



Derby City Council

Voluntary Community and Faith Sector 2013 Consultation Report

Contents

Summary	3
1 Background	4
1.1 Context	4
1.2 Methodology	5
1.3 Format and purpose of this report	6
2 Key Findings from the consultation activities	7
2.1 Findings from public and stakeholders	7
2.2 Findings from organisations and service users	15
2.3 Responses by organisation	29
2.3.1 Age UK	31
2.3.2 Alternatives	35
2.3.3 CamTAD	37
2.3.4 Community Action Derby	39
2.3.5 Derby Bosnia Herzegovina Community Association	41
2.3.6 Derby Community Accountancy Service	43
2.3.7 Derby Persian Cultural Association	45
2.3.8 Derby Shopmobility	47
2.3.9 Derby Stroke Club No One	48
2.3.10 Derby United Credit Union	51
2.3.11 Derbyshire Advocacy Service	53
2.3.12 Derbyshire Chinese Welfare Association	55
2.3.13 Derbyshire Friend	57
2.3.14 Derbyshire Voice	59
2.3.15 Hadhari Nari	61
2.3.16 Hadhari Supported Lunch Club	63
2.3.17 Headway	65
2.3.18 Indian Community Day Support	67
2.3.19 MHA Care Groups - Live at Home Schemes	69
2.3.20 Opieka	71
2.3.21 Padley Group	74
2.3.22 Relate Derby and Southern Derbyshire	78
2.3.23 Rethink Focusline	80
2.3.24 Sahahra	82
2.3.25 Sahakar Group	83
2.3.26 Sahaly Women's Group	84
2.3.27 Sight Support Derbyshire	85
2.3.28 Sinfin and Stenson Fields Asian Over 60's	88
2.3.29 St James Centre	89
2.3.30 Ukrainian Day Centre	91

This consultation report will be considered by Cabinet as part of the Voluntary Community and Faith Sector 2013/14 and 2014/15 Funding Consultation Report on the 16th October 2013. It includes an overview of the consultation responses for the carers services provided by Age UK Derby and Derbyshire, Disability Direct and Crossroads Care. The detailed responses on these services will be considered as part of a wider report on carers provision that was considered by Cabinet on 11th September 2013.

Summary

As part of the revenue budget savings required to be achieved in 2013/14 -2015/16, the Council is proposing to reduce Adults, Health and Housing long-term grant funding to the Voluntary Community and Faith sector.

Consultation has been undertaken with the general public, the individual organisations affected by the reductions, their service users and other local stakeholders. Three separate surveys were designed online and in paper form for:

- service providers,
- service users,
- stakeholders and the general public

The main findings from the stakeholders and public are:

- 97.8% of respondents said 'no' they do not agree with the proposal to reduce funding for the grant funded Voluntary, Community and Faith sector organisations
- Information and Advice (97.8%) and responding to health and social care risks (93.5%) are seen as the most important.
- Most significantly respondents felt older people (93%) and disabled people (92%) would be affected by the cuts, but other groups would also be affected

The main findings from the Service Users are:

- 99 % of respondents said 'no' they do not agree with the proposed reduction in funding
- Respondents commented that the voluntary sector provides vital services to elderly, vulnerable people. The services are essential to them as service users to help maintain good health, to avoid isolation by providing (accessible) social opportunities such as attending activities to meet friends. Respondents said that these services are important to them and others who use voluntary services in several ways
 - ❖ To make people feel part of the community
 - ❖ Getting people out of the house
 - ❖ Ensuring people are not in crisis

- Information and Advice (90.7%) and access to community opportunities (90.5%) are seen as the most important to service users
- Most significantly respondents felt older people (89.3%) and disabled people (58.9%) would be affected by the cuts, but other groups would also be affected

The main findings from Organisations were:

- Many organisations would cease to exist or offer their services if there was a 30%, 50% or 100% reduction
- A main theme amongst organisation responses was that the Voluntary Sector has a vital role to play. Many organisations feel that removing their services will put more pressure on public health, councils and other statutory bodies.
- Some of the main areas of concern given are:
 - ❖ Service users will become more isolated
 - ❖ Service users will lose their independence
 - ❖ There will be nowhere for people to turn to
 - ❖ Vital work that has been undertaken in the Voluntary Sector will be lost
 - ❖ Charges to services may need to be made, some of which could be met by personal budgets for people who were eligible for social care services. If people were not eligible for they may simply not have access to the services they need.

35 organisations were invited to provide a response to the consultation, five organisations did not respond to the consultation, Austin Community Enterprise, Disability Direct, Sathi Group, Derwent Group, Crossroads Care.

1. Background

1.1 Context

As part of the revenue budget savings required to be achieved in 2013/14 -2015/16, the Council is proposing to reduce Adults, Health and Housing long-term grant funding to the Voluntary Community and Faith sector.

The majority of the services that will potentially be affected by the budget savings are funded jointly by the Council and Southern Derbyshire Clinical Commissioning Group (SDCCG). SDCCG have indicated that there will be no changes to their funding in 2014/15.

1. The proposal for the reduction in carers provision has been designed so that the Council retains the core provision that gives carers access to information, advice, advocacy, emergency planning assessment and respite breaks. The proposal is to remove all Council funding from the following two services subject to consultation:

- Age UK Derby & Derbyshire Carers Connect – supporting GP practices and the Royal Derby hospital in identifying carers and referring them to Derbyshire Carers Association (DCA) to receive a carer's assessment and support with their caring role. The service provides training on awareness of carer's needs and support.
- Disability Direct Carers Support – to identify carers in the community from a range of cultural backgrounds and refer them to DCA for a carer's assessment and support with their caring role.

The respite service for carers to receive a reduction in funding in 2014-15 is Crossroads. Crossroads provides respite support within a person's home whilst the carer has to attend appointments, events or a personal commitment for a short period of time.

2. The reductions to Rethink Focus Line (which provides a phone line offering support to people with mental health issues) and Derbyshire Voice (which provides an engagement and support service to support mental health service users to feedback on service issues) are being proposed as these services are a non-statutory area of spend. The Health Service is the major funder of both these services and the City Council only makes a relatively small financial contribution to each service, approximately 10%. The priority is to protect statutory Council services.
3. In 2011 the Council developed a Voluntary Community and Faith sector strategy and invited the sector to submit grant funding applications against new service specifications. This resulted in a new range of services that met our strategy objectives and our priorities.

To achieve the required savings in 2014/15, it is the Council's intention to generally adhere to the existing strategy and service specifications. Funding will be prioritised for those services that directly support early intervention and prevention, help prevent deterioration and assist people to remain as independent as possible within the community.

1.2 Methodology

In order to be compliant with best practice and guidelines laid out in the Best Value 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 was provided so that the general public, those organisations that may lose funding, their service users and other stakeholders could comment on the proposals. This consultation began on 4 March 2013 and closed on 27 May 2013. In total 30 organisation responses were received, 596 responses from service users and 95 responses from the general public and stakeholders. In addition to the consultation surveys 1 petition was received from Relate Derby and South Derbyshire with 322 valid signatures.

The main methods used to gain feedback from respondents were the online and paper based surveys which were...

1. An online and paper survey to organisations affected by the funding*

2. An online survey made available on the Council website to the general public and stakeholders*
 3. An online and paper survey of service of the organisations*
 4. Direct meetings with organisations their service users and stakeholders
- * Easy read and translated versions were provided on request

When providing the analysis of results, these have been taken directly from the submissions made using the surveys the council designed for the exercise, which were available for completion online and in hard copy, as well as translated and easy read versions. Organisations and service users also provided their feedback via letters, group responses and specific feedback forms that were developed by individual organisations to assist users to respond. A summary of the key messages from these responses, where these were provided, are provided in Appendix 4.

1.3 Format and purpose of this report

This report provides an analysis of responses by Voluntary Community and Faith organisations, with an outline of responses from their service users, the direct responses from the organisations and any responses from the general public and stakeholders.

This report summarises and presents the findings of the consultation responses, 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.

2 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.

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.

The following responses from the public and stakeholders need to be considered alongside the responses from service users and organisations in the following sections of this report.

2.1 Findings from the public and stakeholders

In total 95 responses were received from members of the public or stakeholders. The main findings from these respondents are found in this section.

2.1.1 Do you agree with the Council's proposed overall reduction in voluntary sector grant funding?

97.8% of respondents said 'no' they do not agree with the proposed overall reduction in the funding.

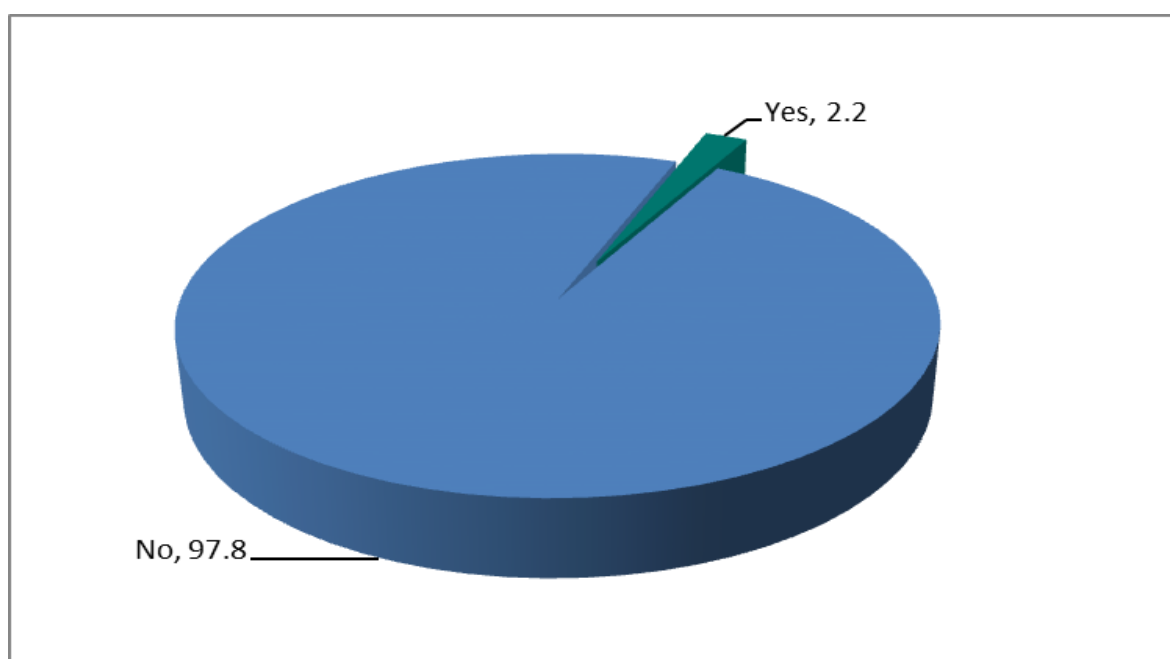


Figure 1. % of respondents who agree with the proposed funding reductions

2.1.3 Importance of service areas

The public and stakeholders were asked to rate the importance of 9 areas of service to the well-being of Derby residents. Table 1 below shows the 9 areas.

A. Carer's provision. The services are Age UK Derby & Derbyshire Carer Connect, and Disability Direct Carer's Support.
B. Carer's provision. The service is Crossroads Care respite support.
C. Focus Line & Derbyshire Voice
D. Access to community opportunities. These services include the provision of social, leisure and education, e.g. lunch clubs.
E. Responding to health and social care risks and preventing deterioration. These services include interventions for victims of crime, activities that prevent a frail older person from falling
F. First Contact. This service supports partnership working to link vulnerable adults to a range of different services appropriate to their needs.
G. Information and advice. These services support customers to access preventative services in the community that will help them remain independent.
H. Advocacy. These services provide support for individuals to express their views, meet their needs or access their rights.
I. Infrastructure support. These services provide support to voluntary and community organisations to assist them to work more effectively, and represent their views.

Table 1. 9 areas of service proposed where funding may be reduced.

Figure 2 shows how respondents rated the importance of the 9 service areas. Please note letter references have been used to indicate the area referred to in table 1. A significant number of respondents rated all of the 9 service areas as important, the highest rated was G -information and advice, with 97.8% of respondents who rated this as important. 93.5% of respondents rated E – responding to health and social care risks as important. Looking at those areas rated least important, 71.7% of respondents rated C – Focus Line and Derbyshire Voice as important and 75.8% who said I – infrastructure support is important.

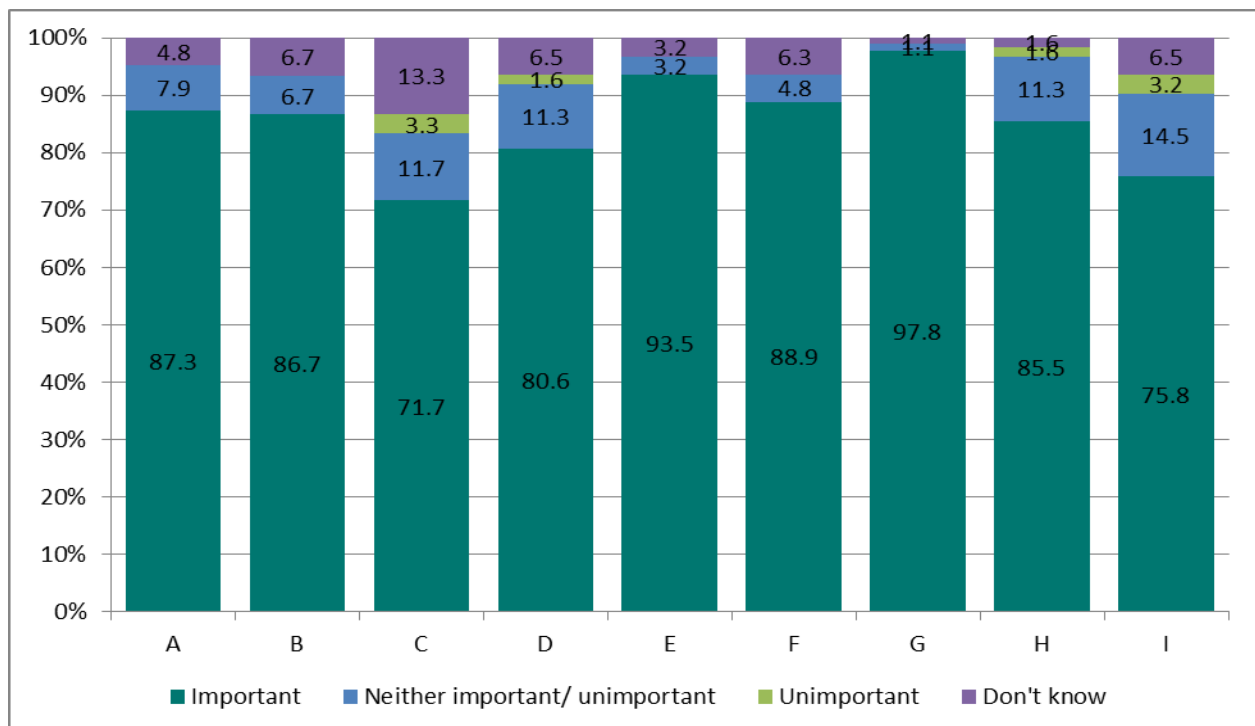


Figure 2. Importance of funding for service areas A-I

2.1.4 Agreement with proposed reductions in levels of funding

Figure 3 shows which of the service areas the public and stakeholders agree should receive a reduction in funding. There was no significant response to support a reduction in funding for any of the service areas. As with figure 2, the letters refer to the areas noted in table 1.

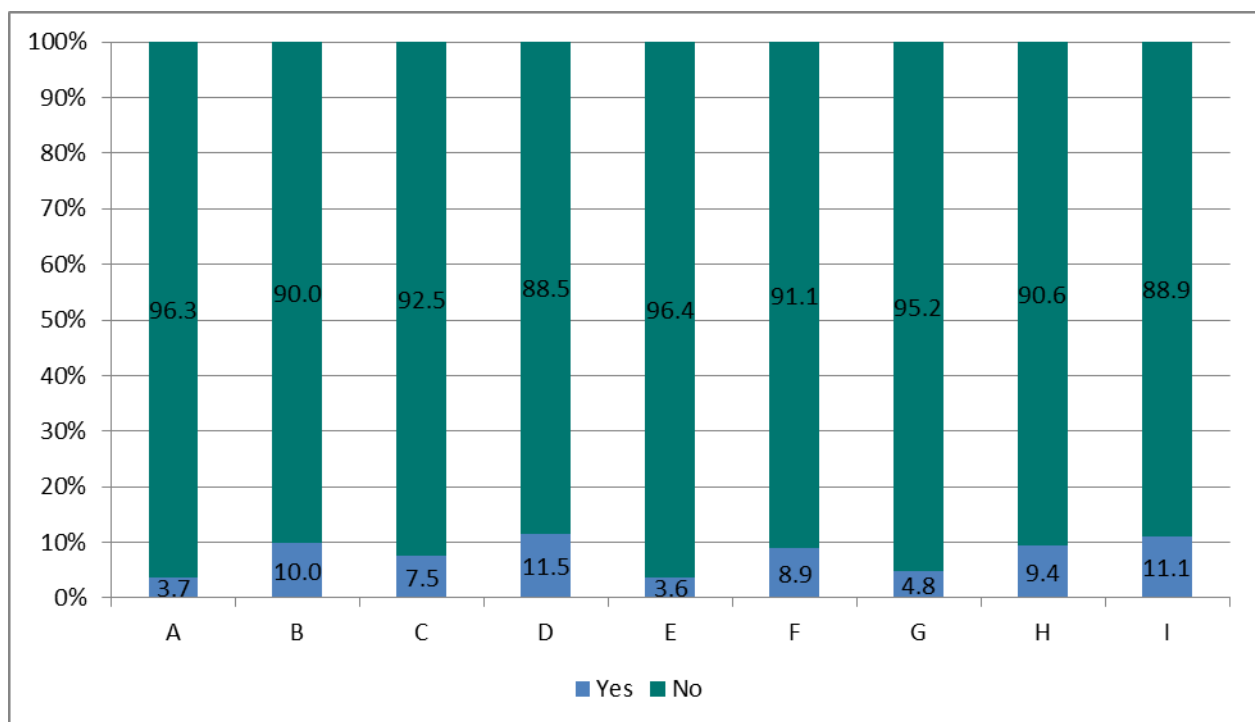


Figure 3: % agreement with the proposed reduction in funding

2.1.5 Importance of potential new services to the well-being of Derby residents

The Council identified 3 service areas where there may be potential to develop new grant aided services. The public and stakeholders were asked whether they felt it was important to the well-being of Derby residents to fund services in these service areas. 68.1% of respondents said that a service to support autism is important, with 64.7% who said that a service to support people who are victims of harassment is important and 57.4% of respondents thought that a service to support the development of community groups for black and minority ethnic groups was important.

