



Derby City Council

People Service's Consultation on the Medium Term Financial Plan 2023/24 – 2025/26 CONSULTATION RESULTS

Version Control

Date Issued	Version	Author	Status	Reason for change
15/02/2023	V1.0	SH	Draft report People Services Consultation Findings	
20/02/2023	V2.0	SH	Updated final People Services Consultation Findings	Suggested updates to complete the report

1. Introduction

This report outlines the findings of the People Services Budget Consultation for Derby City Council. This consultation ran alongside the MTFP Budget Consultation; however it was open a further two weeks to allow time to promote and gain feedback.

2. Methodology

- 2.1 Consultation was undertaken from 22 December 2022 to 10 February 2023.
- 2.2 The consultation was primarily conducted through an online survey with paper versions and translations available on request. An Easy Read version was created for those who requested this. Citizens were also given the opportunity to write in with any other comments they had.

3. Responses

- 3.1 In total there were **212** responses to the survey with 1 additional response submitted by letter and email. A summary of how consultees responded is set out in Table 1 below.

Table 1: How responses were received

Method	Number
Online survey	212
Letters and emails	1



4. Main findings

4.1 Participation to the survey

Three proposals were covered in the consultation:

- Early Help Services
- Care Packages for Adults
- Occupational Therapy Assessments

Respondents were asked if they wanted to feedback on each proposal and were able to provide their views and make comment on the proposals.

For the purpose of analysis and interpretation the feedback from each area has been collated separately with a key findings section for each. All open ended comments have coded into themes using thematic coding. Comments may have contained more than one theme.

Note: there were some comments relating to the MTFP consultation which closed on 26 January 2023.



4.2 Early Help Services – Key Findings

141 respondents provided feedback on the proposals for Early Help. Overall, there is a significant level of disagreement from respondents about the proposals.

When asked how strongly they agree or disagree with the proposal to refocus the Early Help service, 110 respondents stated they disagree (79%), 82 of these who strongly disagree. 18 respondents stated they agree with the proposals.

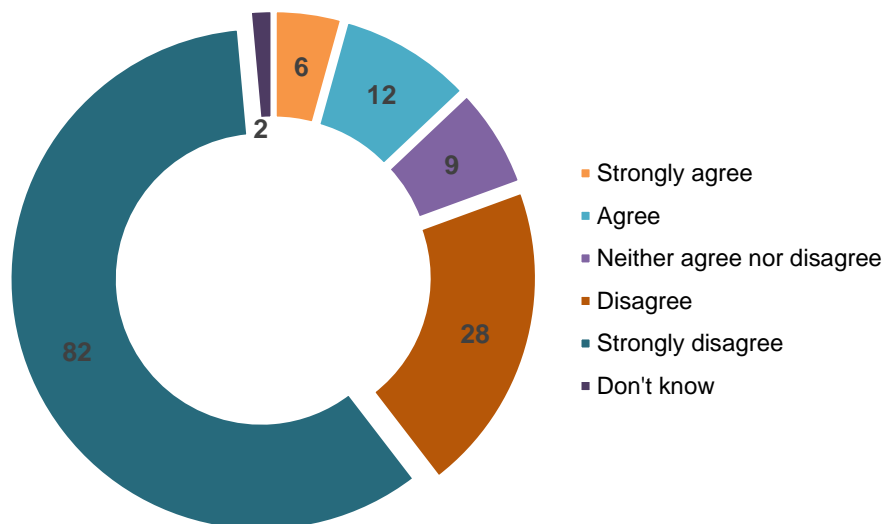


Chart 1. Agree or disagree with proposals to refocus Early Help Services (Base: 139)

When asked how strongly they agree or disagree with the Early Help service proposals a similar level of disagreement was received. With 121 respondents who disagree (86%), 90 (64%) who strongly disagree. 12 respondents agree with the proposals.

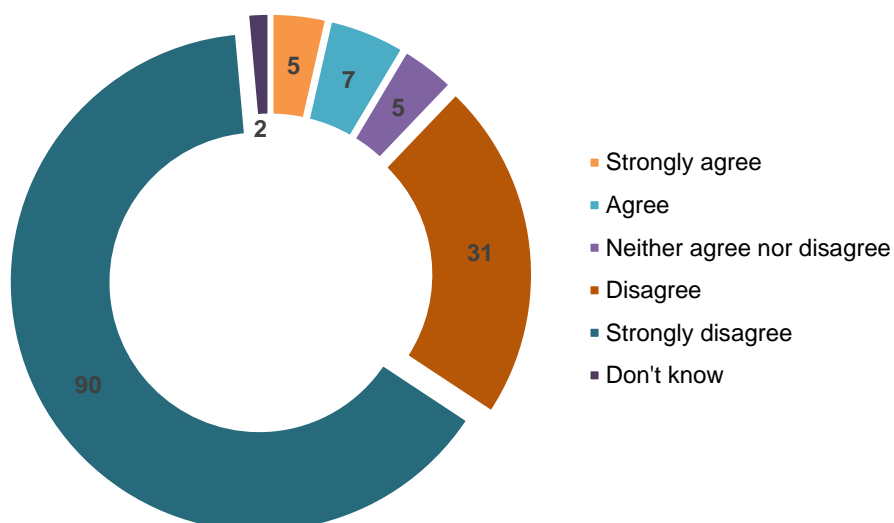


Chart 2. Agree or disagree with Early Help Service proposals (Base: 140)

