**WEST consultation report – online survey results**

**Introduction**

A public consultation was launched in August 2016 in order to ascertain stakeholder views on the proposal to close Warwickshire Employment Support Team (WEST), as outlined in the One Organisation Plan. The proposal was “based on exploring alternative delivery, funding or decommissioning the service”, however efforts to source alternative delivery or funding have been largely unsuccessful.

The consultation sought views not only on the proposal to close the service, but also information on other services and key priorities for support should the closure go ahead.

The consultation ran from the beginning of August until the end of September 2016.

**Methodology**

Consultation methods were varied to ensure equitable involvement and access and to allow diverse voices to be heard.

All stakeholders were able to access information on the consultation through the Ask Warwickshire website, which included links to an online questionnaire. The questionnaire had differentiated questions for current WEST customers, potential customers, parents and carers, employers of WEST customers, other related service providers and the general public. A copy of the questionnaire can be found in Appendix A.

Where requested, hard copies of the survey were provided. These largely related to parents and carers who had limited access online. Hard copies which were returned have been added to the online survey results.

All stakeholders were asked to give their overall view on the closure, as well as specific questions directed to their particular interaction with and knowledge of the service. A copy of the consultation questions can be found in Appendix …

Specific face to face consultation with WEST customers and potential customers was undertaken by Grapevine in all districts, including 2 evening sessions. An easy read version of the survey was also produced by Grapevine and distributed to all current customers. Information gained from this consultation can be found in the separate report produced by Grapevine.

During the consultation period a petition has been received. This is available to view on request.

In addition, a specific meeting was organised for parents and carers by the MP the Rt Hon Jeremy Wright QC. A copy of the summary of this meeting is available on request.

This report specifically covers responses to the online and hard copy questionnaires.

**Results**

143 responses to the online survey were registered. However 42 of these contained no information. These blank responses have been excluded from the analysis and therefore all further comments relate only to the 101 completed surveys.

The overwhelming view of respondents was that they did not agree with the closure of WEST. 89 out of 101 completed surveys gave this view; only 1 respondent agreed with the proposal to close WEST.

The table below provides a summary of the responses to the question ‘overall, do you agree with the proposal to close WEST’.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Yes | No | Partly | Not Sure | Total |
| 1 | 89 | 4 | 7 | 101 |

Note: A technical issue was encountered with responses for related service providers only, which meant that they were unable to answer ‘No’ to the question ‘Overall, do you agree with the proposal to close WEST’ for a period of time. A maximum of 13 respondents were affected. The issue was corrected during the course of the consultation.

For affected responses, where it was clear from comments related to the question that this was the answer they wished to choose, the response has been adjusted. 8 responses were adjusted. Full details of the original responses and adjustments made are available to view on request.

A detailed breakdown of responses by type of respondent can be found in Appendix B.

**Support needed to find or sustain work**

All types of stakeholders were asked to comment on what support they felt adults with a learning disability, Autism or Asperger’s needed in order to find work or to sustain employment.

For current or potential WEST customers, the majority of responses were collected by Grapevine and are included in their report.

A variety of factors were identified by one or more respondent to this survey. These were:

* Support with CV’s and application forms
* Interview practice and preparation
* Support during interview
* Skills development to increase employability
* Job hunting / matching
* Engagement and mediation with employers
* On-going support in the workplace
* Travel training and support
* Education and awareness raising of issues
* Support with finance and benefits
* Registered agency for supported permitted work

In addition, a number of comments related to the style of support required. In particular respondents commented on the need for 1-1 and tailored support, staff with specialist skills for working with this customer group, continuity through the journey from preparation to in work support, and a focus on skills based support.

**Other services identified**

Related service providers and the general public were asked to identify their own and any other services they were aware of who provided support relating to employment for adults with a learning disability, Autism or Asperger’s.

41 responses were received; however a large number of these could not identify any relevant services.

9 services were mentioned by one or more respondent. These were:

* Learning Disability Hubs. These provide volunteering opportunities, access to information regarding pre-vocational opportunities and support to contact organisations providing pre-vocational and employment support. The hubs are funded by WCC.
* ECO Work-shop. Provides opportunities for individuals to develop work skills and seeks voluntary work experience placements for supported individuals.
* Remploy. Support people with a wide range of disabilities, health issues and barriers to work. Remploy enable them to prepare for, find and move into a new job.
* Brunswick Employment Programme – Based at Brunswick Healthy Living Centre it provides drop-in sessions twice a week which provide help & support for anyone who is seeking work or a change in employment. The sessions are coordinated by an Employment Advisor, who offers one to one support with clients that includes general guidance and CV building.
* Proactive Employment
* Heart of England Mencap. Funded for 2 years by Big Lottery to support individuals with a Learning Disability into employment.
* Coventry and Warwickshire CDA. **A not-for-profit organisation that provides a range of enterprise, employability and financial inclusion services. Support includes** looking for employment and making job applications, improving interview techniques and building confidence, exploring career options and interests and developing skills to find work (e.g. using the internet)
* Job Centre Plus. For individuals with a health condition or a disability that affects their ability to work, a Work Coach at the local office provides assistance and advice on returning to the workplace, including an employment assessment.
* Where Next Association. Based in Studley. Provides pre-employment training and practical work experience to enable work readiness.

**Support available**

Related service providers were also asked to identify what support their own agency either already provided or could do so in future. 13 responses were received.

5 respondents identified that funding would be required for the development / delivery of any additional work related support, meaning support is likely to be restricted unless funding is provided. A further 3 identified that the support they currently offer is limited to their own client group and/or is not available as a direct service.

5 respondents identified that they are currently able to provide work related support across this customer group. The type and level of this support varied:

* Employment support service, which is funded through the District Council and Orbit and focuses on achieving employment or accessing work experience/ volunteering. This does not provide any pre-application or post gaining employment support. (1 organisation)
* Training and support for around 85 people with learning disabilities, autism and Asperger's, paid for from the individual's personal budget. This service felt they could support a greater number of individuals. (1 organisation)
* Develop work skills. Find and support meaningful and long term voluntary work experience placements. Break down barriers between employers and the learning disabled and autistic communities. (1 organisation)
* Advice on technology to increase employability (1 organisation)

The final comment identified the work of the organisation as part of a spectrum with the work of WEST, indicating that although they can offer some support, without WEST this would be for part of the employment journey only.

**Impact of closing WEST**

All stakeholders were asked to consider the impact of WEST being closed, both on themselves / their organisation and on others.

For current or potential WEST customers, the majority of responses were collected by Grapevine and are included in their report.

* Effect on employment

A large proportion of the comments on the effect of closing WEST identified challenges this would bring for the customer base in finding employment and managing issues while employed to ensure employment could be sustained.

Respondents expected that current customers would find it more difficult, if not impossible, to find and apply for a suitable position without support.

24 out of 35 parent and carer respondents felt the person they cared for would not be able to find a job without WEST, and 1 felt the person they cared for would lose the job they currently held. 29 out of 35 of the public responses agreed that individuals would not be able to find a job without WEST; just 3 felt that individuals would get that support elsewhere.

Where an individual was in employment already, comments suggested that this may continue, however respondents felt WEST customers would be unable to manage any issues or changing situations without support, which could put pressure on the sustainability of their employment.

* Effect on health and well-being

The most common comments in responses related to the effect of closing WEST was in regards to mental health. Several respondents anticipated a loss of confidence, self-esteem and social interaction for WEST customers without the engagement of the service. In some cases, depression was an anticipated outcome.

* Effect on carers

A number of carers anticipated that the loss of WEST would increase the demands on them in their caring role. For some this related specifically to the need to take on work related tasks such as job searches or speaking to employers and for others a broader effect of spending more time in daily caring tasks. The latter linked closely to the expected effect on the health and well-being of current WEST customers, leading to greater caring needs.

Some comments suggested that the carer themselves would need greater support if the person they were caring for was not involved in WEST.

* Effect on costs

A number of comments related to the proposal that the closure of WEST would produce a saving for the council. Several respondents felt that this would be a false saving, as the impact of the closure would put pressure on other parts of the system leading to increased costs overall. In particular this related to health and social care costs.