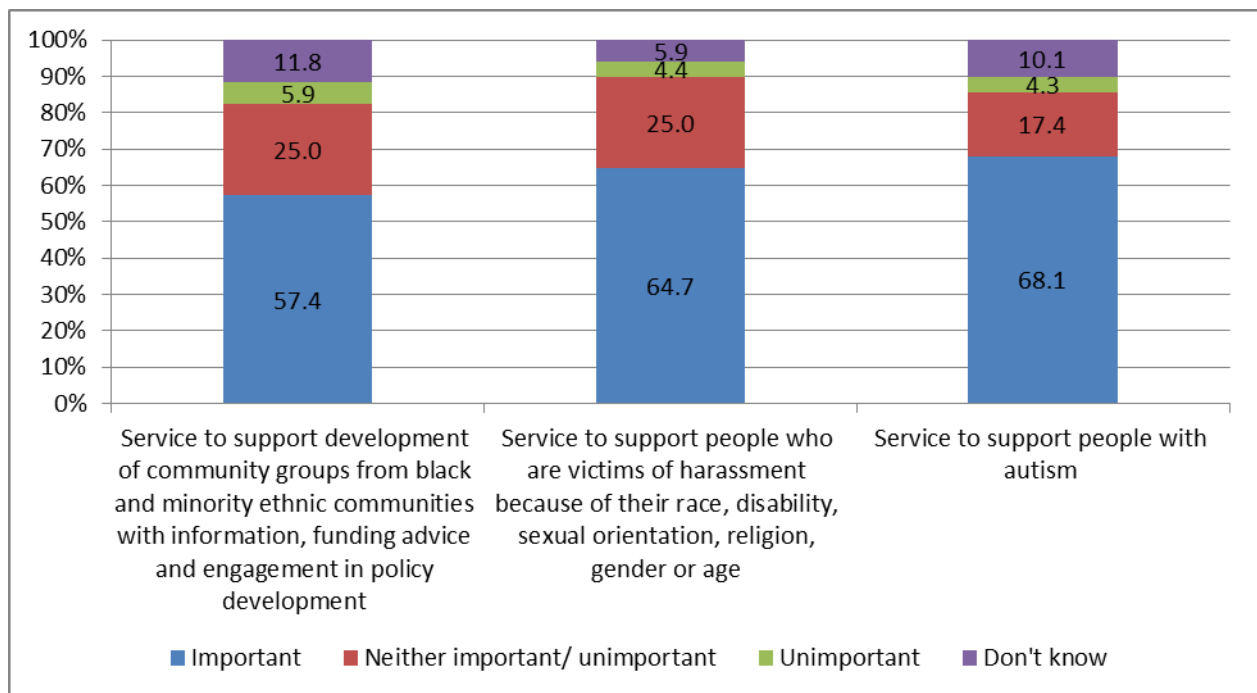


Figure 4: % Public and Stakeholder views on whether potential new services were important

2.1.6 Why services are important

When asked “why these voluntary sector services are important?” the public and stakeholders said that these services are needed to support people in the community, to ensure people have access to support in order to help with their needs. A word cloud has been used to summarise the responses to this question. Full details of the responses are contained in Appendix 3.

Public + stakeholder views on why these voluntary sector services are important



2.1.7 Who would be affected if services were reduced?

The public and stakeholders were asked who they felt would be affected by the reduction in funding, most significantly respondents felt older people (93%) and

disabled people (92%) would be affected. Overall respondents felt that all of the groups would be affected.

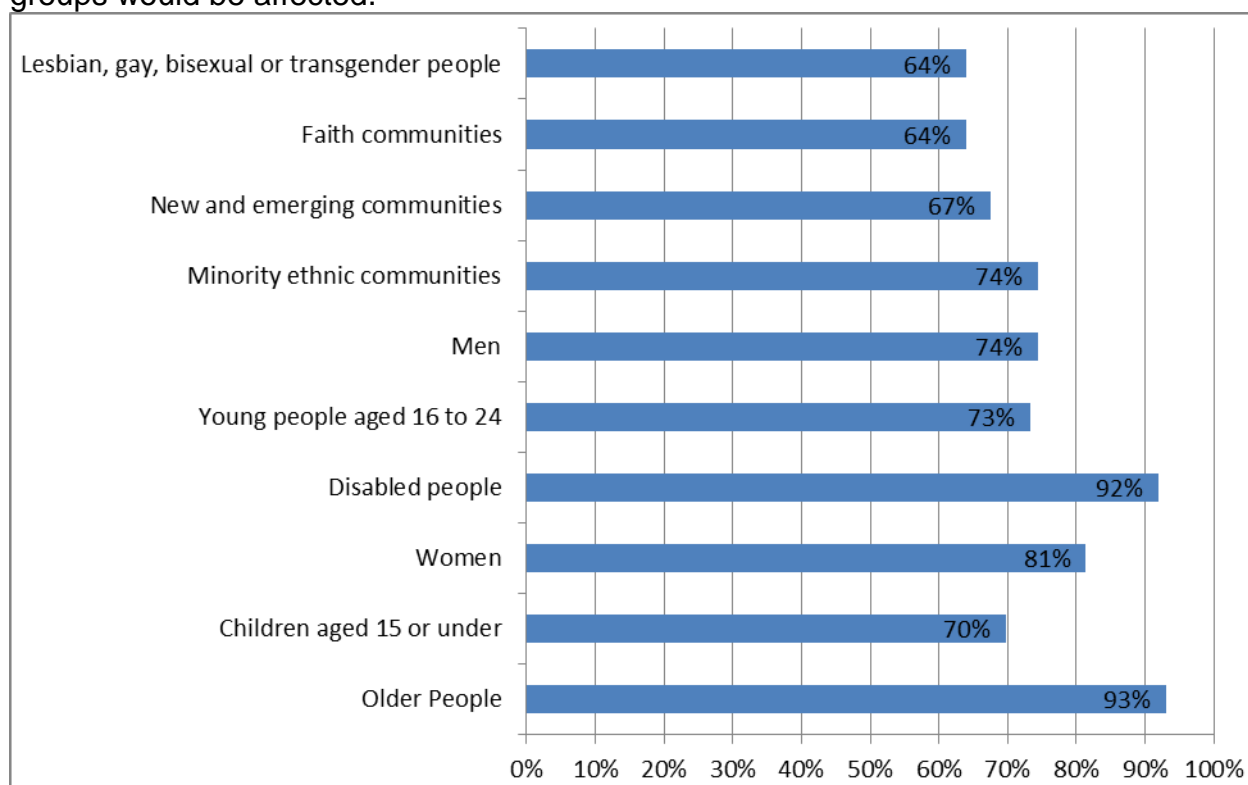


Figure 5. Who may be affected by the proposed funding reductions? (multiple response)

2.1.8 Profile of the respondents to the public and stakeholder consultation questionnaire

54% of public and stakeholders responding to the consultation stated they were a Derby resident, with 59% who said they are a representative of a voluntary or community organisation.

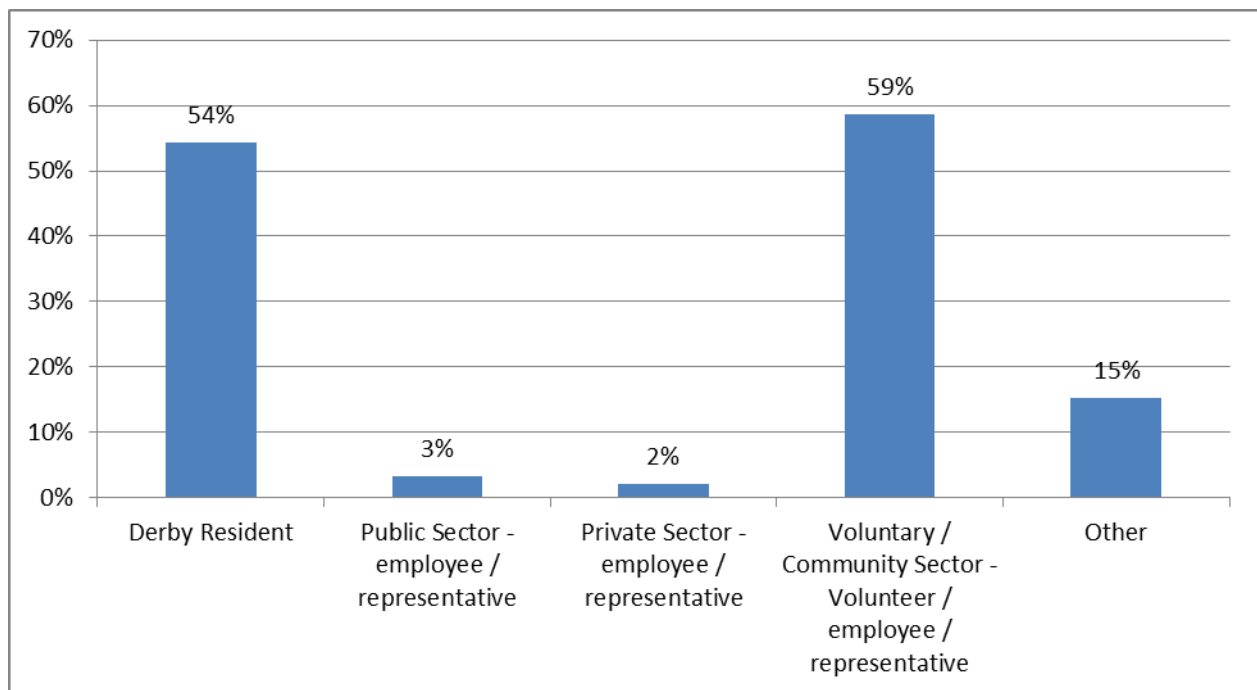


Figure 6. Profile of respondents to the public and stakeholder consultation questionnaire(multiple response)

53% of respondents are female and 47% are male.

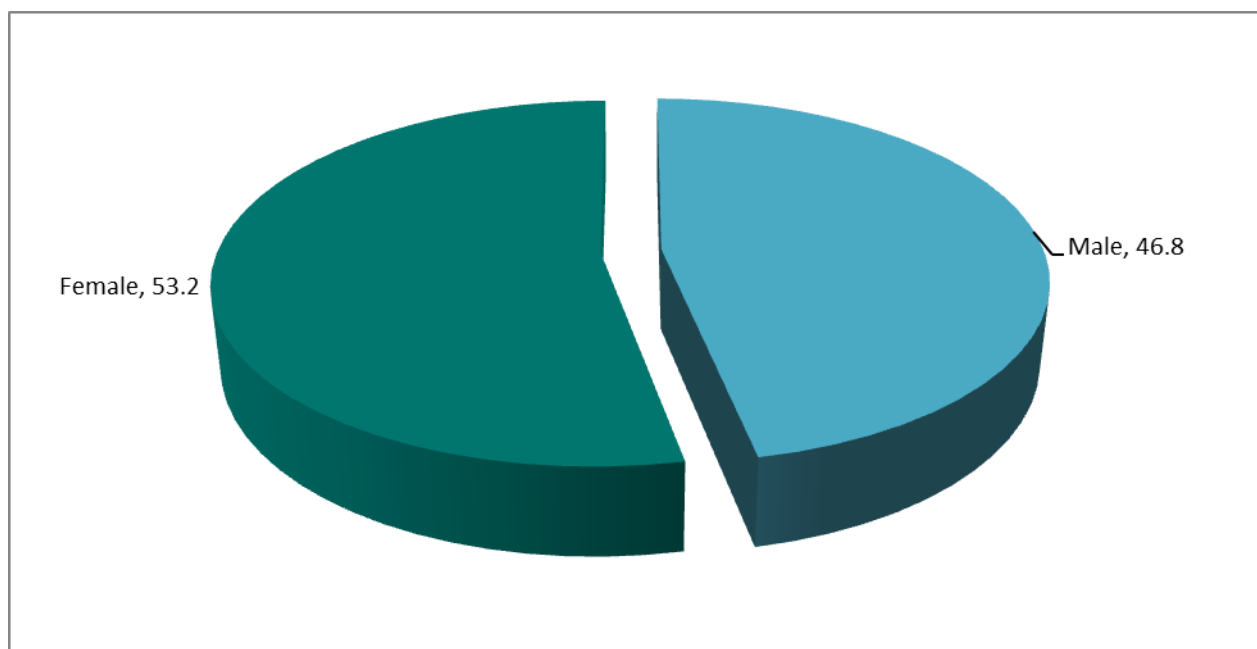


Figure 7. Gender of respondents to the public and stakeholder consultation questionnaire

The majority of respondents (75.6%) are White British, with the remaining respondents who are from an Asian British a Black British background.

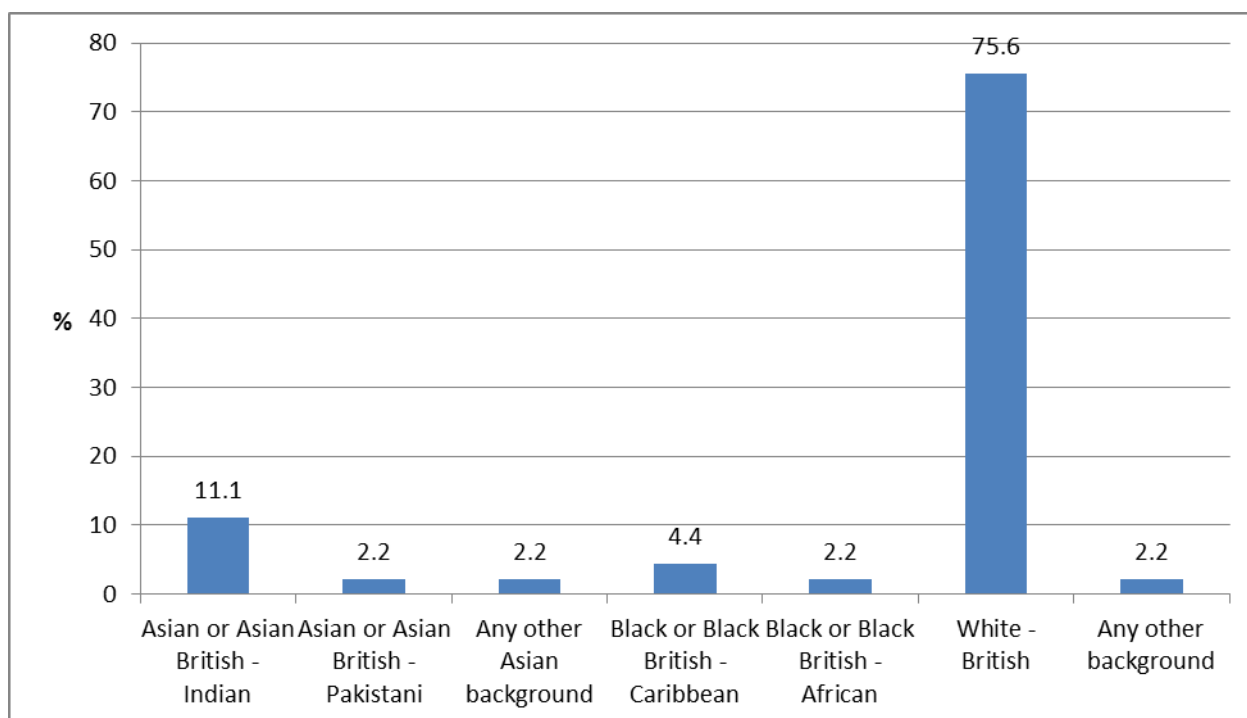


Figure 8. Ethnicity of respondents to the public and stakeholder consultation questionnaire

Almost a quarter of respondents (23.7%) said they prefer not to provide details of their sexuality with 71.1% who said they are heterosexual or straight.

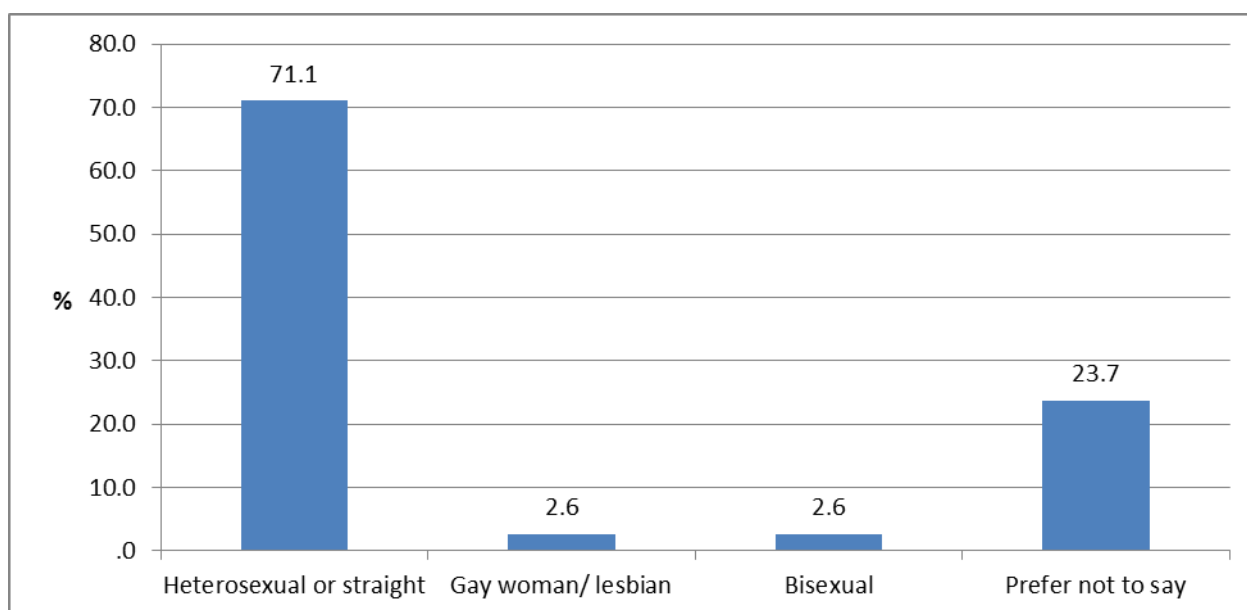


Figure 9. Sexuality of respondents to the public and stakeholder consultation questionnaire

2.2 Findings from organisations and service users

The organisations were provided with a survey questionnaire to complete either through an online link or a postal version. They were also invited to provide their service users with a hyperlink to the service user questionnaire or paper copies of the questionnaire to enable them to comment on the service they receive. Paper copies

of the questionnaires were provided where requested. In total 596 surveys covering 30 organisations were completed.

As well as the surveys, organisations were also offered the opportunity for Council officers to meet with organisation representatives and/or service user representatives to support them to contribute to the consultation. Where appropriate the Council provided:

- Interpretation for meetings or questionnaires translated into alternative languages
- Group consultation sessions facilitated by organisations with experience of consultation with people who have learning disabilities 'easy read' versions of the questionnaire for people who may struggle with conventional, written questionnaires

In addition the Council accepted letters, notes of meetings, questionnaires and other documents developed by some of the organisations to assist their service users to respond. These are contained in appendix 4.

When considering the results of this section, please note that the overall service user results are the combined replies from all those who completed an online or postal response. Given the target group for this section of the consultation (service users) it is anticipated that there will be a bias in the response to services where users were confident in providing written or online responses. This will be balanced by consideration of the summary of group responses (if group responses were received) referred to in each section. Full details of comments by organisation are listed in appendix 2.

