

Appendix 3 – Comments from Public and Stakeholders on the Voluntary Community and Faith Sector Consultation

Reasons respondents do not agree to the proposed funding reductions	Organisation mentioned /implied in response
It will affect elderly health & social care it will affect the isolation face by Asian over 60 because of lack of culturally services in Sinfin. How often do you use these services? Daily Impact of a possible reduction or end of service: Already affecting their health & social interact. will affect their health & mental situation, low self esteem	Sinfin & Stenson Fields Asian Over 60's
We understand the current economic climate and its impact How often do you use these services: At least once a week Potential impact on you of a possible reduction or an end to this service: in the past we had received funding for the hall rent & transport costs. 1. We now receive hall rent only. 2. Further reduction would mean from weekly get together to firnighly to finsl close down.	Sahakar group - social group
Produces a professional specialised service for people who are visually impaired. It assists these people to remain as independent as they possibly can be in their own homes. It offers support services providing practise help, teaching visually impaired people how to adapt to learning new skills required when losing their sight so that they can manage in their own home. It provides practise help and ideas on how to manage the everyday tasks which are taken for granted. It provides resources to help around the home. Sight support also offers emotional support as the trauma of losing your sight can have a devastating effect on a person (and family and friends) and this can lead to depression. Sight support provides advice, guidance and support to usually impaired people working with them as individuals to make sure that their life becomes enhanced and the services they receive are beneficial to them. Some of the services users also suffer from other health issues including hearing loss and mobility problems. Many of these people are isolated in their own homes, many not having any support or contact from people in the outside world. They are sometimes housebound. The befriending service helps these people to become less isolated and improves their health and well-being through having someone to communicate with - sharing their experiences. For some it allows them to get out and about and get some physical activity which is automatically better for their self-esteem and well-being. They become, through these befriending valued members within their community, participating in everyday activities proving them with pension dignity builds up their confidence and gives them more choice and control. All the services that sight support Derbyshire offer provide support to usually impaired people - using and holistic approach to the requirements of the individual person and therefore help these vulnerable people to fulfil the our, health, our care our say government paper outcomes which everybody working with vulnerable adults should be working towards. Is the local authority going to take on this task if funding is cut?	Sight Support Derbyshire
Voluntary support is a valued service and personally as a volunteer I would worry how and where the support would come from for my client. It is fundamentally important that individuals receive services aimed at preventative measures, as this affects people's emotional well-being, quality of health & life. Taking away preventative services to those who need it will push people who need help into poor health and seclusion.	All voluntary sector
I think people need help and support. Many people won't be more active but they do not know how they can start. Definitely they need support and advice.	All voluntary sector

<p>Who will care for those vulnerable people if the current services are removed? The specialised services that Sight Support provide help to empower vulnerable people by providing information and advice. When they are initially told they have a sight loss. This is a most devastating experience. They are assisted to live as independently as possible in their own homes. For the elderly with sight loss, and often other health issues, services are provided to help them be less isolated - providing them with companionship and increasing opportunities for them to socialise.</p>	<p>Sight Support Derbyshire</p>
<p>Visually impaired people are sometimes subject to harassment from people because of their disability - how frightening. With Sight Support they have an organisation which helps them come to terms with their disability and guides and helps them to understand their own feelings and emotions around this sight loss and teaches them how to manage everyday tasks. Sight Support services also helps to reduce isolation, especially for the elderly people with other health problems and are often unable to get out and about. They lack contact with people and are often feeling lonely and vulnerable and Sight Support has volunteers who visit to lessen these feelings and make them feel more in control of the lives.</p>	<p>Sight Support Derbyshire</p>
<p>You will be taking away support from the vulnerable in our city. Voluntary organisations help with their specialised services. Sight Support Derbyshire advice, support look after people who are most vulnerable and often isolated in their own homes because of their sight loss and other health problems. They help to improve the quality of life, give people more choice and control which improves their health and makes them feel happier.</p>	<p>Sight Support Derbyshire</p>
<p>No - why is the reduction proposed for the voluntary sector? You are making cuts to the most vulnerable people in our society. These cuts will really affect people who have lost their sight and need support, advice and guidance at a terrible time in their lives.</p>	<p>Sight Support Derbyshire</p>
<p>Elderly people with visual impairments as well as other health issues (the lady I visit is wheelchair bound and doesn't get out very often) need to have services which stop them feeling lonely and isolated. We talk about lots of things and it is very valuable to her.</p>	<p>Sight Support Derbyshire</p>
<p>There should be no cuts in the voluntary sector. I am a Befriender for Sight Support Derbyshire and my role helps support a person who is visually impaired. I take her out into the community which helps with her personal dignity and her confidence. We often bump into people we both know and stop and chat to them. I also take her out for walks, visits to garden centres which helps with the health and wellbeing and she gets some physical activity. I take her to the crematory as she likes to visit her husband and this makes her happy. This service improves her quality of life, she is part of the community and can make some choices in her life.</p>	<p>Sight Support Derbyshire</p>
<p>Sight Support provided support, guidance and advice and information to those people who have lost their sight. The organisation helps people live their lives as independently as possible in their own homes. When people first lose their sight they are often frightened feel vulnerable and don't know what their future will hold. Sight Support guides them along a pathway to becoming independent and having a quality of life again. The most vulnerable people are often the elderly who not only have a sight lost but other health conditions as well. Loss of hearing and mobility issues to deal with as well. Sight Support offers a befriending service where these people then have more control and choices, they have support and don't feel as isolated - their emotional and often physical wellbeing then improves.</p>	<p>Sight Support Derbyshire</p>

We won't be able to provide specialised services for our visually impaired people. This would leave these people vulnerable - they wouldn't receive the support and guidance when they first lose their sight and would leave others socially isolated and without anyone to help them.	Sight Support Derbyshire
Visually impaired people / blind need the help of Sight Support Derbyshire, where would they get advice help, aids, social life? SSD helps people to improve their quality of life. They need more funds; only able to staff the office for 4 days a week now.	Sight Support Derbyshire
Sight Support is closely linked to the sight service at the Royal Hospital giving outstanding emotional help in crisis and advice how to access aids to help mobility. Independent living at home through advice and information resolve and maintain mental health and prevent isolation debilitating depression. Advice needs to be easily accessible to the vulnerable threatened especially with loss of sight.	Sight Support Derbyshire
A reduction in funding will impact on 'our health, our care, our say' paper. This will leave people with sight loss who are vulnerable with a reduced access to services, information and support.	Sight Support Derbyshire
I disagree with the proposed cuts as I am concerned as to who will provide the services to our VI members and whether the provision will be to the specialist standards which we apply - I gravely doubt it. We don't just stick within a narrow remit, if we feel our VI members could benefit from help with other matters, we direct them to other specialist agencies.	Sight Support Derbyshire
We don't want the cuts because we would be fulfilling the 'our health, our care, our say' paper. We won't be reaching the outcomes which is improving the health and wellbeing of visually impaired people in Derby. They will become more socially isolated.	Sight Support Derbyshire
We don't want the cuts because we won't be fulfilling the 'our health, our care, our say' paper. We won't be reaching the outcomes which is improving the health and wellbeing of visually impaired people in Derby. They will become more socially isolated.	Sight Support Derbyshire
I don't agree as the reduction, would take away the opportunity, for social interaction, stopping people with a sight loss, been able to build up a confidence to run their lives.	Sight Support Derbyshire
I don't agree because it will reduce the opportunities for social contact when helps people build confidence and quality of life. I believe people need the opportunities to improve their emotional well being and health	Unspecified
because of visual impaired people require specialised services to assist them	Sight Support Derbyshire
Services cannot run for residents of Derby	Unspecified
Voluntary service provides a good service, other areas should be considered for cuts before voluntary ones. outcomes of our health our care our say government paper will not be met	All Voluntary Sector
The organisation is providing great services to the local people who are facing difficulties because of loss of sight. would you look somewhere else to cut the funding to spare this great organisation	Sight Support Derbyshire
The effect on sight support Derbyshire would result in significant loss of services. This to a very vulnerable and section of the community is increasing in size	Sight Support Derbyshire
Sight support is very much needed to improve health and wellbeing encourage eating of food warmth ext. emotional support company which is much needed. to make the person feel part of the community they live in	Sight Support Derbyshire

