

Public Document Pack



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PUBLIC

To: Members of Improvement and Scrutiny Committee - People

Tuesday, 22 October 2024

Dear Councillor,

Please attend a meeting of the **Improvement and Scrutiny Committee - People** to be held at **2.00 pm** on **Wednesday, 30 October 2024** in Committee Room 1, County Hall, Matlock, DE4 3AG, the agenda for which is set out below.

Yours faithfully,

A handwritten signature in black ink that reads 'Helen E. Barrington'.

Helen Barrington
Director of Legal and Democratic Services

A G E N D A

PART I - NON-EXEMPT ITEMS

1. Apologies for absence
To receive apologies for absence (if any)
2. Declarations of Interest
To receive declarations of interest (if any)
3. Minutes (Pages 1 - 6)

To confirm the non-exempt minutes of the meeting of the Improvement and Scrutiny Committee – People held on 04 September 2024.

4. Public Questions (30 minute maximum in total) (Pages 7 - 8)

(Questions may be submitted to be answered by the Scrutiny Committee, or Council officers who are attending the meeting as witnesses, on any item that is within the scope of the Committee. Please see the procedure for the submission of questions at the end of this agenda)

5. Consultation and Engagement of the review and redesign of the Derbyshire Healthy Home Project (Pages 9 - 16)

6. Consultation on Proposals for the Cessation of Discretionary Grant Funding (Pages 17 - 32)

7. Consultation and Engagement of the Older Adults Service Redesign (Pages 33 - 42)

8. Consultation and Engagement of the Learning Disability and Autism Service Redesign (Pages 43 - 52)

PUBLIC

MINUTES of a meeting of **IMPROVEMENT AND SCRUTINY COMMITTEE - PEOPLE** held on Wednesday, 4 September 2024 at Council Chamber, County Hall, Matlock, DE4 3AG.

PRESENT

Councillor K S Athwal (in the Chair)

Councillors R Iliffe, S Burfoot, C Dale, R George, P Rose, J Wharmby, G Musson and S Swann.

Also in attendance was Councillor J Patten, A Glover, Lisa Holford, C Selbie, and Marcel Van Der Venne.

Apologies for absence were submitted for Councillor T Kemp and A Sutton.

24/24 DECLARATIONS OF INTEREST

There were no declarations of interest.

25/24 MINUTES

The minutes of the meeting held on 10 July 2024 were confirmed as a correct record.

26/24 PUBLIC QUESTIONS (30 MINUTE MAXIMUM IN TOTAL)

There were no public questions.

27/24 INTRODUCING THE CONTRIBUTION TO CARE UNDER SECTION 20 OF THE CHILDREN ACT 1989 POLICY

Adele Glover, Director of Early Help and Safeguarding, presented the report and presentation, detailing the rationale and options that had been considered in preparing the contribution to care policy.

The Local Authority has a statutory duty to protect children who are at risk of significant harm and when risks were unmanageable within a home, take the necessary actions under the Children's Act 1989 to remove a child from their parents' care. When a court order was requested and issued the Local Authority would take responsibility for the care of the child and all associated costs.

In some instances, a family would agree to a child coming into the care of the Local Authority and the parent or parents would have 'parental responsibility' for their child under S20 of the Childrens Act 1989. The local

authority may not seek to share parental responsibility in relation to these children accommodated in accordance with Section 20 Children Act 1989.

Paragraph 21 of Part III of Schedule 2 of the Children Act 1989 states that “Where a local authority is looking after a child (other than under section 21, interim care order or remanded into their care) they shall consider whether they should recover contributions towards the child’s maintenance from any person liable to contribute.”

Derbyshire County Council had not previously consistently sought a contribution from carers or parents under this legislation, the Council was now experiencing unprecedented financial challenges which were impacting on the Council’s ability to meet demands for services. Therefore, the implementation of a contribution to care policy which aligned with the immediate risks and needs of a family’s circumstances was being proposed. The intent was to ensure that parents were encouraged to work with support and services to fulfil their responsibilities and that accommodation was utilised only where this was necessary and proportionate to the risks and needs identified.

