

Appendix 4 – Additional supporting information on the Voluntary Community & Faith Sector Consultation

This appendix contains information from group sessions with service users, additional supporting information from users, public or stakeholders provided by the organisations. Due to the information these are referred to in the main report, however detailed information can be found in this document.

Age UK First Contact – additional responses and letters

Responses received from First Contact Partner Agencies

Honor Simpson: Making Space.

We have been advocating for your First Contact service at every opportunity during this consultation period. We've done this through our carer groups, individually and also through a recent event hosted by Derby City & South Derbyshire Mental Health Carers' Forum supported by health.

We've used you guys as the prime example, as once a person is assessed, we can hand some of the follow up work to you (your figures are evidence of just how many of our partners across the city use First Contact) it means we can get on with dealing with the rest of the work our service has to manage. We have been very busy-we've had the same amount of referrals in just 5 months as we had in the whole of our first year and we are a very small team as you know.

We and other partners have used your rationale in that if you as First Contact are not there for all of our services across Derby City to refer into, the impact on us left standing will have a knock on effect. We're worried about other organisations we refer to, as well, with Age UK, Derbyshire Voice (who are the voice for MH representing at essential meetings, forums etc) Disability Direct – the network will be very fragmented.

I hope you trust we do whatever we can to support you at every opportunity.

Best wishes

Honor

P.S. I think you'll find there are a lot of people out there fighting your cause. If there is one service out there supporting us all across the board it is First Contact.

Lorraine Testro, Derby Homes

So sorry to hear that your funding might be cut. What I would say about your service is that it has increased the effectiveness of existing resources by facilitating and coordinating better working partnerships between agencies that traditionally may not come together as part of a natural process. You have also championed the needs of vulnerable, particularly older people in the city and are a key link to other initiatives such as Healthy Housing. It would be a sad and awful loss.

On a personal level no one has worked harder than you two for the cause so whatever happens take pride from what you have achieved.

Lorraine

Inspector Andrea Parkin; Head of Crime Reduction, Derby City & Neighbourhood Partnerships, Sgt Ben Meakin; Community Safety (ASB & Gangs), Craig Keen; Crime Protection & Laura Martin; Domestic & Sexual abuse.

For us at CNP, First Contact identifies the vulnerable silent citizen of Derby and provides a truly comprehensive 'wraparound' service we should all be striving to achieve. This co-ordinated action undoubtedly improves the quality of life and safety of those referred. Furthermore, we are confident that in a number of cases First Contact has saved lives which otherwise would have been sadly and prevent-ably lost.

Sgt Nick Allgood1948

"During my 3 year tenure as the Sergeant for the Derby City Centre Safer Neighbourhood Team, I had the pleasure to work with both the First Contact scheme and Age UK Derby & Derbyshire, in Derby. I helped in promoting First Contact amongst my staff of police officers and PCSOs in the City, as well as with reactive staff who work from St Marys Wharf. When First Contact was first established, it certainly helped to raise awareness of some of the issues that some of the elder generation of Derby were subject to. Prior to First Contact, staff within our organisation were sometimes unsure of where to turn to when a particular problem surfaced, but the coming together of services, coordinated by Janet and her team, quickly put wheels in motion to address problems that were sometimes not given the attention they deserved.

I can think of many occasions where a member of our community has been helped by First Contact; one particular instance related to an elderly Polish war veteran, who was living in squalor in Derby, and had resorted to using facilities at a homeless shelter. Not the ideal environment for a male in his late 80's. Janet's Team put in place assistance to find him residential care, address his health issues and also to organise his complicated financial situation.

In addition to this, I also worked closely with Ray Gumbley and his team at Age UKDD. Members of my staff set up regular surgeries at the Wellbeing Centre in the Eagle Market, and this gave opportunity for people to speak in confidence with police, away from the environment of a police station where they may feel nervous.

I moved from my role at Derby City in May 2012, having had the pleasure to work closely with Janet and her team at First Contact for almost 2 years. From the implementation of First Contact, and the success and subsequent rolling out to other people in the city, I have no doubt that the scheme provides a worthy service, enabling multi-agency coordination to work towards a common aim of helping the most vulnerable people in our communities. Not only does the funding for this service provide the care for people, it also allows for efficiency from the very services that feed into in, ours included.

Long may it be allowed to continue. I have nothing but praise for the dedication and commitment shown by everyone concerned with both Age UKDD and First Contact".

Martin Brown; Housing Initiatives Manager, DCC Adults Health & Housing with Ian Fullagar; Head of DCC Strategic Housing, Denise Blyde; NHS/DCC Healthy Housing Project Manager & Lisa Callow; DCC Head of Housing Options & Advice Service.

First Contact has very successfully established itself at the heart of an extensive circulatory system of communication. As frontline pressures increase and reductions in housing support services take effect, the value and impact of a First Contact service should not be underestimated.

The simplicity with which a frontline worker can refer a vulnerable client into multiple services via a single communication is what makes it effective; without it, those communications don't happen and we fail to Make Every Contact Count in dealing with our vulnerable people.

The Healthy Housing & Housing Options services have received 517 referrals from FC; referral of vulnerable clients that may otherwise have slipped through the net of service provision.

Any reduction in the capacity of First Contact would reduce the efficiency and effectiveness of the many partner services it supports, to the further detriment of vulnerable residents across the city.

Martin, Ian, Denise & Lisa

Simon Keeling, Campaign for Tackling Acquired Deafness.

The First Contact project has had a phenomenal success with regards to highly vulnerable people with hearing loss. It has informed and educated both Statutory and Voluntary agencies within the group to the work that we do and has made the referral process so much easier. More than 50 people have been supported by CamTAD that weren't aware of the support available to them and our work with First Contact has made a huge difference in their wellbeing. A lot of our service users find out about CamTAD's services through our links with the hospital but with First Contact we are able to link with people whose situations have meant that they have fallen under the radar, people with high levels of hearing loss, often without hearing aids or with other health issues, isolation, mental health problems, depression.

Simon Keeling

Service Manager

CamTAD (Southern Derbyshire)

CamTAD - Campaign for Tackling Acquired Deafness

Dr Rida Elkheir Medical Consultant in Public Health

First Contact is a key partner working with Public Health to achieve main health and well being outcomes. Public Health has partnered with and secured some funding for FC to become an integral part of the delivery of major mandated and other strategic program's including b-you, Health direct to You, Healthy Housing, health checks, and wider engagement activities. These are critical services that cost hundreds of thousands of pounds and affect tens of thousands of Derby's most vulnerable population. FC has consistently demonstrated high and effective delivery with thousands of actions completed for hard to reach, high risk people. Reducing FC funding and capacity at a time when more is needed and planned of this targeted approach will have significant impact on the program's noted, with higher costs down line and less integrated working. Such, across the board reduction of funding should take account of the need to recognise FC as an outstanding exception given the impact of the work. The huge cuts proposed will make the service non-viable nor effective.

Dr Rida Elkheir (FFPH)

Community Services Management Team at London Road Community Hospital Derby

Further to the consultation by Derby City Council and the proposed funding cut to First Contact Derby, please find the below the effect on Community Services.
If the teams based in the community were unable to access the current level support from First Contact we would no longer be able to support our vulnerable elderly and disabled service users to:

Access the advice, signposting and support they so clearly need to remain safe and independent in older age.

access people with expert knowledge of their communities and these vulnerable elderly and disabled patients would no longer benefit from local support such as befriending, church groups support etc

Achieve their goal to live a good life as part of their community in a safe, healthy manner.

Simon Elliott, General Manager, Helen Jones, Deputy General Manager, Sharon Martin, Administration Manager, Amanda Grogan, Modern Matron.

Chris Fetherston 214 PSH Officer (Persons Susceptible to Harm)

As a PSH Officer, First Contact helps bridge the gap between the police and the Social Services/Mental Health Teams and identifies partners to assist the vulnerable in the community we serve. A reduction in funding will greatly affect the service First Contact provides and therefore, have a direct impact on the level of service that is provided to the most vulnerable while making them even more vulnerable as a result. First Contact also provides a safety net for the Police Service in helping identify the correct organisations to address the needs of the community and therefore is an invaluable tool to help the needy within our communities.

PC 214 Fetherston

Sgt Darran Burford 2047

The First Contact scheme in Derby is an invaluable resource for the Safer Neighbourhood Teams to link in with a number of our Partner Agencies to get the care and support required by the most vulnerable of our residents. Since the implementation of the scheme our staff have a simple and extremely effective way of finding help and support by simply filling in a form. The simplicity of filling in one form for all means that our SNT staff can be out on patrol meeting the needs of the whole community, instead of spending time in the office trying to find out who to contact from which department, meaning that the service user is receiving the valuable help and support required.

If the First Contact Scheme were to be reduced or cut, then the vulnerable people we encounter everyday will suffer the most by not being signposted to the correct agencies and missing out on valuable support, and more time and money will be spent by each linked agency trying to find the right care and support that First Contact is able to offer.

Darran

From Sgt 2553 Rob Wilson.

I consider there is a requirement and need for First Contact in Derby which will not go away; you are not a luxury but a necessity for the community of Derby.

In simple terms, you provide an invaluable service to us as a Safer Neighbourhood Team and help us to deal with a lot of potentially vulnerable persons. If your service was reduced SNT would still need to make referrals whenever we had concerns. If First Contact was not there, taking responsibility, I can only assume that some one else under the general social care umbrella would have to take some form of action, even if it was only assessment. Possibly Adult Social Care, but they are cutting back their services, so where would we go?
Rob Wilson Sgt 2553.

Sgt Chris Linscott 489

In the last 2 years we, as a local police beat team, have been able to help and protect our most vulnerable residents thanks to the work done by First Contact and our FC partners. Any reduction in funding that will affect the work being done would be a great loss to the community which we strive to protect".

Chris Linscott Sgt 489

Deborah Gough, Derbyshire Carers.

- The First Contact referral system is robust and parties engaged fill the gaps for Carers in Derby.
- Having one central point for carers linking up with the services such as police and fire service is more efficient.
- The combined approach gives good working partnership; a full circle approach.

