Report: Future Council Funding for Non-Statutory Services in the Voluntary, Community and Faith Sector.
Appendix 3: Service Types and Service User Profile.

The information below is drawn from monitoring information provided by funded organisations for the complete year 2014-15 and other information provided by funded organisations listed in Appendix 2 of the Cabinet Report. Monitoring information of currently funded non-statutory services in the VCF provides a sample of the type of service user profile that non-statutory services support. Services are grouped into broad service types, based on the type of intervention they deliver. The range of services mean that some services have regular service users who attend weekly and at the other extreme, some have service contacts, where customers access the service on a one off basis. Within each Service Type, all funded services provide unique service models to deliver the required outcomes drawing upon their particular skills, resources and links to other services they, and other agencies provide. Table 1 and 2 summarise the five Service Types for the 34 currently funded services, the level of funding from the Council and SDCCG and the estimated annual number of service users/service contacts. . Estimates are provided for number of service users or contacts over a year.

Service Types and Funding
Table 1: Funding

Service Type	Council Funding	% Council funding	SDCCG Funding	% SDCCG funding	Total Funding	% Total Funding
First Contact	£31,560	4.2%	£6,000	2.1%	£37,560	3.6%
Information	£283,325	37.9%	£36,108	12.4%	£319,433	30.8%
On-going	£287,734	38.5%	£59,605	20.5%	£347,339	33.4%
Time Limited	£88,368	11.8%	£48,534	16.7%	£136,902	13.2%
Infrastructure	£56,608	7.6%	£140,845	48.4%	£197,453	19.0%
Total	**£747,595**		**£291,092**		**£1,038,687**	

Table 2: Service Types and Number of Service Users/contacts

Service Type	Description	Service Users/ Service Contacts
On going support (17 Services)	Examples include, lunch clubs, day centres, self help, befriending services, social groups, and other projects to support people to remain independent in the community. These services provide an access point for other sources of information and advice. This group includes the SEWA project hosted by the Indian Community Centre that develops new activities as well as providing information, and on-going support to other groups working with the Indian Community.	5,600 service users – receive or attend the service on a regular basis
Time Limited interventions (4 Services)	These services assist people to manage a specific risk to their independence. Services involve a mix of one off contacts, repeat one off contacts on different issues or case work for service users over a few weeks or months. eg:, Sight Support and CAMTAD generally provide one-off or repeat contacts, whereas Age UK's Advocacy Service and Headway generally provide case work for service users over a number of sessions.	12,000 service contacts and 170 service users
Information and Advice (10 Services)	Services that provide information and advice to promote access to support for their service user's health and wellbeing. These are generally one off interventions, repeat interventions on different issues, and some complex advice provision that may take several sessions. This category includes the Citizens Advice and Law Centre, funded through a contract arrangement.	32,310 Service contacts.
First Contact (1 service)	A partnership referral service that supports partners to effectively make referrals to one or more local agencies through one referral form.	1,010 – referrals/ one off contacts
Infrastructure Services (2 Services)	Services that support the development of VCF organisations eg Community Action Derby and Derby's Community Accountancy.	(further detail provided below)

Infrastructure services will be treated separately, (below) as they provide services for groups (eg funding advice, promotion and management development) as well as for individuals (eg, volunteer placements, training and information on local organisations).

Chart 1 below compares current funding across Service Types and the number of services. This illustrates the impact of the two large funding agreements for Citizens Advice and Law Centre (£200,000) within Information, and Community Action Derby £182,753 within infrastructure.