4.2.1 Those who have used Early Help Services

49 respondents stated they have used Early Help services. They were asked for specific feedback on how the services have supported them. There are various services used by these participants including:

- Youth Worker Support
- Help in obtaining and writing an EHCP
- Support to keep families together
- Support with children's behaviour or emotional well being
- Several respondents mentioned they have referred families to the service.

Respondents who have used the services were asked what the impact would be, 11 of the comments stated there would be an impact on families and communities who rely on these services, 3 comments referenced that this would leave families and the services worse off in the future. 2 comments stated respondents were concerned how they would cope as they need the services, 2 comments cited the fact that in the long term people would be worse off.

4.2.2 Early Help Comments

97 respondents made a comment on the proposals for early help. The top three areas of comment are:

- Will make the situation worse in the long term – respondents feel that reducing early help services now will cost more to services in the future as families may fall into crisis.
- Will impact the most vulnerable/put them at risk – respondents mentioned that those using these services are more vulnerable and it would put them at risk.
- Important service/do not agree with the reductions – respondents stated how key the services are and how they disagree with the proposals.

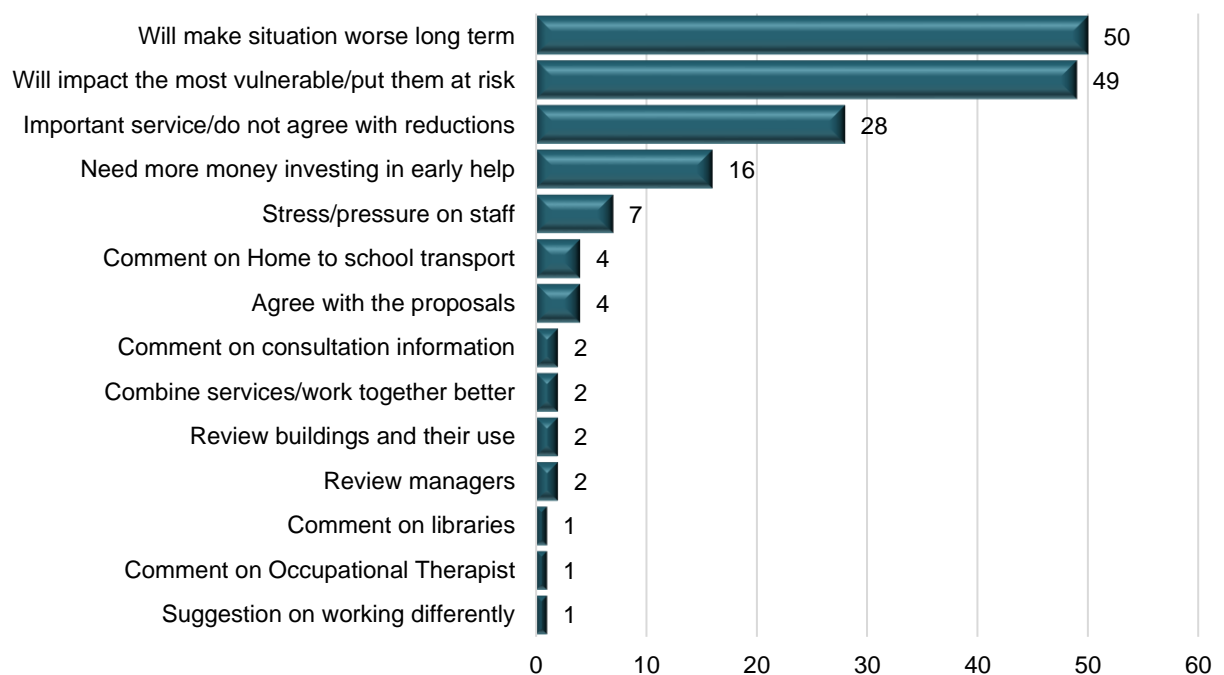


Chart 3. Themed comments on Early Help proposals

To provide context on the comments received about the proposals for Early help services, a selection of comments from respondents have been shared below.