This is particularly the case where additional support was provided by organisations or the Council to service users with learning or other disabilities, whose first language is not English or who may not have access to the internet.

2.2.1 Service user overall responses

596 online and paper questionnaires were received for various organisations. Table 2 shows the responses received by organisation. The person completing the survey self-completed the organisation they were responding about. In some cases the name of the organisation wasn't given.

Alternatives	34	Hadhari – Lunch Club	7
CamTAD	22	Headway	16
Carers Disability Direct	4	Indian Day Care centre	13
Chinese Welfare Association	6	MHA Live at home	212
Community Action Derby	2	Padley day centre	128
Crossroads	4	Relate	12
Derbyshire Carers	1	Sahakra	2
Derby Community Accountancy	11	Sight Support	30
Derby Shopmobility	1	St James Centre	16
Derby Stroke club	5	Ukrainian Elderly day centre	1
Derbyshire Voice	24	Unknown org/blank unknown org	24
Focusline	20		

Table 2. Organisations where questionnaires were completed and number of responses

Additional responses sent in from organisations have been included in appendix 4. Due to the nature and complexity of these responses, these have been detailed in table 3 below to show the range of additional supporting information.

Organisation	Brief details of additional information received
Age UK – First Contact	Additional supporting responses and letters of support
Alternatives	Detailed response to the organisation questionnaire with service user responses to their questionnaires
Derby Community Accountancy Service (DCAS)	Nine service users completed forms and sent back to DCAS
Derby Stroke club	Consultation event with additional feedback
Derbyshire Voice	Additional feedback sent in, collated for the budget 2012/13 consultation
Derbyshire Friend	Additional supporting document LGBT Health Survey findings and 9 service users provided additional feedback
Hadhari Lunch Club	Response from service users focus group, letter of support and additional feedback
Hadhari Nari	Response from service users
Indian Day Care Centre	Consultation events with additional feedback
MHA Live at home	Over 250 comments were made on additional forms of varying context.
Opieka	Group response from over 40 attendees
Relate	Additional appendices and information on the organisation and their benefits
Sahaly	Consultation event with additional feedback
St James Centre	Consultation event with additional feedback
Ukrainian Elderly Day Centre	49 service users attended a session where comments were made and recorded

Table 3. Additional information received, detailed in appendix 4

2.2.2 Frequency of using Voluntary Community and Faith Sector organisations

Almost 90% of service users to the Council's questionnaires stated they use the services either once a week or more frequently.

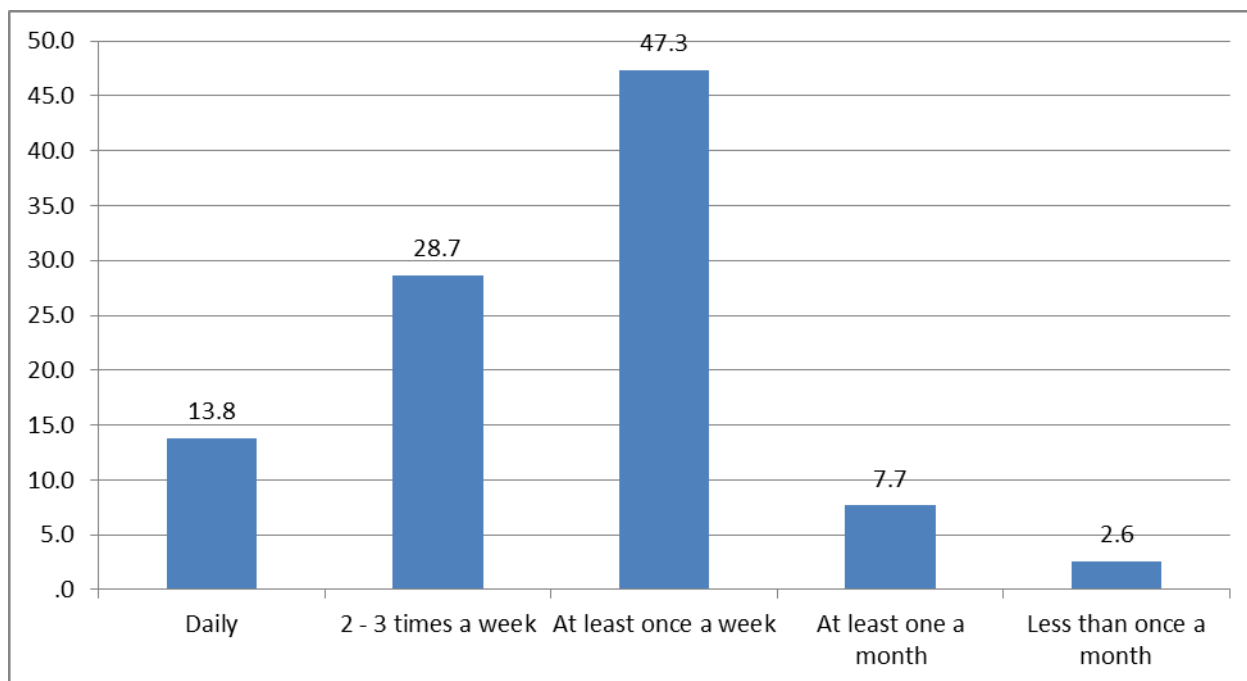


Figure 10. Frequency of using services

2.2.3 Do you agree with the Council's proposed overall reduction in voluntary sector grant funding?

When asked if they agree with the proposals, 99% of respondents to service user questionnaire said 'no' they do not agree.

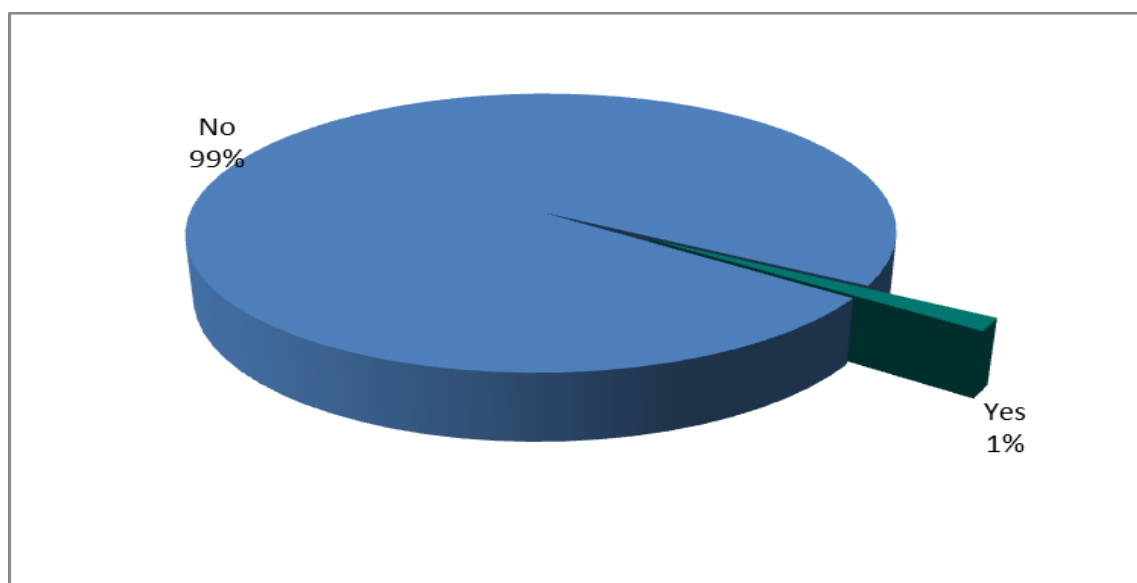


Figure 11. % of respondents who agree with the proposed funding reductions

2.2.4 Why services shouldn't be reduced

This section provides a summary of the large number of service user responses to this question for all organisations. Further details of the responses for individual organisations can be found in appendix 2.

Respondents commented that the voluntary sector provides vital services to the elderly and to vulnerable people. Respondents said that these services are important to them and others who use voluntary services in several ways:

- ❖ To make people feel part of the community
- ❖ Getting people out of the house
- ❖ Ensuring people are not in crisis
- ❖ Helping with mental health and well being
- ❖ Having somewhere to go and things to do so they are not isolated
- ❖ Maintaining good health and independence

Comments were made specific to the services used; however there were some other themes from the response:

- ❖ Reductions in this sector affect vulnerable people
- ❖ These services are a life saver
- ❖ Services provide vital support to vulnerable people

A word cloud (below) has been used to illustrate the main areas of comment.

Why services shouldn't be reduced



Service users were asked about the impact on them if services were reduced. Over 500 comments were made. Appendix 2 contains the full comments for each service. A word cloud has been used to illustrate the main comments made by service users on the impact of reductions in funding.

- Will miss getting out and socialising with people
- The services are important to stop people feeling isolated
- Will lose the opportunities to meet up with friends
- Would feel sad, upset and depressed
- The services help people to feel less lonely
- These services help many people to enjoy life and feel happy

[illegible]

2.2.6 Importance of service areas

As with the public and stakeholders survey, service users were asked to rate the importance of 9 service areas to the well-being of Derby residents. Table 3 shows again the 9 areas A-I.

A. Carer's provision. The services are Age UK Derby & Derbyshire Carer Connect, and Disability Direct Carer's Support.
B. Carer's provision. The service is Crossroads Care respite support.
C. Focus Line & Derbyshire Voice
D. Access to community opportunities. These services include the provision of social, leisure and education, e.g. lunch clubs.
E. Responding to health and social care risks and preventing deterioration. These services include interventions for victims of crime, activities that prevent a frail older person from falling
F. First Contact. This service supports partnership working to link vulnerable adults to a range of different services appropriate to their needs.
G. Information and advice. These services support customers to access preventative services in the community that will help them remain independent.
H. Advocacy. These services provide support for individuals to express their views, meet their needs or access their rights.
I. Infrastructure support. These services provide support to voluntary and community organisations to assist them to work more effectively, and represent their views.

Table 3. 9 areas of service areas where funding may be reduced

A significant number of respondents rated all of the 9 areas as important, the highest rated was G -information and advice, with 90.7% of respondents who rated this as important. 90.5% of respondents rated D – Access to community opportunities as important. Looking at those areas rated least important, 61% of respondents rated C – Focus Line and Derbyshire Voice as important.

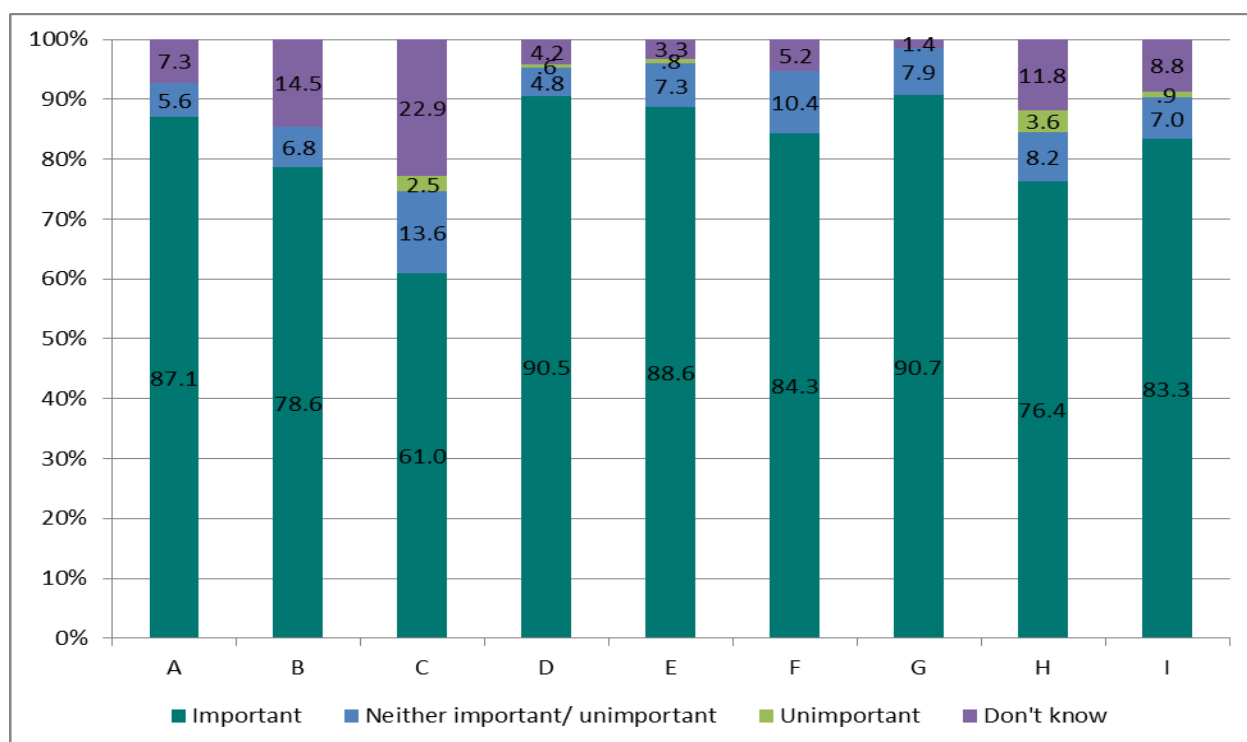


Figure 12. Importance of areas of funding

2.2.7 Why services are important – open ended comments

Service users were asked if they considered the service areas (A-I) were important and asked to tell us why. Due to the number of respondents word clouds have been used to illustrate each of the options A-I. Full responses are contained in appendix 2 which provides details of the responses for the service area and for individual services within each service area. Full details of the results of the consultation on carers services (sections A and B below) are attached to a separate consultation report on Carers services provided for the 11th September 2013 Cabinet.

A - Carer's provision. The services are Age UK Derby & Derbyshire Carers Connect, and Disability Direct Carer's Support

When asked about carer's provision, the main areas of comment from service users were that these services were vital and that carers should have support and help to allow them to live their life.

A. Carers Provision: reasons these services are important to service users



B - Carer's provision. The service is Crossroads Care respite support

When looking at the comments on the importance of Crossroads, the main area of comment from service users was that respite is important and vital for carers.

B – Carer's provision: Crossroads Care reasons this service was important to service users



C - Focus Line & Derbyshire Voice

Service users were asked about the importance of Focus Line and Derbyshire Voice as part of one service area. Appendix 2 shows the full comments made for each organisation.

The comments made about Focus Line are that it is essential to have a helpline for people to use, especially when looking at mental health and well-being.

Comments about Derbyshire Voice are that they save lives and play an important part in facilitating mental health service users to express their views & experiences of the treatment they receive from.

C. Focus Line & Derbyshire Voice: Reasons these services were important to service users



D - Access to community opportunities

Many of the comments by service users was the importance of being able to access services within this service area were around the opportunities provided for people to socialise, so that they don't feel isolated. It was felt that the opportunity for people to have access to services such as lunches, clubs and social events helped people meet, and get support from, others who are in similar situations.

D. Access to community opportunities: reasons these services were important to service users



E - Responding to health and social care risks and preventing deterioration

Service users identified that these services were targeted towards the elderly to help them in stay in their homes. Areas identified as important were the help they provided to people to remain independent, to support them in the long term and to prevent health problems.

E. Responding to health and social care risks and preventing
Deterioration: Reasons these services were important to service users



F - First Contact

The main areas commented on for this service indicate that service users regard this as vital to vulnerable adults who need services or don't know where to go for support in the community. Specific references were made to minority communities who might not speak English and therefore aren't aware of what is available to them.

First Contact: Reasons this service was important to service users



G - Information and advice.

Service user's comments about these services indicated the importance of people being able to access advice services to help them feel less isolated and support to be more independent. Respondents felt that people need support to help them find the right information.

G. Information and advice: Reasons these services were important to service users



H. Advocacy.

Service users commented that advocacy was important so that people are aware of their rights, where they can go to get the information they need, and to be able to feel they have a voice in decisions that affect them.

H. Advocacy: Reasons these services were important to service users



I - Infrastructure support.

Infrastructure support is seen as an important service to voluntary sector organisations as they provide advice on money and assist organisations in their role. Voluntary organisations need support/advice in order to run successfully.

I. Infrastructure support: Reasons these services were important to service users



2.2.8 Agreement with proposed reductions in levels of funding

Figure 13 shows which of the service areas service users felt should receive a reduction in funding. Overall there was significant agreement that there should not be a reduction in funding for any of the service areas. As with figure 12, the letters refer to the areas noted in table 3.

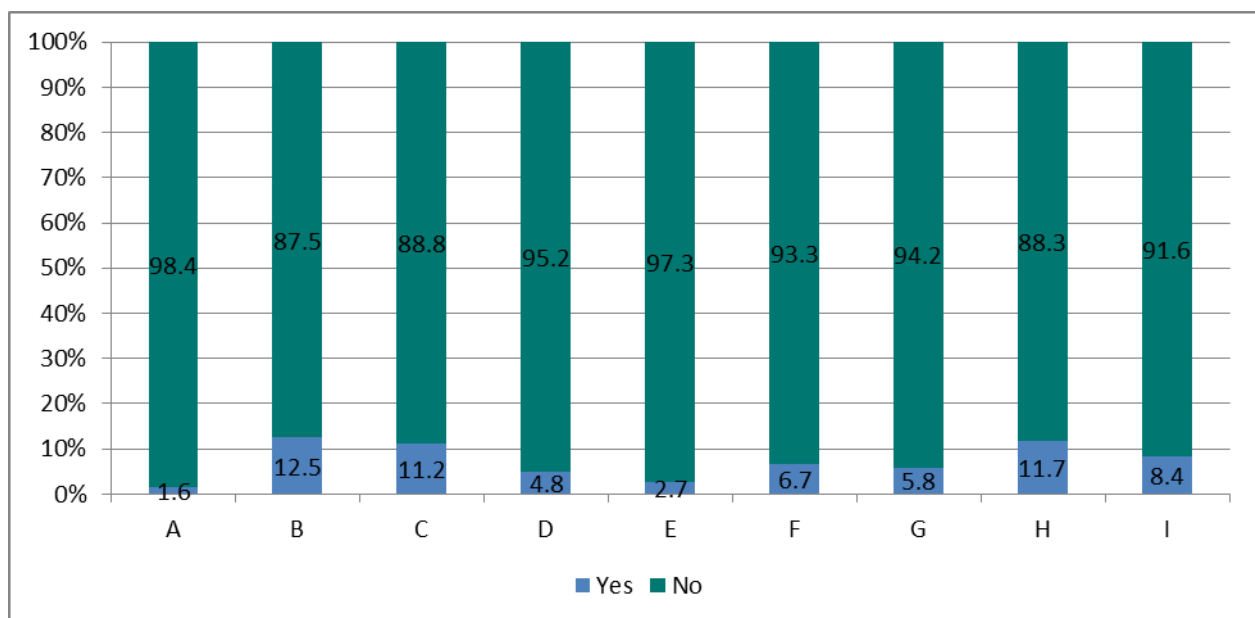


Figure 13. % agreement with the reduction in funding

2.2.9 Who would be affected if services were reduced?

89.3% of service users felt that older people would be the most affected by the reductions, and 58.9% felt that disabled people would be affected.