Chart 1: Total service type funding by funding source:
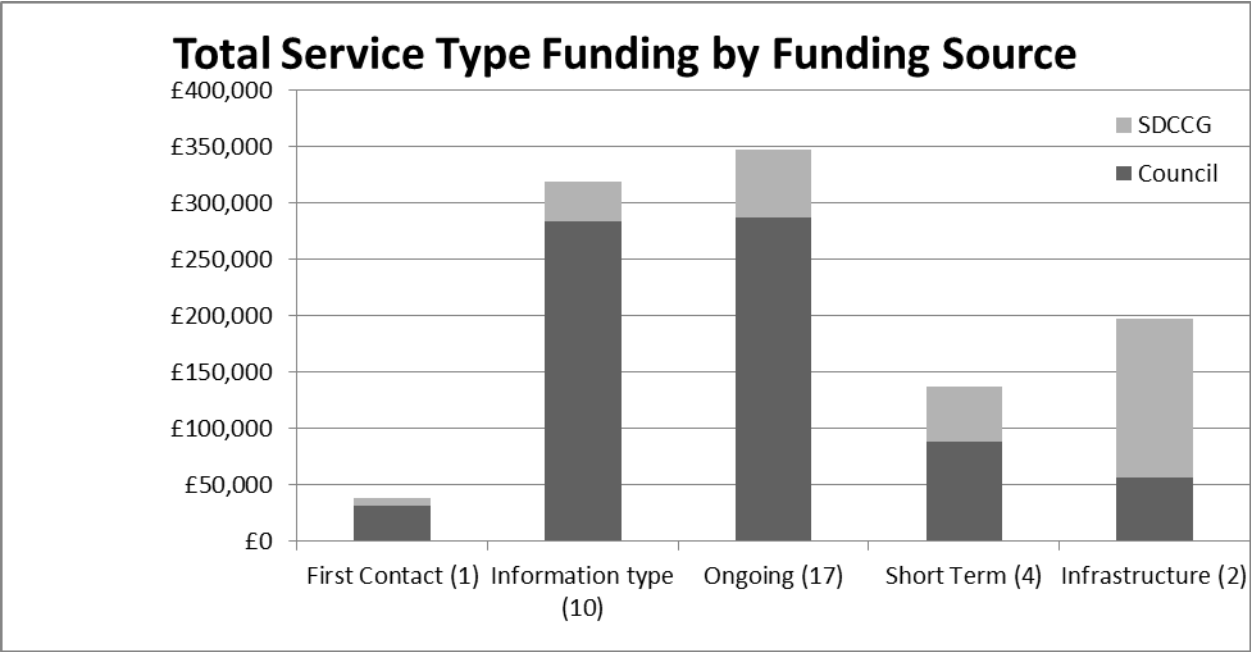
Service User/Service Contact Numbers: Front Line Services

All the currently funded front line services arrange direct support to local individuals to support health, wellbeing and promote independence. In general, people are more likely to require support from health and social care because of age, disability or being from a BME community.

The service user profile provides an indication of how these services support people who are more likely to require more intensive, health and social interventions.