* Effect on other services

9 out of 13 related service providers felt that their customers would need more support from themselves or from other organisations without WEST.

**Equalities information**

A summary of the equalities profile of respondents to the survey can be found in Appendix C.

A preliminary equalities impact assessment was undertaken as part of the consultation to ensure equality of opportunity and participation for customers and their families and so that any negative impacts can be mitigated against. This has been updated in light of the consultation to take account of information received. A copy of the updated Equalities Impact Assessment is available on request.

**Appendix A: WEST consultation questionnaire**

**WEST customer questions**

1. What support would you need to keep you in work or help you to find work?
2. What help do you get or have had from WEST?
3. If you have a job, how do you feel it will change if WEST is not there to help you?
4. Overall, do you agree with the proposal to close WEST? (Tick one box)

 Yes

 No

 Not sure

Please tell us why you chose this answer:

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**Adult or young person with a learning disability, autism or Aspergers**

1. Would you be able to find a job without support from WEST? (Tick one box)

 Yes

 No

 Not sure

1. What support would you need to help you to find work?
2. Overall, do you agree with the proposal to close WEST? (Tick one box)

 Yes

 No

 Not sure

Please tell us why you chose this answer:

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**Parent and carer questions**

1. Are you a parent or carer of a current WEST customer? (Tick one box)

 Yes

 No

1. What do you think will happen to the person you care for if Warwickshire Employment Support Team (WEST) closes? (Tick one box)

 They would keep doing their job without support

 They would get support to do their job from someone else

 They would lose their job

 They would find a job another way

 They would get support to find a job from someone else

 They would not be able to find a job without support from WEST

If there is something else you think would happen if WEST closed please tell us what that is

1. What will be the impact on you personally of closing Warwickshire Employment Support Team (WEST)?

 I would spend more time caring

 I would have to find information for myself

 No change

If there is something else you think would happen if WEST closed please tell us what that is

1. What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?
2. Overall, do you agree with the proposal to close WEST? (Tick one box)

 Yes

 No

 Not sure

Please tell us why you chose this answer:

1. Other comments

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**Employer**

1. Have you had support from the Warwickshire Employment Support Team (WEST) for staff in your organisation?

 Yes, WEST currently support one or more of my staff

 Yes, WEST have previously supported one or more of my staff

 No, I have not had support from WEST but I am aware of it

 No, I am not aware of the support available

1. What will be the impact on you now or in the future of closing Warwickshire Employment Support Team (WEST)?

 I would continue to employ staff with learning disability, autism or Aspergers without support

 I would struggle to employ staff with learning disability, autism or Aspergers without support

1. If there is something else you think would happen if WEST closed please tell us what that is
2. What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?
3. What support would you need to continue to provide job opportunities for adults with a learning disability, Asperger’s or autism?
4. Overall, do you agree with the proposal to close WEST? (Tick one box)

 Yes

 No

 Not sure

Please tell us why you chose this answer:

1. Other comments

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**Related service provider**

1. Have your customers had support from the Warwickshire Employment Support Team (WEST)?

 Yes – we have current customers who are receiving support from WEST

 Yes – we have previously had customers receive support from WEST

 Possibly – we have signposted customers to WEST but do not have records on whether they received support

 No – we are aware of WEST but have not used their service for our customers

 No – we are not aware of the support available

1. What will be the impact on you of closing Warwickshire Employment Support Team (WEST)?

 WEST customers would need more support from our organisation

 WEST customers would need more support from other organisations we work with

 No change

If there is something else you think would happen if WEST closed please tell us what that is

1. What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?
2. Are you aware of any other organisations currently offering this support in Warwickshire? Please give us details.
3. What support could your organisation offer within your current operation to adults with a learning disability, Asperger’s or autism which may help them find or sustain work?
4. Overall, do you agree with the proposal to close WEST? (Tick one box)

 Yes

 No

 Not sure

Please tell us why you chose this answer:

1. Other comments

-----------------------------------------------------------------------------------------

**General public / other**

1. What do you think the impact of closing Warwickshire Employment Support Team (WEST) will be on current or future WEST customers?

 They would keep doing their jobs without support

 They would get support to do their job from someone else

 They would lose their jobs

 They would find a job another way

 They would get support to find a job from someone else

 They would not be able to find a job without support from WEST

If there is something else you think would happen if WEST closed please tell us what that is

1. What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?
2. Are you aware of any other organisations currently offering this support in Warwickshire? Please give us details.
3. Overall, do you agree with the proposal to close WEST? (Tick one box)

 Yes

 No

 Not sure

Please tell us why you chose this answer:

1. Other comments

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Thank you for completing this survey

You do not have to complete the equalities information on the next page, but it would help us to monitor responses to the consultation if you do.

**Equalities monitoring information**

Are you male or female?

(Tick one box)

 Male

 Female

How old are you?

(Tick one box)

 Under 18

 18 to 29

 30 to 44

 45 to 59

 60 to 74

 75 or over

#### Do you have a long standing illness or disability?

#### (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

 Yes

 No

#### What is your religion?

####  None

####  Christian

####  Buddhist

####  Hindu

####  Jewish

####  Sikh

####  Prefer not to say

####  Other (please specify in the box below)

#### How would you describe your ethnic origin?

 White – English / Welsh / Scottish / Northern Irish / British

 White - Irish

 White – Gypsy or Irish Traveller

 White – Any other white background

 Mixed – White and Black Caribbean

 Mixed – White and Asian

 Mixed – Any other mixed background

 Asian or Asian British – Indian

 Asian or Asian British – Pakistani

 Asian or Asian British – Bangladeshi

 Asian or Asian British – Chinese

 Asian or Asian British – Any other background

 Black or Black British - African

 Black or Black British - Caribbean

 Black or Black British – Any other background

 Arab

 Any other ethnic group

**Appendix B: Survey responses**

The breakdown of respondents is shown in the table below:

|  |  |
| --- | --- |
| WEST customer\* | 12 |
| Adult or young person with a learning disability, autism or Aspergers | 2 |
| Parent or Carer of a person with a learning disability, autism or Aspergers | 35 |
| Employer of a WEST customer | 4 |
| Related service provider | 13 |
| Member of the public | 23 |
| Other | 12 |
| **Grand Total** | **101** |

\*The responses given by those who self identified as WEST customers indicates that they include employers and family members of customers. Therefore this is not a true number of customer responses.

The responses have been collated below by the type of respondent.

WEST customer and adult or young person with a learning disability, autism or Aspergers responses have primarily been gathered through the consultation activity undertaken by Grapevine and therefore the number of respondents for these groups is limited. Their views can be found in the independent report written by Grapevine.

**WEST customer specific responses**

It is clear from the responses received that some of these were employers or family members. However all responses have been included below for completeness.

* What support would you need to keep you in work or help you to find work?

|  |
| --- |
| For the WCRO to continue to provide paid placements for people with learning disabilities we need expert support in selecting people with the aptitude for the task and help acclimatising them and staff here to the person's needs. With help from WEST we can best fit the task to the person and ensure there is mutual benefit. With skeleton staff here at WCRO this loss of support will mean an end to this programme. |
| n/a we are an employer |
| Support my interns working at Nat Grid, Hinckley |
| My sister in law uses your service to assist her with looking for a job. She needs the social interaction and assistance to help her with this and not reply on the benefits system  |
| Help with finding work and organising start dates. |
| WEST |
| I have more to learn towards independent living and members of WEST have played a large role in my employment, and I may require further support in times come by, in all honesty I don't know what the future hold's following the end of my apprenticeship, but I would be saddened if I had one less outlet of support |

* What help do you get or have had from WEST?

|  |
| --- |
| WEST have enabled Warwickshire County Record Office to provide three placements for people with learning disabilities. Two of these three placements have resulted in paid employment lasting at least 2 years and one which may become permanent. This opportunity has only been possible thanks to the support and expertise of the WEST team.  |
| WEST staff supported training and integration of one of their members into working in the school office. |
| Support with my interns |
| She attends a weekly group to support her development and job hunting. This gives her a massive amount of confidence. Social development too  |
| Help to set up new job |
| Support with my supported permitted work  |
| WEST has put me on the right track to acquiring the employment that I have considered with high regard's, and WEST has given me support with job application's and interviews, west has also helped me to obtain independent travel and independent living. WEST has also in many ways assisted me with mental difficulties that I've had to struggle with throughout my life. |