As acknowledged in the consultation, intervention at the earliest opportunity is the most effective way of dealing with the social issues described. To cut back on resources on this service, regardless of whether it is statutory or not, is insane, as it will create a "bow wave" of social care costs. The cost of a full social care package, including the costs of social workers, residential care and all associated services will be many many times greater than the cost of additional early help provision. These additional costs will not only be seen in future years but within the current financial year too, as cases deteriorate without any Early Help intervention. From a purely financial perspective, it makes no sense to cut back on the Early Help service, in fact it would be more sensible to invest MORE in this area to avoid situations escalating and hence avoid forced additional pressures from care provision at a point where the service will no longer be optional but statutory and there will be no choice but to deliver the support. Investing in the Early Help service should be greater; it should not be viewed as an additional cost burden to the Council, but instead as a relatively small investment to delay the significant costs of social care (in the cases where they are inevitable). From a human perspective, the risk of reducing the service means that many more vulnerable children and families will be invisible to the authorities, putting wellbeing, health and in the most extreme cases, lives at risk.

Current decision making to scale back services may help to solve medium term financial problems, but in the long-term it will mean more and more people move to needing more significant interventions at a later date. in turn this will impact on finances at that point, as services will struggle to cope with demand.

Early help is a vital service, scaling this back can only have a detrimental effect on the children in this city. I have the privilege of working in a very deprived part of derby with some wonderful people, however, a lot of these children and families are in need of early help and support. Scaling this back is ensuring children who are falling into the vulnerable category will be missed, you will increase pressure on schools to 'mop' this service up, they are already doing far more than just teaching children they are acting as social workers too. This is not an initiative that will serve this city well. This is vital and funds should be increased not taken away.

Having had first hand experience with this service I know how vital it is and the positive impact it has had for us and now my grandchildren needs this service and is on the waiting list it will have a serious impact on their lives when input at an early age saves money in the future which thanks to the service we had received has proven that



4.3 Care Packages for Adults – Key Findings

127 respondents provided feedback on the proposals for care packages. It is worth noting that there were 36 responses from residents who do not access the services, 28 from a local health or social care professional and 23 respondents who stated they are an unpaid carer of a person affected by the proposals, 5 responses came from those who currently access these services.

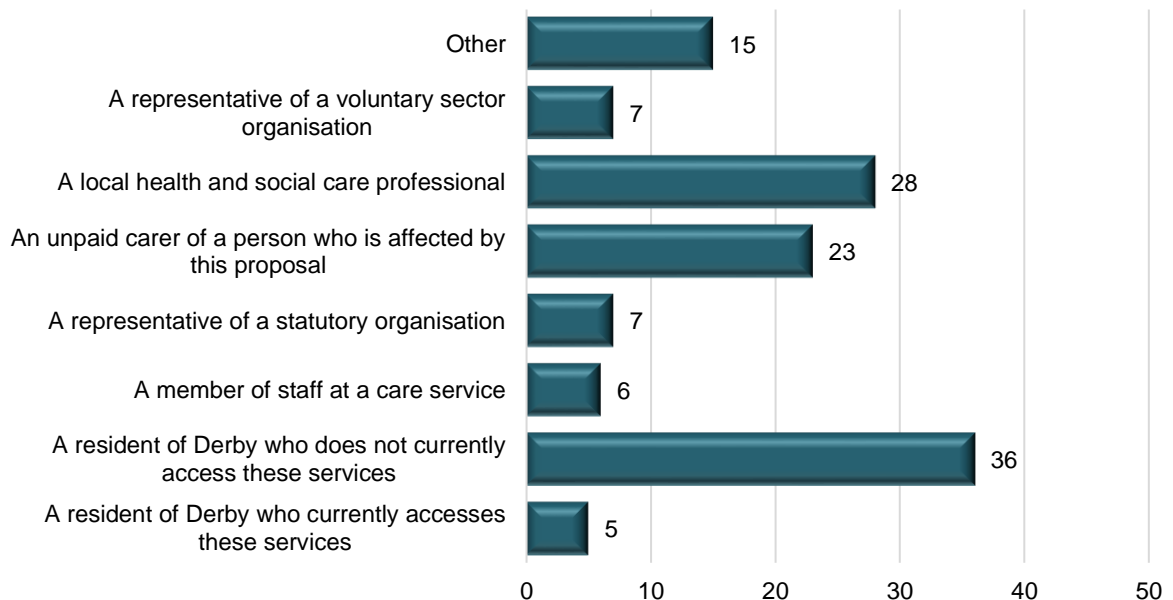


Chart 4. Capacity responding to Care Package proposals (Base: 127)

When asked if the council should prioritise essential services with a statutory duty, 65 respondents agree (51%), with 38 who disagree (30%).

