

# People Services Medium Term Financial Plan

## CONSULTATION RESULTS



Date Issued	Version	Author	Status	Reason for change
08/02/2024	V1.0	EL	Draft report People Service MTFP	

## **1. Introduction**

This report outlines the findings of the People Services Budget Consultation for Derby City Council. This consultation ran alongside the MTFP Budget Consultation; and remained open for two weeks longer to enable more people to participate. The proposal was on the delivery of Care Packages for Adults

To broaden engagement and widen feedback, press releases were issued throughout the field work period. Traffic to Let's Talk Derby as a result of these press releases resulted in 1,700 people visiting the site and a subsequent 117 people downloading the People Services documents.

## **2. Methodology**

The consultation was undertaken from 21 December 2023 to 7 February 2024.

The consultation was primarily conducted through an online survey with paper versions and translations available on request. An Easy Read version was created and available on request. People were also given the opportunity to write in with any other comments they had.

## **3. Data in the report**

A note on the data in this report: Data from the 'open' questions is presented in the report with a base respondent number. For the purpose of analysis and interpretation the comments have been collated and coded into themes. Note that comments may be allocated to more than one theme.

The data in the 'closed' questions is presented as a % score. The data in the text of the report is rounded up or down to the nearest whole percentage point. Charts or tables therefore may result on occasions adding up to 99% or 101%. If a table or chart does not match exactly to the text in the report this occurs due to the rounding up or down when responses are combined. Results that differ in this way should not have a variance that is any larger than 1%.

When reading the data, please note that there is a base number against all charts and tables; this is the valid number of responses for that particular question and the figure that the percentages are calculated from.

## 4. Responses

In total there were **91** responses to the survey with **1** additional response submitted by letter and email. A summary of how consultees responded is set out in Table 1 below.

Table 1: How responses were received

Method	Number
Online survey	91
Letters and emails	1

## 5. Care Packages for Adults - Main Findings

Respondents were first asked in what capacity they were responding to the survey. Full breakdown in Table 2.

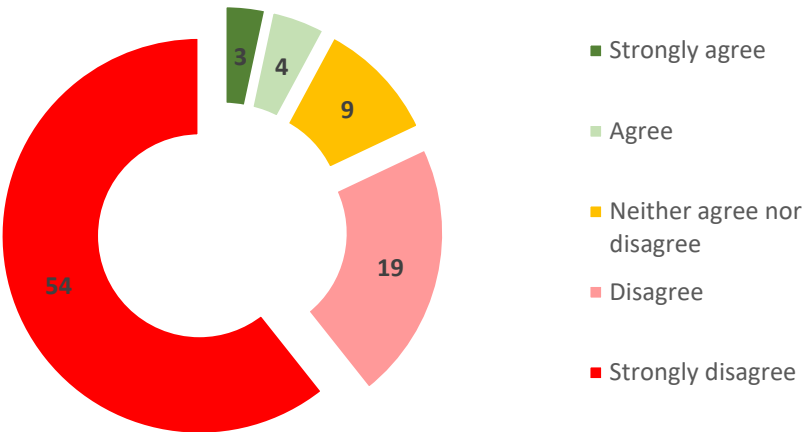
Table 2: Capacity responding to Care Package proposals

Capacity	No.
A resident of Derby who does not currently access these services	31
A member of staff at a care service	16
A local health and social care professional	13
Other (please specify)	10
An unpaid carer of a person who is affected by this proposal	9
A resident of Derby who currently accesses these services	5
A representative of a voluntary sector organisation	4
A representative of a statutory organisation	1

Base: 89 respondents

82% of respondents (73 people) disagreed with the proposal for scaled down support (combined strongly disagree and disagree). The total combined agreement was 7.9% (7 people). [Chart 1]