Committee members sought clarification on the assessments done with carers or parents before funds were sought. Officers stressed that both financial and holistic assessments would be completed, and the family circumstances would be considered before making an informed decision. Carers or parents in receipt of financial benefits would not be considered.

Committee members shared concerns that the administrative task of implementing the new charges could be costly to the Local Authority and could be time consuming for officers. It was clarified that this would not be the case as there would only be a small number of families considered for assessment and that officers were already involved with these families. It was also explained that this would not affect existing families, only new referrals.

Committee members requested that a report be brought back in 12 months to provide an update on how these changes had been implemented.

The report would be taken to the October Cabinet meeting for approval.

Officers were thanked by Committee members for their presentation.

RESOLVED to

1) Note the report.

28/24 BEST LIFE DERBYSHIRE

Lisa Holford, Interim Director Transformation & Partnerships, and Marcel Van Der Venne, Practice Lead Transformation, gave a presentation to the Committee, detailing direct payments and personal assistant (PA) support.

Direct payments, along with personal budgets and personalised care planning, mandated for the first time in the Care Act 2014, provided the platform with which to deliver a modern care and support system. Derbyshire county Council provided support to direct payment holders through a dedicated Direct Payment Team, which averaged around 50-60 referrals per week. The team provided information and advice to individuals to enable them to choose direct payments and to employ personal assistants.

The Local Authority had been promoting the upcoming open day on their social media, taking place on 18 September 2024, in partnership with Blue Sky Brokers. This event would include information on being a personal assistant, becoming a self-employed personal assistant or Micro provider. It would also include training opportunities available for personal assistants and an opportunity to sign up to the PA register, expected to go live on 01 October 2024.

Committee members expressed a need for further information to be provided to PA's such as employment tax and health and safety. As well as detailed that it could be concerning for individuals sourcing a PA becoming an employer. Officers detailed that the responsibility was ultimately with the direct payment holder, but that information and guidance was available for these individuals.

Committee Members gave the suggestion for the authority to create networking opportunities for personal assistants. Already in place, alongside the PA Information hub, peer support, there were 4 annual co-production forums. But that the suggestion of more networking opportunities would be considered.

Committee members wished to see an update be brought to a future meeting on the changes being implemented.

Officers were thanked by Committee members for their presentation.

RESOLVED to

1) Note the report.

29/24 DERBYSHIRE ADULT SOCIAL CARE WORKFORCE STRATEGY AND PLAN

Colin Selbie, Assistant Director Commissioning, Contracting and Market Management, gave a presentation to Committee members, detailing the Derbyshire Adult Social Care Workforce Strategy and Plan.

Social care workforce applied to the following:

- Local authority adult social care staff
- Private and independent sector staff (care homes, home care etc)
- Staff in the voluntary and community sector
- Individual employers (using personal assistants)
- Personal assistants, unpaid carers and families
- Volunteers

It was widely recognised in Derbyshire as it was nationally that recruitment and retention of adult social care staff was challenging for most staff groups. There was a need to attract people with the right skills and values into the sector and retain those already working here.

Data showed that the most effective method of recruiting social workers was to train them from existing staff. A number of colleagues were studying as social work apprentices, with a new cohort being recruited to start January 2025. Additionally, there were 2 Occupational Therapy (OT) apprentices with more planned. Committee members suggested that officers work in collaboration with local colleges within Derbyshire.

A number of amendments had been made to make the roles of Social Workers, Occupational Therapists or Senior Care Practitioners more attractive. Such as, the transfer scheme, ½ a day per month for (CPD) time, training pathways, and approved mental health professionals training.

The Better Care Fund was a pooled budget with the local Integrated Care Board that was subject to Governance via the Health and Well Being Board. £250,000 from this pooled budget was invested in Joined Care Derbyshire to promote and support careers in health and social care.