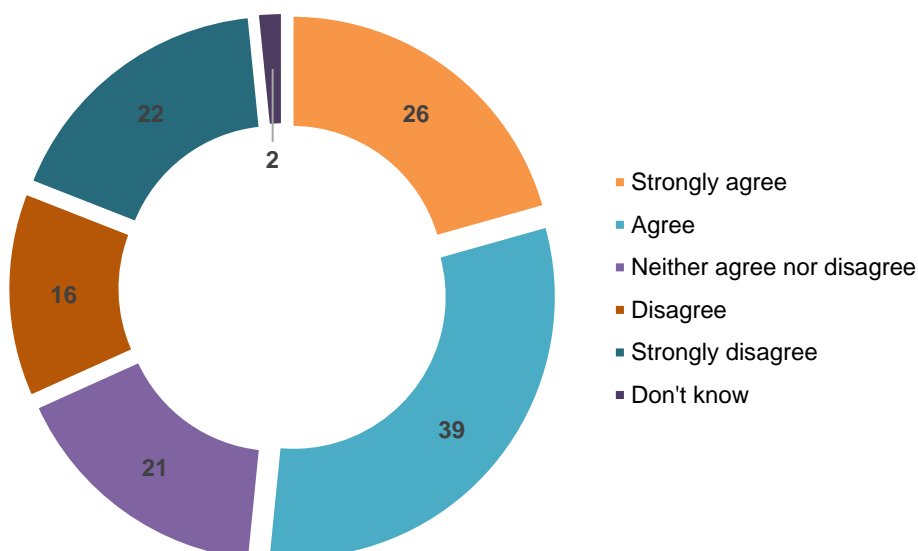


Chart 5. Agree or disagree council should prioritise essential Services (Base: 126)

Overall, there is a significant level disagreement from respondents about the care packages proposals. 106 respondents disagree (83%), with 80 of these who strongly disagree. 12 respondents agree with the proposals.

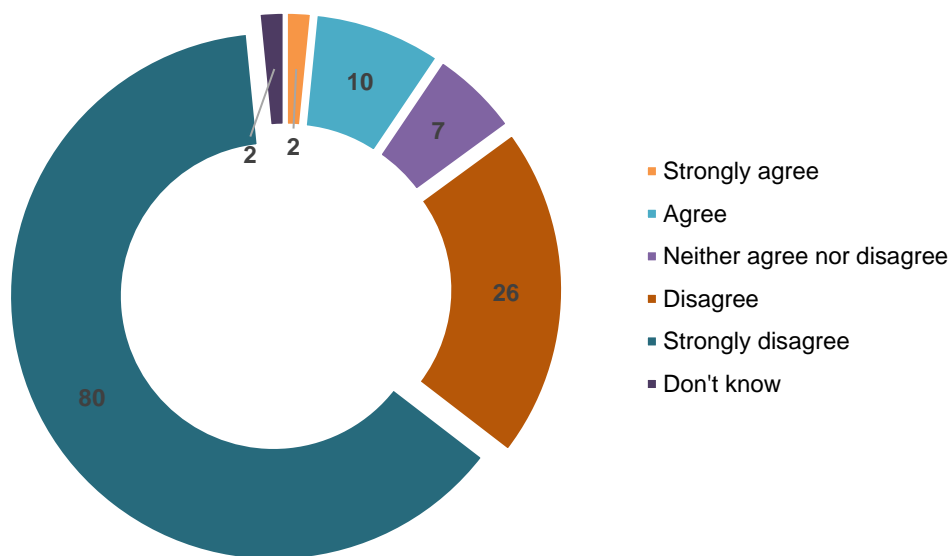


Chart 6. Agree or disagree with proposals for care packages (Base: 127)

Respondents were asked how proposals would impact on themselves, someone they know and the people across Derby. 111 respondents felt this would impact on people across Derby (88%), 78 felt it would impact on someone they know (63%) and 41 respondents who felt it would impact them personally.

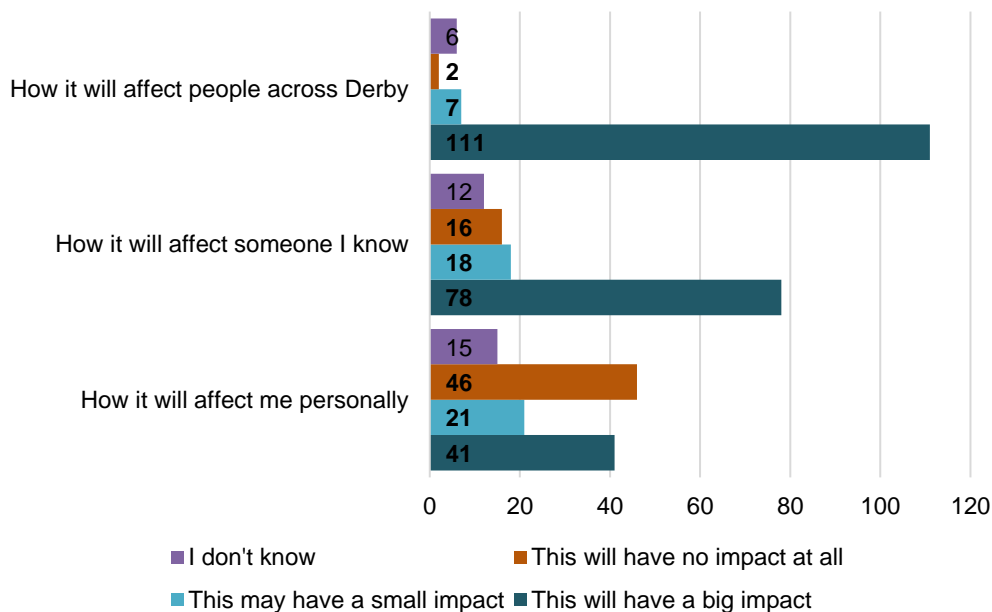


Chart 7. Impact of proposals on you, someone you know and people across Derby

4.3.1 Care Packages for Adults Comments

4.3.1.1 Comments on proposals

64 respondents made a comment on the proposals for care packages. The top three areas of comment are:

- Will impact the most vulnerable/put them at risk – respondents feel the proposals will push people into more vulnerable positions, where they won't know where to go for help and support.
- Will make the situation worse in the long term – respondents feel in that services further down the line will be impacted by the reductions, such as hospital admissions increasing due to less support.
- Impact on carers/family members – respondents commented on the pressure on family members or carers already, how this will mean more pressure and mental health problems increasing.

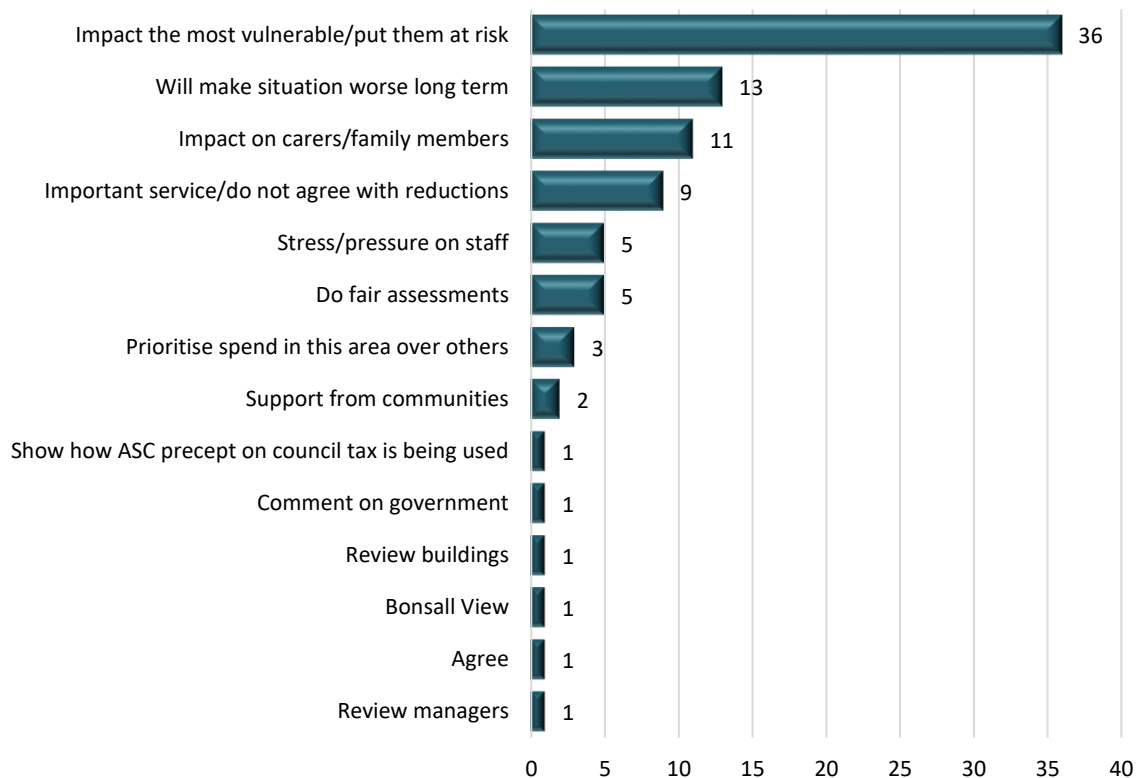


Chart 8. Themed comments on Care Packages proposals



To provide context on the comments received about the proposals for Care Packages, a selection of comments from respondents have been shared below.

What is going to bridge the gap for those who are vulnerable with lack of support and services but don't meet the strict criteria. Too many are already slipping through the net.

Vulnerable people are crying out for care in the community and I don't feel there should be any reduction in this if the community services are being asked to help the local acute hospital with their bed shortages and trying to help facilitate hospital discharges and reducing admissions. More funding, carers and community services are needed not reductions.

This will put added pressure onto family members which would mean not being able to work in paid employment and therefore not having an income to support family members. There is both a physical and mental support service needed and reducing the support is most likely to impact the mental health side. Need to ensure other support services are available and resourced. This has happened before and it means that the person does not get the care they need. Also concerned on the definition of most critical/ vulnerable. How is this defined and who gets a say? Again this decision can increase mental health concerns and for the person I care for they will take it as they are not worthy and would lead to suicide attempts. It will make an already difficult situation harder.