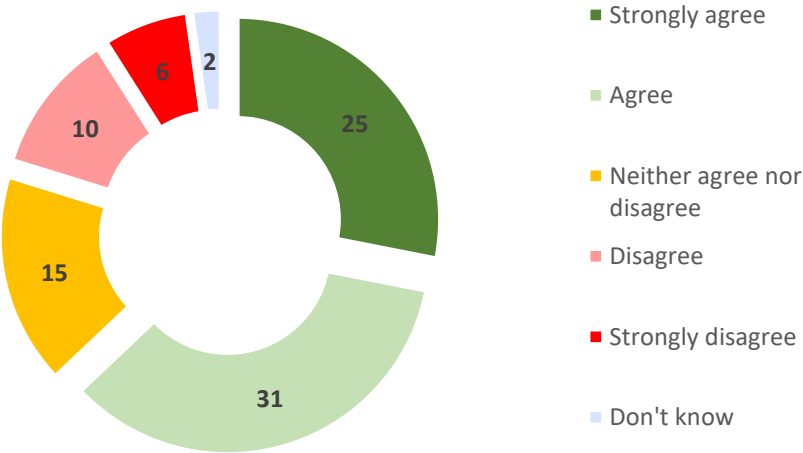
Chart 1 - Strength of agreement with proposal to scale down support



Base: 89 respondents

When asked if the council should prioritise essential services with a statutory duty, 56 respondents agree (62.9%), with 16 people who disagree (17.9%). [Chart 2]

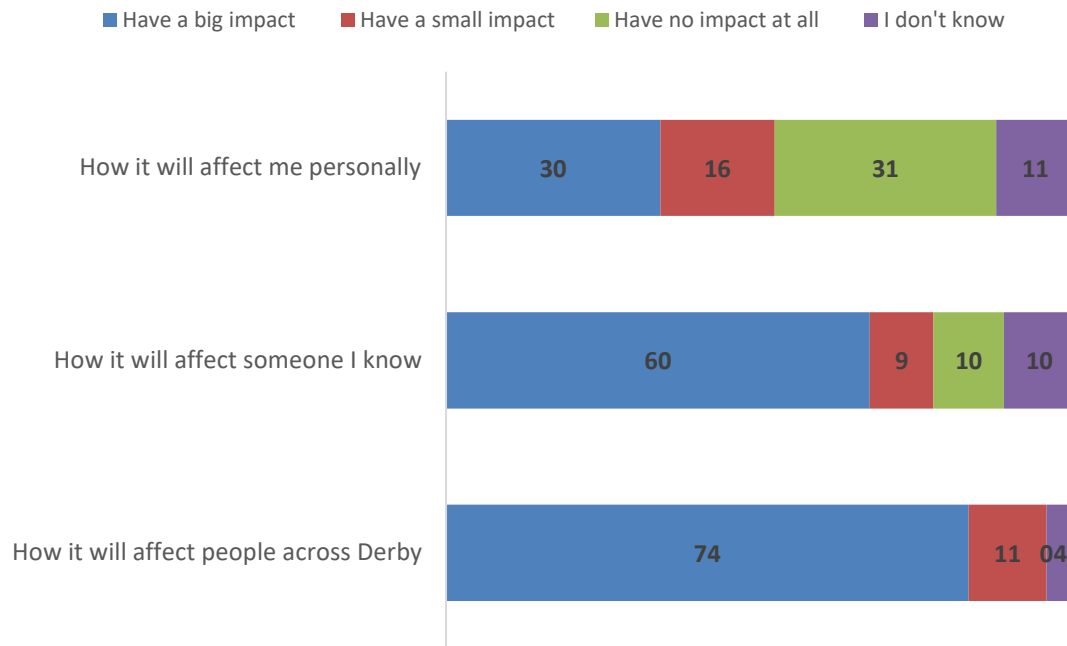
Chart 2. Strength of agreement with should the Council prioritise essential services that they have a statutory duty to provide.



Base: 89 respondents

74 respondents believed the proposal would have a big impact on people across Derby (83.1%). 60 people said it would have a big impact on someone they know (67.4%) and 30 respondents (34.1%) said it would have a big personal impact. [Chart 3]

Chart 3. Perceived impact of proposal by consultees



Base: 88 respondents, 89 respondents, 89 respondents

### 5.1 Ideas or alternative suggestions on how support needs can be met whilst making the savings needed.

54 people used the opportunity to put forward approaches that could be considered.

Chart 5 shows the comments as themes, the top three themes were:

- Maintain or increase funding and spend less elsewhere
- Partnership working / working with organisations
- Assessment process and how services are allocated

#### **Maintain or increase funding and spend less elsewhere (12 comments)**

12 people suggested that funding for Adult Social Care should be preserved, and savings made elsewhere within the council.

