



Derby City Council

Changes to Voluntary, Community and Faith Sector Grant Funding

Findings from the consultation exercise

Policy, Research and Engagement Division, Derby City Council

Version 9 – 31st January 2012

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Summary

A series of consultation activities were held over a twelve week consultation period with the general public, those Voluntary, Community and Faith (VCF) organisations losing funding, and their users.

This consultation took the form of:

- A paper and online survey among the Council's Reach Out Citizen's Panel.
- An online survey made available on the Council website to the general public.
- A survey of the organisations involved.
- A survey of users and stakeholders of the organisations.

The main findings from the Reach Out Panel were:

- 157 panel members responded to the survey.
- The organisations that most respondents were aware of were Derby and Derbyshire Race and Equality Commission (44.5%); Derby Furniture Project (55.4%) and Derby Women's Centre (43.9%).
- Respondents were asked which organisations had an impact on the wellbeing of Derby residents as a whole. Derby Furniture Project (56.7%) and Business in the Community (39.5%) were the organisation which the most respondents felt had an impact to the wellbeing of Derby residents.
- Respondents were asked how important they felt it was that Derby City Council should continue to fund the VCF organisations affected. Once again there is the perception that Derby Furniture Project is important with 56.7% feeling that it is very important / important that the City Council continues to provide funding.

The survey which was open to all of the general public highlighted some different issues:

- 270 responses were received to the 'open' online survey.
- Total awareness of Derby Furniture Project (50.7%), Derby Women's Centre (50.4%) and Relate (50.4%) are high as in the Reach Out Panel
- Derby West Indian Centre at 43.3% compared to 34.4% in the Reach Out Panel survey and Surtal Asian Arts, 35.9% compared to 1.9% have significantly higher awareness levels.
- As with the Reach Out Panel, Derby Furniture Project (41.1%), Derby Women's Centre (47.8%) and Relate (45.9%) are felt to have the most impact on the wellbeing of Derby residents
- The perceived impact of Surtal Arts (27% compared to 5.1%) and Derby West Indian Association (29.6% compared to 15.9%) is much higher amongst this cohort than the Reach Out Panel survey
- Relate (43.7%), Derby Furniture Project (35.9%) and Derby Women's Centre 44.8%) were all felt to be important to maintain funding

Findings from the user and organisations surveys demonstrated the importance placed upon their services by the users of those Voluntary, Community and Faith (VCF) organisations losing funding.

- 623 users of the services responded to the user survey
- Users tend to use the services of organisations fairly frequently; 41% use the organisation at least once a week.
- Many users speak powerfully about the difference the services have made to them, comments include:
 - ***Enables me to communicate with all the staff whether hearing impaired or speaking. The children would be the main losers if this service is reduced as they are the receivers of care.*** (CU)
 - ***The carnival is a very important part of my culture and the DWIC ensure that this happens each year*** (DWICA)
 - ***We sorted our relationship difficulties and resolved issues with our children. This has helped the whole family. We are happier, more able to talk without shouting, health has improved and I can concentrate on things better.*** (Relate)
- Most respondents did not feel the services currently provided by the VCF organisation could be improved and those who did mentioned improvements mainly felt that the organisations should receive more funding.
- When asked about the impact of losing the service, many respondents spoke about the difficulties this would entail for themselves and others with similar issues:
 - ***Immense. No access to domestic violence services, no counselling services, no emotional well-being courses, no Arts and Crafts courses, no supportive legal and supportive services, no female-friendly and supportive environment for vulnerable women at risk of domestic violence or vulnerable in other ways*** (Women's Centre)
 - ***I would suffer and my other neighbours would miss out the service as we do not speak read or write English language and cultural help is very necessary and it helps us all to understand our carer's needs and rights.*** (DDREC)

1. Background

1.1 Context

The Council is facing an unprecedented challenge following changes in funding to local authorities set out in the national Government's Spending Review. The Council has an estimated savings target of £58m over the next four years and is required to save £27m during 2011/12. This front-loading of the savings to be made has been particularly challenging for all local authorities. To meet the needs of the local community, the Council needs to fundamentally review its priorities for all service areas and this will include the priorities for grant funding for the Voluntary, Community and Faith (VCF) sector.

The Council needs to ensure that its resources are used effectively to the maximum benefit of the people of Derby. The new Voluntary Sector Grant Aid Strategy 2011 - 2015 supports this by:

- Setting a new direction and framework for funding voluntary, community and faith sector services.
- Ensuring that outcomes and grant funding align with current Derby Plan and Council Plan outcomes and priorities.
- Placing a strong emphasis on value for money for the people of Derby.
- Providing the opportunity to critically examine all existing provision.

A grant application funding round was conducted against six adult social care and health service specifications, arts related priorities from the Cultural Strategy, key outcomes for children and young people, and one sector-wide infrastructure support specification all of which link directly to key outcomes in the Derby Plan

With the limited budget available it was not possible to fund the majority of applications and this was a significant underlying constraint. The process had to be very focussed on outcomes and alignment with plans. Inevitably this has meant there are some new organisations which have been recommended for funding and others which have historically received funding, that are not recommended at this stage.

Those organisations that are currently funded that were not recommended for long term funding, a total of 18 VCF organisations (see appendix one), were the subject of further consultation and equalities impact work. The consultation activities undertaken on these organisations form the basis of this report.

1.2 Methodology

It was decided that in order for the changes in grant funding to be compliant with best practice and the guidelines laid out in the Best Value Statutory Guidance which sets out some reasonable expectations of the way authorities should work with voluntary and community groups and small businesses when facing difficult funding decisions, a twelve week consultation period should be held with the general public, those VCF organisations losing funding and their users. This consultation began on 3rd October 2011 and closed

on 31st December 2011. In total over 1050 responses were received to the consultation surveys and 4 petitions with 2000 signatures were submitted.

Given the current financial constraints the Council faces, in order to ensure the consultation was as cost effective as possible the main method used to gain feedback from respondents were four online and paper based surveys which were...

- A paper and online survey among the Council's Reach Out Citizen's Panel.
- An online survey made available on the Council website to the general public.
- A survey of the organisations involved.
- A survey of users and stakeholders of the organisations.

However, it was felt that it was important that the users and stakeholders of services provided by the organisations affected should have an opportunity to have their say in a way that was not dependent on the language, literacy or IT skills completing a survey requires. This was particularly important as some organisations specialised in working with vulnerable or minority groups. Therefore organisations were offered, should they wish, additional support from Derby City Council's consultation specialists to run workshops, focus groups or individual one-to-one interviews. Several organisations took up the offer of additional consultation and the findings from these activities are also reflected in this report.

1.3 Format and purpose of this report

This report provides....

- An analysis of the two surveys of the general public (the Reach Out Panel and Online Survey)
- An analysis by VCF organisation, of the surveys specifically aimed at the organisation itself and its stakeholders and users as well as the results of the additional workshops and interviews undertaken by some participants.

This report summarises and presents the findings of these consultations highlighting the opinions and issues raised by respondents. It does not provide any value judgements or recommendations on what should happen as a result of the consultation.

1 Key Findings from the consultation activities

The Best Value Guidance recommends that, as well as those directly impacted by any changes; the general public should also be consulted. This was undertaken in two ways; firstly the Council's Reach Out Citizen's Panel members were sent either a paper-based survey or link to an online survey and secondly an online survey was made available for the general public as a whole, on the Council's website which was publicised on the homepage.

It should be noted that whilst surveys of the general public provide important insight into the perceptions of a diverse range of people who may not have used services provided by the VCF organisations concerned directly themselves, it has the potential to underestimate the impact of groups who provide services to specific / niche groups in the community, as awareness of their services will be lower amongst the wider general public.

It is important therefore to use the findings of these two surveys in conjunction with the organisation specific consultations highlighted later in this report

2.1 Findings from the 'Reach Out' Panel Survey

All current members of Derby City Council's Reach Out Citizen's Panel (which is currently being refreshed after retiring a number of non-responsive members) were asked in addition to the regular panel survey to complete a survey looking at their perceptions of the services provided by the VCF organisations effected by the changes. 157 surveys were returned.

The survey began by asking respondents were asked if they had had heard of or used any of the affected VCF organisations (see Figure one overleaf)

The organisations the most respondents were aware of were Derby and Derbyshire Race and Equality Commission (DDREC), 44.5%; Derby Furniture Project (55.4%) and Derby Women's Centre (43.9%)

Interestingly, with the exception of Derby Furniture Project (17.8%) high levels of awareness does not necessarily relate to high levels of usage. After the furniture project, Derby Women's Project (5.7%) and the Indian Community Centre (5.1%) were the next most likely to be used.

The number of those who had heard of the organisation and those who used it were added together to gauge the total awareness of each organisation

Figure 1: Awareness of the Organisations effected

Organisation	Heard of		Used		Total awareness (used and heard of)	
	No	%	No	%	No	%
Business in the community	57	36.3	1	0.6	58	36.9
Communication unlimited	8	5.1	1	0.6	9	5.7
Derby & Derbyshire Race & Equality Commission - (DDREC)	70	44.6	0	0	70	44.6
Derby African Association	28	17.8	1	0.6	29	18.4
Derby Furniture Project	87	55.4	28	17.8	115	73.2
Derby Jazz	22	14	2	1.3	24	15.3
Derby Minority Senior Citizen Society	19	12.1	1	0.6	20	12.7
Derby West Indian Community Association	53	33.8	1	0.6	54	34.4
Derby Wheel Blazers	26	16.6	3	1.9	29	18.5
Derby Women's Centre	69	43.9	9	5.7	78	49.6
Indian Community Centre	34	21.7	8	5.1	42	26.8
PARC Play and Recycling Centre	41	26.1	6	3.8	47	29.9
Relate Derby and Southern Derbyshire	80	51	2	1.3	82	52.3
Simran Group	6	3.8	0	0	6	3.8
Sinfin and Stenson Fields Asians Over 60 Social and Welfare Club	19	12.1	3	1.9	22	14
Sound Bites (Vegetable Peddlers)	29	18.5	4	2.5	33	21
Steps for the Future	5	3.2	0	0	5	3.2
Surtal Asian Arts	3	1.9	0	0	3	1.9

Source: Reach Out Panel Survey, n = 157

Respondents were then asked in what way they had used the organisations. 33 replied (see figure 2) that they had either acquired or disposed of furniture.

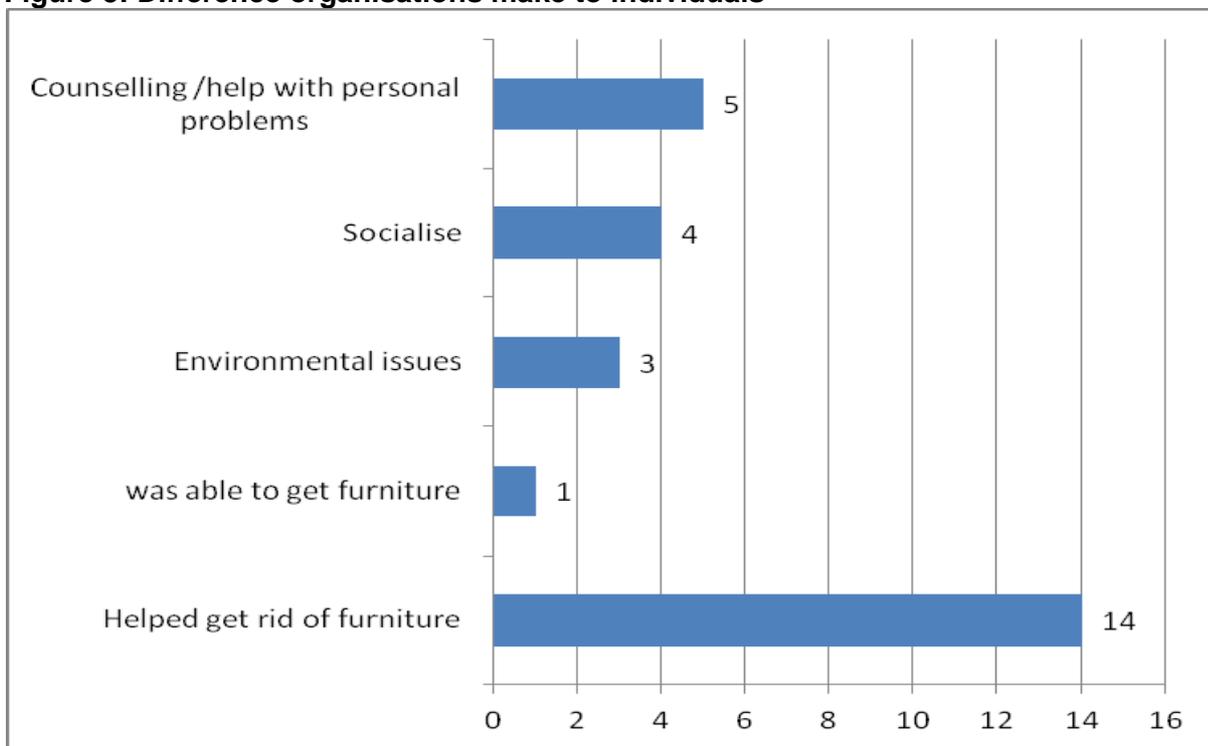
Figure 2: How respondents have used organisations



Source: Reach Out Panel Survey

The survey went on to ask what difference respondents felt the organisation had made to them (see figure 3 below). Once again when the comments were analysed, furniture removal featured strongly (14 respondents)

Figure 3: Difference organisations make to individuals

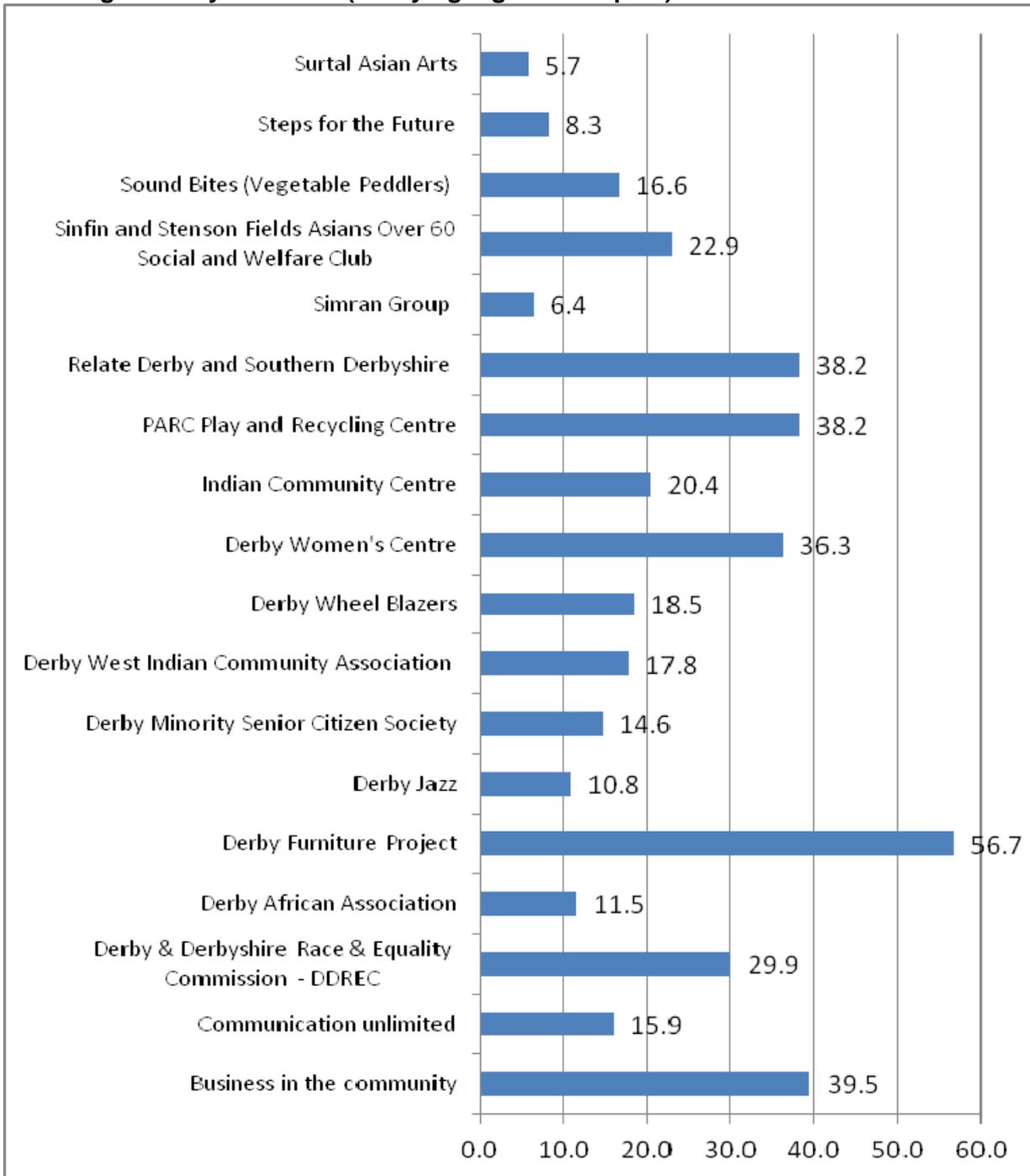


Source: Reach Out Panel Survey

Respondents were then asked what impact they felt the organisations had on the wellbeing of Derby residents as a whole (see figure 4 overleaf). Derby Furniture Project (56.7%) and Business in the Community (39.5%) were the organisation which the most respondents felt had an impact to the wellbeing of Derby Residents.

Smaller niche organisations who work with specific communities such as the Simran Group (6.4%), Surtal Asian Arts (5.7%) and Steps for the Future (8.3%) were felt to have a big impact / some impact on the wellbeing of Derby residents by the least number of respondents.

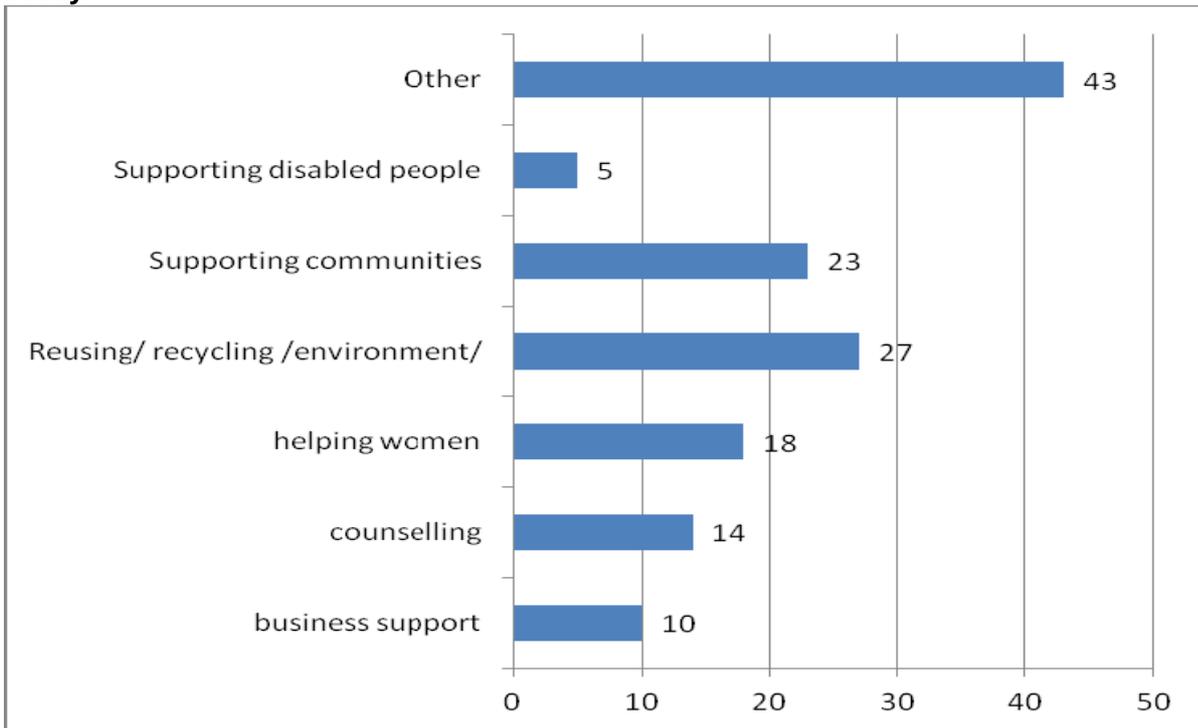
Figure 4: Percentage of respondents who feel organisation is has an impact on the wellbeing of Derby residents (% saying big/some impact)



Source: Reach Out Panel Survey

When asked why they felt the organisations had an impact on the wellbeing of Derby residents (see figure 5), the analysis of the comments received reveal that the re-using of goods, recycling and environmental sustainability was the most commonly cited reason (27 respondents). This was followed by supporting communities (23 responses) and helping women (18 responses)

Figure 5: Reasons why organisations have an impact on the wellbeing of residents of Derby



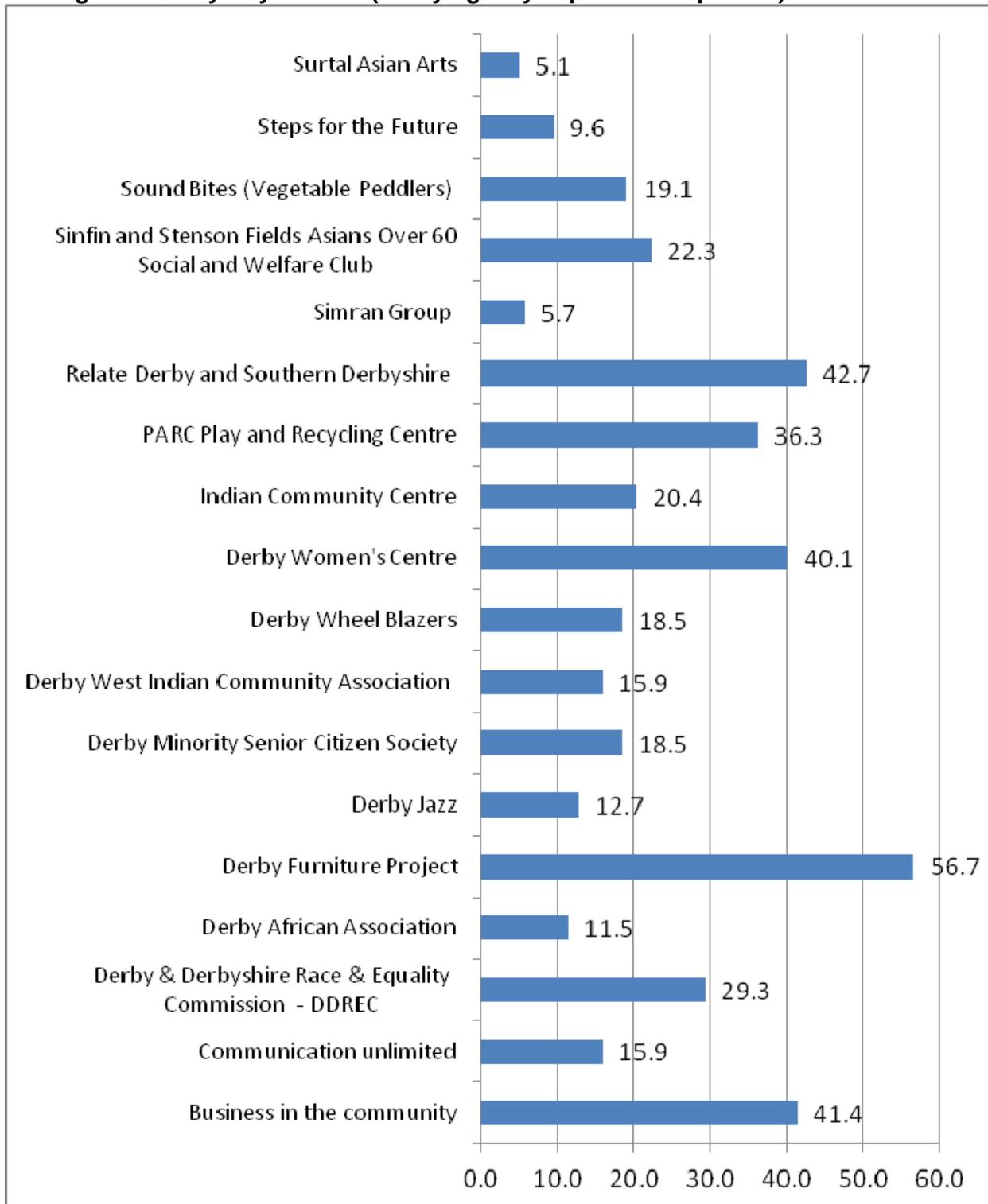
Source: Reach Out Panel Survey

Respondents were asked how important they felt it was that Derby City Council should continue to fund the VCF organisations affected. The results are shown in figure six overleaf. Once again the perception of the Derby Furniture Project as an important provider of services continues, with 56.7% feeling that it is very important / important that the City Council continues to provide funding.

Relate (42.7%), Business in the Community (41.4%) and Derby Women’s Centre (40.1%) were also felt important to maintain funding.

Once again organisations who help specific communities such Surtal Asian Arts (5.1%) and the Simran Group (5.7%) were not rated highly by the wider community as represented by the Reach Out Panel.

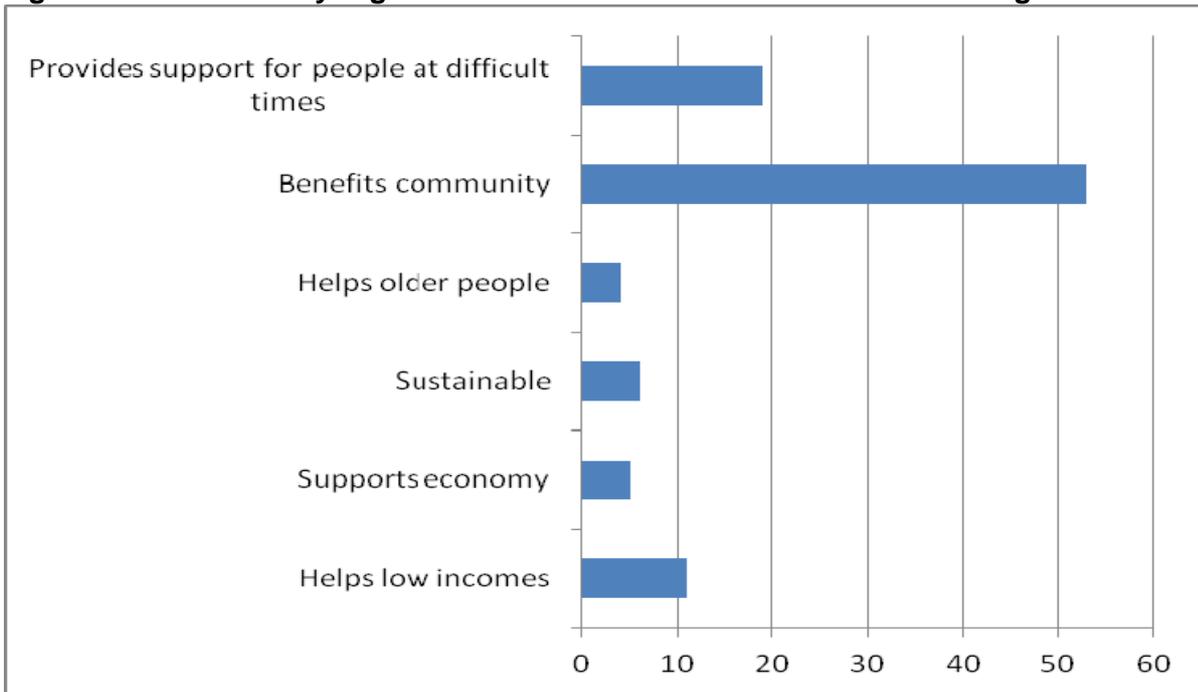
Figure 6: Percentage of respondents who feel organisation should continue to receive funding from Derby City Council (% saying very important / important)



Source: Reach Out Panel Survey

An analysis of the responses given when the respondents were asked to say why they felt organisations should be funded by Derby City Council, most respondents said it was because the organisation benefited the community (53 responses), followed by 19 who felt that organisations provide support for people who are having a difficult time.

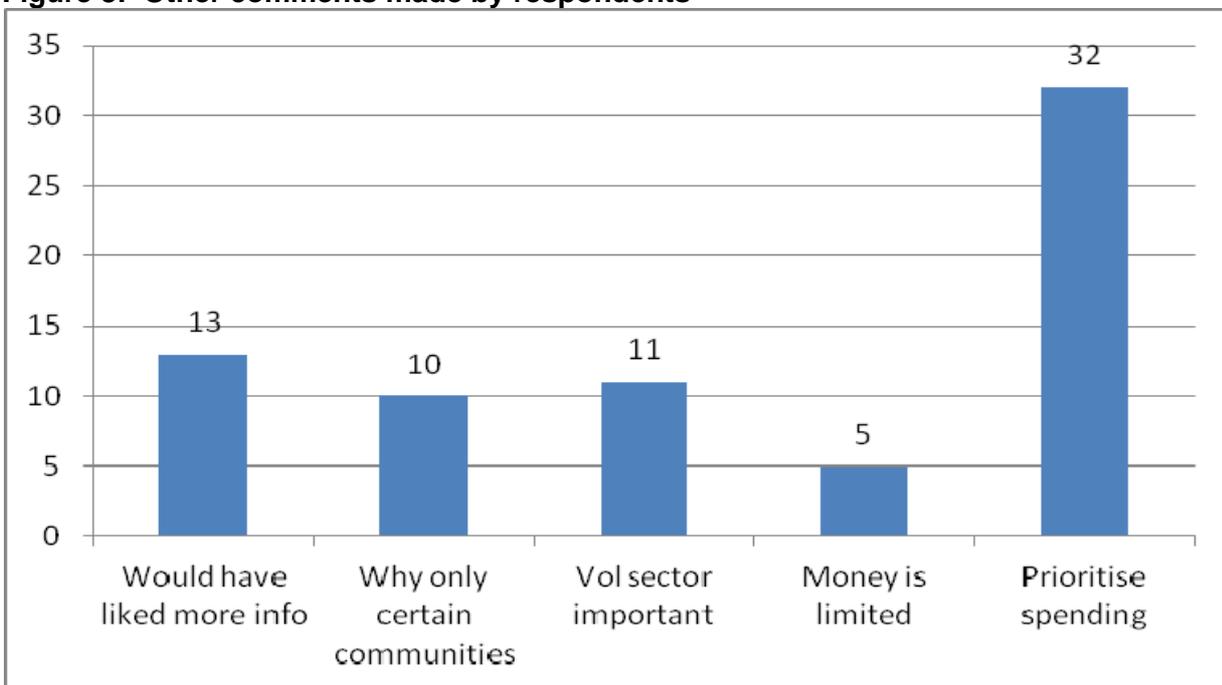
Figure 7: Reasons why organisations should continue to receive funding



Source: Reach Out Panel Survey

The survey concluded by asking respondents if they had any other comments they would like to make about the changes to the funding of VCF organisations (see figure 8 below)

Figure 8: Other comments made by respondents



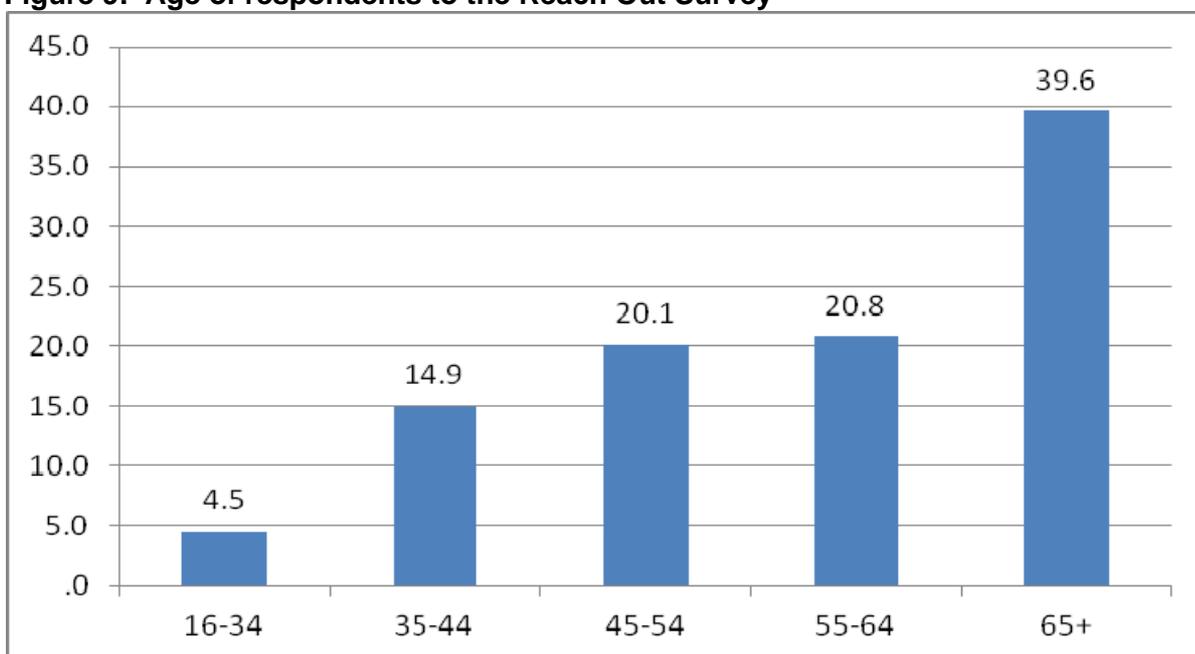
Source: Reach Out Panel Survey

It is interesting to note the commonest theme identified was that the Council should look at making a priority of funding of VCF organisations (32 responses) and that spending on these projects should be protected by using budgets currently allocated to other Council projects or organisations. 11 respondents stated that they felt the voluntary sector was important and 10 felt that certain communities had been targeted. 13 respondents would have liked more information on the VCF organisations.

The demographics of the Reach Out Panel members who responded to the survey are as shown below:

Age - With all self completion surveys certain groups are more likely to respond to surveys than others, particularly as this was an additional survey to the regular Reach Out Panel Survey, for example, 39.6% of those who responded were over 65, this is a higher proportion than in the population as a whole (16.2%)

Figure 9: Age of respondents to the Reach Out Survey



Source: Reach Out Panel Survey

Ethnicity – Relatively few respondents to the Reach Out Panel Survey were from a BME background (5.9%) when compared to the population as a whole (12.6%)

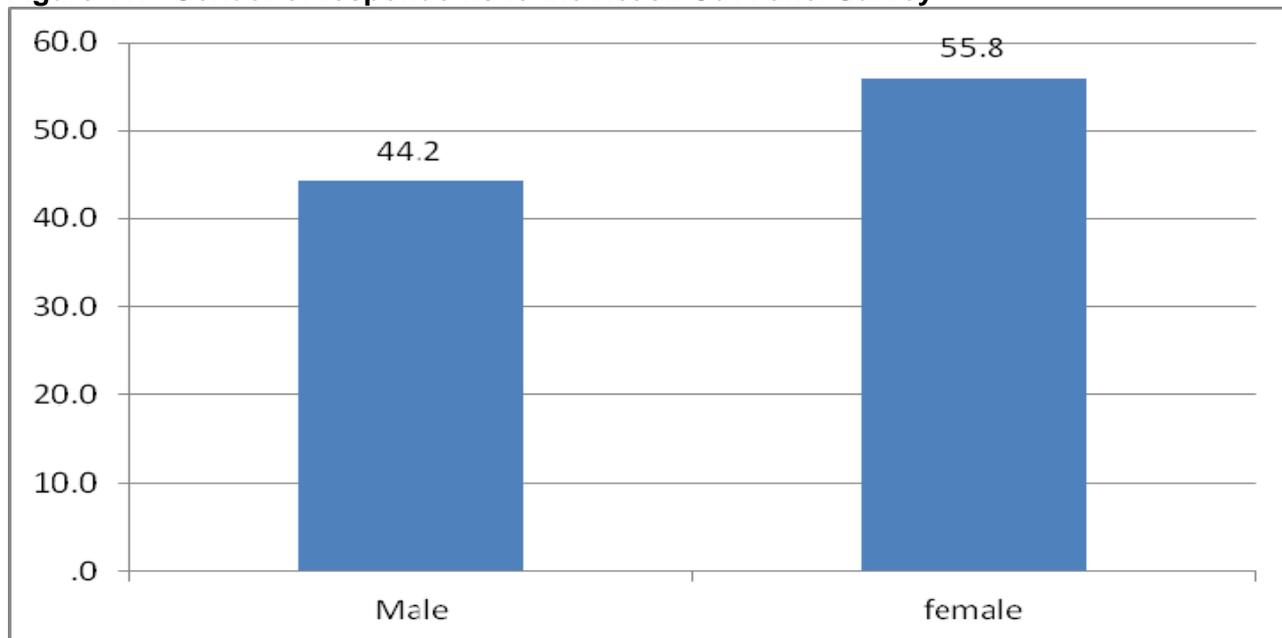
Figure 10: Ethnicity of respondents to the Reach Out Survey

	Number	Percent
Asian or Asian British Indian	4	2.6
Asian or Asian British Pakistani	2	1.3
Asian or Asian British Bangladeshi	1	.7
Any other Asian background	2	1.3
White British	138	91.4
White Irish	2	1.3
Any other White background	2	1.3
Total	151	100.0

Source: Reach Out Panel Survey

Gender - There were more females (55.8%) than males (44.2%) who responded to the Reach Out Panel Survey

Figure 11: Gender of respondents to the Reach Out Panel Survey



Source: Reach Out Panel Survey

2.2 Findings from the survey of the general public

270 responses were received to the 'open' online survey, which for this methodology is a very high response rate. The questionnaire used was the same as used for the Reach Out Panel members (see appendix 2)

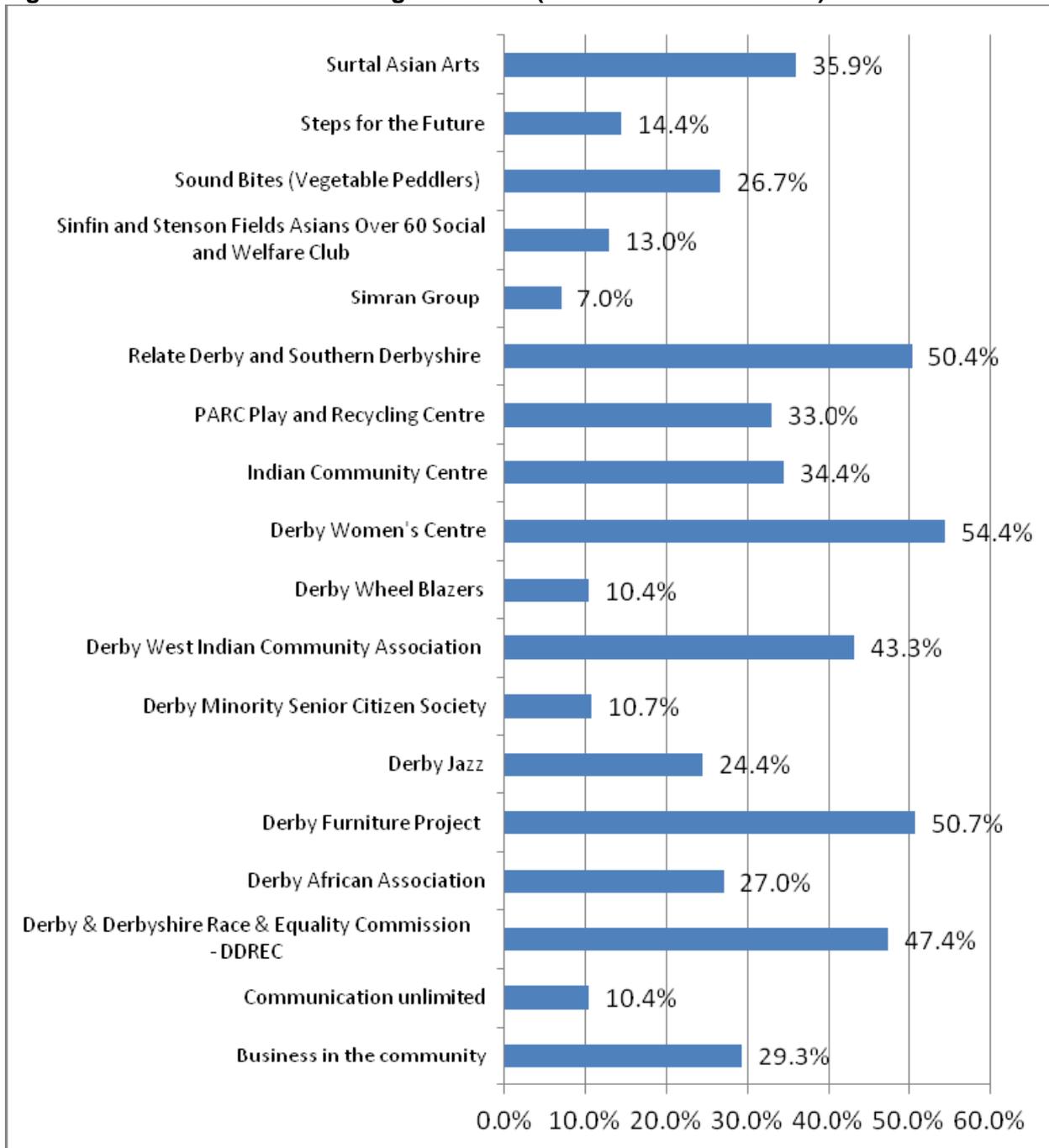
As figure 12 below and figure 13 overleaf, show, the findings from this survey differs from those found in the Reach Out Panel. Total awareness of Derby Furniture Project (50.7%) Derby Women's Centre (50.4%) and Relate (50.4%) are high as in the Reach Out Panel however levels of awareness for some of the other projects is significantly higher in this survey. Derby West Indian Centre at 43.3% compared to 34.4% in the Reach out survey and Surtal Asian Arts, 35.9% compared to 1.9% have significantly higher awareness levels.

Surtal Asian Arts (18.9%) and DDREC (18.8%) have the highest levels of usage; once again this is significantly different to the Reach Out Panel survey where Derby Furniture project had the highest level of usage.

Figure 12: Awareness of the Organisations affected

	Heard of		Used		Total awareness (used and heard of)	
	No	%	No	%	No	%
Business in the community	67	24.8%	12	4.4%	79	29.3%
Communication unlimited	19	7.0%	9	3.3%	28	10.4%
Derby & Derbyshire Race & Equality Commission - DDREC	77	28.5%	51	18.9%	128	47.4%
Derby African Association	66	24.4%	7	2.6%	73	27.0%
Derby Furniture Project	88	32.6%	49	18.1%	137	50.7%
Derby Jazz	53	19.6%	13	4.8%	66	24.4%
Derby Minority Senior Citizen Society	26	9.6%	3	1.1%	29	10.7%
Derby West Indian Community Association	71	26.3%	46	17.0%	117	43.3%
Derby Wheel Blazers	23	8.5%	5	1.9%	28	10.4%
Derby Women's Centre	114	42.2%	33	12.2%	147	54.4%
Indian Community Centre	60	22.2%	33	12.2%	93	34.4%
PARC Play and Recycling Centre	41	15.2%	48	17.8%	89	33.0%
Relate Derby and Southern Derbyshire	96	35.6%	40	14.8%	136	50.4%
Simran Group	18	6.7%	1	0.4%	19	7.0%
Sinfin and Stenson Fields Asians Over 60 Social and Welfare Club	32	11.9%	3	1.1%	35	13.0%
Sound Bites (Vegetable Peddlers)	52	19.3%	20	7.4%	72	26.7%
Steps for the Future	32	11.9%	7	2.6%	39	14.4%
Surtal Asian Arts	46	17.0%	51	18.9%	97	35.9%

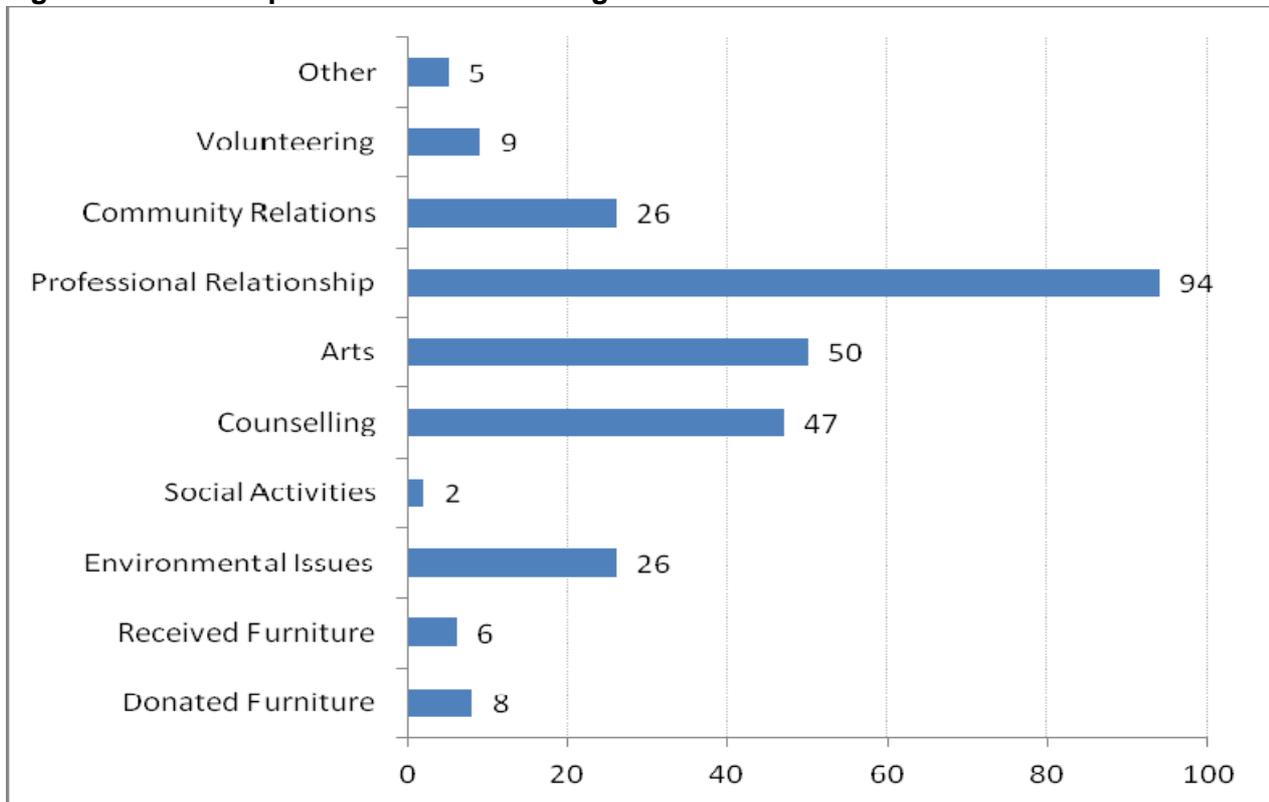
Figure 13: Total awareness of organisations (Percent heard of / used)



Source General Public Survey

There is also a considerable difference from the Reach Out Panel survey in how the organisation is used. 94 respondents said that they had a professional, rather than service user relationship with the organisation, arts activities (50 responses) and counselling (47) were the next most commonly cited usages.

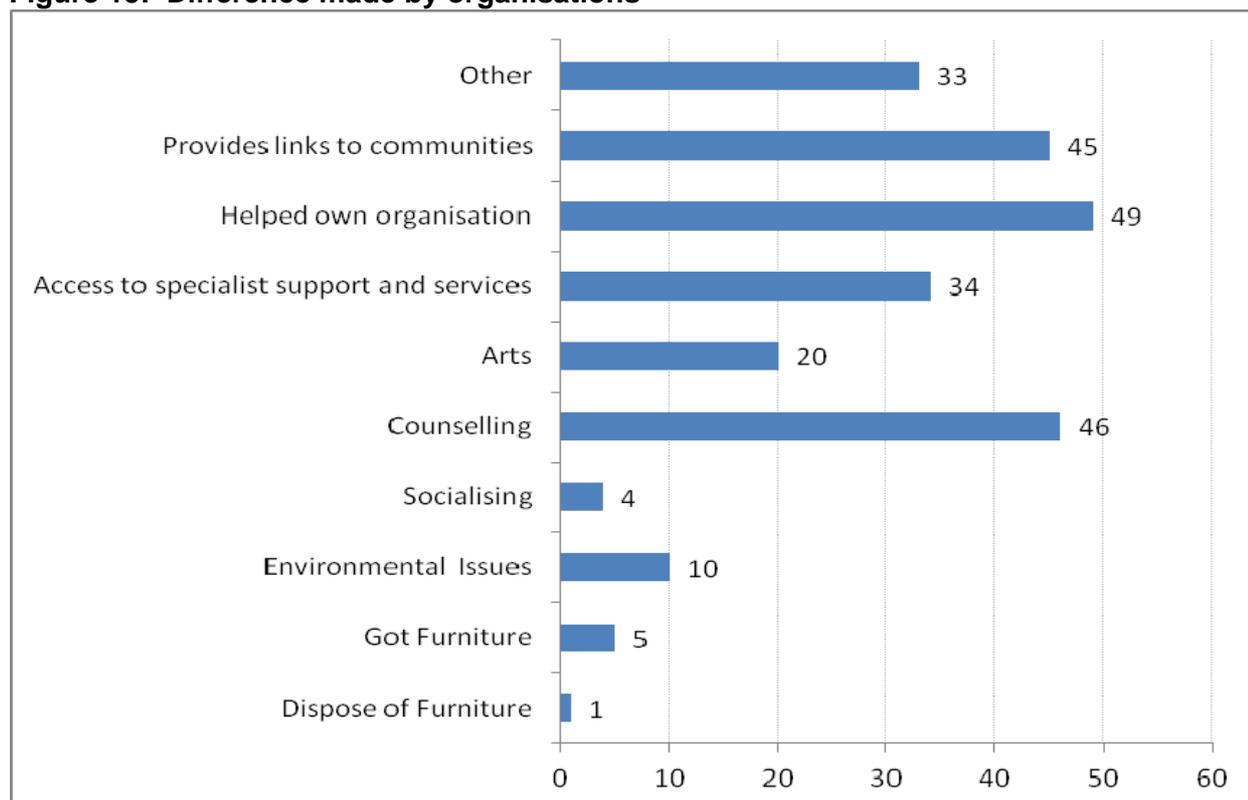
Figure 14: How respondents have used organisations



Source General Public Survey

The respondents identified many ways in which they felt the organisation had made a difference either to themselves or their organisation; this is shown in figure 15 overleaf.