Ragnhild Dahl-Cunningham, Senior Learner Support Manager, Derby Adult Learning Service

I am writing in support of First Contact. First Contact has become a lifeline for many vulnerable citizens of Derby. It ensures vulnerable people are getting timely and appropriate help and support. There is no red tape and help is instant. This is achieved by First Contact serving as a hub that links Derby voluntary and statutory organisations. First Contact has brought the staff, workers and volunteers of these organisations together and has been instrumental in everybody gaining an understanding of each other's work and how they may help vulnerable people.

Since First Contact started, 300 people were referred to Adult Learning. Not everybody enrolled on a course straight away but many that did report that it opened up a new world to them. Since January of this year, we have had reports from three referred learners who are enjoying their courses - an autistic young man who joined a pottery class, a woman who signed up for Pilates and is enjoying it so much that she has already put her name down for Tai Chi and a man who joined the "Thinking about Work" class.

Our partnership work with First Contact and its positive impact on learners was recognised by the Matrix inspector during our 2012 Matrix inspection. The Matrix Standard is the quality framework for the effective delivery of information, advice and/or guidance on learning and work.

Regards
Ragnhild

Other feedback

Service users at different sessions were provided copies of the questionnaires and made a group response to the consultation. Around 100 service users took part in the sessions and signed to agree to comments made on behalf of the group.

Alternatives

Responses from Parents/Carers

On a scale of 1 to 10, with 10 being the highest score, how do you rate Alternatives services:

- The Activity Centre at St. Augustine's Church which opens on Mondays, Wednesdays & Fridays (please tick one box)

33 responses, count below:

Poor		Fair			Ok			Great			Excellent	
1	2	3	4	5	6	7	8	9	10			
							6		2		25	

- The Charity Shop which provides places for people to volunteer and also is trying to bring in money to help it pay for its own costs (please tick one box)

38 responses, count below:

Poor		Fair			Ok			Great			Excellent	
1	2	3	4	5	6	7	8	9	10			
						1	4	2			31	

- The staff – their skills, knowledge and their professional approach (please tick one box)

43 responses, count below:

Poor		Fair			Ok			Great			Excellent	
1	2	3	4	5	6	7	8	9	10			
							6	1			36	

- The range of activities available to help adults with learning disabilities to learn new skills and become more confident and independent (please tick one box)

Poor		Fair			Ok			Great			Excellent	
1	2	3	4	5	6	7	8	9	10			
						3	1	3			24	

Why is it important that Alternatives continues to provide services in Derby?

- To summarise, i cannot express enough how vital Alternatives has been in providing my daughter J with a safe, organised and social environment from which she has achieved independence, personal growth, social opportunities and confidence. Alternatives has enriched J's life beyond anyone's expectations. It is a greatly needed, unique service and a life-line to many
- My brother G enjoys the Alternatives, he loves the company of other people, and it gives him confidence to mix with other people. If he did not go to alternatives he would just sit in his flat and just see the carer that cooks his dinner at 1230

- It is a service worth its weight in gold, it provides people with a safe, friendly community venue in which people with learning disabilities can socialise and access a wealth of educational, social and employment opportunities
- G relies on alternatives to provide his ONLY access to provision for improving his lifeskills, confidence building, opportunity to participate in cooking skills, craft, literacy, numeracy, mobility, sport, music, everyday skills & situations ie.shopping, interacting with people, meeting with friends and having some FUN
- Alternatives is a unique charity that helps and supports many individuals and gives them a sense of feeling cared for. Without the service these young people would have nowhere to go
- Many adults with learning disabilities live very lonely lives, centres like Alternatives can be their only opportunity to mix with other people like themselves and make friends
- Because the services may support the service users progress in learning and gaining life skills & entering work & offer activities that may not be able to access otherwise
- Alternatives has given C two opportunities for work experience – they supported her at a live at home scheme for the elderly until she was able to stay by herself. She still volunteers at this once per week 4-5 years later. Alternatives have also given her the chance to gain experience in the shop once a week and more during college holidays
- Because Alternatives is a unique service. It is run by dedicated staff who give a great service. Running workshops and activities that educate and improve service user's lives
- Without Alternatives there is nothing for my son S to attend in Derby
- The considerate manner shown to my son to improve his outlook on work and enable him to enter this NVQ programme has been most useful. Also confidence gained in retail and safety. This should be made more available to more people.
- To give me a break albeit only a short one
- It helps them to be independent, feel safe, gives them somewhere to go and interact, communicate, make friends and also gives them routine and stability
- Alternatives provides a safe stimulating and supportive environment for adults with learning disabilities. The loss of the services it provides would only have a negative impact not only on the individual but on paid staff and the wider community
- To help/support adults with learning disabilities to gain new skills promote independence and socialise with familiar faces and environments
- It is a great place where people meet with their friends they learn new skills
- Because people like going to Alternatives. They develop their skills confidence and independence. They formed friendships and staff is excellent.
- It is very vital that vulnerable adults in the community continue to have these outlets which provides social/emotional and mental stimulation for them and at which promotes their links in there wider local community
- If there was no Alternatives my son would be stuck at home all day doing nothing. The staff at Alternatives are really helpful, especially when I have a problem with my son as they are there when I need someone to talk to about him. We do not know of anywhere else he can go as we have no help at all except alternatives. He doesn't mix very well with other people but gets on really well there
- Alternatives has provided my sister with a level of independence that no other service could. Since starting with Alternatives her social skills have come on leaps and bounds as has her confidence
- Because my daughter doesn't go anywhere else and gets no help, the staff are kind and helpful and are really committed and care passionately about people and want to help
- Because there isn't much else available to him he needs to have social interactivity
- There is nowhere else for her to go to she enjoys her time at alternatives. Godsend to me for a few hours a week of me-time

- There is no alternative! Without it he would be lost. You've taken away Humbleton View please don't take away this last thing too
- For the benefit of those that live locally whom have to walk or catch buses
- There is no other groups or places able to provide service when wife not at day centre only alternatives provide a service you can trust
- X looks forward to go to alternatives he loves what he does when he gets there and would be lost without it. We also think the staff do a great job
- It provides lots of different skills for people with difficulties and gives them confidence
- T needs something to do every day. His current week is well structured and planned and he is very happy with his timetable.
- There aren't that many places in Derby for people with learning disabilities
- Because it gives people with learning disabilities help with gaining confidence and it also helps them with their social skills – there aren't enough centres in Derby
- Because it gives people who attend alternatives a reason to get out of bed, to see life long friends, friends who probably understand each other far more than parents, carers and staff do
- Opportunities are limited for those with learning disabilities, it is important that they are given equal social openings
- Alternatives must continue in existence. There are few council run activities available in derby. Charitable groups like alternatives try to fill the gap. They do an admirable job. It also provides me with a couple of hours to go shopping or do jobs at home
- My son works in the charity shop, it has helped with his confidence, if this closed he would be very upset and would have nowhere to go
- Alternatives promotes a range of skills and activities in fun environments that promote development, builds confidence and allows people from all aspects of disability to interact and make use of its services
- It is imperative that alternatives maintains services for very vulnerable people. For years they have helped numerous amounts of people by providing a safe and structural environment during with time A has found it improves her confidence and sense of worth
- Somewhere that customers can feel relaxed and not different
- Alternatives is offering a wide range of skills to people with learning difficulties – at the centre and shop. I think its very good that people have got these to benefit from. Not just them but surely the public are enjoying the charity shop being in the community

How does the person you support/look after benefit from Alternatives services?

- Alternatives has opened the door to employment, education and voluntary work opportunities for J. Her independence and confidence has soared since becoming a member of the alternatives committee and company director. Alternatives enables j to form new friendships and overall alternatives gives j purpose
- Rested and happy and tells us all he has been doing
- Absolutely- more than I am able to express in this space provided. It is invaluable. A life line for them
- Alternatives has provided G with the opportunity and experience to work in a local charity shop in Alvaston. With this support he is able to feel a useful and meaningful part of the community
- My daughter works in the shop in Spondon one morning a week and it learning lots of new skills which is making her a more confident person. She is also learning to catch the bus on her own
- My daughter only sees her immediate family and carers during the week apart from her two visits to Alternatives when she can mix with her peers

- The person I support benefits from the service by developing her communication and relationships skills as she is a social person and enjoys others company and i feel she benefits from the group at alternatives in particular because they seem very friendly
- In many ways: has made friendships, has grown in confidence, has developed many new skills, has helped her mature, has helped her with her independence skills, gives her a break from mum and dad, gets lots of praise
- They are inspired by the activities held at Alternatives. They learn new things and people who work at the charity shop gain work experience
- This is a routine of his life every Mon, Wed & Friday. He just can't wait to go to see his friends
- This has improved his outlook on employment and his desire to get paid employment
- It makes her happy and therefore happier at home
- It gives the person I look after a chance to interact with people confidence over the last 1 and a half years I have seen a great changes
- The person I support benefits enormously from Alternatives services. His behaviour is often challenging and the professional, well trained staff are able to offer support and provide meaningful activities
- By volunteering at the shop he gains valuable experience of retail in a shop, gains confidence and a NVQ
- It is a social point for peoples social life. Person I support has being going for years to Alternatives and is never bored and is very important to her
- Person I support is working towards getting an NVQ in retailing which gives better chance in finding paid job
- It is providing an important focal point in the week at which J looks forward to going out and spending good social time at Alternatives
- He benefits at alternatives because he mixes well and learns a lot, how to communicate, how to help other people when needed, learns all sorts of things. He can go there and back on his own, how to shop and deal with people
- Alternatives provides L with a sense of self worth and enables her to spend some time outside of the family unit. She is able to travel independently as a direct result of her transport training
- They are doing everything they can to make my daughter's life better. We are elderly carers and struggle to manage. They help her to learn things and not forget basic things
- He mixes with other people and needs to get out of the house. He also gets involved with a different range of activities, Gives him a sense of purpose
- Keeps her active chatty and see her friends
- He gets to see his friends without it where would they meet. Without it he would lose everything
- Makes new friends and helps with confidence building
- Makes contact with others learns things from staff and a vital part of our lives without them it would be very difficult for both of us
- I have noticed a change in what he does round the house, he has surely benefitted from it. I don't have to tell him to do certain things and we can see a big improvement in him
- To socialise and meet other people
- Because its near and easier to get to
- She enjoys going to the centre at the church and at the shop at Spondon
- T meets and interacts with friends and staff. It is important that he is stimulated. T also travels home with friends on public transport
- It has made him more confident and improved his social skills
- Helps with giving them confidence and social skills
- Stimulation and to carry on learning new skills and honing up skills already learned. As a carer sometimes when you know your son cant can out a certain task it is easy to start

doing those tasks yourself. Alternatives makes my son more determined to say 'hey dad I can do that' or words to that effect

- He volunteers at the shop and enjoys meeting people
- Being allowed to have a go, rather than being given the impression that something may be too difficult is a real boost for J's confidence and self esteem. She returns from the charity shop feeling that she has made a contribution. Her money skills have improved, she beat her dad at monopoly the other day
- The staff at alternatives services helped my son and myself when D was very low, they offered him a place at the charity shop made him confident in travelling again and got him back out into the community
- Learn new skills, build confidence, interact with other people – socialising and building up friendships and social skills
- A has gained a lot of confidence since attending alternatives. The centre gives her a chance to socialise with other people – staff and centre users which otherwise she would be very isolated
- She loves to be pampered
- He is more motivated and active. Now he's working at the shop every Thursday its given him the independence to get there and back unsupported, giving him something very positive to focus on. Its also giving him the chance to gain qualifications which is very useful if anyone wants to progress or do more work in the future

What would the person do if they were unable to go to the Centre or work at the shop?