*"We seem to have so much waste in Derby. Waste from derelict buildings, projects which are really not necessary and ultimately become redundant."*

*"Savings should not be made on the most vulnerable. Stop funding the velodrome or subsidising Moorways rather than reducing care for the most vulnerable"*

## **Partnership working / working with organisations (12 comments)**

Comments within this theme ranged from suggestions on working with community partners...

*“Get schools involved in helping the community more, particularly senior school students, it may help them to see other people's needs and shape them for a career in the health and social care sector and also encourage them to want to make a better future for people.”*

...greater collaboration between service providers...

*“It is essential that the brilliant joint work with NHS staff on hospital discharge and rehabilitation continues to develop. This will save money in the long run. The service helped my husband improve after a bad fall and brain injury to a level the drs did not expect”*

...whilst others believed it would make financial sense for services to be brought back in-house.

*“Delivering the Services directly instead of outsourcing to private sector organisations that prioritise profit over provision of service would make significant savings. vastly improve the quality of care, and create a greatly improved public perception of the intentions of the service providers.”*

## **Assessment process and how services are allocated (11 comments)**

Some suggested that through conversation a greater understanding of people's needs could be reached, and the financial package could be better attuned:

*“Consult with families and carers, have honest and open conversations and work in coproduction”*

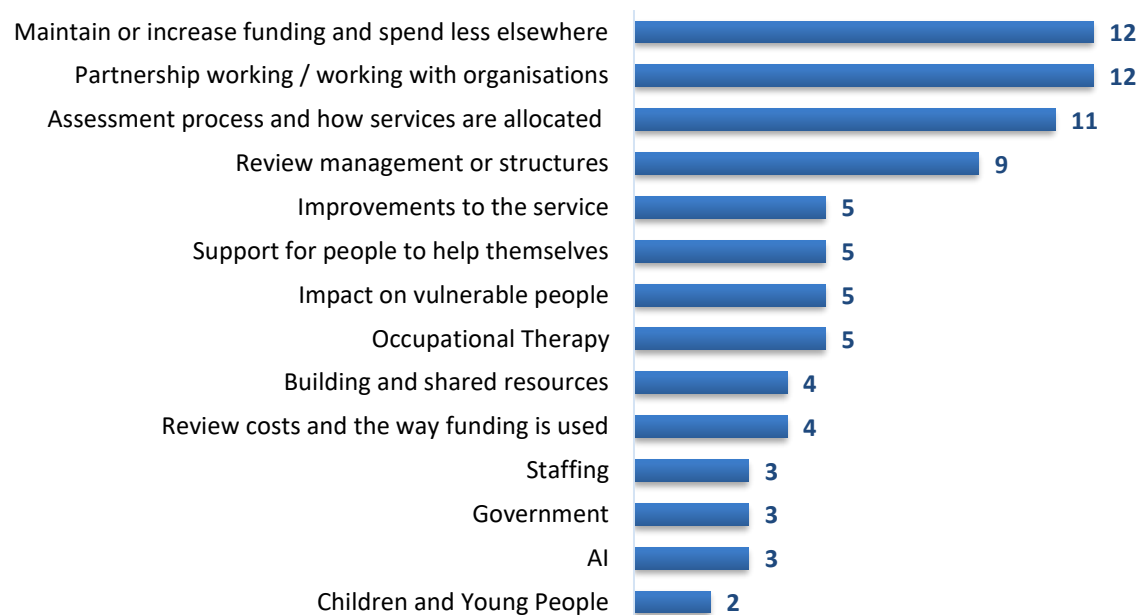
Others felt priority should be given to those who lived alone, or had more support needs

*“We should prioritise those who live alone, or for whom the routine of support forms structure to their lives. We need to value the care givers and social workers more, they keep everyone safe.”*

Some cited Council processes that could be considered.

*“Focus on debt recovery  
Review packages more regularly to ensure correct spending  
Allow ASC workers to hold cases to ensure correct spending rather than cases coming into duty repeatedly”*

Chart 5 Emerging themes on ideas or suggestions



Base: 54 respondents

## 5.2 Other comments or suggestions

41 people used the opportunity to put forward approaches that could be considered.