Sight support provide an excellent service for visually impaired people, improving VIPS lives and quality of live, reducing isolation. live free from discrimination or prejudice	Sight Support Derbyshire
If there were cuts we wouldn't be able to provide the services for our visually impaired people. Sight support offers numerous services which are important to create enthusiasm and opportunities for people with sight impairment. It helps these people feel that they are part of a community and without these services they would become isolated many being isolated in their own homes. Meeting new people improves health and wellbeing and gets people to communicate with each other. It also provides these people with physical activity and helps with emotional wellbeing. this service is an on-going service as there will always be new people who need our specialised services especially as we are becoming an older larger generation	Sight Support Derbyshire
because it doesn't compliment the 'our health our care our say paper	Unspecified
The voluntary sector provide quality services to people. to cut funding to these services is counter - productive + in the long run would cost society money with increased levels of carer depression, older adult falls + hospitalisation etc. give used age UK for advice + have recently attended the derby city and south Derbyshire mental health carers forum where g met the first person other than me to have an adult schizophrenic child. These have been a life line to me + my family. g will need support in the future + need services to be there.	Age Uk and Derby and Sth Derbyshire Mental Health Carers Forum
the cuts will affect + reduce greatly. services for visually impaired people prevent their deterioration in health + wellbeing. sight support helps vi vulnerable people to remain in their own home + as independent as possible. befriending helps reduce social isolation + builds their confidence + also provides information + signposting for many other services they may not know about already, which is turn also helps them remain in their own home.	Sight Support Derbyshire
the loss of sight is an unrecognised disability and these people are marginalised. no other groups that cater for the visually impaired widely acknowledge that the cost of dependency whether funded through social care or health for out ways the reduced costs of preventive action and reinstating independence dependency often leads to social isolation often develops into depression. sight loss often retracks the accessibility of information. the support from sight support helps the visually impaired not have to take up other supportive services. befriending reduces the risk of social isolation this leading to greater wellbeing. the enhancement of self-esteem and feelings of worth can lead to the individual seeking greater independence , this reducing the burden both financial and in terms of resources of the statutory sector	Sight Support Derbyshire
because it won't allow people to participate as an equal member of the community and by reducing funding we will not be able too meet the full 7 outcomes of the 'our health our care our say' paper	Unspecified
for people to remain independent sight support Derbyshire services support early intervention if funding is cut there will be unable to provide vital help and support to those who are in desperate need of support and strength that is given to those who we help we are told is priceless, without this they would develop lots of health issues, which would then become a strain on the health service	Sight Support Derbyshire
many voluntary organisations provide help and support which statutory bodies no longer provide. funding cuts limit the amount of help our volunteer can give. all there help is given willingly and is valued by service users. money is scarce for all of us but there is valued to be a limit to how much can be requires of volunteers	All Voluntary Sector

how do we care for our vulnerable adults without these services? what about the risks and the health and safety aspect of these cuts. where is the duty of care?	Unspecified
carers and their care for will be effected with limited support, respite which is important to give space will no longer exist and users within the home will increase in areas such as domestic issues, pensions neglect and vulnerability for certain individuals	All Voluntary Sector
the servers forum supple is invaluable to the carers without the funding they will go under. allowing this to happen would put carer in despair their not a lot out there that cares like forum without their help I would know what to do	Carers Forum
I do not agree with the councils proposed overall reduction in voluntary sector grant funding because of the councils determination to waste money in so many other areas of spending - like planting flowers around the city & then digging them up after 3 months	All Voluntary Sector
these services are very important and are badly needed	All Voluntary Sector
these services are very important & needed	All Voluntary Sector
who has the backup plan to deal with the fall-out from funding cuts to, which are to some essential services?	All Voluntary Sector
don't you think the people who need these services have a hard enough life as it is without vital services being reduced	All Voluntary Sector
we need all these services an there services are a life line for many people	All Voluntary Sector
these services are lifelines for carers	All Voluntary Sector
everyone needs as much help and support as they can get	All Voluntary Sector
funding is crucial for all groups concerned to be able to carry on with the excellent + needed support the services provide to vulnerable people + their families without funding these groups could collapse which would cause people to become ill/more ill - chaos would be the result of such harsh actions	All Voluntary Sector
if you cut down on care you will give more suffering to the people who need help	All Voluntary Sector
without these services then there would be no place for me to go to get respite from caring is once a month	All Voluntary Sector
the role of carers is vital - without carers the system would collapse support for carers is vital to ensure that they can combine to provide support for the carers too. without support carers health and wellbeing would suffer this will result in 2 extra patients in the system how can this be cost effective	All Voluntary Sector
the councils cuts in the long term will eventually come back to bite it meaning carers need support to avoid them being the victims of mental health problems in the future due to stress and depression	All Voluntary Sector
carers are our of the most vulnerable groups of people in society. derby city carers services provide a life line for carers. if the city council destroys these vital network it will have dire consequences for all carers. the council needs to determine what carers will do without these service. suspect pressure on carers will unrealised this could affect their health and wellbeing. the council has to ask itself how it will with the impacts of the cuts on their public services	All Voluntary Sector
these cuts affect the most vulnerable in derby city and particularly the carers who support them, who rely on these support systems to keep going	All Voluntary Sector

the majority of groups are much underfunded for present needs and it is frightening to think of conservces for future increased demand	All Voluntary Sector
individuals having no alternative but leave employment to fulfil care requirements: more pressure on benefit budgets higher risk to safety of care receivers and carers. especially in older adults and mental healthcare. greater poverty and quality of life	All Voluntary Sector
since oct 2010 I have been a carer for my husband - initially I was on my own as I didn't have any family locally. I had counselling throughout GP and used making space - making space were invaluable to me - the service I get now from think carer is none. I had a lot of help from Derbyshire carers and I also attended a carers meeting every month at the radborne unit - I now attend a monthly meeting with derby city & south Derbyshire mental health carers forum. the more service that are reduced the more neglected me and other carers are on a day to day. I am isolated and did avoid socialising. this affects my mental wellbeing. if these services are cut we as carers our quality of life mill have a great detriment and cause more depression and anxiety.	Derbyshire Carers + Derbyshire Mental Health Carers Forum
I believe in general that paid and unpaid workers and carers who operate in this the voluntary sector are the best equipped to understand situations and give relevant assistance and advise exactly where it is needed. the majority of services offered and delivered by the voluntary sector are vital for those who would otherwise struggle to cope with their personal circumstances. the bottom line is that if we cannot afford to support each other then so - called independence would collapse	All Voluntary Sector
I use the support of the voluntary sector on a regular basis and rely on the help in fact I find it invaluable. I am a full time 24/7 carer for my wife who needs all levels of support I have also recently been diagnosed with asbestos and 2years ago had a mini stroke. I have no family support as such and we don't receive support from health and social care. the voluntary sector is vital to our health wellbeing if we are to maintain a level that we do not need to access the support of services at a higher level. the support we receive from the voluntary services we use is a life line - without the use know our circumstances would deteriorate as these one our network links - where would we go without them?	All Voluntary Sector
Cutting grants to charities that offer counselling to people is a false economy. Counselling is a cost-effective way to help people take responsibility for their life and health. Its withdrawal is likely to have a huge economic impact. Relationship, young people and family counselling can put families back on track and reduce impact on social care, welfare and even crime.	All Voluntary Sector
No work has been done on the actual impact on those who lose services and extra cost to other services. Have the decisions been risk assessed? Also, has there been a thorough cost analysis done as to whether the current services are better or worse value than previous or future alternatives? Without this an informed decision can't be made and the council loses a lot of credibility. Wider networks of volunteers/service users will be lost. Many clients and volunteers do not want to engage with statutory services for a variety of reasons; this is more the case now than ever and further cuts/removal of services actually exacerbate the issue. Many years of knowledge and skilled staff will disappear.	All Voluntary Sector
It is short sighted, in my view, to fund and perpetuate crisis intervention services which result as a consequence of lack of funding to voluntary agencies dealing in preventative services.	All Voluntary Sector
these organisations provide a vital service to people in Derby and without their services there could then be an impact on the council. EG homeless charities not there that will it fall on to support these people .. the council at a greater cost than the charities	All Voluntary Sector