There are an estimated 51,000 service users and service contacts for the 32 front line services types every year. Across the range of services there is wide range in the amount of worker time and other resources required to deliver a service to one service user, from a one off phone call or drop in request for information, through to weekly support at a day centre.   This is reflected Table 2, where Information services and On-going services receive similar funding, but On-going services have far fewer (approx. 1/6) of the number of service users/contacts.
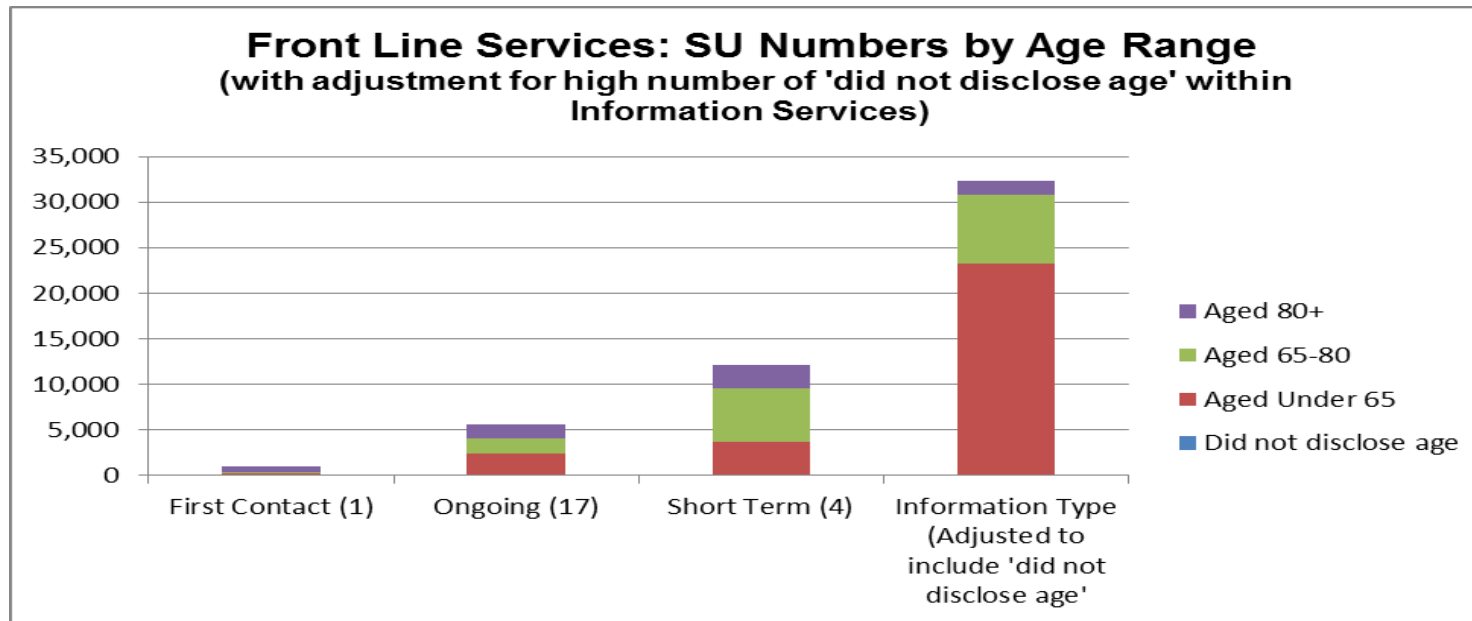
Within the Time Limited service type, there is a distinct split between the four services in this category. Sensory impairment services (CamTAD and Sight Support) provide one off and repeat visits - delivering 12000 service contacts with Age Uk's Advocacy service for older people and Headway's support for people with acquired brain injury providing more intensive case work over few weeks or months for an estimated 170 people.

Service User Profile: Front Line Services

Age Profile
Chart 2 shows the age profile and number of service users/contacts accessing all services and illustrates that information services provide support to a wider age range of the local population than other services.

Chart 2: Front line services: Service Use/Contact Numbers and Age Range

Front Line Services: SU Numbers by Age Range
(with adjustment for high number of 'did not disclose age' within Information Services)

Chart showing stacked bar data for First Contact (1), Ongoing (17), Short Term (4), and Information Type (Adjusted to include 'did not disclose age'). Y-axis ranges from 0 to 35,000. Legend: Aged 80+ (purple), Aged 65-80 (green), Aged Under 65 (red), Did not disclose age (blue).

(Note: Information services, to support the analysis it has been assumed that users who did provide information provide a reasonable sample to the 'non-disclosed' users and the number of people who 'did not disclose' have been averaged across the age ranges for the people who did provide this information.)