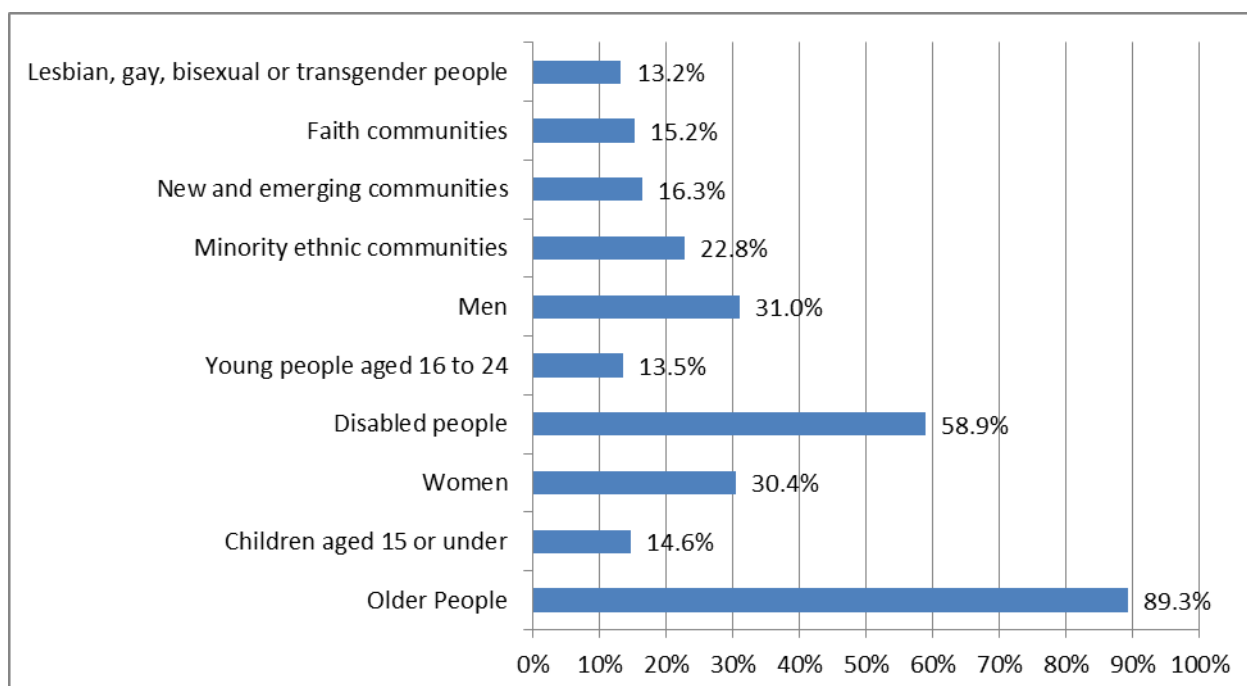


Figure 14. Who may be affected by the proposed funding reductions? (multiple response)

2.2.10 Demographics

The majority of respondents to the service user's survey are female (74.6%).

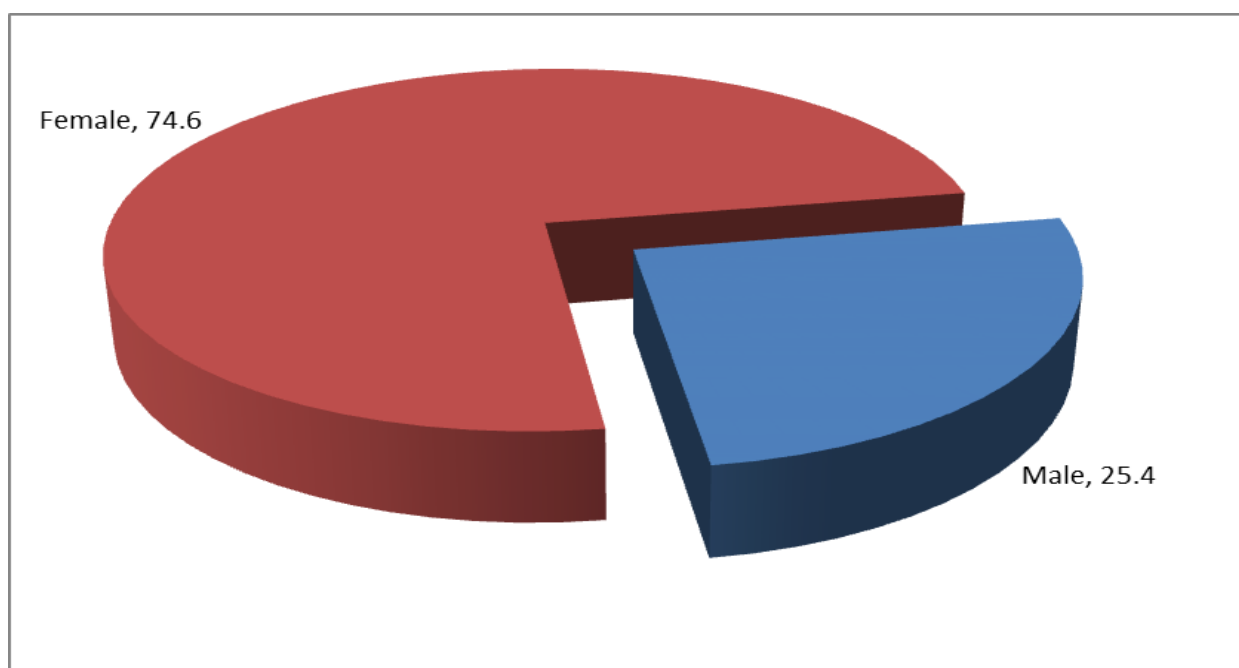


Figure 15. Gender of respondents to service users survey

88.6% of respondents are from a white background and 12.4% from other backgrounds. Of this 3.4% who are Asian or Asian British Indian. 2.7% are Black or Black British Caribbean and 2% are Chinese.

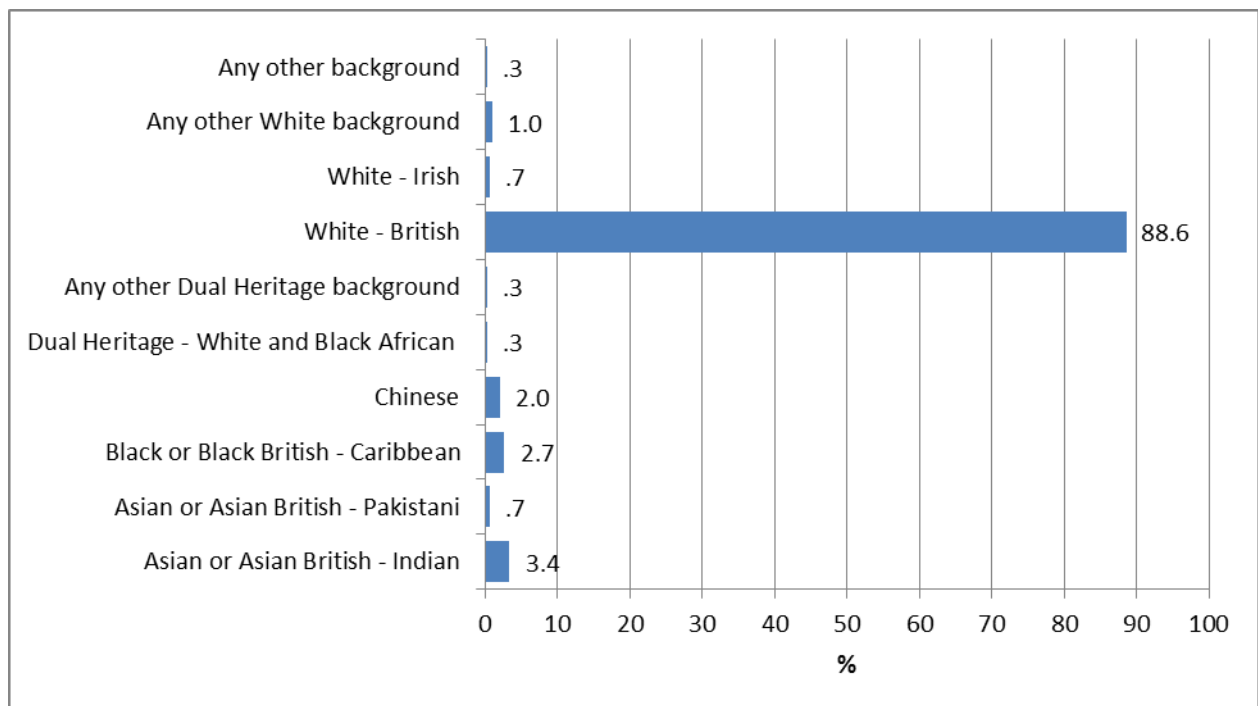


Figure 16. Ethnicity of respondents to service users survey

A significant number of service user respondents (68.4%) stated that they have a disability.

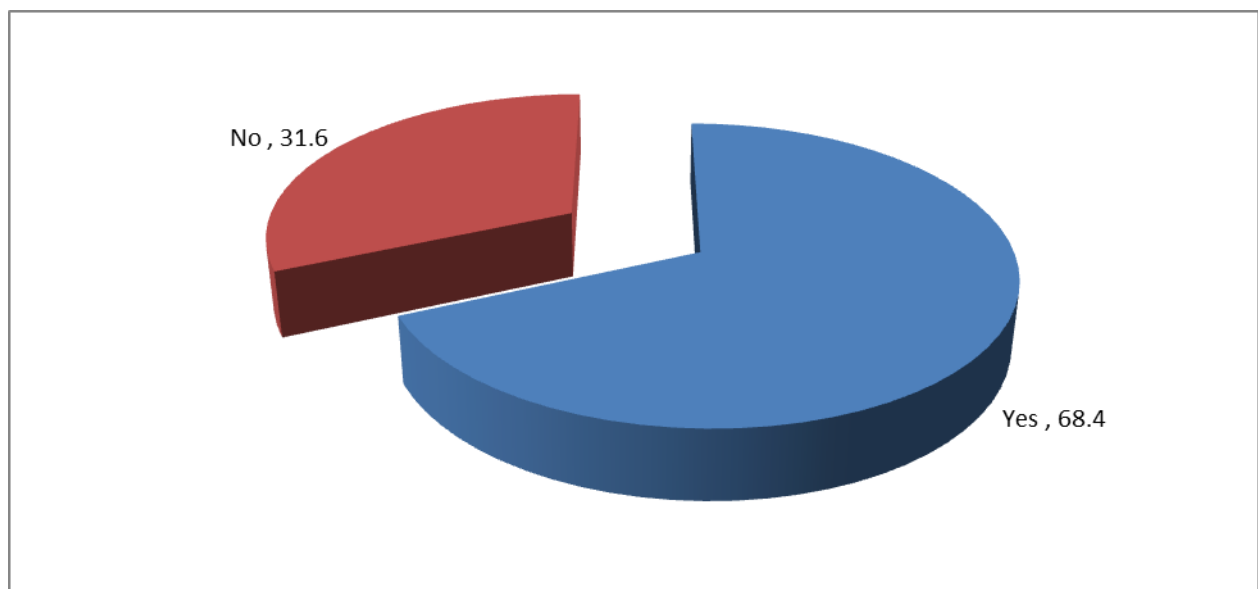


Figure 17. Respondents who consider themselves to be disabled

72.7% of respondents to the service user's survey are heterosexual or straight with 21% who said they prefer not to say.

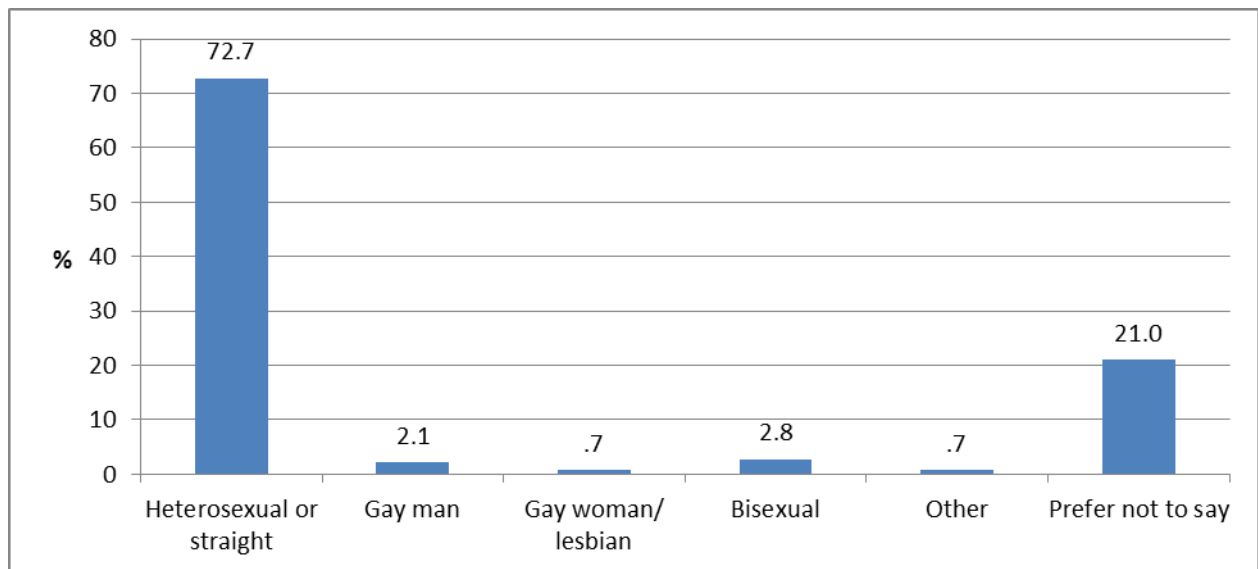


Figure 18. Sexuality of respondents to service users survey

Over half of the respondents (60.4%) to the service user's survey were aged over 75, and 17.6% who were aged between 65 and 74.

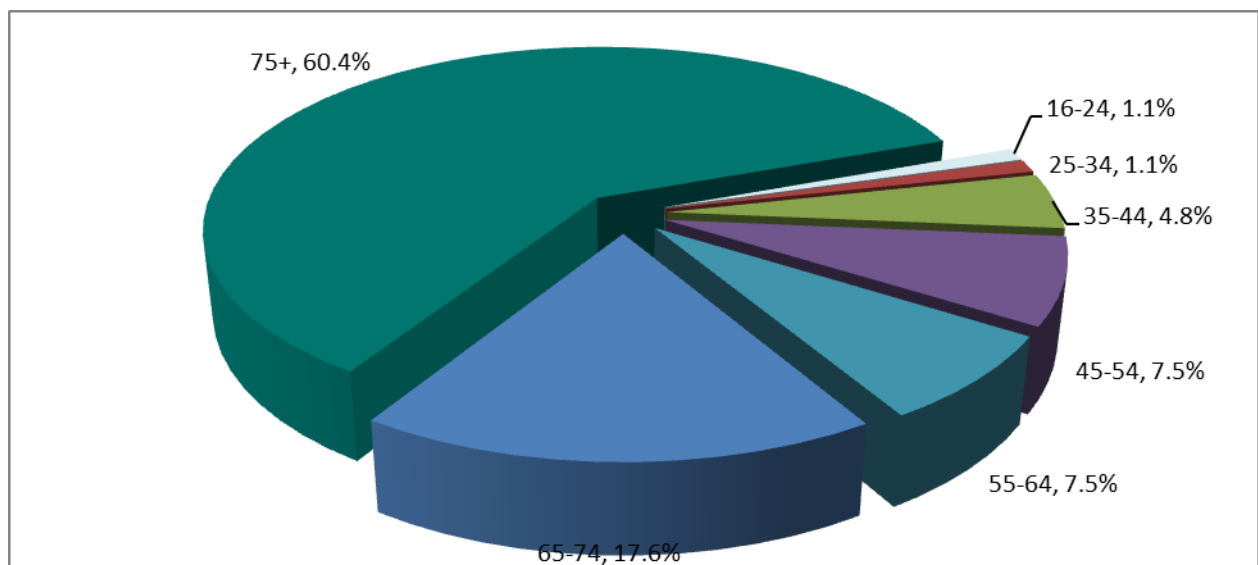


Figure 19. Age of respondents to service users survey

2.3. Responses by organisation

The following area of the report shows a snapshot of what each organisation said in their response to the proposed cuts. As part of the responses organisations were asked to confirm the impact of a 30%, 50% and 100% reduction in funding, stating if they would continue to operate as an organisation and if the services would still continue to be delivered. Full responses can be found in appendix 1.

Organisations that would no longer offer their services with a 30% reduction.

Community Action Derby
Sahahra
Sahakar
Sahaly
Sinfin and Stenson Fields Asian Over 60's
St James Centre
Ukrainian Day Centre

Organisations that would no longer offer their services with a 50% reduction.

Derby United Credit Union
Derbyshire Chinese Welfare Association
Hadhari Luncheon Club

Organisations that were unsure if they could continue to offer their services with a 50% reduction.

Derby Stroke Club No 1

Organisations that would no longer offer their services with a 100% reduction.

AUKDD - Advocacy
AUKDD - Falls Prevention
AUKDD - First Contact
AUKDD - Information and Advice at the 50+ Centre
Alternatives
Derby Community Accountancy Service
Derby Persian Cultural Association
Derbyshire Advocacy Services
Headway
MHA Live at home scheme
Opieka
Indian Community Day Support
Derbyshire Voice
Rethink Focusline

Organisations that were unsure if they could continue to offer their services with a 100% reduction.

Sight Support Derbyshire

Organisations who felt they may still be able to operate, possibly in a different manner with a 100% reduction in funding.

CamTAD
Derby Shopmobility
Derby Bosnia Herzegovina Community Association, Refugee Forum and NCISE
Padley Development Centre and Homeless Day Care Centre

Organisations that did not complete an answer the question on the impact on their service of a reduction in funding.

Derbyshire Friend

Organisations that were unsure if they could continue to offer their services with 30%, 50% and 100% reduction

Hadhari Nari
Relate

Organisations that did not respond to the consultation.

Derwent Group
Disability Direct Safe and Well Service and Information and Advice Service
Sathi Group
Austin Community Enterprise

2.3.1 Age UK Derby & Derbyshire (AUKDD)

AUKDD provided feedback on 5 of the services they offer. Feedback on AUKDD Carers Connect is contained within a separate report on carers' services. This report covers the remaining 4 services:

AUKDD Advocacy
AUKDD Falls Prevention
AUKDD First Contact Derby
AUKDD Information and Advice and the 50+ Centre

Agreement with funding reductions?

When asked if they agreed with the funding reductions, AUKDD as an organisational response stated no they don't agree. When asked why they do not agree, they provided an outline of the services they currently provide.

Advocacy

We deliver the only specialist advocacy service for older people and their carers in the city. In response to increasing demand the City Council offered a grant funded opportunity to expand our 12 hour per week service in 2012. We have achieved or exceeded all our targets with excellent customer satisfaction and outcomes achieved. In addition we have secured the Action for Advocacy Approved Provider Standard at the first attempt and with flying colours. Our very positive report highlighted our excellent standards, policies and trained staff and volunteers.