<p>This is finance driven and not within a strategic assessment of need and prioritisation</p>	<p>All Voluntary Sector</p>
<p>voluntary sector organisations should not be specifically targeted. The reductions should be based on purpose of service. Some areas reduced may be voluntary sector & some other sectors. The "purpose first" approach is fairer and more realistic even though it may affect the same organisations.</p>	<p>All Voluntary Sector</p>
<p>Relate provides an extremely valuable and unique service to those who are having relationship problems in the Derby area. In this financially-challenging climate, there are inevitably even more pressures on relationships, and these can become fractured. However, with professional support, they needn't necessarily break down completely (often then resulting in more burdens on local authorities). Relate quietly, but effectively, supports those who need this help. The requested funding in question is small change in an authority the size of Derby city, but it could be 'make or break' for this organisation. If Relate ceases to exist in Derby, where do people with relationship problems turn? What will the City council provide as an alternative? The work of this organisation is too important to allow it to fail. The highly-trained counsellors work hard to try to keep relationships on an even keel, and I hope very much that the City council will consider very carefully its response to their request for continued funding. I realise it is a case of balancing competing demands on ever-reducing finances, but - long term - I would suggest an 'investment of time' when families are initially in need of support, reduces the chances of local authorities having to meet even larger costs when there is irretrievable breakdown of families.</p>	<p>Relate</p>
<p>We appreciate that all local authorities are facing tough times and have no option but to make savings, but we believe that some of the most vulnerable people in Derby City are being disproportionately affected in the current proposal. By 2016, we understand that the city council will have made overall cost reductions of 12% from today's budget. However, the planned budget reduction for services which support carers appears to be much more substantial. Family carers of older people save the taxpayers millions of pounds every year. Without vital support such as carers' information and peer support, many more of these carers will reach crisis point such as a stay in hospital, ultimately costing the taxpayer much more. These reductions will come at a time when the number of people living with dementia in Derby City is continuing to rise. There are currently nearly 3000 people in Derby living with dementia, and in ten years' time the number in the city will have risen by a quarter to 3700. As these numbers rise, more people will become carers and will need support. We would like to know where family carers will be able to access support, if this service is removed? As you will be aware - we do not provide the services for people living with dementia in Derby City. Our concern is for the wellbeing of all people with dementia in Derby City and their carers. These people are some of the most marginalised and vulnerable in the community and many rely heavily on the support that you have provided over the years. We appreciate the difficult decisions that Derby City Council is faced with making. However, we would urge you to reconsider the scale of the budget reduction being planned in the area of support for carers, particularly of people living with dementia.</p>	<p>All Voluntary Sector</p>

<p>The rationale behind the reduction seems to be to retain council-run services at the expenses of voluntary sector run services. While recognising the tough economic situation of Derby City Council, it seems that funding cuts should 1. be proportionate i.e. voluntary sector takes same percentage cut as statutory services; 2. take into consideration best value for money. This should be applied equally to statutory or voluntary services - they should be measured and reduced depending upon effectiveness. It may be that the voluntary sector provides better value for money in equivalent areas.</p>	<p>All Voluntary Sector</p>
<p>Feel very strongly that reducing support to disabled people in the city is not a civilized action in 21st century Britain. The services and support given by charitable organizations like Sight Support Derbyshire are vital to the health, quality of life and well-being of the visually impaired in the city a withdrawal or decrease in the services and reduction in the quality of services is likely to be a cost to the council if the disabled are unable to carry on a socially acceptable life in the wider community</p>	<p>Sight Support Derbyshire</p>
<p>Sight Support Derbyshire provide many services which are not available anywhere else in the Derby / Derbyshire area which help sight and hearing impaired persons to live as independently as they can despite their sight loss. Early intervention at the time the person finds out about their loss can help them to come to terms with the loss (which has been described as similar to a bereavement by visually impaired people)a lot quicker than they would without our help. Rather than solely relying on Social Services input we are there to back up their assessment and provide help with befriending, information, advice and guidance, help to find necessary equipment and support need to help them to live at home with their loss. Without the funding, we are unable to continue with the extremely good work we do, as a Charity many of our services are provided free to the user, who in many cases would be unable to pay for the service as they may be on benefits etc. Social Services have been scaled down, with the sensory teams now disbanded and generic workers are in place, who with respect do not have the same empathy with the visual/hearing impaired as the sensory team did. Sight loss is something that people cannot tell someone has or to what extent their loss is, and therefore tend to overlook those needs for that person or not know how to deal with it. The funding is vital for us to continue with the support for the visually/hearing impaired people.</p>	<p>Sight Support Derbyshire</p>
<p>As a volunteer for Sight Support Derbyshire (SSD) I feel strongly that grant funding should be maintained for our Service Users. Visually impaired people are vulnerable and rely heavily on the kind of support networks SSD are able to provide, both through their headquarters-based programs and out in the community via the Mobile Resource Centre and initiative such as Befriending Schemes. A reduction in funding would seriously affect the ability of SSD to continue their work both in the City and throughout the County.</p>	<p>Sight Support Derbyshire</p>
<p>the voluntary sector provide value for money for the services they provide</p>	<p>All Voluntary Sector</p>
<p>Any reduction in the voluntary grant funding will seriously effect the services that provides help and support to the most vulnerable people</p>	<p>All Voluntary Sector</p>

<p>I feel such cuts are very short-sighted. They may make relatively small savings in the short term but will no doubt lead to increased costs elsewhere (especially in the NHS which will have to pick up the slack as more people have to turn to health services when their lifelines from voluntary organisations are cut). When reading the list of organisations the council is proposing to cut funds to it is shocking to think that all those vulnerable people, through age, disability or other circumstances beyond their control, will be left without support. Surely we have a duty as a society to care for those who need our help? I would have thought that cuts to the most vulnerable in our society should be at the absolute bottom of the list of any cuts to be made.</p>	<p>All Voluntary Sector</p>
<p>As a 10 year volunteer with Sight Support Derbyshire and currently Chairman of the Board of Trustees ,I understand at first hand the importance of the information-giving, advocacy and support services provided by the charity to its members. Currently the funding kindly given by the Council to SSD helps to fund the Mobile Resource Centre, the Derby Resource Centre which is also our main office and Befriending Services. A reduction in the funding from DCC would inevitably cause these activities to be adversely affected, to the detriment of our members and other visually impaired people living in the City. Already the level of service we are able to offer visually impaired people domiciled in the City is less than that we can provide for people in the County of Derbyshire. We recognise the pressure on the DCC and other bodies to find ways of reducing costs, and indeed we as a charity are facing similar constant pressure .If we are no longer able to assist the DCC in providing the services mentioned above ,some of the most vulnerable citizens of Derby will be deprived of essential help. I hope that in your very difficult deliberations you will be able to fully consider the vital role played by Sight Support Derbyshire in the City. Thank you. Martin Wilson</p>	<p>Sight Support Derbyshire</p>
<p>Overall yes</p>	<p>All Voluntary Sector</p>
<p>The most vulnerable people in our community will suffer as a result of the cuts as no other alternative service has been proposed.</p>	<p>All Voluntary Sector</p>
<p>As a volunteer for Sight Support Derbyshire, I do not agree to any grant funding reduction. Sight Support Derbyshire maximises the opportunity for the visually impaired to remain as independent as possible within their own home. My volunteer role supports the Mobile Resource Centre and I am amazed by the number of "cold callers" seeking help. Where appropriate, we direct the individual's to either an optician or GP (and potentially hospital specialists). Regular users call in for information, support and to purchase living aids to enhance their well-being in their own home. Often home visits are arranged in order to help ensure their home has been "fully tuned" to meet their ever changing needs. This service clearly links in with the services provided by opticians, GPs and hospitals to provide an holistic approach, enabling them to remain independent within their own homes.</p>	<p>Sight Support Derbyshire</p>
<p>The proposed cuts will make it impossible for vulnerable groups such as mental health patients to get their voices heard and to receive valuable peer support, training and advice.</p>	<p>All Voluntary Sector</p>
<p>The voluntary sector fills a huge need gap. Statutory provision cannot cover the depth of specialism required not help as many people If Sight Support Derbyshire did not exist I do not know where people could get help. At present they provide a central one stop shop for all sight related issues. The voluntary sector can provide cheap solutions, sometimes even the smallest cheapest equipment such as talking watches and markers can make a big difference.</p>	<p>Sight Support Derbyshire</p>