* If you have a job, how do you feel it will change if WEST is not there to help you?

|  |
| --- |
| The individual who left paid employment with us after two years did not unfortunately go straight into other employment and within 6 months his attention span, acuity and fitness for work had deteriorated to the point where he was unable to complete a paid task. WEST provides an opportunity for people to have confidence in their skills and abilities, to have job satisfaction and comradeship and to provide relief and hope for carers that their loved one has some independence and means of self reliance. |
| The employee we have via WEST had a great deal of support initially to help her manage her role, which the office staff would not have been able to provide on a long term basis. They also followed up and reviewed her progress for the first couple of years of her employment. |
| The interns have a job coach for 12 months and then WEST continue supporting the interns in their new employment. |
| Na  |
| There will be no outside support |
| I will lose it |
| I will be wholly disappointed and distraught if the group that helped me come as far as I have towards my employment and my independence were to come to an end, there are some who rely on WEST to obtain skills that maybe beyond their reach if deprived of services received by WEST, myself included to this day I still have much to learn. |

* Overall do you agree with the proposal to close WEST?

|  |  |
| --- | --- |
| Yes | 0 |
| Partly | 0 |
| No | 12 |
| Not sure | 0 |
| **Grand Total** | **12** |

|  |
| --- |
| We employ a member of staff would was helped to find work assisted by the WEST team - we have help and support from WEST if there are training issues, problems with etc. If WEST was to close what would the support be for the member of staff  |
| My sister in law replies on this 100%. She has no social skills and needs this to support her in her ever day life as an adult with Asperger. This would set her back years if she lost this  |
| The money spent by the Council on WEST means that vulnerable people have the chance to try new things in a supportive environment. Without this service the council will have to pay more money to provide care for individuals which WEST would otherwise have |
| The service that they are providing is invaluable in the community. It makes a huge difference to the lives to the people that they support, giving them confidence and a sense that they are making a contribution in the workplace/home etc. |
| The west service has been invaluable to my son, we would of really struggled without it, he needs to be supported by people who understand him and be able to establish a relationship with those around him, West provides this. |

This group of respondents were part of the specialist consultation activity undertaken by Grapevine, who recorded 163 responses from adults who are currently or have previously used WEST services.

**Adult or young person with a learning disability, autism or Asperger’s specific responses**

* Would you be able to find a job without support from WEST?

|  |  |
| --- | --- |
| Yes  | 0 |
| No | 0 |
| Not sure | 2 |
| **Grand Total** | **2** |

No responses were given to the question ‘What support would you need to help you to find work?’

* Overall do you agree with the proposal to close WEST?

|  |  |
| --- | --- |
| Yes | 0 |
| Partly | 0 |
| No | 2 |
| Not sure | 0 |
| **Grand Total** | **2** |

No comments were received in addition to these responses. However it should be noted that this group of respondents were part of the specialist consultation activity undertaken by Grapevine, who recorded 141 responses from adults who have not used WEST services.

**Parent or Carer of a person with a learning disability, autism or Asperger’s**

* Are you a parent or carer of a current WEST customer?

|  |  |
| --- | --- |
| Yes | 29 |
| No | 6 |
| **Grand Total** | **35** |

* What will happen to the person you care for if Warwickshire Employment Support Team (WEST) closes? (Tick one box)

|  |  |
| --- | --- |
| They would keep doing their job without support | 3 |
| They would get support to do their job from someone else | 0 |
| They would lose their job | 1 |
| They would find a job another way | 0 |
| They would get support to find a job from someone else | 0 |
| They would not be able to find a job without support from WEST | 24 |
| (blank) | 7 |
| **Grand Total** | **35** |

|  |
| --- |
| I might just as well not helped my son to be as independent as he is, but he still needs support when we are not around. They are all different. |
| My son would become less active, less fit, more depressed and lose all confidence. It would have a very destructive effect if WEST closed. It would cost the authority and the government more money if my son does not work - bot for increased health needs and for benefit payments  |
| The person that I care for would lose confidence, which would further reduce their chance of finding work |
| My son attends WEST in Warwick. The support he has been given has boosted his self esteem and general confidence. The help that is received by all clients from WEST is brilliant. If WEST closes, then I can see lots of mental health problems develop and also loss of confidence.  |
| The learning-disabled person that I help to care for would suffer a blow to their confidence, making their search for work more difficult. |
| there is no help via job centre or any other suitable help for disabilities such as autism for young people to find suitable emloyment  |
| This is not just a job group they provide social skills, benifit advice and very much more by closing thus group you are making adults with learning problems face a life without the prospect of EVER getting a job.never be able to find work as the provide a avenue to employers support them from interview all the way through  |
| You would be condemning users to a life of unemployment - denying them any opportunity of fulfilling what little prospects are available to them. Long term repercussions are frightening - no social justice in this proposal and the council should be ashamed it is even considering this closure. It is shameful.  |
| It would lead to loss of confidence and motivation, the loss of support from skilled people in WEST reduces opportunities to get employment. This could lead to low self esteem and feelings of worthlessness and ability - potentially leading to depression. The job club gives my son a purpose in life and a goal to be achieved in getting work, just like everyone else.  |
| My daughter has not been able to find a job. WEST support has been very helpful in the past. At the present time, she does not attend, as she has had an operation and is recovering.  |
| My son would get depressed as he and I feel wast are his only hope of finding suitable employment |
| WEST succeeds in finding work for the disabled when others have failed and who would be jobless with out the specialist service. It provides one to one profiling to fully understand the needs of each individual to match them to suitable jobs. Practical help includes confidence building, job applications, interview technique and support, transport and benefits information. Once in work, WEST liaises with employers to give ongoing support should problems arise. All this would be lost should WEST be closed.  |
| More pressure would be put on the carer to try and support the person in the work place.  |
| I think it is highly likely that, when my son's apprenticeship ends in March 2017, the support will not be there for him. I fear that without WEST and their expertise, his life would become sadder and negative again. It is unbelievable what WEST has done for him, the change in him, and how he is now.  |
| Apart from work, WEST provides help and instruction with life skills, communication skills and usage of public transport.  |
| WEST are invaluable supporting Andrew and his employer during a time of change. It would be hard for Andrew to find employment without support.  |
| Hopefully, Rachel could keep her job without support, but WEST did help a lot when a problem arose at Mcdonalds. |
| My daughter will loose all the social input and support she has just started to receive, she is 29yrs of age and finally has just started gaining some indepence!!! Without this support she will never find employment!! She just wants to be independent and pay her way in life!! |
| West found my son a job eight years ago. He needs support from a professional service that is fully trained to support aspergers. This service is WEST. |
| person would stay at home for whole 24 hours daily as has social communication problems |
| My son needs guidance and support in creating a CV and filling in an application form. Guidance and support in interview. Encouragement to achieve and maintain the confidence to accomplish the job process. Help to oversee his progress in work. Support to face work related difficulties. Monitoring to protect him from undue danger / exploitation. All help needs to be continued and consistent. |
| My daughter is on supported permitted work she needs a local authority or charity whose job it is to find work for disabled people. she needs a specialist service like WEST who are trained to support her. Not a care company. |
| Richard needs support from people he knows from West and how no him wall and the support he needs. |
| Our son would still do his current job but if he ever changed jobs who would help him. |
| without support my son's ability to seek and apply for would be virtually impossible.  |
| Unaware of WEST, which makes me think that the customer base is grossly under-estimated. Have had extremely poor 'support' from Job Centre, Shaw Trust and voluntary organisations, all of which have failed to support into employment.  |
| In the future I would have to support a lot of time and effort into researching options and to help find a job. There would be no support to help the employer understand the accommodations required - it's unlikely an employer would be receptive to a mum turning up to explain a person's difficulties. I believe this would ultimately lead to lots of short term jobs / placements and lots of frustration impacting on social inclusion and self esteem. |
| It is one less pathway available when there are already so few. |
| I don't know - he will be at college for a while but I am not aware of any other support to get a job or provide job carving or job coaching |