Figure 15: Difference made by organisations



Source General Public Survey

All of the verbatim comments to the survey are available in a separate technical report. The selected quotes below give a flavour for the types of response given:

The role of organisations in supporting the arts in Derby was identified.....

Cross fertilisation of ideas i.e. learning from each other, raising the awareness of arts around the world and giving individuals the cultural competence to unlock cultural capital..

Derby Furniture Project have saved several pieces of furniture from being sent to landfill and have instead given them a new lease of life with people who are desperately in need of furniture but have no means to pay for it.

I cant see any other organisation like Surtal brings real diverse arts/music, it is sad news that now this important organisation under threat and having to struggle or to prove what they do and how important it is to have such diverse arts/music vital for healthy community

Surtal gave me an amazing opportunity as a freelance artist to step in to the arts world. Their attitude was fully of positivity and very, very giving. There are many people that depend on this organisation such as all the young people interested in any ethnical or multicultural arts.

The organisations are seen as having a positive impact on the individual's wellbeing that has used them....

Contact with the Women's Centre changed my life by providing a package of services to support me.

It helped my daughter when she got attacked and bullied at school

It is the centre of the cultural activity for Caribbean community; it is a focal point for Caribbean elders and young people especially with the work that takes place with carnival

The organisations are also seen to benefit professionals and organisations in the City.....

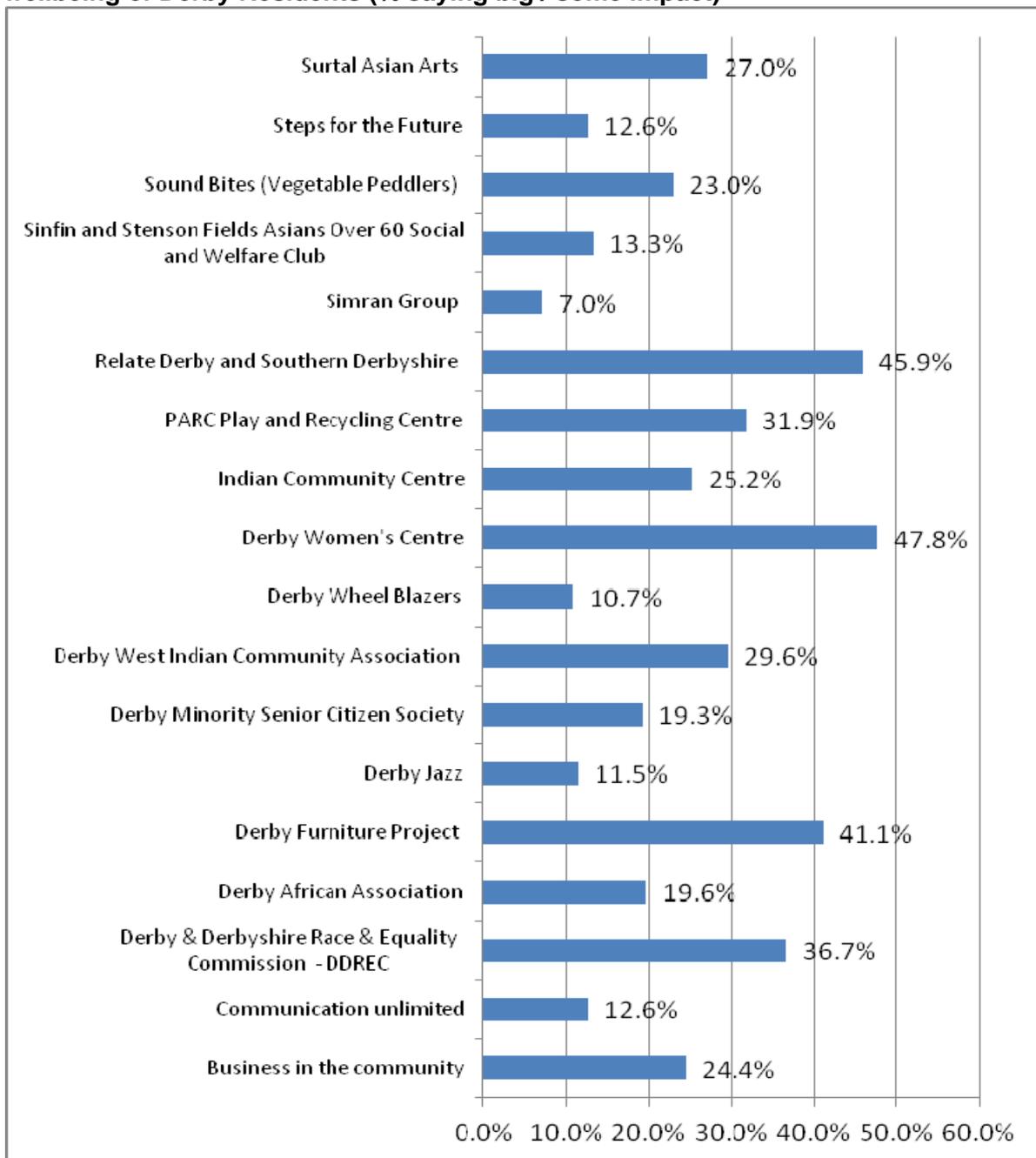
I work with additional needs Team at Derby College and Play and Recycle Centre provided an excellent opportunity for work experience for our student where a lot of other businesses don't.

Saved my organisation approximately 1,500, the service provided lease advice and option appraisal support via solicitors and a buildings expert. They provide pro bon support and this was brokered via BITC. The saving was able to be used for other priorities and we have retained a relationship with the solicitors that provided the support

As with the Reach Out Panel, Derby Furniture Project (41.1%), Derby Women's Centre (47.8%) and Relate (45.9%) are felt to have the most impact on the wellbeing of Derby residents by the respondents of the survey (see figure 16 overleaf)

It is interesting to note that the perceived impact of Surtal Arts (27% compared to 5.1%) and Derby West Indian Association (29.6% compared to 15.9%) is much higher amongst this cohort than the Reach Out Panel survey.

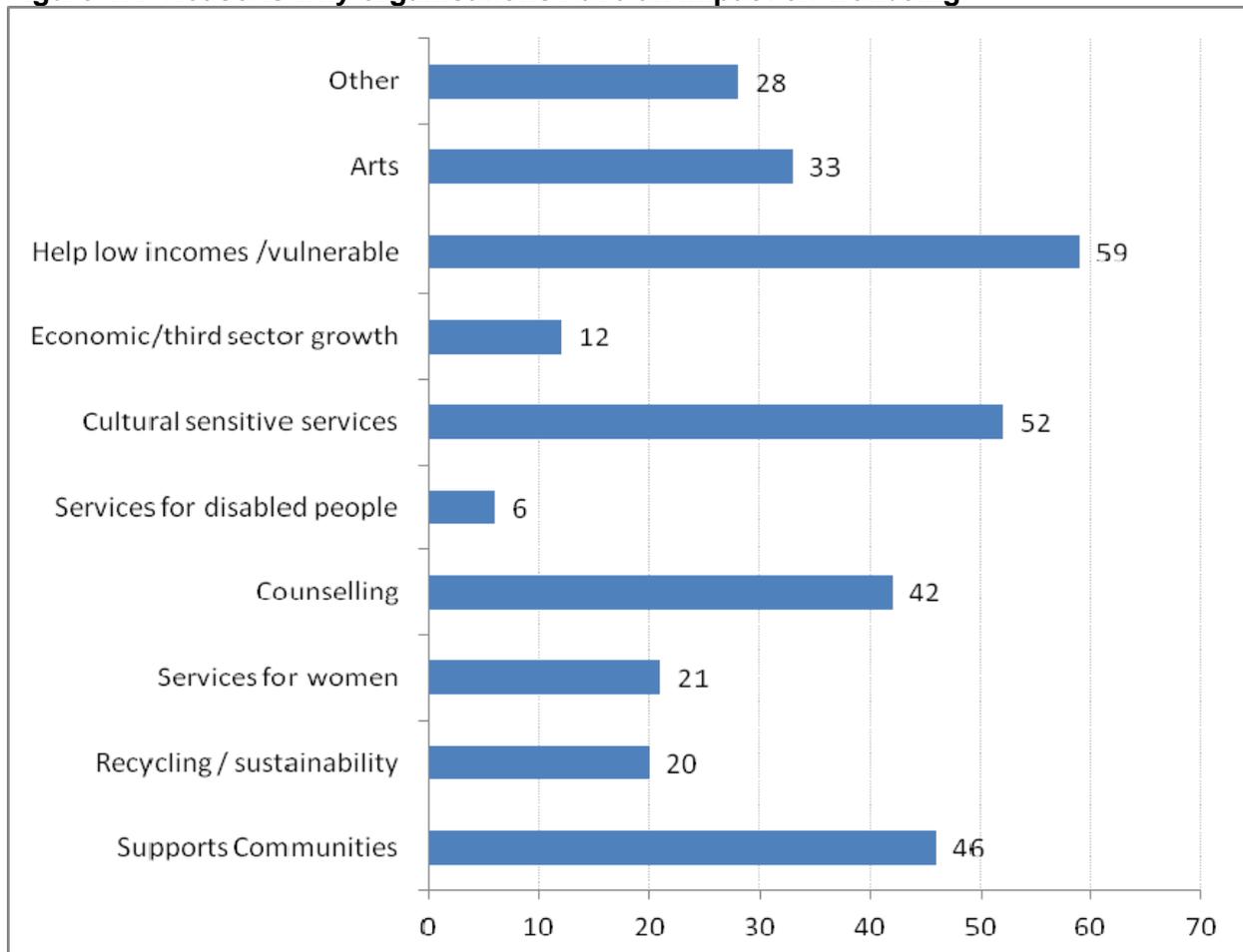
Figure 16: Percentage of respondents who feel organisation has an impact on the wellbeing of Derby Residents (% saying big / some impact)



Source General Public Survey

When asked why they felt the organisations have an impact on the wellbeing of Derby residents (see figure 17), the analysis of the comments received reveal that the role organisations have in supporting communities and vulnerable individuals are the most frequently mentioned. Also raised by many respondents (52) was the offer provided by organisations of services which are culturally sensitive to the needs of diverse communities.

Figure 17: Reasons why organisations have an impact on wellbeing



Source General Public Survey

The following are a selection of quotes explaining why organisations are important to the wellbeing of Derby residents.....

Derby is a great place - these organisations go a long way to making it so. Everyone needs to feel that there is something for them and someone will help/support them in their choices/lifestyles. It is great that Derby City Council do support all these marvellous people that work in these places and all their users

I believe that they all make a genuine contribution to the health and vitality of our City... However, Relate is significant because without healthy relationships no community can function effectivelyit provides essential work with children and young people, specialist support for people and families affected by Asperger's Syndrome / disabilities and education and training programmes.

Because these organisations engage individuals and communities who wouldn't necessarily access mainstream provision. Many of these organisations have been established for many years and have built the trust of the people they support. The venues

used / premises offer a safe and non-threatening environment, which heightens community spirit and social inclusion, thus increasing well being. We fear that without these provisions, many will become potentially isolated and withdrawn from society.

This is a preventive service. Managing crisis situations has high cost implications. Investing in dealing with difficulties before a crisis is vital. This is society! Can save costs in public sectors like the NHS, GP's, Social Care, mental health teams, school attendance, family breakdowns.

With an ageing population and the ever increasing prevalence of both chronic and long term illness a challenge for this organisation is to continue to provide community care to support the elderly West Indian Community and other communities in Derby in a familiar cultural environment. Thereby reducing hospital admission and giving support for carers/relatives

Where else do people like us go. Other services are not relationship/family specialist and the certainly do not understand Autism. It is vital that the service is available for families like ours.

The recession has hit families hard. Relationships are difficult at the best of times. Relate provides a vital role helping families improve their relationships. Your support and subsidy is necessary so that low income families can themselves be subsidised

BITC have an excellent track record of engagement with the business sector and brokering services to the voluntary sector. They are the best infrastructure interface the voluntary sector has with the business sector and the support they give is invaluable.

With Soundbites it is important that those without transport and those that have difficulty getting about have good access to quality fruit and vegetables for their health and the fact that it is delivered in a very sustainable and non polluting way is excellent and should be fully supported including a new bike for them. With Derby Furniture Project it is a lifeline for those with not much income to have access to cheap or free furniture as many cannot afford things that we take for granted and they do an excellent job.

Derby Jazz-All music is important

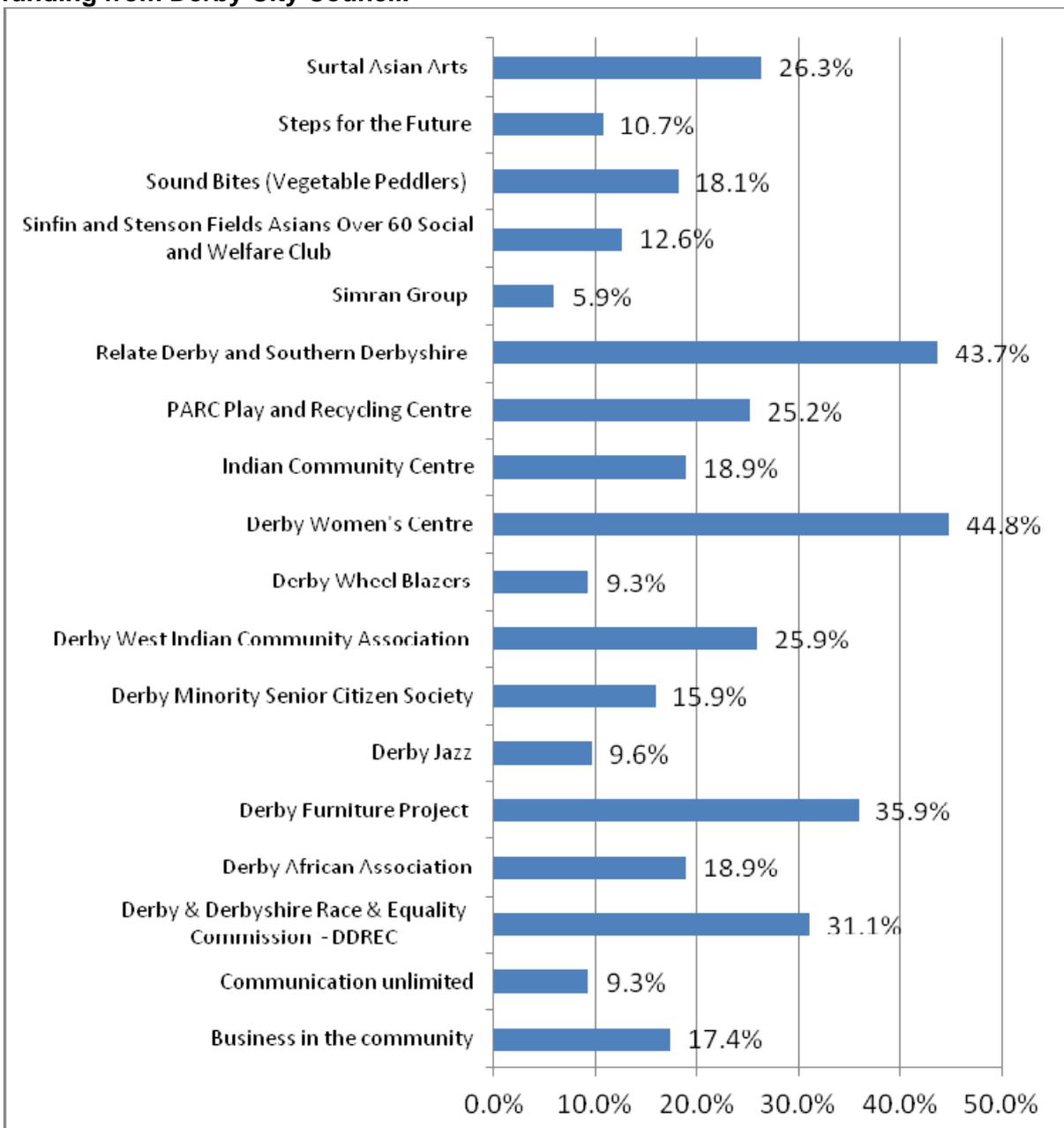
Where such organisations provide a valuable service that will not be delivered by anyone else in the future, they should be sustained. Surtal Asian Arts cannot be provide by a commercial organisation, because it will provide those that can afford it, not those for whom it is currently provided - schools who need to constantly provide links across the City to promote unity.

There is limited support for Deaf people; Communication Unlimited offers free support to the Deaf community as well

Respondents were asked how important they felt it was that Derby City Council continues to fund the VCF organisations affected. The results are shown in figure 18.

Relate (43.7%), Derby Furniture Project (35.9%) and Derby Women's Centre (44.8%) were all felt important to retain funding. It is interesting to note that Business in the Community has a significantly lower proportion of respondents feeling it is important / very important to retain funding (17.4% compared to 41.4%) than the Reach Out Panel and Surtal Arts (26.3% compared to 5.1%) having significant more respondents feeling it is important /very important to retain funding.

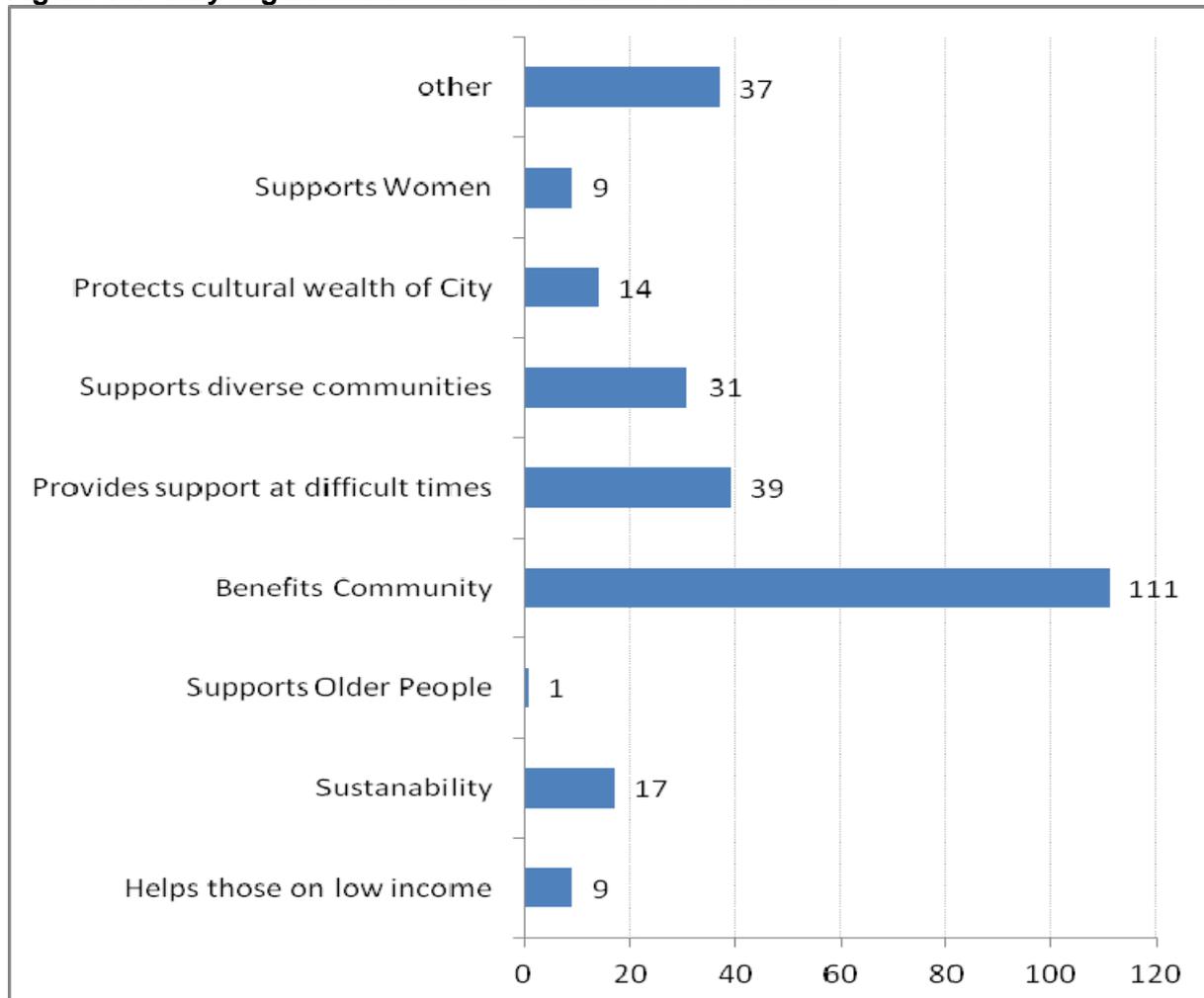
Figure 18: Percentage of respondents who feel organisation should continue to receive funding from Derby City Council.



Source General Public Survey

The most common reason cited why respondents feel that the City Council should continue to fund the organisations is that they benefit the community (111 comments) Other reasons (see figure 19 below) why respondents feel organisation should be funded are that they provide support to individuals at difficult times (39 comments) and that diverse communities are supported (31 comments)

Figure 19: Why organisations should continue to be funded



Source General Public Survey

Some typical comments include.....

A number of these will significantly and disproportionately affect the increasing members of society suffering from socio-economic deprivation. Some cuts will affect the elderly community which is highly unacceptable considering the growing and acute problem of isolation in this country. Investments in Arts and other such charities are important as they promote community cohesion and provide a 'feel good' factor - these values cannot be financially quantified, however are important and help reduce crime levels

Any music is important but especially if it gives young people a hobby to keep them off the streets being bored and getting into mischief.

It gives women a refuge

It is extremely important that Surtal continues to receive support from Local authority of Derby, to make things happen for the education of multicultural society as well as for Asian young people to find about their roots and connect to the cultural activity.

It will cause the council much more money in the future if they do not continue to support these organisations, who do a lot of vulnerable people in these communities. Communities need an outlet to come to for help and this is it.

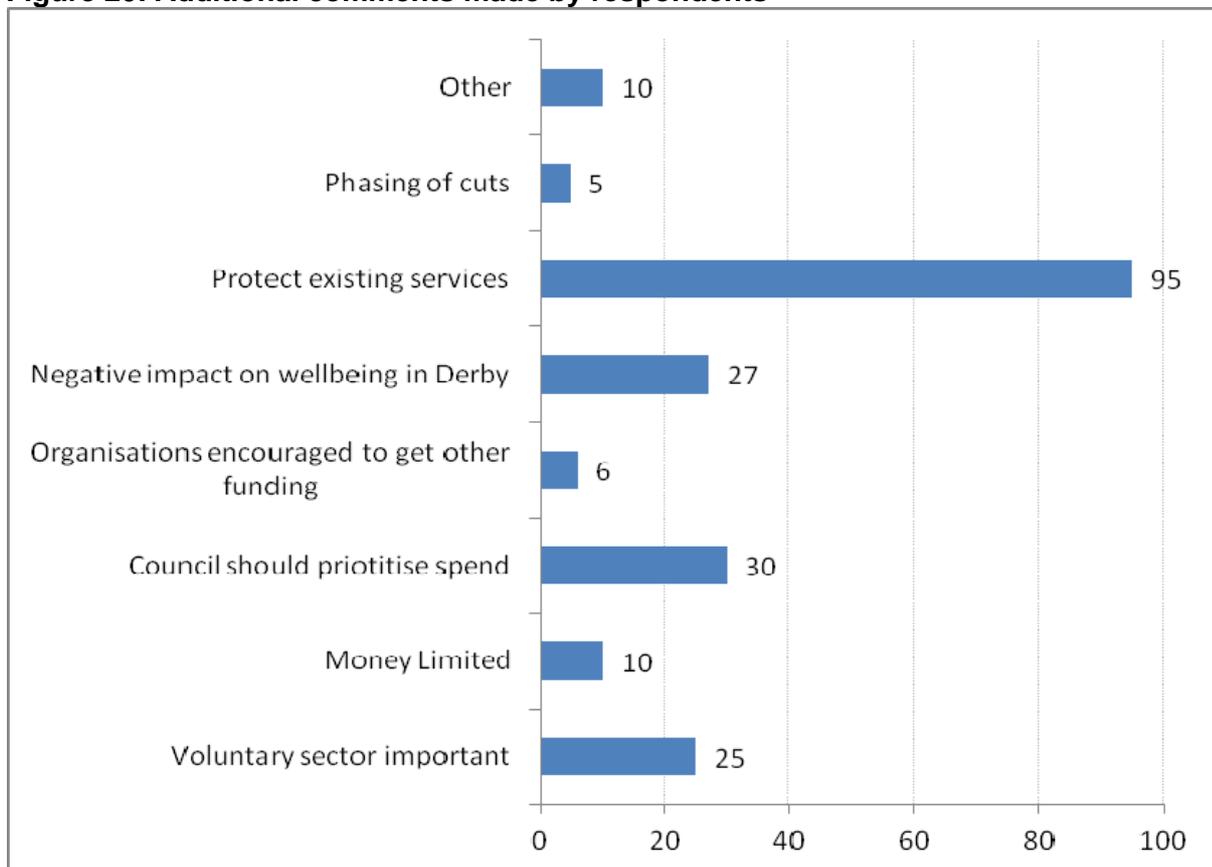
The benefit that it provides for individuals, in terms of their quality of life and their health and well-being. It also brings tourism into the city which contribute to the local economy and provides employment. It also attracts funding into the city.

The communities which the centre serve are those communities which experience exclusion and disadvantages. The centre needs support to build on what it has achieved and the experience shared with new and emerging communities in partnership.

They provide an essential network of support which in turn helps people to continue in healthy and loving relationships, thus passing on stability to the next generation. Without these services, statutory services such as social care and Mental Health Services would be overwhelmed with referrals and the incidence of days off sick due to depression would increase.

The survey concluded with asking respondents what other comments they may wish to make. These comments were analysed and the findings are shown in figure 20 below.

Figure 20: Additional comments made by respondents



Source General Public Survey

Below are a selection of quotes highlighting some of the comments made....

About time money was removed from poorly run organisations

Cuts have Got to be staggered, 'front loading' risks destroying them whereas gradual reductions may help them survive. A lot of these organisations have been part of Derby culture for a long time and can't just be ditched without massive social cost.

Cutting funds mean some groups will close/people be unable to afford services. This prevents people being more independent and will have knock on effect in community - dependence/lack of inclusion which would cost council more.

I just feel the changes will increase unfair access to services through lack of support for thee groups

I recognise that the government have imposed these cuts but to suggest we can manage without these groups is an insult to the work they have been doing for years. These services are vital.

I think the Council needs to think very carefully about their funding proposals, I spend a lot of time working with various communities and I already detect a great deal of resentment against the council. The various communities are competing for the same resources and funds from a 'shrinking cake' and because of this these communities are not at ease with each other.

It seems such a great shame that you are considering making these cuts to the organisations listed. Many of these organisations, without your funding support, will shrink/wither and possibly disappear and be lost forever. I think it is so important for you as a council to support a diversity of groups that have arisen because of a need within our community. I know these are hard economic times but would ask you to seriously reconsider your decision and look to make cuts elsewhere.

Please allocate funding wisely and don't withdraw it from those local organisations. Money is spent on things of less

I also think this consultation is flawed because the decision to withdraw funded has already been recommended by the cabinet and officers and this consultation is only justifying a process. DCC is a white led institution and as such like to play colonial games such as divide and rule as it puts one black organisation against another and yet it claims to be flagship for fairness

These organisations have received years of funding ... they should have a sustainability model, which ensures that they are not entirely reliant on receiving grant funding, year after year. I object strongly to the action and reaction of the Derby Women's Centre ... if the service is so important and they have been running this service since 1970's then they should be sustainable and should be looking at different models to either raise funds or to ensure service payments.

Why are you spending so much money on a velodrome and a new council house that will only benefit a few on the community, when you are considering cutting funding to organisations that make a considerable difference to the wellbeing of people in the community

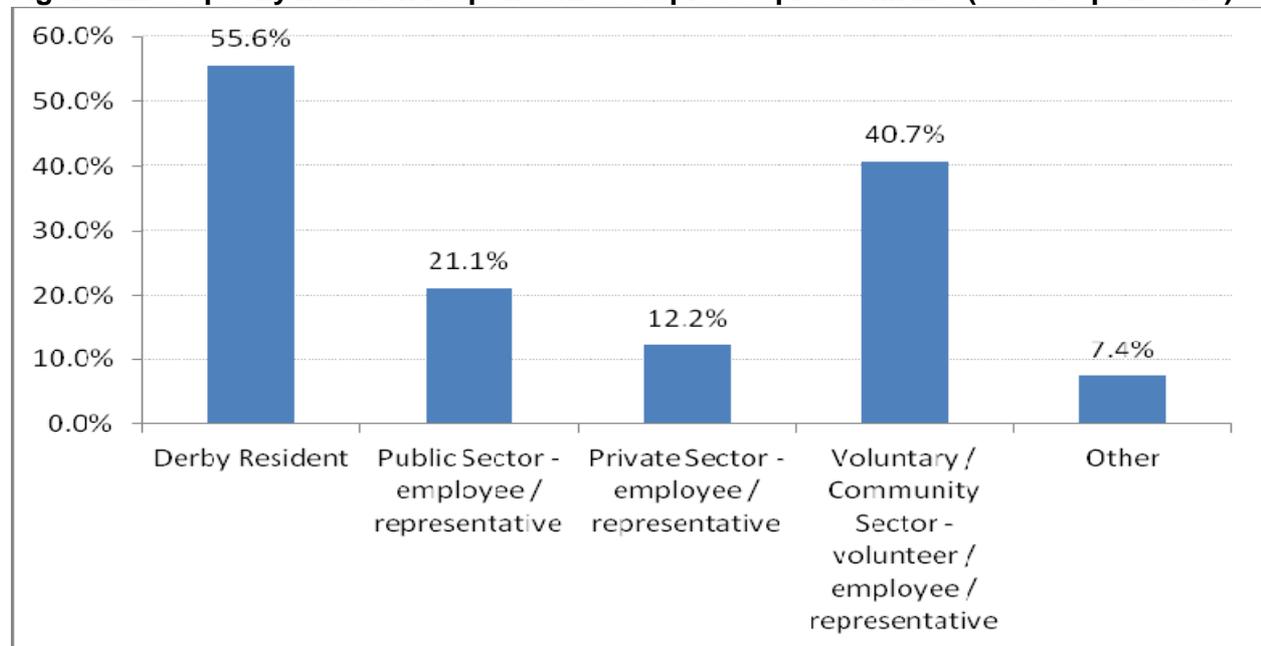
An additional question to the Reach Out survey asked respondents in which capacity they had completed the questionnaire (see figures 21 and 22 below). Just over half of the respondents (55.6%) said they were Derby residents. A significant minority of respondents (40.7%) were Voluntary / Community Sector - volunteer / employee / representatives

Figure 21: Profile of respondents

	Number	%
Derby Resident	150	55.6%
Public Sector - employee / representative	57	21.1%
Private Sector - employee / representative	33	12.2%
Voluntary / Community Sector - volunteer / employee / representative	110	40.7%
Other	20	7.4%

Source General Public Survey - Respondents could choose more than one option

Figure 22: Capacity in which respondents completed questionnaire (% of respondents)

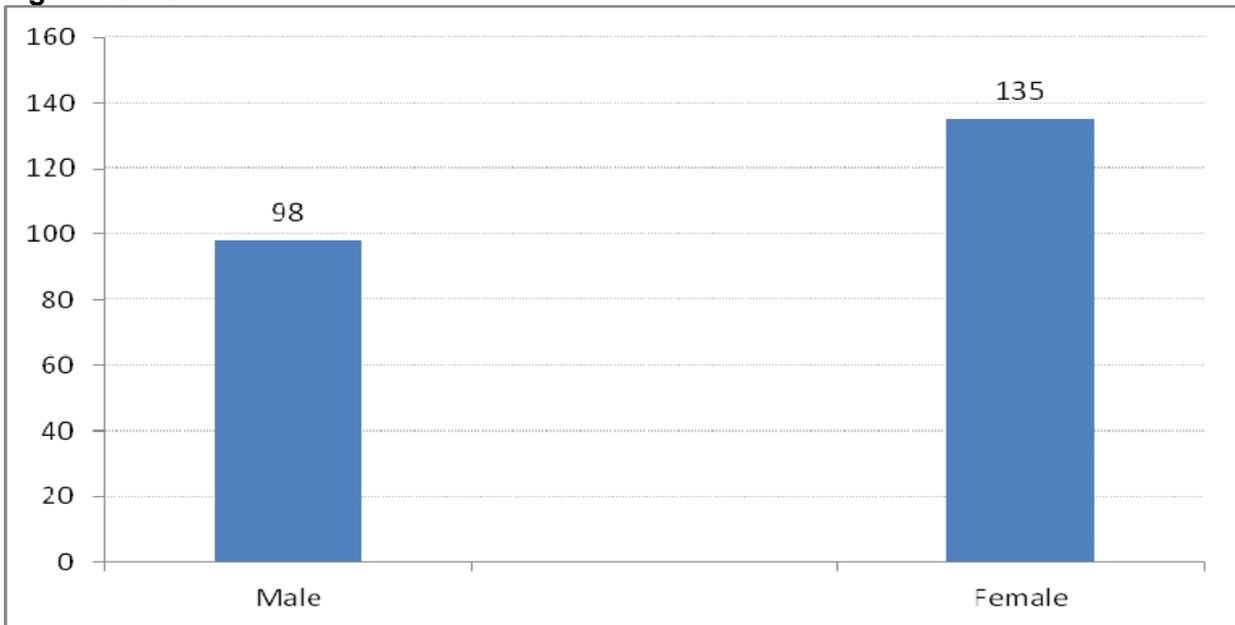


Source General Public Survey

The following section is the demographic profile of the respondents to the survey

As with the Reach Out Survey, there were more females than males who responded to the survey.

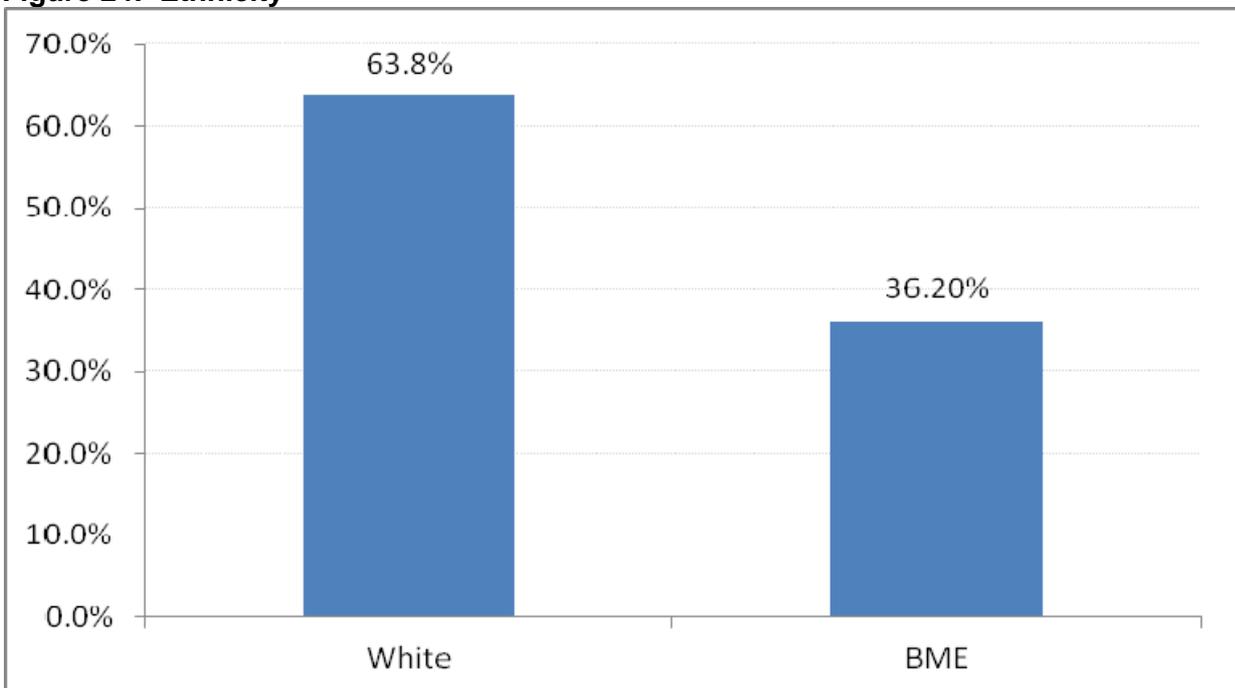
Figure 23: Gender



Source General Public Survey

A high percentage of respondents from a BME background responded to the survey (36.2%)

Figure 24: Ethnicity



Source General Public Survey

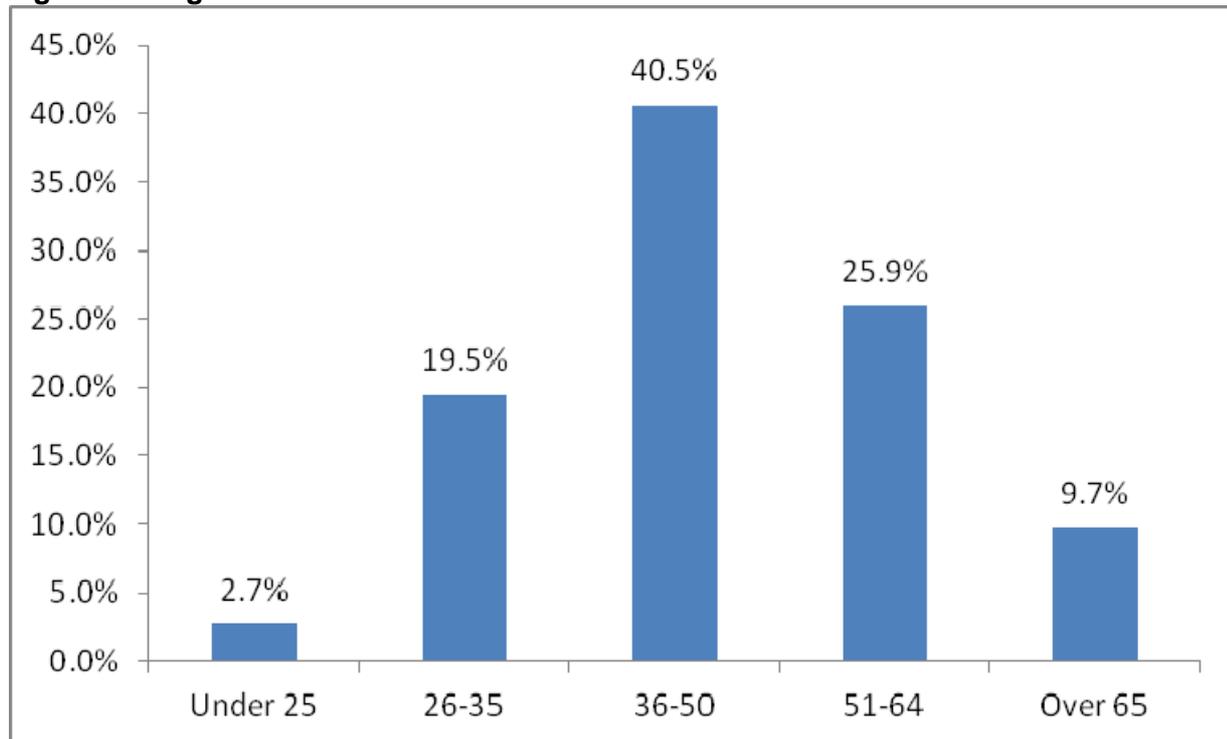
Figure 25: Ethnic Group

Ethnic Group	No.	%
Asian or Asian British - Indian	31	13.4%
Asian or Asian British - Pakistani	13	5.6%
Asian or Asian British - Bangladeshi	0	0.0%
Any other Asian background	5	2.2%
Black or Black British - Caribbean	17	7.3%
Black or Black British - African	7	3.0%
Any other Black background	1	0.4%
Chinese	0	0.0%
Dual Heritage - White and Black Caribbean	1	0.4%
Dual Heritage - White and Black African	0	0.0%
Dual Heritage - White and Asian	1	0.4%
Any other Dual Heritage background	2	0.9%
White - British	136	58.6%
White - Irish	5	2.2%
Any other White background	7	3.0%
Any other background	6	2.6%
Total	232	100.0%

Source General Public Survey

The survey had a good representation of Derby by age (see figure 26) with only the 65+ age range under-represented.

Figure 26: Age



Source General Public Survey

Figure 27: Sexual Orientation

Sexual Orientation	No	%
Heterosexual or straight	173	75.9%
Gay man	7	3.1%
Gay woman/ lesbian	3	1.3%
Bisexual	6	2.6%
Other	1	0.4%
Prefer not to say	38	16.7%
	228	100.0%

Source General Public Survey

2.3 Findings from consultations with organisations and users

In addition to the surveys made available to the Reach Out Panel and to all Derby Residents, it was felt very important to gain perspectives from the organisations and their users. Each of the 18 organisations involved were sent a paper survey and hyperlink to a survey (see Appendix 2 for the questionnaire) to complete so they could provide decision makers with additional information on the benefits their organisation provides for Derby residents. 11 responses were received to this survey.

The organisations were also invited to distribute a survey / hyperlink to their users on how they have benefited from their use of the organisation. In total 623 surveys covering 14 organisations were completed. As previously mentioned organisations which had users who may find self completion surveys problematic were also offered support from consultation specialist within the City Council to undertake additional consultation activities such as face to face interviews and focus groups.

2.3.1 Business in the community (BITC)

Brief summary of service provided

Supports private sector companies to provide volunteers to assist voluntary sector groups and delivers national Pro-Help service providing expertise for voluntary sector groups.

Information provided by organisation

The following is a summary of the information submitted to Derby City Council via a questionnaire. The full text of the response can be found in the technical report.

a) Difference services currently make for the residents of Derby / your users

BITC works with education providers to create a link between the business world and education, particularly in deprived wards. It also supports local business with corporate social responsibility activities such as providing work experience for vulnerable adults.

b) Other benefits / achievements organisation offers

BITC sees its role as contributing to the wider regeneration of Derby and plays an active part of the Derby Transforming Local Infrastructure bid, ensuring local businesses are fully involved in the future of transport in the City.

c) Plans to reshape / develop your service

BITC will look to increase membership in order to develop its services.

d) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- Projects will be cut /reduced
- New initiatives will be stopped

e) Contingency plans to help with the potential withdrawal of funding

In line with the rest of the county, the engagement activities currently undertaken free will be charged to members. BITC feel that this will reduce take up. BITC will also look to work smarter and avoid duplication with other organisations.

f) Group/s which could be affected

- Women
- Men
- Children aged under 15
- Young People aged 16-24
- Minority ethnic communities
- Lesbian, gay, bisexual and transgendered people
- New and emerging communities

g) Geographical area in the city which may be adversely effected

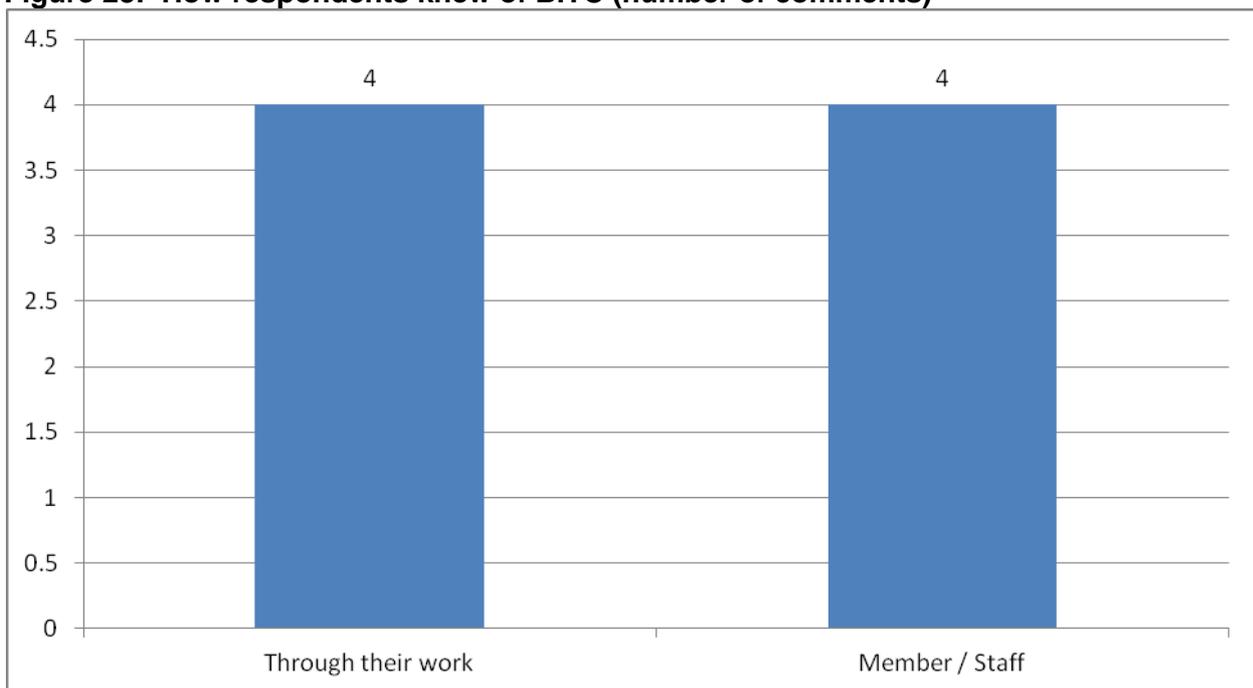
BITC has an objective of working with areas of greatest disadvantage including Normanton, Arboretum, Sinfin, Derwent and Allenton.

Results from the User Survey

8 users of BITC responded to the user survey. The responses to the survey have been analysed and are presented below:

The respondents knew BITC either through their work or by being actively involved in the organisation.