International recruitment had assisted with capacity in the adult social care workforce and increased retention of those working in the sector. Support was being established to help care providers overcome barriers within the international recruitment process.

Committee members sought information on the travel time of care providers. DCC were one of the only Local Authorities to pay travel time and this was stated in their contracts with external providers.

Committee members wished to share their congratulations to Derbyshire's Adult Social Care and Health on their good rating from the CQC.

Officers were thanked by Committee members for their presentation.

RESOLVED to

1) Note the report.

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Procedure for Public Questions at Improvement and Scrutiny Committee meetings

Members of the public who are on the Derbyshire County Council register of electors, or are Derbyshire County Council tax payers or non-domestic tax payers, may ask questions of the Improvement and Scrutiny Committees, or witnesses who are attending the meeting of the Committee. The maximum period of time for questions by the public at a Committee meeting shall be 30 minutes in total.

Order of Questions

Questions will be asked in the order they were received in accordance with the Notice of Questions requirements, except that the Chairman may group together similar questions.

Notice of Questions

A question may only be asked if notice has been given by delivering it in writing or by email to the Director of Legal Services no later than 12noon three working days before the Committee meeting (i.e. 12 noon on a Wednesday when the Committee meets on the following Monday). The notice must give the name and address of the questioner and the name of the person to whom the question is to be put.

Questions may be emailed to democratic.services@derbyshire.gov.uk

Number of Questions

At any one meeting no person may submit more than one question, and no more than one such question may be asked on behalf of one organisation about a single topic.

Scope of Questions

The Director of Legal Services may reject a question if it:

- Exceeds 200 words in length;
- is not about a matter for which the Committee has a responsibility, or does not affect Derbyshire;
- is defamatory, frivolous or offensive;
- is substantially the same as a question which has been put at a meeting of the Committee in the past six months; or
- requires the disclosure of confidential or exempt information.

Submitting Questions at the Meeting

Questions received by the deadline (see **Notice of Question** section above) will be shared with the respondent with the request for a written response to be provided by 5pm on the last working day before the meeting (i.e. 5pm on Friday before the meeting on Monday). A schedule of questions and responses will be produced and made available 30 minutes prior to the meeting (from Democratic Services Officers in the meeting room).

It will not be necessary for the questions and responses to be read out at the meeting, however, the Chairman will refer to the questions and responses and invite each questioner to put forward a supplementary question.

Supplementary Question

Anyone who has put a question to the meeting may also put one supplementary question without notice to the person who has replied to his/her original question. A supplementary question must arise directly out of the original question or the reply. The Chairman may reject a supplementary question on any of the grounds detailed in the **Scope of Questions** section above.

Written Answers

The time allocated for questions by the public at each meeting will be 30 minutes. This period may be extended at the discretion of the Chairman. Any questions not answered at the end of the time allocated for questions by the public will be answered in writing. Any question that cannot be dealt with during public question time because of the non-attendance of the person to whom it was to be put, will be dealt with by a written answer.



FOR PUBLICATION

DERBYSHIRE COUNTY COUNCIL

IMPROVEMENT AND SCRUTINY COMMITTEE - PEOPLE

WEDNESDAY 30TH OCTOBER 2024

Report of the Executive Director – Adult Social Care & Health

Consultation and Engagement of the review and redesign
of the Derbyshire Healthy Home Project

1. Purpose

- 1.1 A report was presented to Cabinet on 25th July 2024 which sought approval to undertake a public consultation on proposals to review and redesign the Derbyshire Healthy Home Project. Following Cabinet approval, the consultation took place between 2nd August 2024 and 20th September 2024.
- 1.2 The purpose of this report is to inform the Scrutiny Committee of information regarding the public consultation and provide an opportunity for the Scrutiny Committee to submit comments to Cabinet for consideration in making its decision.

2. Information and Analysis

- 2.1 Like councils across the country, Derbyshire is facing increasing financial pressures that are outside its control including inflation and the national pay award. At the same time, there has been an increase in demand for services, particularly for older people. It is essential therefore that the council conducted a review to ensure that it can provide a sustainable adult social care service for the people of Derbyshire.