Chart 6 shows the comments as themes, the top two themes were:

- Impact on vulnerable people
- Use of AI

### **Impact on vulnerable people (19 comments)**

By far the largest theme to emerge concerned the reduction in financial support to the most vulnerable.

*“Taking care away from the vulnerable puts more pressure on their carers/family who are most likely already under stress  
It will not improve their position. Also for those older members of the community reducing their carer contact will only increase their isolation”*

*“I feel over the last few years care for the elderly and vulnerable have already been cut back to the core. we see many of our elderly really struggling that have worked and paid tax and insurances all their life's and have nothing to show for it. As workers we have to more or less beg for services we know people really need.”*

### The use of AI or technology (6 comments)

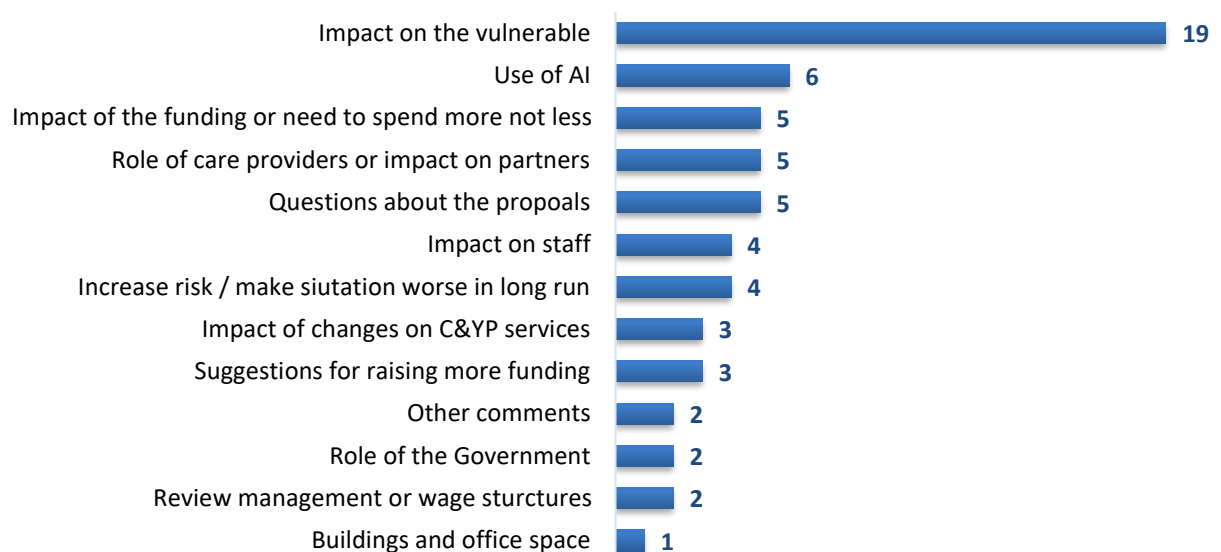
Six people commented on the use of AI or technology. Comments ranged from those concerned about their relative's interaction with AI rather than people and the risk of speculative spend on unproven technology.

*"Older people do not always have access to the internet. My mother doesn't so relies on me to do it for her. Using AI or assistive technology could result in increased costs for her. Please focus efforts on lobbying Government and working with care providers so their voices are also heard"*

*"The overview of proposals is aspirational and dependent on further use of technologies which have not achieved an adequate readiness level in relation to user demographics and environment. There appears to be a gap between the 'lived experience' of the people dependent on these services and others who are familiar with the circumstances but are not accommodated to make meaningful contribution to the review and development of solutions. The structure and scope of the questions may suggest that an outcome has been predetermined and a suitable set of statistics is needed to support the future programme."*

One email was received which discussed the use of Occupation Therapists. The respondent was concerned that this presented a risk and possible safeguarding ramifications. This was a view shared by four other people (increase risk/ make situation worse in long run).