- Most likely J would remain in her bedroom (another place of safety but one which inhibits her opportunities). J w not socialise, would not have access to the wider community and community life. J would lose her role on the committee and board of directors – two major roles that have increased her confidence over the years
- Very little – there is no other service that is available to people with learning disabilities that is not institutionalised
- Be at home with me – mum
- If my daughter could not work in the shop she would be hanging around the house and not know how to fill her day
- Become very isolated
- C would have to stay at home with mum and dad
- The person I support would try to access a different centre and that was not possible she would be around the house more often doing jobs and relaxing
- They would be lost
- Vegetate. Still at the kitchen table or watch endless TV
- He would have to stay at home and his life would change for the worse
- He would spend more time watching ty or playing computer games
- She would return home after an earlier activity and be miserable and difficult to handle. She gets very frustrated at times
- There wouldn't be anywhere to go or would have to do the same things every day and every week which will lower self esteem confidence and will go back to how it was before alternatives – very lower
- The person I Support has very little money and would therefore have very limited choices without Alternatives. He is unable to pay staff transport costs and therefore would most likely have to spend the day walking around Derby
- Be at home demotivated
- Person would stay at home, not doing much, will lose touch with friends and important part of person's life would be lost
- Person would lose opportunity to get certificates and experience in working in shops
- Good question!

- My son would be stuck at home all day. He wouldn't understand why he is unable to go to Alternatives. He likes working in the shop as he loves helping people . He would be bored as anything and then we would have a lot of problems with his behaviour
- L would be at home alone, not interacting socially
- We wouldn't be able to get her out of the house at all – she wouldn't even get out of bed
- Sit around all day doing nothing at home
- She would be at home all the time with me and get bored
- He would stay at home getting more and more depressed are bored and unmanageable
- Stay at home – try to find another job
- Nothing but be looked after by me
- He would be at home all day being bored
- Sit at home with nothing to do
- She would be spending more time at home and this would not be beneficial to her
- If nothing else were available T would be at home watching tv and videos unless we as parents were able to find something to do with him (not always possible)
- They would have to be supported to look for other centres to attend
- Be supported to find somewhere else but would find this difficult
- My son is down syndrome, he has an underactive throid which makes controlling his weight extremely difficult. Also he has only 2% vision in one eye, he has very bad knees and suffers from asthma and a speech impediment. Please tell me what you would do!
- They would be at home
- Initially nothing, staying at home watching dvds or going on the computer
- Stay at home
- Unsure – M attends alternatives two days a week and uses this time to meet friends and different activities. M's confidence has grown since attending and it would be difficult to find a suitable alternative activity
- A doesn't attend any other centre or organisation which would lead to isolation and loneliness
- Maybe swimming
- Stay in bed – sit in the garden smoking

What impact would this have on:

Their life –

- Isolation, loneliness, lack of belonging and purpose, no opportunities to have social, emotional and physical needs met. A huge loss all round
- He would be very isolated and miss mixing with other people
- D's quality of life would take a huge nose dive – this would lead to isolation, increased anxiety and depression
- His life would be empty. Alternatives provides him with a secure environment where he knows he can be himself and enjoy experiences which throughout the rest of week are not accessible to him
- Her life would be a lot less rich and she would not be able to learn skills that she could use in the future
- She would be lonely, isolated
- They would be more easily agitated i feel they would be around the house more and not experiencing something alone and away from home and other service users and staff. They would be emotionally challenged due to lack of activities and social experience

- Would make her sad as she enjoys going to the shop – confidence wouldn't continue to grow- she would be unable to learn skills, she would have to do whatever mum and dad were doing , wouldn't be able to stay at home alone
- We would be devastated
- They would lose interest and miss out on seeing people that they have known for decades. They could become depressed
- Would fall to pieces
- Boredom
- As above
- She would become withdrawn, feel sad and low, she wouldn't have confidence to go out and chat to people
- His behaviour would likely be more challenging due to frustration, this would have an impact on his home life and his relationship with family could deteriorate
- Less confidence and self-worth
- Big loss in social contacts person I support walks to Alternatives so part of exercise routine would be lost, meeting friends would become more difficult
- Loss of opportunity loss of contact with friends
- J would certainly be upset at the prospect of not having this important link in the community to go to
- The impact would be very big for him as he wouldn't understand why. He doesn't like change and doesn't mix well with strangers
- She would lose her independence, not attending alternatives and working in the shop – would be detrimental to L's self worth
- We wouldn't be able to cope and she would have nothing – just family and TV
- He wouldn't be getting the extra stimulus he needs
- The less she does the more she goes into herself- forgets the little things she can do like writing, drawing, laughing, having fun
- Total – there would be nothing left to look forward to
- Isolation stay at home not meeting friends
- No friends – no contact with others she got mental health already and would impact both of us
- He would be wondering why he is not going to Alternatives and I would have to try and explain it
- Disappointment
- Boredom would set in. T would become introvert, talking to himself, unfit and overweight, etc
- As above
- More isolation and no social interaction
- Less social interaction with a feeling of loss at something which she enjoys. She would be frustrated that she could not implement the learned skills
- Lack of confidence – gets very depressed
- Loss of 2 whole days activities, social event and safe and secure meeting point for friends. M would also be upset and unlikely to be motivated to take up another activity
- Her mental health would suffer and the problems arising from this would lead to increased costs for health and social services
- Not as much pampering
- Detrimental to physical and mental health. P has lost a significant amount of weight since starting at the shop and centre. Having something constructive to do prevents him constantly smoking and therefore it is an obvious health benefit

Your life –

- The comfort of knowing my daughter is happy, stimulated, has purpose in life would disintegrate. Like J, I too would feel the void

- I would worry about him as i am disabled and i would feel i would have to go and see him more
- It would take away the freedom it gives me – four hours a week, when i can do what i want to do or just the time to do nothing. Precious time to re-charge
- I would not like to see D in this state at all but it would happen if alternatives was taken away from her life
- I Would feel very sad and would have to entertain my daughter here at home
- I would be very sad to see a great service taken away that people really enjoy
- Staff here would be asked to do more to try and find activities to access outside the house. More staff would be needed to provide care and support to each member living in the house. If they are all in the house at once they may need respite from each other and staff will be needed to help respond to emotions and accessing activities
- Would mean another day we have to adapt our life so C can be part of it – it gives us an opportunity to do things as a couple- go to work sometimes without having to find someone to look after her
- We are under pressure from when we get up in the morning til the next day, 24 hours a day. 7 days a week. I think we would crack without this
- Worry due to his and lack of interest and motivation
- As above
- I only work a few days with her so filling in the hours in that only to find different things would be hard a there's only so many places you can see and walk around
- My shifts with the individual are between 4 and 5 hours and this would be difficult to fill. The individual can appear frightening to the wider public and this can be both stressful and dangerous
- A very upset and bored PWD
- I would be concerned for J
- The impact to us would be a lot as it would lead me to having to look at him moving out as the rows and behaviour would be too much for us to cope with
- I would be worried about her having no social life and the impact this would have on her mental health
- We are getting older and struggle ourselves
- We would have to try and find things to entertain him
- I would have no time for me – having hair done, doing my physio while I know she is safe – I couldn't go if she was not at alternatives
- Stressed out of my mind
- It would impact me as I have severe mental health and have my own services to attend for my needs
- I would have to take him with me if I need to go out
- Very sad
- Her time spent at alternatives gives us a break and some time to ourselves
- Extra pressure, less time with our other children and grandchildren – cost implications
- I do not drive so our days would entail household chores, watching tv and occasional trips to the shops because A my son cannot walk very far
- I would miss the time which i have for myself and would have to spend time searching for another activity which is difficult as they are thin on the ground
- No time for myself and other members of the family
- More staffing hours to source new activities and also to ensure that independence and socialising remained of the same level it is now as well as possible hour (work) restructuring
- It would put more demand and strain on my work load on me as a support worker
- Restructure of work hours

- Shifts with P would be difficult as without activities he can lack motivation and become argumentative

If you are a paid carer/agency/housing provider – what arrangements would you have to make if Alternatives (and other voluntary sector groups) were no longer providing services to ensure that the person you support was safe and had opportunities to develop skills/confidence/independence, etc.