Falls Prevention

Our falls prevention service delivers a sustainable, quality assured falls activity capacity within Derby City that coordinates with Derbyshire and is supported by the Active Derbyshire resource. The low level of funding used to support, accredit and maintain classes delivered to the Strictly No Falling quality standard allows the service to have an extensive reach including improving the falls and bone health pathway in the city by developing advanced level class provision, improving referral routes and encouraging awareness of falls prevention. AUKDD's work in the county supported the rapid implementation of the Strictly No Falling standard and the city benefitted from the long periods of development work in the county.

First Contact Derby

Our delivery of First Contact has been outstanding, achieving high, rapid and sustained performance against or above targets. First Contact delivers an essential service for the most vulnerable of Derby citizens and supports partner agencies to maximise their impact and the value of their service and funding.

Information and Advice and the 50+ Centre

The 50 + Centre is a unique, innovative, multi-use, user led resource for older people in Derby. When the City Council funded significant capital investment into the Centre

AUKDD agreed to manage the Centre on behalf of stakeholders. We have invested considerable amounts of our own funding as well as time, skills and staff and volunteer resource into the centre which is thriving and successful. The information and advice grant funds only a fraction of the combined costs of delivering information and advice for older people and carers across both the 50+ Centre and our premises on the Morledge.

The number of customers supported each week and the services offered

The number of users and the times these services are offered through AUKDD are varied dependant on which of services are being used during 2012-13.

	Number of users on average	Time services are offered
Advocacy	We support 177 services users per year, 106 long-term cases	Monday to Friday 9-5
Falls Prevention	Services are all independent falls class tutors, falls clinic teams and the B-You programme.	25 hours per week across Monday – Friday
First Contact Derby	213 checklists per year, variable numbers per week,	Monday to Friday 9-5
Information and Advice and the 50+ Centre	8,511 people used the 50+ Centre in 2012/13 averaging 163 people per week.	Routinely 30 hours per week across Monday - Friday

Outcomes for service users?

AUKDD gave information on the differences made to their customers for each service. The full details can be found in appendix 1.

The main areas of outcomes provided by AUKDD are the services they offer to people to support, help with well-being, mental being, giving confidence and independence for people.

Any contingency plans in place to help with the potential reduction of funding.

When asked about contingency plans, AUKDD stated that they have no contingency plans to help with the potential for reduction. The main points they offered were:

- There are no contingency plans due to lack of resources
- They already deliver services at a minimal cost
- Without joint funding the work will cease and key referral routes and capacity in the city will suffer. One of the areas mentioned is the 50+ Centre in the Eagle market would close.
- The service offered through first contact is a statutory service meeting many of Derby City Council's obligations and helping to support its strategic aims

Impact of 30%, 50% and 100% cuts

AUKDD stated they were unsure if the organisation would cease to exist and if they would be able to continue offering their services.

AUKDD Service	Organisation cease to exist			Unable to continue providing the service		
	30%	50%	100%	30%	50%	100%
Advocacy	Unsure	Unsure	Unsure	No	No	Yes
Falls Prevention	Unsure	Unsure	Unsure	Unsure	Unsure	Yes
First Contact	Unsure	Unsure	Unsure	Unsure	Unsure	Yes
Information and Advice and the 50+ Centre	Unsure	Unsure	Unsure	Unsure	Unsure	Yes

Impact of the 30%, 50% and 100% cuts – The table below is a response received about the advocacy service.

With a 30% cut this would cause a reduction in support and less hours for the advocacy service, as well as an impact on staff and initiatives.

With a 50% cut this would mean the advocacy service could be offered to less than 100 people. It would half the number of staff and affect the ability to provide advocacy services.

At 100% cut the advocacy services would cease to be provided.

Advocacy	30%	50%
Number of customers you would be able to support each week on average	100	Less than 100
How often the service would be available each week on average	fewer days and shorter hours	Reduced hours - 50% of current capacity
Impact of the reduction in funding on the quality of outcomes for customers?	Reduced staff hours Loss of some whole staff posts Limit our opportunities The service loses considerable capacity	Half the number of staff Reduction of management Affect advocacy services
What changes would be required	Paid posts would be reduced or cut New initiatives would be stopped	Paid posts would be reduced or cut New initiatives would be stopped Work with another organisation(s) to reduce costs

Full information on the additional details on 30%, 50% and 100% for the other AUKDD services can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected

AUKDD stated that there would be an impact on many groups within the communities.

Advocacy	Older people, woman, disabled people, men, minority ethnic communities, new and emerging communities, faith communities, lesbian, gay, bisexual or transgender people
Falls Prevention	Older people, woman, disabled people, men, minority ethnic communities, new and emerging communities, faith communities, lesbian, gay, bisexual or transgender people
First Contact Derby	Older people, woman, disabled people, men, minority ethnic communities, new and emerging communities, faith communities, lesbian, gay, bisexual or transgender people, Young people aged 16 to 24
Information and Advice and the 50+ Centre	Older people, woman, disabled people, men, minority ethnic communities, new and emerging communities, faith communities, lesbian, gay, bisexual or transgender people

Areas affected

It was felt that all wards in the city would be affected by the proposed reductions in funding for any of the services.

Advocacy	All areas
Falls Prevention	All areas
First Contact Derby	All areas
Information and Advice and the 50+ Centre	All areas

2.3.2 Alternatives

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Alternatives in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

- Once lost from the VCS 'pot' the money it is never likely to return to the sector.
- The cut percentage is unfair (higher) compared to cuts made to other budgets and departments.
- Insufficient research has been done to examine the impacts- short and long term- of services losses to the vulnerable adults whose services may be at risk
- Not everyone is getting a personal budget
- Not enough research has been done to assess the value of the money that has gone into the sector over the years and any extra benefits it achieves

The number of customers supported each week and the services offered

Each week 60 people use the services of Alternatives.

Number of users on average	Time services are offered
60 different people each week through all three of our services	Activity Centre Monday, Wednesday and Friday 9am to 3pm Training/Charity Shop 7 day service One-to-One specialised community support – various hours during the week to meet individual need.

Outcomes for service users?

Full responses given by Alternatives can be found in appendix 1. The outcomes provided are:

- increased confidence, self-esteem & independence
- develop and increase vocational skills so that individuals can achieve their potential and make a positive contribution
- improve social and life skills
- raise levels of communication skills
- increase self-advocacy skills and understand rights and responsibilities
- promote the development of problem solving skills
- promote healthier lifestyles

- to reduce social isolation and promote inclusion
- to help prevent deterioration (in respect of mental health, skills, confidence, self-esteem and independence)

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Alternatives responded that at present they are in an impossible position as so few of their users have gone through the personalisation processes and may not get a personal budget as they live in residential care. Others that have started the process have been allocated an insufficient amount to cover both living support and day care costs.

Impact of 30%, 50% and 100% cuts

Alternatives stated at all levels of cuts, the organisation would continue to exist but they would be unable to continue providing the service with a 100% reduction in funding..

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	Unsure	No	Unsure	Unsure	Yes

Alternatives said that it is impossible to say how many individuals they could support if there were funding cuts. Their services would be utilised if they opened every day of the week.

	30%	50%
Number of customers you would be able to support each week on average	It is impossible to say how many individuals we could support if we had funding cuts.	It is impossible to say how many individuals we could support if we had funding cuts.
How often the service would be available each week on average	Our service is needed at the levels it currently runs at	Our service is needed at the levels it currently runs at
Impact of the reduction in funding on the quality of outcomes for customers?	Alternatives want users to get the best possible chances and choices and to expand their skills, interests, independence, confidence and self-esteem	Alternatives want users to get the best possible chances and choices and to expand their skills, interests, independence, confidence and self-esteem
What changes would be required	Funding would need to be sourced elsewhere New initiatives would be stopped	Funding would need to be sourced elsewhere New initiatives would be stopped

Full information on the additional details on 30%, 50% and 100% cuts can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected

Older People
Women
Disabled people
Young people aged 18 to 24
Men
Minority ethnic communities
New and emerging communities

Alternatives felt that all areas in the city would be affected.

2.3.3 CamTAD

Agreement with funding reductions?

When asked if they agreed with the funding reductions, CamTAD in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

Due to cuts in statutory services over the years it has been left to the voluntary sector to pick up the pieces and work with the most vulnerable people in the city. Cuts to these services will have a dramatic effect on the wellbeing of people from all protected groups but particularly the elderly and the disabled.

The number of customers supported each week and the services offered

Each week they estimate that based on 2012/13 they deal with 116 users specific to Derby City and they offer their services from 9am – 4pm Monday to Friday, with additional outreach clinics and onsite clinics in Derby

Number of users on average	Time services are offered
116 in Derby City (52 in the county)	9am-4pm Monday to Friday. 19 outreach clinics which last 2 hours 13 additional clinics introduced

Outcomes for service users?

Full responses given by CamTAD can be found in appendix 1. The outcomes mentioned were to help people service their hearing aids, identify assistive equipment, support and ensure people feel less isolated, carry out the work previously undertaken by the former sensory team in Adult Social care.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, CamTAD stated that they are reviewing their 3 year business plan to look at areas where they can be self-sufficient.

Impact of 30%, 50% and 100%

CamTAD stated at all levels of cuts, the organisation would continue to exist and they would be able to continue providing the service.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	No	No

Impact of 30%, 50% and 100% cuts.

With a 30% cut opening hours would reduce and less outreach sessions would be provided.

With a 50% cut opening hours would reduce and the number of days it was offered, a reduction of home visits by 75% with clinics reduced by 50%.

At 100% cut opening hours to 3 days a week, no outreach, home visits and clinics only in hospitals.

	30%	50%	100%
Number of customers you would be able to support each week on average	90	50	40
How often the service would be available each week on average	Opening hours to 9am-3pm Monday - Friday Less outreach sessions	Open 4 days 10am-3pm. Reduce home visits by 75% and clinics by 50%	Open 3 days a week at CamTAD office No community outreach No home visits, Clinics brought into the hospital
Impact of the reduction in funding on the quality of outcomes for customers?	Maintain the quality of service Reduction in the opening hours, number of clinics and home visits will have a detrimental effect on vulnerable service users. Less time for volunteer co-ordination and support	Service users within the city would not be heard Home visits could be reduced by 75% busier clinics could be supported A greater reliance on statutory services	A lot of vulnerable people without support. Work and support for county continue but at reduced capacity. Staff cuts
What changes	Funding would need to	Funding would need	Funding would

would be required	be sourced elsewhere Paid posts would be reduced	to be sourced elsewhere Paid posts would be reduced	need to be sourced elsewhere Paid posts would be reduced
-------------------	---	--	---

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected

Older people
Disabled people
Minority ethnic communities

Areas affected

It was felt that all areas in the city would be affected. The busier locations populated by older people are Allestree, Mickleover and Chellaston

2.3.4 Community Action Derby (CAD)

Agreement with funding reductions?

When asked if they agreed with the funding reductions, CAD in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

Equality Impact Assessments not carried out prior to suggestions on levels of cuts to grant funding to the sector in January 2013. Further there was no EIA prior to the decision to consult on a proposed 58% cut to infrastructure. CAD took a 34% reduction in funding from DCC and the PCT in 2011. The cut to grant funding in Derby is disproportionate to overall cuts to council funding.

The number of customers supported each week and the services offered

The number of users supported wasn't provided in the completed survey, the times the services are offered can be seen in the table below.

When services are offered
Monday to Thursday 9.30 am to 4.30 pm Fridays 9.30 am to 4.00 pm

Outcomes for service users?

CAD requested to refer to the outcomes recorded in their 2012/13 annual review.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans CAD provided a detailed response which can be viewed in appendix 1. The main points were,

- When the previous cuts were made in 2011, the organisation undertook a major restructure and reduction in staffing by 1/3.
- Further reductions would severely jeopardise the level and quality of services provided
- There are no other means of attracting investments into our core service provision.
- They have started Community Enterprise a wholly owned Community Interest Company to deliver against Work Programme (WP) Contracts and generate alternative funding to the charity.
- They are currently investigating options for shared services and co-locations within the city

Impact of 30%, 50% and 100% Cuts

CAD stated the services would cease to exist with a 30% cut and that they were unsure if the organisation would cease to exist or not.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	N/A	N/A	Yes	N/A	N/A

Impact of 30% cuts.

Appendix 1 contains the full impact to the organisation, below are the main points provided:

- Unless it pursued alternative paid service provision via the Right to Challenge legislation the organisation would potentially cease operation even on a cut of 30%.
- There is no alternate funding for infrastructure support other than via direct engagement by local authorities to provide the service.
- CAD currently operates with 14 staff and half of these staff are part time. To reduce the funding by a further 30% would have a significant impact on what we are able to deliver.
- As a charity the Board would need to consider whether it shrinks further compromising what it could continue to deliver - losing specific service elements from our portfolio, or ceases to operate in Derby.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected

Specific groups affected
Woman
Men
Disabled people
Minority ethnic communities
New and emerging communities
Lesbian, gay, bisexual or transgender people

Areas affected

It was felt that all areas in the City would be affected by the proposed reductions in funding; however there are areas that have been identified as priority neighbourhoods.

2.3.5 Derby Bosnia Herzegovina Community Association, Refugee Forum and New Communities in Social Enterprise (Derbyshire)

Agreement with funding reductions?

Derby Bosnia Herzegovina Community Association (DBHA) are grant funded in a partnership with two other groups, the Refugee Forum and New Communities in Social Enterprise (Derbyshire), to deliver information and advice. When asked if they agreed with the funding reductions, DBHA as an organisation response the stated no they don't agree. When asked why they do not agree, they commented as below:

Overall reduction is not a good way. Firstly we have to find out any possible savings. Secondly, voluntary sector provide a lot of services, and we need to find out the "value for money" of the grant given to voluntary sector. Thirdly, voluntary sector needs to accept more responsibilities and provide more quality services. Forth, this is going to affect many vulnerable people from ethnic communities. Interpreting via agencies doesn't provide full scale of understanding of people from ethnic community's needs.

The number of customers supported each week and the services offered

The number of users and the times these services are offered by the service are detailed in the table below.

Number of users on average	Time services are offered
7 outreach 12 Bosnian service users 25 Asylum seekers	Monday - Friday, 09.00-17.00 – advice and assistance Tuesday and Thursdays, 10.00-16.00 – asylum seekers Monday, Wednesday and Friday, 10.00 - 16.00 – assistance to new community

Outcomes for service users?

Derby Bosnia Herzegovina Community Association gave information on the difference their services make to their customers. The full details can be found in appendix 1.

There are many areas of outcomes for their services users. The main areas they gave were overcoming isolation, stigma, social barriers, physical assistance, social gathering, and inclusion, greater access to information, advice, basic counselling, and mental health support.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derby Bosnia Herzegovina Community Association stated that they have a draft plan to help with the potential for reduction. The main points they offered were:

- Reduce the number of working hours and time spent with clients
- or reduce number of clients

Impact of 30%, 50% and 100% cuts

Derby Bosnia Herzegovina Community Association stated that at all levels of cuts, the organisation would continue to exist and they would hope to be able to continue providing the service. However at 100% cuts they may need to cease offering services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	No	No

With a 30% cut there would be less hours with clients and volunteers will be needed.

With a 50% cut they would cut their services by half, less days spend with clients and people may have to be referred elsewhere.

At 100% it is felt that if there were all volunteers the services may carry on, however if not the service would cease to be provided.

	30%	50%	100%
Number of customers you would be able to support each week on average	A relative 30% reduction to the services offered	Services will be cut by 50%	Reduce service provision and consider closing the business
How often the service would be	Less hours with clients	Reduce the number of days and number	1-2 days with volunteers

available each week on average	Recruitment of volunteers	of hours spent with clients.	Long term we do not know
Impact of the reduction in funding on the quality of outcomes for customers?	Orientation to the clients with fewer needs. With funding reduction we would not be able to offer difficult services.	People will have to be referred elsewhere, but where?	May not be able to recover in the future at all employees and volunteers would leave and may not come back
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase	Funding would need to be sourced elsewhere This service would cease to be provided Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase Work with another organisation(s) to reduce costs

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Specific groups affected
Older people
Disabled people
Minority ethnic communities
New and emerging communities

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding.

2.3.6 Derby Community Accountancy Service (Derby CAS)

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derby CAS in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

The voluntary sector is a highly effective means of service provision. For every £1 in grant funding received from Derby City Council it generates an additional income.

Derby CAS employs two professionally qualified accountants to support the work of Derby based charities whose work directly impacts on the lives of Derby residents. Without our work these charities would be in breach of their legal obligations and would cease to exist.

The number of customers supported each week and the services offered

Each week Derby CAS supports 30 charities and offers their services on a daily basis.

Number of users on average	Time services are offered
30 charities supported each week	Monday to Friday – 9am to 5pm.

Outcomes for service users?

Derby CAS gave information on the differences their services make to their customers. The full details can be found in appendix 1.

The main outcomes of their service is to ensure improvements are made to the management systems of community organisations at a lower cost, provide audits that will identify system weaknesses and provide advice for rectification.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derby CAS stated that in the event of a funding reduction they would need to reduce their services.

Impact of 30%, 50% and 100% cuts

Derby CAS stated they were unsure if the organisation or services would cease to exist at 50% cut and at 100% cut they would cease to exist and be unable to continue offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	Unsure	Yes	No	Unsure	Yes

With a 30% cut less charities will be supported, this is estimated at 20 charities with the opening hours reduced to 4 days per week and shorter opening hours.

With a 50% cut less charities will be supported, estimated at 15 charities, opening hours will reduce to 3 days per week, with much shorter opening hours.

At 100% the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	20 charities	15 charities
How often the service would be available each week on average	Monday to Thursday, 9am to 4pm	Monday, Tuesday, Wednesday - 9am to 2pm
Impact of the reduction in funding on the quality of outcomes for customers?	Reduction of work to improve management systems would reduce Increased charges The smooth running of the sector would be affected	Reduction of work to improve management systems would reduce Increased charges The smooth running of the sector would be reduced
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase Work with another organisation(s) to reduce costs	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase Work with another organisation(s) to reduce costs

Full information on the additional details of the 30%, 50% and 100% cuts can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Derby CAS said it works with a wide cross section of voluntary and community group's right across the city. All sections of the population would be affected by a service reduction.

Specific groups affected	
Older people Children Woman Disabled people	Men Minority ethnic communities, New and emerging communities, Faith communities Lesbian, gay, bisexual or transgender people

Areas affected

It was felt that all areas of the City would be affected, especially the Normanton area, by the proposed reductions in funding.

2.3.7 Derby Persian Cultural Association (DPCA)

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derby Persian Cultural Association (DPCA) in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

The voluntary sector works with the most disadvantaged vulnerable people in society. Other statutory services can't reach them; a healthy voluntary sector should be a local priority.