Chart 6 - Comments and suggestions



**Base: 41 respondents**



## 6. Data tables

**Do you consent to the processing and storing of your resp...**

	No.	%
Yes	91	98.9
No	1	1.1
Total	92	100.0

**Table 1: In what capacity are you giving your feedback on the care package proposals?**

	No. of Responses	%
A resident of Derby who currently accesses these services	5	5.6
A resident of Derby who does not currently access these services	31	34.8
A member of staff at a care service	16	18.0
A representative of a statutory organisation	1	1.1
An unpaid carer of a person who is affected by this proposal	9	10.1
A local health and social care professional	13	14.6
A representative of a voluntary sector organisation	4	4.5
Other (please specify)	10	11.2
Total	89	100.0

**Table 2: How strongly do you agree or disagree with the proposal to scale down support provided to vulnerable people?**

	No. of Responses	%
Strongly agree	3	3.4
Agree	4	4.5
Neither agree nor disagree	9	10.1
Disagree	19	21.3
Strongly disagree	54	60.7
Don't know	0	0.0
Total	89	100.0

**Table 3: How strongly do you agree or disagree with statement? With reduced funding the Council should prioritise essential services that they have a statutory duty to provide.**

	No. of Responses	%
Strongly agree	25	28.1
Agree	31	34.8
Neither agree nor disagree	15	16.9
Disagree	10	11.2
Strongly disagree	6	6.7
Don't know	2	2.2
Total	89	100.0

**Table 4: Thinking about the proposals on care packages for vulnerable people...How it will affect me personally**

	No. of Responses	%
Have a big impact	30	34.1
Have a small impact	16	18.2
Have no impact at all	31	35.2
I don't know	11	12.5
Total	88	100.0

**Table 5: Thinking about the proposals on care packages for vulnerable people...How it will affect someone I know**

	No. of Responses	%
Have a big impact	60	67.4
Have a small impact	9	10.1
Have no impact at all	10	11.2
I don't know	10	11.2
Total	89	100.0

**Table 6: Thinking about the proposals on care packages for vulnerable people...How it will affect people across Derby**

	No. of Responses	%
Have a big impact	74	83.1
Have a small impact	11	12.4
I don't know	4	4.5
Total	89	100.0

**Table 7: Please tell us how you describe your gender.**

	No. of Responses	%
Woman/girl	54	60.7
Man/boy	27	30.3
Non-binary	1	1.1
Prefer not to say	7	7.9
Total	89	100.0

**Table 8: Do you identify as a gender other than what you were assigned at birth, that is you are a trans person or someone with a trans history?**

	No. of Responses	%
Yes	17	19.3
No	63	71.6
Prefer not to say	8	9.1
Total	88	100.0

**Table 9: What was your age on your last birthday?**

	No. of Responses	%
25 & under	1	1.2
26 - 35	8	9.4
36 - 45	13	15.3
46 - 55	28	32.9
56 - 65	25	29.4
66 - 75	7	8.2
76 & over	3	3.5
Total	85	100.0
<b>Average age 52.28 (age range 23 - 81)</b>		

**Table 10: To which group do you consider you belong?**

	No. of Responses	%
Asian or Asian British - Indian	5	5.7
Black or Black British - African	2	2.3
Black or Black British - Caribbean	3	3.4
Dual Heritage - White and Black Caribbean	1	1.1
Dual Heritage - White and Black African	1	1.1
Any other Dual Heritage background	2	2.3
White - English / Welsh / Scottish / Northern Irish / British	69	78.4
White - Irish	2	2.3
Any other White background	3	3.4
Total	88	100.0

**Table 11: Do you consider yourself to be a disabled person?**

	No. of Responses	%
Yes	15	17.0
No	73	83.0
Total	88	100.0

**Table 12: I consider myself to be**

	No. of Responses	%
heterosexual/straight	72	80.9
bisexual	2	2.2
a gay man	2	2.2
a gay woman/lesbian	1	1.1
Prefer not to say	12	13.5
Total	89	100.0

**Table 13: Do you have any religious beliefs?**

	No. of Responses	%
Yes	34	37.8
No	44	48.9
Prefer not to say	12	13.3
Total	90	100.0

**Table 14: If yes, to which religion do you belong?**

	No. of Responses	%
Buddhist	1	3.0
Christian	23	69.7
Hindu	1	3.0
Muslim	2	6.1
Sikh	3	9.1
Other	2	6.1
Prefer not to say	1	3.0
Total	33	100.0