- J's living scheme staff would have no choice but to leave J for periods on her own as staffing is already in need of reducing due to the economic crisis. There would be huge risks taken
- There are already staffing constraints and no extra hours to pay staff to bridge the huge hole the loss of Alternatives would leave
- Find somewhere else, but staff limited where else would I find a service as good as alternatives
- There is nothing out there like Alternatives
- I would have to get access to a range of activities and centres where the person could go during the day or for a workshop to learn new skill. I would have to do more directive work in the house, ie cooking new dishes, new crafts, sewing as opposed to supporting the individual in their own choice of endeavour – this would be more critical than as is currently in place to help progress skills being learnt
- Before Alternatives, looking through a service book, there wasn't anything within she hours which is set for her so there was more life skills and doing the same every week as does not have much money
- The individual I support has failed to thrive in other organisations and there was very little other opportunities to explore. Without the support of Alternatives I fear staff would be reluctant to support the individual and could ultimately led to a break down of support in general
- To try and gain PWD trust and short slow steps to try and find other opportunities
- I would support with making informed choices of different activities to enable person to develop new skills (courses, volunteering, clubs, etc)
- Support person to be motivated to do alternative activities (courses, volunteering, clubs, jobs)
- Extra funding would be needed for more staff on day care
- Not paid am husband and unpaid carer to Ir
- I don't know as we haven't thought about it as yet
- Don't know
- We would have to try to find her other places for her to continue learning skills
- We would be restricted to staying at home if T was unable to find a managed alternative
- We would have to support them to look for voluntary work
- Im unsure where else would provide this service
- When my wife died and I had to give up my job at rolls Royce after 38 years. It was extremely hard to get any help
- I would have to look at finding something for D to fill his time up with but there is no other groups that are available to myself or my son
- Sourcing places that promote independence and other skills, as well as safety is extremely difficult and staff would likely need to spend more one-to-one time with supported individuals – however this is not always funded and would then rely on volunteering/families
- Instead of supporting A more time would be spent on the computer/research to find somewhere new for A to go
- Would have to make sure that she has something to do as she is a busy lady

- It would take up a lot of staff time to develop new opportunities and this would have an impact on the people we support at a service level

Alternatives always try and help out when problems arise either at the Centre or with life changes/bereavement/illness/behavioural changes. Do you agree with this? What have Alternatives done to help you?

- Alternatives helped j cope with the loss of her father. They also supported her with the grieving process. Their help was invaluable
- Yes. The Centre always strives to bring everyday happenings and world issues which cause worry and upset into perspective. It is invaluable to have their extra support
- Absolutely. Alternatives have provided D bereavement support, relationship support, voluntary work at the charity shop and paid work in the Centre's coffee shop. All of the support has
- Yes Alternatives takes an active interest in their service user's lives. If they see a problem/concern they will communicate with parents and care staff
- Staff at the shop helped C when her sister who she is very close to moved to London
- At Alternatives they know my son S his way of life, his mood swings, his routines and changes in his life
- I agree. Help with personal relationships
- Given me a break. Yes they are very kind and always make time to listen to any problems
- The individual I support sometimes has a difficult home life. Alternatives provides him with an opportunity to discuss this and therefore helps him manage his emotions
- Yes Alternatives are very flexible and understand each person as an individual
- Good communication with very friendly staff at Alternatives was very important in supporting people and dealing with any issues that arise
- It was always easy to communicate with staff they were there to listen and help
- Yes
- Alternatives have been a big help to our family. They are there when I need someone to talk to about everything and when I have a problem with his behaviour. They are helpful and understanding and we can call on them whenever we need to. They are very good at making him learn different things and how to behave appropriately.
- Yes I agree! L has recently been very ill and was in hospital for 7 weeks. The support to my family from the Alternatives staff was overwhelming and I cannot thank them enough. They've helped L's recovery process, taking time to visit her and maintain a sense of normality for her
- They go to great lengths to help us – when I couldn't get out of the house they walked up to fetch my daughter so she could still come
- Yes we agree with this but we haven't as yet had to call on their services
- The staff are brilliant always there to help in anyway they can. More help from them than ever with social worker
- They supported him when I was seriously ill in hospital they explain things to him that I cant do
- Is closing this down 'Valuing People'
- Yes they easy to talk to and get advice from and help
- We agree with what they do but fortunately we have not had a problem as yet
- Very supportive and helpful
- Alternatives have provided a creative space in which service users can meet, exchange & create together – this is valid and needed in Derby where access to alternative education is limited
- We agree with what you say above but we have not had any reason to call for help

- There have been occasions when T has been upset by other members making continued reference to the death of his pet dog and grandma. Staff have sought to resolve these issues
- I agree with above
- When my wife died alternatives, Belinda in particular were fantastic a massive support both to A and myself. It continues until this very day via the communication books
- Yes i do agree, although not relevant at the moment
- When D felt very low with himself they helped build his confidence to go to work at the shop and travel by himself again
- Alternatives have always maintained close contact and raised any issues including arguments and concerns. Alternatives staff are friendly and objectively advise individuals when upset following out-of-hours issues. They also promote self development as users can obtain information outside of their home/own staff
- Yes alternatives has always been very supportive towards me regarding A with advice when necessary and very easy to approach
- Alternatives always attempts to sort out disagreements
- Alternatives has helped P deal with difficulties that have arisen with his housemate. This in turn benefits the paid staff as conflicts are resolved quickly

We are trying to respond to changes in the way the Council will provide funding for all services – this is called personalisation. We want to be able to help the people we support to get the best possible personalisation package. Would a service like this be useful to you?

30 responses

YES	27	NO	3
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We would provide advocacy support to both the person you care for and yourself. We would find out about rights and entitlements and would use all our skills and knowledge to help you as much as possible. Do you support this idea?

31 responses

YES	31	NO	
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We think that because we know our centre users and shop volunteers so well that we are in a good position to be able to offer MORE support, MORE services and things like advocacy support. Do you agree with us?

31 responses

YES	31	NO	
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Responses from Centre User/Shop Volunteers Survey

Question 1 – Why do you like Alternatives

- Seeing people who go there
- Help me learn things, meet new friends, meet new people, gives me something to do without mum and dad
- V likes all the staff and friends there – he would be lost without them – and loves the things they do there
- J likes going to Alternatives as he has friends there and he also enjoys having a day out in the community

- J also looks forward to seeing the staff that work there
- I like meeting my friends best friends
- It's a great place to meet new friends as well as new staff
- I like coming here everyday I like the staff and my friends I like the activities here
- I like helping out here and I like all the staff here
- I like to come here and see my friends mon – wed –fri without this I would be sad
- I like meeting new people and joining in games
- Because I like my friends here like M and R, D, A, I & A
- Because I like to meet people
- I like Alternatives because the staff are nice and the activities are good
- They help me to cope and meet people and make a big difference to my life
- I see my friends. I like Belinda to always help me
- I like to work there and wash pots in the kitchen. I like going to Alternatives to talk to my best friends in spare time. I like to talk to Carla. I like talking to Natalie too. I like working in the charity shop, steaming the clothes and making the drinks
- See friends -play games - go on computer – staff
- Meet all my friends, since Humbleton closed the only time or place left to see them. Like doing the activities. Like the staff. Easy to get to
- I will spend with my friends – I look forward to coming to the centre – no one is nasty to me – we have fun – people listen to me – I feel happy and part of a group
- It is a good place to meet friends – there is not too much noise – I like doing exercises – the staff are very helpful and kind –there is always something happening (activities) – people listen to me and we have fun
- It's nice – see my friends – crafts – cooking – exercise
- I love coming to meet my friends and the staff are very nice – we do good things like computer, pool, exercises, cooking, chill out
- It is nice to go there. I like the staff I like using the computer I like cooking I like spending my time with friends – working in the shop is very good – it is like a real job
- I like the charity shop and I like looking at books – I don't come here that often but I like it because I can come when I need to
- It gives me a chance to meet friends
- I enjoy meeting people, working with them and helping in the shop as well as helping customers and keeping the shop tidy
- Because I like my job and I get to meet my friends and I like to go there
- Because I can see all my friends play games go on the computer read books, colouring, writing, learn to mix with other people. I like all the staff. Help in the café. I like to help clean up and do some gardening. I like going on the buses there and back and I like to do activities
- Because it is somewhere for me to go and learn things
- I like alternatives as it gives me a chance to meet up with my friends on a regular basis it allows me to take part in a wide range of activities and also gives me and my dad time apart from each other. It also allows me to build up confidence and interacting skills with others around me
- I like arts and crafts
- I make lots of friends and can talk to them, its nice to go somewhere with people the same as me
- I have been going for over ten years and have made lots of friends and I like to have a routine and im used to the routine at alternatives
- I volunteer at the charity shop. I like to be with people who understand my needs and can help me
- I work in the shop going on the till and in the back room and gets me out of the house

- Everybody there is very friendly and helpful. It is local to my village and i like learning to catch the bus on my own. I enjoy working at the shop. I am learning a lot.
- A place to go where I can be with my friends and join in with doing different things
- I get out of my flat and meet with other people
- Meeting people
- I like pampering. I like mixing with people

What do you do at Alternatives

- Writing and drawing, jigsaw number puzzles, computer , meet up with friends
- Help at the charity shop – work at the till, wash the bric-a-brac, tagging clothes with a tagging gun with a green tag, serve customers, steamer
- V likes the computer & pool, drawing, painting, making things and looking at books
- J enjoys doing drawing and other forms of creativity
- I did computers coffee bar cleaning up we watched videos serving people coffee and tea
- I join in lots of activities
- Colouring exercise cooking day gardening computer group reading table tennis arts and crafts
- Gardening litter picking playing pool painting making drinks cooking banners out
- Exercises and keep fit, colouring, craft work, you teach me how to work computer for printouts, enjoy meetings, dance
- I do drawing and dancing and chats
- Empty the dustbins every week I love doing this
- I talk to my friends
- I help in the kitchen, play pool, use the computer
- Sewing, colouring, reading, watching informational films, cooking
- I join in lots of things
- When I get to alternatives I like working in the kitchen. When I am not in the kitchen I sometimes like talking to D & J and making myself a cup of tea. After I Like talking to C if I have got time
- Games, play pool, help in the kitchen, talk
- Talk to all my friends only time I see them, do craft work, cookery and learning about healthy living and exercise, always something to do, love every minute
- I do knitting and crafts, I see friends that I wouldn't otherwise see, I use a computer, I talk to staff
- I like to join in exercise sometimes outside, I look at the computer, I talk to my friends, I talk to the staff, after exercises I can sit and relax
- Talk to people, make things in cooker, help to write letters
- I go on the computer, I do cooking, healthy eating, I play pool and games
- I cook. I go on the computer. I chat. I work in the shop. In the shop I hang up clothes. I am being trained to use the till.
- Looking at books, having a drink from the coffee bar talking to people, talking to staff about stuff
- Drawing, painting, talk to friends use the computer with help
- Serve customers, keep goods tidy, inspect good for damage, steam clothes to remove creases, learn new skills
- I help to make tea sandwiches lunch and tidy up in the kitchen
- Play games go on the computer do some reading writing colouring meet my friends have a chat do some gardening help to clean up empty bins do washing up
- I do keep fit and work in the tea bar
- It gives me chance to socialise with my friends, play a game of pool, cooking activities, exercise groups, karaoke, art and crafts, bingo, jigsaws, go on the computer, gardening activities, shopping trip, group activities

- I do arts and crafts, play pool, have lunch colouring
- Work in the kitchen, washing up and making drinks, talk to friends and work in the charity shop
- Read books, talk to staff and friends and I like to tidy up and working in the shop
- I volunteer at the charity shop
- Work on the till and in the backroom hanging, tagging, steaming etc
- Steaming, tagging the clothes, using the till, making people hot drinks, washing up
- I am able to join in with music & dancing, keep fit play games and activities, craft work, cooking, shopping, be happy
- I colour pictures, look at books and talk to friends
- Working in charity shop

Are the staff helpful?