The number of customers supported each week and the services offered

DPCA supports around 50 customers each week, with predominately intensive one to one support. They provide their services from 11am until 6pm each weekday and will provide workshops on a Saturday.

Number of users on average	Time services are offered
50 customers (intensive work)	Monday to Friday 11am - 6pm Workshops on Saturdays

Outcomes for service users?

The DPCA gave information on the differences their services makes to their customers. The full details can be found in appendix 1.

When asked about their outcomes for their service users DPCA provided information on the services they offer. They work with disadvantaged, low income, unemployed, refugee/asylum seekers who may struggle to access public services; they are a point of contact for access to voluntary interpreters.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, DPCA stated they had considered a number of options such as increasing membership fees. However 20% of their service users currently make a contribution and others don't have money to pay at all. Some of the council funding currently helps cover core costs.

Impact of 30%, 50% and 100% cuts

The DPCA stated they were unsure if the organisation would cease to exist at 30% or 50% cut and at 100% cut they would be unable to continue offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	Unsure	Yes	Unsure	Unsure	Yes

The main points on a cut of 30% and 50% were as follows:

- The circumstances for the organisation cannot fit into A-C (*i.e. A: number of customers each week, B: when the service is available, C: impact on the quality of outcomes for service users*) as the money is used for rent.
- There are no alternative sources for these costs
- Without the money to support the services would not be able to continue

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

As part of their response on their services, they stated they are the only organisation in derby who provide volunteer interpreters in Dali, Farsi, Urdu, Pashto and Kurdish dialects. The specific areas affected most significantly are new and emerging communities.

Specific groups affected
Minority ethnic communities, New and emerging communities Faith communities

Areas affected

It was felt that the specific area of Normanton, Osmaston, Abbey and the city centre would be affected by the proposed reductions in funding.

2.3.8 Derby Shopmobility

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derby Shopmobility in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

The voluntary sector provides an extensive range of services across the city and provides excellent value for the public money. Cuts to the grant budget will impact significantly, mainly on disadvantaged and vulnerable people that need the services provided by the voluntary sector most. Fairness seems to be missing from this proposal.

The number of customers supported each week and the services offered

On average the services are offered to 190 customers per week and their services are available Monday to Saturday.

Number of users on average	Time services are offered
----------------------------	---------------------------

190 customers per week	Monday - Saturday 9:30am - 4:30pm
------------------------	-----------------------------------

Outcomes for service users?

Derby Shopmobility provided information on the differences their services make to their customers. The full details can be found in appendix 1.

The main impact will be less support for disabled service users to maintain their mobility around the city centre and a reduction in their general feeling of wellbeing.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derby Shopmobility stated that they are committed to ensuring the organisation continues. Their contingency plans include:

- Changes to the service delivery
- Increases in costs to members

Impact of 30%, 50% and 100% cuts

Derby Shopmobility stated the organisation would continue to exist at 30%, 50% and 100% reductions.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	No	No

At all levels of cuts, Derby Shopmobility would strive to offer the same service, however they would need to assess the opening hours and the cost of hiring equipment.

	30%	50%	100%
Number of customers you would be able to support each week on average	Strive to provide current levels	Strive to provide current levels	Strive to provide current levels
How often the service would be available each week on average	Strive to provide current opening hours but review if cuts implemented	Strive to provide current opening hours but review if cuts implemented	Strive to provide current opening hours but review if cuts implemented
Impact of the reduction in funding on the quality of	Less mobility equipment for hire Reduced opening hours	Less mobility equipment for hire Reduced opening hours	Less mobility equipment for hire Reduced opening hours

outcomes for customers?	Increased hire costs to members.	Increased hire costs to members.	Increased hire costs to members.
What changes would be required	Funding would need to be sourced elsewhere Charges to customers would increase	Funding would need to be sourced elsewhere Charges to customers would increase	Funding would need to be sourced elsewhere Charges to customers would increase

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Specific groups affected
Older people Disabled people

Areas affected

It was felt that all areas in the city would be affected. Derby Shopmobility has 6000 members with around 200 people using the service weekly

2.3.9 Derby Stroke Club No 1

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derby Stroke Club in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

Our organisation is relatively small but is no less massively significant in the lives of its members. Those who can pay a subscription for belonging and make contributions to its activities. The grants we receive represent a tiny proportion of the overall budget but is important in our annual budget and in the lives of our members. Many have only those social contacts provided by the Club and some only leave their homes for the regular fortnightly meetings.

The number of customers supported each week and the services offered

The organisation has a meeting alternative Fridays where 35 regular people attend for support.

Number of users on average	Time services are offered
35 people regularly attend the Club	Meetings alternative Fridays Service users can speak to the volunteer staff in between meetings

Outcomes for service users?

Derby Stroke Club gave information on the differences their service made to their customers. The full details can be found in appendix 1.

An overview of the outcomes is that the service provides stroke survivors support to make new social relationships and help with stroke survival. The service provides an understanding and has other members who have already been through a stroke as a survivor or as carers.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derby Stroke Club stated that would not want the club to stop if there were cuts in funding. They felt that members would need to be asked to make a larger contribution, some who wouldn't be able to afford it.

Impact of 30%, 50% and 100% cuts

Derby Stroke Club stated that with a 30% reduction the organisation would continue and they would continue to offer the services, with a 50% or 100% they were unsure if they would be able to continue offering their services, however the organisation would still exist.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	Unsure	Unsure

With a 30% cut the organisation would try and maintain the current level for members; however some of the outings may be affected.

With a 50% cut members of the organisation would need to be asked for a contribution, and less well-off customers would struggle.

At 100% the services would be cut right down, all members would be impacted and outings and treats to members would be cut.

	30%	50%	100%
Number of customers you would be able to support each week on average	Try to maintain levels to current members	Customers who are less able to pay will be affected	Customers who are less able to pay will be affected, however will impact on all members
How often the service would be available each week on average	The nature of the information sessions, entertainments and outings would alter	The quality of the information sessions, entertainments and outings would deteriorate	Compromise with information sessions, entertainments and outings
Impact of the reduction in	Ask the members to pay more for more	Ask the members to pay more for more	Outings in the local area rather than

funding on the quality of outcomes for customers?	aspects of the service Transport is a major cost	aspects of the service Transport is a major cost	farther afield. Remove treats for members, such as a free Christmas lunch Members pay more Transport is a major cost
What changes would be required			

Full information on the additional details of the 30%, 50% and 100% cuts can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Older people

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding.

2.3.10 Derby United Credit Union

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derby United Credit Union in their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

The voluntary community and faith sector fills a niche market and provides essential services to the community that the local authority cannot provide. We invariably offer good value for the grant received, as well as the added value with the engagement of volunteers across a wide range and occupation. We can in effect feel the pulse of the community in ways that public bodies cannot reach. All this co-ordination and any reduction in grant aid will undermine the quality and survivability of all this valuable work.

The number of customers supported each week and the services offered

Each week Derby United Credit Union see 40 customers about a range of services such as enquiries about loans or information on money management advice as well as those people seeking assistance with debt problems.

Number of users on average	Time services are offered
40 customers each week	Monday to Friday 10am - 2pm. Mondays and Thursday evening 7pm to 9pm Sometimes on Saturdays

Outcomes for service users?

Derby United Credit Union gave information on the differences their services made to their customers. The full details can be found in appendix 1.

An overview of the outcomes for customers is that they can save and borrow from an ethical community banking service. Customers receive friendly and confidential advice or referrals.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derby United Credit Union stated that their major plan is to increase the membership and loan the portfolio thereby building resources to become self-sufficient. They are looking at moving location within the city.

Impact of 30%, 50% and 100% cuts

Derby United Credit Union stated that at 30% the organisation and services would continue, with a reduction of 50% and 100% they felt the organisation would cease to exist and they would be unable to continue offering their services.

Organisation cease to exist	Unable to continue providing the
------------------------------------	---

			service		
30%	50%	100%	30%	50%	100%
No	Yes	Yes	No	Yes	Yes

With a 30% cut there would be a reduction in the number of customers who can be dealt with and the opening hours would reduce.

With a 50% cut Derby United Credit Union suggested that they would be unable to continue, however when asked they stated that the number of customers would reduce by 60% with 3 days decrease in service.

At 100% the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	Number of customers dealt with reduced by a third	Number of customers dealt with reduced by a 60%
How often the service would be available each week on average	Decrease number of days services offered by 2 days	Decrease number of days services offered by 3 days
Impact of the reduction in funding on the quality of outcomes for customers?	Undermine the integrity of the service The loss of capacity to respond to customers enquires Restrict capacity to respond to the universal benefit changes	Day time volunteers drastically reduce
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped	Funding would need to be sourced elsewhere This service would cease to be provided Paid posts would be reduced or cut New initiatives would be stopped

Full information on the additional details on 30%, 50% and 100% can be found in the appendices.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

It was felt that all community groups would be affected by any reductions resulting in the services no longer being offered.

Areas affected

It was felt that all areas in the city would be affected, although at present the client base is predominantly Normanton and Sunnyhill. There are now customers throughout the city.

2.3.11 Derbyshire Advocacy Service

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derbyshire Advocacy Service

In their organisation response stated no they don't agree. When asked why they do not agree, they commented as below:

We believe that most of the organisations being considered for reduced funding offer much needed protection for vulnerable people in society. They offer value for money and provide services that were previously provided by local authorities at vast cost savings to the council. Most organisations have enormous experience in the areas they work and are professionals providing services from a not for profit charitable base

The number of customers supported each week and the services offered

The organisation has a pool of 80 volunteers, 1 volunteer can support on average 40 people per week. The service is available all year round from 8am to 12am.

Number of users on average	Time services are offered
A fully trained appropriate adult from our team of 80 volunteers will support on average over 40 vulnerable detained people every week	8am until midnight 365 days a year

Outcomes for service users?

Derbyshire Advocacy Service gave information on the differences their services made to their customers. The full details can be found in appendix 1.

An overview of the outcomes for customers, vulnerable people who have been arrested for an alleged offence have the protection that they will be listened too and not coerced into making false or misleading confessions that would impact them for the rest of their lives.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derbyshire Advocacy Service provided details as below:

- Structural reorganisation has already taken place
- Always looking at cost effective ways of working smarter and how services can add value

Impact of 30%, 50% and 100% cuts

Derbyshire Advocacy Service stated they were unsure if the organisation would cease to exist and if they would be able to continue offering their services with a 30% or 50% reduction. At 100% reduction the services would no longer be provided.

Organisation cease to exist			Unable to continue providing service		
30%	50%	100%	30%	50%	100%
Unsure	Unsure	Unsure	Unsure	Unsure	Yes

With a 30% cut the service would be reduced by 30%, meaning 12 less clients could be supported and the service would be offered during weekdays.

With a 50% cut the service would be reduced by 50%, meaning 20 less clients could be supported and the service would be offered during working hours only.

At 100% the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	30% reduction in number of people each volunteer can help. Around 12 less clients.	50% reduction in number of people each volunteer can help. Around 20 less clients.
How often the service would be available each week on average	30% reduction in availability of support, only provide a weekday service	50% reduction in availability of support, only provide a service during normal working hours
Impact of the reduction in funding on the quality of outcomes for customers?	The 70% of customers that we still support would still have the same quality of outcome. The 30% who cannot be supported would be affected unless another service was provided	The 50% of customers that we still support would still have the same quality of outcome. The 50% would cannot be supported will be affected unless another service was provided
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Work with another organisation(s) to reduce costs	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Work with another organisation(s) to reduce costs

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

The organisation assists all vulnerable people at a police station and could be from any community group.

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding.

2.3.12 Derbyshire Chinese Welfare Association

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derbyshire Chinese Welfare Association in their organisation response stated no they don't agree. When asked why they do not agree, they commented that this would prevent access to their services.

The number of customers supported each week and the services offered

Every week 120-150 people visit the community centre.

Number of users on average	Time services are offered
120-150 users of community centre	Centre opening hours: Sun 11.30am - 4.15pm Monday and Tuesday 11.30am – until required Wednesday and Thursday 11.30am - 4.00pm

Outcomes for service users?

An overview of the outcomes for service users:

- Signposting
- interpretation,
- Activity clubs,
- Classes for dance, tai chi and cultural baking class

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, no response was received in the reply from

Impact of 30%, 50% and 100% cuts

Derbyshire Chinese Welfare Association stated they were unsure if the organisation would cease to exist with 30% funding. With a 50% the services would no longer be provided.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	Unsure	N/A	Unsure	Yes	N/A

With a 30% cut there would be a minimal amount of opening hours, no other specifics were provide.

With a 50% cut there would be a minimal amount of opening hours, no other specifics were provide.

At 100% the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	(no information provided)	(no information provided)
How often the service would be available each week on average	Very few hours as running costs would have to be minimised	Very few hours as running costs would have to be minimised
Impact of the reduction in funding on the quality of outcomes for customers?	Would not be able to continue offering as many services	
What changes would be required	Paid posts would be reduced or cut Charges to customers would increase Work with another organisation(s) to reduce costs	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase Work with another organisation(s) to reduce costs

Full information on the additional details of the 30%, 50% and 100% cuts can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups or areas in the community would be affected?

Derbyshire Chinese Welfare Association felt that a significant number of community groups would be affected. Specifically the services are used by the Chinese community.

Older People
Children aged 15 or under
Women
Disabled people
Men
Minority ethnic communities
New and emerging communities

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding.

2.3.13 Derbyshire Friend

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derbyshire Friend in their organisation response stated no they don't agree. When asked why they provided a significant amount details about their services and how they impact. The main points are below; full details can be viewed in appendix 1:

- As Derby's only LGBT specialist organisation it is felt that cutting the funding will affect the LGBT community in Derby
- The services offered are dedicated to developing access to specialist and local information, improving self-sufficiency and wellbeing and developing individual and community skills.
- The service feeds directly into Derby City Council's Aims and Objectives and in particular improves and maximizes independence in one of the most at risk groups within the City

The number of customers supported each week and the services offered

Derbyshire Friend has a varied number of services offered throughout the week and are available 6 days a week.

Number of users on average	Time services are offered
Current Services and weekly contact rate: Information advice and guidance - 10 a week Long Term Case Management Support - 2.5 contacts a week Group Support - 17.5 a week Outreach and engagement – 33 a week Online Information Sharing - 250 per week. Total Contacts per week = 313.	6 days per week 51 weeks of the year 306 days per year Afternoon, evening and weekend services are available.

Outcomes for service users?

Derbyshire Friend gave information on the differences their services made to their customers. The full details can be found in appendix 1.

An overall of the outcomes was provided, the main points are:

- Those using the service have increased confidence to address barriers
- Improvement in health, physical, mental and emotional wellbeing
- Increase in social interaction
- Awareness of hate crime, abuse and bullying
- Improved sexual health

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derbyshire Friend provided the following details:

- Derbyshire Friend has just been through a restructure,
- Reserves are being used to support the running of projects to meet demand and need.
- Already run a contingency reserve policy of 6 months running cost

Impact of 30%, 50% and 100% cuts

Derbyshire Friend stated that at 30%, 50% and 100% reductions the organisation would continue. No indication was given on this question on the continuation of the services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No reply	No reply	No reply

With a 30% cut there would be a drop of 25-50 clients each week to assess information and advice, with a reduced number of opening hours.

With a 50% cut there would be a drop of 50-75 clients each week to assess information and advice, with a reduced number of opening hours.

At 100% cut there would be a drop of 100 clients and support reduced. There would be reduced opening hours and less groups.

	30%	50%	100%
Number of customers you would be able to support each week on average	A drop of 25-50 clients per week accessing information, 1-2 clients gaining support	A drop of a 50-75 clients per week or 2 individuals per week accessing support	Access to information will reduce by around 100 clients per week Support will be reduce by 2
How often the service would be available each week on average	Open 4 days per week. Reassess group support, may meet less frequently	Open 4 days per week Groups will be ran less frequently	Open 4 days per week Groups less often
Impact of the reduction in	The quality of outcomes will remain	The quality of outcomes will remain	A substantial reduction of funding

funding on the quality of outcomes for customers?	the same as a quality organisation. Less capacity in delivery of services	the same as a quality organisation. Less capacity in delivery of services	for providing services to Lesbian and Bisexual Women and the Trans community
What changes would be required	Funding would need to be sourced elsewhere New initiatives would be stopped	Funding would need to be sourced elsewhere New initiatives would be stopped	Funding would need to be sourced elsewhere New initiatives would be stopped

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Derbyshire Friend specified that this would affect Lesbian and Bisexual Women and transgender people.

2.3.14 Derbyshire Voice

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Derbyshire Voice in their organisation response stated no they don't agree. When asked why they made the following response:

We didn't feel able to answer this question properly as we do not know enough about the other organisations involved and the services they provide. In addition, we do not have enough information about the efficiencies or other spending priorities of the Council.

The number of customers supported each week and the services offered

Number of users on average	Time services are offered
Representatives and staff will engage with upwards of 100 professionals at events and strategic meetings Representatives who work with us and our members number over 400 of which more than half reside in Derby City particularly in areas of high deprivation.	8am - 6pm Monday - Friday Due to the nature of mental distress many of our workers are active 24hours a day.

Outcomes for service users?

Derbyshire Voice gave information on the differences their services made to their customers. The full details can be found in appendix 1.

An overall of the outcomes are to improving people's confidence, keeping people active, giving people status, improving services, helping people to help others, providing peer support, enabling people to access training, supporting people to take steps towards employment, signposting people to services and at times enabling them to consider alternatives to self-harm and suicide.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Derbyshire Voice stated that they have had to already utilise their charity reserves over the last few years due to cuts and are unable to vision any further contingency plans without a significant cut in the already stretched service provided.

Impact of 30%, 50% and 100% cuts

Derbyshire Voice stated that at 30%, 50% and 100% reductions the organisation would continue.

Organisation cease to exist			Unable to continue providing service		
30%	50%	100%	30%	50%	100%
No	No	No	Unsure	Unsure	Yes

Derbyshire Voice provided the following comments when asked about the impact at each level:

30% reduction - comments

We are unsure as to how a cessation of Derby City Council funding would affect the continuation of the service. We can be certain that we would not provide the same level of service to Derby City residents as we would be able to for residents in the County and this would create an inequality. We currently work with social services and this work would cease. We have also been contracted to provide services above and beyond our core grant and will not be doing so in the future if our funding stops. There is no other organisation in the City that can provide the service we do.

50% reduction – comments

With only half the funding (£8,000) it is unlikely that many aspects of our service would continue for the people of Derby City.

100% reduction - comments

With a 100% reduction in our funding our service to Derby City residents and Council will cease.

If your service came to an end or was reduced do you feel that any specific groups in the community would be affected?

Derbyshire Voice stated that 'demographics show that Derby has a higher incidence of mental ill health than the national average. People who live in areas of social deprivation and/or belong to minority groups are conversely more likely to have their lives impacted by emotional distress.'

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

Areas affected

When asked about area they stated that all of the Councils identified areas of high deprivation would be adversely affected.

2.3.15 Hadhari Nari - Women's Domestic Violence Outreach Project

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Hadhari Nari as an organisation response stated no they don't agree. An online and paper response has been received. These have been collated together in this section of the report. Full details of the responses can be found in appendix 1.