<p>The sector gives excellent value for money. Services it provides could not be provided at the same cost by private or statutory bodies because of the use of volunteers and because the sector can attract more money to supplement services from external grant funders. Decreasing the services provided by the voluntary sector will open up a wide gap; The sector has groups which specialise in certain areas. The groups work together in a network to provide support in those areas that are important to an individual (personalised care). Social workers and health workers are not able to have the same depth of knowledge in all specialisms and do not have the time for softer, yet important, support of service users. For example they cannot provide befriending services. Decreasing the services provided by the voluntary sector mean people will not have access to the same quality or quantity of support. This will mean that needs go unnoticed and will develop into needs that require more costly support. If the funding cut goes ahead the net result will mean more demand on statutory care and ultimately more cost to the City Council.</p>	<p>All Voluntary Sector</p>
<p>Cutting these support services will impact LA and Health services in different areas, cause and increase in crises and result in higher costs in other areas.</p>	<p>All Voluntary Sector</p>
<p>These services give people dignity and value within the community. Health and wellbeing is an important aspect that these services can help with, as well as reducing social isolation. Giving more control can help people with their confidence. The services also provide useful signposting information as regards to accessing other organisations for help and advice, all of which improve quality of life.</p>	<p>All Voluntary Sector</p>
<p>As an organisation we are not aware enough of the work of all of the organisations however, we do not agree with any reduction in the funding to Derbyshire Voice.</p>	<p>Derbyshire Voice</p>
<p>The voluntary sector provide a wide and diverse range of services; often to those people who struggle to access statutory and mainstream services. Working closely with the communities they serve the voluntary sector can respond quickly and effectively to local needs, often at a fraction of the cost of more expensive statutory services. The voluntary sector also bring into Derby City additional funding that would not be available to the Council. In a tough economic environment the voluntary sector are already struggling and to further reduce their funding would cause many of the voluntary organisations to reduce or stop their valuable services in the City. The City Council is under harsh cut backs from Central Government, but a cut to the voluntary sector is a false economy.</p>	<p>All Voluntary Sector</p>
<p>This will affect the whole sector and damage important services. For people with a visual impairment the loss of the Resource Centre and the mobile resource centre at Sight Support Derbyshire would be devastating. It is the only place in the whole City where blind and visually impaired people can go to find out about equipment to help them and to try it out. Without access to such equipment people with sight loss would really struggle in their own homes and in the community. This service should be increased and not cut.</p>	<p>Sight Support Derbyshire</p>
<p>As clearly stated in the VCF consultation a number of groups/services have been established recently and as they have had very little time to get off the ground then reducing their funding will have a significant negative impact both on the communities they serve but also in the trust service users have of the council. specifically this relates to those in the community and faith sector e.g. Indian Community Day Support.</p>	<p>Indian Community Day Support Service</p>

The voluntary sector provides services to vulnerable members of society for whom there would otherwise be no provision. Volunteers give their time happily and are thus saving the public sector many hours of work provision and thus money. Most voluntary organisations work hard to raise funds for themselves, but do not receive sufficient donations to keep their services going and have already been forced to cut back on the services they provide.	All Voluntary Sector
There is such a big need of the funding in the communities.	All Voluntary Sector
As a stakeholder with Sight Support Derbyshire I feel that any cuts to our funding will be detrimental to the services provided.	Sight Support Derbyshire
there is a huge need in the local communities.	All Voluntary Sector

Reasons why respondents did not agree with proposed reductions in funding for the following services: Carer's provision. Age UK Derby & Derbyshire Carer's Connect and Disability Direct Carer's Support.	
Paying so much for community as a young person - do need. when you are elder all support & living a good life	
Important	
to help older people to support carers so they can do the job	
there are more carers than NHS workers in UK carers save the govt money. g+ is cost effective overall to support carers	
they are invaluable to me as a carer used all three services	
they provide support information hear what I have to say and give me a voice	
all services are important to the people in need	
there is too much hidden information to lose an important anchor in the community	
each and every service is vital to someone	
yes we need age UK	
very important	
when you need help & support it is nice to know someone is on your side & helping you	
without their help you give up	
Disability Direct is a vital service for those who need this service as the disabled are disadvantaged in most services with city council and all the other services	
support for carers & benefits	
having support in your caring role is vital	
vital links for carers. do not underestimate their limits to other service + the value of this	
signposting and referral services essential	
to the users of the service it is essential	
potential of isolation and neglect for older adults and carers	
I have used Age UK for dance tasters - I had help from Derbyshire Carers	
these are vital contact points for a range of carers to receive understanding support and ? accessible	
I need the help/info/support I get from these groups to keep going	
for information sign posting and first contact to keep caring	

Important for the health and wellbeing of carers who provide a vital service that otherwise would fall to the state at great cost.
Carers provide cost free care which prevents the need for statutory care.
good basic support for carers saves a lot of statutory money
Please see answer to first question - we believe that supporting carers throughout their journey is important.
Provide a vital link into services
Many sight/hearing impaired and disabled have someone caring for them and their needs are vital as well as the disabled person. The Carers save the NHS and Government a huge amount of money and it is therefore important to make sure they stay healthy and able to perform their role.
Carers often feel isolated in their own homes. By providing support to carers there is a reduction in the overall global budget to other service providers.
Carers need support and Derbyshire carers offer this take it away and the carers are left to fend for them selves
Elderly, frail, Disabled people and those who care for them are most vulnerable in our community. These organisations provide an important service to these people. Often these people suffer physical disadvantage and societies do not always puts them first and offer services that provides them with appropriate provision whether leisure, skills development or social contacts which are all important for their mental, emotional and physical health and wellbeing. If services are completely stopped they will really suffer and more people will become unwell and become a burden on the NHS. Therefore economic cost of looking after them will cost the system a lot more. Voluntary organisations such as Carer's Provision. Age Uk& Derbyshire Carer Connect and Disability Direct Carer's Support, Crossroads Care respite and Derbyshire Voice are providing an important service at grass root level and often people will call on them first for support rather than statutory services. So any cuts to these organisations will be detrimental for local vulnerable people who are elderly, carer and disabled. Also other support services who work in partnership with these service providers will also suffer as it is inevitable that their contract will come to an end. So Cuts will impact severely on the whole society.
Carers if not further supported will struggle to carry on at times. may become depressed and need further help themselves thus adding to costs in the long run.
Reaching out to and identifying carers & offering access to support reduces rates of crises.
Carers provide many hours of caring provision, usually for loved ones, and get very little recognition for this.

Reasons why respondents did not agree with proposed reductions in funding for the following service: Carer's provision. Crossroads Care respite support
Important
to give people time for themselves so they can support and care for their relation.
again supporting carers is cost effective and socially acceptable
they are invaluable
important for me to have time out has carer + for carers to know that there is support available for them
all services are important to the people in need
after having used respite it is too important to risk losing
each and every service is vital to someone

not sure about this one
when you need help & support it is nice to know someone is on your side & helping you
without their help you give up
carers need a break to enable them to fulfil their role
being able to have the occasional break however short is a godsend
critical. a few hours respite can be the crucial link in keeping carers well
better standard of care and less burden on government agencies e.g. social services, NHS with carers getting respite
respite break with my daughter away from my husband whose care for 24/7
being *able to leave the cared for in capable hands is vital for money carers to leave the house! *confident
I need the help/info/support I get from these groups to keep going
before crisis reached to give carers some time for themselves
Important for the health and wellbeing of carers who provide a vital service that otherwise would fall to the state at great cost.
careers provide a cheap service and if they were employees would be entitles to limited working hours and annual leave so a little respite is important
Carers provide cost free care which prevents the need for statutory care.
poss the icing on the cake of the above- so may be appropriate to limit at a time of austerity
Direct support for carers
Many sight/hearing impaired and disabled have someone caring for them and their needs are vital as well as the disabled person. The Carers save the NHS and Government a huge amount of money and it is therefore important to make sure they stay healthy and able to perform their role.
Respite support allows carers to continue their caring role for longer, once again reducing the burden on other areas of the community and statutory services
Give the carer an opportunity for a break in turn protecting their health
Respite care helps carers to continue their valuable work and might make the difference to them carrying on or not.
Respite support is essential to give carers a break, this service is vital, however quality of care provided does need to be improved (from the feedback of our service users)
Vital to give carers a break and thus enable them to continue in their caring role.

Reasons why respondents did not agree with proposed reductions in funding for the following services:
Focus Line & Derbyshire Voice
Important
to be able to access a advocate to speak for you. to include minority groups
their support is important to users
Focus Line saved my life + Derbyshire Voice gives us a voice
important to have out of hours and weekend even. there is no one else to contact
all services are important to the people in need
who else would speak for the voiceless?
each and every service is vital to someone
not sure about this one