Chart 3, illustrates that for All Front Line services, 43% of service users/contacts are aged 65 or over, this is more than twice the percentage of people over 65 (15%) of Derby's adult population (2011 census).
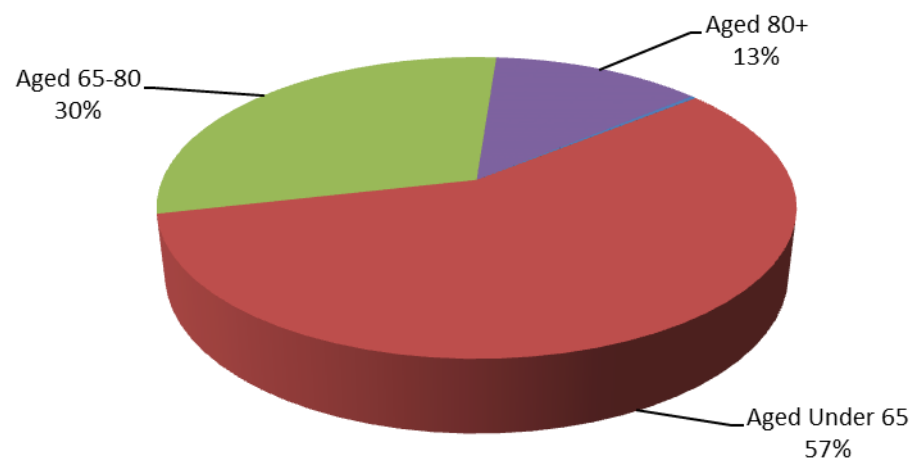
Disability
11 services target specific disabilities. People with Learning Disabilities and carers of people with mental health issues are the target group of 5 On-going services and Time limited services that provide case work and support 640 services users who access these services on a regular basis. Of the estimated 19,291 people who access services that target people with disabilities, 65% are aged 65 or over (Chart 4).
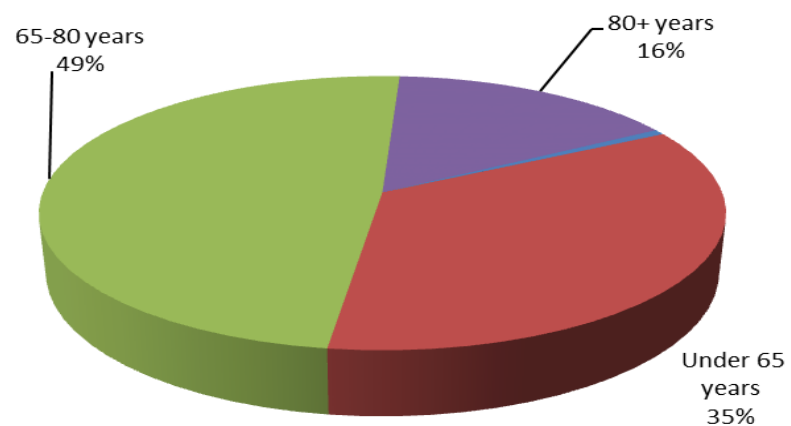
Chart 3: Age of all Front Line Service Users
disability

Chart 4: Age range of Services that target people with a

Age of Front Line Service Users

Aged 80+
13%

Aged 65-80
30%

Aged Under 65
57%

Front line services for disability: age range

65-80 years
49%

80+ years
16%

Under 65 years
35%

Note: 2011 census total population of 248,752 with 15% over 65 with (37313) giving an adult population of 184,076 and 26% under 19 (64,676)).
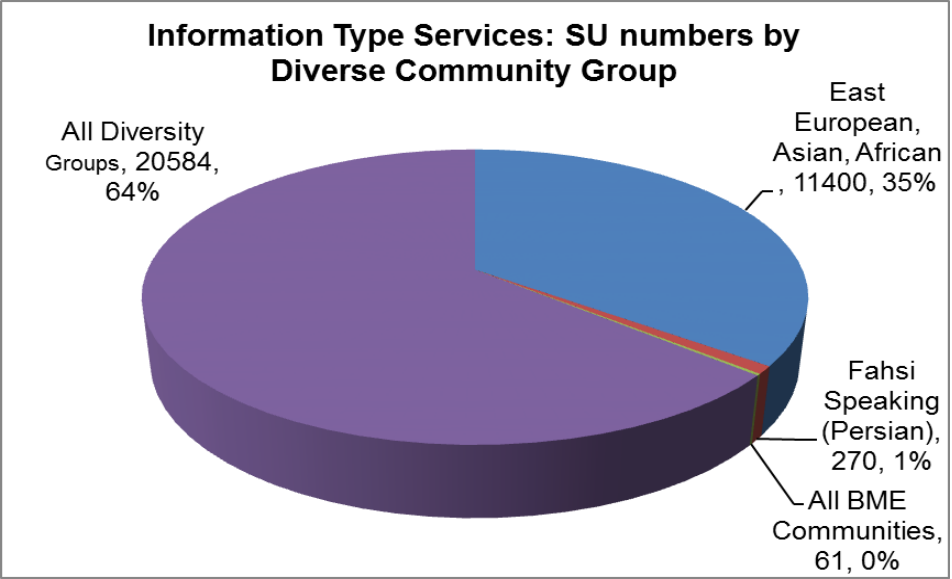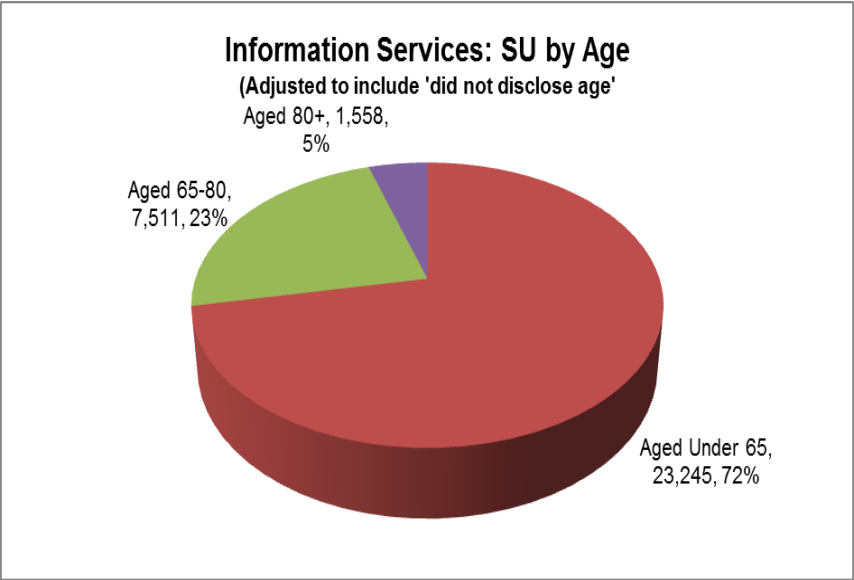
Summary of Service User Profile: Service Type