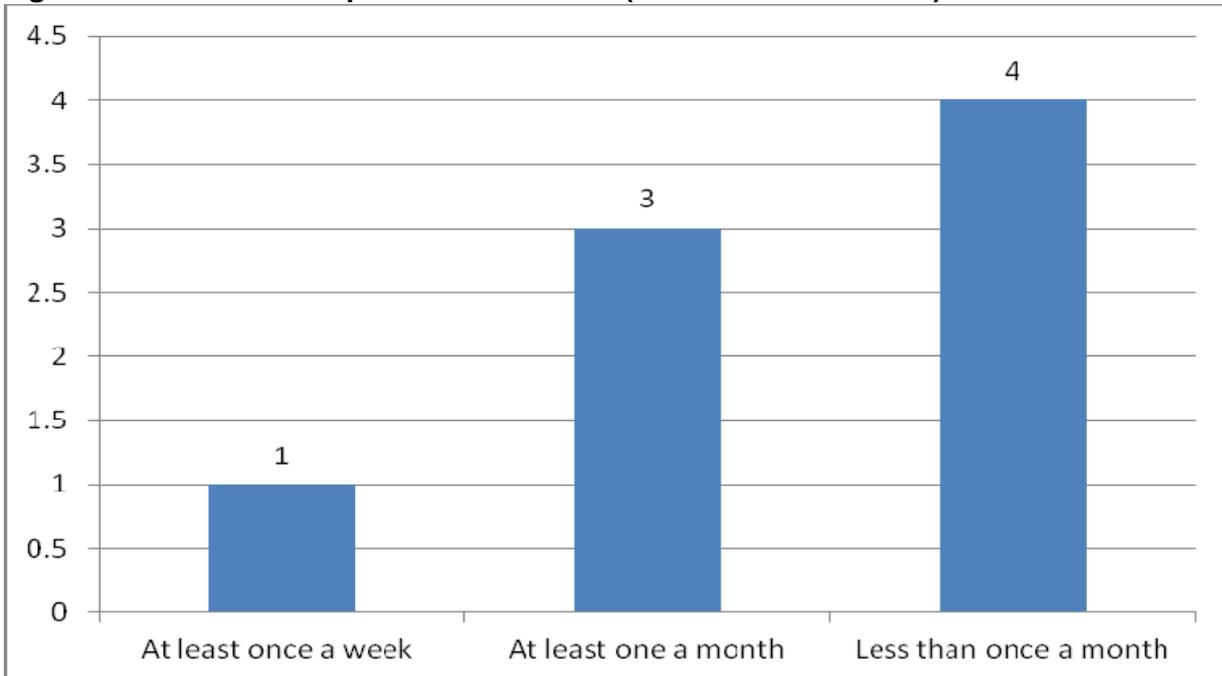
Figure 28: How respondents knew of BITC (number of comments)



Source User Survey, responses may cover more than one theme

One respondent users BITC at least once a week, with 3 respondents using it at least once a month and half (4) using it less than once a month

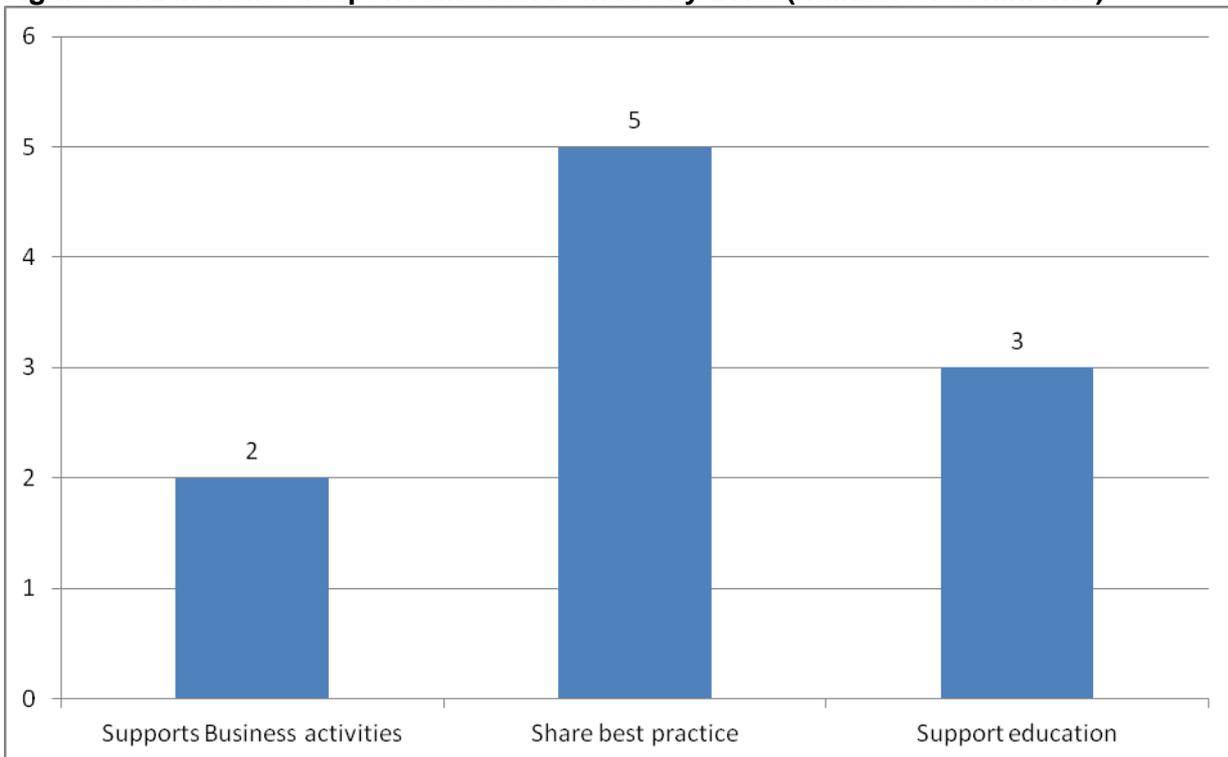
Figure 29: How often respondents use BITC (number of comments)



Source User Survey, responses may cover more than one theme

Sharing best practice (see figure 30) was the most frequently cited difference is thought to make to the respondents / their organisation.

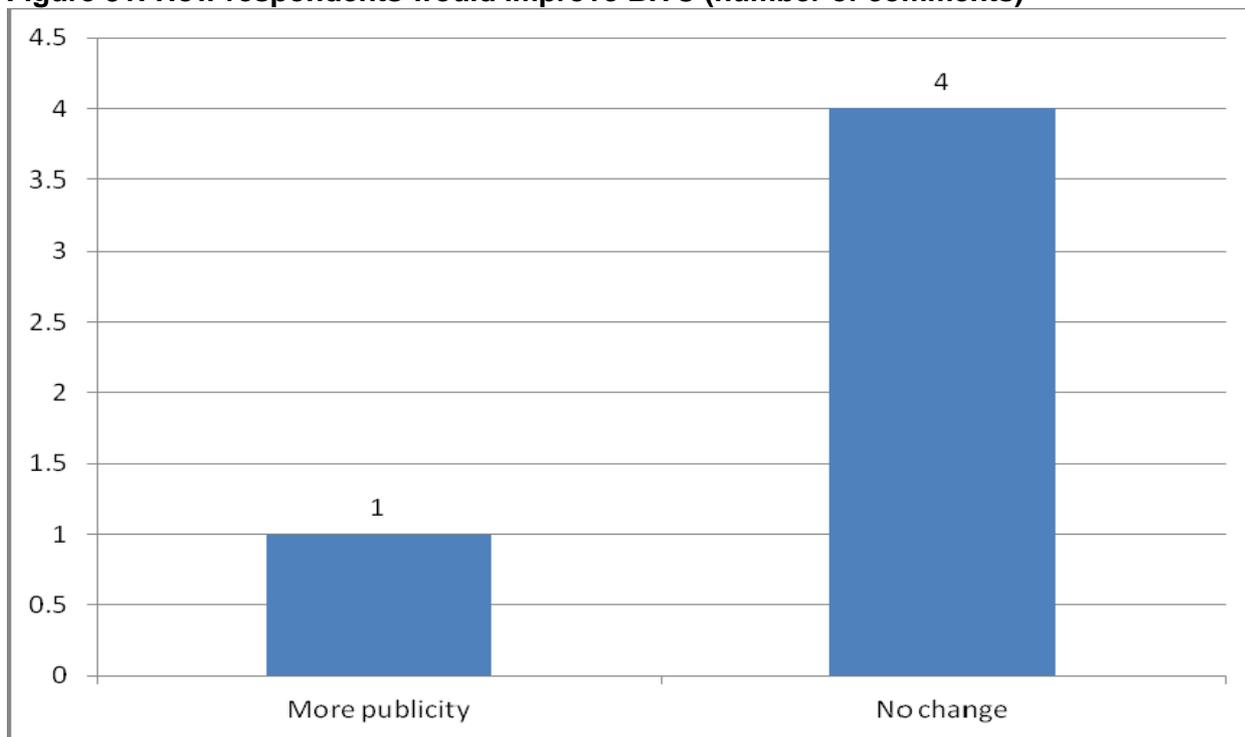
Figure 30: Difference respondents feel is made by BITC (number of comments)



Source User Survey, responses may cover more than one theme

Most respondents when asked how they thought the organisation could be improved said they believed BITC should remain unchanged.

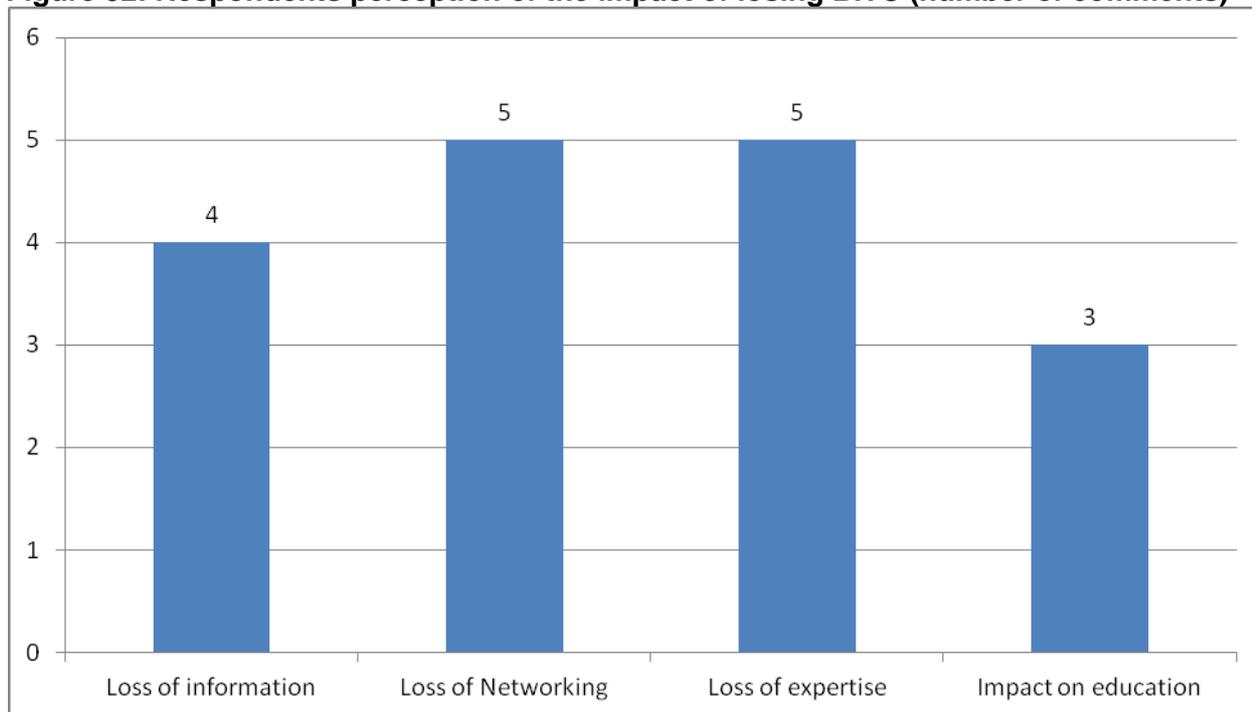
Figure 31: How respondents would improve BITC (number of comments)



Source User Survey, responses may cover more than one theme

The main impacts of cessation of the project according to the respondents of the user survey were a loss of networking opportunities (5 comments) and loss of specialist business expertise (5 comments) – see figure 32.

Figure 32: Respondents perception of the impact of losing BITC (number of comments)



Source User Survey, responses may cover more than one theme

When asked if they had any additional comments too few responses were received to analyse, therefore the additional comments in full were:

I strongly believe that BITC should continue to operate in Derby. Given the current climate and the fact that the charitable sector needs to connect better with business as does the statutory sector. The lose of BITC will have a significant impact on investment and knowledge into the sector as a whole making it less effective. Unsure of the proposed changes, if the service was reduced or ended, this would effect students opportunities to meet local business people.

We would like to see the continuation of the BitC programmes in our area. This service offers excellent value for money, it has an enormous return on investment when considering the amount of time private sector members put into the third sector as a result of BITC. The current Government are absolutely adamant that the economic sustainability of our country is reliant upon private sector, it is absolutely essential that third sector organisation working with the most vulnerable in society have a link into the private sector to support employment and skills development. This project enables this to take place efficiently.

I think it is important that BitC continues to be supported through grant funding to continue its service.

Considering the funding involved in supporting BITC East Midlands the local community reap an order of magnitude benefits from the group.

2.3.2 Communication Unlimited (CU)

Brief summary of service provided

Communication Unlimited (CU) provides subsidised British Sign Language (BSL) interpretation and deaf/blind communication support to assist individuals to access community facilities

Information provided by organisation

The following is a summary of the information submitted to Derby City Council via a questionnaire. The full text of the response can be found in the separate technical report.

a) Difference services currently make for the residents of Derby / your users

CU provides, English/British Sign Language (BSL) interpreting service provided by local, community organisation with registered charitable status, run by deaf people for deaf people. It directly employs local interpreters and currently offers its services from a pool of seven nationally qualified interpreters (5.4 Full Time Equivalents)

CU works with Deaf people in Derby, whose first language is BSL, to:

- overcome communication barriers presented
- access information and a wide range of day to day services
- be part of society in Derby

b) Other benefits / achievements organisation offers

CU aims to work flexibly the diverse demands of the deaf community including deaf children, deaf adults of all ages, deaf people with additional needs resulting from deaf blindness, mental ill health, physical disabilities and minimal language skills. It also works in partnership with many different service providers including statutory, legal, voluntary, business, employment, financial, trainers, cultural, spiritual and social organisations. There is a national shortage of training opportunities for qualified sign language interpreters, which CU aims to overcome by in house, training, learning and reflective opportunities.

c) Plans to reshape / develop your service

CUs development to date has been guided by its current business plan, the key points being....

- Preparing for the retirement of its administrator and co-ordinator
- Strengthening the administration, business organisation, fundraising, financial management,
- Monitoring functions by appointing a part time business co-ordinator
- Appointing additional interpreters and continuing to provide services through direct employees
- Continuing to provide services without through spot purchase orders
- Continuing to provide interpreting services without charges to individual Deaf people
- Increasing the income from communication charges by slowly increasing fees charged whilst at the same time negotiating with organisations that as yet do not pay
- Strengthening the professional service

d) The potential impact for organisation as a result of the decision made to potentially withdraw funding

If grant funding is not forthcoming, there will be no organisation in Derby providing interpreting for deaf people in situations for which payment is not forthcoming

e) Contingency plans to help with the potential withdrawal of funding

If grant funding is not forthcoming from the Derby City Council, a completely new Business Plan will need to be drawn up following consultations with deaf people and stakeholders.

f) Group/s which could be affected

- Older People
- Disabled people
- Women
- Men
- Children aged 15 or under
- Young people aged 16 to 24
- Disabled People
- Minority ethnic communities
- Faith communities
- Lesbian, gay, bisexual or transgender people
- New and emerging communities

CU believe that all of the groups above facing communication barriers will experience social isolation, be disenfranchised from main stream society with potential mental and physical deterioration. They will not be able to fully participate within the community and will not have equal access to products, services, information advice and written and spoken English. They will be disadvantaged compared with other groups and discriminated against

g) Additional Comments

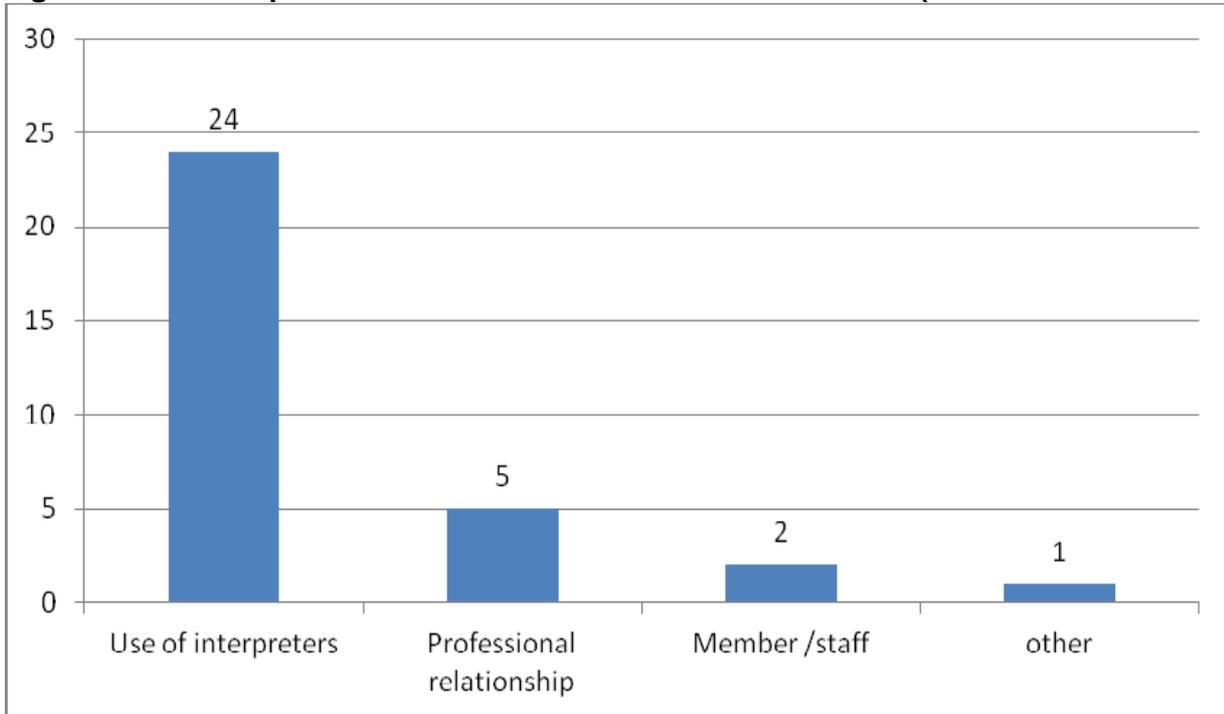
According to members of the deaf Community have reported recent incidents where inadequately skilled signers with no interpreter training nor membership of a professional organisation to deal with complaints, have been booked instead of interpreters because of the current shortfall in interpreters available. CU feels that this is of grave concern especially when confidentiality is breached

Results from the User Survey

33 responses were received to the user survey by respondents who have used Communications Unlimited.

The majority of respondents (24) knew about CU via its interpretation service (see figure 33 below)

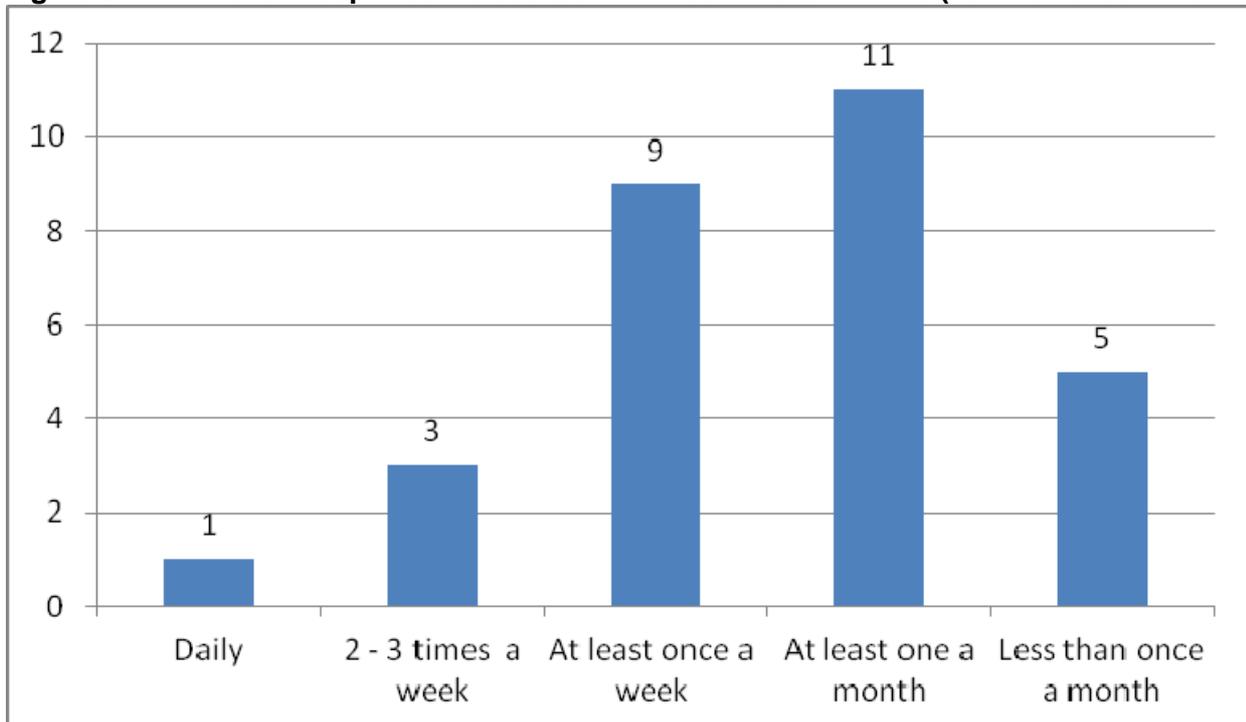
Figure 33: How respondents knew of Communications Unlimited (number of comments)



Source User Survey, responses may cover more than one theme

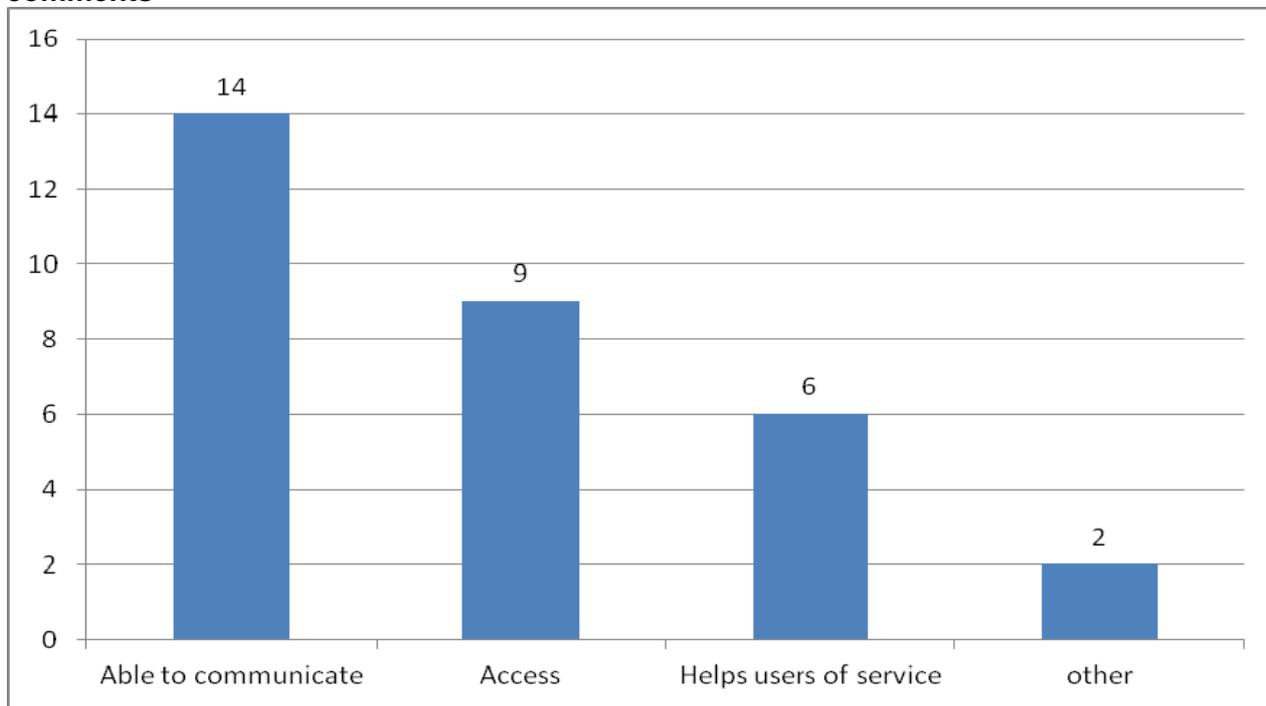
When asked how frequently they used CU, there is a split between those who use the service at least once a week (13) and those who use it less frequently (16)

Figure 34: How often respondents use Communications Unlimited (number of comments)



When the responses to the questionnaire were analysed to reveal the differences that CU makes to the individual or their organisation, communication and access issues are the most commonly cited (23 responses) – see figure 35 below.

Figure 35: Difference respondents feel is made by Communications Unlimited (number of comments)



Source User Survey, responses may cover more than one theme

The quotes below demonstrates the strength of opinion held by respondents to the survey on the impact CU has on their lives

A lot of difference! Explaining everyday news problems, training, programmes at work. Interpreting, breaking down the English language making understanding much more clear.

It helps me to communicate to the doctors when I have to visit the hospital

Communication with hearing people, acute information, my list language is BLS. I have no confident to write English to learning. Interpreter translates what I say/talk/explain in my own language

Vitally important as a service which enables me to manage deaf service users and employees with easily accessible interpreters. If we did not have this service it would affect the service users quality of care as an increase in charges would limit independence.

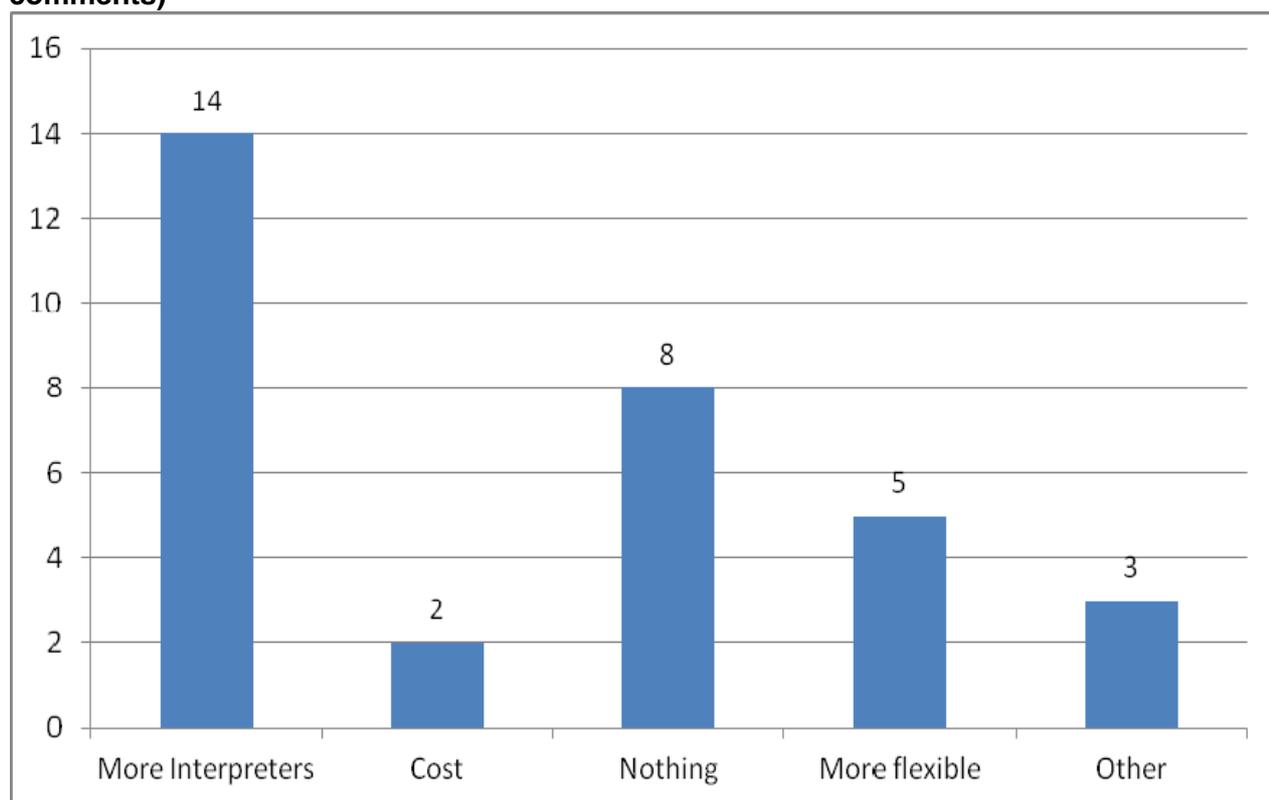
Enables me to communicate with all the staff whether hearing impaired or speaking. The children would be the main losers if this service is reduced as they are the receivers of care.

The wordle below shows the most frequently used words to describe how CU makes a difference to its users



When asked how they would like CU to improve their services, the majority (19 responses) said that they would like services to increase or become more flexible (see figure 36 overleaf)

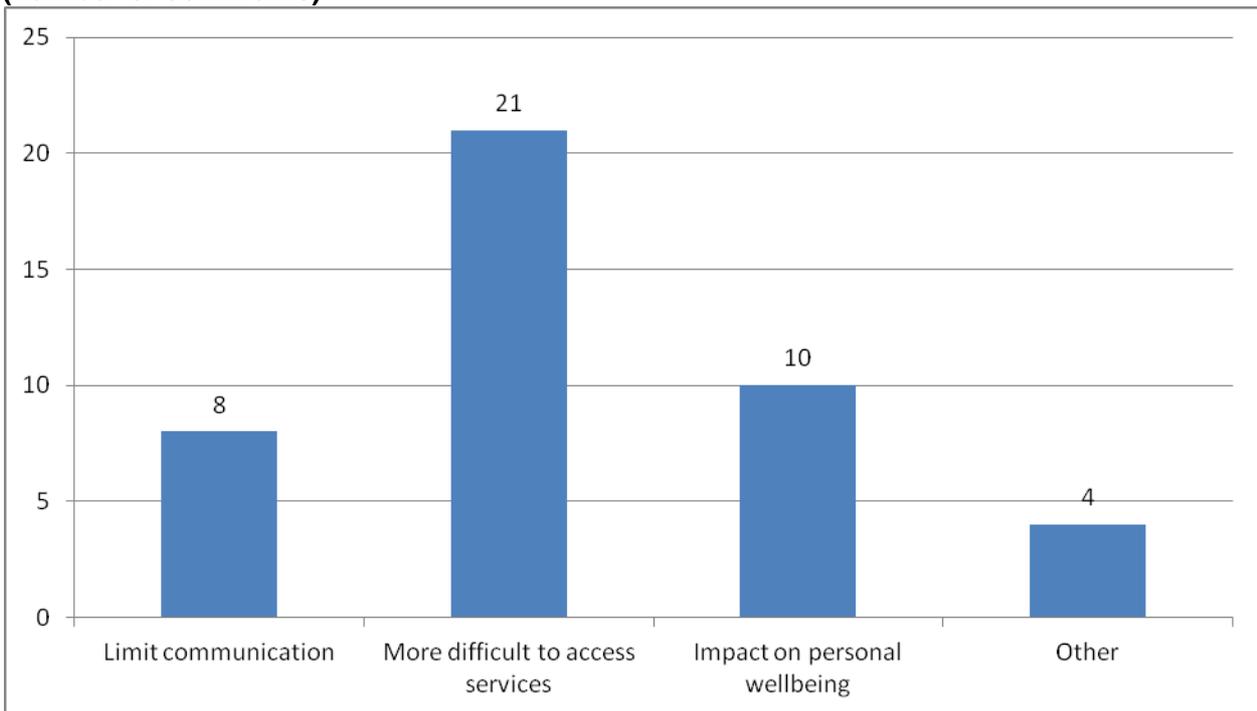
Figure 36; How respondents would improve Communications Unlimited (number of comments)



Source User Survey, responses may cover more than one theme

Most respondents spoke about how the cessation of the service would impact on their daily lives, individuals in particular spoke about how much difficult it would become to access mainstream services. Schools in particular also commented on the value of CU in helping them communicate to deaf parents.

Figure 37: Respondents perception of the impact of losing Communications Unlimited (number of comments)



Source User Survey, responses may cover more than one theme

Some typical comments include.....

Parents who are deaf would not be able to access key events in their children's lives such as Christmas productions. Knowledge of their child's progress would be restricted to a written report, whereas a 2 way conversation is much more meaningful.

Not equality with deaf rights Depression Lost Anxiety and stress No access for doctors and hospital appointments as a priority

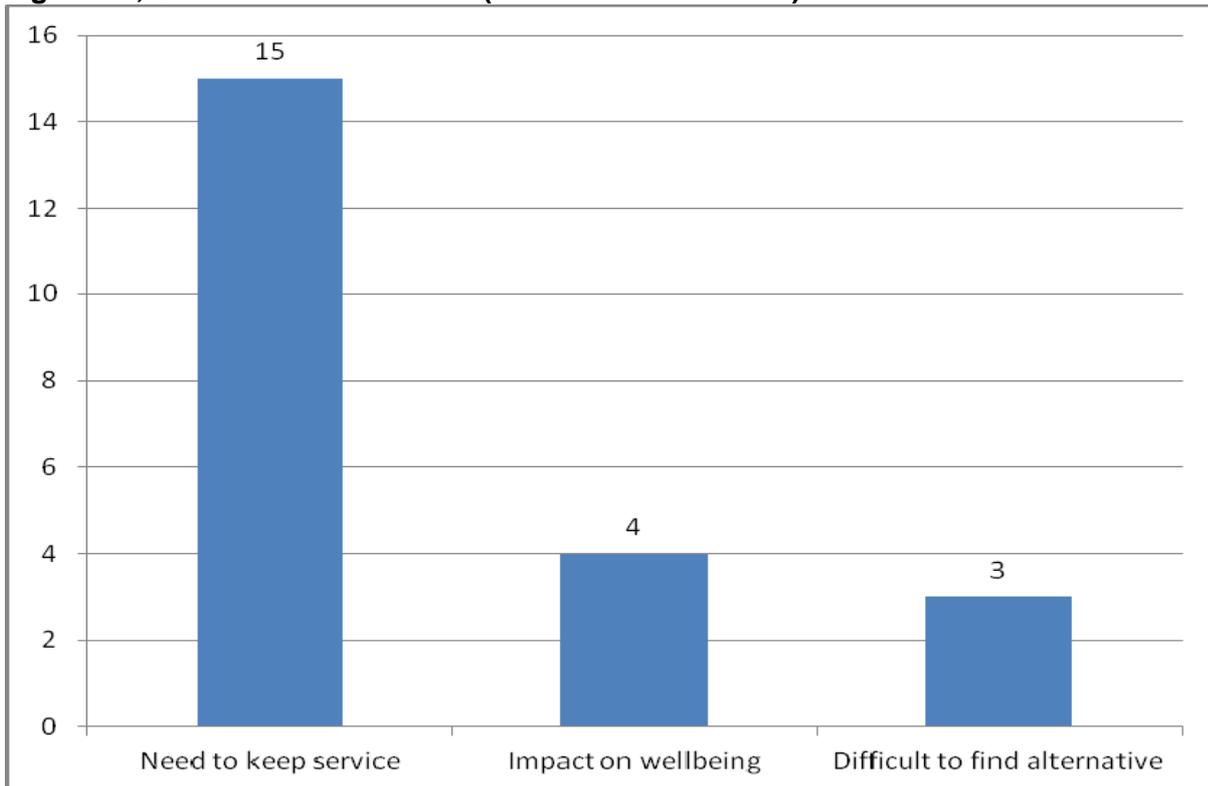
I can't cope at all. My family lives far away. I would be very stressed if I couldn't communicate with hearing people - doctor, school, health, housing officer, bank

The lack of highly qualified/experienced BSL interpreters would have a significant impact on our day-to-day work-related commitments at RSDD as well as reducing our current communication policy and commitment to both equality and inclusion for profoundly deaf teacher/assistant and residence workers

More of a stress and strain on myself, my son, husband and hearing professionals in everyday situations. Most hearing people look to me to communicate and rarely can I relax and just be a family member

When asked if they had any other comments ,most users mentioned the need to keep CU's services (15 respondents)

Figure 38; Other comments made (number of comments)



The wordle below shows the words most commonly used in response to any other comments.....



Additional consultation with CU users

As BSL is the first language of many of CU's users, in addition to the online survey additional consultation activity took place amongst users. This took the form of two consultation events including a session with older deaf people

The first meeting with CU users was held on the 11th November and was independently chaired by Robin Ash from the British Deaf Association.

The first part of the meeting was outlining to the participants the rationale behind the grant funding decision. It was then followed by a discussion session where participants could discuss what they felt the impact of losing CU services would be.

Below are a selection of quotes from the meeting to demonstrate the types of issues raised by participants.

I have used CU on a regular basis for my wife's benefit and she regularly books CU interpreters. She has Ushers and is profoundly deaf. There are people in CU who can meet the needs of the Ushers also. My wife does use CU and she thinks it is important to have that working relationship with them.

I am a mum of three children and I go to parents evenings so I need them and for hospitals.

For the past 3 months I have used CU interpreters a lot for my training courses. They have funding from the job centre. Without the services from CU I couldn't do my job. I have done things like moving and handling courses. If I don't have the interpreters I can't do my job

The deaf community is small and we need access to services. Imagine if all the hearing world was a small community.

We use CU as they are qualified and we can have a relationship with them. We need to know they are qualified to support us.

There is no BSL provision on the Derby City Council website. I noticed on certain news programmes there are interpreters for me to access information. Derby City Council should be able to do it like other organisations

CU are brilliant. They are grass roots interpreters. Sometimes there could be more use of the website, SMS, the Derby Deaf Forum. It needs to be more widespread.

We have pets and pay the vets fees. They will provide an interpreter and put that on your bill. I am charged more because of them providing the interpreter. We can't afford it.

My partner had an interview. He rang CU for an interpreter but they were fully booked. They charged £60 for the interview. We had to pay out of our own pocket for the interpreter. Other organisations charge more.

A second meeting was held with Derby Deaf Senior 50's Club on 21 December 2012. Approximately 40 people were in attendance; many in the room indicated that they used CU interpreters. The full report can be found in the technical report. A section of the comments made at the meeting is highlighted below:

How often do you use this service and what difference does the service make to you?

For example I needed an x-ray for my back and had to see a doctor afterwards. I tried to manage on my own with my lip reading skills but I lost confidence because he had a beard and moustache. Then I was given a piece of paper to read but didn't understand it. In the end my back problem got a lot worse, and I think miscommunication like this can have very far-reaching consequences

I like CU because when I have to go anywhere important, like the doctor or the solicitor, the interpreter will explain everything.

I've been unwell for a year, and without the interpreter I wouldn't understand the condition I have.

Before CU, I had to take my daughter to hospital when she was 3 with an eye problem. There were no interpreters at the time and I felt awful. I could understand that she needed an operation, but didn't know what for. I went home and cried.

We must not go back to the Dark Ages. When we were growing up we had no control, power or choice. We were dependent on Missioners or Welfare Officers. We had to be humble when asking for help, and assumed that because they could interpret for us that they always knew best.

What would be the impact on you of not having this service?

We need to find a strong person to go to Court. What would a judge do about us not having an interpreter for understanding?

The impact on us of losing this service is we won't understand anyone, we won't know what people are saying.

The Government is also cutting benefits; if CU is not there, how do you apply for benefits? No access to information, no opportunity to clarify things.

How would you improve the service for you?

More interpreters are needed, not less, because appointments have to be postponed because an interpreter is not available. We need to be able to get an interpreter quicker.

When my husband receives a letter for an appointment we contact CU for an interpreter but sometimes can't get one for a month, their diary is already full

Do you have any other comments about these proposed changes?

How would the Council have managed to consult the deaf community here today without an interpreter? Surely the Council can see the need for BSL interpreters; there are hundreds of deaf people in Derby.

2.3.3 Derby & Derbyshire Race & Equality Commission (DDREC)

Brief summary of service provided

Derby & Derbyshire Racial Equality Commission supports statutory and other agencies to ensure their services are accessible to people from BME communities. It provides information and support to people who have been victims of racial harassment.

Information provided by organisation

DDREC had a meeting with its board and the Voluntary Sector Grants team at Derby City Council on 9th December to cover the issues which were in the questionnaire – key issues discussed at the meeting are as follows.....

a) Difference services currently make for the residents of Derby / your users

90% of our racial harassment case work many of these are employment and disciplinary cases involves cases that the Community Legal Advice Centre (CLAC) do not deal with, eg if people have a union who can take up their case. Some people are not happy with their union support, or do not want them involved, DDREC provide an alternative source of support. Last year of 20 cases referred to CLAC, 10 were referred back.

CLAC have set criteria and have to consider the merits of the case to consider if it is worth progressing. DDREC have our own approach, if we think the evidence is reasonable, we will support people, even if they don't get support elsewhere.

Our service helps people write letters, supports them in the Employment Tribunal Process, provides advocacy. We also refer to other Law Centres - 2 clients were referred last year. In 4 of these employment cases the individual did not feel confident in their representative.

DDREC supported Sinfin Councillors to work with Roma community to develop a permanent residence.

DDREC worked with Roma women to develop a youth project and have supported Roma families to get support from local services. They signposted some people to EMAC for support.

DDREC support people to make complaints, and signpost to local organisations, in some cases providing language support as part of this. Last year 25 people were supported with housing and tenancy issues, 10-15 with complaints about the police.

We do a lot of work with Police, fire Brigade and Mental Health Healthcare Trust With Mental Health we have supported them in tracking BME Mental Health users through the criminal justice system.

We worked with them on a referral form to ensure that it included cultural and faith issues to ensure these issues were considered.

We raise equality issues with police and other forums.. working with the Police we created a victim support referral form. With the Council we support Child Scrutiny Panel, are part of the Diversity Consultation Forum, and are part of Community Safety / New Communities Tension Monitoring Group.

DDREC are part of the Normanton Park Youth and Support Partnership with Police, Fire Brigade, Mental Health Trust, Derby County Football Club and others. They are still seeking funding to support this work.

We are working with Derby County Football club on race hate.

Losing DDREC would remove a recognised contact point within the community for race issues. DDREC has a recognised profile and role.

Generic providers have not been successful in providing services across BME communities, even when funded to do this. When these agencies fail DDREC are called upon. People call on DDREC because generic providers (VCS and others) are not perceived as accessible to BME communities. Often these agencies don't understand the issues around race and culture. E.g. they often don't understand the issues around written and spoken information that restrict communication and access.

While generic organisations develop their services to meet needs of BME communities these communities are missing out on the services they need.

DDREC provide a generic, access to all services contact point for all BME communities.

DDREC is not just a 9-5 service. They are flexible to peoples needs and availability.

Other towns may not have REC, but you cannot make easy comparisons, every City and REC is different.

b) Plans to reshape / develop your service

Getting alternative sources of funding. We are seeking funding to sustain and develop the organisation:

With the Mental Health Trust we approached their inclusion committee to ask for resources to support our work with them.

We are also seeking to get funding from police for our work with them and from a range of sources to get funding for our community and youth project in Normanton Park Centre. Applications will be made to Children in Need and Lottery.

We are also seeking funding from Derbyshire, but currently no funding streams have been identified.

DDREC could develop their role to support agencies to change and improve, not just challenging what they do: e.g.

- *Audit role to assess agencies equalities performance and develop actions to improve their performance, training, policy etc.*
- *Could act as an external monitoring body to assess performance on equalities.*
- *Promoting knowledge of people's rights to services in BME community so that people are aware of what they can ask for*
- *Provide a point of contact to assist people to access services*

To do this we would need to prioritise our work on the most vulnerable.

We also plan to broaden the scope of our work to embrace all equality streams, not just race, to provide a more comprehensive service.

To support this we are planning to provide additional training for our staff.

We sought to launch an equalities partnership, but this did not get local support.

We have identified a need for a countywide partnership around hate crime, and plan to develop a hate crime forum if we have capacity.

C) The potential impact for organisation as a result of the decision made to potentially withdraw funding

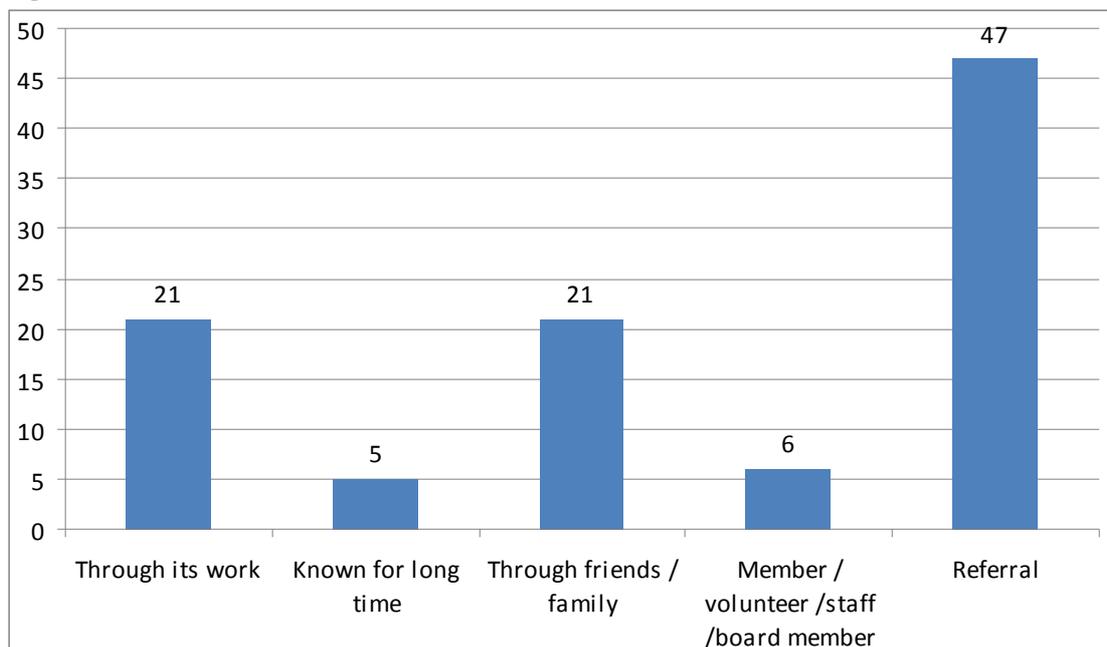
Loss of funding would reduce case work, partnership and other projects. Ultimately DDREC will cease to exist

Results from the User Survey

97 respondents from the user survey used DDREC.

Most respondents know (47) DDREC through a referral (see figure 39)

Figure 39: **How respondents knew of DDREC (number of comments)**

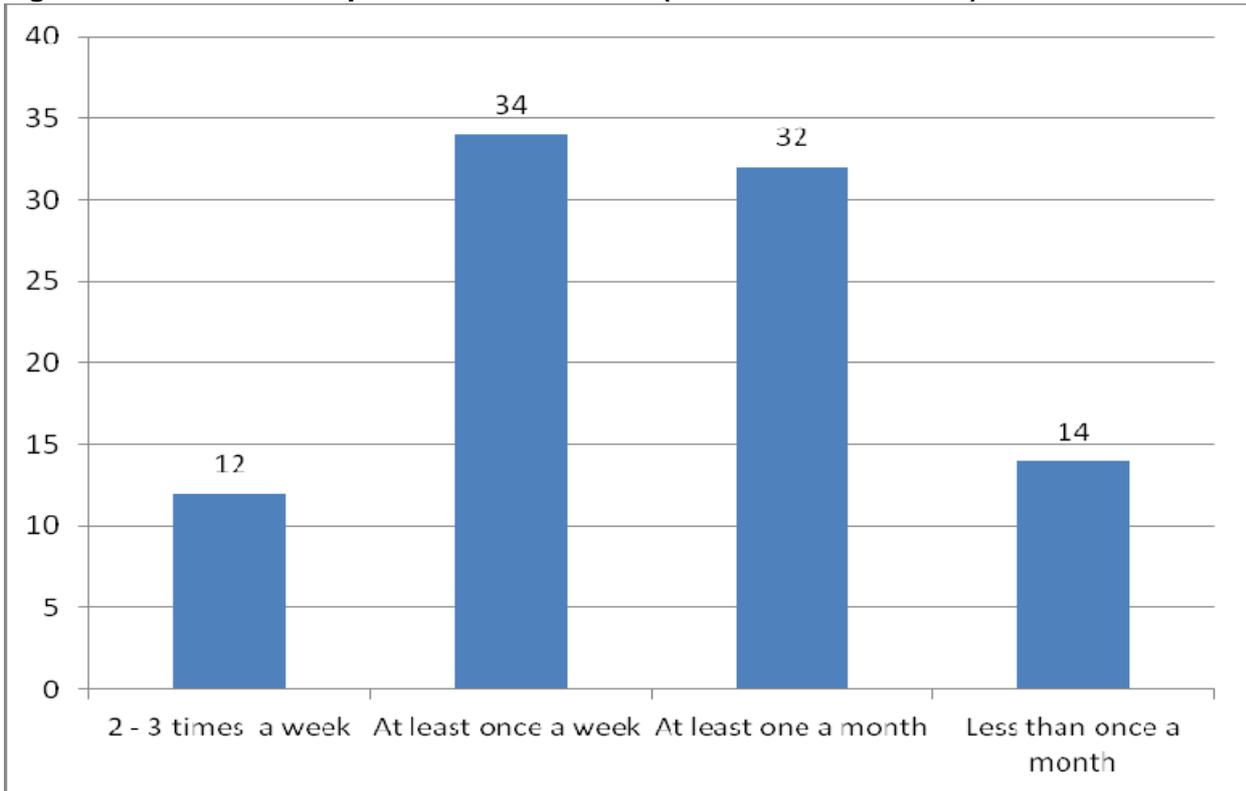


Source User Survey, responses may cover more than one theme

How often respondents use organisation

Around half of the respondents (46) use DDREC at least once a week. Only 14 respondents use it less than once a month.