when you need help & support it is nice to know someone is on your side & helping you
crucial service for mentally ill people to gain support at all times
without their help you give up
so important when carers are in difficulties
ditto
lose a springboard to signpost services available
I am registered with DCC carers emergency in case of my husband having any problems.
Focusline is like a life line for many desperate mental health carers. it is the only relevant point of contact + stress relive out of hours
I need the help/info/support I get from these groups to keep going
we must have a voice
Important service user involvement.
I don't know these so can't comment
Focusline , again a preventative of escalation, Derbyshire voice does good work but may be less crucial
Many people with MH problems depend on out of hours support offered by Focusline . Funding should be provided by ALL partners. Representative voice for MH service users - again funding by ALL partners. Not fair for City Council cut their portion of funding and still expect to receive benefits that the service provides in their area.
Useful form of networking - vital when people feel isolated
Derbyshire Voice is essential to many mental health patients. My son is a service user and we are both very aware that he would very likely not be alive without the space, time, status and dignity they give him. He has gone from repeated admissions to the psychiatric unit and numerous suicide attempt to feeling like a member of society that contributes. I cannot sing the praises of this organisation enough and think that the money is a small amount compared to that which services used to spend when he was acutely ill.
An important advocacy , advice and support service for vulnerable patients with mental health problems that can often be marginalised and not supported.
FocusLine is essential in providing MH support, and preventing crisis. Derbyshire Voice's service is irrelevant - especially in the City. Our services users have MH issues and have had a poor experience with Derbyshire Voice and they particularly do not meet the needs of BME communities.
Unable to answer this really as two separate and different organisations have been 'lumped' together. However, we can comment on the importance of Derbyshire Voice . This service is of vital importance because; it is a very unique organisation in that it was set up by the Council and NHS partners to address a need to consult and involve mental health service users who were not engaging fully with statutory agencies. 1) We are an independent mental health charity 2) We are run, managed and led by mental health service receivers 3)We are a representative organisation and are accountable to our members all of whom have lived experience of mental ill health 4)We represent those who are unable to express their opinions about the care they receive and provide an essential voice for them 5)We represent people who have a history of disengaging with traditional services 6)Mental health is the only area of healthcare where you can be treated against your will as an adult, so to represent the views, opinions and needs is vital 7) As the Council initiates detention under the Mental Health Act, we assist the Council's statutory requirement to consult with those that this affects. 8)We have been involved with public health for over 10 years and feel it is important we remain involved whilst this statutory responsibility transitions to Council ownership. 9) One of the added values of the work that we do is that mental health service receivers involved with us gain invaluable work experience and increase their skills and confidence levels, many going on into employment. 10) We support many people who have disengaged from both Patient and Public Involvement Groups and Derby LINK.

I do not know sufficient about this organisation.

**Reasons why respondents did not agree with proposed reductions in funding for the Service Area:
Access to community opportunities**

Important

to be able to enjoy life

these keep older adults healthy + socially included decreasing care cost in homes

helps me to be less isolated

keeping isolation limited and meeting with been able to learn from peers keeping committed informed build on community over coming burden language

all services are important to the people in need

each and every service is vital to someone

yes this service is needed by everyone who is in a caring role

when you need help & support it is nice to know someone is on your side & helping you

essential to promote & continue well being

without their help you give up

importance of social opportunities

again this is essential to keep carers active and socially included

avoid social isolation this can affect mental wellbeing and need awareness

I access many community opportunities with care - forums, common threads, textile course

being able to confidently take the cared for to appropriate activities in the community are often the local part of the week peer-support

I need the help/info/support I get from these groups to keep going

to enable carers to lead a normal life in the few hours they may have for themselves

Builds self-esteem and life skills.

community opportunities are important to everyone but maybe should primarily be supported by the community- real community not created by money as it where

These are relatively low-cost services that keep people in touch and well in the community and the knock-on effect of removing this social capital may mean people deteriorate and then need more expensive statutory services. There is also a high proportion of BME and disability groups who would be disproportionately affected by these cuts as people who are unable (or less likely) to access mainstream provision.

Social activities and interaction is vital to sight impaired persons (**Sight Support Derbyshire**) who in some cases would not interact with anyone for weeks at a time and feel isolated and withdrawn from communities.

Excellent opportunity for networking and chance to meet others, thus maintaining mental well-being

A lot of vulnerable people become isolated community opportunities offers a place to go and meet other.

Keeps people involved in the community, meeting others and not stuck at home alone. Particularly important for visually impaired people(VIPs)

I am writing to support the work recently started by the **Indian Community Day Support Service**. It has been a very long time in coming, has taken a pioneering multi-organisation approach to put it in place, and in only a few months is delivering real positive impact to service users. The partnership of organisations came together with a three year plan to provide this long-awaited service and so the

plans will be totally ruined if funding is restricted on early on in the project lifecycle. I strongly feel this is one specific project that should be given priority for the three year vision that it is planning.

This supports housebound and/or disabled disadvantaged people who otherwise not be able to lead happy and fulfilling lives.

**Reasons why respondents did not agree with proposed reductions in funding for the Service Area:
Responding to health and social care risks and preventing deterioration**

This service provide to interact keep elderly from stress. Talk in group - involve with activities

Important

I think this is very important

I've used a service for victim of crime once + found it useful. obviously preventing falls reduces expensive hospitalisation

it's my job as a carer to prevent deterioration in my cared for

important for not been improved and continue to living independently in the community

all services are important to the people in need

enough people fall through the gaps now

each and every service is vital to someone

yes this service should stay

this is very important as any risk is bad

when you need help & support it is nice to know someone is on your side & helping you

mentally ill people need this service to promote continued wellbeing from risk of relapse

without their help you give up

importance of reducing risks leading to hospitalisation

anything that prevent deterioration of mental health is a must

this keeps carers well. health are greater for carers

detriment to safety to physical and mental well being

patchwork team challenge and various other opportunities which I have looked into

this is obviously vital to help prevent important advices loss of working hours for carers and the personality of independent living

I need the help/info/support I get from these groups to keep going

to avoid reaching crisis point, saving respite and hospitalisation

Prevents deterioration and responds to risks... if it's not there this won't be done!

This area in particular can have a direct impact on helping reduce spending in Social Care, GP's, hospitals, drug costs and Education.

Reduces the need for more costly services

this is the most important. it is preventative work that prevents escalation and greater future costs

Again these are relatively low-cost services that allow the organisations to function and bring added value to the City by the additional monies they bring into the services.

Sight Support Derbyshire aim through their services to assist those with visual problems to carry live within the community which will help them to live an independant lifestyle not dependant on being placed in fulltype council care

Our services help people to access information, aids, equipment etc. to help them to prevent

deterioration and support them to live independently.
Self-evidently essential as deterioration is bad for the Service User and those caring
This service enable help to be put in place before it reaches crisis point
In the long run prevention is more cost effective and less stressful than cure (even assuming cure is possible).
Falls Prevention Service (Age UK) is essential & reduction in this will have consequences for health and care services.
This saves many people from reaching crisis point and needing emergency help from state organisations.

Reasons why respondents did not agree with proposed reductions in funding for the following service: First Contact
Important
my family may well need this service in the not so distant future
invaluable - they refer on where they will refer to when the services have gone!
First Contact point of call very important and cover different service in one go
all services are important to the people in need
stops deterioration
each and every service is vital to someone
yes people need information and more
when you need help & support it is nice to know someone is on your side & helping you
without their help you give up
help with anyone suffering mental health problems is a must
important to signpost + reassure carers. support them to believe there is support for them
ditto
loss of assessment and knowledge which can impact on safety and well being
myself. I access derby's women's centre for on-going counselling due to my
when my daughter first became ill we suffered many frightening experiences it was some time till we found an appropriate support structure as carers - which was DSDMHC forum
I need the help/info/support I get from these groups to keep going
the most important for carers enabling signposting saving stress and crisis
Not only provides support to vulnerable but encourages other services to talk to each other improving their service offering particularly Fire and Police.
useful but with good info & advice services, & advocacy possibly less so as a "stand alone"
This service should be assessed and if providing value for money and savings in other more expensive areas, should be retained.
Very important that a newly diagnosed person with a visual impairment is assisted to be given the right advice to make the most of their remaining faculties to carry on a meaningful life with the right level of support
Many people have not accessed any services, or help and struggle making themselves ill or have accidents. By having a First contact visit they are informed of the various network of services which

could be important to them.
Vital first point of call to avoid deterioration
A valuable networking system again for those most Vulnerable
This service is preventative and enables individuals to self-care as opposed to going to emergency or social care services.