2.2 The DHHP supports the delivery of health and social care system priorities of timely hospital discharge, reducing the risk of readmission, reducing delays when transferring care, preventing unplanned hospital admissions, and ensuring a safe working environment for professional carers to deliver services and also enables the draw down external government grant funding to support Derbyshire residents to improve the energy efficiency of their home.

2.3 On 25th July 2024, Cabinet agreed to consult on the three proposals for a redesigned service. There is no statutory duty for the Council to specifically provide this service or to fund this service. However, Section 2 of the Care Act 2014 imposes a duty to contribute towards preventing, delaying, and reducing care and support needs for people and their carers. There is a strong emphasis within the Adult Social Care Reform White Paper 'People at the Heart of Care' to ensure that every decision about care is also a decision about housing.

2.4 The proposals for consideration within the Cabinet report were as follows;

Proposal one

This option was to remodel the service and introduce an eligibility criterion to ensure those with adult social care needs and low incomes can access help which Derbyshire County Council would continue to manage.

Proposal two

This option was to work with the District & Borough Councils who have a housing responsibility to support vulnerable people with their homes or a third party to introduce a new service that they will manage.

Proposal 3

This option was to decommission the service and devolve to a third-party provider a signposting and support offer to people to enable access to support via OfGem grants and the wider health and social care system.

2.5 Proposals reflected the need for a review of the service which was referred to within the cabinet report of 11th January 2024.

2.6 All proposals support the continuation of facilitating of the ECO 4 Flex (Energy Company Obligation) flexible declaration process which enables a range of non-procured installers to access funding to fit free energy efficient measures to owner occupied and private rental properties across the whole of Derbyshire (where specific criteria are met).

2.7 The consultation was carried out to seek the views of current stakeholders of the service, and what the proposals to change the service

would mean for them, and the impact they feel that it could have. They were also asked for feedback on how the service could be improved.

2.8 Given the potential impact of any decision there was a requirement and need to consult interested stakeholders and the general public about the proposals and to analyse all the responses before any decision could be made by the Council.

2.9 The formal public consultation ran for a 7-week period between 2nd August 2024 and 20th September 2024 and included.

- Virtual sessions with key stakeholders facilitated using Microsoft Teams at pre-agreed times.
- Online questionnaires with paper versions on request.
- Support from the Stakeholder Engagement and Consultation Team to ensure people were supported to share their views in the easiest way possible.

2.10 The consultation used quantitative and qualitative approaches to gather people's views about the proposals. Officers enabled as many people as possible to take part, by offering a range of ways in which they could share their views;

- Offering the questionnaire in different formats, such as an easy read version if this was more appropriate.
- Completing the questionnaire online.
- Requesting a paper copy of the questionnaire via the Stakeholder Engagement and Consultation Team and sending in comments using the standard or easy read postal questionnaire.
- Opportunity to write to the Council via a letter or a dedicated email address.
- Signposting to further information on the Derbyshire County Council website which gave an outline of the proposals, timelines, the ways in which people could share their views and support available to do so.
- District and Borough councils were informed of the arrangements for undertaking the consultation and the proposals for consideration.

- Virtual meetings (five) using Microsoft Teams were scheduled to enable District and Borough Councils to share their views and ask questions about the proposals.
- Telephone interviews for those people having difficulty completing the questionnaire.
- Media releases which were issued at the start and during the consultation encouraging people to take part and these were published on the county council's website. We also promoted the public consultation on a variety of corporate channels and social media.

2.11 In total, 126 people responded to the consultation. The responses to the consultation include Derbyshire residents, District and Borough Councils, External third-party organisations, health & social care professionals and those who chose to respond via email, letter, or via telephone call.

2.12 Feedback and comments were collated from District and Borough Council colleagues who have engaged the DHHP offer to support their residents. All district and borough areas were offered a one-to-one engagement meeting however three of these did not take up the offer. The feedback collected from Amber Valley Borough Council, Chesterfield Borough Council, Erewash Borough Council, Derbyshire Dales District Council and South Derbyshire District Council will be included in the Consultation Report.