* What will be the impact on you personally of closing Warwickshire Employment Support Team?

|  |  |
| --- | --- |
| I would have to find information for myself | 9 |
| I would spend more time caring | 12 |
| Both - I would spend more time caring / I would have to find information for myself | 8 |
| No change | 1 |
| (blank) | 5 |
| **Grand Total** | **35** |

|  |
| --- |
| Yes we are going back to shut them away drug them. My son does not sit on his backside like some we know, he goes out to work 5 days voluntarily |
| I would have to support him more with both time and money for him to remain active. Caring for my son has been a huge strain for many years. Without the support from WEST, there would be further strain on my life, health and marriage.  |
| Because of my own poor health I would have great difficulty in helping the person I care for to find and keep a job. |
| My son would not have anything to do. He has not been able to get a job yet, but WEST never give up on him. If WEST closed I would have to spend more time caring and encouraging him. My son will be 40 in January. I do not have as much energy to help him, as I am obviously older.  |
| Despite my age (nearly 90) and family ill-health, I would have to try to find more time to assist the person I help to care for to find work, without being able to offer the on-going in-work support that WEST can. |
| Council services are effected all over ie closing of day centre and other help for those with disabilities to seek and get employment . |
| No prospects of ever getting a job!! |
| My son loses his little social life he has through WEST - less stimulation, more time spent bored at home - depression - decline in communication skills, making it even more difficult on the job front. He would be a number - not a name - no one-on-one support - more dependent on me (I am retirement age). I have spent years trying to help him become more independent, and believe the WEST closure would cause regression to happen quickly.  |
| I do not have the knowledge and skills of the team at WEST. I would find it difficult to source potential opportunities for my son, as I do not have the computer skills required, or know who to turn to. I would feel I was letting my son down. I would try to fill the void in his life, but it would be difficult. I feel he has more chance of getting work with WEST involved.  |
| People need an organisation like WEST when they have special needs, it helps with confidence also. My daughter now catches two buses to Warwick. She could not do that before she attended WEST.  |
| I will spend most of my spare time trying to find work for him and trying to encourage him to stay hopeful of finding work |
| We have no computer access and rely on WEST to discover what openings and benefits are available for the disabled individual. Also, as parents get older and are unable to provide the same level of care, WEST's ongoing support becomes even more important for the disabled.  |
| We would miss the support and feel more isolated coping with the challenging behaviours we are presented with.  |
| The impact would be awful, as my son would become very negative again. He would become very hard work in trying to get him motivated, and would be likely to stay in his room often. I would have to pursue every avenue to try to get him paid work, when so often he would be turned away.  |
| My son has been given some hope that he could get a job, although that has proved to be extremely difficult given the level of support he would need.  |
| My son would get even more depressed and despondent. We would lose the chance to talk to other disabled people, as well as professionals who know how to help him.  |
| If Andrew's job did come under threat we would spend more time caring. Andrew would have nothing to occupy him all day. This job means so much to him and has given him confidence. |
| It has taken many years to get this far with my daughter, I feel it will be a huge step back for her and her family.  |
| It would affect my son he would not be able to carry on working he needs support from WEST to do supported permitted work.  |
| person would stay at home for whole 24 hours daily as has social communication problems |
| My son would be affected. He would not have the benefit of a tried and tested, tailored agency which provides guidance and support to attain an appropriate job. WEST has the skills to sensitively nurture independence and ensure job seeking / procuring and maintaining are meaningful processes. They have a source of vetted and proven work providers. They are beyond just ticking a 'customer' in employment box. |
| I will have to have a care assessment for myself as I will not be able to cope. |
| I don't know where else to go for the support I get from West. |
| My son is prone to bouts of depression, his trying to find work and failing makes this worse. Almost to the point of self harm |
| Caring role has increased from couple of hours a week to 4 or 5 hours a day, since partner lost job through ill health, subsequent redundancy and the increasing mental ill health and reduced physical capacity |
| I would also need to spend more time sorting out options and assisting with applications. We're likely to be confronted by a less understanding / accommodating process. I will not be able to negotiate accommodations with an employer in the same way as the WEST team are able to. |
| The job coaching and support in employment or in a volunteering role would need to be provided by other departments within the LA e.g. education/training or social care |

* What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?

|  |
| --- |
| Attending job interviews with service user How to fill out a job application form Preparation for interview |
| My son needs a lot of support as he is total deaf, no speech, as well as Asperger's. The government and local councils have got to realise our handicapped need help. |
| A huge amount of help is needed! In finding a job: - For the individual to feel that someone understands their abilities and needs and is supporting them, thus inspiring confidence. - Help writing a CV and knowing how and when to explain one's needs. - Support finding a suitable job - Help with approaching an employer about the disabilities and the need for reasonable adjustments. Help with working out reasonable adjustments. Help with completing an application form. Advice and practice on interview technique. WEST provides a particularly important service in providing an authorised person to inform the DWP of Supported Permitted Work status. This would be very difficult to achieve without WEST and is of vital importance to maintain benefits. In keeping a job, WEST provide: - support during the first few days of work - making sure there are regular reviews to ensure fair treatment - having a representative to speak for the client if things go wrong.  |
| A specialised service like that provided by WEST. |
| Exactly what WEST currently do. When a job is obtained, then support from WEST is second to none. Although my son has not managed to keep a job because of his disability, WEST have supported him in jobs he has tried.  |
| The on-going experience of trained specialist staff - as provided by WEST (at very small cost in the County's total budget). |
| Employers need to understand the needs of disabled employees and the council could help with this by vetting workplaces and getting the training some people might need.Ongoing help whilst working ie mentoring system possibly .,help with job placement ,help with CV etc .Possibly help with training course before employment .helping with travel costs  |
| More than the job centre can offer they need a help from the start to support to get to work and problems within the job.  |
| Explaining what is involved in a manner they understand, assist in reading and application / job interview processes. Support in job training is getting to / from interview and workplace. Regular contact with someone they feel comfortable with and who understands their needs.  |
| A weekly job club gives adults a purpose in life and motivation with the ultimate goal of getting a job. To help develop strategies to cope with any behaviours / problems: assist with sourcing potential jobs, role play in dealing with issues, form filling and how to apply for various jobs. To help develop a positive attitude and raise self esteem and ability, to develop social skills, support at interviews, to work alongside the individual when they get a job until they are settled in, and the support and help they give afterwards, if needed. |
| They need one to one support from a person who understands their individual needs. Autism is a very wide spectrum with very varying needs. Filling in job applications and attending interviews will need help and also support when in work because of their unique view of the world . |
| - Detailed individual profiling to assess present needs and consideration of any previous work experience. - Help to apply for jobs which would suit their abilities - Preparation and support for interviews - When in employment, reviews to ensure fair treatment and advice on any problems which might arise |
| Our experience over several years is that we find it difficult to be made aware of suitable potential jobs. Where we do they are usually on websites, which are either too difficult / long to fill out or never hear back from. WEST know the jobs, help in the process and, in our case, managed to obtain suitable part time work for our daughter.  |
| Understanding of their challenging behaviours. Immense patience and the education of their peers and managers.  |
| One to one, regular weekly meetings, as WEST offers. Help with life skills in the working environment, help with CV's. A lot of people with learning difficulties would not know about the working environment and they need good support to achieve paid work.  |
| Difficult to generalise, because everyone is different. Employers need to be persuaded that it is worthwhile giving someone a job, even if they require support; not easy when they can usually find someone in the present economic climate who doesn't need that support!  |
| As much one to one contact as possible, so as to establish a rapport. As autism is not understood by most people, they will never succeed in an interview, even though they can do certain jobs.  |
| Ongoing! Travel training, individual support. Time given that the employer may not have.  |
| Someone to liaise between employee and employer. Help with understanding, holiday pay etc. |
| They need buddies!! People to introduce them to working life! People to open doors of opportunity, hope and friendships.  |
| the very support that WEST gives and they can communicate with the social worker if necessary via WCC internal lines of communication |
| You already have it its called WEST |
| Quality Support |
| Without the support of West Richard would never have found a job. |
| They need a placement officer to help with introductions.  |
| knowing the person, and looking for suitable jobs. help with CV writing, Coaching for interviews, explaining the reaction of others about his condition |
| From what I've read, the WEST service! It seems like it may have been a life-line if we were even made aware in the first place that this service was available. By the way, Aspergers is not used as a classification by the RCP now and there are other neurological conditions that cause Learning Disabilities and life-time mental health problems. |
| 1-1 support and tailored advice. Job centre is likely to be too generic and not appreciate skills (as well as shortcomings). Need specialist knowledge of ASD to assist and support sensibly. |
| If you don't know the answer to this question already then that is pretty shocking & I suggest you spend some time with young people with these additional needs to see just how much support is needed but also what they can achieve with the right support |
| Support in finding the job which is right for them, help in applying and support in an interview. Continued support is also needed to keep a job.  |

