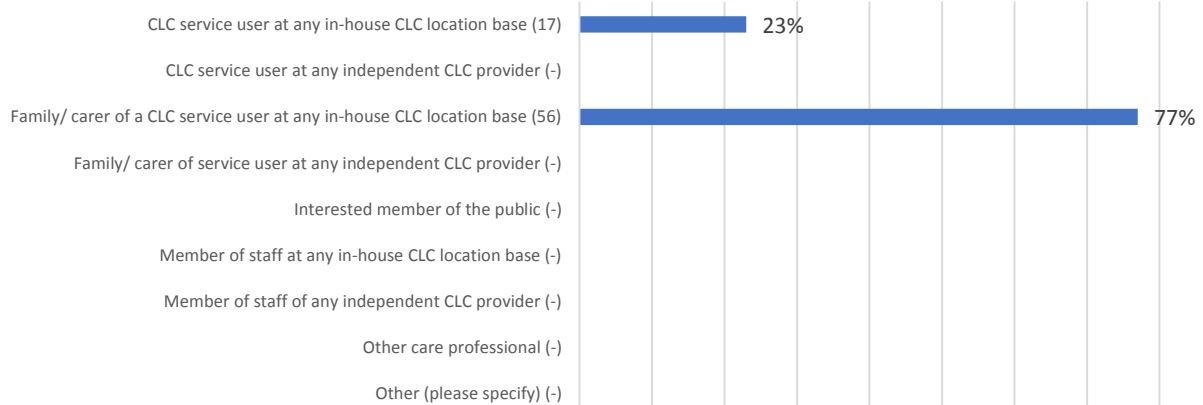
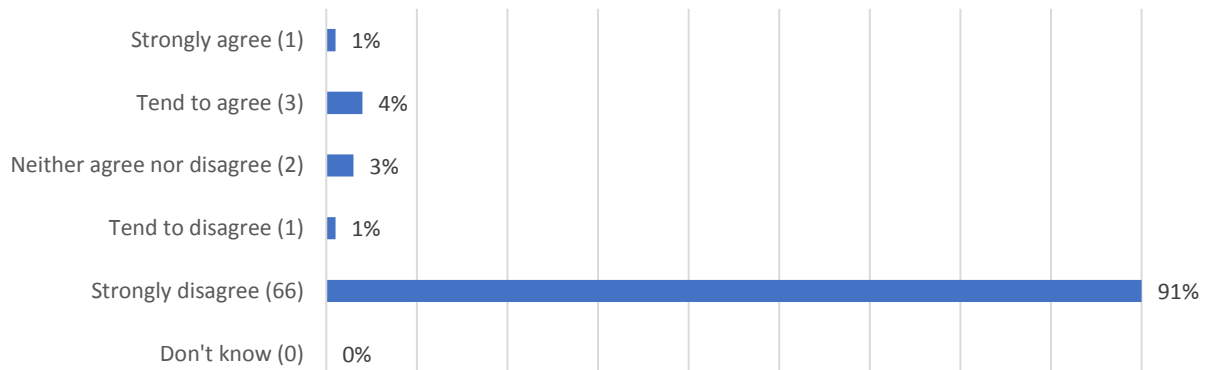


### Service User/Relatives/Carers

**Q1. In what role are you responding to this consultation?**  
Please select one option only.

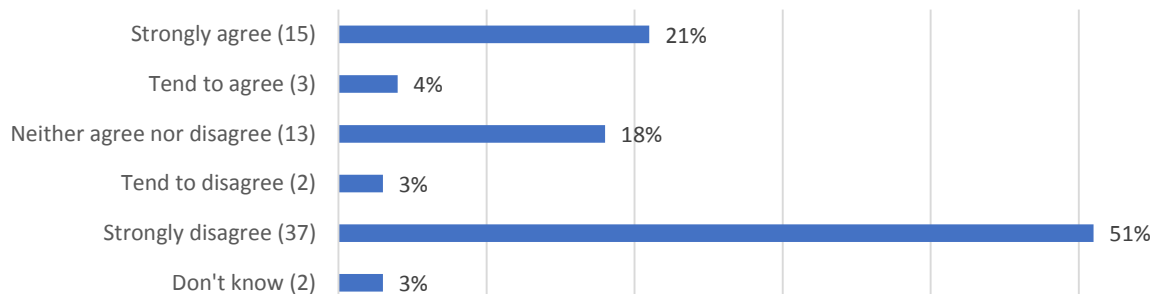


**Q2. To what extent do you agree or disagree with the proposal for the council's in-house CLC services to stop providing long term day services packages?**



Q2. Response Themes	No. of Responses
Would like the council to continue providing this service in-house	58
Lack of alternative provision for people with complex care needs	20
People accessing the service may not respond well to change due to health reasons	8
Resources should be targeted in the community/in favour of private provision	4