Information Services: 10 Services

Chart 5: Information Services: SU by age   Chart 6: Information Type Services: SU numbers by Diverse
Community

Information Services: SU by Age
(Adjusted to include 'did not disclose age'

- Aged 80+, 1,558, 5%
- Aged 65-80, 7,511, 23%
- Aged Under 65, 23,245, 72%

Information Type Services: SU numbers by Diverse Community Group

- All Diversity Groups, 20584, 64%
- East European, Asian, African, 11400, 35%
- Fahsi Speaking (Persian), 270, 1%
- All BME Communities, 61, 0%

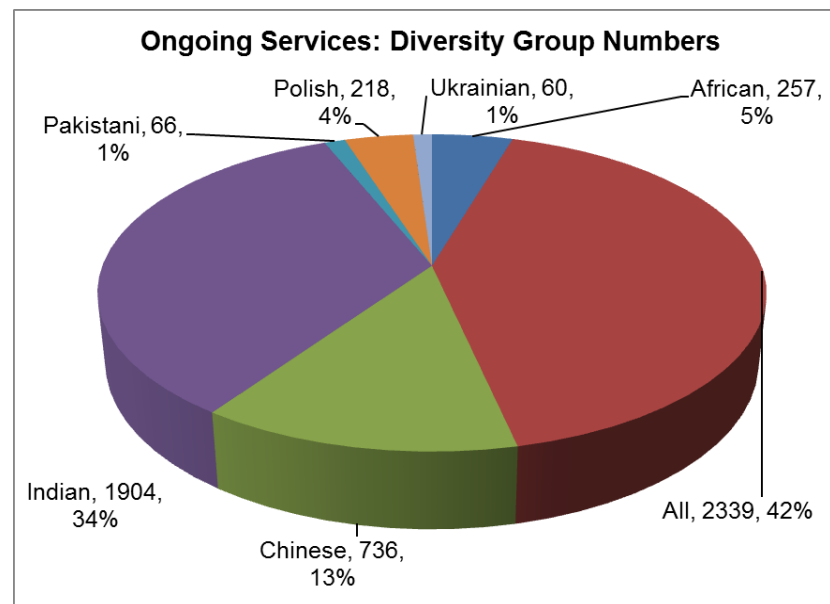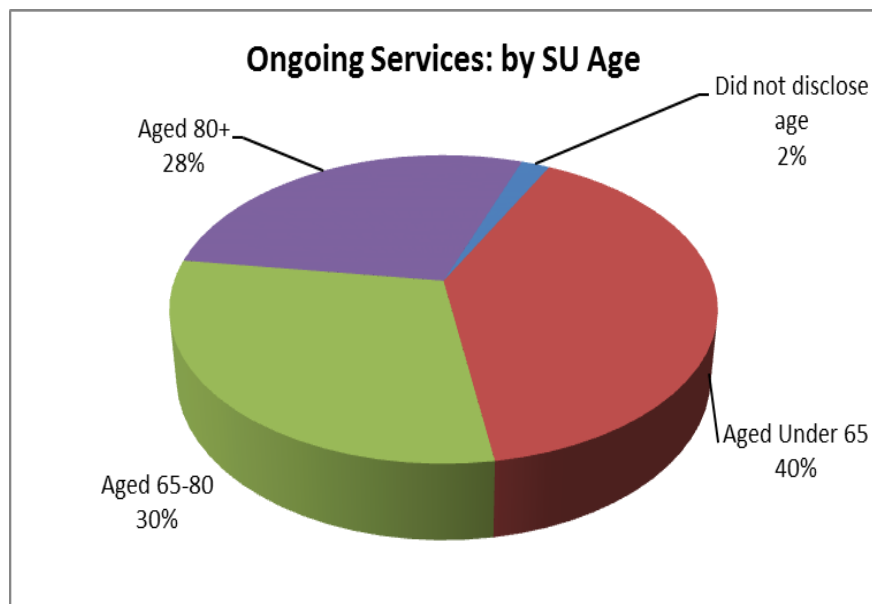Of the estimated 32,000 service contacts of these services:

- Chart 5 illustrates that 23% of contacts are aged 65-80 and 5% are over 80. This broadly reflects the 2011 census figures which estimated that 20.3% of the adult population was over 65 of the approx.

- Chart 6 illustrates that, of the 32,000 contacts, 35% accessed services that target BME communities. The Information services that target BME communities provide support for groups of people from several BME cultural backgrounds eg: Bosnian Community Centre supports people from Bosnian – African and Eastern Europe, Hadhari Nari supports women from Asian and other BME communities.

On-Going Services: 17 services

Chart 7: On-going Services: by SU Age   Chart 8: On-going Services: Diversity Group Numbers

Ongoing Services: by SU Age

Did not disclose age — 2%
Aged 80+ — 28%
Aged Under 65 — 40%
Aged 65-80 — 30%

Ongoing Services: Diversity Group Numbers

Polish, 218, 4%
Ukrainian, 60, 1%
African, 257, 5%
Pakistani, 66, 1%
Indian, 1904, 34%
Chinese, 736, 13%
All, 2339, 42%

An estimated 5600 people who are service users of On-going services Chart 7 summarises the age range of the service users, 3100 (58%) are over the age of 65

Chart 8 illustrates that for the 3100 older people who are service users of On-going services, 1630 (57%) attend services that target specific BME communities (African –Caribbean, Chinese, Indian, Pakistani, Polish, Ukrainian (and other eastern European). These services were funded because of their knowledge of these communities and the barriers they face to accessing services.

580 service users of On-going services attend services that target specific disabilities, approx. 250 are people with a Learning Disability and 330 access services that support carers of people with Mental Health issues and stroke victims.

Over 250 people access services for homeless people that target all disability groups and all sections of the community.