* Overall do you agree with the proposal to close WEST?

|  |  |
| --- | --- |
| Yes | 0 |
| Partly | 0 |
| No | 33 |
| Not sure | 2 |
| **Grand Total** | **35** |

|  |
| --- |
| As this provides extra support for people with learning disabilities |
| Who is going to help them get jobs. We are down to one social worker for deaf. They need people who they can trust. |
| Without the coordinated service that WEST gives, we will be in a desperate situation. Help is needed at all stages - preparing for work, finding a job and then maintaining that job. WEST is needed to link everything together and to build confidence. I am concerned that there has not been a proper consultation on this matter. The two Grapevine meetings I attended did not record my views and the representative was not able to answer questions on behalf of the council or WEST.  |
| Because the WEST service is very important to the well-being of the small group of vulnerable people that they help. |
| People with learning disabilities seem to be left at the bottom of society. They have a lot to give. If this service closes, what will be put in its place? As far as I can tell the answer is nothing, or no one has an answer. I urge you to think again about closing WEST.  |
| Because the support provided by WEST is vital to the well-being of a small but very vulnerable group of people. |
| There is no supporrt for adults with these disabilities at the job centre or elsewhere .to either get a suitable job or help them to keep in employment,  |
| No this will cost the council more in cost as each person will need help from multi agency's when west knows the person , knows the employers, and how can anyone ever have the indulivaul support that west has they provide a multi use in one place, I feel that cost per users will be far greater if west close you will be storing up mental health issues in the years to come & west it's broke why get ridof it they have many years of knowing how to help.what about the future users how will they get a job ??? Why and how do you access sevices if you don't know how to you can not rely on the parent . Unfair and I feel this is disabled people being descimanted again cut the service that most people don't know or have a big voice to shout about the unfairness . |
| WEST is the ONLY one stop shop for my son. WEST cares and is much better than other job finding organisations. They understand, support, value, are committed and do the job that at least three other agencies would be needed to give the support my son needs. WEST is a system that works, is successful and unique and desperately needed by the vulnerable users who, through no fault of their own, are at the bottom of the heap and feel that in WEST they have a support group that offers opportunities and hope. Please give them a chance in life!  |
| My son has had more success in getting interviews for jobs with WEST than he has had on his own. I believe employers take WEST candidates more seriously, as they realise WEST would not put forward a candidate who was not suitable for a job unless they were capable of it. WEST also help to develop the skills and knowledge required for the workplace i.e. legislations etc. like C.O.S.H.H. etc. to make the candidate job ready. If this service was to close it would reduce my son's and others opportunities to become employed. WEST also help to develop social skills in how to teach individuals to look after themselves, travelling safely, behaving in situations, what to do in an emergency if they are on their own, role plays. WEST are a dedicated team who care about what they do and they look at each person as an individual, personalising their help according to differences.  |
| West are an excellent service who understand the needs of their clients and do their best to fit them into the wider community with work. THey can approach potential employers and encourage them to think about employing a person who is different. They are always supportive and have the needs of the client foremost. My son has had experience of other services and they do not come at all close to the service west provides |
| WEST is a single organisation providing support for the disabled now and in the future. It is a lifeline for them. Without it, many would end up jobless, maybe homeless. Their confidence shattered, requiring assistance from other costly council and benefit agencies and putting additional strain on their resources. The skill and care provided by WEST to find employment for the disabled and keep them in work is irreplaceable. In the right jobs, they often prove reliable and loyal workers, an asset to employers who should be encouraged to provide jobs for the disabled.  |
| Our daughter is able to undertake suitable employment. With WEST or another suitable organisation, she was never given the opportunity and help to find it.  |
| Concern that the security and support that WEST offers will no longer be there for us. The expertise of liaising with employers and their employees is invaluable, especially for those carers who have little or no experience in these matters.  |
| My son was helped tremendously by WEST, with an apprenticeship. He has aspergers, dyslexia, dysplaxia, yet he has got on so well. He is stronger in mind and grown into a fine young man. He was so disheartened and negative and now his outlook is completely different. WEST did that for him. WEST has been a dedicated team for 20 years. They have 150 vulnerable adults on their books. They get to know and understand each person's challenges and skills. They sift through vacancies with one to one knowledge of each person, have accompanied individual's job interviews and assessment meetings, if necessary. They have provided education in using public transport, giving help and support when issues arise. Interpersonal relations for example. The really key part of WEST's work is the rapport they achieve with the disabled.  |
| Without some organisation like WEST, people like my son get no support whatsoever and it is soul destroying!  |
| WEST are trained professionals who can help those of us who are not trained consultants.  |
| Because anyone with a learning disability will need support to find or maintain a job. WEST have given reassurance and time and encouragement to Andrew his employer. They have been excellent in maintaining support over a number of years.  |
| Not much support for young adults with slight learning difficulty to find job. So useful to have someone to help. Group meetings good to learn interview skills and confidence.  |
| My daughter has only just started attending this group and already I see a change in her confidence and new aqaintences.  |
| Closing WEST will cost more money. You could spend a lot of money commissioning another professional team and training them to work with people in the autistic spectrum. Then you would have to build up trust. Autistic people do not like change and it would take a long time for them to accept another service and trust workers from the new service without causing them anxiety.nthe obvious thing to do is keep WEST. If you think other providers will take up the valuable work for nothing and provide the service WEST do you are very naive  |
| It is a vital and only service for an autistic person who has social communication/interaction symptoms. The WEST team are giving a worthwhile and first class service/support which in turn helps both the user and carer. I doubt other services will be so supportive. |
| WEST supports a significant number of people (pro-actively) to gain independence and confidence in the job market. Maintain WEST; it is part of a community's responsibility to support and care for its weak / helpless members. Convince the budget makers that it is in in their long term interests to maintain a sustainable service where it is needed. It will result in a much needed civic and personal pride all round. |
| People with Asperger's need continuity and specialist people who are trained to work with them. Your proposal to farm WEST out to any old service is unethical and may put people in danger if proper risk assessments are not carried out. In the long run closing WEST will cost you a lot more. |
| They would not be anyone in the area to talk to in an emergency. Why are vital services being taken away from a County Town? |
| West do a great job. Richard will need support where ever he accesses a service so why change it. There will be no save cost savings. |
| I am thinking about the future, what will happen to people coming after my son. Once a service closes it is hard to get it back. |
| There is no other organisation capable of giving the close support needed for disabled people, to stand half a chance in getting work of any sort. |
| WCC is once again targeting the most vulnerable members of our society, this will have a major negative impact on people's well-being and mental health, leading to further increased costs in adult social care services in the long-term.  |
| There is nothing else out there. How will the LA fulfil its duty to provide equality of opportunity to young people with additional needs who want to work but need support to do so or at least to get started. I am gobsmacked that you think the voluntary sector or some unidentified resource is available as an alternative to provide this support. I think it is highly unlikely that cutting this service will save any money because the support will still need to be found from within the LA's resources. Or are you simply going to tell families that no support is available at all?  |
| I have ticked not sure, as I do not know if there will be an alternative on offer. Maybe somewhere specifically to cater for the needs, perhaps job centre? What will happen to these people? They will slip through the net without the trained individuals to help.  |