Reasons why respondents did not agree with proposed reductions in funding for the Service Area: Information and advice
Important
the services are important as it helps prepare people with visual impairments how to adapt and cope with the changes that will be needed in their lives when they have sight loss (Sight Support Derbyshire) . It supports, guides advices, provides information and provides various opportunities for them to start, continue to build up their lives and regain their self-esteem, confidence and quality of life.
To enable service users to stay feeling in control of their lives have good emotional well-being
In my opinion many people do not know how they can change their life and be more active
Meets the criteria of our health our care our say government legislation helping to build confidence and reduce social isolation by sign posting them to other organisations when necessary.
Helps to improve the quality of a visually impaired person's life through support information resources and advice (Sight Support Derbyshire).
It helps improve quality of life. Gives them the chance to participate in their community - makes them more active.
Invaluable service supporting people with sight loss (Sight Support Derbyshire)
Service provides someone to chat to, share experiences, cheer up - better for her health and emotional well being
These services provide advice and guidance to visually impaired people - gives them confidence and a sense of health and well being (Sight Support Derbyshire)
Works to the our health or care, our say outcomes supporting people at their most vulnerable times in their lives.
Help with their health and emotional well-being by giving them more choices and contact
Vulnerable people need Sight Support Derbyshire for help, aids and advice
Vital for people facing sight loss, to access aids to retain mobility and independence (Sight Support Derbyshire)
Accesses to services to visually impared people is limited and a reduction will affect them. We are often the first point of contact for help and information. Also a life line with social interaction and reduction in isolation (Sight Support Derbyshire)
We are concerned about the whole person, not just their VI (Sight Support Derbyshire). We want our members to feel valued and have the confidence to participate in the civic community.
It's important that Sight Support service help towards the quality of life of visually impaired people. Helps build their confidence & ability to manage their lives.
It's important that Sight Support service help towards the quality of life of visually impaired people. Helps build their confidence and ability to manage their lives.
Enables people to have choice and control and will help with the health and wellbeing.
It gives people choice and control, helps with personal dignity and feel more valued in society
Sight Support important due to support their everyday needs
Initial contact for people with visual impairments. It is a very valuable service (Sight Support Derbyshire).
provides help with health + emotional wellbeing, by giving more characterised, helps with personal dignity, motivates personal isolation companionship and opportunities to socialise, helps build confidence and improve quality of life all its participation as an equal member of the community and finally signposts individuals to other sight support Derbyshire services + other organisations (Sight

Support Derbyshire)
helps the service users health and emotional wellbeing by giving support
many derby people suffer sight loss. this usually deteriorates over time and sight support meets this need (Sight Support Derbyshire)
without funding VIPS would lose their support & input from VIP workers, leading to isolation (Sight Support Derbyshire)
it provides services for people who are socially isolated and the service understands the needs and lifestyle of people with visual impairment (Sight Support Derbyshire)
this will help to reduce social isolation by providing them with companionships and increase opportunities for them to socialise
just to have information is empowering + can reduce stress + anxiety
valuable support for vi vulnerable + isolated people, who find it difficult to access support through any other means (Sight Support Derbyshire).
visually impaired people have difficulties in accessing information and advice which is freely available within the public realm. the removal funding which currently allows Sight Support Derbyshire would restrict access even further. services such as the resource centre and befriending elevate the isolation that many of those with sight loss experience on a daily basis
by giving people information & advice it helps to build their confidence and there ability to manage which will enable them to have on improved quality of life
for the wellbeing of the visually impaired person, who can feel very isolated and alone without our support (Sight Support Derbyshire)
is always needed to assist me in my caring role
very important first point of call
all services are important to the people in need
information is limited - needs to increase
each and every service is vital to someone
everyone needs information when caring an things are always changing
when you need help & support it is nice to know someone is on your side & helping you
should always be readily available particularly at first contact
without their help you give up
the services are important as they provide help support and advice for all carers and service users to remain independence also without this service would be lost
remaining some type of independence for someone suffering is always required
how can carers care without information + advice about services
carers and receivers left in the dark
depression with caring for my husband since oct 2010 when my husband
being part of a group where we share problems information and forge other links is vital to the coping strategy
I need the help/info/support I get from these groups to keep going
needs consending in the first place enabling access to different services
Vital for an informed citizenry.
Empowers service users
this is important because it allows people to self-manage and be less reliant o services in general

<p>These are relatively low-cost services that keep people informed and well in the community and the knock-on effect of removing this social capital may mean people deteriorate and then need more expensive statutory services. There is also a high proportion of BME and disability groups who would be disproportionately affected by these cuts as people who are unable (or less likely) to access more mainstream provision.</p>
<p>In order to achieve the best quality of life the provision of good quality advice and information are vital</p>
<p>Information is key to help people to find the help needed by them to live independently and to stop their situation deteriorating further. Advice helps them to make their own choices and get the help they desperately need.</p>
<p>Important for anyone feeling isolated and vulnerable</p>
<p>A place to go making it easier for those who need help</p>
<p>Sight Support Derbyshire - When people are first diagnosed with sight loss they tell us that they often received good medical treatment but receive no emotional or practical support from health services. Our Derby resource centre, helpline and mobile resource centre provide that first point of contact for advice, information, support and access to aids and equipment to enable people to retain as much independence as possible. In one year alone 1,660 Derby City residents visit the resource centres and 770 call the helpline. In addition, our Derby City Befriending service supports around 35 people each year who are visually impaired and isolated in their homes. Our telephone and home befrienders provide a listening ear and help with small tasks such as reading a letter or filling out a form. There is a well-established link between sight loss and an increased occurrence of depression. Our befriending service can help to reduce this chance by reducing isolation and thereby potentially decreasing the chances of an individual needing to access mental health services.</p>
<p>It is vital for people to know what is available for them .All too often people are in the dark and need information from charities like Sight Support Derbyshire</p>
<p>Infrastructure support is important as many smaller voluntary groups often look to Community Action for advice and support.</p>
<p>Sight Support Derbyshire maximises the opportunity for the visually impaired to remain as independent as possible within their own home. My volunteer role supports the Mobile Resource Centre and I am amazed by the number of "cold callers" seeking help. Where appropriate, we direct the individual's to either an optician or GP (and potentially hospital specialists). Regular users call in for information, support and to purchase living aids to enhance their well-being in their own home. Often home visits are arranged in order to help ensure their home has been "fully tuned" to meet their ever changing needs. This service clearly links in with the services provided by opticians, GPs and hospitals to provide an holistic approach, enabling them to remain independent within their own homes, with a strong focus on their well-being.</p>
<p>Sight loss is specialised and knowledge at present is concentrated in the voluntary sector. Because of the links to other groups a person may get specialised help from other organisations such as Derbyshire Carers. To my knowledge this network and skill is not easily accessible from the City Council or Health services so if these services were cut there would be a big gap in service provision (Sight Support Derbyshire).</p>
<p>These services act as a net to catch people with issues before they become serious. This avoids the need for people to access more costly care services. Sight Support Derbyshire for example helps people to overcome the depression and isolation caused by sight loss and helps to prevent the onset on mental and physical health problems by promoting activities and giving information on a variety of equipment and services. They are active in preventing falls and other accidents in the home caused by the inability to see properly</p>
<p>Access to preventative services is essential to reduce costs in health and social care.</p>
<p>Helping people to feel valued, gain confidence, feel less isolated and more in control of choices.</p>

<p>It is often these services where vulnerable people, their friends and family can get essential information which stops them needing to access further statutory services. Voluntary sector organisations work together to ensure that signposting is made easy and that where they do not themselves provide a service, people are given accessible information and support to get the help they need. Early intervention with good, reliable and accessible information can make a huge difference to service users experience of a range of services.</p>
<p>Without appropriate advice and information provided by Sight Support Derbyshire, many people would become isolated and cut off from their communities. Getting up to date, tailored information is essential and keeps people well. Many Sight Support Derbyshire clients are very elderly and contact through the befriending service is often the only contact with the 'outside world' that they get. Befriending volunteers will often help out with shopping and household chores and take people to appointments. If Sight Support volunteers were not doing this then many people would need help from the Council.</p>
<p>To spread information about services which otherwise service users would be unaware of.</p>
<p>Sight Support Derbyshire provides much-needed help and assistance for sufferers of sight-loss at a time when they will be feeling particularly vulnerable with worries about the future and how they will cope practically and emotionally. I know this from first-hand experience since becoming registered blind myself; I received much-needed help and support at a very traumatic time when I felt extremely vulnerable.</p>

<p>Reasons why respondents did not agree with proposed reductions in funding for the Service Area: Advocacy</p>
<p>Important</p>
<p>for people to get someone to speak for them</p>
<p>it's always important in a democracy to ensure the views of everyone are heard</p>
<p>when I feel overwhelmed with my caring role I need this</p>
<p>to have a voice for correct for getting the right care</p>
<p>all services are important to the people in need</p>
<p>some people can't help themselves</p>
<p>each and every service is vital to someone</p>
<p>this service is vital and some people just cannot voice their opinions themselves</p>
<p>when you need help & support it is nice to know someone is on your side & helping you</p>
<p>some people really need this service if too unwell to speak out for themselves</p>
<p>without their help you give up</p>
<p>this service is vital particularly when you need someone to act on your behalf and you are not sure who to talk too. they can help get the right services to meet our needs</p>
<p>vulnerable people need support to deal with bureaucracy</p>
<p>guidance and support with problems is always needed</p>
<p>vulnerable carers need help. advocacy is important for carers to get the help they need</p>
<p>quality of care services (government services) having less accountability</p>
<p>attempted to kill himself I have 2 teenagers also to care for. I am still</p>
<p>carers and cared for generally feel put aside and voice less. hearing a voice that will be listened to can be essential</p>
<p>I need the help/info/support I get from these groups to keep going</p>
<p>very important so you do not continually have to request help from family members</p>

For the vulnerable/marginalised often the only form of support.
Empowers service users
because it supports self-management and access which reduces escalation on need
Is the appropriate adult service not a legal requirement? It cannot be funded by police as needs to be independent of police. Need to talk to statutory partners about how this can continue.
It is very important that sight support derbyshire are able to assess the needs of the visually impaired in the city and to help them by representing them and their needs to ensure that the correct level of services and support are given (Sight Support Derbyshire)
Many visual impaired are unable to read correspondence in the format sent to them, if they have a meeting, they feel very vulnerable and sometimes unable to interact. Advocacy can help them to get the information or help they need and support them to solve their problems (Sight Support Derbyshire).
Everyone needs support of this nature when dealing with bureaucracies
provides a voice for those who cannot speak for them selves
People sometimes need a voice, someone that understands how the system works so that they can be properly represented and obtain what is rightfully theirs.
These services enable 'person centred' approaches, & support individuals to wellbeing & recovery sooner, reducing the cost to care service.
Elements of Advocacy are a statutory right for people detained under the Mental Health Act.
They give a voice to people who are otherwise unable to express their wishes and needs.