- Yes
- Yes they are helpful / friendly
- The staff are very helpful – they are all brilliant
- Yes
- Yes they are helpful
- Yes
- Yes they are very helpful
- Yes yes because they always help me with problems
- Yes
- They are a great bunch and are kind and help me
- Yes they are
- Yes
- Yes
- Yes
- Yes always
- Yes
- Yes I think the staff is helpful to me
- Yes very
- Yes very they are friendly
- Yes they always have time for me They will sort out any problem
- Yes very helpful
- Yes all the staff
- Yes very helpful
- Yes they are very helpful
- Yes very helpful
- Yes
- Yes very
- The staff are very helpful
- Yes they are really helpful when I have a problem at home or alternatives they help me to work things out. I can always talk to them about anything
- Yes
- The staff are very helpful at alternatives and they make my day really , comfortable and happy to be around
- Yes
- Yes
- Yes
- Yes they know how much help and encouragement i need
- Yes they are

- Yes very
- Yes very helpful
- Yes
- Yes, Natalie
- Yes

How would you feel if Alternatives or the Shop had to shut?

- Bad I would have to stay at home
- I would feel sad and disappointed
- V would be devastated
- J says he would be upset
- I would feel like wanting to cry
- I would feel upset
- I would feel sad
- Sad
- Sad
- Very very sad
- Sad because it's a nice place to meet people
- Very upset and miss everyone
- Upset
- I would feel awful
- Be bored and my mental health suffers as would my husbands who has severe mental problems
- I would feel like I want to cry
- I wont be happy if alternatives and the shop is shut. I will get bored and sometimes go into tears, I wont be happy to. If its open I am happy to work there, talk to all staff and friends
- Sad
- Very sad and bored no friends no one to talk to
- I would be very sad. I would miss my friends. I don't like not having things to do it makes me miserable.
- I would have nowhere else to go I would be at home most of the time
- Sad angry
- Bad awful sad
- I would not be happy I would have nothing to do when my mum is at work I would be lonely
- Disappointed and everyone else would be disappointed to
- I don't know
- I would feel sad because it gives me something to look forward to by being useful
- I would be upset because I love to go to alternatives
- I would be very upset as I have been going to alternatives for a few years and just started working at the shop which I like very much
- I would be very upset because it is somewhere for me to go and learn things
- If alternatives or the shop had to close I would be very upset and disappointed as there would be nowhere else to go or do things
- Upset and wouldn't have anywhere to go
- I would feel sad
- Staff would have to support ,me in finding a different centre
- I would be sad because i waited a long time for the chance to do some voluntary work with the right support

- I have never been to Alternatives centre but i would love to give it a go if the shop had to shut i would be upset really badly
- Disappointed and sad
- Very sad and upset and lonely
- Sad
- Not Good
- Very sad

Where would you go if we shut?

- Don't know
- I would stay at home with mum and dad
- Nowhere
- Don't know
- Nowhere
- I would have to stay at home
- Nowhere
- Stay at home
- Wetherby
- I would have to stop at home
- Nowhere
- Go to chaddesden (wetherby outreach)
- Don t know
- Stay at home
- There is nowhere else to go in derby that can provide that match them at all
- I would have to stay at home
- I would stay at home watching the soaps and watch kylie videos and I would go to my bedroom to listen to my music which is kylie take that westlife
- Nowhere
- Nowehere stay at home
- I would stop at home while my staff tried to find other centres or activities for me
- I would be able to go bowling once a week with Derbyshire Association for the Blind
- Stay home
- Id have to stop at home
- Nowhere
- Id stop at home
- I don t know
- Nowhere
- I would have to stay at home
- I would have to stay at home and get very bored. I don't know of anywhere else I can go to as places I have been before have either closed or stopped doing things with me
- Stay at home
- If alternatives was to close down I would have to stay at home and therefore wouldn't see my friends or do the activities I enjoy
- Nowhere stay at home bored watch dvds
- I don't know
- I don't know
- Stay at home
- Home – go back to the computer or a game with dad
- Stay at home with my parents
- I would have to stay at home
- Nowhere

- Swimming
- Nowhere

What would you do?

- Sit in the kitchen
- Colouring /watching dvds
- He would be lost
- I would have to stay at home
- I would stop in
- Tv
- Help the caretaker
- Nothing I would not like it
- Be with Grace
- Go out to meet my mates
- Don't know
- Nothing
- Nothing would have to rely on my husband and that make him worse with his health
- I would watch a dvd
- I try to get out more with my friends. Would go into town or go for a car ride or try and get another job or go to the job centre to look for a good job. If not I try and ask someone to come with me and ask for me or leave it and stay at home all day
- Nothing
- Nothing watch tv
- I don't know
- I would be supported to look for other placements but alternatives is right for me and it would be impossible to find another place to go that I enjoy as much as this
- Stay at home all day – see staff at home – no one else
- Not much except play my games
- Nothing
- Go to town and here and there
- I don't know
- Keep applying for other work
- Have a lie in and watch tv and I would be bored
- Just sit at home and get under my mothers feet all day and be very bored
- If the centre was to close I would have to stay at home as I am not capable of going out on my own to do the activities provided or go out to see my friends
- Nothing
- Go back to freeview dvd computer or game with dad
- Jigsaws, listen to music, watch films, read
- Try to help mum
- Stay in my flat
- Stay at home
- Swimming

Is there anything else you want to say?

- I want alternatives to stay open
- I don't want the shop shutting down because I enjoyed going
- I think they all do a brilliant job at alternatives and hope that they stay open
- J feels it would be a loss for the community if it closed

- I don't want to stay at home and want to come to alternatives
- I am sorry for the shop and alternatives would have to shut
- I don't want to stay at home but would want to come to alternatives
- Stay open
- Keep the place open
- I think alternatives is a big part of my life and would not want to do without this
- I would like to keep coming
- To stay open
- I rely on them on a Friday and it's the only place to go and trust staff
- I like the staff and my friends
- I would like to know if the shop is open. Still like going to the shop if alternatives is closed. I will say goodbye . if alternatives is still open I would like to stay and talk to my friends and staff. If that's ok
- Please please don't shut alterantives
- I love coming to the centre it would make my life much worse if the centre closed
- I am registered blind as well as having learning disabilities. I get frightened at other venues that are not as well run and will not attend unless im at ease like I am at alternatives
- Its good here
- Its not nice having to stop at home all the time its not fair I don't want it to close down
- Please don't close the centre or shop its not fair
- People will get bored if we shut down
- I don't want alternatives to close
- I feel that the time ive been there has and remains there has been very beneficial in all aspects of retail and helping public
- I do not want alternatives to close because all of us would be lost
- I don't want alterantives or the shop to close as I really enjoy going to them and I wouldn't know what else to do. I have made lots of friends there and I get on with them very well
- No
- I would like to say that not only me but that it would deeply effect all the centre users. If were no allowed to use the centre anymore after so many successful years
- I enjoy my time there I have been going a long time and I enjoyed working there in their café and also caretaker
- Just that I like coming to alternatives
- I would be sad if it had to close
- I am very glad to have the chance to volunteer at the shop i am happy there and i know people
- Not really but what would you do if someone asks for direct payments please don't close alternatives
- Please keep the shop open i really like it
- The staff are so hardworking and caring – thank you so much
- I do not want the alternatives to close
- I want Alternatives to stay open
- I enjoy my work at the charity shop – please keep open

Derby Community Accountancy Service

9 service users completed forms sent back to DCAS.

The main concerns about cuts in funding are as follows:

- That they might lose an important and much valued support service in DCAS
- Some groups have already suffered from a cut in their funding, and are anxious about finding and affording alternative local accountancy services for small charitable organisations if DCAS was no longer available
- That the organisation might have to reduce or curtail the services and activities they provide should their accountancy financial commitments increase – more expensive accountancy services would reduce the amount available to our service users for direct support of their user group members
- That much needed support is in danger of disappearing, especially with responding to HMRC requirements as the laws change and new systems come into place, e.g. real time information
- That their service might be forced to close without the support of DCAS, which would leave vulnerable people without support and care.

What they value

- Effectiveness of the service which gives independent information and advice
- Affordability of the service which they feel gives and value for money and professional accountancy services
- Immediate accessibility of the service
- Advice on keeping within charity legislation requirements
- Expert and accurate advice and assistance relating to a charities accounts
- Training and support for treasurers and trustees
- Help with payroll

Letters of support

Additional letters of support received from:

- The Leader of Derby City Council from 1997-2003
- Parkinson Matthews – Chartered Accountants
- Third Sector business and Management Consultant
- Individuals who have been on work experience with DCAS and have gained employment in accountancy and the charity sector.

Derbyshire Friend

9 Service users responded with the following replies:

Services shouldn't be reduced because:

- Derbyshire Friend services are essential
- Voluntary services represent good value for money as volunteers themselves are free
- These grants actually work

The impact of funding reductions:

- Increased isolation
- Increased suicide risk
- Increased mental health problems
- Cuts in services

Suggestions for saving money

- Sell the Council House
- Reduce the pay of the Council's CEO
- Don't build the Velodrome
- Increase income into the Council
- Make further savings within the Council

Impact on:

- Older people
- Younger people 16-24
- Men
- Lesbian, gay, bisexual or transgender people

Derby Stroke Club No1

Voluntary Sector Grant Funding Consultation. Comments from Stroke Club group discussion 10th May 2013 Bramble Close Community Centre

List of attendees: removed for data protection

Ian Chennery, Voluntary and Community Sector Partnership Manager, introduced and facilitated the discussion.

Ian provided the background to the consultation process, as set out in the Overview and the list of groups affected in the appendix.