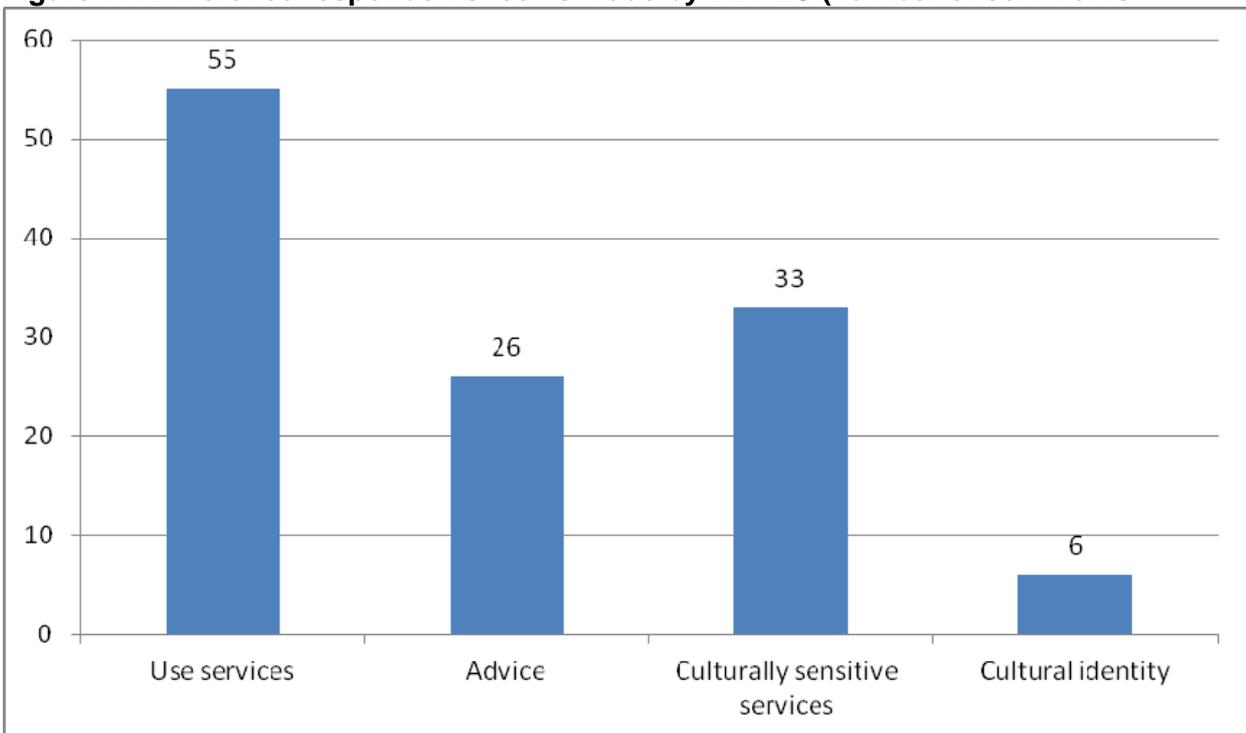
Figure 40: How often respondents use DDREC (number of comments)



Source User Survey, responses may cover more than one theme

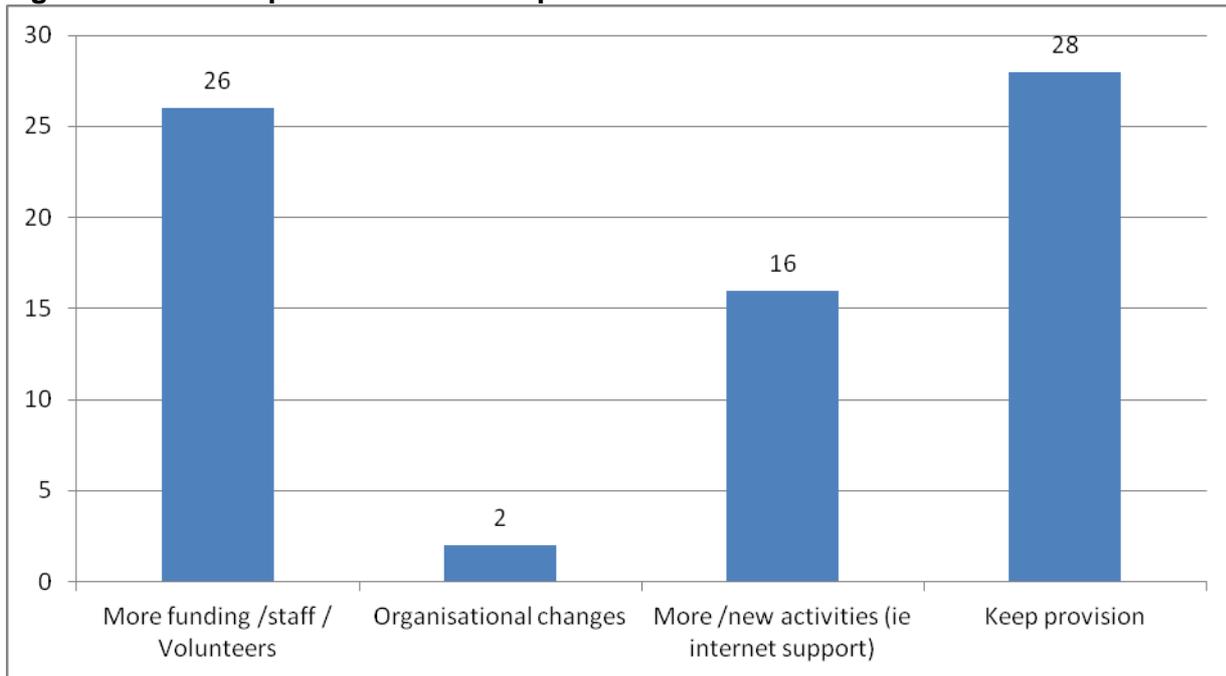
The organisation is felt to make a difference through the services it provides (55 comments) with several commenting on the importance of its cultural roots and culturally sensitive services it provides (33 comments)

Figure 41: Difference respondents feel is made by DDREC (number of comments)



Source User Survey, responses may cover more than one theme

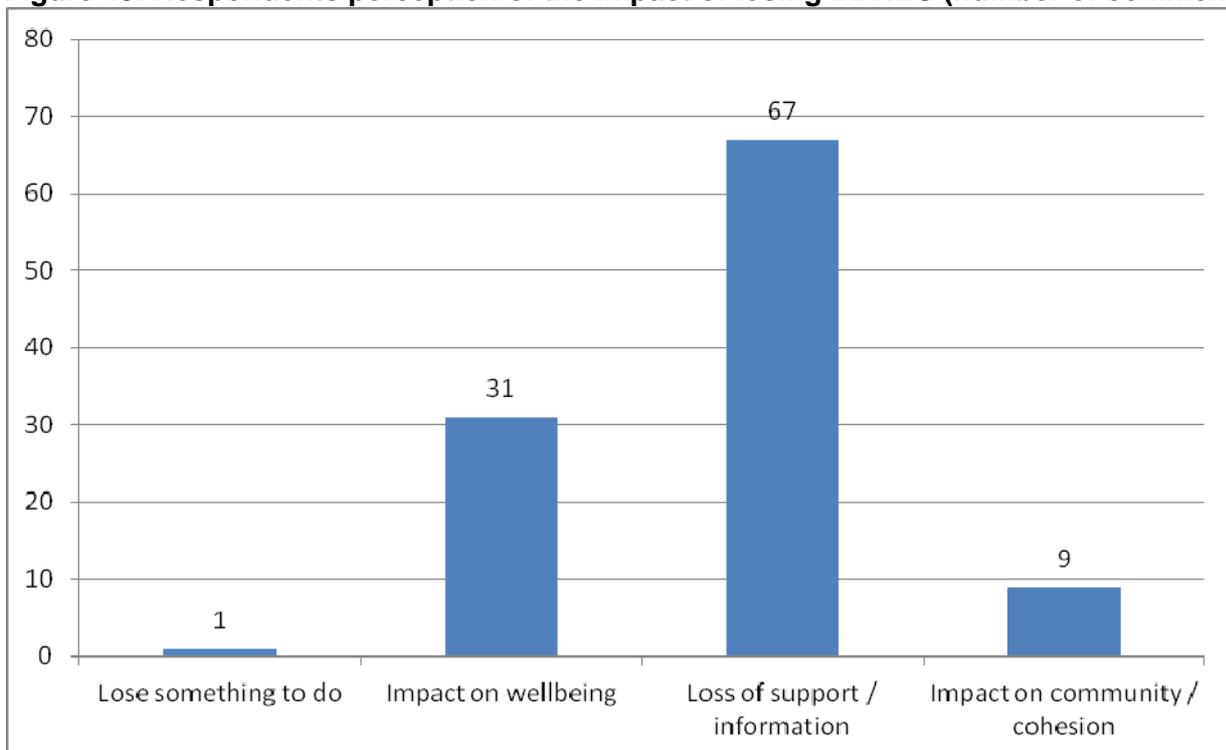
Figure 42: How respondents would improve DDREC



Source User Survey, responses may cover more than one theme

The main comment made by respondents to the user survey (67 comments) was around loss of support and information.

Figure 43: Respondents perception of the impact of losing DDREC (number of comments)



Source User Survey, responses may cover more than one theme

Typical of the comments made are.....

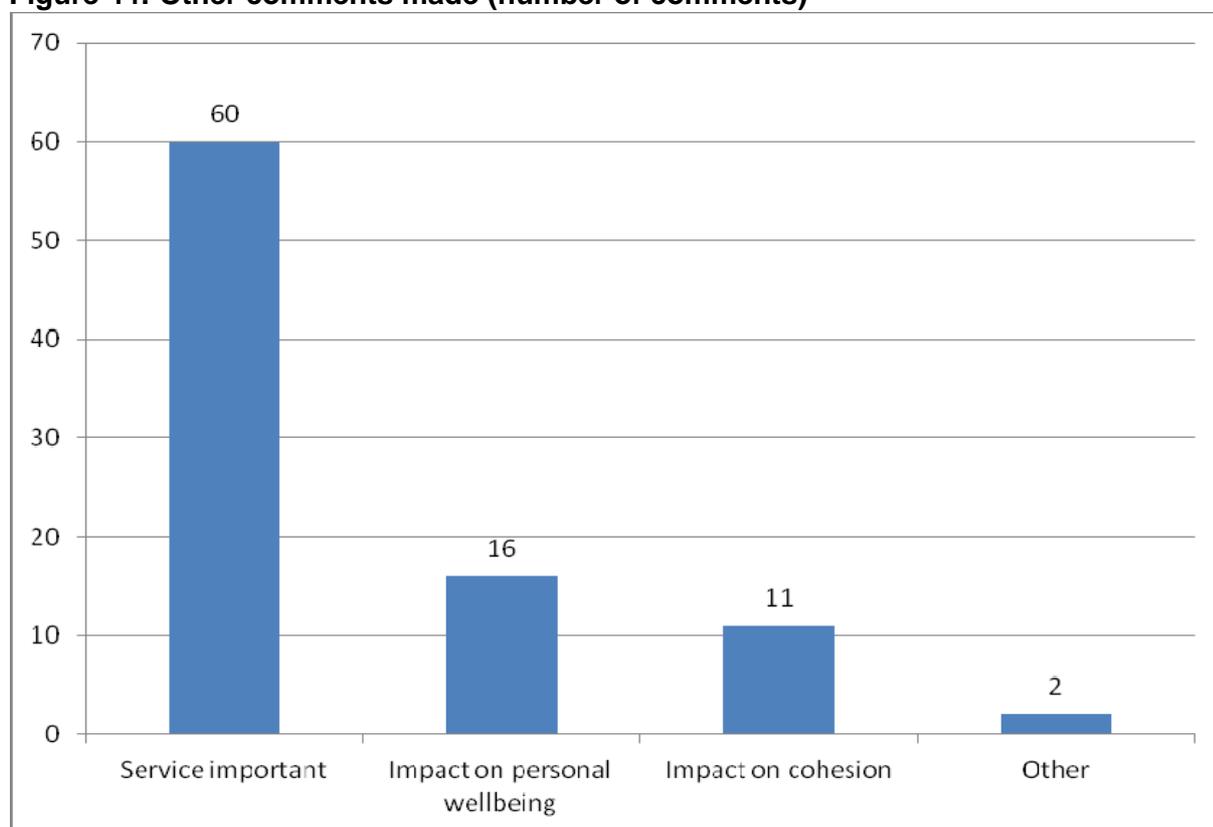
I would suffer and my other neighbours would miss out the service as we do not speak read or write English language and cultural help is very necessary and it helps us all to understand our carers needs and rights.

Where will I go to get help? Asian and Indian people do not have any other place to get help in their own languages.

I would have to rely more on other members of the community. They may not have all the experience and qualifications to give people the correct information.

I dread to think - it would have been terrible. I would have been unclear as to what to do; I wouldn't know where to go

Figure 44: Other comments made (number of comments)



Source User Survey, responses may cover more than one theme

Other consultation with DDREC

A meeting was also held on 22nd November with DDREC ten participants made up of staff and service users on their work on Racial Harassment issues.

DDREC is seen to make a real difference in dealing with individuals experiences of racial harassment as two of the experiences told at the meeting highlights.....

DDREC helped with an employment complaint. Provided advice and helped with a letter. It's important that DDREC are based in the community and have status when making a complaint. Agencies have policies in place, but they are tokenistic. DDREC is independent and raises the profile of our complaints. The union was not helpful.

Without their the help of DDREC I would not have been able to make a complaint against the police who were racist in the way they treated me. DDREC helped me write letters and attend meetings – this complaint is still ongoing. I feel race was an issue. I was picked up and searched, while other white students were not.

Improvements suggested for this service included....

- *Prisoners also need support on race and religious discrimination*
- *Give support for organisations to get good policies and training staff*
- *Agencies don't have to answer to DDREC; it would be good if the Council was behind them.*
- *Discrimination policies need updating, early action to stop discrimination better than dealing with complaints.*
- *Support the Council to adapt to changing needs*
- *Deal with covert racial discrimination*
- *In depth case work means numbers of people supported are low*
- *Charge organisations who don't follow their own procedures/ who they make complaints against.*
- *Provide Council backing to dealing with race issues*

The other comments made at the meeting were.....

DDREC provide:

- *Well known contact point in community*
- *Independent of big agencies*
- *REC's have National profile*

2.3.4 Derby African Association

Brief summary of service provided

Lunch and social club for older people

Information provided by organisation

The following is a summary of the information submitted to Derby City Council via a questionnaire. The full text of the response can be found in the technical report.

a) Difference services currently make for the residents of Derby / your users

The Derby African Association provides a meeting place to socialise, children come to meet new friends and learn about their culture, for example learning how to play African drums. Cooked food is provided for the elderly who would find another venue difficult to access.

b) Other benefits / achievements organisation offers

Derby African Association aims to keep youths off the street by putting on programs to benefit them. Children learn social integration and learn to engage in other activities e.g. koyi, zamac workshops etc

c) Plans to reshape / develop your service

Derby African Association plan to continue to advocate for Africans in Derby and help older, young people and children lead a better life. Young black children taught heritage

d) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- The organisation will cease to exist
- New initiatives will be stopped
- Some older people will have no where to go

e) Contingency plans to help with the potential withdrawal of funding

As the potential of losing funding has come as a shock they have no plans yet.

f) Group/s which could be affected

- Older People
- Children aged 15 or under

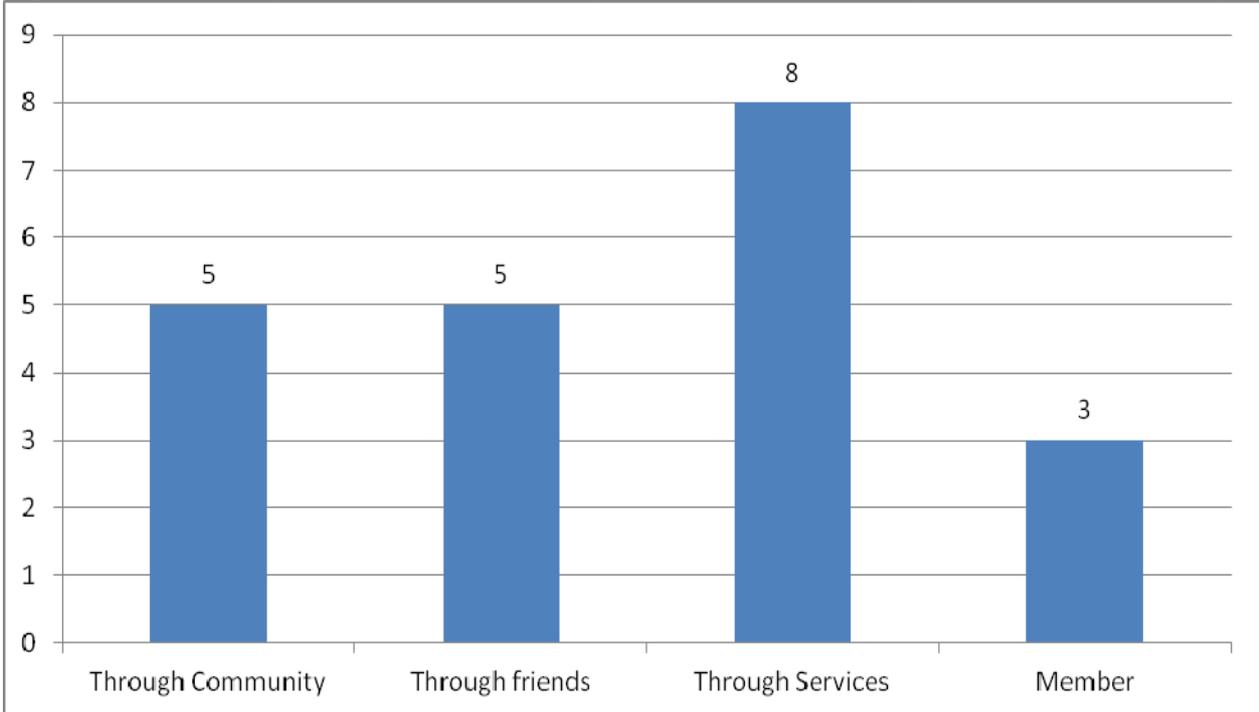
g) Additional Comments

Withdrawing the funding eventually means the closure of this association as we will not be in a position to fund it ourselves. There is no paid worker and the entire workforce is volunteers.

Results from the User Survey

8 respondents know the African Association through their services, 10 respondents through either the community or friends.

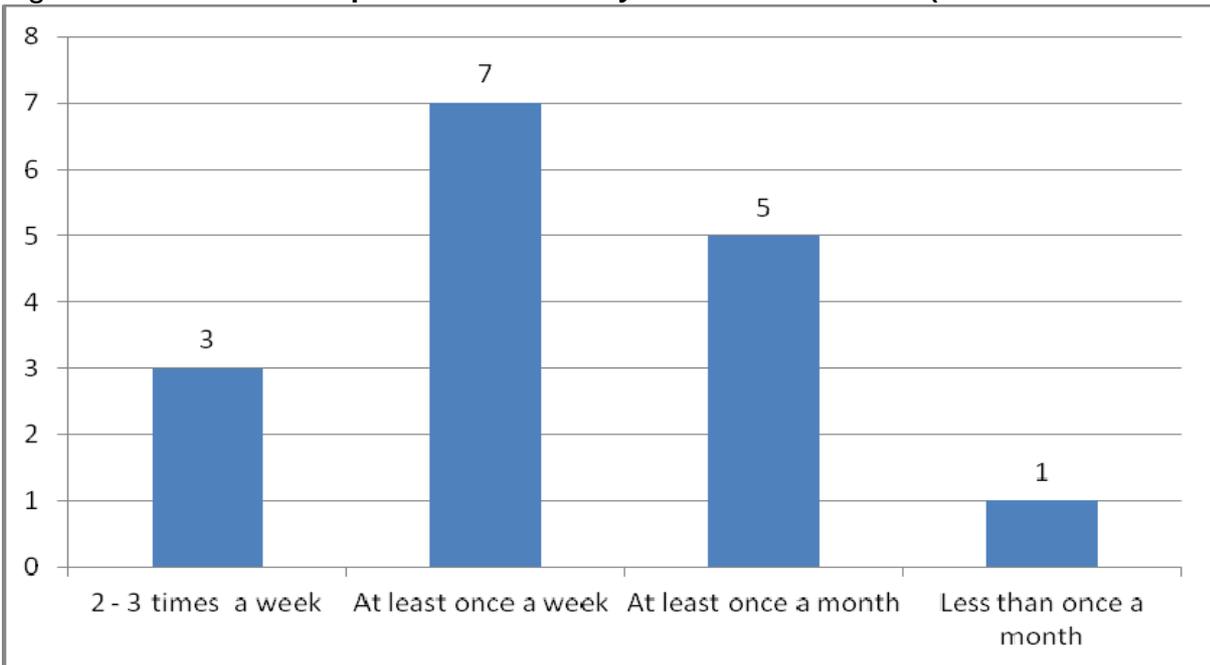
Figure 45: How respondents knew of Derby African Association (number of comments)



Source User Survey, responses may cover more than one theme

10 respondents use the service at least once a week, only one respondent used the African Association less than once a month.

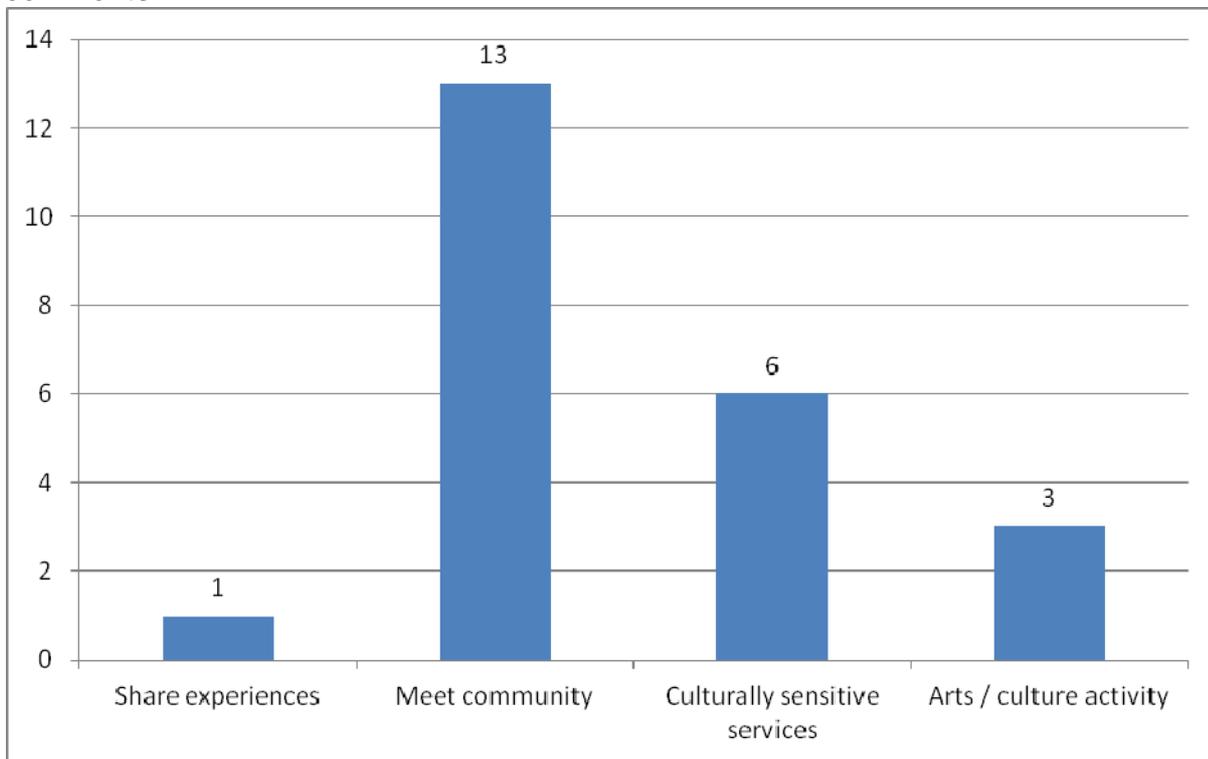
Figure 46: How often respondents use Derby African Association (number of comments)



Source User Survey, responses may cover more than one theme

Derby African Association is seen as an organisation where the community meets (13 responses). Several comments (6) also mentioned the African Association’s role in providing services which are culturally sensitive.

Figure 47: Difference respondents feel is made by Derby African Association (number of comments)



Source User Survey, responses may cover more than one theme

Comments included...

It helps me to show my skills to other people and share my drumming skills and teach others how to play drum. Most important it keeps me from the stress doing nothing.

I am African. My kids are mixed race, black African's I feel safe to take my kids here also to there trips and story times, otherwise I don't feel safe to take them.

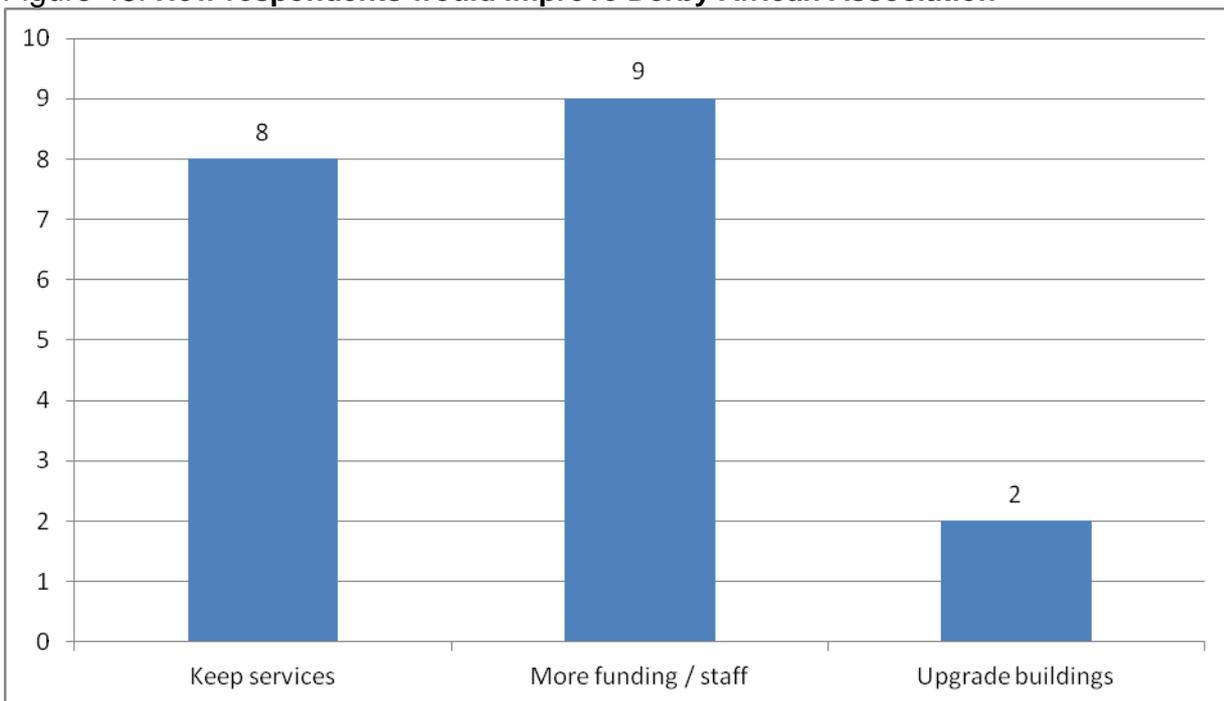
A lot of difference, it is the only place that all Africans meet together for the activities listed in 2 above. The young and the old meet together. It is also the office for ASASH? foundation - a charity being registered to cater for young people with HIV/AIDS etc. Place for prayer meetings.

The wordle below shows the frequency of words used to describe the difference respondents feel is made by the African Association....



When asked how Derby African Association could be improved, comments were made around keep current services as they are (8 comments) and increasing services by having more funding and staff (9 comments)

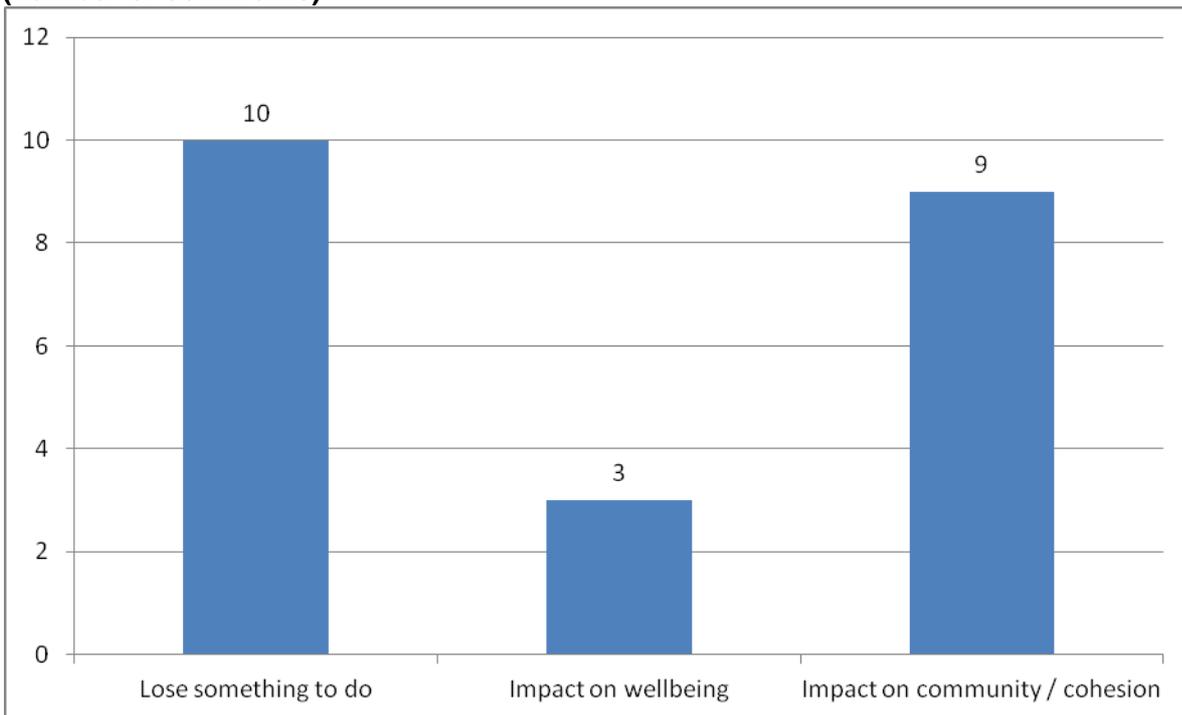
Figure 48: How respondents would improve Derby African Association



Source User Survey, responses may cover more than one theme

Respondents were asked what would be the impact of losing Derby African Association Services, 10 services were around 'losing something to do' and a further 9 comments mentioned the possible adverse impact on community relations and cohesion in Derby.

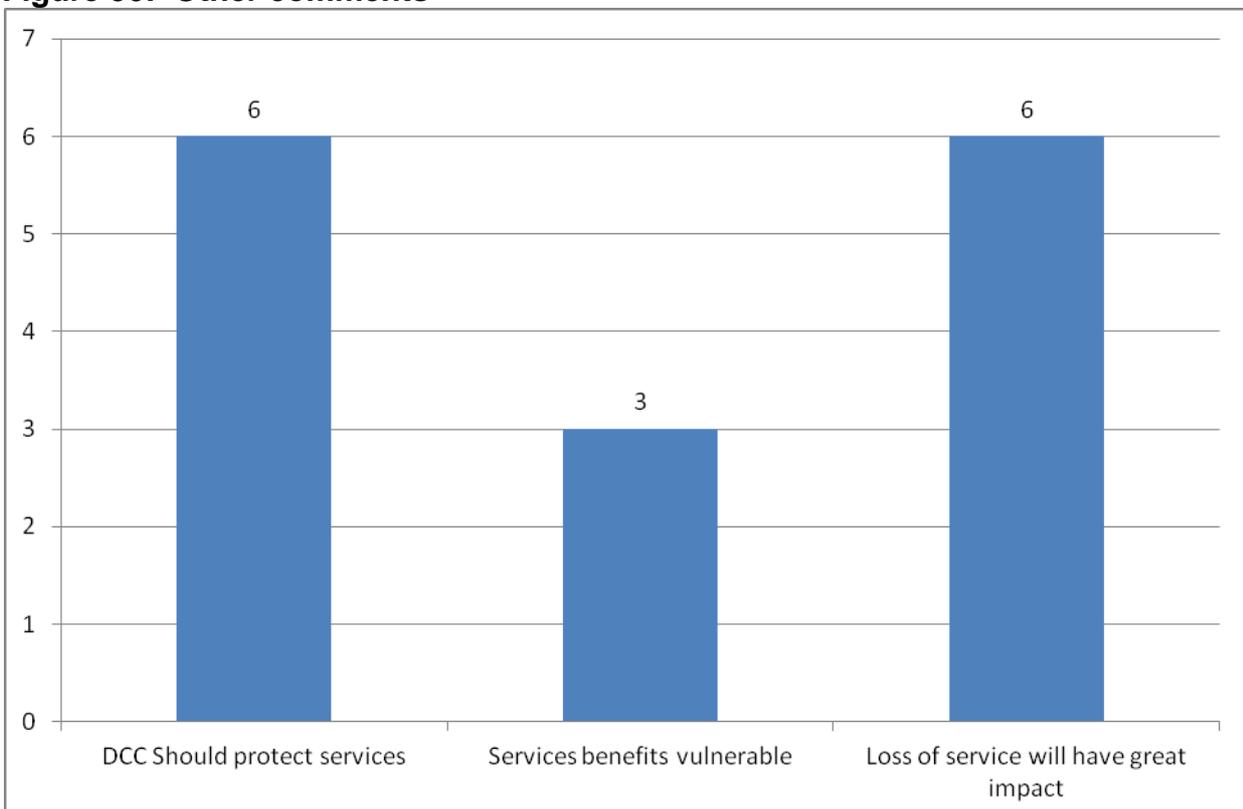
Figure 49: Respondents perception of the impact of losing Derby African Association (number of comments)



Source User Survey, responses may cover more than one theme

When asked if they had any other comments to make, the users of Derby African Association felt that the City Council should protect services (6 comments) and that the loss of services would have a great impact on Derby’s African community (6 comments)

Figure 50: Other comments



Source User Survey, responses may cover more than one theme

In addition to the user survey a workshop was held on 26 November 2011 with 13 members of the luncheon club, key themes from the user survey were discussed with the group. Below is a summary of some of the comments made:

Difference the service makes.....

We are able to meet friends, discuss issues, receive advice, signposting, socialise and learn to engage in other activities, utilise our skills and talents; it keeps us out of trouble; we are not bored when we attend; we are able to be out of our own houses and see other friends;

we are able to obtain legal advice; we participate in drumming sessions. It makes us happy.

We are able to understand different cultures; we can obtain information, guidance and advice. Our children cultural education and this is also available to adults too – we get it too; socialisation. The venue is a meeting place for people from our community.

How participants would improve the service....

We need further Council funding to keep us going. Our premises are quite small for the size of the local African community, especially when a lot of people attend. We need to employ a co-ordinator to enable us to carryout the various services required for our community as before, as this will increase the frequency in which we access the building. We need funding to purchase equipment for the children. We need more trips – not just one or two. We need a rail fitted in our disabled toilet. We need swimming lessons for the children. Refurbishment of the whole building is required. The building is not safe for children or accessible to wheelchair users.

We had a visit from the Council's Access Officer who came and assessed our building and he identified some areas that required attention – however, nothing has been done. Other community groups use this venue as a meeting place.

This is a meeting place for those wishing to expand their entrepreneurial skills and business skills. One of our groups Zim-Derby also meets here.

This is a very welcoming place for me as I am in a foreign land and English is not my first language. I enjoy the trips they offer. I don't want this place to close – I like this place.' One non-African member: My children are accepted here as there are other places they are not accepted. I bring a lot of my friends here. My children are able to learn about their culture. I wouldn't feel comfortable taking them anywhere else. I enjoy our trips that are put on. My children have made lots of friends here. I am taught how to prepare and cook the various meals. I am close to the various workers who have welcomed me. I am able to learn about how to look after my children's hair too.

This is the only place where people from all the African countries can meet, learn about each others cultures, seek to know more about each other; where people who are older from the community can pass on good morals, teaching the younger ones respect; it is a place where people from different African cultures can meet together for worship in different African styles; it is the meeting place for our charitable organisation.

What would be the impact on you of not having this service....

Boredom. There is nowhere for our children to go. We'd loose contact with our friends. We wouldn't have the opportunity for various communities to meet together and enjoy social cohesion. The children would miss their friends; communication with personnel providing advice and guidance would be cut off. I'd be on the streets and in trouble. Organisations that rely on this centre for use of space would be adversely impacted.

Additional comments.....

If the funding is cut off that would be the end of DAA – we would not have the money to pay our bills. Our young ones would end up on the streets, putting further costs on the Council. What do you expect us to do if you withdraw funding when we only have a little for our home? These decisions are very discriminatory as it hits those who are at the bottom of the ladder with greater needs.

2.3.5 Derby Furniture Project

Brief summary of service provided

Recycled furniture and other goods for sale to low income families.

Information provided by organisation

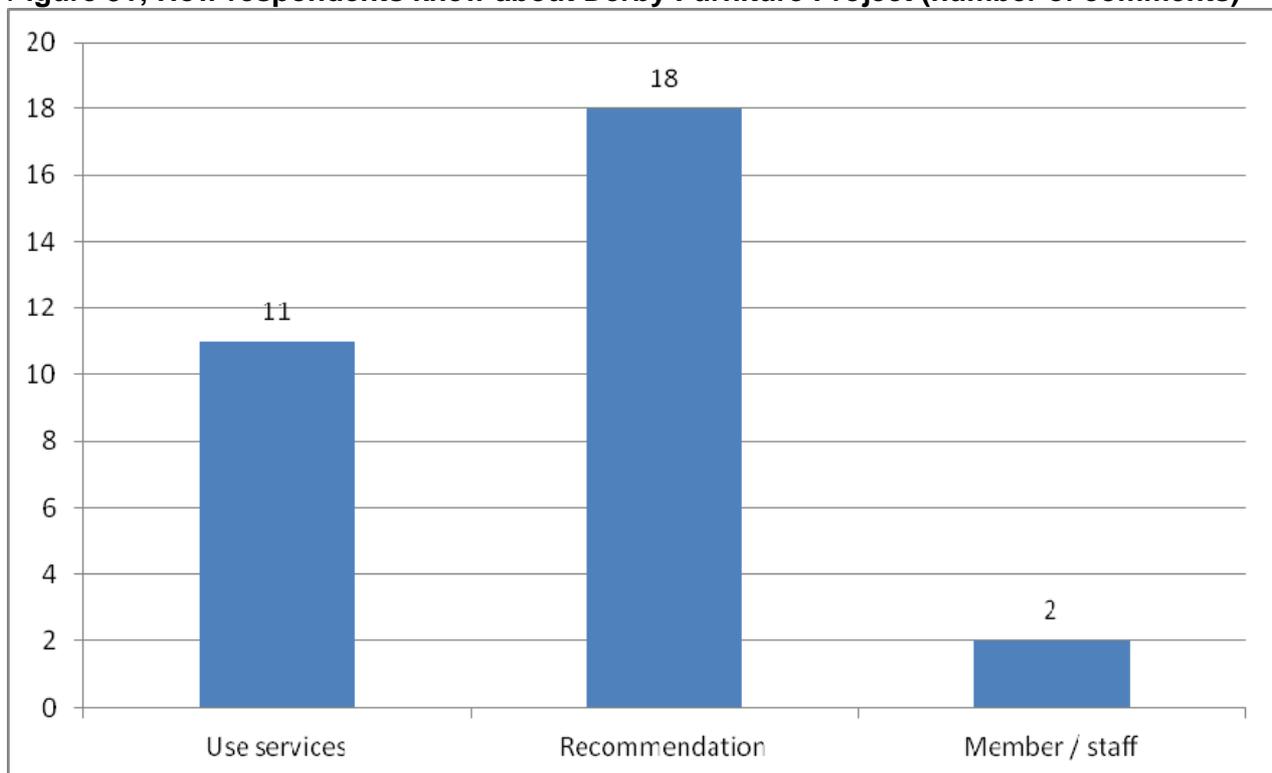
Derby Furniture project did not complete a survey

Results from the User Survey

32 respondents who use Derby Furniture Project responded to the user survey

Most respondents know the organisation through recommendation (18 respondents) this is shown in figure 50

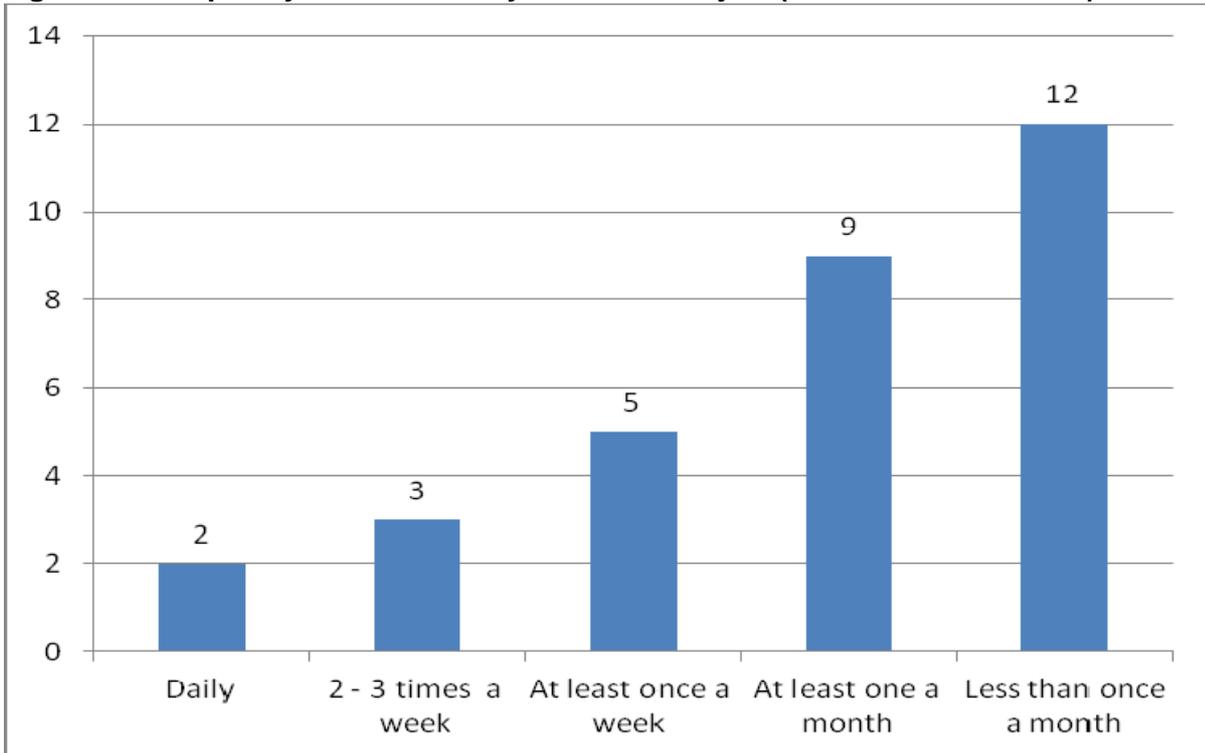
Figure 51; How respondents knew about Derby Furniture Project (number of comments)



Source User Survey, responses may cover more than one theme

Most respondents (21) use Derby Furniture project at least once a month or less (see figure 52)

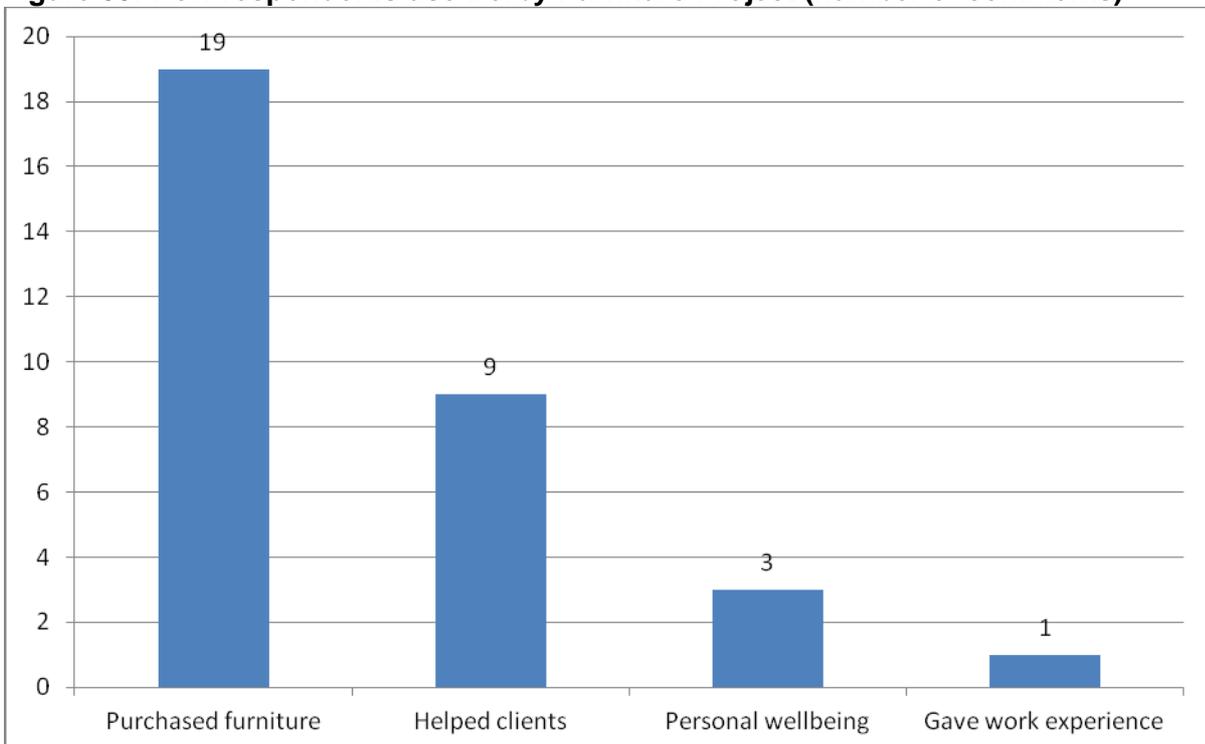
Figure 52: Frequency of use of Derby Furniture Project (number of comments)



Source User Survey, responses may cover more than one theme

19 respondents (see figure 52 below) have used Derby Furniture Project to purchase furniture.

Figure 53: How respondents use Derby Furniture Project (number of comments)



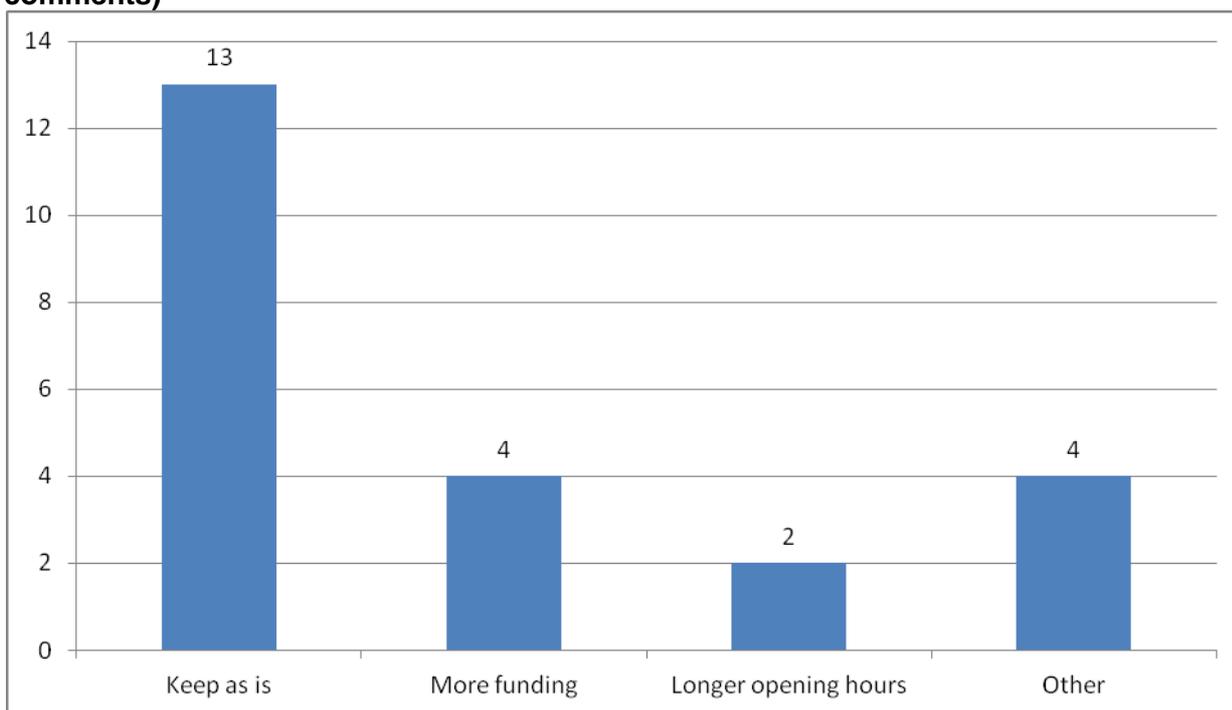
Source User Survey, responses may cover more than one theme

The wordle below shows the most frequently used words to describe what respondents feel is the difference which Derby Furniture Projects makes to its users.



When asked how they would improve Derby Furniture Project, just over half (13 comments) would keep it as it is, with a further 6 comments citing more funding or longer hours as improvements which could be made.