4.3.1.2 Suggestions

Respondents were asked if they had any other ideas or alternative suggestions, some of the suggestions included:

- Working closer with Health colleagues and voluntary organisations
- Assessment to have a more consistent and streamlined approach
- Care needs and money to be priority over other areas, such as culture
- Reviewing management and expenses
- Stressing how fundamental these services are
- Reintroduce Talking Point scheme
- Prioritise the most vulnerable.



4.4 Occupational Therapist Assessments – Key Findings

127 respondents provided feedback on the proposals for occupational therapist assessments. It is worth noting that there were 39 responses from residents who do not access the services, 30 from a local health or social care professional and 20 respondents who stated they are an unpaid carer of a person affected by the proposals, 6 responses came from those who currently access these services.

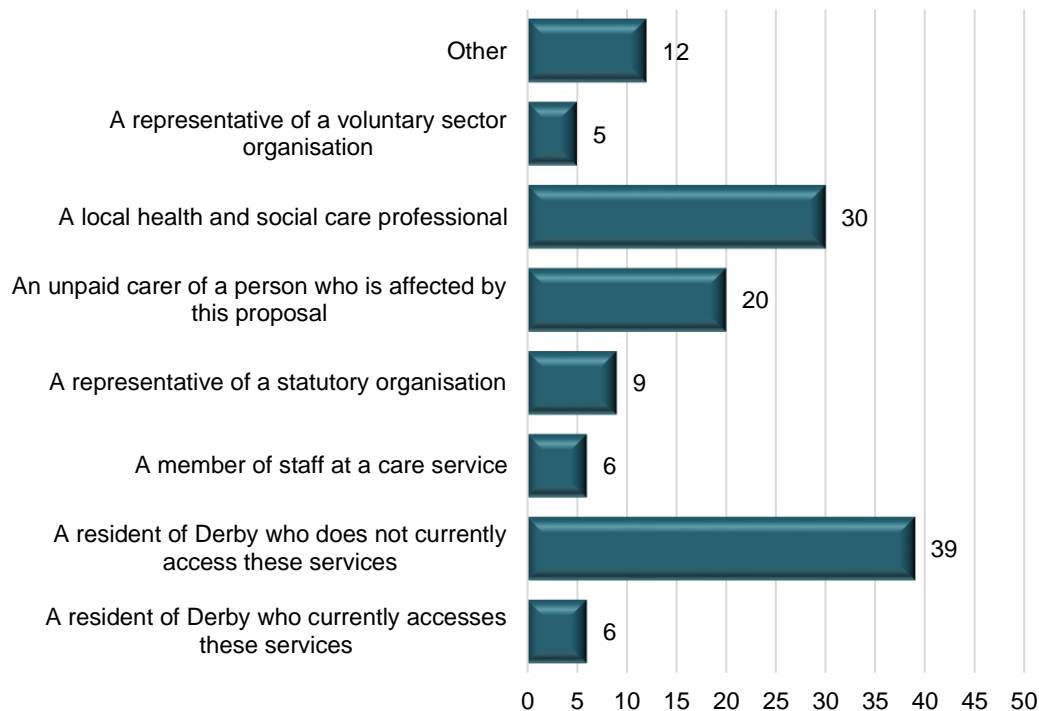


Chart 9. Capacity responding to Care Package proposals (Base: 127)

Overall, there is a significant level disagreement from respondents about the occupational therapist proposals. 110 respondents disagree (87%), with 93 who strongly disagree. 8 respondents agree with the proposals.

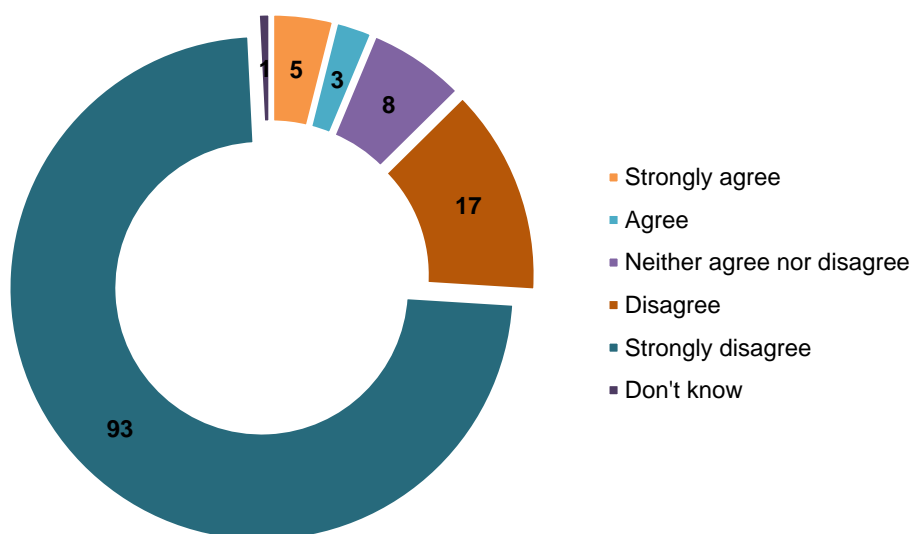


Chart 10. Agree or disagree with proposals for occupational therapists (Base: 127)

Respondents were asked how proposals would impact on themselves, someone they know and the people across Derby. 111 respondents felt this would impact on people across Derby (87%), 78 felt it would impact on someone they know (63%) and 39 who felt it would impact them personally.