Reasons why respondents did not agree with proposed reductions in funding for the Service Area: Infrastructure support
Involving elderly/supporting them to be more active in old life
Important
voluntary organisations cost less than private firms + give quality services. it would be counterproductive to cut these
without this all the above goes
to keep voluntary project going and access my communities other can't reach
all services are important to the people in need
someone to tie it all together
each and every service is vital to someone
yes we need to keep this service
when you need help & support it is nice to know someone is on your side & helping you
without their help you give up
there needs to be a visible tangible support that is visual and exposes the community to carers needs and profile
all above causing above concerns
waiting for think carers assessment since Dec 2012 I am potentially isolated and neglected myself with having my caring role
without this all the others will be vulnerable to function
I need the help/info/support I get from these groups to keep going
everyone needs infrastructure to keep them on course during the caring years

Helps to bind the sector together provides training and awareness raising that up skills the rest of the sector and is a 'go to' for support.
The Voluntary Sector are vital in preventative services and need to maintain and/or improve their infrastructure.
there has to be a communication mechanism etc. to save on costs and develop best practice. needs to be well targeted though.
The investment in infrastructure (support) services to the voluntary sector is already at a much lower level than in other cities of comparable size. The service offered is unique (both by CAD and DCAS). At least DCAS can increase prices to customers but the service that CAD provides is not "saleable" as often the groups that most need this service are not aware of their needs or would not see this a priority. The representational role of CAD means that they provide a vital link between community organisations and the City Council which it is very important to maintain. (Community Action Derby and Derbyshire Accountancy Service)
Without this kind of support things very quickly fall apart which is a waste of precious resources
A good means of make sure that all the organisation are in contact with each other to provide a comprehensive support to the most vulnerable
Infrastructure support is important as many smaller voluntary groups often look to Community Action for advice and support.

<p>Why people feel the following services gaps are important:</p> <ul style="list-style-type: none"> • Support for victims of harassment • Infrastructure support for BME Groups • Support for people with autism, are important
Sight support provides access to all in its services. It has plans to enhance its services by working with people from different cultures and backgrounds.
All voluntary organisations should be working under the equality and diversity act. Part of Sight Support's plans is that they work within areas of Derby with different cultures and beliefs helping them access our specialised services. We may not be able to fulfil this if services are reduced. Also if the service has to be cut, there will then be gaps around helping people with sight loss.
Under 'our health, our care, our say' paper it states that services should aim to improve making a positive contribution, freedom from discrimination and personal dignity. Services to visually impaired people, especially those from a minority background need to be developed and preserved to ensure that they are not discriminated against and improve personal dignity (Sight Support Derbyshire)
We have a duty of care for these people in society
These groups are over looked in society and everybody has the right to services and support, no matter what background you come from.
I know people who get a hard time at work due to their lack of English language skills. Colleagues bully them. Sight Support Derbyshire have plans to work with people from different cultures and that will help people access services and develop themselves.
our service is already available to all people and we want to develop and build on own services
Sight Support are currently developing services for the needs of visually impaired black, minority + ethnic communities

people with autism should be supported through health services Sight Support already offer inclusive services which we could develop even further if funding permitted
community groups help people to stop getting isolated
very important to the people who need these services
every service is extremely important to the relevant people
all the above are important and many people would not function on survive without there vital services
when people need help & advice it is important to have groups there for them
absolutely all of the above services are important to all of the people concerned
part of my family receives abuse because their abandon and ill and their dad goes to work the abuse if from those who do not go to work 2 of our grandchildren have autism and 1 also has ADHA and the parents find in very difficult to get help they are ignored by the service providers
there is a lack of adequate services for all of the above even more so for supporting diverse communities in the city of derby. as the services for the disabled has slowly diminished where are they supposed to go if all the services are closed. they will be prisoners in their own homes others without these then there would be great affect on the health's that need and use these services
they are all important
increases safety issues to individuals and public less awareness of public issues which matter
individuals and the public need to be aware of these issues and what matters
if we are unable to reach out and outburst those in our community who are vulnerable oppressed hiding their great need then we are not a community at all. forget the sports centres ?! er whatever, we'd like to do it without money but can't find how
to enable some to live independently others will need support all of their lives. to make sure families are informed of changes to finances services and retain good relationship with everyone
Without support communities deteriorate and the demand for statutory services will increase - Increase support to communities and community cohesion will increase
They are all important and should be funded as they support marginalised groups. Below section wasn't working, my response: The council has a vast amount of knowledge and expertise in certain areas - back office support and performance monitoring for example - they should use this to make voluntary sector services more cost effective and increase their capacity in a collaborative way.
To allow marginalised groups access the information and help they need.
supporting people with autism will also assist those who provide care for these individuals and allow an opportunity for them to be part of the community unable to pass comment on question below as text not allowed yet I may have all the answers!
supporting those who are "damaged" by our society is a must, until our society ceases to contain perpetrators of such harassment (Victims of Harassment)
In view of current funding situation it makes sense to negotiate this investment with organisations that are currently funded by re-configuring activity rather than offering grants to new organisations.
Autistic people have communication difficulties and therefore need support to ensure they can make their needs, feelings etc. known.
All services are important as we need affair system across all sector
I do not have the information to know whether these services are needed or not - though I imagine they probably are.
Services to any of these people who experience mental health issues because they have experienced discrimination are essential and save money long term. I must highlight that mental health although seen as a disability is not supported by disability organisations in Derby City

<p>If you have found a gap in the service for developing BME groups - why are you cutting Community Action? Is not it what they were/are doing? It is very important for the BME groups to have these services because they are always marginalised. It would be wrong for Council cut Community Action and set up something new exactly the same. May be Council should not cut Community Action 58% but cut 15% instead, which will mean the setup is still there and they continue but will less capacity. Do not invent the wheel and waste resources council does not have.</p>
<p>Service to support development of community groups from black and minority ethnic communities with information is important because I believe their culture often prevents them asking for help; leaving them "trapped" in a situation that could most likely be resolved. Targeted help would significantly improve their well-being. As regards a service to support autism, I believe a county wide support group structure would help those families who feel "trapped" in very difficult situations.</p>
<p>Victims need to be better identified and supported. People with autism do need enhanced services to help with their social isolation and marginalisation</p>
<p>Community Groups: Because these groups are hard to reach Harassment: In order to make discrimination visible and eliminate harassment Autism: To provide special support in the same way as visually impaired people are supported. It is hard to prioritise these services above others that already exist. (All three)</p>
<p>Black and minority groups are hard to contact but they often have the greatest need Harassment: This will tackle and hopefully remove victimisation. People with autism deserve a specialist service in the same way as other groups. Although I have said this I feel we are being asked to divide an ever decreasing pot of money even further. I cannot decide if these groups above are more worthy than the groups already receiving funding. (All three)</p>
<p>Existing infrastructure organisations should be meeting the needs of all communities, therefore a separate body for the BME community should not be necessary - and we say that as a BME organisation. Services to support victims of harassment are important as long as they meet their aims, engage and promote the service appropriately (unlike previous organisations funded to do this work). These services should be linked to the Police. There have been an increasing number of our service users now dealing with autism in their families and they will benefit greatly with training and information. The autism training we went on as an organisation in Derby City was excellent, and should be available to all parents as well as teachers. This is an area of growing need in Derby. (All three)</p>
<p>People should be able to live free from discrimination.</p>
<p>It is proposed that 100% of the funding will be removed from mental health services (Derbyshire Voice and Focus line) to provide funds for gaps in other areas...this will result in filling one gap to recreate another in mental health. In addition, all of the 3 services above related to people who are proven to higher levels of mental ill health and are currently supported to have a voice by Derbyshire Voice. Mental health service users also experience high levels of harassment and stigma and Derbyshire Voice already challenges and raises awareness of these issues (All three).</p>
<p>The wave of immigrants from the 1970s and 1980s are now at an age where, after working hard and contributing to the prosperity of Derby for 30-40 years, they need services tailored for their specific needs. (Infrastructure support for BME Groups)</p>