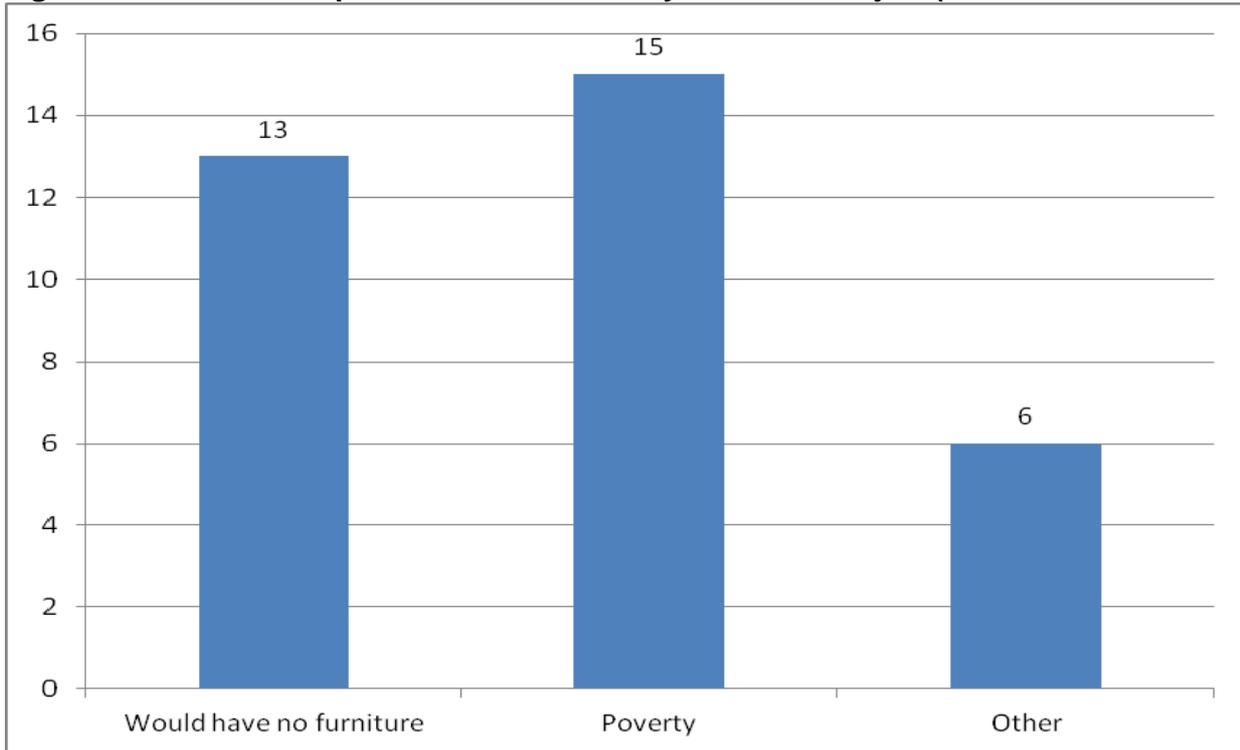
Figure 54: How respondents would improve Derby Furniture Project (number of comments)



Source User Survey, responses may cover more than one theme

The respondents highlighted the impact that the cessation of Derby Furniture Project would have for them. Poverty (15 comments) and having a lack of furniture (13 comments) were the most commonly cited impacts.

Figure 55: Perceived impact of the loss of Derby Furniture Project (number of comments)



Source User Survey, responses may cover more than one theme

Comments included...

I wouldn't be able to furnish my residence.

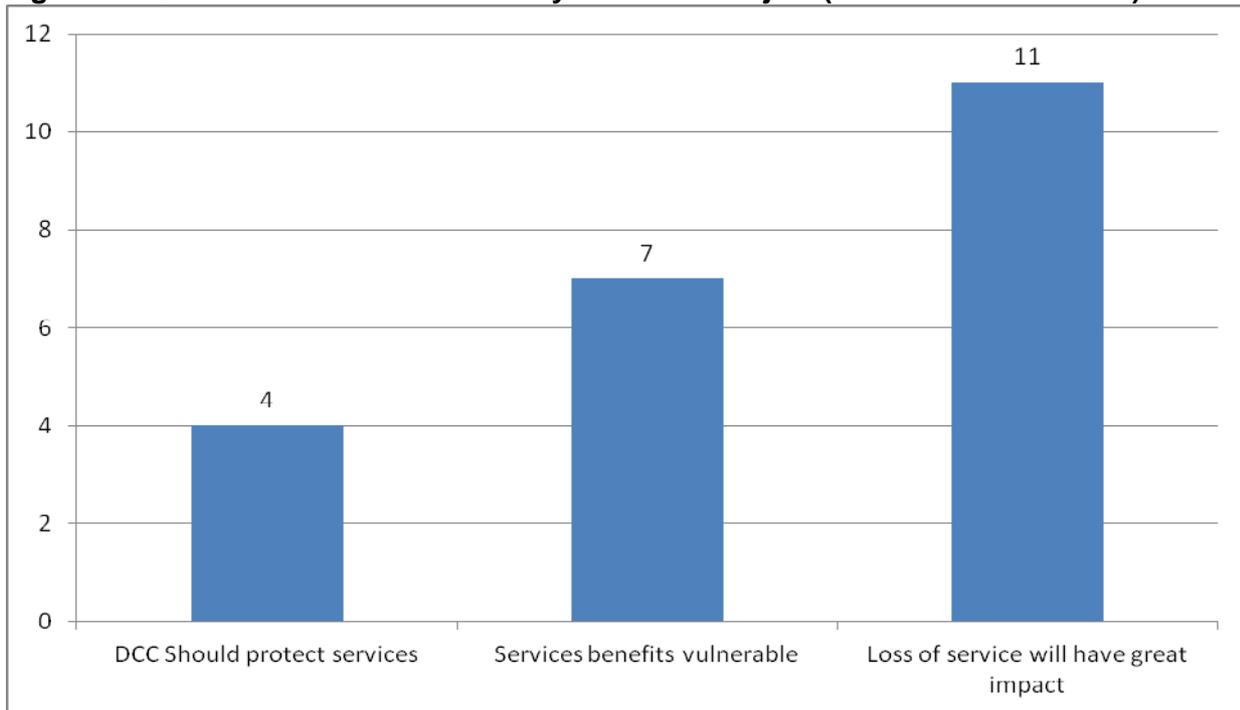
- People who are poor will be forced to live in poverty. - General public will not be able to donate to us-some are adamant they use us. - Can the council afford to have over 100 homes extra in the landfill per year? No, incinerators ARE NOT the answer!

I would be suffering severe hardship due to my current situation and worsen my health.

We will not be able to furnish the YP's flats with all the furniture needed for YP to start living independently. We would be spending more money and get less furniture probably no more than 3/4 items as bedroom furniture and especially the white goods are very expensive.

Other comments made by respondents were that the loss of Derby Furniture Project would have a great impact on the vulnerable within Derby (11 comments) and that the projects work was specifically targeted at those in need (6 comments)

Figure 56: Other comments about Derby Furniture Project (number of comments)



Source User Survey, responses may cover more than one theme

2.3.6 Derby Minority Senior Citizen Society

Brief summary of service provided

Lunch club for Pakistani males

Information provided by organisation

Derby minority community Senior Citizen's Society did not complete an organisation survey.

Results from the User Survey

No users completed the user survey

2.2.7 Derby Jazz

Brief summary of service provided

Promotion of performances by major jazz artists

Information provided by organisation

Derby Jazz did not complete an organisation survey.

Results from the User Survey

No users completed the user survey

2.3.8 Derby West Indian Community Association (DWICA)

Brief summary of service provided

Provides a focal point for the community and co-ordinates the annual carnival. Provides information and advice, and supplies a venue for a social club.

Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

DWICA manages a community building, providing social, cultural, educational and recreational activities that are open to all Derby residents. The organisation has a long track record of delivering services to the community since 1955. It has been running Derby Caribbean Carnival for the last 35 years and as a result is now part of a National Portfolio Organisation (NPO), recognised by Arts Council England for delivering carnival in the East Midlands.

DWICA responds to governmental consultation documentation regarding their community and society in general.

b) Other benefits / achievements organisation offers

There is a need to support carers and to provide regular social/cultural/health activity to support the needs of the membership and service users. Whilst all our generic activities still addresses health and social care needs, Derby West Indian Community Association responds to the strategic evidence regarding health inequalities facing the African Caribbean community to ensure that it is addressing and closing the health inequalities gaps through project delivery and investment by public and voluntary community stakeholders by working in partnership to respond to the key findings.

c) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- Projects will be cut / reduced
- Funding will need to be sourced elsewhere
- Paid posts will be reduced / cut
- New initiatives will be stopped

d) Contingency plans to help with the potential withdrawal of funding

The grant that the authority provides is the vehicle that allows DWICA to lever funds from other charities and trusts. We will have to seek funds from other charities, trusts and governmental bodies but the removal of this core funding is according to DWICA, makes that much more difficult.

e) Group/s which could be affected

- Older People
- Disabled people
- Women
- Men
- Children aged 15 or under
- Young people aged 16 to 24
- Minority ethnic communities
- New and emerging communities

f) Geographical area in the city which may be adversely affected

Most of DWICA members and users are from Sinfin, Normanton, Alvaston, Arboretum, Mackworth, Allenton and Shelton Lock

g) Additional Comments

DWICA believe that for many years has through its voluntary efforts delivered services to the Derby community, filling gaps left by the local authority and other statutory service providers and reaching the very hard to reach members of their community and feel that they promote....

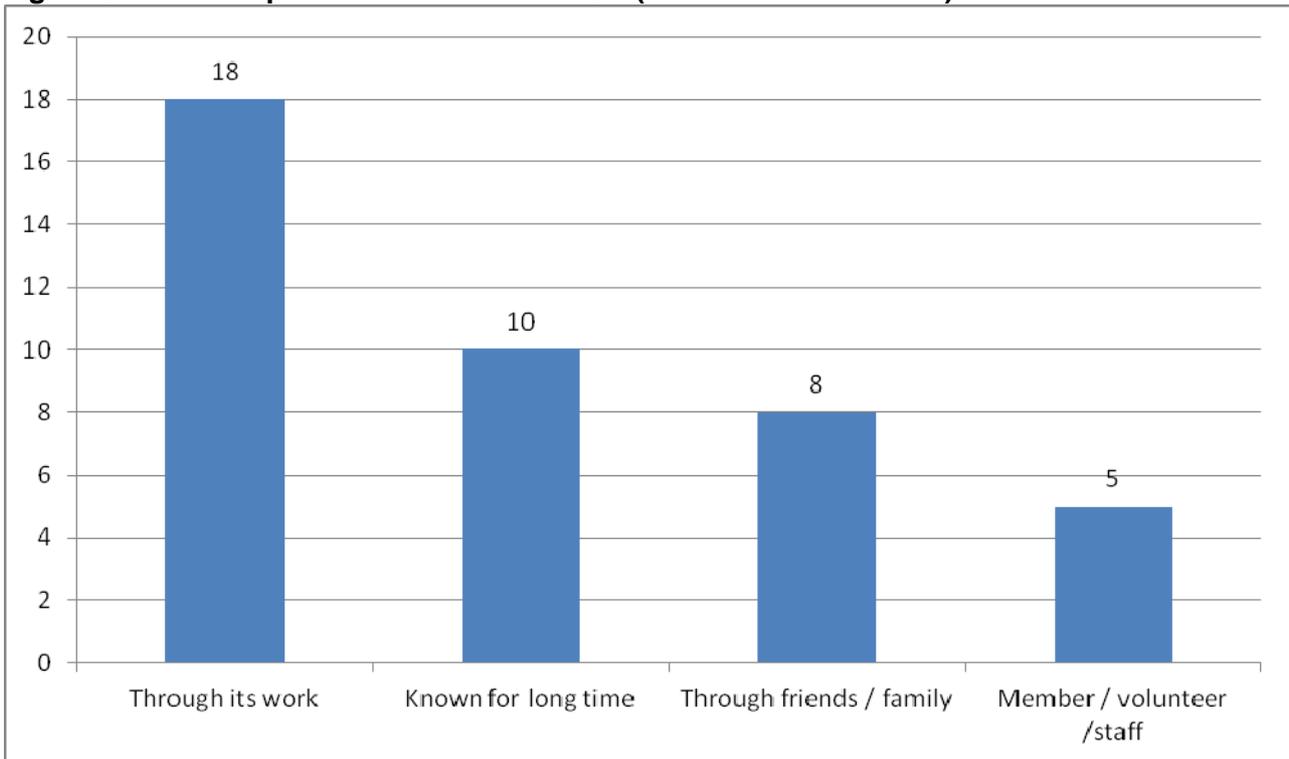
- local knowledge to improve the reach and effectiveness of service helping statutory bodies and other service providers to be more effective within the community
- a wide range of services that are very responsive and highly relevant to local people and almost certainly help to fill gaps in formal or statutory provision. We also offer a one-stop approach to local provision increasing access to services and providing a progression route for our users.
- The organisation seeks to minimise its and the community environmental impact and supports local initiatives that seek to improve the local environment by making efforts to reduce its carbon emissions and its energy consumption. DWICA raise awareness of climate change locally to our members and users around the need to reduce energy consumption in homes and businesses
- DWICA feel that they contribute to the local economy, retaining, re-circulating and leveraging funds in our neighbourhood making a wider contribution to skills and tackling worklessness.

Results from the User Survey

31 respondents from the user survey used DWICA

When analysed, 18 comments were that users knew about DWICA through their work, DWICA has a long term relationship with its user's with 10 comments saying that they had known the organisation for a long time.

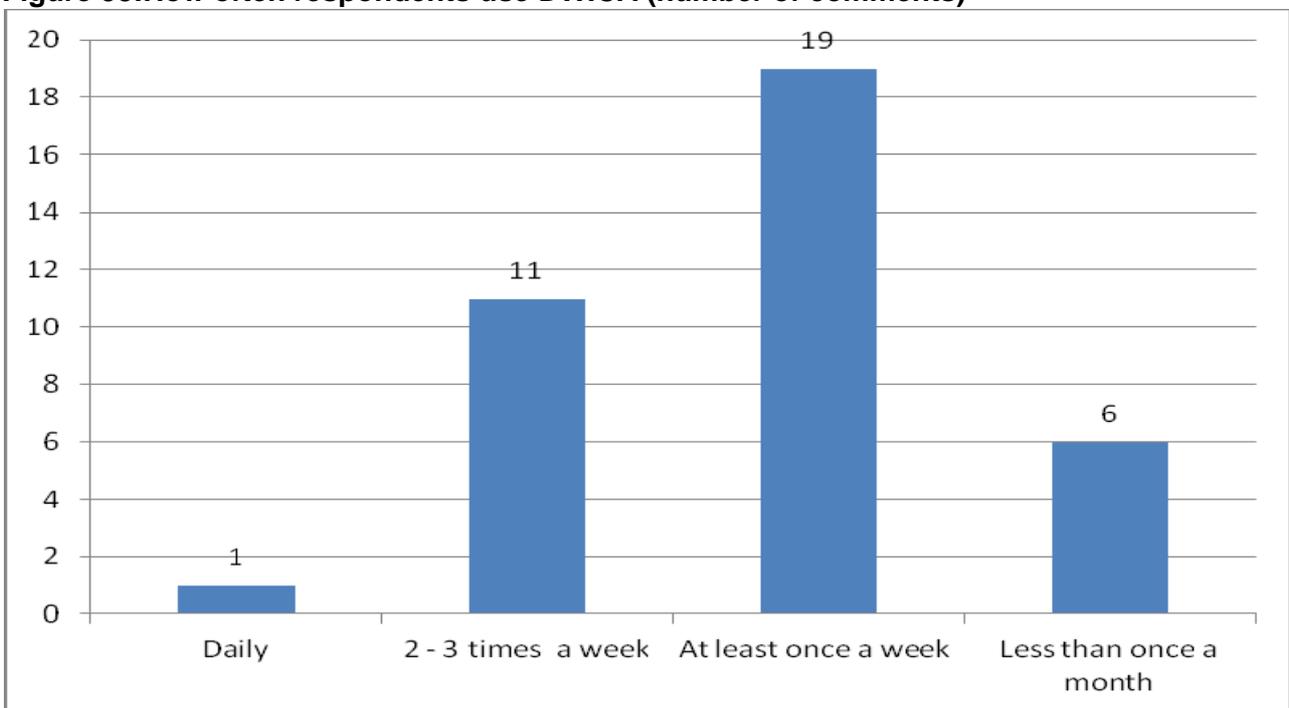
Figure 57: How respondents know of DWICA (number of comments)



Source User Survey, responses may cover more than one theme

The majority of respondents (31) use DWICA at least once a week

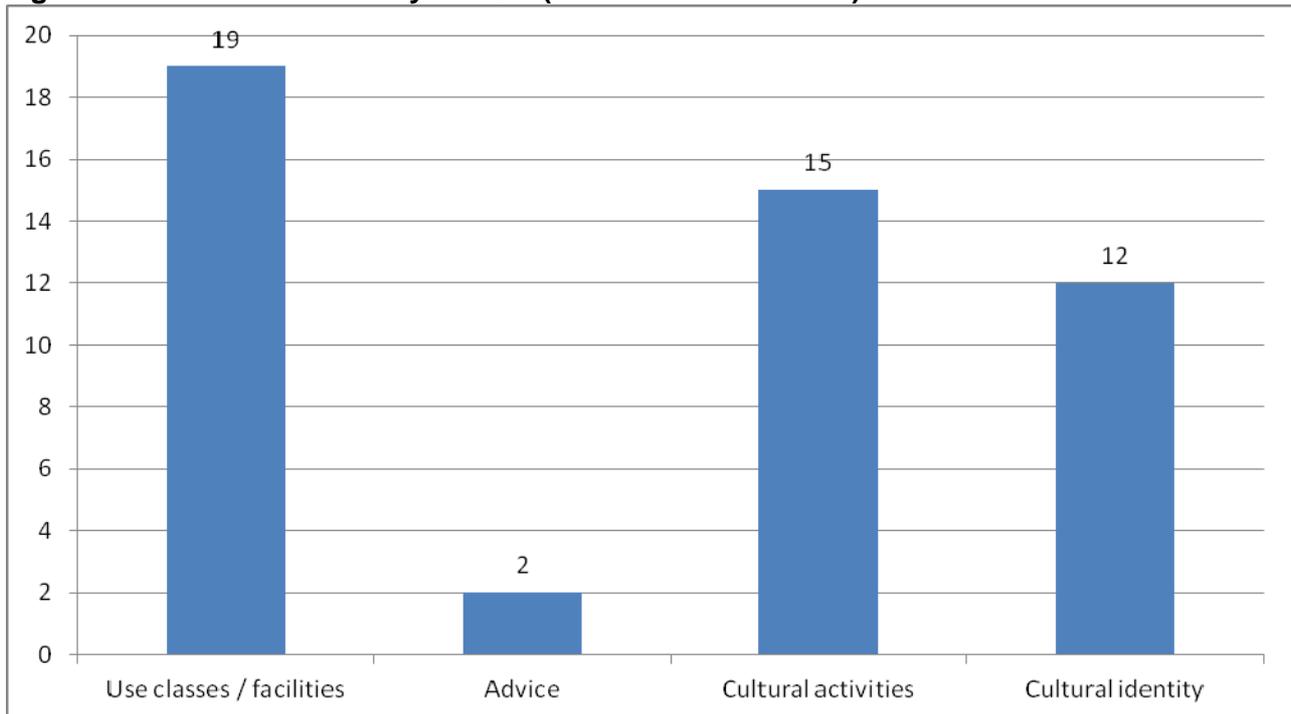
Figure 58: How often respondents use DWICA (number of comments)



Source User Survey, responses may cover more than one theme

The impact of DWICA on cultural identity and cohesion was stressed by respondents (27 comments), with 19 comments (see figure 59) identifying the positive impact of classes and facilities.

Figure 59: Difference made by DWICA (number of comments)



Source User Survey, responses may cover more than one theme

Comments included....

The class I attend on Monday, exercise of Thai Chi and bowling. It helps me to improve my faculties as I suffer from lower back pain and stiffness. And of course mixing with others.

The carnival is a very important part of my culture and the DWIC ensure that this happens each year

It makes a lot of difference my family and I can participate in activities that reflect my native origin. Further more, I can meet up with other members of the west Indian community and share the same interests.

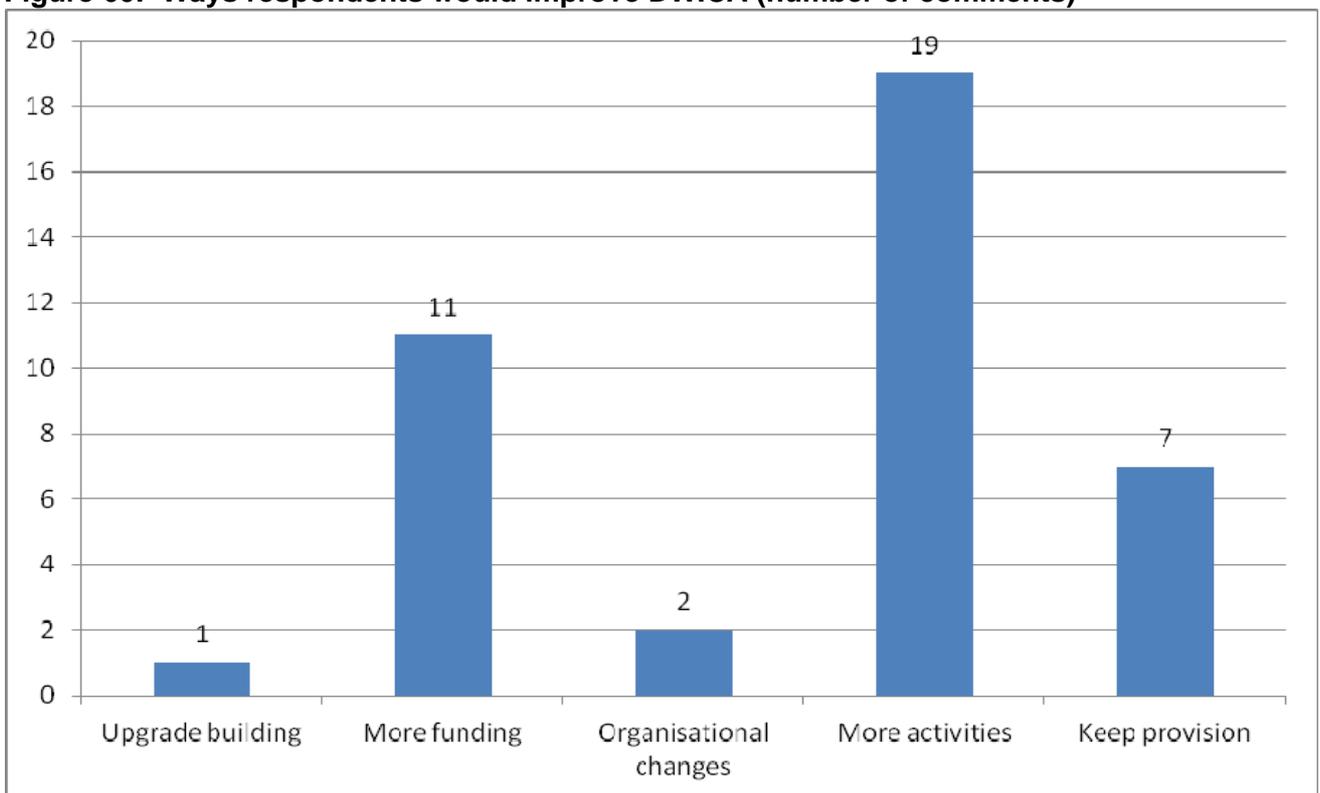
It makes a big difference to me as it is the only centre that we have in Derby for our West Indian and African Community. When my parents died, who were both members of the association we were able to use the centre as a base to provide the appropriate refreshments for our grieving relatives following my parents internment.

The wordle below shows that the most frequently used words used to describe the difference made by DWICA.



Most comments (30) in response to the question how respondents would improve DWICA’s services, were concerning either more funding or more activities.

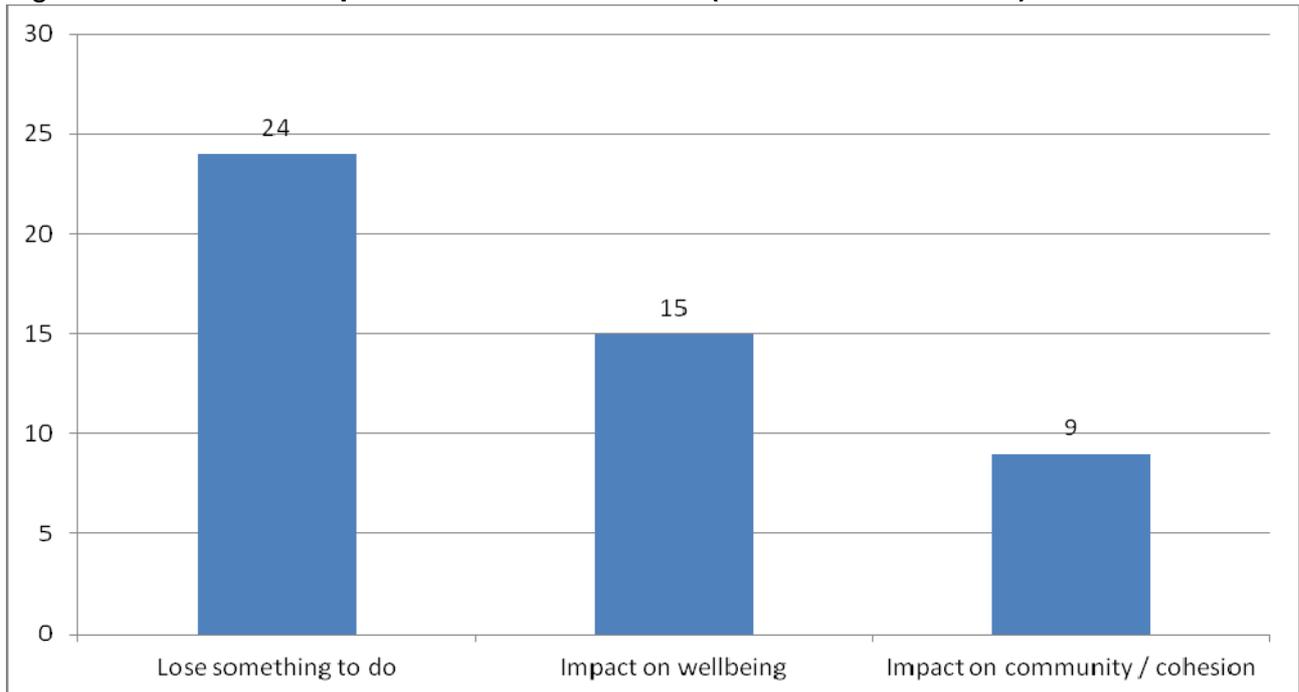
Figure 60: Ways respondents would improve DWICA (number of comments)



Source User Survey, responses may cover more than one theme

The main impact of the cessation of DWICA is that individuals will lose something to do (24 comments)

Figure 61: Perceived impact of the loss of DWICA (number of comments)



Source User Survey, responses may cover more than one theme

Below are some typical comments...

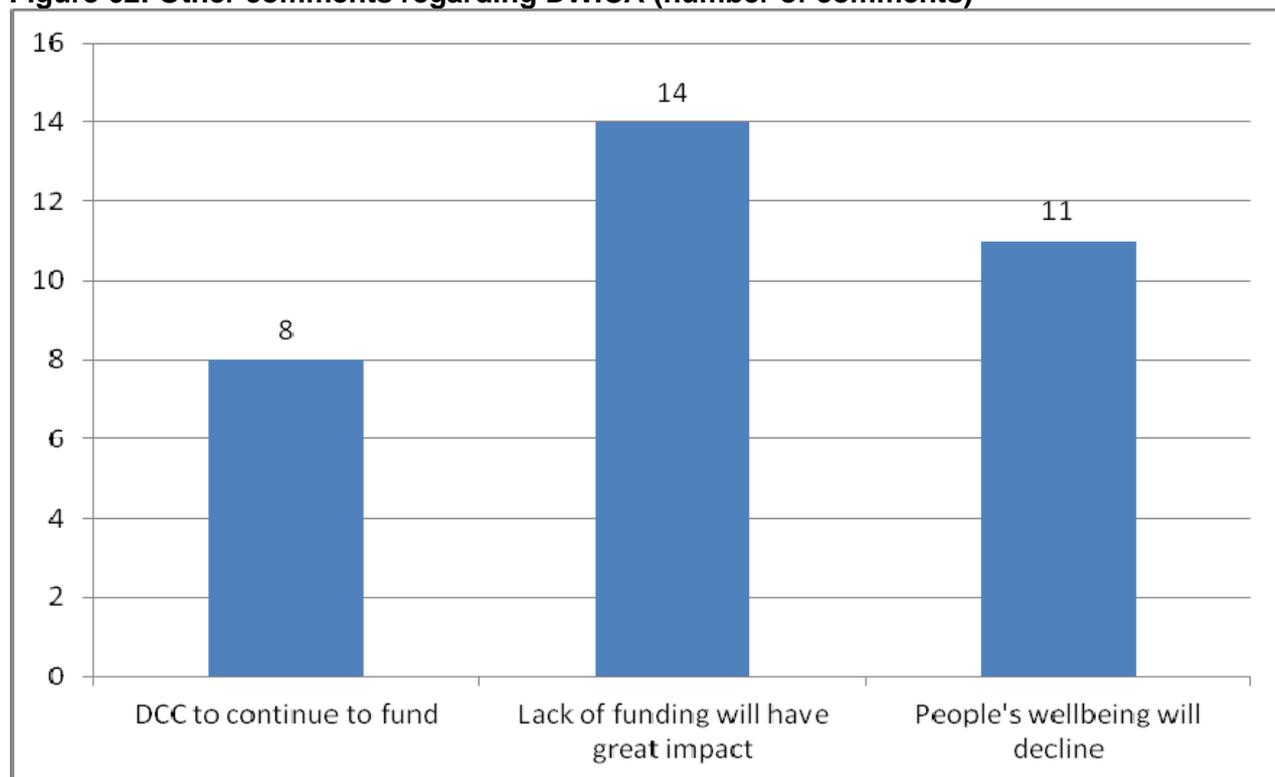
It will be very sad. It is hard to pay for the same exercise as many pensioners enjoy it. It will deplete their movements causing the joint problems and boredom and depression etc + the instructor will lose their business. The class is getting bigger and bigger every time there are new faces attending

It will be detrimental if the carnival did not happen each year as it is the only opportunity to interact with Derby's West Indian community

The impact would be as West Indian we be isolated in Derby the DWICA is the only place to go and meet each other.

When asked for any additional comments, users of DWICA mentioned a lack of funding having a great impact on its users (14 respondents)

Figure 62: Other comments regarding DWICA (number of comments)



Source User Survey, responses may cover more than one theme

Additional Consultation with the users of DWICA

Interviews were held with members of the bowling club where 21 members participated in a workshop on 26 October 2011. Below is a summary of some of the comments made:

We have nowhere else to go. We come an socialise and use the service for funerals, parties, playing dominoes, engaging with other cities, people from other communities, birthday parties, anniversaries. Not being able to access or use this service would result in a big impact on us all.

We find the service more accessible culturally to us. We experience a better understanding in meeting our cultural needs here than we would find anywhere else. The service here fills a gap in local provision. Nowhere else provides this service. It enhances our social life, enabling us to socialise with others, exchange information and views, helps in both family and home life, accessing the service provides a family, work and social balance.

We experience stress relief through the various activities.

How participants would improve services

Funding is essential and members wouldn't be able to fund DWICA any more than we already do through membership fees and supporting the various activities put on. However, we would like to have more social evening, training for young people, computer classes, adult classes and re-introducing training services which we had before the original funding came to an end.

We need more helpers. We want more engagement with young people and we want to become more accessible and attractive to younger people. Greater involvement with other sections of the West Indian community. We want programmes that are more relevant and attractive. We need skilled volunteers –people who will volunteer their services to DWICA.

The centre needs to be open 7 days a week. We need more games/activities. We need to engage younger people. We want to set-up a social club for the young people. We want more music, games, health education, financial advice, computer learning suite, and cheaper internet access, hot meals at a cheaper price and presenters and advisors visiting regularly

Impact of not having this service

We would have nowhere else to go. We would probably have to go to other community centres that are not able to cater for our needs or provide for us. Other people are unable to provide the service for us voluntarily. Services such as immigration needs, passport services, help with legal documents, signposting and so on.

We wouldn't have the political representation that we have now. Not having a centre would not be good for the community – it is necessary as a focal point.

It would be like losing a limb; the community spirit would be broken. The centre and having access to it via the services of a caretaker is both necessary and important for the community for its social engagement. Many of the elderly have been using this centre regularly for many years. Over the years this is the only West Indian organisation that still remains available in the city and it is still frequented by the WI community.

Additional comments

DWICA needs a youth workers and health and wellbeing worker to maintain the necessary services.

DWICA needs to carryout an internal consultation.

The proposal to withdraw funding needs reconsidering. The centre needs to be opened daily for the elderly. Partnership working is essential to meet the needs of younger people and young people

2.3.9 Derby Wheel Blazers

Brief summary of service provided

Access to sporting activities for disabled people

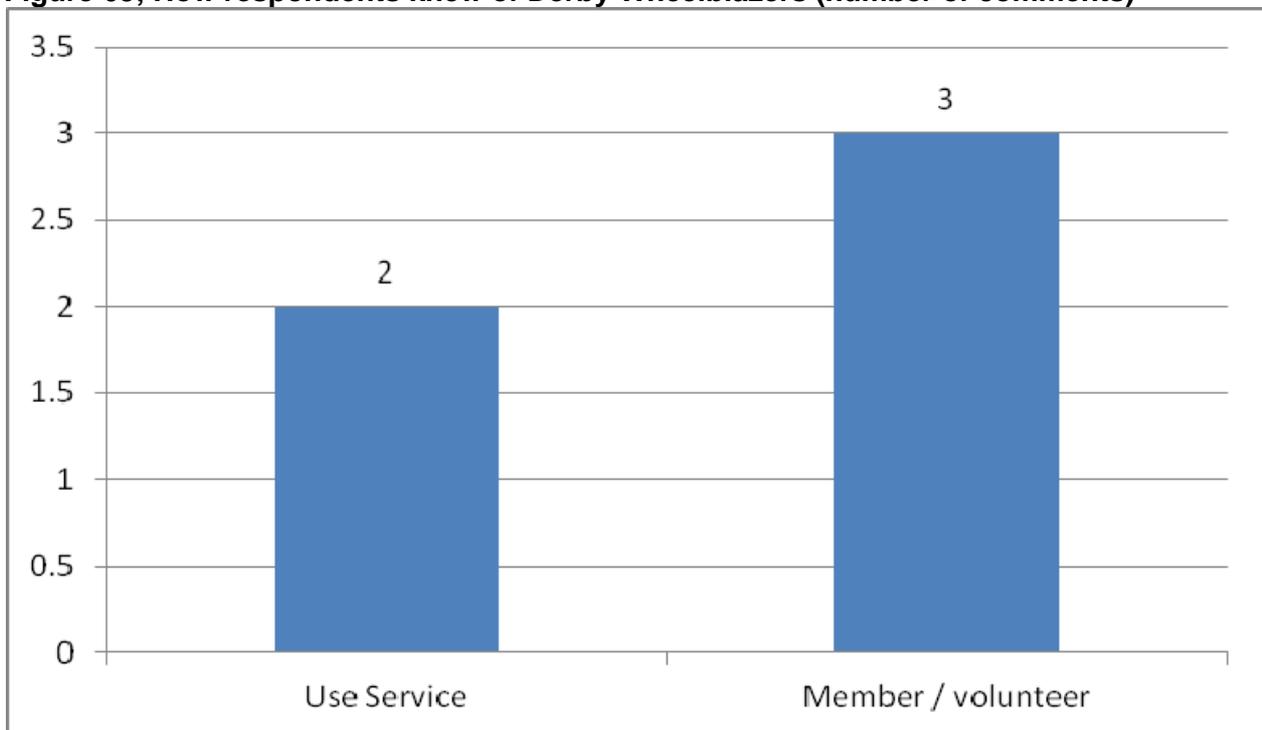
Information provided by organisation

Derby Wheel Blazers did not complete an organisation survey

Results from the User Survey

5 users of Derby Wheelblazers responded to the survey

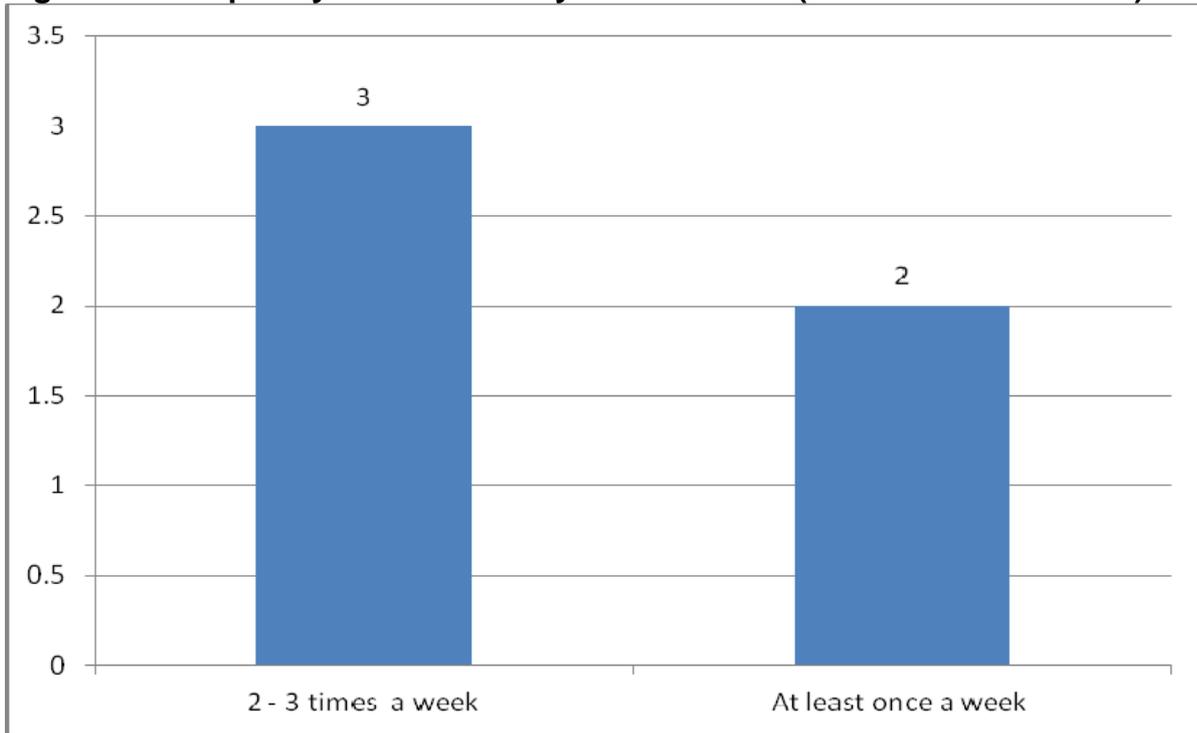
Figure 63; How respondents knew of Derby Wheelblazers (number of comments)



Source User Survey, responses may cover more than one theme

All of the responses use Derby Wheel Blazers at least once a week (see figure 64)

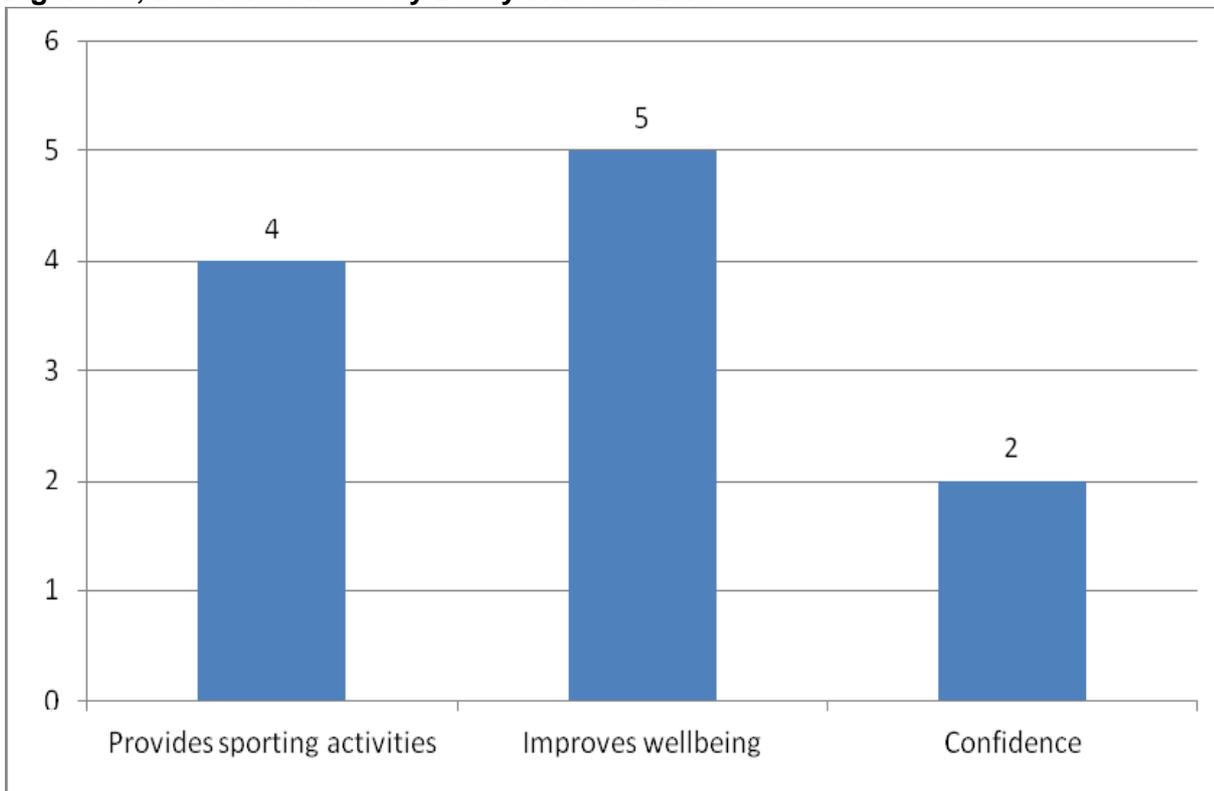
Figure 64: Frequency of use of Derby Wheelblazers (number of comments)



Source User Survey, responses may cover more than one theme

In addition to its role in providing sporting activities (see figure 64 below) Respondents stressed the importance of Derby Wheel Blazers in improving wellbeing and confidence.

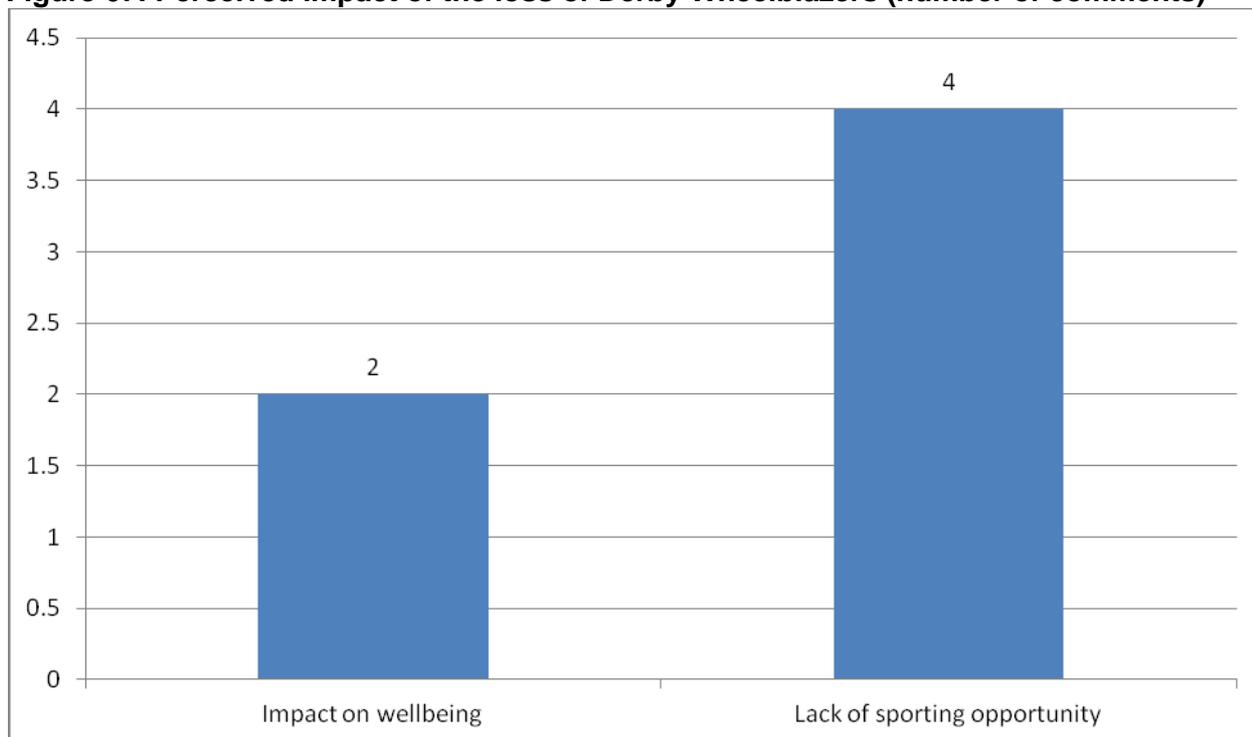
Figure 65; Difference made by Derby Wheelblazers



Source User Survey, responses may cover more than one theme

The main impact of the potential loss of Derby Wheelblazers activity according to respondents will be the lack of appropriate sporting activities.

Figure 67: Perceived impact of the loss of Derby Wheelblazers (number of comments)



Source User Survey, responses may cover more than one theme

Only two other comments were made by respondents.....

You need to look at what are the alternatives. If the wheelchair basket ball club stopped, what alternatives are there for wheelchair users to be active, be able to get together as equals, to not be ashamed of who or what they are but to be proud and positive. Derby has very little to offer as an alternative. That is why I believe in this club and what they are doing. I often get information for college courses through the post. Why do you not include sporting clubs in this information? Why do you not mark the activities as being suitable for disabled people? I find this discriminatory to be honest with you. Please be fair in the allocation of funding for disabled people and people that have a lesser skill level. Its not all about wining meddles in the Olympics but providing stress relief, increased fitness and the chance to socialise and be yourself. Isn't that just as important?

I believe Wheelblazers offers a great service to disabled adults and children at many levels i.e. social, sporting, self confidence, etc. I am not aware of anything similar in Derby or the surrounding area. To see how many diversified people's lives it touches may I suggest the Council come and see for themselves what a good service is being provided by this club.

2.3.10 Derby Women's Centre (DWC)

Brief summary of service provided

Provides a range of services including pregnancy testing, training, support groups and information and advice for women of all ages in Derby

Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

Derby Women's Centre (DWC) offers services that are otherwise hard to access such as counselling, pregnancy testing, complementary therapies or legal advice. The counselling service is oversubscribed, with GPs making up 23% of the referral rate

b) Other benefits / achievements organisation offers

A track record of helping vulnerable women in Derby and Derbyshire access support and services for over 30 years; In 3 years the counselling service has supported 50 trainees in fields such as counselling, psychotherapy and art therapy; Annual referral rate of over 150 clients with 23% by GP referral with 97% of clients reporting improvement in coping and 99% finding the Centre safe

c) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- The organisation will cease to exist
- Projects will be cut / reduced
- Funding will need to be sourced elsewhere
- Paid posts will be reduced / cut
- New initiatives will be stopped

The potential impact of the decision could result in the loss of the buildings and a weakening of the core staff that enable the principal services such as counselling to operate.

d) Contingency plans to help with the potential withdrawal of funding

Derby Women's Centre is currently looking into a range of funding revenues, including procurement and trading on the open market, and has enlisted the support of people with experience in this field

e) Group/s which could be affected

Older People
Disabled people
Women
Children aged 15 or under
Minority ethnic communities
Faith communities

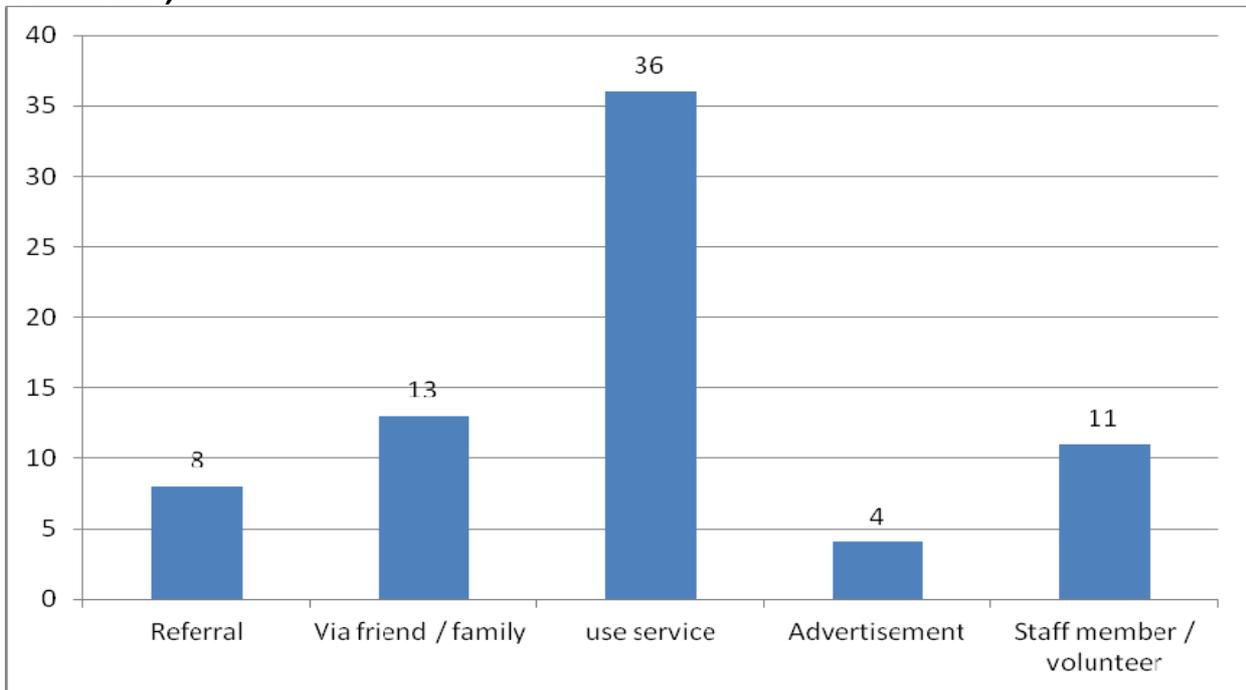
f) Geographical area in the city which may be adversely effected

women mostly attend from Normanton and Littleover, followed by Alvaston and Allenton, then Mackworth and Allestree.