**Employer responses**

* Have you had support from the Warwickshire Employment Support Team (WEST) for staff in your organisation?

|  |  |
| --- | --- |
| Yes, WEST currently support one or more of my staff | 2 |
| Yes, WEST have previously supported one or more of my staff | 1 |
| No, I have not had support from WEST but I am aware of it | 0 |
| No, I am not aware of the support available | 0 |
| (blank) | 1 |
| **Grand Total** | **4** |

* What will be the impact on you now or in the future of closing Warwickshire Employment Support Team (WEST)?

|  |  |
| --- | --- |
| I would continue to employ staff with learning disability, autism or Asperger’s without support | 0 |
| I would struggle to employ staff with learning disability, autism or Asperger’s without support | 3 |
| (blank) | 1 |
| Grand Total | 4 |

I employ one member of staff and currently help WEST by taking on work experience placements, with the possibility of employment if candidates are suitable. The support that WEST has given us has been invaluable. Without the support, there have been issues between myself and the employee that has nearly caused him to resign, which have been simple cases of miscommunication.

* What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?

|  |
| --- |
| I myself am the father to three young boys with Autism, we need a service like WEST in order to overcome the barriers to employment that the government has already put in place for these people. The support WEST have given me and my company has been invaluable, and to get rid of a service like this would be simply ludicrous. I have been reading up on the council's plans for this service and I can honestly say I think this consultation is a sham and an insult to all of the vulnerable adults and young people who it affects.  |
| regular reviews someone to go to with concerns |

* What support would you need to continue to provide job opportunities for adults with a learning disability, Asperger’s or autism?

|  |
| --- |
| I would need a service just like WEST. A service that is part employment part support just wouldn't work as you need focused specialists. As I have said above there have been multiple times that my employee has nearly resigned due to miscommunication, I am so grateful to WEST for explaining the situation to him as he is a brilliant member of the team which I would hate to lose, however, I cannot contol his actions and without WEST's support I fear the worst. When I read that WEST supports over 150 customers I was in shock as I couldnt believe that they could give the level of support they do to that many people for the little cost they need.  |
| As above |

* Overall do you agree with the proposal to close WEST?

|  |  |
| --- | --- |
| Yes |  |
| Partly | 1 |
| No | 3 |
| Not sure |  |
| **Grand Total** | **4** |

|  |
| --- |
| Absolutely not. It is ludicrous for you to think that another service could compare, I have never come across nicer people who genuinely care about what they do. I hope that once all the feedback comes back you realise how silly it is to think that another company could help the customers WEST do to the standard that they do it - for, according to you, no extra money.  |
| It could be that this service better sits in another agency outside of WCC - or is a traded service. |
| I think I have said enough in my previous responses. I just hope that you realise that by scrapping this service you will cost yourselves a lot more in day care and benefits for those individuals who will lose their jobs. I as an employer can guarantee there will be a few and you're very naive if you disagree. |

**Related service provider responses**

* Have your customers had support from the Warwickshire Employment Support Team (WEST)?

|  |  |
| --- | --- |
| Yes – we have current customers who are receiving support from WEST | 3 |
| Yes – we have previously had customers receive support from WEST | 6 |
| Possibly – we have signposted customers to WEST but do not have records on whether they received support | 1 |
| No – we are aware of WEST but have not used their service for our customers | 1 |
| No – we are not aware of the support available | 2 |
| **Grand Total** | **13** |

* What will be the impact on you of closing Warwickshire Employment Support Team (WEST)?

|  |  |
| --- | --- |
| WEST customers would need more support from our organisation | 6 |
| WEST customers would need more support from other organisations we work with | 3 |
| No change | 0 |
| (blank) | 2 |
| **Grand Total** | **13** |

|  |
| --- |
| The implications of closure are the employer would be more reluctant to employ individuals with SEND as there would be a greater cost to them. Also they would lose the expertise required to ensure these individuals can access the workplace and the individuals would potentially lose confidence and have raised anxieties. |
| My interns would not have any independant support with their employment and employer.  |
| A vital resource that was overstretched already |
| There is no equivalent service for this vulnerable group, so no other organisations to provide the extra support. |
| The proposal to close WEST is unlikely to generate the cost savings envisioned. If the expectation is that the 150 people WEST support into or in work should retain that support then someone somewhere will have to pay for that support. If they are not going to have that work related support then they will need additional support during the day for other activities, and if they don't get that then they will present greater challenging behaviour and/or mental and physical health problems. All this proposal will do is move the cost from one budget heading to another |

* What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?

|  |
| --- |
| to ensure they are given tasks within their capabilities, that they are taught the tasks in an appropriate way, that they are taught employability skills and social expectations. That they receive travel training. |
| Continued, enhanced and bespoke support based on the needs of the individual. With specific difficulties people need a very personal service to encourage, enhance and aspire to achieving and maintaining employment. Main stream services and even those who offer additional support often are not sufficient to help people achieve their goals. A strong relationship with a team/ worker is vital to build trust and confidence. |
| they need to have a high level of support initially to help them really get to know the role, allow them to build strong relationships, identify other employees who may be willing to mentor them and then slowly withdraw. they also need to identify with SALT if they require a specific communication plan. support also needed if they are asked to any management reviews. |
| It's the preparation they need prior to applying and submitting an application, ensuring they are aware of the interview process and support in the application, not something we have the resources to do. We would miss out on excellent applicants without this service.  |
| Job skills training / life skills training / support from staff - which may be permanent |
| Independant support with employment and personal circumstances |
| The individual needs support in assessing their needs in a workplace setting, then locating appropriate employment and liaising/persuading an employer, then supporting them through the initial stages of the job. The family need support in making this momentous step, including dealing with understandable concerns about changes in income, an income which forms part of a general household budget. Thus the changes in benefits, into in-work benefits need to be assessed and supported through (it involves moving from one monolithic agency (the DWP) to another (HMRC). Then they will need ongoing support (as many fall by the wayside after the initial stage) in order to keep them in work (including with the employer). in this way normal life aspirations are promoted and social isolation reduced It is surprising that the one organisation dedicated to a main WCC/social care aim of promoting employment with hard-to-reach groups should be abolished. |
| Individuals need to be taught the disciplines necessary to be successful in work eg getting there on time, working as a team, health and safety, doing jobs you don't like. Then they need help finding the job, translating application forms into appropriate language, support during interviews, help to overcome prejudices, and so on. Then if they are successful in getting the job, help with maintaining it, support in understanding instructions and what is requried of them, support in social interaction with work mates, consideration for additional needs they may have, acceptance of particular health (physical or mental)problems which might require addtional time off and so on.  |
| Training and better awareness. Support through the recruitment process.  |
| Realistic outcomes and realistic funding for long term, ongoing support whenever it is required for both employees and employers from experienced and knowledgeable personnel. Disabilities are lifelong: it is unrealistic to think that support needs will cease following an initial period of support. |
| Providers need to include this type of support as part of their service offer as this is linked to the WCC Statement of Intent and the outcomes. More work needs to be done to engage with employer partners in the different localities and I believe local providers are more able to do this with the partnership links they have established. This includes offering support and guidance, supporting the risk assessment process and where necessary job coaches. Funding is available to support these employment based activities and more needs to be done to target this.  |
| Pre vocational learning opportunities such as confidence building, skills for employment (cv building, interview skills etc ) Help to secure voluntary opportunities as a first step towards paid employment. Job coaching and mentoring to commence and then sustain employment. |
| expectations of having and keeping employment. Ongoing support. Liaise with employer. Agreements to accommodate support needs. Mentor/buddy system |

* Are you aware of any other organisations currently offering this support in Warwickshire? Please give us details.