Copies of the consultation overview and questionnaire were circulated, group members will consider if they wish to make a response, either using the form, or by writing to Council using the Freepost address on the form.

Members from the group made the following comments in response to the question about the impact on them if the service was reduced or ended. All members attending on the day supported the comments made.

- This Club is the only place for people with Strokes to go – the Club members understand the impact a stroke can have on someone and that every person is affected differently.
- The Club provides support for carers, this might be a break while the victim of stroke is attending, or by providing social support for carers alongside the support for the victim of stroke attending the Club and from the friendships made at the Club.
- Without the Club, members would be isolated, the Club provides someone who will listen and understands your situation.
- The Club provides an opportunity to go out, without this Club and the support and transport people some members would not go out at all.
- The Club members provide support from people who have faced similar challenges and how they have managed these problems.
- Many members live alone and are isolated, “it is as though you are in jail”, the Club provides welcoming place to go that accepts you. It provides support for victims and their carers.

Of the 35 people attending today, 8 live alone, 8 were the main carer for someone with a stroke.

It provides support for lone carers whose cared for person can't get out.

- Losing the ability to drive, not being able to get out makes you very isolated, it makes you depressed. (There is a recorded high rate of depression for Stroke survivors after leaving hospital and suicides and attempted suicides are common – generally as a result of isolation. SA)
- The Club also provides a network of contacts and friendships that you can call for advice, who will be able to signpost you to other support that is available.
- We can see the impact the Club has on giving people more confidence and making people more independent.
- The Club supports people who have serious, multiple health problems. It provides an opportunity for these people to get more information on health issues, for example, people may have a stroke, alongside diabetes, arthritis, kidney failure and heart problems.

Other comments

- The Council has also cut funding for the shopper bus – some members used this as another opportunity to get out and about. Transport is big problem for people and the Club provides it. The Club organises outings to get right out of Derby and visit interesting places.

Derbyshire Voice

Derbyshire Voice collated and received a large amount of feedback during the budget consultation in December 2012.

The information provided by Derbyshire Voice was collated in the Budget Report, which was presented to cabinet in January 2013.

As part of their response to the Voluntary Community and Faith Sector Consultation the information provided in the budget consultation was submitted.

Methodist Homes – Live at Home

Methodist Homes provided their own feedback form for service users to make a comment on the scheme services. Over 250 comments were made on these forms of varying context. Areas of comments echo the main points made by service users to the online and postal questionnaire:

- I would miss the company
- It provides companionship
- It provides a service for elderly people
- I look forward to going
- If this service wasn't available I would have nowhere to go
- I would be isolated

Hadhari – Luncheon Club

Additionally to the submission from the organisation, a letter and background to the project was received from Tony Michael, chair.

As part of their submission, service users were invited to a focus group session where they were given a series of statements to agree or disagree to and were asked to sign to agree to these statements. A total of 25 service users signed and agreed to the following statement:

I/we fully subscribe to the aims and objectives of the Hadhari Project and appreciate the range of supported services that they provide to address: social care, health and well-being, education, respite and family support including social and environmental issues.

I/we believe that the services help to avoid further deterioration of health and social isolation and reduces the need for more intensive and complex health and social care interventions, including intensive home care, residential care and hospital admissions.

Their information dissemination workshops and briefing programme on agencies and mainstream services and how to access them enhances the reduction of anxiety, confusion, stress and promotes wellbeing.

Majority of use meet at the centre as friends and take part in common activities like singing, discussions about programmes on television and health matters. Some of us meet here to take part in sewing classes and flower arrangement classes run by an experienced tutor. Others join the chair exercise classes which is also run by an experienced tutor. Both tutors have a wealth of knowledge and handle each session with care and sensitivity – they go the ‘extra mile’.

If these sessions were decreased, this would leave a sad gap in my daily life and would cause much stress.

Hadhari lunch club group response 39 service users

Please tell us about the potential impact on you of a possible reduction or an end to this service.

Of the 39 respondents, 36 answered this question and shows a high percentage of users attending on three days and some on occasions when four days have been available. 30 people said 2-3 times, 3 people said at least 1 and 3 people said 4 times. It is difficult to show the result in a graph format and some responses are shown here. Some I would be devastated I would be outraged and feel a sad loss I would not be able to see friends and visits are difficult to arrange I will miss my friends as the centre provides a homely environment I will not be able to have regular cooked meals I enjoy the friendship at meal times and the social opportunities I will feel lost as the social interaction will not be available I am a widow and have no family contact as they all live far away The Hadhari family is one that I can rely on I will have nothing to look forward to I will have no where to go as this is my second home I cannot rely on ym children as they have their own lives to live I will stay in the house and not go out as I am not on a bus route I live on my own, who will look after me? It provides respite and meals The bus service is not reliable and if it is raining I have to stand for ages I feel valued and positive about myself because of Hadhari I will sit outside the council house to bring our plight to the attention of the media

All of the respondents were Derby residents broken down into ages and gender below: Male 14 Female 25
Age 60-65 2 66-70 5 71-75 12 76+ 20
All 39 Black British Caribbean

If you consider these services to be important, please tell us why in the space below. Each box is allocated for the options A-I. Please place your comments in the box appropriate to the services you are referring to.	
A. Carer's provision. Age UK Derby & Derbyshire Carer Connect, and Disability Direct Carer's Support.	30 respondents said this service is important. They point to the valuable work these organisations perform in disseminating regular information bulletins and briefing sessions as well as workshops 36 said no
B. Carer's provision. Crossroads Care respite support	32 said these services were neither important/unimportant
C. Focus Line & Derbyshire Voice	32 said these services were neither important/unimportant
D. Access to community opportunities	36 respondents said that these services were important because they provide access to information, services and opportunities 36 said no
E. Responding to health and social care risks and preventing deterioration	36 respondents said that these services are important. They asked where else can one get information from that gives opportunities to lobby and join with similar groups 38 no
F. First Contact	30 respondents felt that these services were neither important/unimportant.
G. Information and advice	25 respondents felt that these services were neither important/unimportant.
H. Advocacy	25 respondents said that these services were important. 4 felt that these services were neither important/unimportant.
I. Infrastructure support	36 no

The Council is asking all providers that it funds to consider ways that they can be more efficient in delivering services, e.g. by working together to reduce costs or support people more effectively.

Do you have any other general suggestions for making savings and preserving services?

Establish a 'fit for purpose' framework of frontline organisations working in neighbourhood wards and introduce a formula to enable 'working together' through service level agreements. Merely expecting groups to work together by itself is not sufficient to bring about change. We have tried it and although the intention was agreed, some groups still operated at a NIMBY level.

Please tell us how you think they may be affected using the space below?

If the service came to an end or was reduced, it would have direct impact on: 36 people said the following: Older people, Women, Disabled people, men, minority ethnic communities, faith communities (directly) and young people aged 16-24 with care responsibilities, and new/emerging communities (indirectly).

If you feel that a particular geographical area in the city may be adversely affected, for example: Allestree, Normanton, Sinfon. Please tell us in the space below.

Abbey, Aboretum, Normanton, Sinfon

Hadhari Nari

Response from service users

Do you agree with the Council's proposed overall reduction in voluntary sector grant funding?
Please give reasons for your answer in the space below.

- The voluntary sector supports the most vulnerable people. The council should demand more from central government.
- We are going to have a city with a high amount of mental health problems drug and alcohol abuse, self harming and suicides a city of people suffering unduly because the government doesn't care about the poor, sick and most vulnerable people. The government is looking after its own the middle and upper classes.
- The NHS will suffer in the long term.
- More people will suffer breakdowns and have mental health problems for a longer period of time.
- Parents will not be able to care and protect their children; this will put more pressure on social services.
- There's increased risk of children being raised in domestic violence households. This will lead to more young people suffering from mental health issues and mental health problems in later life.
- There needs to be more outreach service as she doesn't have enough time to provide all the support as she could before the hours were reduced if the outreach goes it's only the women and children that will suffer and remain in the violence and abuse. Why would the council do this to us?

How often do you use these services? Please select one.

Once a week -5
Fortnightly - 3
Once a month - 2

Please tell us about the potential impact on you of a possible reduction or end of service.

To reduce the quality and quantity of the outreach provision, will have serious implications for us. The outreach serves as a source of help to escape abuse and relating issues and supports us into independent living.

"I've always suffered from an eating disorder from my early teens as a result of the abuse, and later began self harming. Since accessing the service and Outreach helping me to understand the reasons I self harm and giving me alternative ways of dealing with my emotions, although I have the urges I am now able to control it and talk myself out of it. Although I still have difficulty maintaining a healthy weight I am no longer classed as dangerously under weight and follow the eating plan that has been set for me. Although my psychiatrist helps me to come to the reality of the abuse he doesn't understand like my outreach worker does." Without the help and support of the outreach I would probably have returned to my abusive family and I may not be here today.

There's an increased risk of suicides, I have had mental health problems and can feel really low and I have attempted suicide in the past 3 times in 8 months the last time I tried I called the outreach worker who helped me, and I haven't done anything in two years now. She supported me to rebuild my life and escape the violent abuse I was living in. I now have my own home and I'm safe with my children. Honestly I don't know where I'd be now.

I didn't feel strong enough to leave my husband or pursue a conviction I had called the police 3 times in the past when I was really scared for my life, but I didn't want to make a statement to the police because I was scared of repercussions and my husband getting a criminal record. The last time I called the police the officer called the outreach worker and asked me to speak to her. She understood my fears and explained the legal process and how I could be protected she also explained about protection orders. The outreach worker offered me support and helped improve my confidence by offering me one to one confidence building which was a self-help pack that required me to complete tasks each week and log information and how I responded in certain situations. We would then discuss this each week and I eventually found myself questioning things more and speaking out more and having an opinion which I didn't have before I just did as I was told. The outreach also helped me to recognise abuse and advised me not to change my behaviour with the abuser if it would put me at further risk. I began seeing him as a bully and a dominator. If there is a further incident I will give a statement but I am currently on the housing register and I will be re-housed as soon as a property comes up. I don't think I could have done this without the outreach. Social services were also pursuing child protection which they have put on hold because I have now done what I can to protect myself and my child.

Due to my language difficulties I wouldn't be able to access many statutory agencies. I wouldn't know what to do.

I wouldn't be getting the support through the court process; the outreach worker is attending court with me and takes the time to explain things to me using different ways of explaining until I understand.