<p>Other ideas for making savings and preserving services</p>
<p>I believe organisation already asking individual to contribute more to keep our activities group. To keep our services more support for fun raising exercise</p>
<p>Advising each & every organisation to be prudent</p>

Sight support already works in partnership with derby city council adult services the health service and have multi agency working with other voluntary organisations. Sight support are looking to develop these services rather than cutting them.
If this service is cut then other services will be required to help to look after the people with visual impairment (Sight Support Derbyshire)
Sight Support already works in partnership with other voluntary organisations; it works in partnership with Derbyshire Befriending Network. These organisations work together to find best practices and ways in which to work in partnership. Sight Support sign posts its visually impairment to other organisations where joined up working and information can benefit the individual person.
See where you can make other cuts
We already sign post and work together with other organisations to ensure best service is offered to the people who come to us for advice and support
We consider that the services we provide already save the local authority a great deal of money and time by assessing and proactively acting on the immediate and on-going needs of our VI members
Sight Support are already working in partnership with other organisations. Who will run the services that specialise in visual impairment if these aren't funded.
Sight Support are already working in partnership with other organisations. Who will run the services that specialise in visual impairment if these aren't funded.
We already network, with other organisations.
We already work in partnership with other organisations
Sight Support saves the council money providing service for visually impaired people throughout Derbyshire
Sight Support Derbyshire are already on a skeleton funding and they provide services which would otherwise have to provide by the local authority.
I fund the amount of money spent on renovating the council offices (33 million) absolutely appalling. when proposals to make costs in services are being made
More money will be needed if more people have not the support they need voluntary and state. people will be unwell have no support
by reducing costs you won't have a pro-active service, signposting to other organisations helping social isolated people with other health issues will not be carried out
Sell the mayors limousine - saving costs on funding + maintaining an expensive vehicle. council management costs to be looked at, with fewer staff, there would be less management needed
multi agency working whether statutory or voluntary can enhance only service and sight support already work in partnership and through this are able to reach out to the visually impaired people community in derby (Sight Support Derbyshire)
by reducing cost people won't get/receive a full service i.e. signposting
any funding provision for supporting the health & wellbeing of individuals should be given top priority (health should come first)the council should the before reassess other areas of spending such as paying ridiculous levels of wages & bonus's to management & even reduce the levels of management
cut councillors salaries
the help people need is not linear
pay scale for people in the higher positions should be cut
* reduce pay from highly paid head office persons this releasing money for better causes
many different groups can share offices & staff etc.
loss in society more in service

<p>Making space has proved invaluable for support of people suffering with dementia providing to vital social opportunities. They are also prepared to signpost to other organisations where appropriate. are there too many strands - how about joined up thinking</p>
<p>stop wasting more on new council building for starters</p>
<p>Funding for different organisations varies widely. It doesn't seem to be fair or properly evaluated. Organise and find services better. they need better connections and links and not be so fragmented</p>
<p>less red tape, leading to better response times</p>
<p>Agencies need to work together to support us as carers. The help I got from making space at the radbourne unit helped me get through the nightmare I was in and sill are. We as carers need help & support. Where is the duty of care? we are neglected</p>
<p>see plenary suggestions</p>
<p>When funding an org, minimise "red tape" & time consuming reporting back and ensure that the frontline staff to management ratio is sensible. Service delivery should not be about people sat in office but people out there & doing it. Providing infrastructure services e.g. payroll to small orgs would also assist.</p>
<p>To look at making savings across all council departments and not protecting budgets in certain areas without reviewing the efficiency of the service provided. By recognising the added value that many of the voluntary and community organisations bring to Derby BECAUSE OF the small investment made by the City Council. If organisations close, that will be lost. By ensuring investment is made in locally based organisations so that money is retained in the city economy.</p>
<p>Network with the organisations who are already well established instead of spending money working alone with staff that are not trained to deal with the problems of the individuals. Ensure that staff are fully trained in knowing what organisations and help is available and where to point the individual to.</p>
<p>Use the money available to the LA more effectively. For example perhaps if more research had been done at an earlier stage then the City would not be in the situation where blue bins are being replaced by blue bins only a very short time after they were introduced in the first place! Definitely NOT a good use of resources!</p>
<p>Sight Support Derbyshire have already made large efforts to make savings including reducing staff hours and making savings on expenditure, and continue to do so.</p>
<p>I know that DCC already funds charities like Sight Support Derbyshire and I believe that this is the most cost-effective way for services to be provided .The reason for this belief is simply based on the fact that SSD has a paid work-force of 20-25 but over 300 volunteers giving their time free. Obviously there are costs of administration, training, clearance etc. associated with volunteers but overall they provide a huge asset.</p>
<p>keep Derbyshire voice</p>
<p>I believe that these services can be preserved by freeing up monies from the current sourcing process. A recent article in the Derby Evening Telegraph clearly showed the sourcing process for several trees for the new Council House was out of control. Attention to every sourcing decision would free up money to support all the services covered by this consultation. These services are very important to protect and support very disadvantaged people.</p>

I am not sure what the Council's strategy is with regard to the voluntary sector. Although the voluntary sector can not provide full statutory care, it seems to me that the voluntary sector can do more and can certainly provide more specialised, joined up and cheaper services than the statutory bodies in some areas. Rather than just cutting funding on an arbitrary basis (36% here, 30% there etc.) the Council should do a proper analysis of the cost benefit of different models of service provision and develop a strategy based on this. Certainly the County Council uses the statutory services more to help save their staff time e.g. **Sight Support Derbyshire** provide home assessment and equipment provision for people with visual impairment. Spending more with the voluntary sector may well save money, cutting funding will cost money long term due to increased demand for more acute services.

1. DCC needs to look at its own staffing and costs for making savings firstly, rather than removing essential services that save much more than they cost. One suggestion is increase online processes and reduce paper based processes. Another is recruit from Derby - save on relocation and travel expenses for staff (how many senior staff members do not live in Derby?) Reduce your use of consultants - you have a diverse active voluntary sector which can provide similar consultative services at a fraction of the cost.

2. Grants given should be smarter - larger charities are funded & posts due to their reputation and established links with the Council rather than smaller/newer organisation who are far more cost effective. All working arrangements with DCC are still based far too much on 'who you know' than 'what you can do & for how much', DCC need to make a basic cultural shift and become more business minded with the limited funds they have.

3. The application processes need to be simplified - a lot of time money is wasted in this way. We are funded by a foundation whose process was: a single A4 sheet outline proposal and an interview. Although this may be too simple for DCCs needs, it was a lot less impersonal and did establish the real capabilities of an organisation ensuring that the foundation funded more effectively.

4. Public Health needs to be more proactive to the needs of Derby rather than only reactive to the needs of Government policies on public health. Increased innovative preventative & community services will lead to long term benefits.

5. All DCC and VCS services should be outcomes focussed - including Social Services, Public Health, Carers services. And the outcomes should be measured on client/customer feedback with action taken where results are not acceptable. E.g. Be You programme has had approx. 47% of service users losing weight and has had its funding increased - this is a poor outcome for the amount of money given to them. There are much more effective systems available locally. As a VCS organisation if any of our outcomes achieve less than 70% we review, revise and take action. Be You is another example of 'who you know' at work within the council.

The council should consider what services it provides and think about whether these could be delivered more effectively by the voluntary sector. It should be looking to engage with voluntary sector organisations and support them. There is already a good network of voluntary organisations which are well supported by infrastructure organisations - between them they provide a comprehensive range of services to vulnerable residents in the City. If these organisations close or reduce their services this automatically impacts on the sectors ability to work closer together.

The Council should be looking to how it can share it's services to help the voluntary sector - e.g. access to free meeting rooms, storage space and buildings etc. It should also consider stopping or postponing some events to save the money - e.g. park events, fireworks etc.

The example of the partnership agreement of the **Indian Community Day Care Services** is an example of bringing together a multi-organisation approach to service a wider customer base. This shares any burden of cost-in-kind and makes the service that much more viable.

Brackets indicate where a service, service area or gap in services are implied in the text.