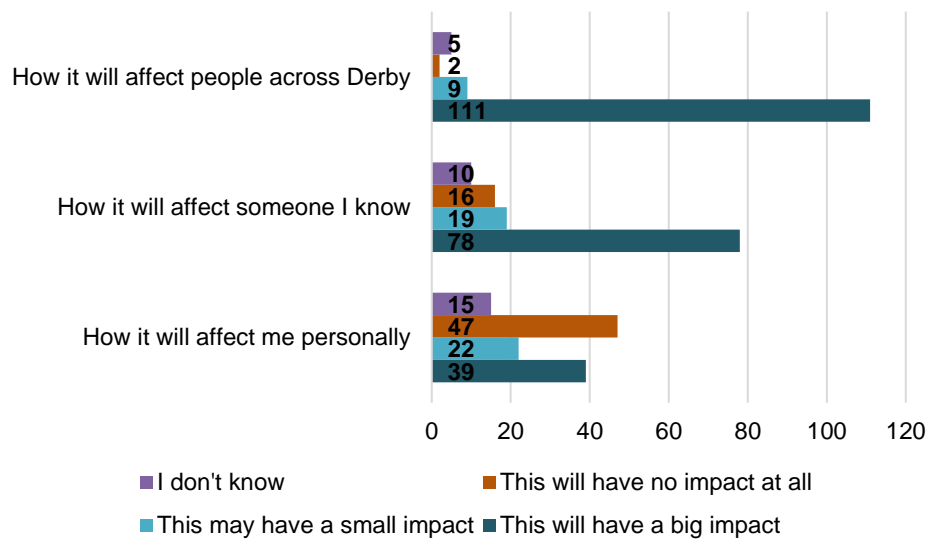


Chart 11. Impact of proposals on you, someone you know and people across Derby



4.4.1 Occupational Therapist Comments

4.4.1.1 Comments on proposals

55 respondents made a comment on the proposals for occupational therapist assessments. The top three areas of comment are:

- Will impact the most vulnerable/put them at risk – as with the other two proposals, respondents feel this will put those who are already vulnerable at greater risk
- Will make the situation worse in the long term – respondents commented that the service is already over stretched and this would make the situation worse in the future
- Long waiting lists already/needs more funding – respondents commented how there is already a long waiting list, up to two years and that there needs to be more money spent to bring the waiting down, not reducing this further.



Chart 12. Themed comments on Occupational Therapist Assessment proposals

To provide context on the comments received about the proposals for Occupational Therapist services, a selection of comments from respondents have been shared below.

This is very short term thinking and while it will save money in the short term, it will cost a huge amount more longer term. From your own words, you will have more people in crisis as a result. If you have such a large waiting list, how can you justify cutting the provision?

There is already a major delay in OT support across the city and this will just compound the situation further. It can take a long time to get support for children with disabilities and this cut will make lives more difficult.

The waiting times for people to see an occupational therapist is currently too long, not having the correct adaptations and equipment doubly disadvantages a young person with a disability reducing in isolation and a decline in mental health needs. To reduce the service further would have a devastating impact on vulnerable people.



4.4.1.2 Suggestions

Respondents were asked if they had any other ideas or alternative suggestions, some of the comments included two specific areas:

- There are no alternatives these services should not be reduced/are invaluable
- Prioritise the most vulnerable.

4.5 Email feedback on the proposals

1 email response was submitted by Pro Vice-Chancellor / Dean of Derby University, this covered the main consultation areas outlined in the MTFP Budget Consultation. The main consultation closed on 26 January 2023 and the reporting has already been completed. Therefore, the comments covered all areas of the council and not just people services.

4.5.1 People Services

The main comments:

- Puts further pressure on the NHS
- The impact of the withdrawal or reductions in service, on service end-users
- Suggestion on undertaking full impact assessments.

4.5.2 Communities and Place

The main comments:

- The work the University has undertaken with the Street Safe team, concerns if these benefits were lost.
- Benefits of outsourcing for leisure service operation and that this could bring economic benefits and improvements to the services. Suggestion of the Council and University discussing this with Everyone Active.
- Concerns around the reduction of funding to arts, specifically after the benefits highlighted through the City of Culture Bid.
- The importance and benefits of a library service to all residents in Derby.
- Opportunities to work in partnership would be welcomed.
- Concerns on the reduction in street scene and public realm and how this would make the city less attractive to students in the UK and abroad.