When I was going through domestic violence I lost my unborn baby as a result. I didn't disclose any information at the time but I was referred to social services, who I was so scared to disclose any information to, around the domestic violence. I was classed as an over stayed as my husband didn't apply for an extension or for my stay which I was unaware of. Social services requested I signed paper work agreeing to my return to my country of origin.

One social worker sensed something wasn't right and called the outreach worker from Hadhari Nari to see me. She made me feel relaxed and cared about she didn't ask about domestic violence she was just concerned about how I was feeling. We spoke for 45mins before she asked why I was feeling this way. Even though I was going through things and didn't want to tell anybody I could tell her. I wasn't treated like other agencies treat you. They were able to stop me being sent home and helped my application for my stay, social services helped support me until this happened. The outreach offered me support and access to other women in a similar situation. We were able to share our experiences although we were from a number of backgrounds, we learnt from each other. The outreach provided confidence building courses and art therapy which really helped with my confidence self esteem and general well being. I wouldn't be here without her. I know I'm accessing the service again but I know I will be O.K with the outreach workers help.

I don't know what to say except my life started with the Hadhari Nari Outreach and the day I was introduced to H/N. Every day I pass the street, I thank-God for them and my outreach worker.

Outreach helped channel my mind on positive things I wanted for my future and my children's. Helped me see the possibility and now I know it's becoming a reality.

Do you have any general suggestions for making savings and preserving services?

I know the council has been putting money into the appearance of the city and spending money on extravagant buildings and structures, but aren't people's lives more important. What good is all that when people are going to be living in violence or on the streets or suffering as a result of the council's decisions.

Why are you taking from the most vulnerable?

Will we have to die before they see their mistakes?

Why would the council make these decisions when they know how many children will suffer and be abused.

If this 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
Young people aged 16 to 24
Minority ethnic communities
New and emerging communities
Faith communities
Lesbian, gay, bisexual or transgender people

Please tell us how you think they may be affected using the space below?

The outreach provides support and advice to all women and children experiencing the effects of domestic violence. Without the outreach women wouldn't have anyone to access for support unless they can get to the advice centre.

If a woman has a disability like me or lives too far away or because of my culture and the community, I can't go to the advice centre there is no support to escape D/V or help to access other services e.g. appropriate legal support, access to housing or temporary accommodation etc.

It's important sometimes that there is an outreach service as sometimes home is not safe.

You have peace of mind that you can sit down and talk about yourself, lifts weight off you so you can think about your situation.

If you feel that a particular geographical area in the area may be adversely affected for example: Allestree, Normanton, and Salford. Please tell us in the space below.

Normanton

Please tell us how you think people in the area may be affected using the space below?

I think all the community in Normanton will be affected because of culture language barrier and the control a lot of us go through we can't get out going to services. We need someone like you to come to us meet us where no one will know.

Indian Day Care Support Services

Consultation Comments were gathered on Thursday 23 May from visits to several projects

Guru Arjan Dev Gurdwara, Stanhope Street - 11am

One gentleman spoke to Ian about the over 60's forum that he attends which is supported by Pam Thompson.

The gentleman said that Jas gives really good advice and provides them all with information; they feel that they can also talk to Jas about any issues with the service and also make suggestions to her.

He went on to say that he goes on the internet to look at how many groups there are similar to the one he attends and he said that there is not many left. The gentleman also added that he attends the Indian Community Centre one day a week.

Guru Nanack Istri Group Yoga Consultation - 12noon

There were about 10 Asian ladies who attended the group today; they each spoke about what the group means to them and how it would affect them if the funding was cut:

They are quite old and don't like to stay at home alone as they get bored, their families are not there to look after them as they have their own lives and work etc. Some of them struggle to get to the group as they have problems with walking and require some assistance.

One lady said that she has a very low pension and therefore does not have the money to get out very much and this group gives her that opportunity.

Some said that they feel lost and want to find their own life, the centre helps bring them together and they enjoy coming to the centre, they talk to each other, everyone is friendly and they speak about their personal lives, sometimes they walk together to the temple and motivate each other.

The group agreed that they would feel very down and lonely without the centre.

They said that they feel more confident walking in a group together and like having their friends to walk with; they always meet here and have been to Yoga this morning. They tend to attend the centre one day a week and there is no other recreation for them.

It keeps their minds active when they are talking and listening to each other. They agreed that they have limited energy but cannot sit in at home watching television all day as it does not keep their minds active.

Consultation Meeting at Guru Ravidass Community Centre, Brunswick Street, Derby. 1:00pm, 22.5.13

Ian Chennery, DCC, explained the background to the consultation.

Please tell us if the service funding was cut or ended, how it could affect you?

People said they think it is depressing staying at home and having somewhere to come to takes their mind off this. Some people are in long term bad health – and getting out helps them to forget the pain.

One man said Asian people's needs have been ignored - for 30 years they have campaigned and people have initiated their own groups. They know they need these groups and they have to get out or isolation and loneliness will kill them.

One lady said, the Gujarati group is quite small – about 20 people – and if they don't receive a grant it will be hard for them to continue – they are all over 50 years old & disabled.

No – one felt they wanted the cuts to be made.

If you think the service we are talking about is important to you, please tell us why?

People give their own time and money to continue with these groups. Having them saves the country millions of pounds because people's mental and physical health improves and they pick up information and learn about welfare rights etc.

Having somewhere to go improves their lifestyle; gets them out of the house; gives them somewhere to come and talk to and integrate with other people and is something they look forward to.

A lady said everyone waits for Wednesday because they enjoy socialising at the club.

Is there anything else you want to tell us?

One lady said David Cameron talks about the Big Society but people are already making their own Big Society themselves and it is being 'attacked.' She thought the government should 'put their money where their mouth is' and rather than harassing disadvantaged people, should be targeting huge companies like Google, Apple, Starbucks etc. who are **not** paying tax in the UK. She added, we **have** paid taxes but we still get attacked by government cuts.

These comments received a round of applause.

She added her group has been through consultation and she has sent their views on this to Ian Chennery.

A lady said Guru Ravidass Community Centre has received a funding cut and will probably only get £25,000 total - she doesn't know how they will manage on this amount which she said is much less than it should have been.

An issue raised by one lady was transport – it is costly and some people have sight issues etc. which makes travelling more difficult. Travelling to places is one of the main problems.

Mr Dosanjh who runs the Yoga group at Guru Ravidass said that groups can be good and useful in the right direction but if they are only running for the sake of it then that is not a good thing.

Mr Sandhu thanked us for visiting the community centre today and said there are several temples in the area receiving grants but the Guru Ravidass centre is not given one – he asked why the temples receive grants when the centre doesn't.

Ian explained the grants are not given to the temples as such but rather to specific projects that take place within them – but these projects will be losing funding.

Mr Sandhu asked if their group could apply for a grant.

Ian said they could apply for grants available from other sources but DCC could not provide one due to budgetary cuts from central government causing voluntary sector group funding to be reduced. He suggested they try Community Action Derby which produces a newsletter.

Mr Dosanjh who runs the yoga group said he likes to do something for the community and that these groups are voluntary; they have helped themselves and each other and there are good role models here - Jas agreed they wanted people to continue volunteering.

**Consultation Meeting at Ramgarhia Gurdwara, St James' Road, Derby.
10:30 am, 22.5.13**

Ian Chennery explained the purpose of the meeting was to obtain the views of the local community regarding possible reduction of voluntary sector grants.

Mr Mankoo of the Temple translated this and Jas (Indian Daycare Support Service Worker) translated /interpreted.

Jas explained money had been given to the Indian Community Centre so they could handle their own budget and to encourage the community to unite & integrate their various groups together for joint working. Jas then went through the Questionnaire and copies were given out to those who wanted to complete one.

Please tell us if the service funding was cut or ended, how it could affect you?

One man felt that cuts will affect people's social independence which could lead to depression. Another man said cuts shouldn't happen because if elderly people don't get out, it will affect their independence & they are worrying that this is going to influence their long term health.

One lady said there are some really nice centres to go to now but if they close or there are cuts, then people will struggle to go out and this will have an effect on their health.

The issue of isolation and of having no – one to talk to were raised.

On the whole they agreed cuts shouldn't be made and everyone felt things should carry on without any cuts at all.

Mr Mankoo said Jas's projects giving support & advice to older people who are in poor health provide a good service and his job is to protect this.

One lady said that Indian ladies work hard. Her English friends had encouraged her to go to the different clubs. She felt if there are cuts then clubs will have to close and some of them are only open one day a week now anyway so there would be nowhere to go.

The ladies said they looked forward to going out and one said they will become a "burden" because they would need to visit the GP & hospital more often if they weren't getting out of the house. All the ladies wanted the centres to stay open.

If you think the service we are talking about is important to you, please tell us why?

People believe that if they don't come to the temple then they will be isolated in their homes and as they have adult children who are out at work all day, they will just be watching the TV and becoming depressed. They don't have a lot of money because they are pensioners and coming out to the Gurdwara is important for them for their social and cultural life.

One gentleman who has lived here since 1965 agreed that nothing had existed when he arrived in Derby and that these centres were needed to support people.

They feel there are still other members of the community who are isolated and more needed to be done for them.

The temple provides food seven days a week for everyone who comes in – food items are donated by the community and prepared by volunteers.

Jas explained that healthy eating in the temple is a project she is working on and people from outside are coming into the centres to give talks about health issues (e.g. about eating less salt; information about strokes, etc.) and that people are happy to come & listen to this advice. She said people in the community are changing their views & starting to contribute – but this is a slow process.

If cuts were made there would be an impact. It will be difficult to run services without help & support – possibly a grant would be needed.

The community members were clearly interested in what was going to happen to their services. The ladies especially were very responsive to the questionnaire and many took one home.

Is there anything else you want to tell us?

Mr Mankoo said when he came to Derby there were no Sikh Temples, Mosques or Hindu Temples. The Indian Cultural Society began in 1965 and things started up from then.

Mr Mankoo assured the community that cuts **will** take place.

Mr Mankoo stressed the importance of working together and uniting the community to save costs. Services should be provided from the main temples and the community centre.

All money in the Indian Community could be put together into one pot.

He explained that if people contributed money towards their services themselves that might be a way of enabling services to continue.

One gentleman said there have been changes and 'things were going backwards.'