Results from the User Survey

73 users of Derby Women's Centre responded to the user survey. Most respondents identified using the services of the Women's Centre (36 comments) as how they knew of the organisation.

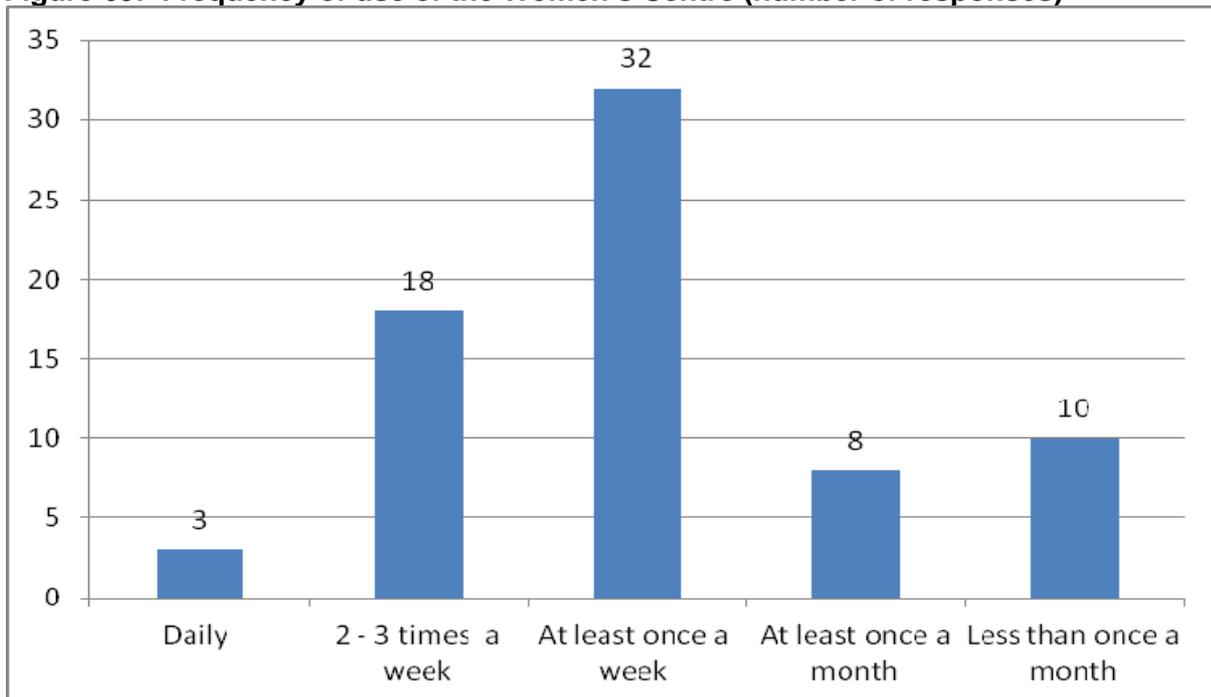
Figure 68: How respondents know of Derby Women's Centre (number of comments)



Source User Survey, responses may cover more than one theme

Most respondents (53) use the Women's Centre at least once a week.

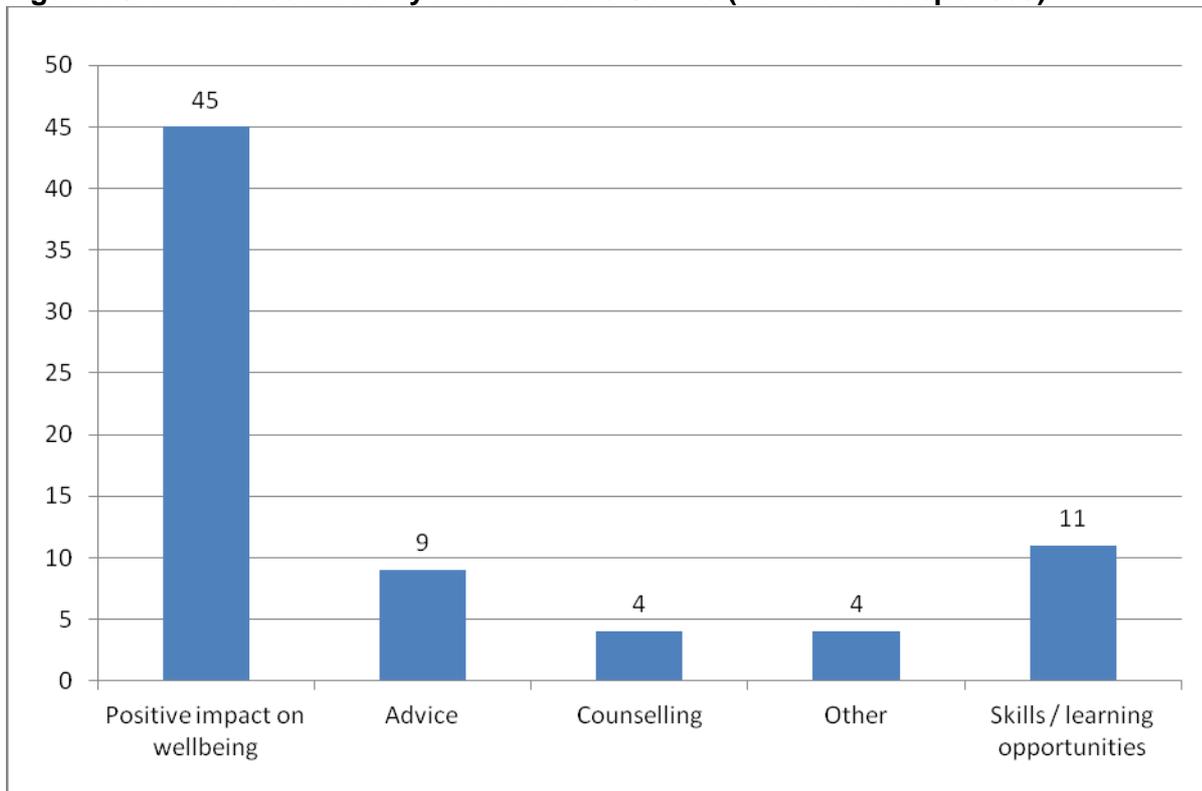
Figure 69: Frequency of use of the Women's Centre (number of responses)



Source User Survey, responses may cover more than one theme

When analysed, 45 comments were that the Women's Centre makes a difference by having a positive impact on personal wellbeing.

Figure 70: Difference made by the Women's Centre (number of responses)



Source User Survey, responses may cover more than one theme

Comments include....

It helps me to interact with people. I am homeless or at least I was until 3 weeks ago. I cannot read or write and the staff have encouraged me to attend basic numeracy and literacy classes.

Huge difference to know that my friends and many other women are getting the support, friendship and self confidence to lead a meaningful life in which they can contribute to society.

*Gives me a chance to meet new people, build my confidence, helps control depression
Has made a big difference to my self esteem*

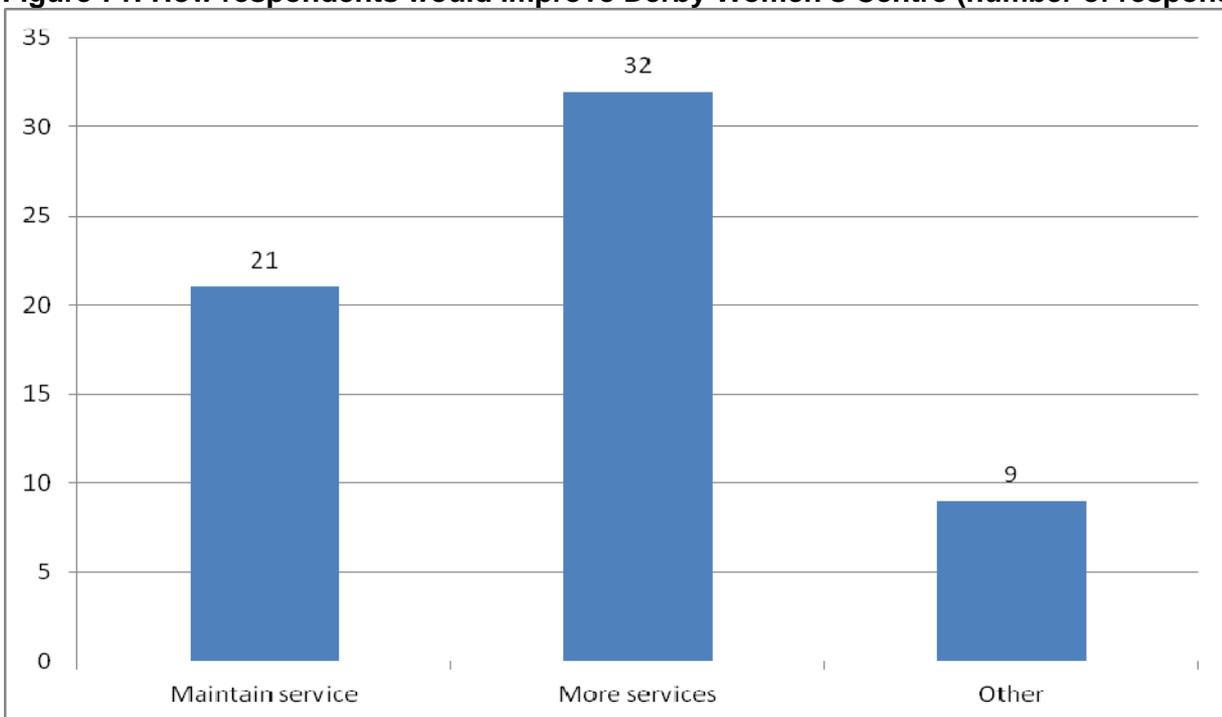
Give you something to look forward to, treated with respect. It's a place where you feel safe, and can be who you want to be. I can't say enough how my life has changed for the better. If it wasn't for the women's centre I don't know if I would still be here

The wordle below shows the most frequent words used to describe the benefit of Derby Women’s Centre.



The most frequent comment received in response to how respondents would improve the Women’s Centre was for the Centre to provide more services.

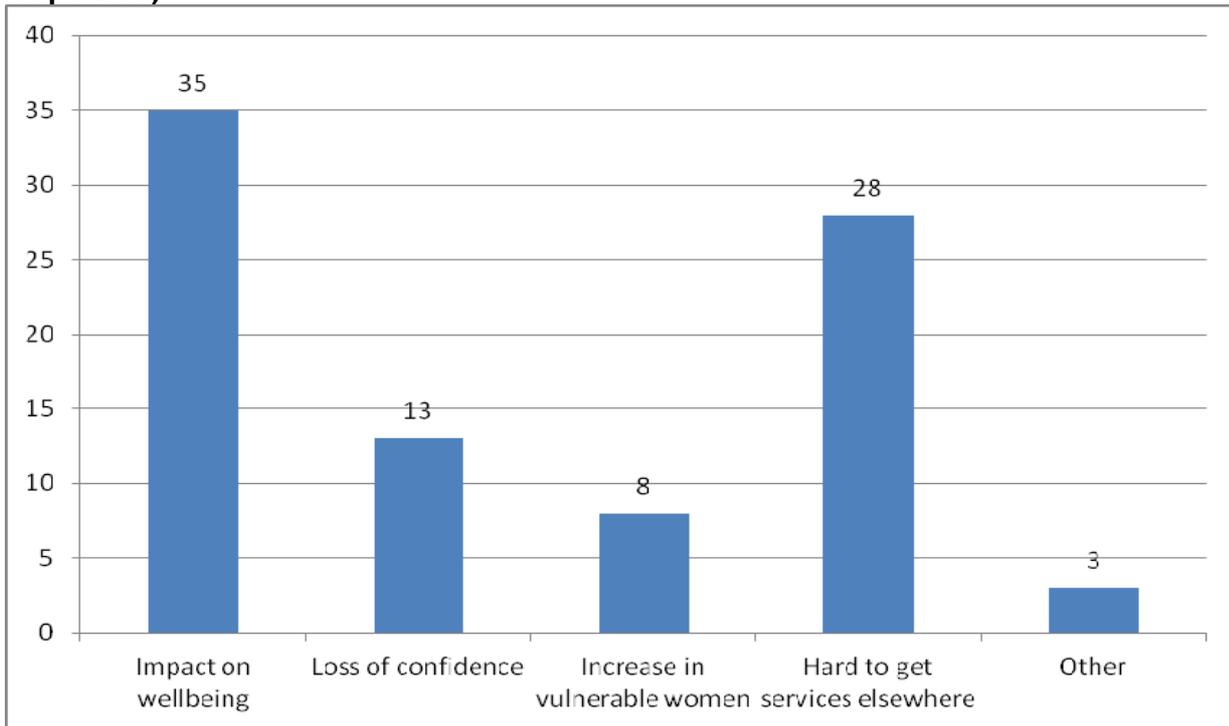
Figure 71: How respondents would improve Derby Women’s Centre (number of responses)



Source User Survey, responses may cover more than one theme

Users of Derby Women’s Centre feel that its potential loss would impact on personal wellbeing (35 respondents) and that finding services elsewhere will be difficult (28 comments)

Figure 72: Perceived impact of the loss of the services of the Women’s Centre (number of responses)



Source User Survey, responses may cover more than one theme

Typical comments are....

Immense. No access to domestic violence services, no counselling services, no emotional well-being courses, no Arts and Crafts courses, no supportive legal and supportive services, no female-friendly and supportive environment for vulnerable women at risk of domestic violence or vulnerable in other ways.

For me this has proved a catch net over the years. It would be a huge loss.

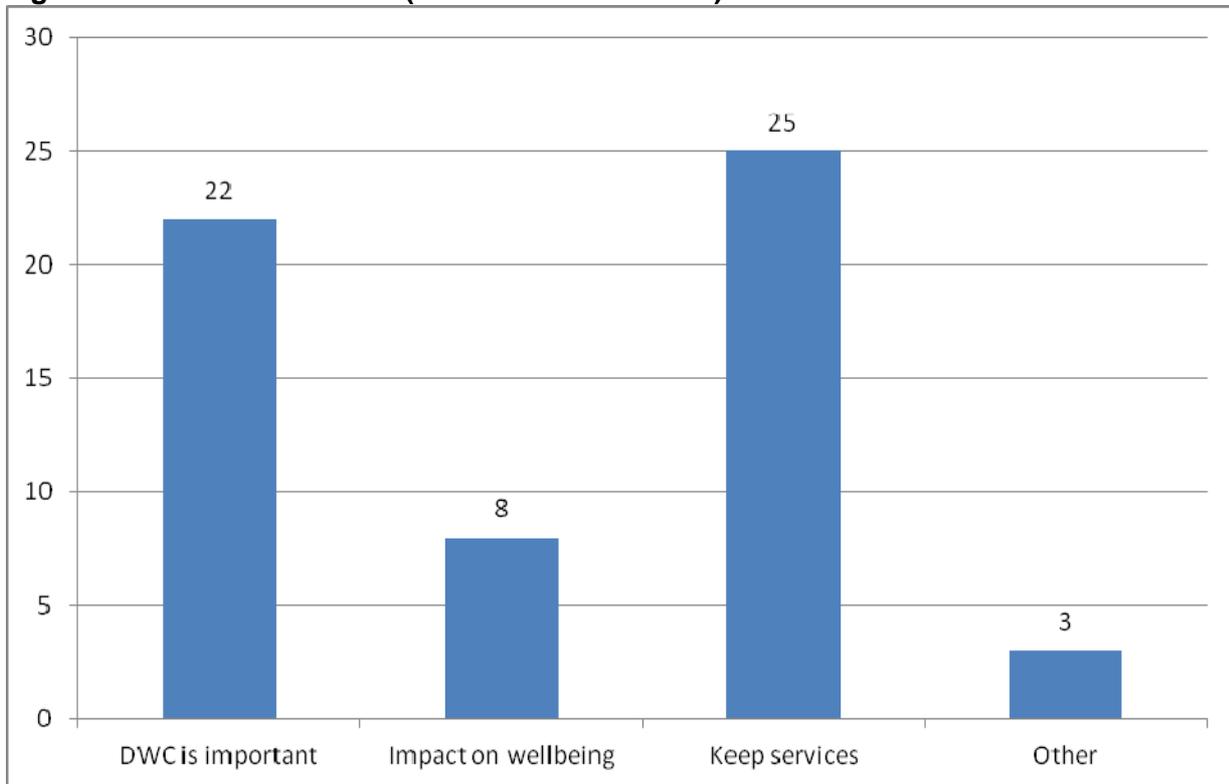
It would have a great impact on me if the women's centre closed. I would have no support, no counselling, no where to provide relaxation therapies or friendly, relaxed atmosphere. It would affect a lot of women, myself included. I am upset, very disappointed that my counselling is ending due to the cuts of the centre. I am worried I will deteriorate as I was building a professional relationship with my counsellor, and trust. It is a shame that the service is now ending due to cuts.

The wordle below shows the most frequent words used to describe the impact of the potential loss of the Derby Women’s Centre.



Other comments made by the users of Derby Women’s Centre focused on the need to keep services (25 comments) and that Derby Women’s Centre provides an important service to women in Derby (22 comments)

Figure 73: Other comments (number of comments)



Source User Survey, responses may cover more than one theme

2.3.11 Indian Community Centre

Brief summary of service provided

Lunch club for older Indian men

Information provided by organisation

The Indian community centre did not complete an organisation survey

Results from the User Survey

No users of the Indian community centre completed a user survey

2.3.12 *PARC Play and Recycling Centre*

Brief summary of service provided

Creative Arts recycling project including office furniture and re-paint scheme

Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

PARC currently have 19 core volunteers that support Play and Recycling Centre on a weekly basis completing tasks such as collection, sorting, packaging, administration, and driving and customer service duties. They offer work placements and temporary volunteering opportunities to people living in the city, including those with additional needs. They have 61 family memberships for the scrapstore and 187 families who have registered to use the paint scheme in the last financial year. 1396 litres of paint has been collected by 357 registered paint users of which 109 were council tenants. The scrapstore has membership 186 groups that include schools, children centres, statutory groups as well as uniformed and voluntary groups. Groups access materials for creative play and educational resources.

b) Other benefits / achievements organisation offers

PARC have been working in partnership with other members of the Play Partnership which secured funding to improve several play areas across the city. The partnership secured funding to deliver after school activities for disabled children, the improvements to Chaddesden park water feature and the purchase of a mobile climbing wall and funding for some play workers.

They have collected 2958 litres of paint from the civic community waste site at Raynesway which is classed as hazard waste and redistributed this to groups and individual in social need. They feel they are reducing the City's carbon foot print by recycling materials marked for land fill.

c) Plans to reshape / develop your service

Through the city council funding, PARC had planned to secure the salaries for three members of staff, our centre coordinator, our paint controller and a new post of volunteer coordinator. Each member has a specific area to develop and improve and with the three years of funding the emphasis would be on developing the service not completing application forms for the next round of funding

d) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- The organisation will cease to exist
- Projects will be cut / reduced
- Funding will need to be sourced elsewhere
- Paid posts will be reduced / cut
- New initiatives will be stopped
- Other*

*Funding cuts will not close us straight away however if other funding is not found we may have no choice to close in the long term.

e) Contingency plans to help with the potential withdrawal of funding

PARC state that if they do not receive funding they will reduce their services, reduce opening hours and reduce manpower by cutting both voluntary and paid staff. This PARC feel will cause the loss of key staff members and core volunteers. Membership and fees will have to be increased but this may cause cancellation of membership if we had to cut opening hours.

f) Group/s which could be affected

- Disabled people
- Children aged 15 or under
- Young people aged 16 to 24
- Disabled People
- Minority ethnic communities
- Faith communities
- New and emerging communities

g) Additional Comments

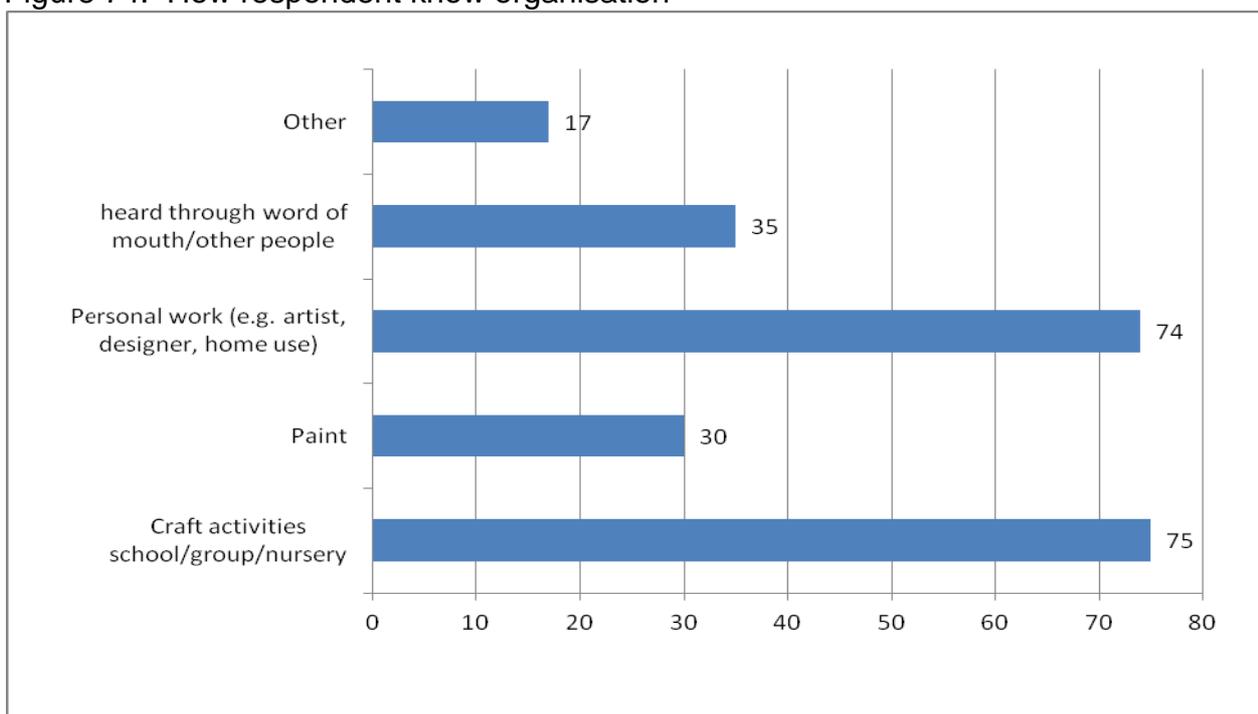
With the reduction of opening hours and the possibility of price increases for members, users and visitors PARC fear that current users will start to stop using their services and if they are unable to secure other funding PARC will have no choice but to close

Results from the User Survey

182 users of PARC responded to the user survey.

Most know of PARC through personal (74 comments) or organisational (75 comments) use of their service

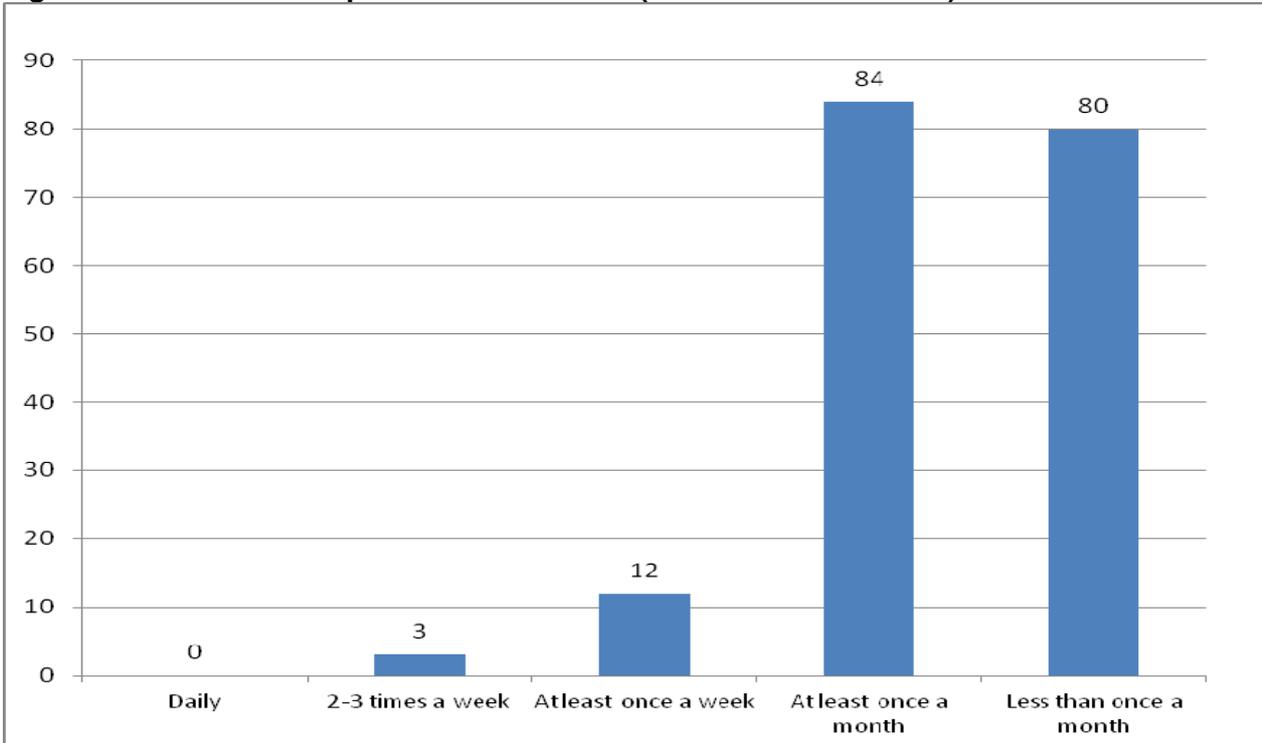
Figure 74: How respondent know organisation



Source User Survey, responses may cover more than one theme

Few respondents used PARC more than once a week (15 comments) most used their service at least once a month (84 comments) or less (80 comments)

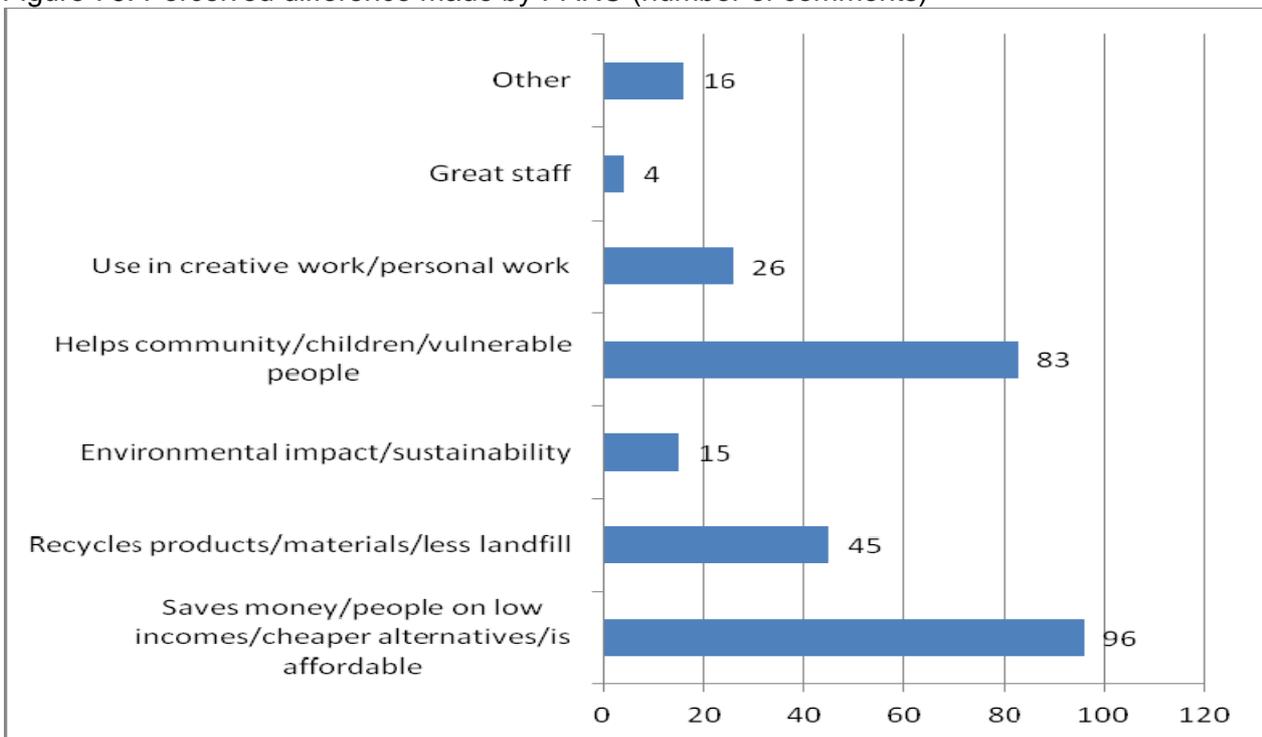
Figure 75: How often respondents use PARC (number of comments)



Source User Survey, responses may cover more than one theme

PARC is seen as supporting Art in the City, particularly amongst vulnerable groups, by providing affordable materials.

Figure 76: Perceived difference made by PARC (number of comments)



Source User Survey, responses may cover more than one theme

Comments included.....

I work for a mental health charity in Derby. PARC enables us to get a low price and interesting range of materials to run therapeutic art groups for adults experiencing mental illness. A lot of people benefit from this resource - Rethink Steps has currently worked with over 500 people in the city and PARC enables us to keep the projects cost-effective and creative

We are a very small rural charity & the PARC facility helps us to used recycled goods & donated paints and therefore reduce our outlay on purchasing these items.

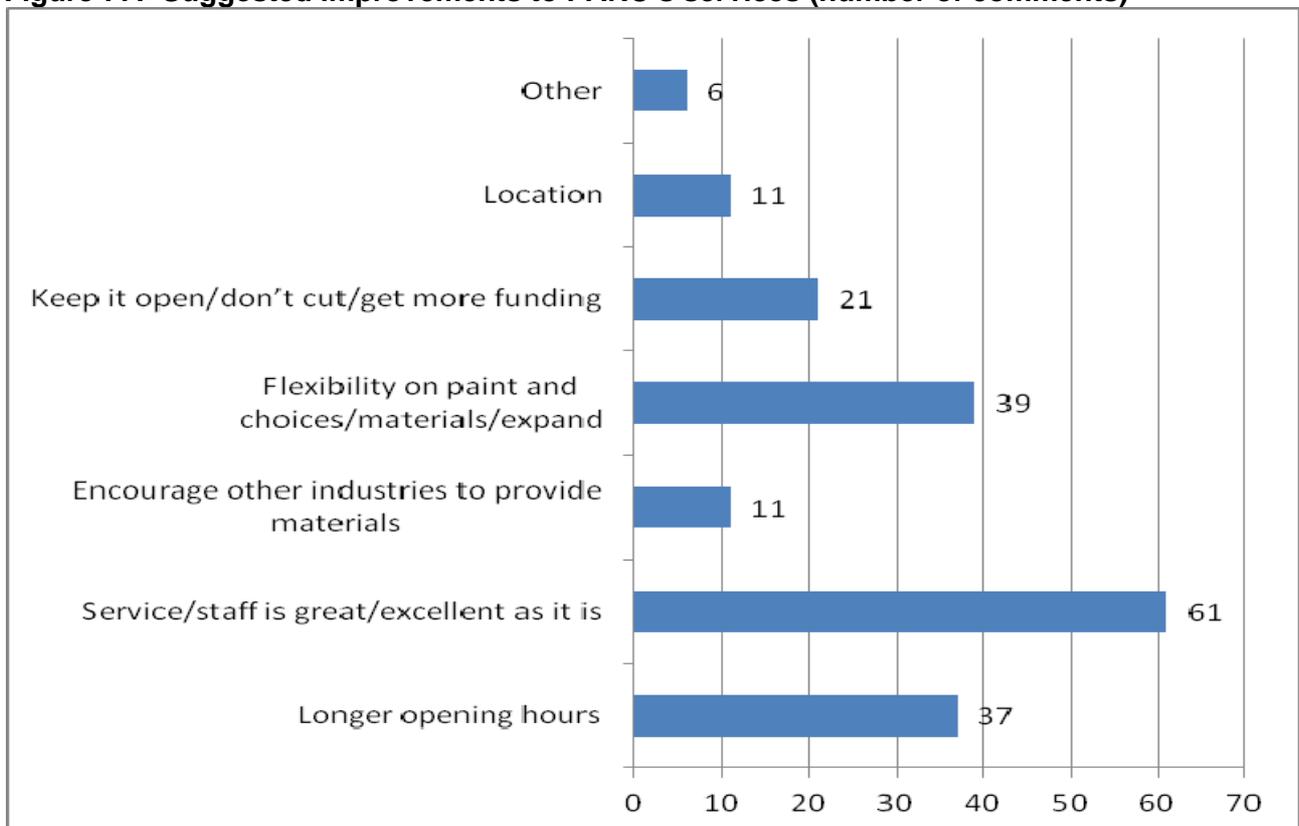
It allows money to be saved on purchasing materials for junk modelling which means we can spend more money on other resources within the nursery and helps the nursery to maintain a budget but be able to meet the needs of our children and parents.

The paint store has enabled me and my family to decorate several rooms in our house, without access to affordable paint, this wouldn't have been possible during a very difficult period in our lives.

It allows pre-school children and their parents to enjoy a wide range of craft projects without the group being crippled for finance. The amount of creative activity run at the church toddler group and other youth groups would suffer.

When asked how they would improve PARC's services, most respondents said it should remain as it is (61 comments)

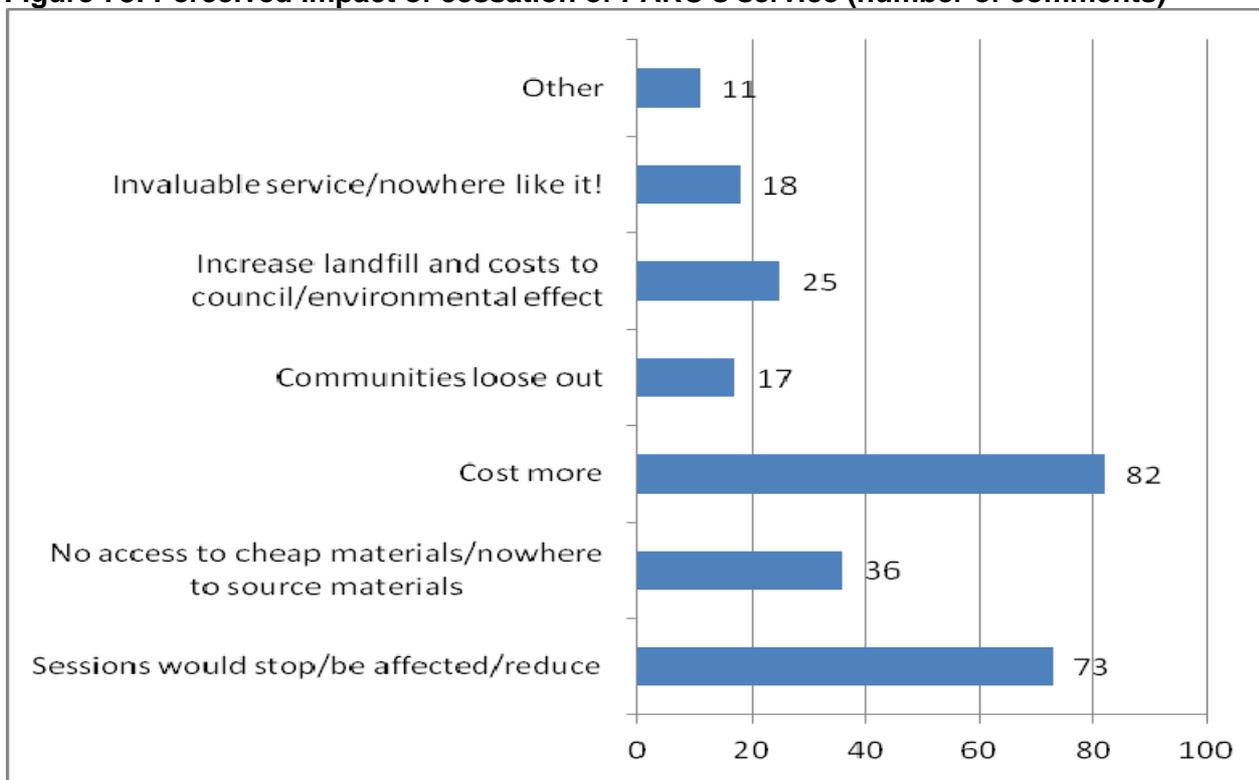
Figure 77: Suggested improvements to PARC's services (number of comments)



Source User Survey, responses may cover more than one theme

The loss of PARC will according to respondents, have a knock on effect for organisations in the City providing art and craft activities, some would have to cease activities (73 comments), whilst for others (82 comments) sessions would cost more to run

Figure 78: Perceived impact of cessation of PARC’s service (number of comments)



Source User Survey, responses may cover more than one theme

Typical of the comments made were....

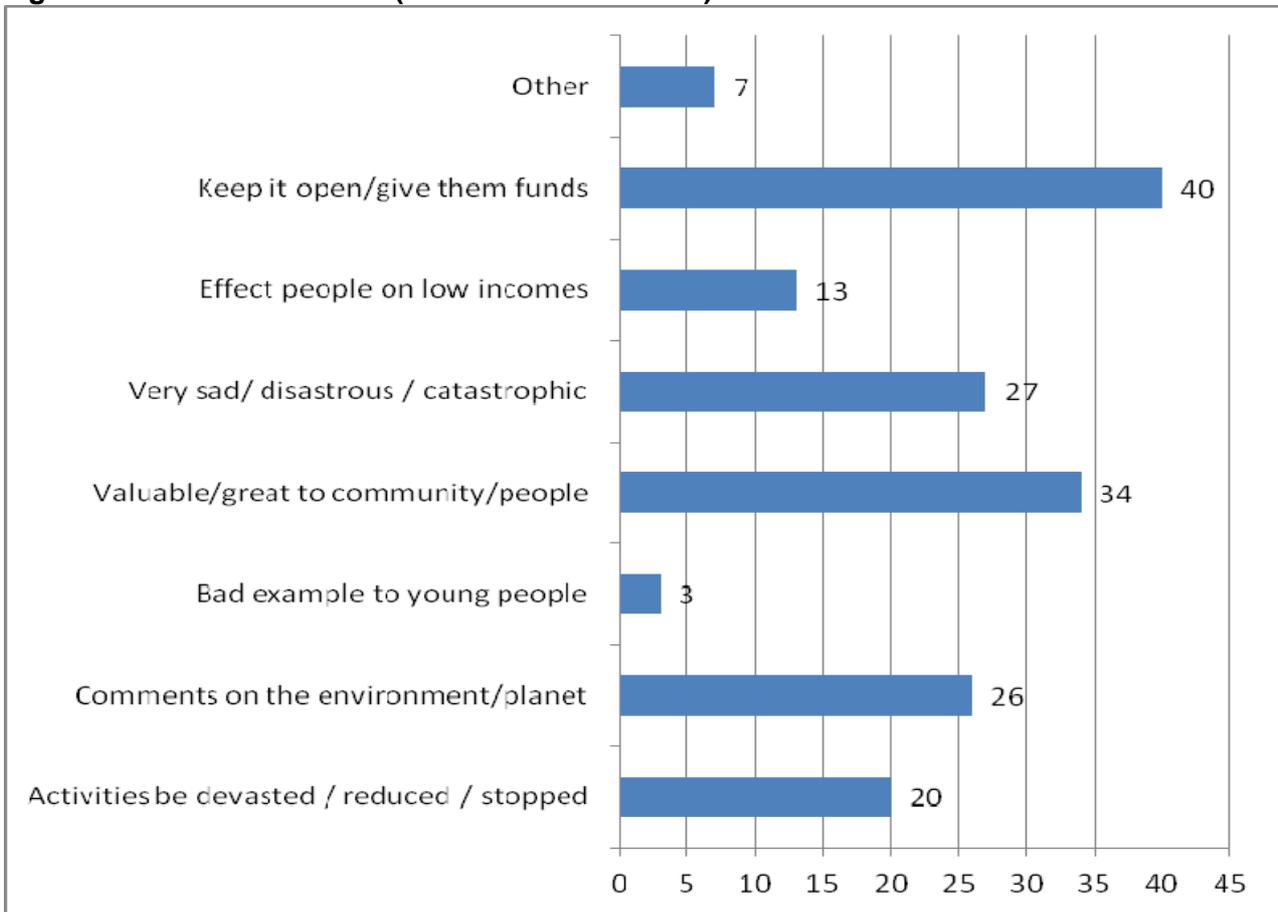
It would be virtually impossible to save enough recycled items to use with a group of children in the same way.

I dread to think, at the moment it gives my children the chance to express themselves artistically through the supplies we pick up and use creatively. To take that away would be a massive drain, particularly for my daughter who learns through practical application rather than words on a page. We even utilise the supplies in activities such as reading (by the creation of word cards etc). I simply could not afford to enrich their learning so successfully if I had to source the same quality and quantity of supplies from external profit making companies.

It would have an impact on how much creative work we would be able to deliver. It would have a knock-on effect to users of our service if they started having to pay towards materials so we could cover higher costs.

When asked for any other comments, respondents stressed how important they felt PARC was and that funding should be maintained

Figure 79: Other comments (number of comments)



Source User Survey, responses may cover more than one theme

2.3.13 *Relate Derby and Southern Derbyshire*

Brief summary of service provided

Provides a range of counselling services for couples and individuals including telephone counselling, psychosexual therapy, family, contract counselling and a telephone helpline.

Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

Relate enables people to speak to a specialist trained and experienced Relate counsellor - who is specifically skilled in dealing with relationship issues but also, depending on the focus of the work, specifically trained to provide counselling for families, couples, individuals, children and young people. Relate is the only organisation that trains counsellors (via the Relate Institute) in couple work. Derby Relate additionally offers specialist support for those affected by Asperger's Syndrome (AS a form of Autistic Spectrum Disorder) and are the only Relate / counselling service in England and Wales to offer this specialist AS support in a face to face counselling format and through their telephone helpline.

87% of service users report that counselling has helped them manage their situation more effectively. 67% of clients who responded reported they feel safer after counselling, 78% reported that their physical health had improved since attending counselling, and 89% reported that they felt more able to deal with the future post counselling

b) Other benefits / achievements organisation offers

Relate sees a number of people from the LGBT community. They report to Relate how much they value accessing specialist relationship counselling that understands issues and is accessible and welcoming. For many of these service users they report that they feel unable to use other agencies because they do not feel they are as confidential and perceive they do not understand their relationship issues and how best to help support them

c) Plans to reshape / develop your service

Relate are currently training 13 of our counsellors so we can start to deliver email / text and LiveChat counselling. We are also going to pilot webcam counselling with other Relate Centres around the country

The result of losing the Derby City grant will mean a reduction in service offered to the people of Derby; despite the demand for our service being 20% up on the same time last year.

d) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- The organisation will cease to exist
- Projects will be cut / reduced
- Funding will need to be sourced elsewhere
- Paid posts will be reduced / cut
- New initiatives will be stopped
- Other *

*In the short to medium term we shall have to set a fixed minimum payment for all clients that use our Relate Derby Centre - this will stop many people accessing services as they will be unable to afford to pay

e) Contingency plans to help with the potential withdrawal of funding

Relate have restructured over the last 8 months due to the huge reduction in commissioned services from Derbyshire County Council and Derby City. This has meant that their young people's service (Safe Speak) in particular is delivering less than half the service that it did in the previous year and they have had to make many redundancies. As an organisation Relate feel they have taken on board the need to change and develop but that does not resolve the fact for Relate that the poor and disadvantaged in our community need free/low cost access to service - and that should be funded so that they are not disadvantaged and excluded. The withdrawal of funding will mean Relate will have to turn people away, make redundancies and reduce overall access to a more limited service.

f) Group/s which could be affected

- Older People
- Disabled people
- Women
- Men
- Children aged 15 or under
- Young people aged 16 to 24
- Disabled People
- Minority ethnic communities
- Lesbian, gay, bisexual or transgender people
- New and emerging communities

g) Geographical area in the city which may be adversely effected

Relate do not focus geographically and feel that relationship problems affect people from all areas of the city and sectors of society

h) Additional Comments

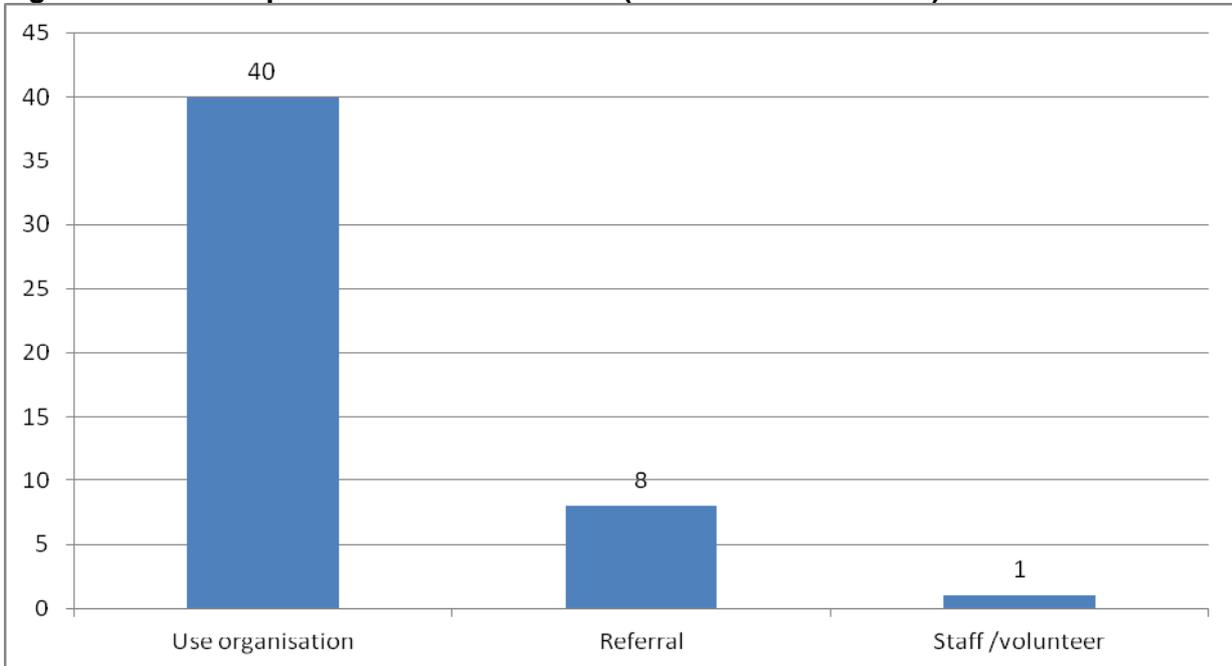
According to Relate many client groups are often in receipt of benefits, have little or no access to independent means or are on low incomes and have difficulty paying the full cost of their counselling. These are the people who are going to be most affected by this grant cut. At present Relate offers the service to everyone regardless of their ability to pay. Relate could not continue to offer a service to people at this sort of level without the Derby City grant. The result will be that they cannot access the service and there is no other relationship /family specialist counselling support available.

Results from the User Survey

51 users of Relate completed the user survey

The majority of respondents (40) knew of Relate through their use of the organisation.