4.5.3 Corporate resources

Agreement in undertaking a rationalisation of the council's operating model and looking at efficiencies.

4.5.4 Capital Programme

Agreement on the proposals to increase the vibrancy and attractiveness of the city to existing and prospective residents, and how this should remain a priority.



5. Data Tables

5.1 Early Help

How strongly do you agree or disagree with the proposal to refocus the Early Help service? Please select one option	
Strongly agree	6
Agree	12
Neither agree nor disagree	9
Disagree	28
Strongly disagree	82
Don't know	2
Total	139

How strongly do you agree or disagree with the savings proposals for Early Help? Please select one option	
Strongly agree	5
Agree	7
Neither agree nor disagree	5
Disagree	31
Strongly disagree	90
Don't know	2
Total	140

5.2 Care Packages

In what capacity are you giving your feedback on the care package proposals?	
A resident of Derby who currently accesses these services	5
A resident of Derby who does not currently access these services	36
A member of staff at a care service	6
A representative of a statutory organisation	7
An unpaid carer of a person who is affected by this proposal	23
A local health and social care professional	28
A representative of a voluntary sector organisation	7
Other	15
Total	127



How strongly do you agree or disagree with the proposal to scale down support provided to vulnerable people?	
Strongly agree	2
Agree	10
Neither agree nor disagree	7
Disagree	26
Strongly disagree	80
Don't know	2
Total	127

How strongly do you agree or disagree with the following statement? <i>'With reduced funding the Council should prioritise essential services that they have a statutory duty to provide.'</i>	
Strongly agree	26
Agree	39
Neither agree nor disagree	21
Disagree	16
Strongly disagree	22
Don't know	2
Total	126

	How it will affect me personally	How it will affect someone I know	How it will affect people across Derby
This will have a big impact	41	78	111
This may have a small impact	21	18	7
This will have no impact at all	46	16	2
I don't know	15	12	6
Total	123	124	126

5.3 Occupational Therapist Assessments

In what capacity are you giving your feedback on the Occupational Therapy proposals? Please select one option	
A resident of Derby who currently accesses these services	6
A resident of Derby who does not currently access these services	39
A member of staff at a care service	6
A representative of a statutory organisation	9
An unpaid carer of a person who is affected by this proposal	20
A local health and social care professional	30
A representative of a voluntary sector organisation	5
Other	12
Total	127

How strongly do you agree or disagree with the proposal to reduce Occupational Therapy Assessments by removing current vacancies?	
Strongly agree	5
Agree	3
Neither agree nor disagree	8
Disagree	17
Strongly disagree	93
Don't know	1
Total	127

	How it will affect me personally	How it will affect someone I know	How it will affect people across Derby
This will have a big impact	39	78	111
This may have a small impact	22	19	9
This will have no impact at all	47	16	2
I don't know	15	10	5
Total	123	123	127



6. About those that responded to the survey

This section contains the demographics of respondents to the Budget Consultation survey.

Please tell us how you describe your gender.	
Woman/girl	141
Man/boy	39
Non-binary	2
Prefer not to say	18
Total	200

Do you identify as a gender other than what you were assigned at birth, that is you are a trans person or someone with a trans history?	
Yes	30
No	146
Prefer not to say	21
Total	197

I consider myself to be...	
Heterosexual/straight	148
Bisexual	7
a gay man	2
a gay woman/lesbian	5
Other	6
Prefer not to say	31
Total	199

Do you consider yourself to be a disabled person?	
Yes	36
No	161
Total	197



To which group do you consider you belong?	
Asian or Asian British - Indian	3
Asian or Asian British – Pakistani	1
Black or Black British – African	1
Black or Black British – Caribbean	2
Any other Black background	1
Dual Heritage - White and Black Caribbean	1
Dual Heritage - White and Asian	1
White - English / Welsh / Scottish / Northern Irish / British	163
White – Irish	3
Any other White background	9
Any other ethnic group	3
Total	188

Do you have any religious beliefs?	
Yes	55
No	98
Prefer not to say	45
Total	198

If yes, to which religion do you belong?	
Christian	52
Muslim	1
Other	2
Prefer not to say	1
Total	56



7. Results in summary

- In December 2022 a consultation was launched by Derby City Council in order to understand the views of residents and local stakeholders towards budget proposals specifically affecting People Services as part of the Medium Term Financial Plan 2022/23.
- The majority of respondents who gave their views strongly disagree with the proposals for all 3 proposals for People Services.
- The main areas of concern being:
 - The impact the proposals will have on those vulnerable adults and children who will be directly affected by the proposals.
 - The detrimental affect on people further down the line and the impact on services increasing in the long term, costing more money to the council, mental health concerns on those affected and increase in the need to be referred to other services such as health.
 - The impact on carers and family members who may support those affected by the proposals, such as increase in mental health and pressure on families.
 - How key these services are to support people and that this area should be the last to look at reductions, other services offered by the council should be reduced.