Outline of Hadhari Nari's response to the funding cuts:

The proposed cut to the voluntary sector is the second in less than a year. While it is appreciated that all sectors are facing significant cuts it does seem disproportionate - in Derby - for the third sector. In the last few years we have lost 33% of our income and have had to make 22% of our staff redundant despite having more demand for our services. Additionally much of the discretionary relief that the City Council has previously given has been removed - resulting in our costs increasing. The Public Sector refers to our service - yet it still has to be paid for and the grant is a vital part of our delivering a flexible service to the people of Derby. There is a clear demand for Domestic abuse Outreach services. This is evidenced by Hadhari Nari's own experience of working with women experiencing domestic abuse over the past 3 decades.

The number of customers supported each week and the services offered

The main number of service users and hours are detailed below.

Number of users on average	Time services are offered
98 people a week through the range of our counselling services	Monday to Saturday 9.30am (8.30am on a Wednesday) until 9.30pm

Outcomes for service users?

Hadhari Nari gave an in-depth reply the differences their services make to their customers. The full details can be found in appendix 1.

- Women and their children will have improved independence, enhanced confidence and self esteem
- Women and their children will have new experiences and learn new skills.
- 80% of service users will have learnt new skills and experiences during the year
- To help women and children reduce the risk of domestic violence
- To improve the health and wellbeing of women
- More than 90% of clients felt that they had increased confidence to deal with their problems after receiving support from the outreach service

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Hadhari Nari stated that there are some contingencies. The main points they offered were:

- Funding reserves available but is largely designated.
- Introduce a fixed minimum charge
- The service may not be viable if there was a reduction in support hours

Impact of 30%, 50% and 100% cuts

This section looks at the cuts to the Women's Domestic Violence Outreach Project.

Overall at all levels of reduction the organisation would continue however the current services may not continue.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	Unsure	Unsure	Unsure

At all levels in reduction of funding a charge would need to be applied, therefore meaning less people could access the services.

	30%	50%	100%
Number of customers you would be able to support each week on average	(no information provided?)	(no information provided?)	(no information provided?)
How often the service would be available each week on average			

Impact of the reduction in funding on the quality of outcomes for customers?	Minimum payment for service, resulting in less people accessing the services	Minimum payment for service, resulting in less people accessing the services	Unless people could pay the full cost of counselling - they would not be able to access service.
What changes would be required			

Additional details of the 30%, 50% and 100% cuts can be found in the appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

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

Areas affected

It was felt that those people in Derby with higher economic disadvantage are likely to be most affected by the funding changes.

2.3.16 Hadhari - Supported Luncheon Club

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Hadhari Nari as an organisation response stated no they don't agree. Full details of the responses can be found in appendix 1.

Hadhari luncheon club outline of their response to the funding cuts:

The sector plays a vital role in contributing to the cities strategic goals and should be protected. the sector is important economically and not just socially in promoting partnerships, citizenship, cohesion, volunteering and wellbeing. As indiscriminate 30% cut to the VS budget might prove to be very costly in the long run. Many organisations will close thereby exposing the council to greater difficulties in delivering their plans. we believe there are other ways of underpinning a vibrant and sustainable sector e.g., a formula driven thematic approach based at neighbourhood level with stable frontline organisations taking the lead where their skills, expertise and capacity is capable of supporting cluster and interest groups.

The number of customers supported each week and the services offered

Number of users on average	Time services are offered
200 people use the centre each week	Tuesdays and Thursdays 9am to 4.30pm Wednesday 10am to 3pm. Friday 1am to 2pm Evening social sessions 3pm to 8pm

Outcomes for service users?

Hadhari luncheon club gave an in-depth reply the differences their services make to their customers. The full details can be found in appendix 1.

- Help older people are able to retain their independence within their own homes
- Enhance social inclusion
- Improve mental health reduce falls/accidents, gain in confidence, wellbeing and feel better able to cope

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Hadhari stated that they have a contingency plan and could cope with a small reduction. The mains points they offered were:

- The service will have to rely heavily on volunteers and casual workers, some who may not have experience of working with the African Caribbean community
- There will need to be a reduction to services for vulnerable older people

Impact of 30%, 50% and 100% cuts

This section looks at the cuts to the Luncheon Club.

At a 30% reduction it is unsure whether the luncheon club would continue, at 50% the services would cease to be provided.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	Yes	N/A	Unsure	Yes	N/A

At a 30% cut less people could be supported and opening hours reduced. No service could be provided at a 50% or 100% reduction.

	30%
Number of customers you would be able to support each week on average	100 people
How often the service would be available each week on average	Tuesday to Thursday 11am - 2pm and 3pm - 7pm
Impact of the reduction in funding on the quality of outcomes for customers?	Instability in care cover and members being sent to different day centres
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Several community groups would be affected by the reductions. Hadhari stated that services for African Caribbean older people would be adversely affected.

Older People
Men
Women
Disabled people
Minority ethnic communities
New and emerging communities

Areas affected

It was felt that those people in Abbey, Arboretum, Normanton, Sinfin and Derwent wards would be affected.

2.3.16 Headway

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Headway in their organisation response stated no they don't agree. The reasons for the disagreement are below:

The voluntary sector in derby provides vital support to the most vulnerable and disadvantaged members of the community, not only to those with substantial or critical needs but we also provide proactive support to many which prevents them going into crisis and requiring a higher level of input from statutory and voluntary organisations is put at risk, the demand on services will increase at a higher cost to

the local authority. Given the additional value that the voluntary sector brings through use of volunteers and the additional resources it brings into Derby through grant funding, it is counter-productive to reduce the operational ability of such organisations.

The number of customers supported each week and the services offered

The number of service users is approximately 40 each week, with a variety of services offered throughout the working week.

Number of users on average	Time services are offered
40 people with brain injuries per week 1 to 1 support for 5 carers 15 volunteers	Outreach – Monday to Friday Headway Centre – Tuesday and Friday Community groups - Mondays Direct carer's Support takes place every Thursday

Outcomes for service users?

Headway gave information on the differences made to their customers for each service. The full details can be found in appendix 1.

The main outcomes for people with a brain injury are:

- Increased self-confidence
- Increased ability to achieve personal goals and aspirations
- Less isolation from their community
- Improved psychological wellbeing
- Social skills and physical health

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Headway stated that they are continually seeking grant funding to enable them to continue offering services.

Other main points they offered were:

- If customers receive a personal budget and buy their service directly, it will allow them to continue receiving some level of support
- Our current grant ensures that we can maintain a base and employ core staff.

Impact of 30%, 50% and 100% cuts

Headway stated that at 30% the service and the organisation would still continue. At 100% the service would cease to be provided.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	No	Yes

With a 30% cut 30 people could be supported, with reduced services.

With a 50% cut 20 people could be supported through outreach only.

At 100% the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	30 people	20 people
How often the service would be available each week on average	At current opening hours, but with reduced service.	Day service cease. Offer a reduced outreach service, which would still be available Monday- Friday
Impact of the reduction in funding on the quality of outcomes for customers?	Service users rely on the support of Headway for things such as organising correspondence, pay bills and maintain their tenancies and for people on a reduced service, their ability to these things would be diminished.	We would no longer have sufficient funding to enable us to operate the Headway Centre and deliver to small groups on an outreach basis
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Headway's service users are predominantly male adults with disabilities.

Older people,
Disabled people
Men

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding.

2.3.17 Indian Community Day Support

Agreement with funding reductions?

When asked if they agreed with the funding reductions, the Indian Community Day Support service in their organisation response stated no they don't agree. When asked why they do not agree they provided the following response.

Voluntary groups help prevent Individuals from being isolated and help Physical and mental health from deteriorating. IDCSS reaches out to people all over the city to help reduce isolation and improve community engagement and encourage people to learn new skills and take part in educational and Public health awareness sessions to help prevent long term health conditions or cope/manage better with new information and knowledge. We work closely with statutory and voluntary providers to help sustain costs and get people to think outside the box. It's time for change. I work very closely within the community and educating people to have a good understanding of why cuts need to be made and how we can all have our input and work together to reduce costs.

The number of customers supported each week and the services offered

Each week the service is provided to between 100 and 150 people.

Number of users on average	Time services are offered
100 - 150 people per week across Derby City	Monday - Friday 9am -4:30pm Also evenings weekends as appropriate

Outcomes for service users?

Indian Community Day Support gave information on the differences their services make to their customers. The full details can be found in appendix 1.

- A better understanding the needs of the community
- An increase in the level of confidence and wellbeing
- Customers are satisfied with the culturally appropriate approaches taken
- Removal of the language barrier; our empathic approach has proven they enjoy attending and feel comfortable and valued
- Customers have stated they feel happier and gaining Independence and feel they can talk to someone in confidence and with ease

Any contingency plans in place to help with the potential reduction of funding.

When asked about contingency plans, Indian Community Day Support did not provide any details contingency plans to help with the potential for reduction

Impact on 30%, 50% and 100%

Indian Community Day Support stated they were unsure if the services would continue being provided, at 100% reduction the organisation would cease to exist they would not be able to continue offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	Yes	No	Unsure	Yes

With a 30% cut it would be hoped that the current levels of service could be met.

With a 50% cut there would be less customers supported over a shorter period of time.

At 100% the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	As at present - Would attempt to provide half the service we currently do	75-100
How often the service would be available each week on average	As at present - Would attempt to provide half the service we currently do	2 -3 days per week
Impact of the reduction in funding on the quality of outcomes for customers?	Stress levels will go up as they try to access vital services they have come to need The work undertaken over the past 6 months to build trust will again be lost	Customers would feel let down and frustrated because they are missing out on vital services. The overall moral would be low.
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Work with another organisation(s) to reduce costs	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped Work with another organisation(s) to reduce costs

Full information on the additional details on 30%, 50% and 100% can be found in the appendices.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Older people
Woman
Disabled people,
Men
Minority ethnic communities,
New and emerging communities,
Faith communities

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding. Normanton, Arboretum, Sinfin, Littleover, Heatherton, Mickleover, Chellaston.

2.3.18 MHA Care Groups - Live at Home Schemes

Agreement with funding reductions?

When asked if they agreed with the funding reductions, MHA in their organisation response stated no they don't agree. When asked why they do not agree an in depth response was given on the targets for the scheme. This can be seen in appendix 1.

The main points from this response are as follows:

- Several targets and developments in the service have been agreed from the funding agreements made
- The reduction in funding will jeopardise the targets set
- The older people who are served by the services will be impacted
- Additional lunch clubs have been set up with the help of the council

The number of customers supported each week and the services offered

MHA offer several different services and activities such as lunch clubs, social activities, outings, holiday's, transport for outings, home visits, befriending, telephone support, community involvement. The full details can be found in appendix 1.

Number of users on average	Time services are offered
550 members registered to attend lunch clubs and activities each week	Varied dependant on the service

Outcomes for service users?

MHA gave outcomes for the services offered. The full details can be found in appendix 1.

Some of the outcomes given are detailed below:

- Providing services in a secure environment
- Early intervention in identifying health changes in members
- Reducing social isolation
- Strengthens communities
- Identifying other areas of support
- Helps members maintain their independence

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, MHA stated that they review the structure of the schemes on a regular basis to improve the day to day workings. A restructuring programme was implemented in 2012 to ensure more support for the day to day operations. Full details can be found in appendix 1.

Impact of 30%, 50% and 100% cuts

MHA stated they were unsure if the organisation would cease to exist with a 30% or 50% reduction, however with a 100% reduction they would be unable to continue offering their services and the organisation would cease to exist.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	Unsure	Yes	Unsure	Unsure	Yes

Detailed information was provided for each service on the impact of cuts. Where possible the main impact has been detailed in the table below. MHA feel that they would need to reduce their services with a 30% cut, with 50% and 100% some services may need to cease or charges be levied. The full detail can be located in appendix 1.

	30%	50%	100%
Number of customers you would be able to support each week on average	Detailed response in appendix 1	Detailed response in appendix 1	Detailed response in appendix 1
How often the service would be available each week on average	Reduced service	Reduced service	Reduced service
Impact of the reduction in funding on the quality of outcomes for customers?	Increase in charge Removal of development programme Outings or holidays no longer provided Lack of transport to help members get to clubs or on outings Less home visits Possible charge for befriending	Reduce the number of lunch clubs Reduction in social activities provided No outings or holidays Review if transport could be offered May not be able to offer home visits Will charge for befriending or discontinue service	Merge lunch clubs Merge social activities No lunch clubs or social activities in certain areas No outings or holidays Unable to provide transport No home visits Will charge for befriending or discontinue service
What changes would be required			

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

The main groups affected are

- Older people
- Disabled people

Areas affected

MHA offers services throughout Derby in the following locations:

Allestree	Darley Abbey
Mackworth	Mickleover
Alvaston	Chellaston
Sinfin	Littleover
Normanton	Spondon
Chaddesden	

2.3.19 Opieka

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Opieka in their organisation response stated no they don't agree. When asked why they do not agree, they provided the following response.

We do not agree with the proposed cut in our funding. We believe that we provide excellent value for money in the services provided. We had one third cut in our budget which left us financially challenged. We save the city council and health authorities a considerable amount of money by providing a service to people who would otherwise find themselves in care homes or in hospital suffering from both physical and mental illnesses. The voluntary sector as a whole and in particular our organisation fill in gaps in the provisions not fulfilled by other services. We keep clients who are on the edge of being social care clients in their home. We receive as our grant the equivalent of what it would cost to keep one person in a care home for 8 months. We are keeping at least 8 people at the moment (and this number will grow as the population ages) out of the social care system.

The number of customers supported each week and the services offered

Opieka supports around 50 people each week, with home visits undertaken.

Number of users on average	Times services are offered
50 people are supported per week	Luncheon club meets 39 times a year from

Home visits also undertaken	11.30am until 1.45pm Befriending and visiting service operates daily
-----------------------------	---

Outcomes for service users?

When asked about the outcomes for their service, Opieka stated that they had conducted a survey of their clients. Respondents felt that they:

- Provide an excellent service
- Contribute to an improvement in their wellbeing and in having a better lifestyle,
- Provides independence and less social isolation.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Opieka stated that they have no contingency plans their only course of action would be to cut the services they provide.

Impact of 30%, 50% and 100% cuts

Opieka did not provide actual responses when asked about the impact of a 30%, 50% or 100% reduction. Detail has been provided in the specific open ended sections where it was stated that the service could continue in a reduced manner.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No reply	No reply	No reply	No reply	No reply	No reply

With a 30% cut the number of customers would reduce to 30, with hours reduced to 10. No response was provided for a 50% reduction.

With a 100% cut the service would continue, the number of customers would reduce to 22, with hours reduced to 7.

	30%	50%	100%
Number of customers you would be able to support each week on average	30 customers per week 2 luncheon meetings each month	No information provided	22 customers per week 1 luncheon meeting each month
How often the service would be available each week on average	Hours from co-ordinators would be reduced to 10 hours each week	No information provided	Hours from co-ordinators would be reduced to 7 hours each week
Impact of the reduction in	There will be an increase in the	No information	Substantial increase in demands upon the

funding on the quality of outcomes for customers?	demands upon the council and the NHS Lack of provision for polish speakers who know and understand the client group An impact on the mental being of service users and ability to remain independent	provided	council and the NHS Polish people become socially isolated Impact on mental being People become lonely and more vulnerable to physical and mental abuse
What changes would be required		No information provided	

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Opeika targets their services to elderly and vulnerable people in the Polish Community.

Older people
Woman
Disabled people
Men
Minority ethnic communities
New and emerging communities
Faith communities

2.3.20 Padley Group

A. Development Centre

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Padley Development Centre in their organisation response stated no they don't agree. When asked why they do not agree, they provided the following response:

In 2011/12 cuts of 30% were made to the vcs grant budget, these cuts were draconian at the time and we were assured by senior executives and councillors that the reason for this was that the cuts were being applied up front rather than being phased over a three year period. All services in receipt of vcs grants had to rebid for grant funding and those that were successful, such as ourselves, were issued with new service level agreements through to 31/3/2015.

The number of customers supported each week and the services offered

The Padley Development centre operates sessions for up to 60 people; these sessions are held 3 days each week.

Number of users on average	Time services are offered
Three sessions of therapeutic arts and three sessions of pottery per week – 10 places on each session	Sessions held on Wednesday, Thursday and Friday of each week. Classes from 9am to 3pm

Outcomes for service users?

Padley development centre gave information on the differences made to their customers for each service. The full details can be found in appendix 1.

An overview of the outcomes of the service is to support individuals with learning or physical or mental health issues to develop confidence and increase their self-esteem. The service helps increase their communication and practical skills.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Padley Development centre stated that they have already undertaken some changes to help with the potential for reduction. The main points they offered were:

- Extended and developed their paid for courses/activities
- Extending the paid for activities we operate throughout the week.
- Working to move existing clients from grant funding to personal budgets and are recruiting new clients with personal budgets.

Impact of 30%, 50% and 100% cuts

Padley Development centre stated the organisation would continue to exist and they would be able to continue offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	No	No

With a 30% cut they would hope service would continue and would try to utilise personal budgets.

With a 50% cut there would be a reduction in classes provided.

At 100% the services may cease to be provided unless the organisation can sufficiently utilise personal budgets.

	30%	50%	100%
Number of customers you would be able to support each week on average	Hope to continue with current service	1 of the classes provided would have to be cut – 10 clients	Dependant on whether there are clients with a personal budget to cover
How often the service would be available each week on average	Hope to continue with current service	1 of the classes provided would have to be cut	We would be unable to offer any services that were not being paid for either from a Personal Budget or private resources.
Impact of the reduction in funding on the quality of outcomes for customers?	Will hope to have no impact as people attending should move to personal budgets	The impact of losing a class would be devastating to the service users	The impact of losing a class would be devastating to the service users
What changes would be required		Funding would need to be sourced elsewhere Paid posts would be reduced or cut	Funding would need to be sourced elsewhere This service would cease to be provided Paid posts would be reduced or cut

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

The community groups who would be affected are below.

Older people
Woman
Disabled people
Men
Minority ethnic communities
New and emerging communities
Lesbian, gay, bisexual or transgender people

B. Padley Homeless day care centre

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Padley Homeless day care centre in their organisation response stated no they don't agree. When asked why they do not agree, they provided the same response as quoted in the submission for the Padley Development Centre.

The number of customers supported each week and the services offered

The Padley Homeless day care centre operates sessions for up to 60 people; these sessions are held 3 days each week.

Number of users on average	Time services are offered
60-70 clients each day (recently increased to 70 – 90) Active case load of 141 Day Centre clients. Work with 80-100 clients per annum in our Homeless Hostel.	Monday, Tuesday, Thursday and Friday 8am – 3pm Wednesday: 8am – 2pm Saturday 10am – 2.30pm (Bank Holidays) Sunday 1pm - 4:30pm

Outcomes for service users?

The Padley Homeless day care centre gave information on the differences made to their customers for each service. The full details can be found in appendix 1.