|  |
| --- |
| No |
| Other organisations offer employment support (like ourselves) but WEST has a unique approach |
| not formally |
| None |
| No |
| No |
| not aware of equivalent |
| Where Next Association in Studley provides the pre-employment training and proactical work experience necessary to enable someone to become work ready.  |
| no |
| No other organisation provides exactly the same service as WEST. At ECO Work-Shop we provide the opportunity for individuals to develop work skills. We also find voluntary work experience placements for individuals whom we provide ongoing 1:1 support for.  |
| Some providers have expertise at offering this support. I am aware of Proactive Employment that support in South Warwickshire, Heart of England Mencap have just received funding from the Big lottery to support the LD population into employment over a 2 year project. Other providers are also running initiatives - including working in partnership with specialist schools and colleges  |
| Remploy - but need to be referred through JCP. Coventry and Warwickshire CDA offer job search, CV building etc but don't think they do job coaching |
| No |

* What support could your organisation offer within your current operation to adults with a learning disability, Asperger’s or autism which may help them find or sustain work?

|  |
| --- |
| None once they have been employed - we are a school running a supported internship programme and do not have the staff to continue offering support once they have left the programme |
| We provide a Employment support service which is currently funded through the District Council and Orbit but this focuses on achieving employment or accessing work experience/ volunteering and does not provide any pre-application or post gaining employment support. Often customers need assistance to be 'job ready' and very much support after gaining a job to retain it. |
| we would love to be able to do this, but unfortunately there isn't funding to do it as it doesn't appear to be a recognised need. |
| We are very limited and without WEST we wouldn't be able to be the second stage in the employment journey. We can pick up after the initial support and guidance but could do the intensive work they do first.  |
| None - no funding to support ex service users.  |
| Staff support but their have no training with working with interns with autism or have learning difficulties |
| not applicable. we support other agencies, not direct to public, and we've had cuts. |
| Where Next already trains and supports some 85 people with learning disabilities, autism and asperger's. The support is paid for from the individual's personal budget. Places are available to support more customers |
| We can give advice on technology that people might want to use to make them more employable! |
| Develop work skills. Find and support meaningful and long term voluntary work experience placements. Break down barriers between employers and the learning disabled and autistic communities. |
| As above we have worked to attract funding to support this activity and are in the process of employing 2 job coaches for the 2 years. The aim is to secure further funding to continue to deliver this as part of our offer. |
| The Hubs currently support volunteer placements but generally signpost to other specialist organisations as above for help with sourcing paid employment. We could enhance our offer if given resources for training in job coaching ( and possibly recruit if needed) and support an existing member of staff to gain a supported employment qualification for overall co-ordination |
| The support we are able to provide is limited and without funding isn't sustainable. We have been able to access limited funding for employment projects but this is limited |

* Overall do you agree with the proposal to close WEST?

Note: A technical issue was encountered with responses for related service providers only, which meant that they were unable to answer ‘No’ to the question ‘Overall, do you agree with the proposal to close WEST’ for a period of time. The issue was corrected during the course of the consultation.

For affected responses, where it was clear from comments related to the question that this was the answer they wished to choose, the response has been adjusted. This can be seen reflected in some of the comments below.

Full details of the original responses and adjustments made are available to view on request.

|  |  |
| --- | --- |
| Yes | 0 |
| Partly | 3 |
| No | 8 |
| Not sure | 2 |
| **Grand Total** | **13** |

|  |
| --- |
| EXCUSE ME BUT THERE DOES NOT APPEAR TO BE A 'NO' AND FURTHER MORE I AM UNABLE TO MOVE ON WITH THE SURVEY WITHOUT ANSWERING ONE OF THE UNACCEPTABLE RESPONSES. FOR THE RECORD, I STRONGLY DISAGREE WITH THE PROPOSAL TO CLOSE WEST. |
| We do not agree with the decision as per comments above |
| why isn't there a no button? |
| Why is there not a 'No' option? I totally disagree with its closure, a lot of people with the highest support needs will be further disadvantaged if this service closes.  |
| No. - I don't agree. Not sure why no is not an option?  |
| No I did not agree with closing WEST. |
| where's the NO option?!! No, for reasons given above |
| I am sure that the service should NOT be closed. The accompanying papers make a point that Warwickshire's employment rate for people with learning disabilites is much higher than the average. This is because WEST exists. If the other local providers could have achieved this level of employment then WEST would have closed naturally years ago because it was not needed. Taking away the WEST service will result in the figure declining significantly. The most vulnerable in society will suffer as a result. |
| People with autism and other related conditions need all the support they can get! |
| We have no personal experience of the service. |
| Clearly WEST has had a positive influence - but in reality I would be concerned about the ability to provide a service across the whole county. I was only made aware of WEST because of my engagement in the Partnership Board - previous to this our staff weren't aware of the referral opportunity. We will continue to develop our offer around employment regardless of the services that are offered by WEST and we will partner with other organisations to extend this to different age groups. |
| WEST have traditionally operated within the FACS criteria therefore not everyone within Warwickshire was eligible for a service from them. A new approach would hopefully widen the field so that more individuals could get much needed support in this area. This would also lead to greater turnover of clients, as we are aware of individuals who may have been in permitted work for some time but are still attending WEST groups. However, losing specialist staff is never good unless the replacements are of equal quality, hence the need identified above for good training in any future provision. |
| I understand that there needs to be cost savings however the adults with LD who no longer meet the care/support criteria will be without any support and are likely to deteriorate leading to further crisis situations which would require more expensive intensive support. They could loose their home, break the law etc. There is little alternative support for the people with low needs |

|  |
| --- |
| Nat Grid have 5 interns from the Employability Programme that have been give paid employment and they all have autism or some form of a learing difficulty. They all have a Job Coach for 12 months and then they need the WEST support to help them with their paid employment. The West service also helps the Nat Grid Managers and department staff who are working with the interns. |
| refer you to answer 6 - only ticked 'not sure' as survey wouldnt progress further. such tactics undermine the integrity of the process |
| .A society can be judged by the way it supports its most vulnerable members. Removing the WEST provision leaves people with learning disabilities with no hope of employment unless Warwickshire County Council employs them itself |
| With the current budget constraints each local authority has to decide where money is invested and what impact can be made. My concern is that the services and support require more funding - rather than less - however this means that new initiatives and solutions need to be found to provide this opportunity. This is best done in partnership with providers and voluntary organisations.  |
| It would be advisable to approach providers to discuss how this could be an area for them to develop, however there would be a requirement for funding. The service costs within many providers (like ours) are substantially lower than LA cost, so there would be a saving in the service was 'tendered' out to a provider |

**General public / others**

* What do you think the impact of closing Warwickshire Employment Support Team (WEST) will be on current or future WEST customers?

|  |  |
| --- | --- |
| They would keep doing their jobs without support  | 0 |
| They would get support to do their job from someone else | 0 |
| They would lose their jobs | 0 |
| They would get support to do their job from someone else | 2 |
| They would get support to find a job from someone else | 1 |
| They would not be able to find a job without support from WEST | 29 |
| (blank) | 3 |
| **Grand Total** | **35** |

|  |
| --- |
| Likely to move the problem elsewhere with more cost to the County Council |
| Job Clubs are a valuable resource. They are a safe place for people to have contact with others whilst increasing their work readiness etc.  |
| The quality of life of future WEST customers would significantly decline. This is likely to effect the mental and physical health of service users. Speaking on a purely economic basis closure of WEST would end up costing the Council more in the long term due to - payment of benefits - increased healthcare costs - increased social service costs - further cost to the council as well as the income tax lost through non employment/lost employment. If future WEST customers are left to source employment without adequate assistance (which will occur if the service closes as the alternatives suggested are inadequate) they are likely to remain unemployed and dependent on the state given that the challenges that disabled people face gaining employment without assistance (the statistics are self evident). Without employment there is a reasonable prospect that those service users will develop health difficulties, potentially mental health difficulties as they have lost the self worth gained when in employment /remain socially vulnerable/ need day support as they are not in employment - at greater cost to the state. Looking at the Council's objectives this is inconsistent with their aim to efficiently use resources. The "savings" made by closing this service are a fallacy and would result in greater cost to the council and the state in the medium to long term. It is imperative that the Council looks as savings on a mid to long term basis. Closing WEST may exacerbate the poverty crisis in Leamington as statistics clearly indicate that disability and poverty are linked, over half of those living in poverty are disabled or live with a disabled person. Assisting disabled people to gain employment through WEST is economically, socially and morally the right decision.  |
| Voluntary sector would be encouraged to pick up the slack with minimum funding if any. Existing Organisations like Remploy would take over. |
| People's mental health, self esteem and self worth will be negatively affected as there are no other services that offer what WEST can, this is a unique service that cannot be replaced. |
| I don't know |
| I believe closure of this service would result in vulnerable and disadvantaged individuals being further marginalised in an already difficult labour market.  |
| Employers would loose the opportunity to employ motivated workers. Customers may not have adjustments made to their employment enabling them to work effectively  |
| Due to the nature of the customers attending the service, they require specialist support with employment. This is not available at other options that have been proposed |
| Service users would probably look towards the voluntary sector or look to more social care funding in order to buy in support surely this would have an impact on social care funding |
| The customers would be left without meaningful activity and their health could deteriorate as a result. Future customers would not receive the support in the community that West gives. |
| It does not let you click more than one option, I believe it would also majority would lose thier jobs  |