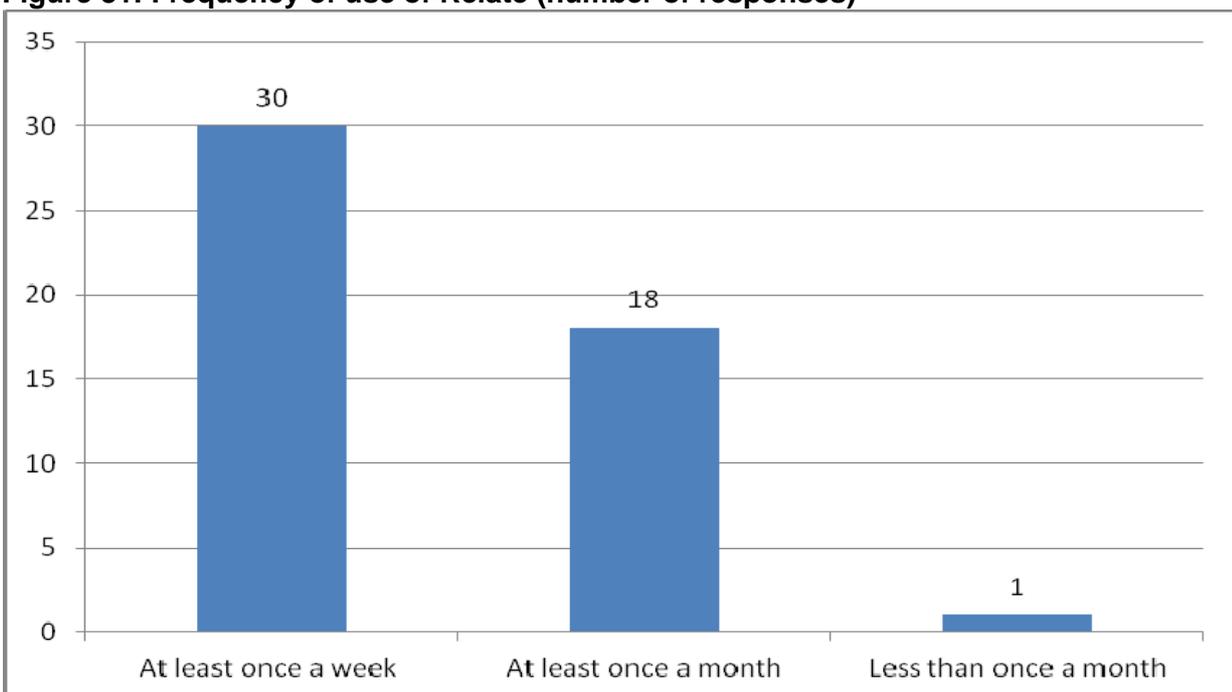
Figure 80: How respondents knew of Relate (number of comments)



Source User Survey, responses may cover more than one theme

Most respondents (48) use Relate more than once a month (30 once a week and 18 at least once a month)

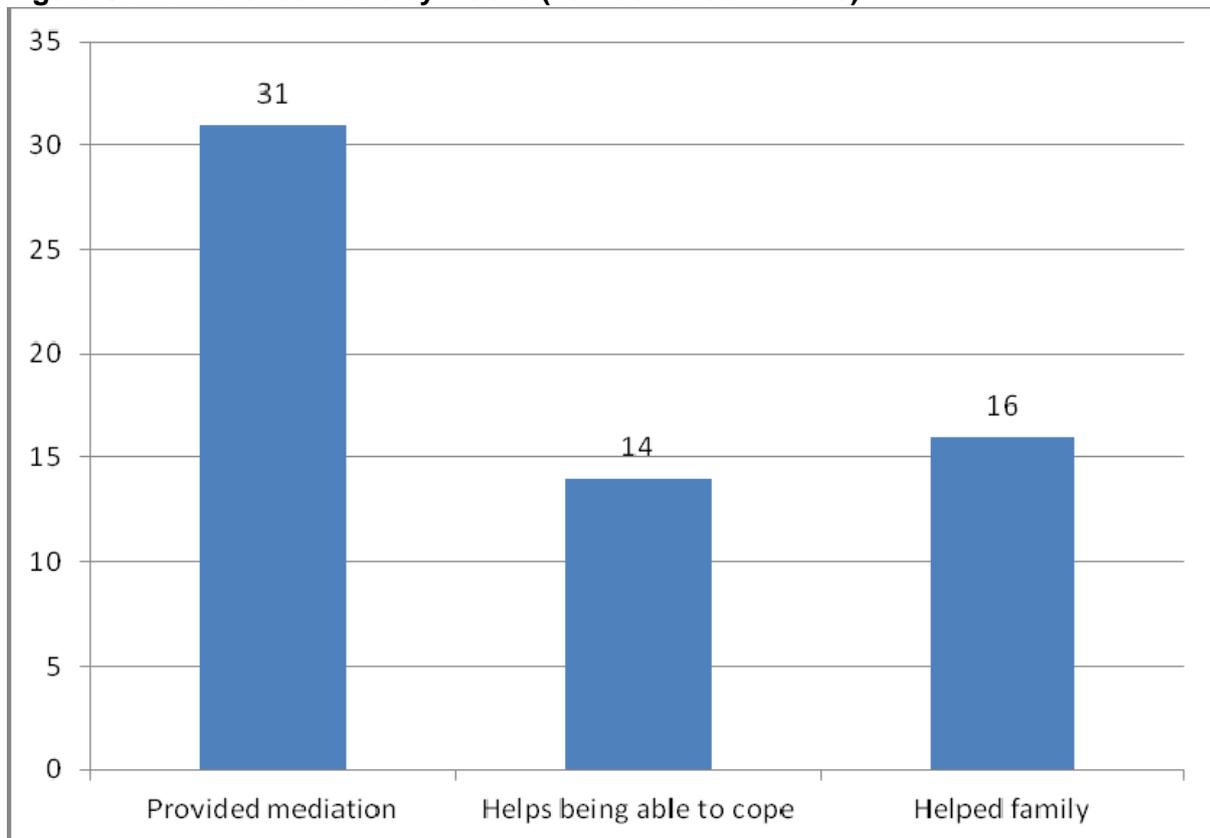
Figure 81: Frequency of use of Relate (number of responses)



Source User Survey, responses may cover more than one theme

Users feel that the difference Relate has made is mediation (31), helping their family (16) and help in being able to cope (14 comments)

Figure 82: Difference made by Relate (number of comments)



Source User Survey, responses may cover more than one theme

Comments included

It acts as invaluable mediation between my partner and myself to resolve relationship issues, that have troubled us for many years now.

We sorted our relationship difficulties and resolved issues with our children. This has helped the whole family. We are happier, more able to talk without shouting, health has improved and I can concentrate on things better.

It has helped our family hugely. We have 4 children. One has Asperger's Syndrome and the other has autism. This puts a big strain on us as a family and me and my husband. The family counselling has helped us cope so much better as parents. As a couple it has brought us much closer together. We work as a team and talk to each other more. It has kept our family together. When things are really bad I can call relates helpline which has also been a godsend. We felt so alone and trying to muddle through. Now we feel as we are doing well. Most of the time at least.

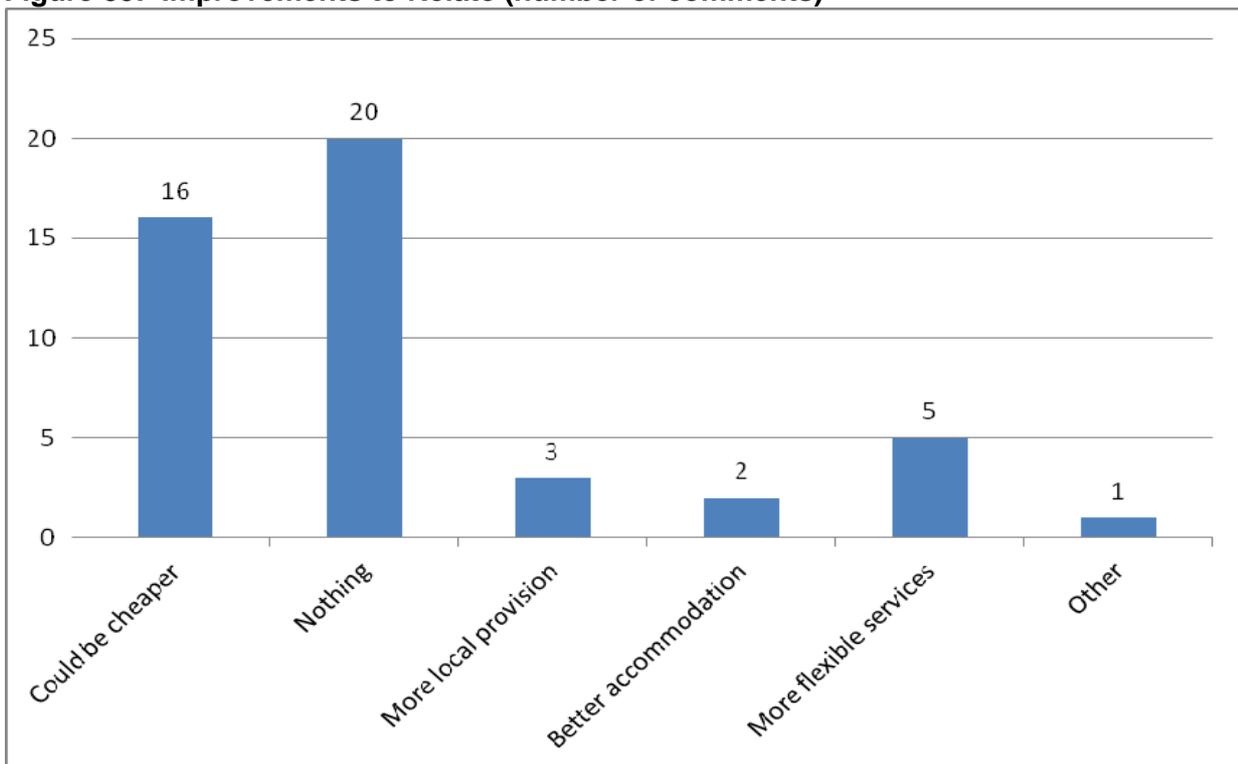
It gave the strength and confidence to leave an abuse relationship for my safety that of my children.

The wordle below shows the words most commonly used to describe the difference made by Relate.....



When asked how they would improve Relate’s services, 20 comments said they would change nothing and 16 comments mentioned the expense of using Relate.

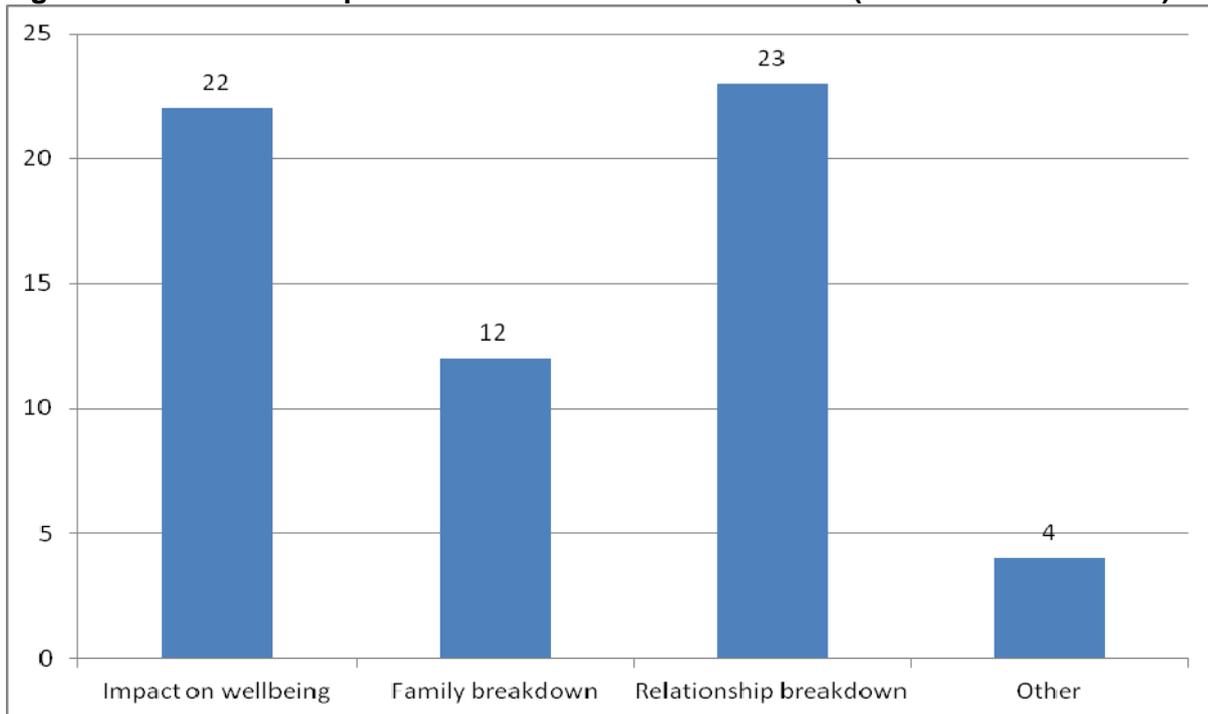
Figure 83: Improvements to Relate (number of comments)



Source User Survey, responses may cover more than one theme

Some strongly expressed responses were given in response to what would happen if Relate’s services were lost. 23 comments were around their relationship breaking down and 22 comments highlighted an impact on personal wellbeing.

Figure 84: Perceived impact of the loss of Relate’s services (number of comments)



Source User Survey, responses may cover more than one theme

Typical of these comments were....

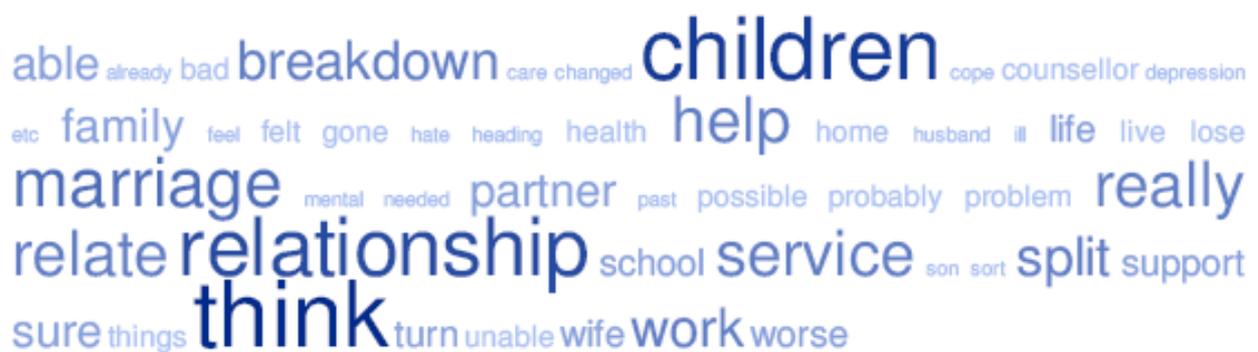
Relationship split. Lose home, mental health deterioration. Lose a "carer". Be unable to afford to live

Marriage over. Devastating the lives of my two children and respective family.

No support, perhaps unable to cope at all.

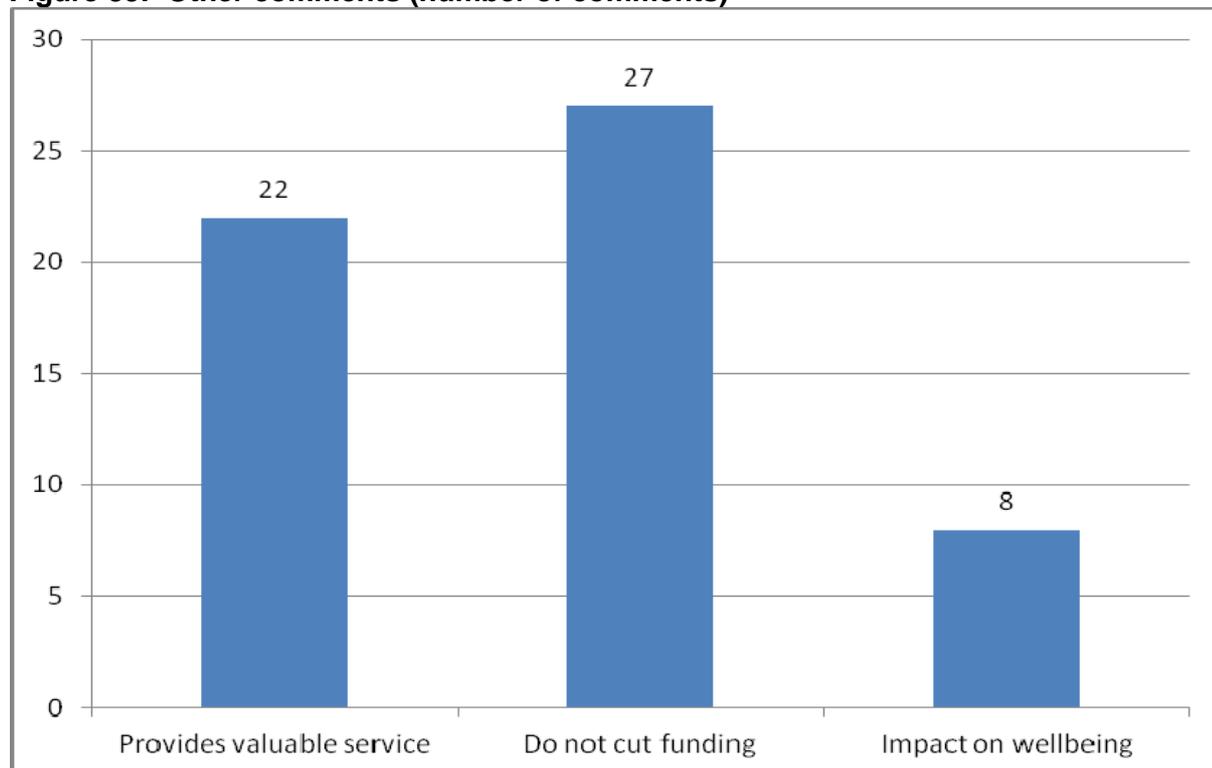
I took an overdose some time ago - I think without my counsellors support I would have done so again; and maybe successfully. Either that or I would have been harmed by my partner who was violent to me when we were in our relationship.

The wordle below shows the most frequently used words to describe the impact of the loss of Relate’s services.



Other comments made regarding Relate were preserving existing funding levels (27 comments) and Relate providing a valuable service (22 comments)

Figure 85: Other comments (number of comments)



Source User Survey, responses may cover more than one theme

Additional consultation with Relate

A meeting was held with key stakeholders (rather than users) of relate. The quotes summarise the main themes of the discussion

What Difference does the service make?

Service supports equalities and has a positive impact on impact the wider community. The service provides a consistent long term support for family life, but it is difficult to quantify long term impact.

Positive impact on maintaining families. Reduces children going into care, supports families to be stronger, less risk of using other services.

A free/subsidised service means that the service is more accessible to the community, low income and disability groups. For example there is a lot of work with families where one part is caring for the other or for older people. They have seen a rise in the use by BME, particularly Asian communities and LGBT families.

How would you improve the service?

Planning to develop their online services. I-chat an online low cost service, I-relate a pilot project for young people – live text based chat.

They are exploring alternatives to only using highly trained staff, eg relationship counselling.

Additional comments?

Over the next year the group will be developing the way the it gathers feedback from users and stakeholders.

Referral data only provides part of the picture with referrals from Adults Social Care, Children's Social Care, GP's and schools.

Always give priority to Domestic violence and suicide attempts – often linked to Derby Royal referrals.

Project with family justice centre coming to an end (Lloyds Trust funding) good connections with other services, e.g. Derby Rape Crisis

Nationally demand for Relate services has decreased. This is not the case locally, due to the wide range of services that they offer, autism/Asperger's, family work, 5+ family counselling.

Relate has already lost £220, 000 this year due to less purchasing from schools and other YP services. Have received transition funding which is being used to develop data collection, improve services (no engaged tones or long waits when people call)

Have cut costs where we can, e.g. volunteers on reception

2.3.14 Simran Group

Brief summary of service provided

Asian women's social group

Information provided by organisation

Simran did not complete an organisational survey

Results from the User Survey

No results on the Simran group were made to the user survey

A workshop was held with 16 members of the Simran Group on 16 December 2012.

a) What difference does the service make

We all feel happy; we can share problems with each other.

We have a central meeting place we can all go to. We can meet and agree to visit town, cinema or outing.

We really enjoy coming together away from the problems, we look forward to meeting here as we can't talk at the Temple.

b) How would you improve the service?

We need continuous funding for this group.

We would need to have more outings as this is good for our mental health and well-being.

Our children have their own activities and we need our own but need funding. We need funding that is flexible for us to use according to our needs, obviously it would need monitoring but needs more flexibility.

We would like to go swimming too. We need transport to be able to access these activities. We would like to go on more walks too.

c) The impact on you of not having this service

This would impact us very badly. The Council would be responsible for the impact. We would feel isolated, alone, stressed, lifeless, depressed.

We would be forced to stay at home as no-one else in the city provide what Simran does. If the Simran Group closes through lack of funds we will come to the Council offices and sit there.

d) Additional comments

We pay our tax, we are happy here, we have been a group for about 12 years

we are like a family; of the millions the Council has £2,000 is a drop in the ocean to give to our group.

The Council wastes money on transport and snacks – we only want a small amount.

2.3.15 Sinfin and Stenson Fields Asians Over 60 Social and Welfare Club

Brief summary of service provided

Social club for Indian men aged over 60.

Information provided by organisation

Sinfin and Stenson Fields Asians Over 60 Social and Welfare Club did not complete an organisation survey.

Results from the User Survey

How respondent know organisation

Two responses for Sinfin and Stenson Fields Asians Over 60 Social and Welfare Club were received to the user survey

- It's been running since 1984
- Family notified me. I use the room facilities for events, occasionally the gym. I use the assistance when enquiring about paperwork and also the Thursday lunch

How often respondents use organisation

Both at least once a week

What difference organisation makes

- It helps us to meet, socialise, and provides a stress free environment, day to day discussions with each other. We are lonely when we are at home, well being is helped. We can share about our week; we also get healthy food and meals. Helps to maintain our culture, faith and well being and we can share.
- Keeps me in touch with the community and gives me guidance and assistance when I have enquiries

How respondent would improve service

- We need more funding to increase back to two days and also to have an annual outing for the elderly and disabled people. The luncheon club needs to be funded for women also. We also need funding for spring events which impacts on our members health and well being. The centre needs some sort of income.
- Fine as is

Impact of cessation of service

- It is not fair that this luncheon club should not be funded after being in operation for almost 30 years. We're already experienced cuts from the council from 3 to 1 day. We used to have trips but these have gone too.

- I might go without benefits or assistance I would otherwise be eligible for

Other comments

- Is the funding being cut for all luncheon clubs across Derby? If not we feel we are being discriminated against. We are a large community and have one of the oldest clubs in the city. Cuts will leave a negative feeling within the community.

Additional consultation with users

A meeting was also held with members of the Sinfin and Stenson Fields Over 60's group on 4th January 2012

What difference does the service make?

Group supports builds integration and supports the social / community structure. For the group members this is their only opportunity to get together with people from similar background and language.

Group provides health checks, has a health walking and swimming group.

How would you improve service?

Planning to extend health checks, healthy living activities.

The group could also invited Derby Advice and benefit agencies to visit to make sure people get the right benefits.

What would be the impact on you not having this service

It is an opportunity to get together. On average 25 per week attend, from a total membership of around 77.

The group also gets funding from Sth Derbyshire. If City funding stops the group may be split, with the county people forming their own group

Additional Comments

It costs £4300 to hire the room with access to the kitchen, 5 days a week.

Half of this comes from member contributions.

The Friday lunch club charges £2.50, 25-26 people come to the lunch club.

They do not charge for the friendship group – it is difficult to set a figure for subscriptions, some people only come for ½ hour, some stay all afternoon.

Most people walk into the group from within the a mile or so. There are no other groups of this type within the area, or alternate premises. Social club charges are the same, or higher, Skill Centre also charges. The church already subsidises the group's rent by providing a concessionary rate.

2.4.16 Sound Bites (Vegetable Peddlers)

Brief summary of service provided

Subsidised, bicycle based vegetable and shopping delivery service

Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

Soundbites say that Vegetable Peddlers gives users with mobility difficulties access to healthy foods in the small regular amounts they require. Their service also has a strong element of social support, often providing the only visit users have in a day, and with commitment to deliver in any weather. Soundbites have had the same person delivering week in week out, who has built up the relationship with the users over several years

b) Other benefits / achievements organisation offers

Vegetable Peddlers is a project of Sound Bites whole food shop, which was set up to increase access to better food. Being a social enterprise and not-for-profit organisation, Sound Bites income goes straight back into supporting their work,

c) Plans to reshape / develop your service

Soundbites attracts a certain amount of public support in the form of volunteering, or support for fundraising efforts, which helps us to keep the prices down.

The potential impact for organisation as a result of the decision made to potentially withdraw funding

- Projects will be cut / reduced
- Funding will need to be sourced elsewhere
- Paid posts will be reduced / cut
- New initiatives will be stopped

d) Contingency plans to help with the potential withdrawal of funding

Soundbites are looking for other funding but their time to do this is limited. They have also considered raising prices to help cover the cost of packing and delivery (that is all that is currently funded) but this may exclude users. They have considered the use of volunteers to run the service but this is not ideal as it could impact on the continuity of the personal relationships and the reliability of the service.

e) Group/s which could be affected

- Older People
- Disabled people

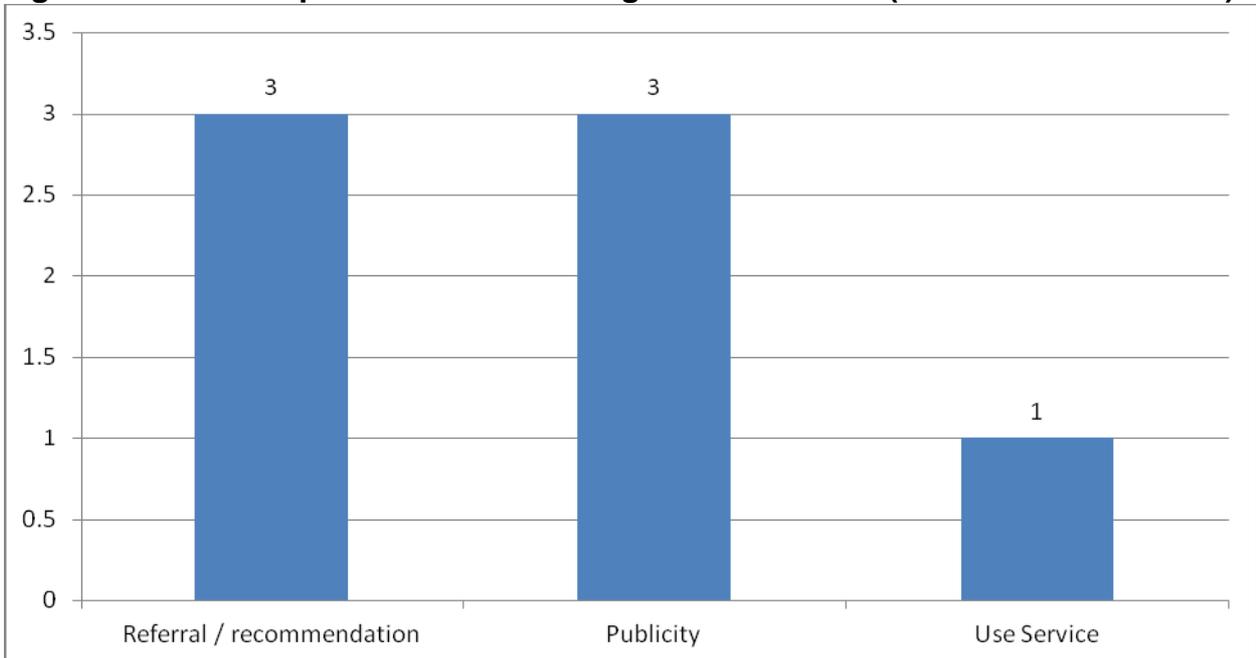
f) Additional Comments

The Sound Bites shop subsidises this service by covering all the overheads and managing the project, but cannot afford to pay for the time it takes to pack and deliver and need support to continue the service

Results from the User Survey

3 respondents know of Vegetable Peddlers via a referral, 3 through publicity for the service.

Figure 86: How respondents knew of Vegetable Peddlers (number of comments)



Source User Survey, responses may cover more than one theme

All 8 respondents use service once a week

Vegetable Peddlers is predominately seen as a way users can access fresh fruit and vegetables.

Figure 87: Frequency of use of Vegetable Peddlers (number of comments)



Source User Survey, responses may cover more than one theme

The following quotes from the eight respondents to the survey highlight for the respondents the difference made by Vegetable Peddlers. These focus mainly on the ability for individuals to receive fruit and vegetables who might normally find them difficult to purchase.....

It ensures that I have fresh organic vegetables every week from which I make soup which last's me all week. I suffer from arthritis which means I can't always get into town to shop. Thus this service ensures that I have a healthy diet every week.

Fresh fruit and veg, every Thursday with out any worries. Also, free! This is a reliable service that has never been stopped by the bad weather.

This service makes a big difference to me as I am disabled it means that I can get fresh fruit and veg every week.

If the Veg Peddlers did not deliver, I would be in trouble - I can not walk very far and certainly not be able to carry any veg.

It ensures food on a weekly basis in all kinds of weather and will oblige by bringing things that are ordered.

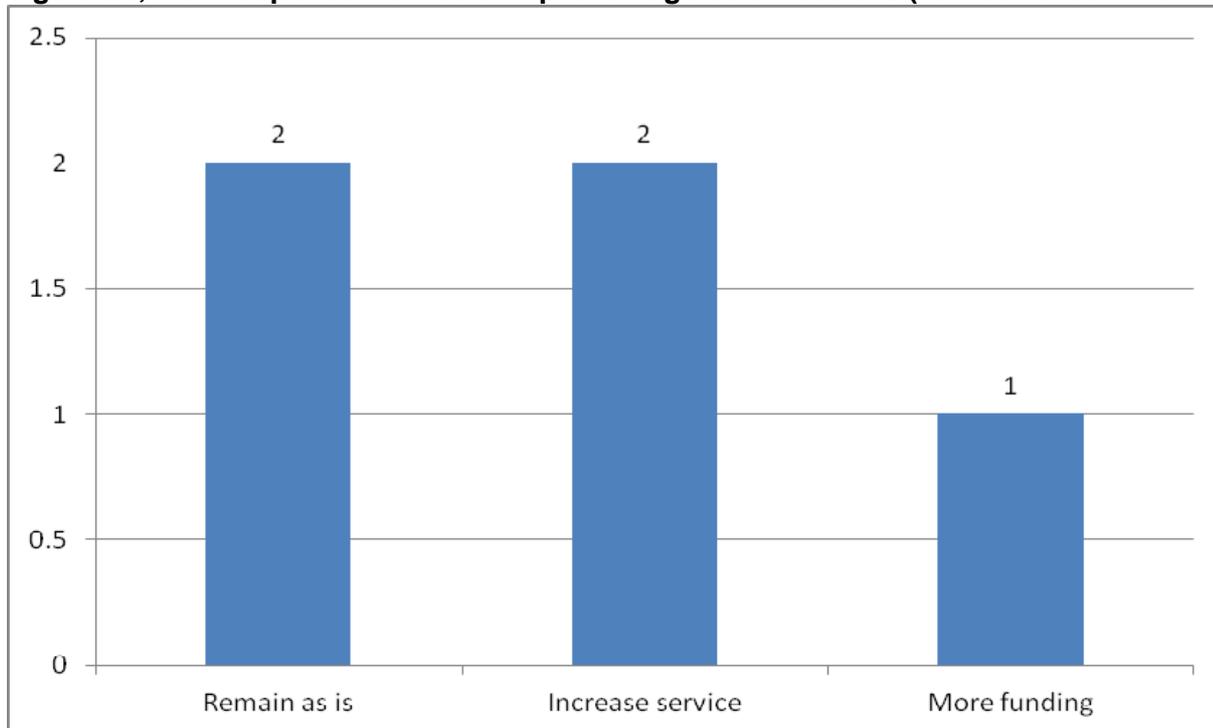
It is very helpful in delivery food because I am disabled. I cannot leave my house.

I get fresh food in the right quantities, every week. Tim never misses a delivery, always tells me what he has brought, and stops for a chat.

It used to save me carrying heavy fruit and veg. Now I can't shop it supplies my needs. There is a good variety which I wouldn't get when with.

All responses to the question about how Vegetable Peddlers could be improved were related to increasing or retaining the service.

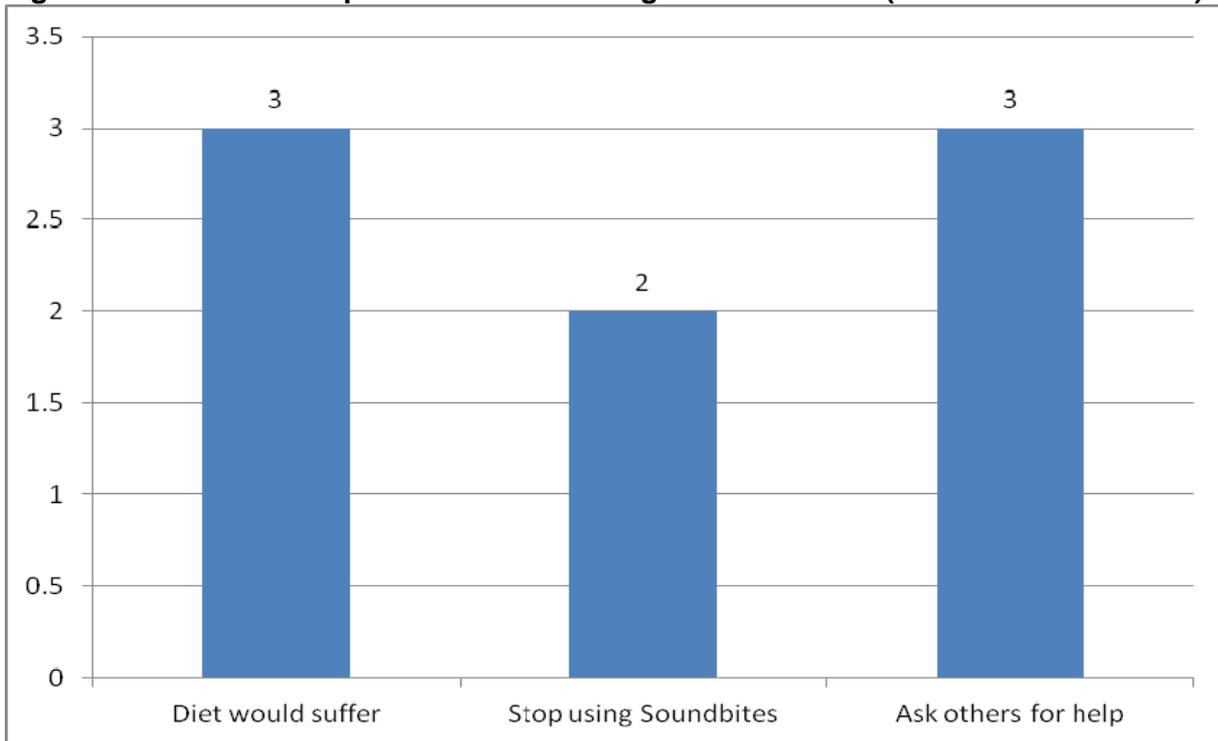
Figure 88; How respondents would improve Vegetable Peddlers (number of comments)



Source User Survey, responses may cover more than one theme

Losing Vegetable Peddlers would lead to respondents having to find an alternative way to get fresh produce (3 responses) or their diet suffering (3 responses)

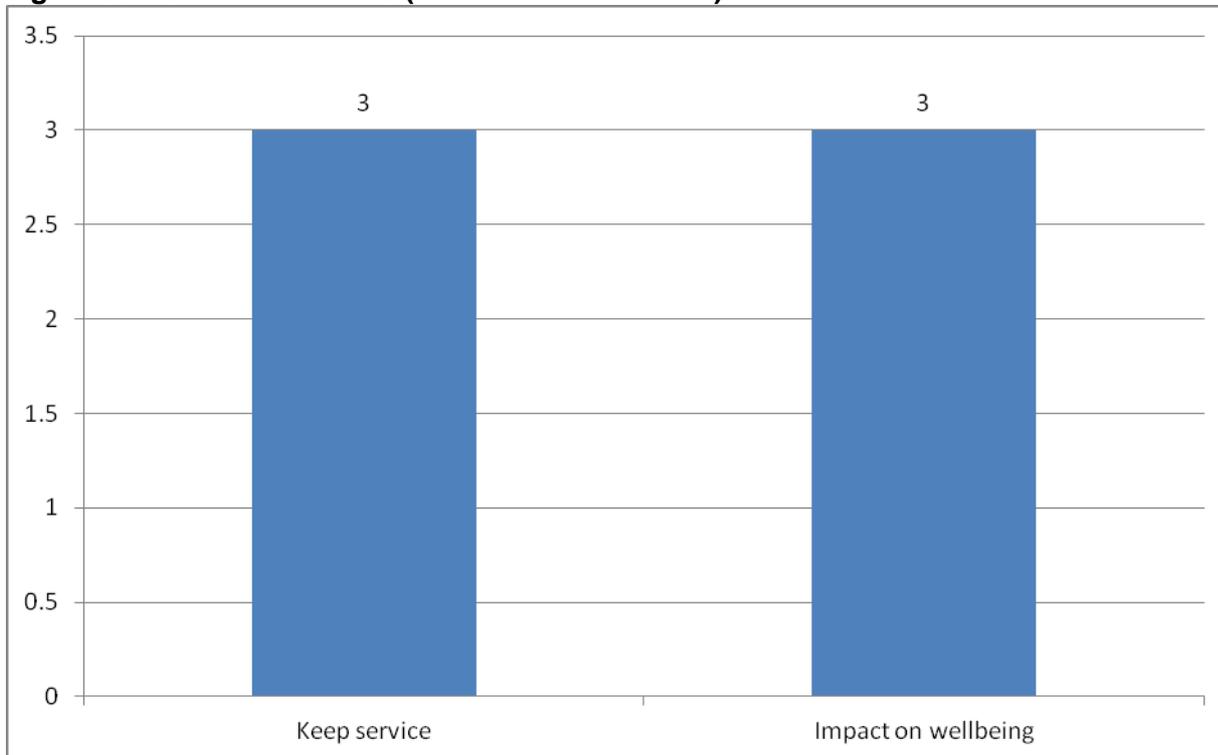
Figure 89: Perceived impact of the loss of Vegetable Peddlers (number of comments)



Source User Survey, responses may cover more than one theme

Other comments received were that Vegetable Peddlers should be retained (3 comments) and that ceasing the service would impact on wellbeing (3 responses)

Figure 90: Other comments (number of comments)



Source User Survey, responses may cover more than one theme

2.4.17 Steps for the Future

Brief summary of service provided

Dance group for adults with learning disabilities

Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

Steps to the Future feel they offer a unique service for those with Learning differences in Derby to explore the performing arts, breaking down negative stereotypes of their client group

b) The potential impact for organisation as a result of the decision made to potentially withdraw funding

Funding will be sought elsewhere

c) Contingency plans to help with the potential withdrawal of funding

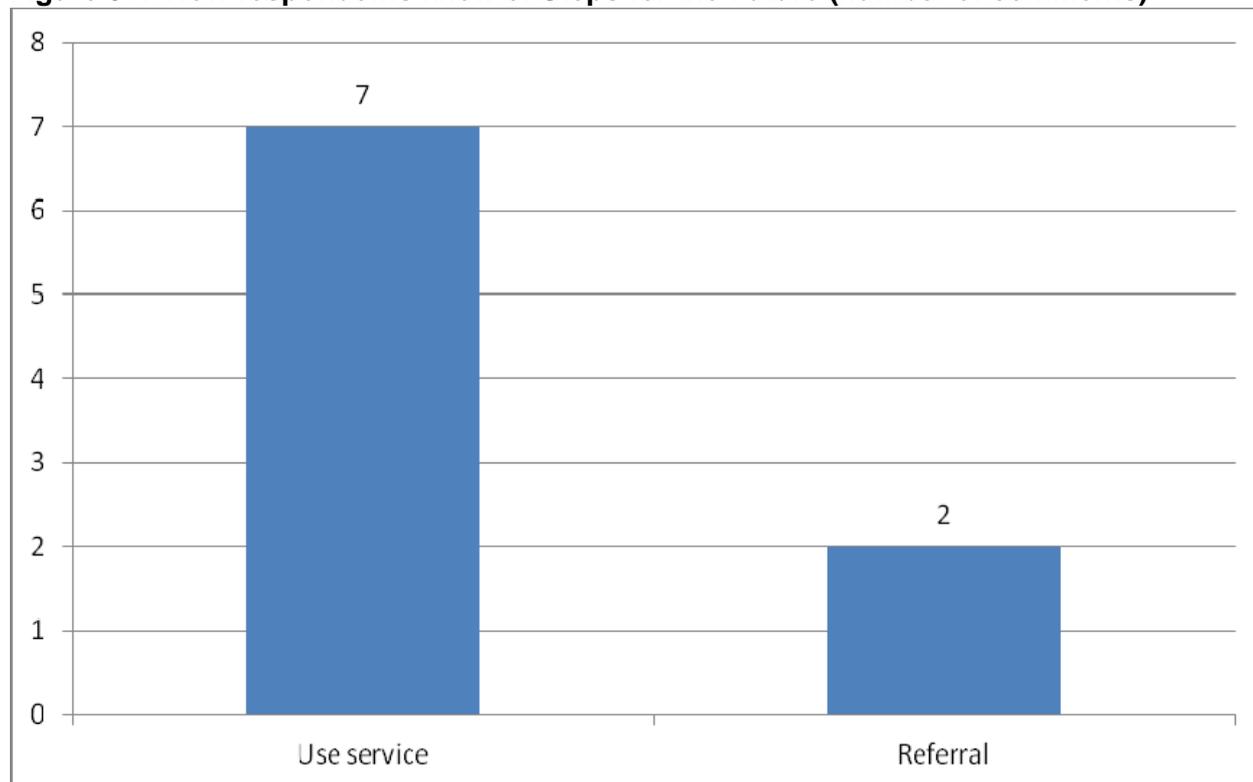
Steps to the Future will look to continue without Derby City Funding as they are 'passionate' about what they do. They are constantly looking for funding streams and undertake fundraising activities via events showcasing their performances.

Results from the User Survey

10 respondents to the user survey used Steps for the Future.

Most respondents (7) know Steps for the Future by using their services.