Time Limited Services

Chart 9: Time Limited Services by SU Age
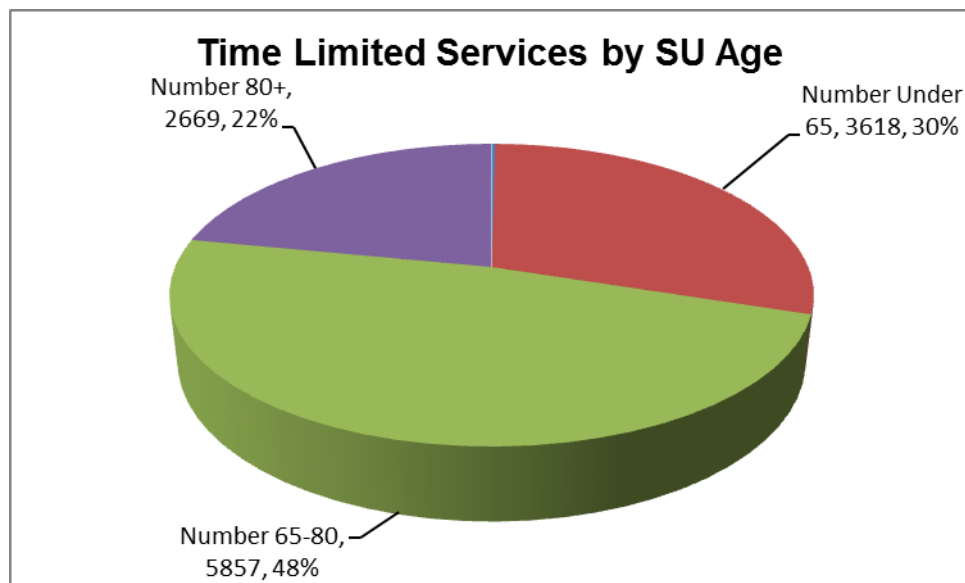
Of the 12,000 who access these services:
- 8500 are older people, with 48% aged 65-80 and 22% aged 80+,

- 98% of people who access Time Limited services have a sensory impairment, and are older. Sensory impairment services are contacted by annually by 5813 people aged 65-80 and 2613 aged 80+. The numbers reflect that of the Time Limited services these CamTAD +Sight Support provide short, or one off contacts, whereas the Headway and Age UK Older Persons Advocacy provide a more intensive service to an estimated 164 people.

First Contact

Differs from other front line services in that it provides a service to individual service users by managing referrals through to other agencies and support services, reflecting that people who are vulnerable, are often vulnerable in complex ways, requiring interventions from a number of agencies. Of the estimated 1000 people supported by this service, 68% are over 80, and 18% between 65-80.

Chart 10: First contact: SU by age

First Contact: SU by age

Aged Under 65, 141, 14%

Aged 65-80, 177, 18%

Aged 80+, 677, 68%
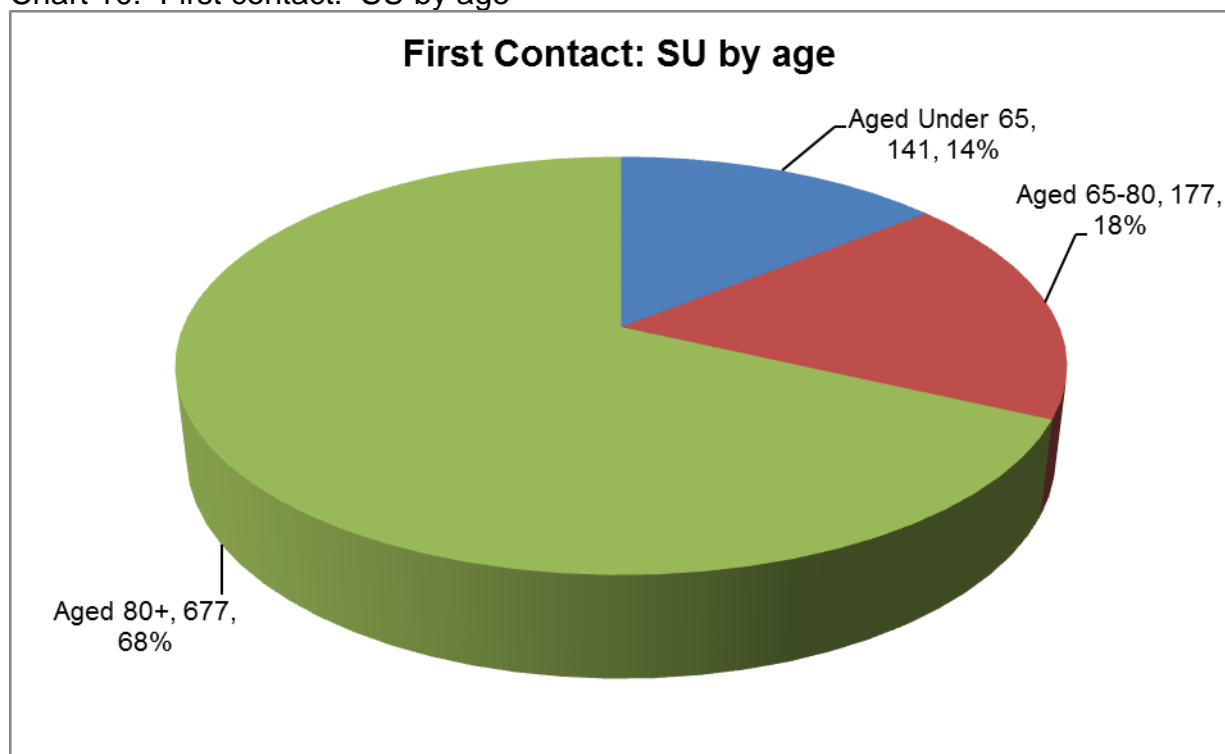
Infrastructure Services