* What support do you think is needed to help adults with a learning disability, Asperger’s or autism to find or keep a job?

|  |
| --- |
| They need personal, ongoing support and guidance before and during a work placement or job. |
| Specific support in this area ensures they find and keep a job, for their own benefit and that of society  |
| One-to-one assistants in application writing, Interview practice, inter-personal skills, how to make a good first impression.  |
| Structured and one to one advice from an specialist employment service with specific knowledge of disability and the challenges faced. |
| Structured support on a one to one basis tailored to meet their needs. Then follow up support.This approach is supported by neuropsychologists, educational psychologists and vocational advisers.  |
| continual support,  |
| the exact type of service you are proposing to close!! |
| There needs to be continual support, that is consistent. Finding a job is difficult enough, if you have a learning difficulties even harder support is decently needed. |
| Support with finding jobs, friends and developing social skills and support to ensure they can cope with the difficulties that life brings.  |
| Confidence building, advocacy, help tackling the stigma of their conditions, education for employers and workforce. |
| Completing forms Support for & skills for interviews Assistance with raising awareness of colleagues and management Assistance with getting special arrangements in place Assistance with finding and putting in place technological assistance Awareness of Access to Work |
| They need specialised support which they cannot get from job centres |
| I have dealt with WEST through a friend and this person has received amazing support from them and wouldn't be doing the job they do without them. I don't think that another service could provide the same support  |
| Support tailored to the individual as well as ongoing support throughout employment. This support helps people cope with changes in work practices, changes to staff rotas, staff duties etc. WEST also support people to access supervision and act as mediator between employee and employer if there are issues – such as time keeping. They also help individuals prepare for planned changes - such as redundancy and retirement. |
| Lots of support from the correct people, ongoing support to help adults with LD or ASD to deal with life events, worries and issues as they continue in their employment. There is no other service I know of that can offer this support.  |
| Due to the success of WEST in the past, it is obvious that this service is essential |
| A support service like West!! |
| Firstly they. Need training and on the job support . This may include extra training such as traveling to and from the job. Employers need an ongoing contact to maintain good working conditions. |
| Understanding of individual need, the ability to relay what/how adults can be supported to maintain employment  |
| Support from an organisation trained to give the support they need |
| Training of how to look for a job for them, how to unpick the job specification and how to use examples to evidence that they can do the job advertised. Also, before entering a workplace environment - to shadow someone in the environment to see how to behave in an office work area. |
| Required Employment training , social interaction support, independence skills Travel training financial support yo name a few ! |
| More 1-1 support. Knowledge of difficulties and barriers faced. Post employment support needed to address issues faced when in employment. |
| I don't know |
| Ability to turn up. To achieve targets. To communicate with colleagues and customers.  |

* Are you aware of any other organisations currently offering this support in Warwickshire?

|  |
| --- |
| No |
| No |
| no |
| No. |
| Apart from the limited support available through services like the HUB I am not aware of any. |
| no |
| no |
| No |
| No  |
| No |
| No, and I feel there should be more.  |
| No |
| No |
| No  |
| Not the same as WEST  |
| No |
| No - there are none and it is unethical to take away this service from a population who are already disadvantaged and this is the only service to offer this support to them. The experience and expertise that the WEST team have cannot be found or replaced anywhere else in Warwickshire. |
| There are other places - job centre etc but again not specialised to work with people with LD/autism |
| No |
| No |
| no |
| No |
| Nope |
| No  |
| Remploy Brunswick Employment Programme |
| not aware |
| No but I think an organisation will step in |

* Overall do you agree with the proposal to close WEST?

|  |  |
| --- | --- |
| Yes | 1 |
| Partly | 0 |
| No | 31 |
| Not sure | 3 |
| **Grand Total** | **35** |

|  |
| --- |
| It would have a terrible impact on the lives of the current customers and any others who could have benefitted from their services. |
| It's an essential service the closure of which will cause difficulties elsewhere |
| As it is a vital support system for vulnerable people in the area. |
| Negative impact on the disabled in my community. |
| This service is vital for people who are higher functioning, such as those with Autism or ADHD but they cannot use mainstream support services due to the individual and ongoing nature of their needs - in relations to communication, coping with change, relationships etc.  |

|  |
| --- |
| Closure of this service is totally at odds with the Givernments manifesto and their aim to reduce the employment gap for disabled.  |
| For some people WEST is their only hope of finding and keeping a job.  |
| I honestly cannot believe that the council thinks this service can be replaced by anybody else. If this service shuts there will be no one to offer support and adults with LD & ASD will be disadvantaged and not be able to be included in their working community. The net cost of this service is approximately £80,000 per annum with other funds coming from EU budgets for the next 3 years. If the council shut this then the cost to other services to help support people when they get depressed, have low self esteem etc due to not having a rewarding job will be more than the £80k that will be saved. It will be a false economy. I cannot believe that people already disadvantaged are being targeted for these cuts. It makes me very sad indeed and I think it is irresponsible of the council to even consider this move. Please don't do it. You cannot imagine the devastation this will cause to the lives of people with LD & ASD and their families,carers. Is this the treatment you would want for a member of your family if they were in this position? |
| Although the Council has to cut funding to lots of services, this is a specialised provider who supports some of the most vulnerable in our Community |
| The impact of closing West will not even dent the proposed savings it is another service that people with learning disabilities will lose. Surely if another provider provides a service this will be at a cost so why close West?? |
| Day centres have closed and people with learning disabilities are left with very few activities during the day. Where activities are offered they are well over subscribed. |
| People with a learning disability have the right to work and need the right support to find and keep a job |

**Appendix C: Equalities information**

|  |  |
| --- | --- |
| Are you male or female? | Total |
| Female  | 60 |
| Male | 25 |
| (blank) | 16 |
| **Grand Total** | **101** |

|  |  |
| --- | --- |
| How old are you? | Total |
| Under 18 | 1 |
| 18-29 | 9 |
| 30-44 | 22 |
| 45-59 | 31 |
| 60-74 | 17 |
| 75 or over | 6 |
| (blank) | 15 |
| **Grand Total** | **101** |

|  |  |
| --- | --- |
| Do you have a long standing illness or disability?  | Total |
| No | 64 |
| Yes | 22 |
| (blank) | 15 |
| **Grand Total** | **101** |

|  |  |
| --- | --- |
| How would you describe your ethnic origin? | Total |
| White - English/Welsh/Scottish/Northern Irish/British | 83 |
| White - any other background | 2 |
| Asian or Asian British - Indian | 1 |
| (blank) | 15 |
| **Grand Total** | **101** |

|  |  |
| --- | --- |
| What is your religion? | Total |
| Christian | 45 |
| Sikh | 1 |
| None | 30 |
| Other (Please specify) | 1 |
| Prefer not to say | 7 |
| (blank) | 17 |
| **Grand Total** | **101** |

Note: For ethnicity and religion only responses which were selected are represented here. A full list of options was provided in the survey.