Only about 3 people in the Gurdwara group attend the Indian Community Centre. People are happy to attend the Gurdwara.

One lady stated the council is cutting services to the people already so why are other people still coming in to the country.

Jas said the ladies say they had worked hard when they were younger and they feel they ought to have something back for that now. The ladies said they would be happy to spend twice as much time out of the house attending community activities if they could.

Jas said other organisations exist within the Asian community and she felt it was necessary to get information on them and to find out their views as these could be passed on within the community to those people who would not otherwise be aware of the changes (cuts).

IDCSS also provided copies of recent satisfaction surveys undertaken about their services and evaluation forms carried out at events that have been held.

Opeika

Group response from over 40 attendees

Why funding shouldn't be reduced

We have responded "no" because to cut the funding will have a direct bearing on the services we receive which in turn will have a budgetary impact on the Council and other services in that more rather than less money will have to be spent in providing statutory care in care homes and by Social Services.

The services we receive are provided by Polish speakers who understand our language and cultural needs. The result of this is that it alleviates our social isolation and improves our mental health wellbeing, as well as our physical needs

Impact on service users

100% of those present at the meeting stated that they would be very concerned if the activities of the luncheon club were curtailed or ended. There were very strong emotions expressed at the suggestion that there might be a curtailment of the funding. For many a cut or ending of the Service would result in greater isolation, depression and a direct impact on their mental health. Added to this the provision of a hot meal would be greatly missed particularly as many of these people live by themselves are over 80 and do not at present access any alternative provisions which do not account for Polish cuisine. Those who do not attend the luncheon club stated that the loss of the home visits from the coordinators would leave them without access to health appointments, links to available services including emergency transport, advice and a degree of companionship as well as links to the Polish community especially bearing in mind the language difficulties that exist for this group of people. Without Opeika it would be a challenge for many to continue independent living.

D. Access to community opportunities

100% of our users felt that Opeika can no longer function provides them with the access to community opportunities and gives them social, leisure and educational information and activities

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

100% of those responding stated that OPIEKA was an integral part of these types of service

F. First Contact

Many of our respondents felt that this organization was very important because it has provided valuable information and advice to them on a variety of topics.

G. Information and advice

The provision of this information was important for the Opeika coordinators

Sahaly Women's Group

Comments gathered on Thursday 23 May 2013 specific to Sahaly

There were about 15 Asian ladies who attended the group today, Rita said that they usually get more but a funeral was being held so quite a lot of them had gone to that.

The secretary of the group read out all the different activities that they do:

- Swimming once a month, intending to build this up to twice a month,
- they are linked into the 'Be You' programme
- NHS staffs regularly come to visit and carry out health checks such as blood pressure, glucose levels etc,
- they share healthy cooking recipes and carry out cooking classes.

Jas is a good support and tells them about upcoming activities such as arts and crafts. Last year, they had visitors from Scotland who flew to Derby from Glasgow and told the group useful information with regards to making your own funeral arrangements and advice on debt problems.

They also attend other religious temples in different cities and have been to a Gurdwara in Leicester and visited the Asian market in Leicester too. The group are hoping to visit the seaside over the summer. Each week, they have a different topic of conversation and celebrate all events such as Christmas and New Year parties, Diwali parties and on Valentines Day they were able to express their emotions and speak about what love means to them as older women.

The ladies went round one by one and said what is good about the Sahaly Group:

- There is nowhere else to go and it is an opportunity to meet with other people once a week,
- they communicate with each other, talk and share news.
- They all contribute to the group by making food or drinks for everyone and organising activities.
- Some ladies are widowed and at home alone, others are disabled and it is the only place they can all meet together. They are happy here, they meet new people and it puts a smile on their faces.
- A couple of ladies said that their husband's were poorly and the centre acts as a stress relief as well as giving them a break from being a carer.
- Some live on their own and the centre gives them a reason to go out, talk to friends and also make new friends, they can laugh, discuss problems, share emotions and feelings, gives them happiness and they also learn new things as well.
- There are also groups at the Indian Community Centre which they have found out about through IDCSS
- Rita does a very good job of running the group, she gives up her own time to support all of the ladies and other people do not realise what is involved for the centre to work as well as it does.
- The ladies also counsel each other which is a big help when they have lost a loved one, they meet at the same place, same time.

They all agreed that the funding shouldn't be cut as they can learn from each other; they share their grief and also do singing games and exercise activities. Minutes of each meeting are taken and recorded.

St James SU Consultation Meeting - St James Centre

Monday 13 May 2013 - 10:30am

Adam explained Empower Derby to the group, the services they provide and the support they give to people with learning disabilities. Adam gave background information and spoke about the partnership board, Adam then explained the reason for the consultation today.

Ian introduced himself to the group and explained that the idea of the consultation was to gain feedback and views of the project.

Please tell us if the service funding was cut or ended, how it could affect you?

The majority of the group agreed that they attend St James Centre to meet new people as they do not attend any other clubs and haven't got many friends outside of St James Centre.

One person said that she gets bored staying at home and doesn't like that, she said that she enjoys the trips out that sometimes take place.

Another person said that St James Centre helps with all aspects of life as well as building on life skills.

St James Centre offers a variety of activities including interview skills, sewing, budgeting, self-defence and dancing.

Some of the girls agreed that they like to attend the women's group which takes place on a Wednesday as they feel more comfortable and find it easier to speak up when there are no males present.

A couple of the girls said that they wouldn't have the opportunity to do the activities that St James Centre provides and they like the aspect of meeting new people.

If you think the service we are talking about is important to you, please tell us why?

One person said that she enjoys meeting new people and also getting ideas off other people. A lot of the people who attended today are hoping to progress into employment including voluntary work.

1 user (name removed) explained that he used to have very little confidence and over the years his confidence has grown dramatically, the group agreed that St James Centre helps a lot with building individuals confidence.

One girl said that she is hoping to gain some work experience at St James Centre with children which is an area she is very interested in.

Is there anything else you want to tell us?

One of the girls said that she would like to go on more trips out. A lot of the people have been attending this project since January and will probably continue to attend 9 months per year.

Able Disabled group visited the project and undertook a session where everyone was able to write down their ambitions and if they wanted to, discuss them with the group.

Another session took place where the group were able to learn basic life skills to save them money in the future.

Trips are chosen by everyone through putting their ideas forward and deciding together where they would all like to go.

It was mentioned that a member of the Paralympics team visited the project to assist with a session on rifle shooting which everyone seemed to enjoy.

Have you lost any other Derby City Council run service recently?

Derbyshire Centre for Independent Living has shut down

Connexions have suffered cuts and have referred quite a few people through to St James Centre.

Voice UK.

One girl explained that since she left school, she had no service input for 5 years until she started attending the St James Centre recently.

Ukrainian elderly Day Centre group

The table below shows the comments made by a group of 49 service users, the numbers refer to the number of times the comment was made.

How does attending lunch club benefit you?	Meeting old friends	11
	Socialising & Speaking Ukrainian language	19
	Social activities & interacting with fellow Countrymen	17
	Come for the company	21
	Come to play bingo/dominoes & keep stimulated	35
	Very important part of my life	28
	Great hot three course cheap meal	39
How would you be affected if the entire service was unavailable?	Heartbroken	7
	Devastated	29
	Would commit suicide	3
	Isolated from the company	27
	We like, so much	31
	Terrible, I would feel bad & I have a bad heart anyway	5
	I would be very upset	31
	I would feel very bad. My people and I can't manage, people my age need the centre as we have nowhere else to go and it's difficult to understand services & get all of our needs	27
	We get together to speak our language & interact in activity that meet our needs	21
	Can provide information & pass reviews on other services - to our friends & keep posted on events	31
	Access information - do not know where else to go	29
I am deaf - the staff help	7	

Diversity Forums and Voluntary Sector Grant Funding Consultation Meeting 23 May 2013

These notes provide a summary of the discussions at the meeting set up for Diversity Forum members to make comments on the proposals to reduce voluntary sector grant funding for a range of local groups.

Present Tony Michaels (Hadhari and Minority Communities Forum), Ferid Kevric, (Derby Bosnia Herzegovina Community Association and Minority Communities Forum, Kamal Mohamed Amier (NCISE and Minorities Community Forum) Ian Chennery (DCC)

Ian explained background to the consultation process and this special meeting for Diversity Forum members.

Ferid: the partners of their project (DBHCA, NCISE and Refugee Forum) have discussed their response. Their view is that they could manage a 20% reduction in the funding, because of their effective service model and ability to share costs across the service. They are looking at the potential to find alternative funding. It was discussed whether Dept of Work and Pensions, who refer people to them, could contribute since their project supports BME people to access work.

Their service provides a unique service, with volunteers interpreters providing support in 8 languages. Their service will have additional demands on it to support people accessing Universal Credit, getting bank accounts and setting up direct debits eg for Council tax. They will be able to offer, not just interpretation, but also have expertise in understanding the BME groups they support, how benefit systems work. Their users are keen to get into paid employment and become independent. In a few weeks they will be moving into new premises (Curzon Street) where they will have access to 10 computers to search for jobs and will be able to offer ESOL and computer classes.

Tony: it is important that the Council does not make flat rate cut to groups. Some groups do good work and have a bigger impact for the people they support. The Council should focus on needs and problems and how to address them – then make a decision.

For Hadhari Lunch Club a lot of older people are reluctant to ask for help until it is too late. Organisations need the expertise to 'train' users to be aware they have a right to services and know how to help themselves. Meeting needs now will reduce the impact and scale of problems in the future.

Tony: is it time for the Council to have a completely new look at all services? Look at needs and match them against what organisations can deliver – to prevent people getting into the intensive social care and health system.

Ferid: and avoid duplication, using the specialist skills of existing organisations.

Tony: the Council should also assess whether organisations can improve the way they provide support and consider new service models – working in clusters and in partnership with others.

Kamal: One of the new ways of providing services could be looking at intergenerational work, where young and old both benefit. Older people providing role model and interest in young person's development and younger people at risk of being disengaged (youth justice) share their skills to support older people to be independent.

It's clear other service models, away from grants are required, for example interpretation as a social enterprise, providing income, and work experience while paying for itself.

All: we don't agree with cuts in funding for the voluntary sector. This does not support Big Society or provide value for money for Council. It does not develop citizenship and volunteering. The voluntary sector reaches out to the community, and provides essential support.