These services were funded to provide support across the VCF sector, recognising the support VCF organisations provide support the local community and promote health and wellbeing. Community Action Derby (CAD) provide a range of services that includes: a volunteer bureau providing information on volunteering opportunities and support and training to support successful volunteer placements, advice and training on management, legal structures to assist setting up and developing VCF groups, a data base of VCF organisations, funding newsletter, advice and training to make funding applications, a monthly VCF newsletter and support for a range of networks and engagement initiatives. They also host a one year bid writing project funded by the Council (but not considered here – this will be reviewed outside of this process). Organisations from across the VCF benefit from some or all of the service provided, and the services are particularly important to medium and small community organisations.

CAD train and support an estimated 2700 individuals annually, and support around 744 groups with training, advice and engagement, there are approximately 760 Derby organisations on the VCF service data base. During 2014/15, CAD places 877 volunteers who completed an estimated 164,876 hours of volunteering through the year. If priced at the minimum wage this would provide the local community with over £1.1m pounds worth of unpaid worker time. 53% of volunteers were from BME communities and 14% recorded that they were disabled.

Derbyshire Community Accountancy provide low cost independent financial assessment, payroll and financial training. These services support organisations to effectively manage their finances, and demonstrate to funding providers that they are able to manage their finances appropriately. Community Accountancy receive £14,700 of the £197,453 allocated to the 2 Infrastructure Services. They provide services to an estimated 200 organisations annually.

Survey: Service Users on the Adult Services Client Data Base

On-going services provide regular support for a service group that has a higher proportion of people who are older, and/or have a disability. A survey of On-going Services (lunch clubs, day services and social groups) was carried out to provide additional information on the profile of the service users who attended these services.

Seven organisations responded, 2 for people with a learning disability and 5 for older people. Responses were received from:

- 2 LD Day Centres: Alternatives, Padley Development Centre

- 4 BME community lunch club and befriending/outreach services: Sahahra, Opieka, Hadhari, and Ukrainian

- 1 from Sahlay Women's Group, a BME community/ social group for older people

The sample provided information on 374 service users, of whom:

- 225 (60%) had no record
- 71 (19%) were recorded as not receiving any services
- 36 (10%) received a direct payment
- 18 (5%) were receiving residential or nursing care
- 16 (4%) were receiving domiciliary care

The following summarises the information received in the sample.

	LD		OP		ALL	
	No. of People	%	No. of People	%	No. of People	%
	82		292		374	
Not Recorded On LAS Data Base	15	18%	210	72%	225	60%
Direct Payment	35	43%	1	0%	36	10%
Direct Payment plus other services	3	4%	4	1%	2	1%
No Services Received.	10	12%	61	21%	71	19%
Nursing	1	1%	6	2%	7	2%

Meals On Wheels	0	0%	1	0%	1	0%
Residential	2	2%	1	0%	3	1%
Specialist Domiciliary Homecare	3	4%	0	0%	3	1%
Specialist Nursing	1	1%	0	0%	1	0%
Specialist Residential	6	7%	0	0%	6	2%
Standard Domiciliary Homecare	5	6%	7	2%	12	3%
Standard Domiciliary Homecare, Transport	1	1%	0	0%	1	0%
Residential - Dementia	0	0%	1	0%	1	0%