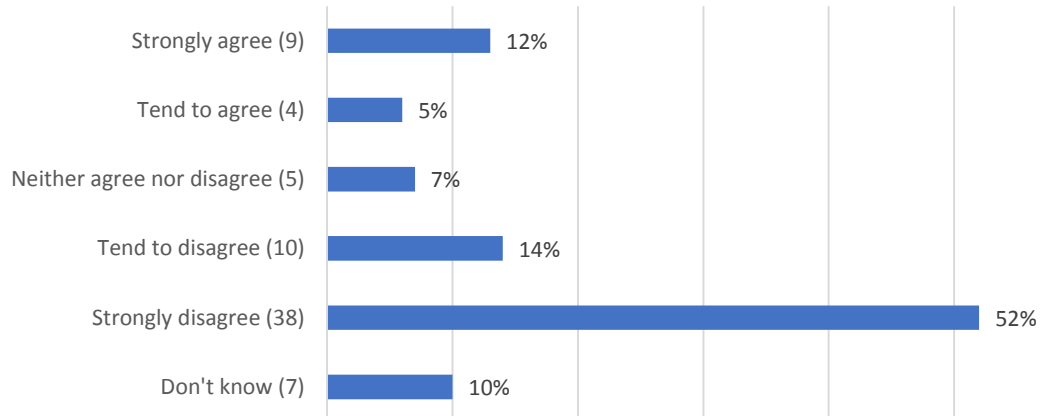
**Q3. To what extent do you agree or disagree with the council's proposals to support existing service users to transition from in house CLC services to new alternative provision if we stopped providing long term day services at in house CLC locations?**



<b>Q3. Response Themes</b>	<b>No. of Responses</b>
Would like the council to continue providing this service in-house / Peoples needs are well met	46
People will require support with any transition / Council should monitor the quality care on transfer	37
Lack of alternative provision for people with complex care needs	17
Changes would have a negative impact on people's health and wellbeing	9
There is a lack of skill/expertise in the independent sector to meet needs of people with complex care needs	6

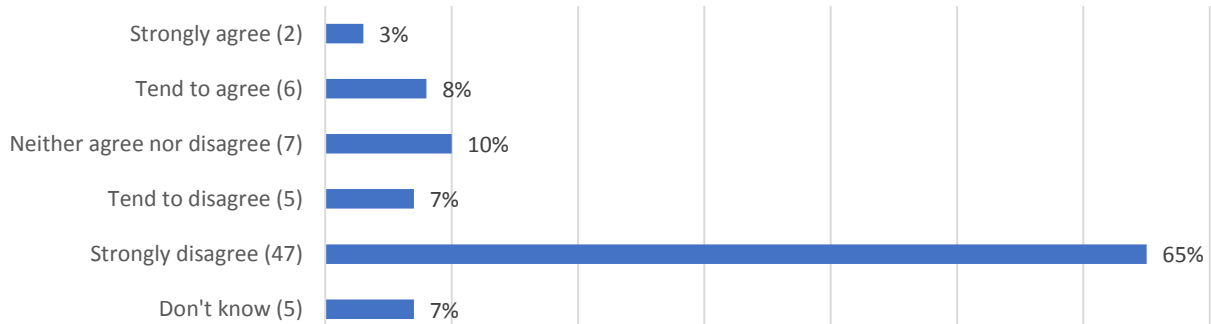
<b>What else, if anything, do you think the council should consider doing to support individuals to transition to alternative CLC provision?</b>	
<b>Response Themes</b>	<b>No. of Responses</b>
The council should not transfer or seek alternative provisions for service users /Council should continue providing the service	29
Provide tailored support to mitigate impact on service users and their families	25
The council should provide a list of alternative services; visits & trial periods	3

**Q4. To what extent do you agree that the market (via an open framework) could provide an improved level of diversity, choice and control in the range of CLC services?**



Q4. Response Themes	No. of Responses
Lack of alternative/local provision for people with complex care needs	22
Would like the council to continue providing this service in-house / Peoples needs are well met	18
There is a lack of information to make a decision	16
The proposal could improve the range of services available	11

**Q5. To what extent do you agree or disagree that following the Covid-19 pandemic you are more open to new types of CLC services and different ways for people to access these in the future?**



Q5. Response Themes	No. of Responses
Would like the council to continue providing this service in-house / Peoples needs are well met	42
Virtual/Outreach services won't work	38
Changes would have a negative impact on people's health and wellbeing	10
Open to opportunities of new types/different ways for people to access services	6

**Q6. What do you value most about the in-house CLC services? What would you like to see carried on in the future?**

<b>Q6. Response Themes</b>	<b>No. of Responses</b>
Peoples needs are well met	44
The staff, their skills/knowledge/experience	39

**Q7. Do you have any other comments on the potential impact of these proposals?**

**This includes measures we could put in place to reduce any possible negative impacts of these proposals or to maximise any benefits**

<b>Q7. Response Themes</b>	<b>No. of Responses</b>
Negative impact on people/families of people who access the in-house services	19
Would like the council to continue providing this service in-house / Peoples needs are well met	17
Provide tailored support to people to mitigate impact on service users and their families transitioning to alternative services	8
Resources should be targeted in the community/spent wisely	8
Independent providers to provide open days for people	2
Impact on in-house CLC staff, loss of trained, knowledgeable staff	2

**Q8. Do You Have Any Other Comments?**

<b>Q8. Response Themes</b>	<b>No. of Responses</b>
Reconsider the proposals/ Invest in existing services	18
There is a lack of skill/expertise in the independent sector to meet needs of people with complex care needs	16
Not sure about proposal/require more information	3