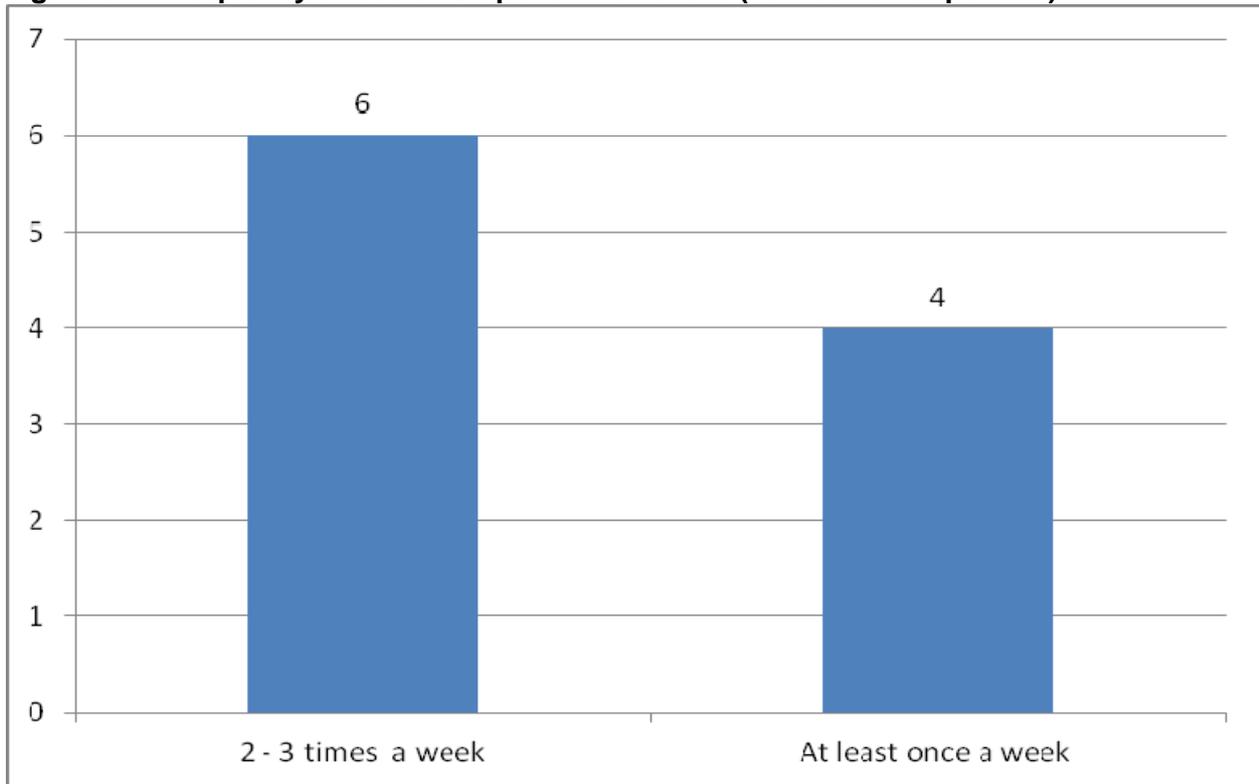
Figure 91: How respondents knew of Steps for the Future (number of comments)



Source User Survey, responses may cover more than one theme

All respondents use Steps for the Future at least once a week

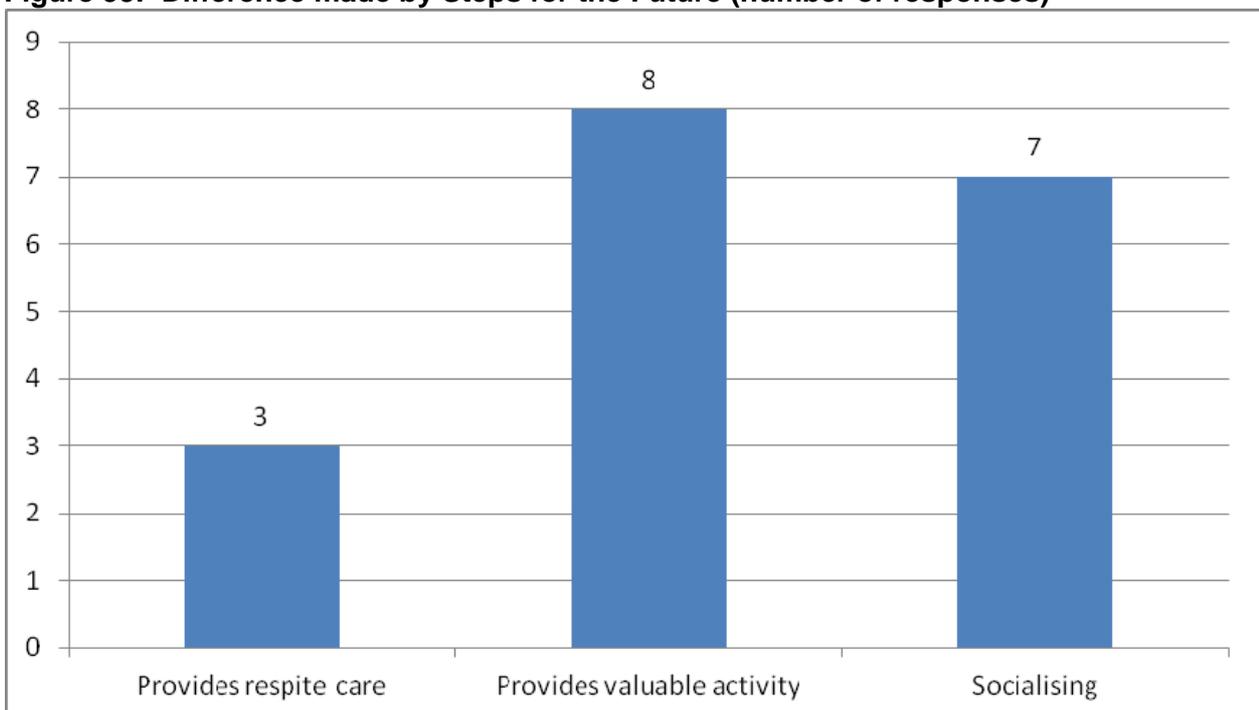
Figure 92: Frequency of use of Steps for the Future (number of responses)



Source User Survey, responses may cover more than one theme

Steps for the Future is seen as providing a valuable activity for its participants (8) and an opportunity for socialising (7 comments)

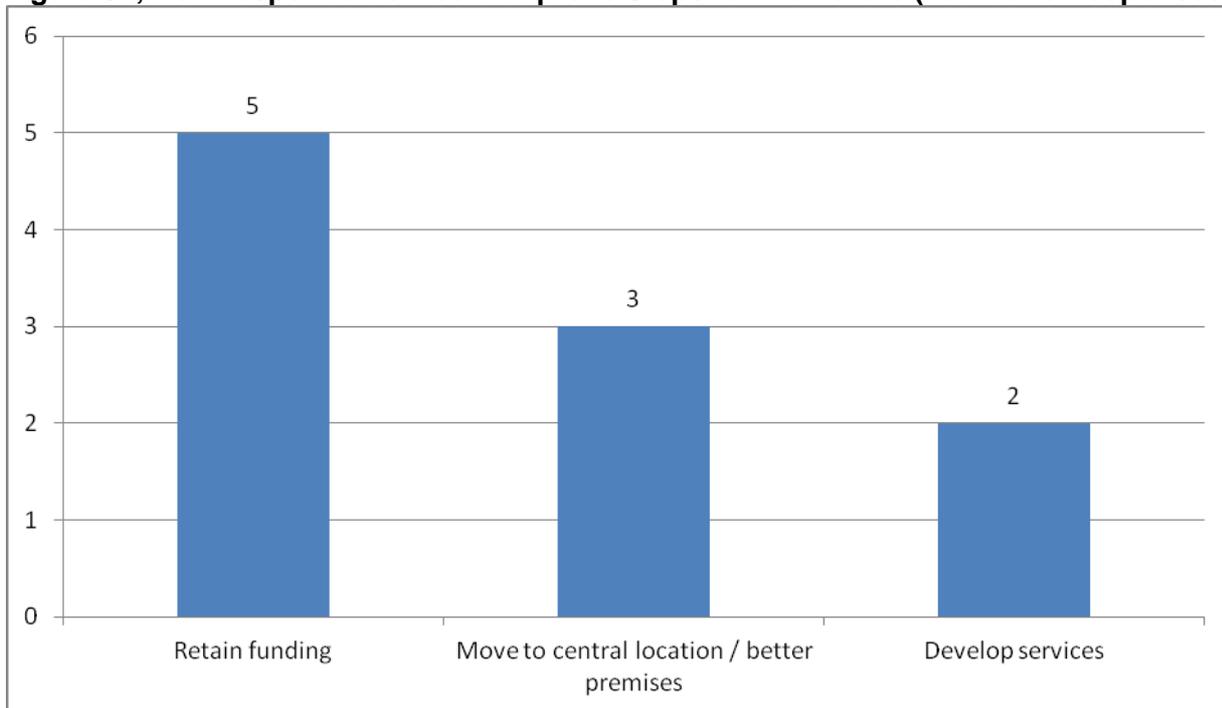
Figure 93: Difference made by Steps for the Future (number of responses)



Source User Survey, responses may cover more than one theme

Most comments regarding improving Steps for the Future were to retain the service (5 comments)

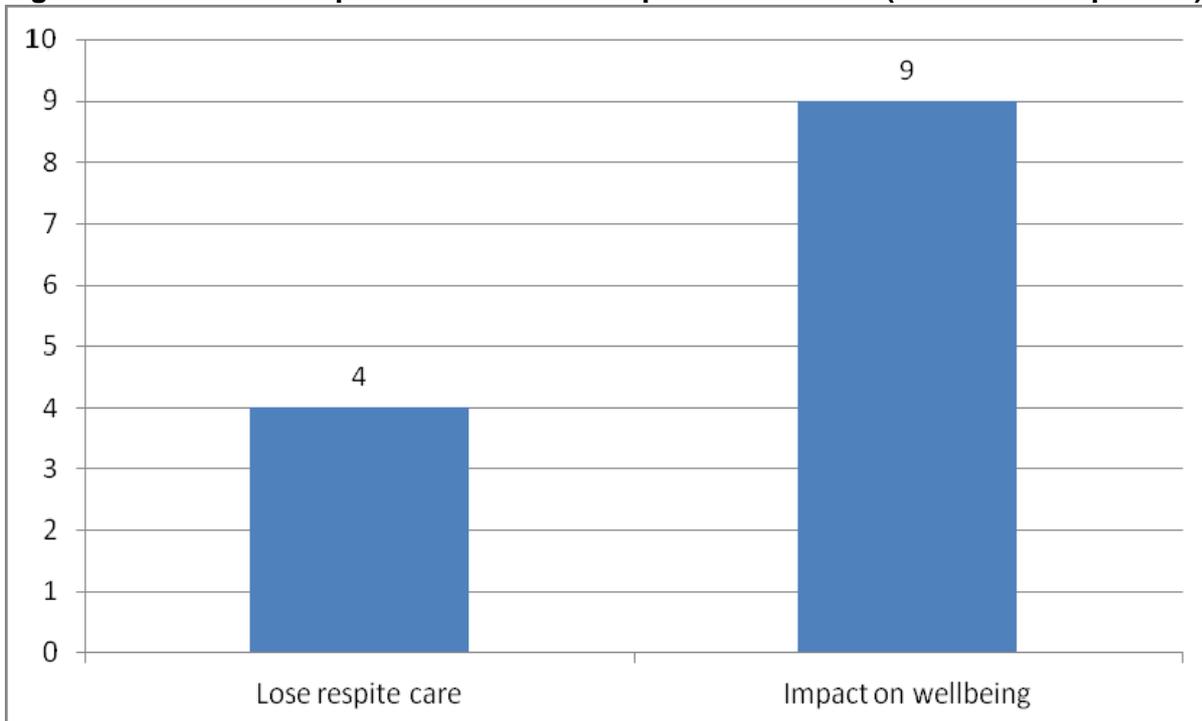
Figure 94; How respondents would improve Steps for the Future (number of responses)



Source User Survey, responses may cover more than one theme

The loss of Steps for the Future services would, according to respondent's impact on their personal wellbeing (9 comments)

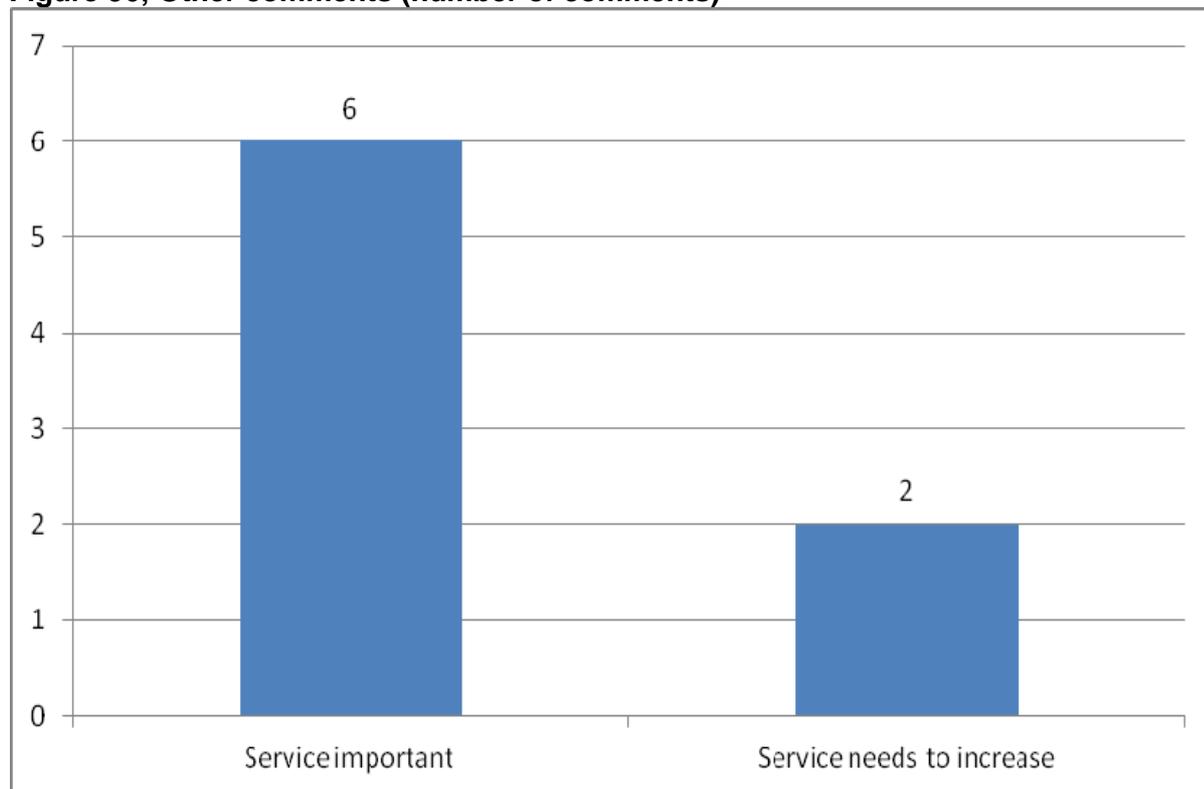
Figure 95: Perceived impact of the loss of Steps for the Future (number of responses)



Source User Survey, responses may cover more than one theme

When asked if they had additional comments, 6 comments were made that Steps for the Future provided a valuable service for its users.

Figure 96; Other comments (number of comments)



Source User Survey, responses may cover more than one theme

Interviews with Steps for the future participants

Steps sessions were attended by a consultation officer initially to meet students at the:
Drama session - Wednesday 26 October 2011
Music session - Friday 2 December 2011
Dance session - Monday 5 December 2011.

Interviews with students took place (where possible as students were arriving or at break times) during the following sessions:
Drama - Wednesday 7 December 2011
Music - Friday 9 December 2011
Dance - Monday 12 December 2011.

One interview was conducted by telephone on Wednesday 14 December 2011.

In total 24 Steps students were interviewed. The questions asked of students were based on the service user questionnaire used for the overall consultation on the future of currently funded voluntary organisations in Derby. In addition a version of the questionnaire was designed which included symbols from the In Print 2 software, elements of this version of the questionnaire were referred to in two of the interviews.

The majority of students interviewed said that they regularly attend sessions every week. The dance sessions are particularly popular with regular attendance of at least 20 of the students interviewed, with 11 of the students interviewed regularly attending the drama sessions and 6 of those interviewed regularly attending the music sessions. Half of the

Steps students interviewed (12) attend one session each week, and half of those interviewed attend more than one session; with 11 students attending at least two sessions each week and with one student interviewed attending all three sessions

What do you enjoy about Steps? / How important is Steps for you? / What difference does coming to Steps make to you?

In total there were 24 responses to this question. The main themes covered by these responses are summarised in figure 97. The responses given by students covered in all but one case more than one theme.

Figure 97: Summary of comments made about what Steps for the Future students enjoy about Steps / how important Steps is for them / what difference it makes.

Theme	Number of comments made
Enjoy attending Steps	17
Dancing	11
Music	9
Important / vital to attend Steps	9
Confidence	7
Making and meeting friends / mixing with other people	7
Maggie	6
Helps with other skills	4
Rehearsals	4
Helping others	3
Getting out of the house	3
Learning more / working hard	3
Drama	2
Gives me something to do	2
Sessions are all in one place	1

Comments were made by 24 students interviewed; some comments cover more than one theme.

Just under three quarters of the students interviewed (17) said that they enjoy attending Steps, six of these students said that they enjoy everything about Steps.

How could you enjoy doing dance / drama / music more?

Students found this question more difficult to respond to, seven students didn't give an answer and two students said that they didn't know. The majority of responses given by 10 students focused on doing more of what they are doing at Steps. One student added trying some other genres of dance and drama and one student referred to there being an increase in the cost of classes in February, see figure 98.

Figure 98: Main themes given in response to the question, how could you enjoy doing dance / drama / music more?

Theme	Number of Responses
Continuation of current activities at Steps	10
Don't know	2
Trying other genres	1
Reference to increase in the cost of classes	1
Miscellaneous	5
No response	7

Comments were made by 14 students interviewed, some comments cover more than one theme.

What would you be doing if you didn't come to Steps?

In total 22 students gave a response to this question. The main themes covered are summarised in figure 99.

Figure 99: What would you be doing if you didn't come to Steps?

Theme	Number of Responses
Stay at home	9
Bored	4
Consider only with reference to the Christmas Break / Continuing at Steps	4
Doing nothing	3
I'd be lonely	3
Would do something else	3
Don't know	2
No response	2
Would be trapped	1

Comments were made by 22 students interviewed, some comments cover more than one theme.

Just under half of the students (9) said that if they didn't come to Steps they would stay at home, for example watching television or doing housework, comments included:

"I'd just be hanging around town... I wouldn't, I'd be sitting at home doing nothing, watching telly and I like to be out and about."

Is there anything else you would like to say?

Additional comments were made by 17 students. The main themes are summarised in figure 100.

Figure 100: Additional comments made by Steps for the Future students.

Theme	Number of responses
Positive benefits of Steps for the Future	12
Funding to support Steps for the Future / Council Funding	11
Payment for sessions	2
No Response	5
Don't know / Not sure	2

Comments were made by 17 students interviewed, some comments cover more than one theme.

Half (12) of the students interviewed referred again to the positive benefits of Steps:

“It's good that I come here. I feel more confident.”

“Steps is my life. I'm a good dancer and a leader of the group as well.”

“I like everything really.”

2.5.18 Surtal Asian Arts

Brief summary of service provided

South Asian arts group providing culturally diverse activities that are open to all communities

1. Information provided by organisation

a) Difference services currently make for the residents of Derby / your users

Surtal feel that it provides low cost geographically accessible music and dance classes for good physical and mental health inclusion - low cost or free events. Events in geographically accessible areas. Engagement - different faith groups and cultures come together

b) Other benefits / achievements organisation offers

Surtal aims to promote friendship between young people from diverse backgrounds, showcasing of top quality South Asian arts using highly trained practitioners

c) The potential impact for organisation as a result of the decision made to potentially withdraw funding

- The organisation will cease to exist
- Projects will be cut / reduced
- Funding will need to be sourced elsewhere
- Paid posts will be reduced / cut
- New initiatives will be stopped

d) Contingency plans to help with the potential withdrawal of funding

Surtal feel that if they were to no longer be able to run or contribute to local festivals, young people will no longer be engaged in coming together in dance and music, Spectators will not have the chance to see something that may expand their cultural norms and breakdown stereotypes.

e) Group/s which could be affected

- Children aged 15 or under
- Young people aged 16 to 24
- Minority ethnic communities

f) Geographical area in the city which may be adversely effected

It will especially affect the inner city areas of Normanton, pear tree and Osmaston

Classes and events may no longer be held in a geographically and culturally accessible location, Faith communities will lose an opportunity to intermingle especially the young people in the area

g) Additional Comments

Surtal feel they have high value as 1. A beacon for showcasing and teaching south Asian music, dance and art forms. 2. Bring together people from diverse faiths and background who have moved on to form friendships and cultural understanding.

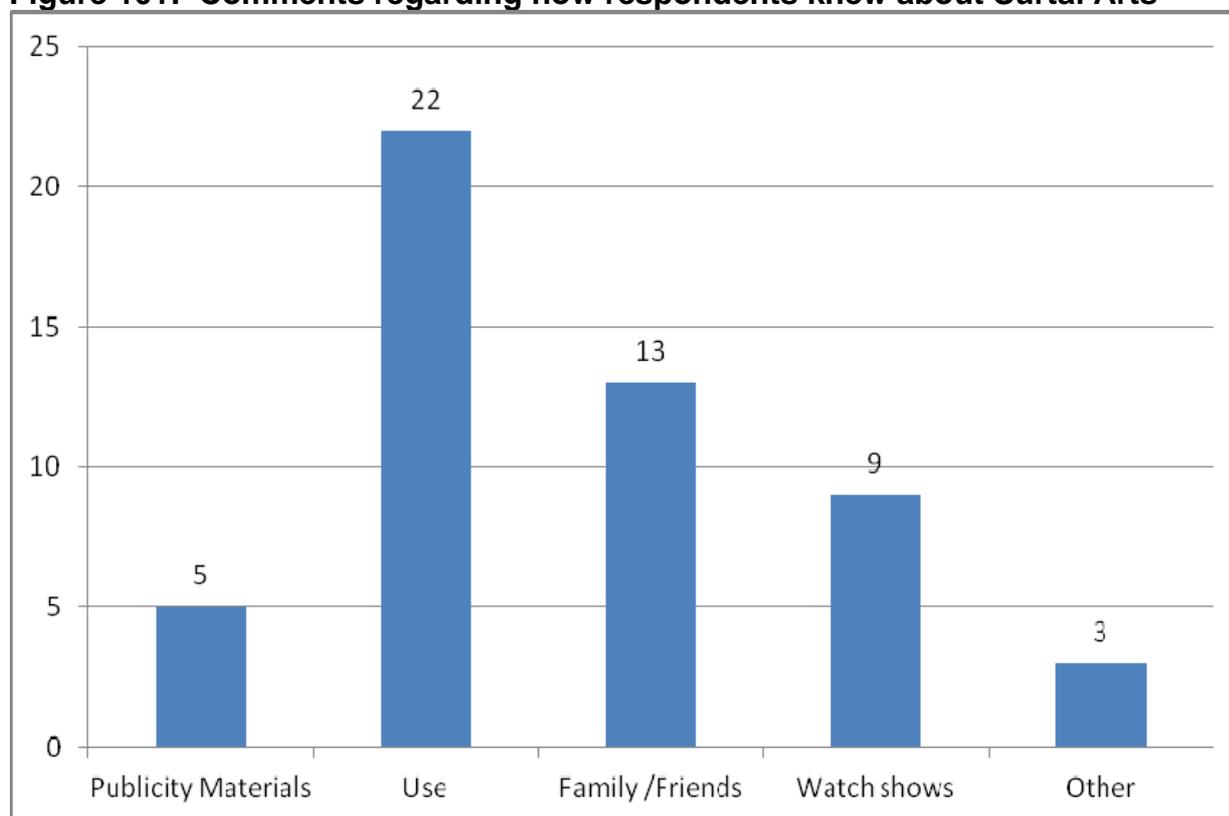
2 Results from the User Survey

48 users of Surtal Arts completed the user survey.

How respondent know organisation

Most respondents knew about Surtal Arts (22 responses) by using their services. Family and friends was the second most commonly cited way in which respondents became aware of Surtal Arts.

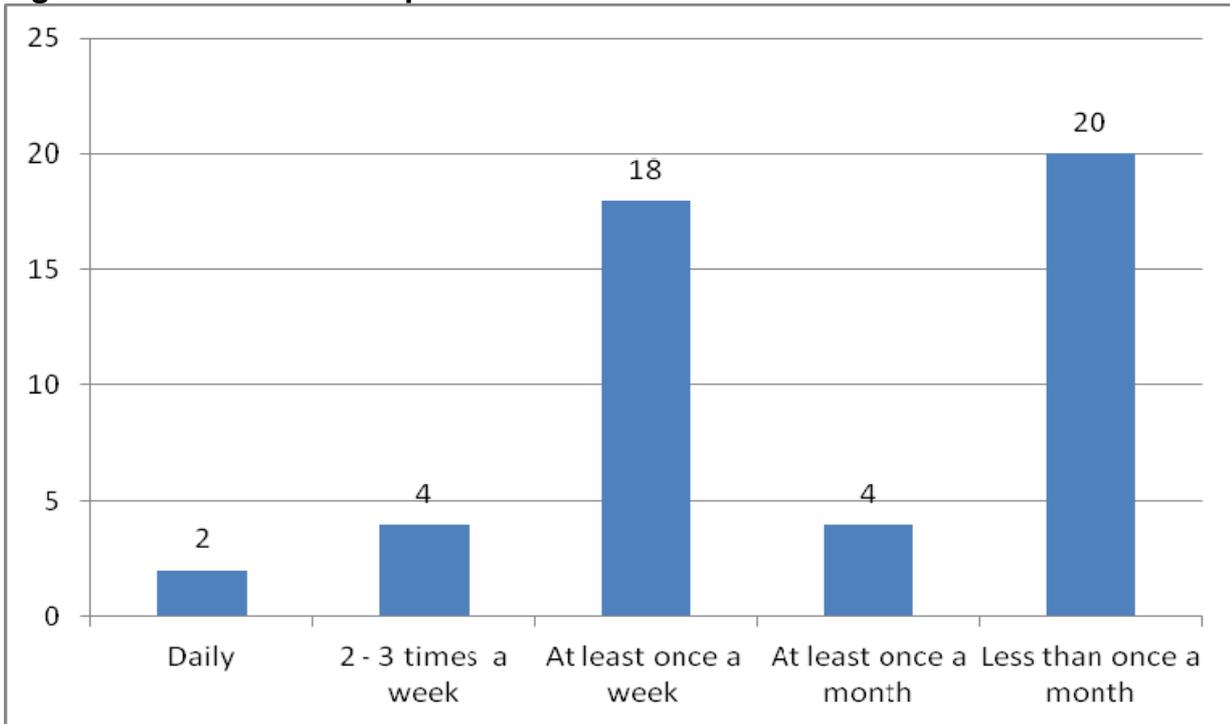
Figure 101: Comments regarding how respondents knew about Surtal Arts



Source User Survey, responses may cover more than one theme

Usage of Surtal Arts appears to be polarised between regular and occasional users, with half of the respondents (24 respondents) using Surtal Arts at least once a week and 20 using it less than once a month

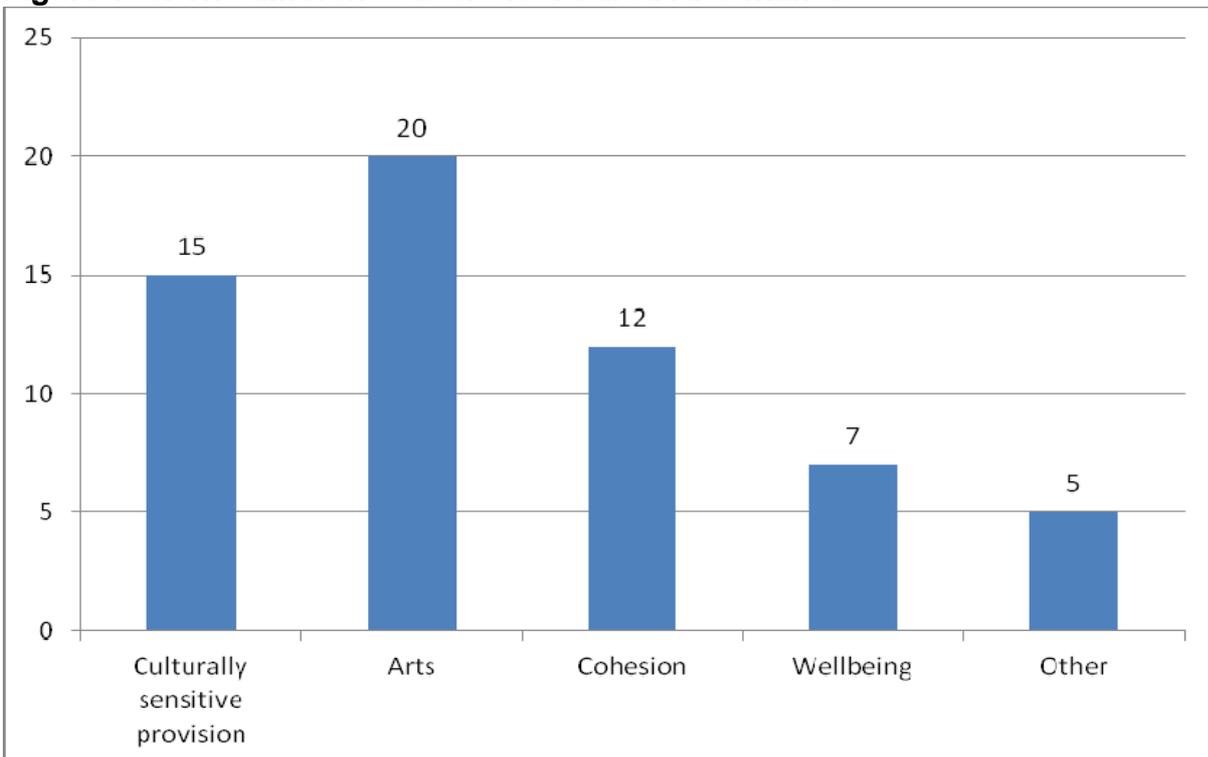
Figure 102: How often respondents use Surtal Arts



Source User Survey, responses may cover more than one theme

When asked what difference they felt Surtal Arts made to themselves or their organisation, the key themes identified from the comments are shown in figure 103 below. In addition to its primary role in providing cultural activities (20 responses) the role of Surtal Arts in providing a service which is sensitive to minority cultures (15 comments) and in promoting community cohesion (12 comments) is highlighted by respondents.

Figure 103: The difference users feel Surtal Arts makes



Source User Survey, responses may cover more than one theme

Surtal Arts is seen to provide valuable artistic activity in Derby.....

I really enjoy going to the dance classes and performing at events in lots of different places. I also like being able to see the Asian culture which I normally wouldn't.

As the quotes below show, Surtal Arts is seen to be important in helping to promote South Asian heritage.....

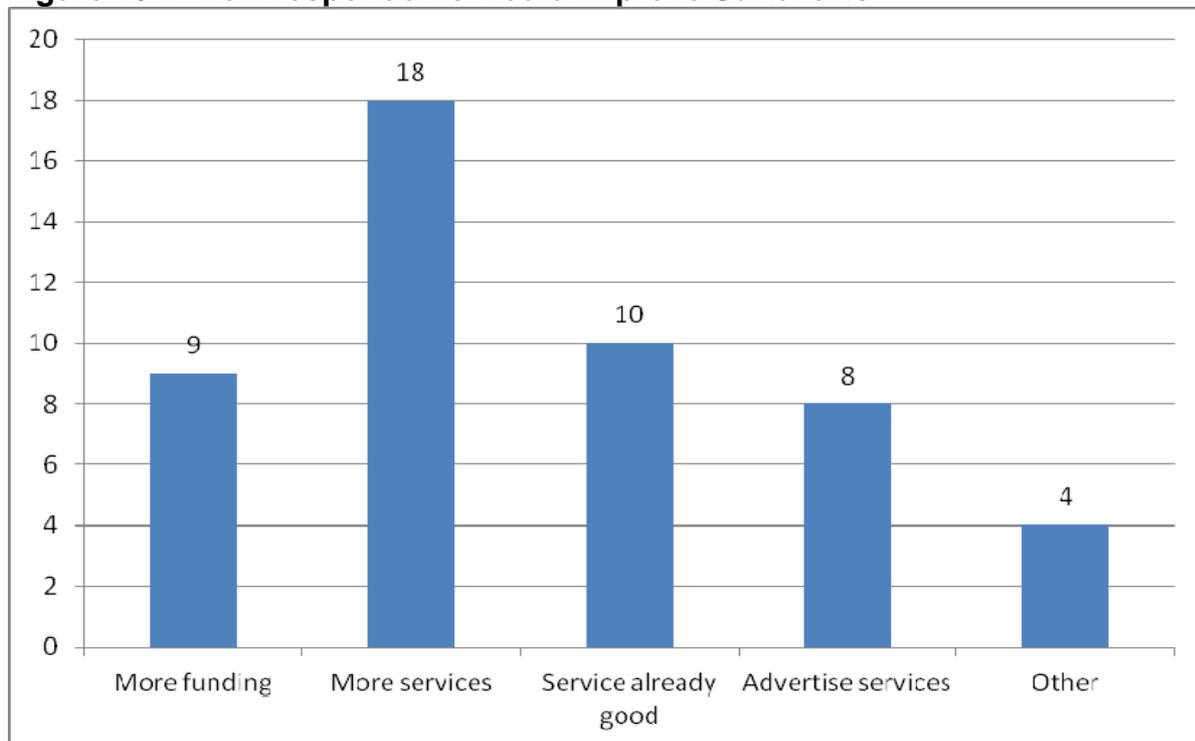
Surtal has educated me about my South Asian heritage and the way Indian art forms can work together with other cultures to create wonderful art. It definitely provided creative, cultural and social stimulation for my friends and I growing up, and the work they continue to do (including the Festivals, workshops etc.) has expanded beyond that to get my other (non-Asian) friends involved. We now come to the festivals and dance classes together. I am glad that Surtal has been there to carry their work on for my nieces at their schools, because they now have a better understanding of their South Asian heritage too.

Helps my children identify with their culture.

I believe a sense of community is very important and having activities to get involved in the children in our family - as well as the elderly. It provides a quality of life so vital.

The respondents were asked how they would improve the services which Surtal Arts provide. Most comments were regarding increasing the existing offer with 18 comments saying they would like Surtal Arts to provide more services (see figure 104)

Figure 104: How respondents would improve Surtal arts



Source User Survey, responses may cover more than one theme

Typical comments include the following....

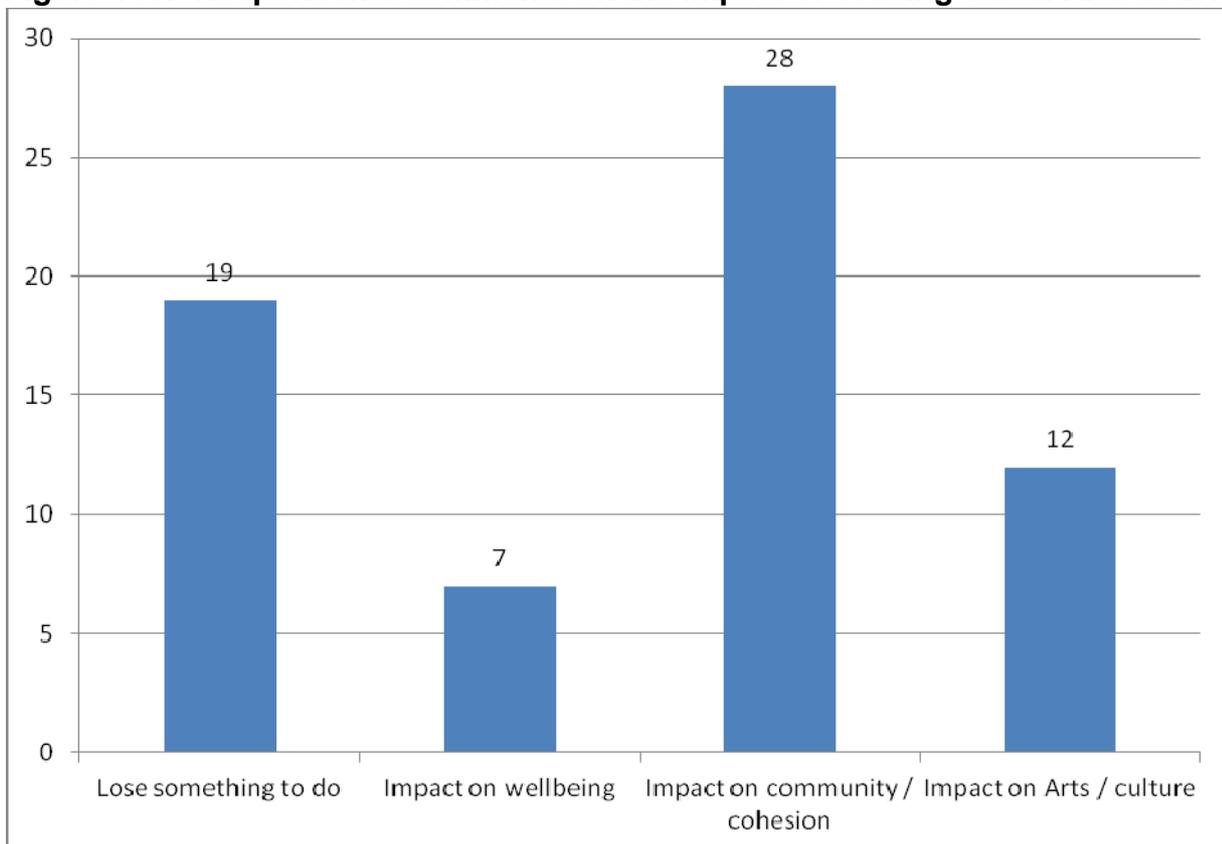
More workshops regularly throughout year.

I would like to see more regular activities to get involved in as a family, and more events to showcase a variety of Asian Arts.

If this service continued then it would be able to train more dance teachers and continue the dance classes, workshops and festivals which is great for the near community

When asked what impact Surtal Arts ceasing activities would have, most comments focussed on Surtal Arts role in promoting cohesion (28 comments) in Derby and making users aware of the artistic heritage of the South Asian community. It is also interesting to note that the role of Surtal arts in providing an worthwhile activity for users to participate was raised by 19 respondents who felt that they would lose something to do.

Figure 105: Respondents comments on the impact of ceasing Surtal Arts activities



Source User Survey, responses may cover more than one theme

The selected comments below represent the type of comments received on how the potential loss of Surtal Arts would impact on the cultural environment of Derby....

I feel I'd be much less aware of my cultural heritage and narrow-minded if it hadn't been for the creative education Surtal provided me during my adolescence. I'd be less confident in presenting in front of an audience if I hadn't had the opportunity to perform at their shows, and my family and friends would be less aware of the access to culture around them.

Less cultural diversity, in an extremely culturally diverse city, which should be represented in Arts funding.

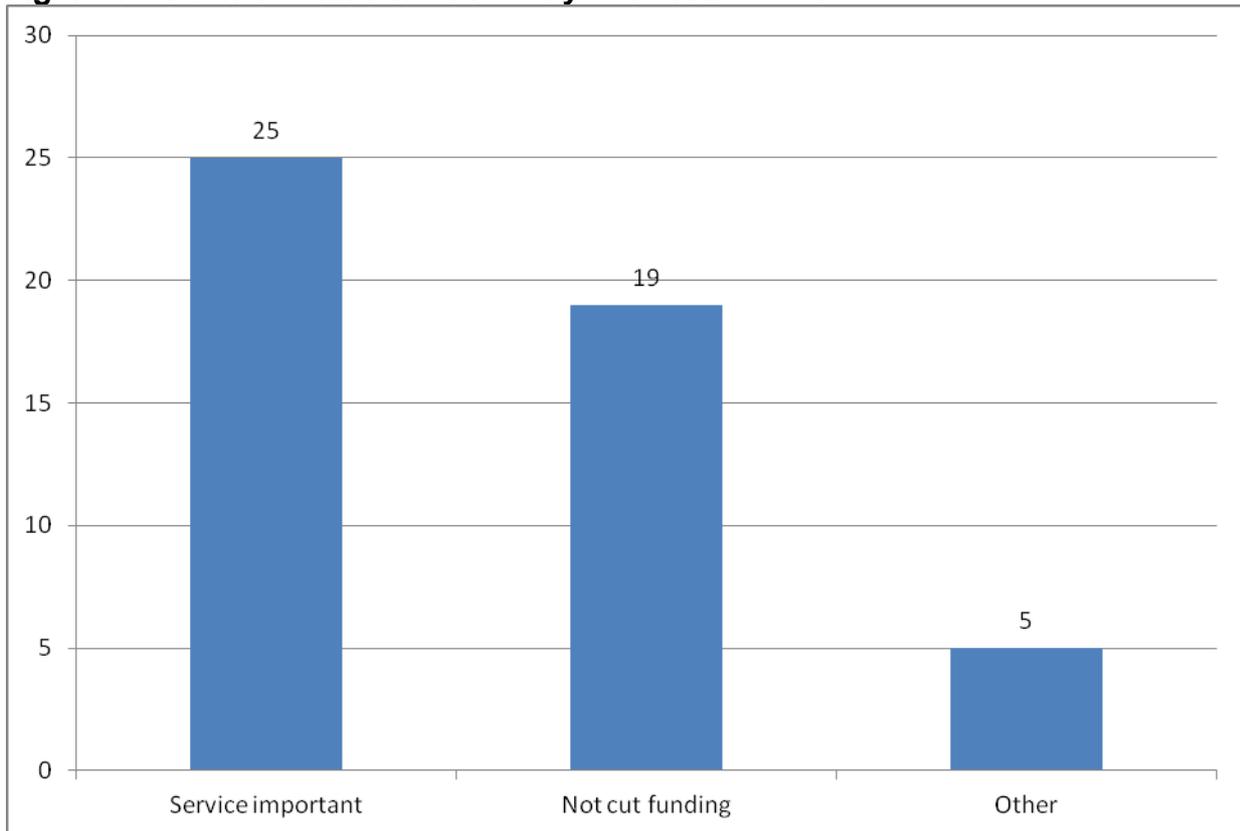
Our lives would be poorer. People would not be aware what they are missing regarding their own and other cultures. Our children would not have learnt about Asian arts.

The wordle below shows the frequency of words used to describe the potential loss of Surtal Arts



The user survey concluded by asking respondents if they had any other comments they would like to make. The comments made by Surtal Arts users, see figure 106 below, emphasised the opinion that they felt Surtal Arts was important (25 comments) and that funding should not be cut (19 comments)

Figure 106: Other comments made by Surtal Arts users



Source User Survey, responses may cover more than one theme

The quotes below are typical of those made highlighting the perceived importance of Surtal Arts by its users.....

It would be a terrible mistake to take funding away from Surtal Arts. They provide Derby with something that no other ethnic organisation does, and they deliver their work in such a unique way which reaches to a very wide audience and teaches our children lessons for life. By taking funding away from Surtal Arts, Derby will be losing the only diverse organisation working at this professional level and will see Derby fall behind other cities in the country. It may also reflect badly upon the City Council as they will no longer be supporting a company who have been so important to the South Asian community and in raising real cultural awareness for non-asians.

The community will feel a loss without Surtal and what it does. The people who come to the classes are all from different backgrounds and it's nice to talk about our similarities and differences. There is a lovely family feeling with some members being part of the organisation for years. It is best seen at festivals when everyone comes together to help out on the day. All other cities have similar organisations and it will be a shame if Derby does not have this BME representation.

2.4 Profile of those who completed users survey

Most respondents to the user survey are Derby residents (61%)

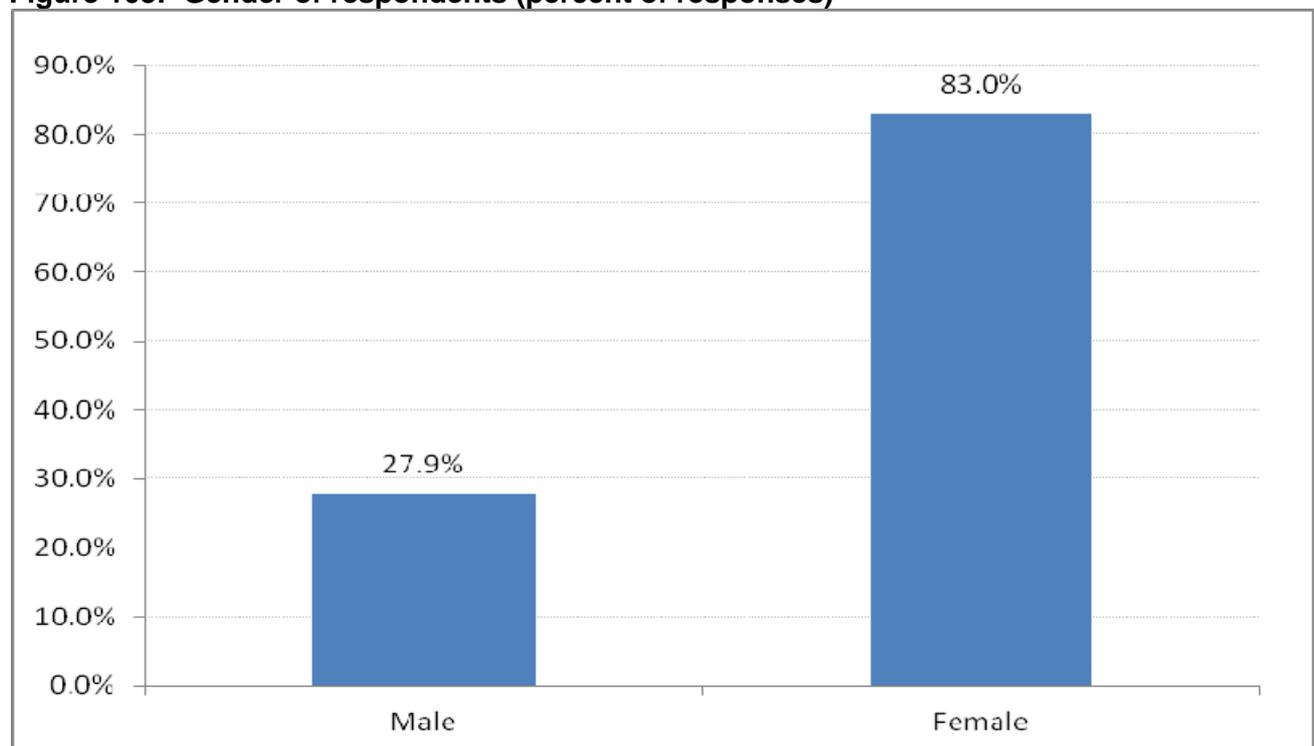
Figure 107: Profile of respondents to user survey

	No	%
Derby Resident	465	61.0%
Public Sector - employee / representative	93	12.2%
Private Sector - employee / representative	47	6.2%
Voluntary / Community Sector - volunteer / employee / representative	110	14.4%
Other	47	6.2%

Source User Survey

The user survey was predominately responded to by females (83%) perhaps indicative of the client groups of the organisations

Figure 108: Gender of respondents (percent of responses)



Source User Survey

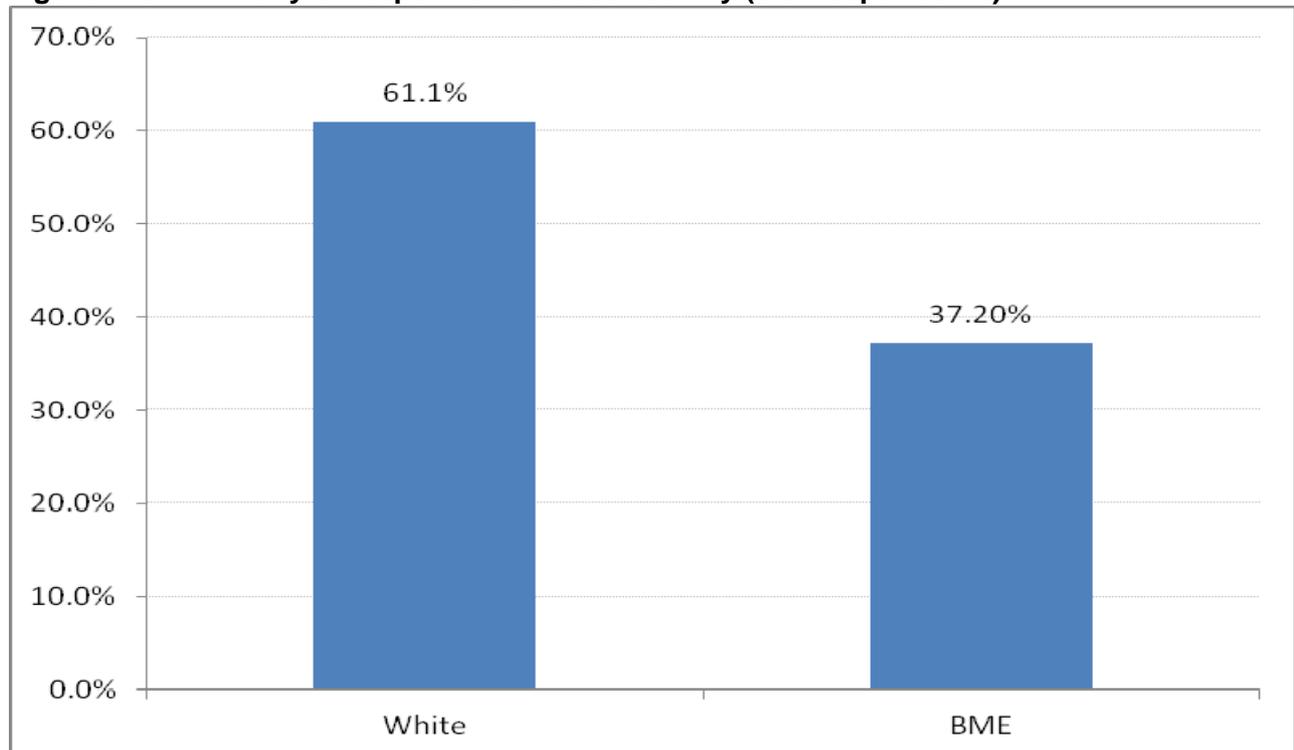
Around 40% of those who responded to the survey were from a BME community.

Figure 109; Ethnic Group of respondents to user survey

Ethnic Group	No	%
Asian or Asian British - Indian	71	12.6%
Asian or Asian British - Pakistani	52	9.2%
Asian or Asian British - Bangladeshi	2	0.4%
Any other Asian background	6	1.1%
Black or Black British - Caribbean	34	6.0%
Black or Black British - African	29	5.1%
Any other Black background	2	0.4%
Chinese	2	0.4%
Dual Heritage - White and Black Caribbean	15	2.7%
Dual Heritage - White and Black African	0	0.0%
Dual Heritage - White and Asian	1	0.2%
Any other Dual Heritage background	2	0.4%
White - British	325	57.5%
White - Irish	10	1.8%
Any other White background	10	1.8%
Any other background	4	0.7%
	565	100.0%

Source User Survey

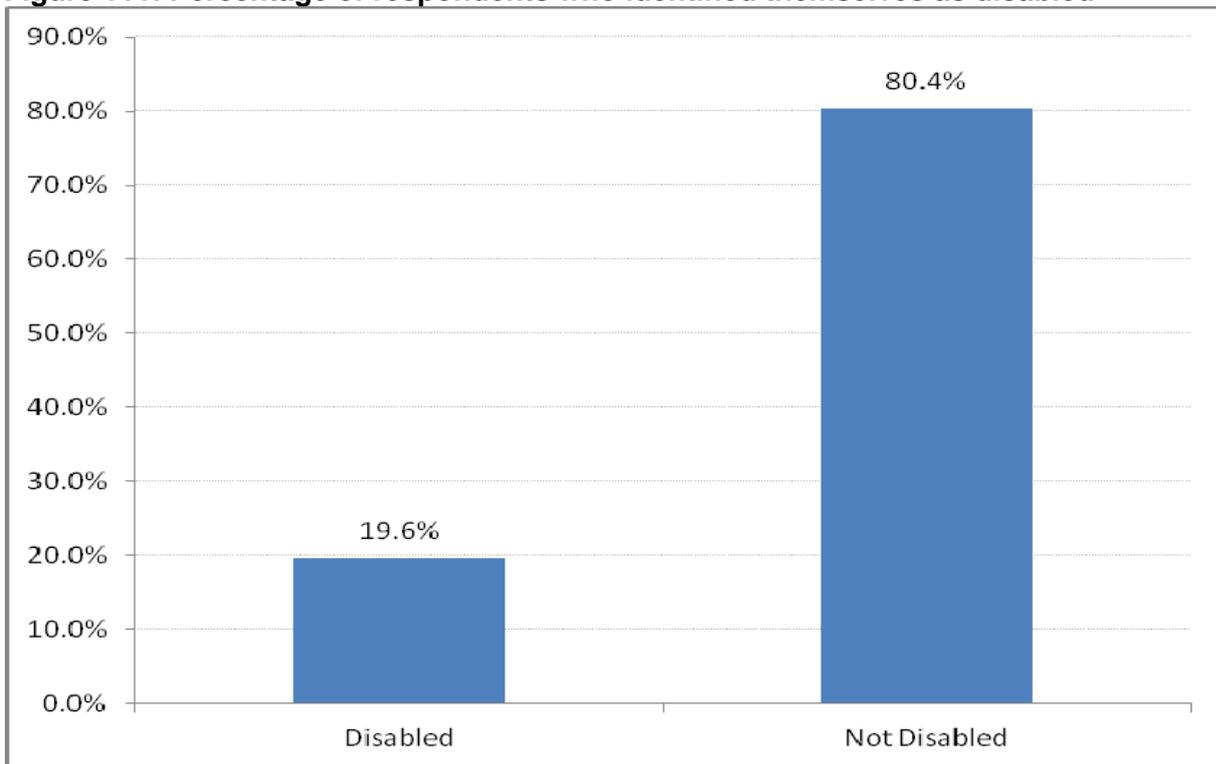
Figure 110: Ethnicity of respondents to user survey (5 of respondents)



Source User Survey

A fifth of respondents identified themselves as being disabled.

Figure 111: Percentage of respondents who identified themselves as disabled



Source User Survey

Most respondents, see figure 112 below, were heterosexual (85.7%)

Figure 112: Sexual orientation of respondents

	Number	%
Heterosexual or straight	454	85.7%
Gay man	4	0.8%
Gay woman/ lesbian	7	1.3%
Bisexual	6	1.1%
Other	3	0.6%
Prefer not to say	43	8.1%
	517	100%

Source User Survey

3 Appendices

Appendix One – Organisations involved

- Business in the community
- Communication unlimited
- Derby & Derbyshire Race & Equality Commission - DDREC
- Derby African Association
- Derby Furniture Project
- Derby Minority Senior Citizen Society
- Derby Jazz
- Derby West Indian Community Association
- Derby Wheel Blazers
- Derby Women's Centre
- Indian Community Centre
- PARC Play and Recycling Centre
- Relate Derby and Southern Derbyshire
- Simran Group
- Sinfin and Stenson Fields Asians Over 60 Social and Welfare Club
- Sound Bites (Vegetable Peddlers)
- Steps for the Future
- Surtal Asian Arts