An overview of the outcomes of the service:

- To support people who are destitute, homeless or in hostel or poor accommodation deal with their issues and move on in their lives.
- Improve health, well-being and self-care

- Help people to deal with complex issues such as drugs, alcohol, mental health and abuse issues.
- Support clients to gain and retain accommodation either in social or private sector housing

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Padley Homeless day care centre stated that they currently raise funds to run the centre via donations and events. They have increased donations due to previous funding reductions and launched Padley 4000 in January to help secure their future.

Impact of 30%, 50% and 100% cuts

Padley Homeless day care centre stated that the organisation and services would continue to be offered.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	No	No	No

With a 30% and 50% cut they stated that it would depend on where the reductions were taken from. They would endeavour to continue some services, although at reduced levels.

At 100% the advice and support services may cease, basic needs services offered.

	30%	50%	100%
Number of customers you would be able to support each week on average	Dependant on where funding was reduced, service may continue	Dependant on where funding was reduced, over half the clients using the centre would no longer receive advice and support services	All advice and support services would cease Offer a basic needs' service, run through the use of volunteers
How often the service would be available each week on average	Endeavour to maintain basic needs services during the current opening hours	Endeavour to maintain the existing hours but for basic services only. Advice and Support would be reduced by 50%	Endeavour to continue providing the basic needs service during the current time periods
Impact of the reduction in funding on the quality of outcomes for customers?	Increase demand on Council, NHS and other statutory services Increase in frustrated, already chaotic clients	Increase demand on the Councils Housing Services, The Benefits Agency and the NHS, A & E, Drug and Alcohol services and the Mental	

	deteriorating further	Health crisis services	
What changes would be required	Funding would need to be sourced elsewhere Paid posts would be reduced or cut	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped	Funding would need to be sourced elsewhere Paid posts would be reduced or cut New initiatives would be stopped

Full information on the additional details on 30%, 50% and 100% can be found in the appendices.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Padley Homeless day care centre stated that homelessness affects all communities.

Older people
Woman
Disabled people
Men
Minority ethnic communities
New and emerging communities
Lesbian, gay, bisexual or transgender people

2.3.21 Relate Derby and Southern Derbyshire

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Relate in their organisation response stated no they don't agree. When asked why they do not agree, they provided the following response:

The proposed cut to the voluntary sector is the second in less than a year. While it is appreciated that all sectors are facing significant cuts it does seem disproportionate - in Derby - for the third sector. In the last few years we have lost 33% of our income and have had to make 22% of our staff redundant despite having more demand for our services. Additionally much of the discretionary relief that the City Council has previously given has been removed - resulting in our costs increasing. The Public Sector refers to our service - yet it still has to be paid for and the grant is a vital part of our delivering a flexible service to the people of Derby.

The number of customers supported each week and the services offered

Relate support 98 people per week through their counselling services, these are offered Monday to Saturday.

Number of users on average	Time services are offered
98 people a week use counselling services 35 people per week contact for information and advice	Monday – Saturday 9.30am (8.30am on a Wednesday) until 9.30pm

Outcomes for service users?

Relate gave information on the differences their services made to their customers. The full details can be found in appendix 1.

Overall the services of relate enable people to manage their situation more effectively and make decisions and move forward with their lives. Reported outcomes from clients:

- They feel safer
- It has improved / saved their relationship
- Improved their emotional health and physical well being

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, relate provided some of the changes already made to support efficiencies. The main points they offered were:

- Adopted a computerised bookings system for appointments to reduce office costs
- Joined Relate Response which links overflow calls into trained Relate professionals
- Changed our internal management structures

Impact of 30%, 50% and 100% cuts

Relate stated the organisation would continue at all levels of reduction, but they weren't sure at what level they could continue to offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	No	Unsure	Unsure	Unsure

Relate provided an in-depth response on the impact of reductions. The details can be seen in appendix 1. Some main points are detailed below:

Customers who would be supported and changes to services:

- The result of losing or having a reduction in our Derby City grant will mean a reduction in service offered to the people of Derby

- Will turn away clients who come via a direct referral from Social Care, Health or other specialist service as they may have no means to pay for access to services
- May have to set a fixed minimum payment for all clients that use our Relate Derby Centre, reducing people's ability to access the services as they would be unable to pay.
- The charges would affect 62% of clients
- May need to renegotiate counsellor contracts so they work less hours (and so deliver less service) but we may also have to make several redundancies.

Impact

- People on low income are going to be most affected by this proposed grant cut
- Impact on the services who made initial referral for example GPs, other health professionals, social care, police, educational support workers, signposting agencies like CAB/Age UK/Mind/National Autistic Society
- Clients who need support, will not get the service that professionals felt they required in the first place,
- Public sector services that will need to intervene/support.
- In the longer term we may be at risk of closing - This will result in no Relate service for the people of Derby and about 35 redundancies.

Groups affected

- Women, of a variety of ethnic backgrounds
- Low income people
- Clients from areas such as Osmaston, Peartree, Sinfen, Spondon, Alvaston are generally low incomes,
- Clients from other areas such as Mickleover, Allestree and Littleover are also experiencing significant financial pressures either due to redundancies, work reduction or general financial pressures

2.3.22 Rethink Focusline

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Rethink focusline in their organisation response stated no they don't agree. When asked why they made the following response:

It is unfair to look for cost savings by removing services funding that are there to support the most vulnerable in society

The number of customers supported each week and the services offered

Rethink focusline receive 150 phone calls on average each week.

Number of users on average	Time services are offered
150 calls on average each week	Monday to Friday - 5pm to 9am Weekends and bank holidays, 24 hours 365 days of the year

Outcomes for service users?

Rethink focusline gave information on the differences their services made to their customers. The full details can be found in appendix 1.

An overall of the outcomes are to help maintain mental health stability and to support people in crisis and to support with mental health and emotional stress

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Rethink focusline did not provide any contingency plans.

Impact of 30%, 50% and 100% cuts

Rethink focusline stated that at 30% and 50% and 100% reductions the organisation may continue but at 100% reduction the service would cease.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Unsure	Yes	Yes	Unsure	Yes	Yes

With a 30% cut there would be a drop of 45 clients each week and a reduced number of hours where calls could be taken.

With a 50% cut there would be a drop of 75 clients each week and a reduced number of hours where calls could be taken.

At 100% the services cease to be offered, Rethink Focusline stated that this reduction would see increased contacts on other services already overstretched.

	30%	50%
Number of customers you would be able to support each week on average	Reduce by 30% equal to a reduction of 45 people	Reduce by 50% equal to a reduction of 75 people
How often the	Reduce the number of hours by	Reduce the number of hours by

service would be available each week on average	30% equal to a 38.4 reduction	50% equal to a 64 reduction
Impact of the reduction in funding on the quality of outcomes for customers?	Increased pressure on other services More emergency calls Calls to crisis team or other mental health services (which cost more than focusline)	Increased pressure on other out of hours services
What changes would be required	Paid posts would be reduced or cut New initiatives would be stopped	Paid posts would be reduced or cut New initiatives would be stopped

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Rethink focusline support everyone over the age of 16 with a mental health problem or a friend or relative with a mental health problems.

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

When asked about area it was felt that people throughout the city would be affected.

2.3.23 Sahahra

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Sahahra in their organisation response stated no they don't agree. When asked why they do not agree, they provided the following reply:

Voluntary sector provide a valuable service for members of the Community which fills some of the gaps in service delivery that main stream are unable to provide.

The number of customers supported each week and the services offered

Each week Sahahra supports 25 members and these are offered from Monday to Thursday.

Number of users on average	Time services are offered
25 members a week Also offers drop in sessions for other members of community	Monday to Thursday 10am - 3pm

Outcomes for service users?

Sahahra gave information on the differences their services make to their customers. The full details can be found in appendix 1.

The main outcomes identified for service users, were that they are more able to cope and maintain their independence, are more confident dealing with their day to day activities and are able to manage their health and use other services

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Sahahra stated that they have no contingency plans to help with the potential for reduction.

Impact of 30%, 50% and 100% cuts

Sahahra stated that with a 30% cut the organisation and services would cease to exist.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Yes	N/A	N/A	Yes	N/A	N/A

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Older people
Woman
Disabled people
Men
minority ethnic communities
New and emerging communities

Areas affected

Areas in the city that would be affected by the proposed reductions are Normanton, Arboretum, Abbey, Littleover, Sinfen and Alvaston.

2.3.24 Sahakar Group

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Sahakar in their organisation response stated no they don't agree.

The number of customers supported each week and the services offered

Each week the service is used by 15 to 20 people and at their weekly meetings.

Number of users on average	Time services are offered
15 to 20	Wednesday 11am to 2pm

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Sahakar stated that they have no contingency plans at present, and they would assess these if funding was reduced

Impact of 30%, 50% and 100% cuts

Sahakar stated the organisation and services would probably cease to exist at 30% reduction.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Yes	N/A	N/A	Yes	N/A	N/A

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Older People
Children aged 15 or under
Women
Disabled people
Men
Minority ethnic communities
New and emerging communities
Faith communities

Areas affected

It was felt that Normanton, Sinfin and Chaddesden would be affected by the proposed reductions in funding.

2.3.25 Sahaly Women's Group

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Sahaly Women's Group as an organisation response stated no they don't agree. When asked why they do not agree, they provided the following response.

It will be very difficult to pay rent. Cost of living has gone up in past few years it was difficult to manage on £500 as such. The money was used to help towards rent, rest of the things like transport & other expenses are covered by members of the group. Discontinuing funding could lead to closing down the group that would leave 40-45 elderly isolated, feeling down & depressed.

The number of customers supported each week and the services offered

Each week the service is provided to 35-40 elderly or disabled ladies.

Number of users on average	Time services are offered
35-40 members	Thursdays for 3 hours

Outcomes for service users?

The outcomes given for service users are that it allows lonely and isolated ladies to come to the group and feel good and get together.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Sahaly Women's Group stated that they have no contingency plans to help with the potential for reduction.

Impact of 30%, 50% and 100% cuts

Sahaly Women's Group stated their organisation would probably cease to exist and if they would be unable to continue offering their services with a 30% cut.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Yes	N/A	N/A	Yes	N/A	N/A

Sahaly Women's Group – If your service came to an end or was reduced do you feel that any specific groups in the community would be affected

Older people
Woman
Disabled people

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding as the ladies who attend are from across the city.

2.3.26 Sight Support Derbyshire

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Sight Support Derbyshire in their organisation response stated no they don't agree. When asked why they do not agree, they provided an in-depth response, an outline is below.

- The voluntary sector is a very cost effective way of providing expert services for a variety of specialised needs to the most vulnerable people in the City.
- The voluntary sector also adds value by bringing money into the City from funds such as the Big Lottery and other grant makers.
- The voluntary sector provides a network of expertise specialized in the needs of specific service users e.g. sight loss, hearing loss, physical disability etc. If services helping people to remain independent are cut needs will not be met and will develop into more serious conditions. People will need more expensive care from Social Services earlier in their lives. Overall the cost will be greater.
- The voluntary sector can be used to reduce the overall cost of delivering services.

The number of customers supported each week and the services offered

Sight Support Derbyshire has 85 service users each week and operates to the needs of these people.

Number of users on average	Time services are offered
Befriending - 35 Resource Centre services - 30 Other activities at Derby Resource Centre – 20	Befriending - 7 days per week at times to suit the service user Resource centre: Monday - Thursday 9am – 5pm

Outcomes for service users?

Sight Support Derbyshire gave information on the differences their services make to their customers. The full details can be found in appendix 1.

An overview of the outcomes are:

- Provides at least 2000 visually impaired people and their carers with relevant information and advice quickly and in an accessible format
- Help service users to increase their health, wellbeing and safety and enable them to remain independent
- Provide the opportunity for visually impaired people to try out, purchase and learn how to use equipment that will help them with daily activities and support them to keep safe and remain independent

- Help at least 55 visually impaired people each year to feel less isolated and to socialise through their regular contact with a befriender and participation in social and sporting activities
- Monitor the health and wellbeing of people with a visual impairment to enable swift and appropriate action to be taken to enable them to remain independent and safe in their own homes.
- Enable at least 400 carers or family members to have increased levels of wellbeing and confidence by understanding more about the impact of sight loss and how to support the visually impaired person
- Provide opportunity for 68 volunteers to gain skills that will increase their ability to take up new community, educational or employment opportunities and improve the quality of their life.

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Sight Support Derbyshire stated that they have no firm contingency plans to help with the potential for reduction. They suggested they may undertake to:

- Fund raise to make up the gap
- Charge service users for befriending visits, ideally through personal budgets

Impact of 30%, 50% and 100% cuts

Sight Support Derbyshire stated they were unsure if the organisation would cease to exist and if they would be able to continue offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No	Unsure	No	No	Unsure

With a 30% and 50% cut there would be a reduction in the number of service users the befriending service could offer. The resource centre would continue in conjunction with Derbyshire. At 100% reduction the services would cease to be provided.

	30%	50%
Number of customers you would be able to support each week on average	Reduction to the befriending service – support 20 people	Reduction to the befriending service – support 14 people
How often the service would be available each week on average	Befriending service would continue to run according to needs	Befriending service would continue to run according to needs
Impact of the reduction in funding on the quality of outcomes for customers?	Increased isolation leading to mental health issues, poor physical health and a low feeling well being Increased demand for more social services care and	Increased isolation leading to mental health issues, poor physical health and a low feeling well being Increased demand for more social services care and

	intervention	intervention
What changes would be required	Funding would need to be sourced elsewhere This service would cease to be provided Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase Work with another organisation(s) to reduce costs	Funding would need to be sourced elsewhere This service would cease to be provided Paid posts would be reduced or cut New initiatives would be stopped Charges to customers would increase Work with another organisation(s) to reduce costs

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Sight Support commented that anyone can suffer from sight loss. They support all groups, with the majority of service users who are older.

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

Areas affected

It was felt that all areas in the city would be affected by the proposed reductions in funding.

2.3.27 Sinfin and Stenson Fields Asian Over 60's

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Sinfin and Stenson Fields Asian Over 60's in their organisation response stated no they don't agree. When asked why they do not agree, they provided the following response.

We feel that this group is vital to the health and well-being of the local community. The group provides a valuable support mechanism that couldn't be provided in other ways.

The number of customers supported each week and the services offered

20 people use the services on regular basis; however there are other service users who come for support when required.

Number of users on average	Time services are offered
20 people per week, Up to 35 people who use the service "as and when" they need support	Monday to Friday 1-5pm

Outcomes for service users?

Sinfin and Stenson Fields Asian Over 60's gave information on the differences their services make to their customers. The full details can be found in appendix 1.

To provide an overview of these are:

- Reduces isolation, stress and mental health issues
- Provides health support
- Helps maintain the cultural heritage

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, Sinfin and Stenson Fields Asian Over 60's stated that they have no contingency plans to help with the potential for reduction.

Impact of 30%, 50% and 100% cuts

With a 30% reduction the organisation and services would cease to exist. The funding that is received pays for room hire and the organisation could not afford to pay for this and do not have the capacity to start taking fees.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Yes	N/A	N/A	Yes	N/A	N/A

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected

Older People
Women

Disabled people
Men
Minority ethnic communities
Faith communities

Areas affected

Those living in Sinfín would be affected by the proposed reductions in funding.

2.3.28 St James Centre

Agreement with funding reductions?

When asked if they agreed with the funding reductions, St James Centre in their organisation response stated no they don't agree. When asked why they do not agree, they provided the following response.

- 1 - Originally VCS was told that funding would be reduced in 2011 - 2012 and then those who were successful would keep their 3 years funding - these proposals have broken those agreements.
- 2 - VCS provides to the most vulnerable in a community friendly way that enables them to reach out and engage with those that most need help.
- 3 - VCS is more flexible and more responsive to individual needs.

The number of customers supported each week and the services offered

The St James centre deal with 20 young disabled adults and offer a variety of different programmes.

Number of users on average	Time services are offered
20 Young Disabled Adults from a variety of backgrounds	Tuesday Morning Possibilities Programme. Tuesday Afternoon - Music Cafe. Wednesday Morning - Possibilities for Disabled Women. Wednesday Afternoon - Moving On Workshops e.g. Tuesday am / Thursday pm - One to One Support.

Outcomes for service users?

St James centre gave information on the differences their services make to their customers. The full details can be found in appendix 1.

An overview of the services outcomes are:

- To offer Young Disabled Adults the opportunity to develop a life after school and college
- Building social support networks to overcome isolation
- Try out different activities to build a future as an adult
- Help contribute as citizens to the life of Derby City

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, St James centre stated they had no plans, but would seek a way of continuing the service as it is helping the service users who would otherwise struggle.

Impact of 30%, 50% and 100% cuts

St James centre stated the organisation would continue to exist and that they would be unable to provide the service with a 30% reduction in funding. No comment was made on higher levels of reduction in funding.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
No	No reply	No reply	Yes	No reply	No reply

With a 30% cut in funding it would mean a reduction in service and less people. If there was no funding this would mean no service.

	30%
Number of customers you would be able to support each week on average	15 people
How often the service would be available each week on average	Reduced from 3 to 2 days a week
Impact of the reduction in funding on the quality of outcomes for customers?	Less opportunities for the Young Disabled Adults Less support to try new activities Less time to build new bonds and social relationships
What changes would be required	

Full information on the additional details on 30%, 50% and 100% can be found in appendix 1.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Older people

Woman
Disabled people,
Young people aged 16 to 24
Men
Minority ethnic communities
New and emerging communities

2.3.29 Ukrainian Day Centre

Agreement with funding reductions?

When asked if they agreed with the funding reductions, Ukrainian Day Centre in their organisation response stated no they don't agree.

The number of customers supported each week and the services offered

The Ukrainian Day Centre has 50 people who visit the centre and they make hospital visits.

Number of users on average	Time services are offered
50 at the centre 15-20 weekly hospital visits	Home visits Mondays Interpreting – Wednesdays Centre - 9am-6pm Monday Centre – 10am-4pm Wednesday and Friday

Outcomes for service users?

The Ukrainian Day Centre gave information on the differences their services make to their customer. The full details can be found in appendix 1.

An overview of the outcomes are:

- Provide respite and support
- Allow service users to live independently in their own home
- Gives them confidence
- Helps with social isolation

Any contingency plans in place to help with the potential reduction of funding?

When asked about contingency plans, the Ukrainian Day Centre stated that they could fund raise and raise awareness in the community.

Impact on 30%, 50% and 100%

The Ukrainian Day Centre stated they were the organisation would cease to exist and if they would be unable to continue offering their services.

Organisation cease to exist			Unable to continue providing the service		
30%	50%	100%	30%	50%	100%
Yes	N/A	N/A	Yes	N/A	N/A

With a 30% cut the organisation and service would cease. In their response they stated that the grant they receive only just meets the costs of utilities and staff wages.

If your service came to an end or was reduced do you feel that any specific groups below in the community would be affected?

Older people
Woman
Disabled people
Men
Minority ethnic communities

Areas affected

It was felt that the areas affected would be Normanton and Chaddesden.