2.13 The responses received from the consultation were analysed and themed under the following categories in alphabetical order. An initial Council response is made against each theme ahead of the Cabinet Paper where all such matters will be considered and included within a comprehensive and robust Equality Impact Assessment.

Delays

The consultation highlighted the demand for a 'fast track' service that DHHP currently offers with concerns that hospital and residential stays would be extended whilst properties became habitable.

The council commissions a Home from Hospital service and a Low-level support service who are able to support individuals in engaging with ECO4 resources and explore other existing commissioned services to enable people to return home.

Disagree with proposals 2 and 3

Many respondents to the questionnaire highlighted that they "disagreed" or "strongly disagreed" with the proposals.

We recognise that many respondents disagreed with the proposals. We are committed to working closely with people and stakeholders to explore all options available to have their needs and outcomes met (as per our Statutory Duties within the Care Act 2014).

District and Borough Councils

District and Borough council's reiterated that they do not have responsibilities under the Housing Act 2004, to supply this level of service. A number of respondents also highlighted that District and Borough Council offers would vary.

We are committed to delivering the best possible service to residents and will work with District and Borough partners to ensure that their obligations under the Housing Act 2004 and our obligations under the Care Act 2014 are met using financially stable methods.

Fuel poverty

Some respondents highlighted concern that there would be an increase in the number of people living in fuel poverty.

Please see above response provided to impact on people with low incomes/ unemployed.

Increased delivery costs

Some respondents felt that utilising third party providers or having multiple District and Borough Councils offering the same service currently offered by DHHP would not be good value for money.

We understand the importance of getting the best value for every Derbyshire pound and are committed to delivering good services that are cost effective.

Impact on DCC employees

The proposals, if implemented, would impact on a small number of employees currently working in the Derbyshire Healthy Homes Project team.

If any recommendations will impact on Council employees, they would be supported through our HR procedures as appropriate.

Impact on people who do not have eligible social care needs

Some respondents highlighted those who do not have eligible social care needs may not be able to receive support.

We are committed to providing accessible information and advice to enable anyone to access this type of support.

Impact on people with long term health conditions and/ or disabilities

Many respondents highlighted concern for people with the above characteristics being impacted by the proposals, which could further impact on their health.

We recognise that changes to eligibility criteria and/ or changes to the service may cause disruption and concern for residents and their families as demonstrated by the number of responses to the consultation on this theme. We are committed to working with people and stakeholders to develop proposals to support the best interests of Derbyshire residents.

Impact on people with low incomes/ unemployed

The consultation highlighted that people with low incomes/people who are unemployed would be impacted.

We are committed to maximising resident's incomes and Derbyshire offers a welfare rights service as well as support by other commissioned services whereby, residents can self-refer.

Impact on Older Adults/ Elderly

Some respondents highlighted older adults / elderly people as being affected by the proposals.

We are committed to working with people and stakeholders to develop proposals to support the best interests of all Derbyshire residents.

Local communities

People were concerned that there could be a "postcode lottery" without a county wide system. People were also concerned that rural and farming communities would be more at risk.

We acknowledge people's concerns and will take these into consideration in our response to the consultation.

Loss of referral route

Stakeholders highlighted that the number of referral routes could be reduced, particularly for fast-track support.

The council commissions several services in addition to our own in-house services which are designed to enable people to live independently in the community.

Medium to Long term impact

Respondents demonstrated a strong feeling that the Council's proposals were 'short-sighted' and would lead to increased costs for Adult Care and the NHS in terms of people requiring more care and support if unable to access the housing services on offer or more likely to be discharged to a care home or specialist care environment if the home environment was still a risk.

We have taken this feedback into account when making the recommendations and planning the future for services going forward. We will also continue to work with health to facilitate hospital discharges for people returning home and into placements where appropriate. We will consider the impact across Adult Social Care and feedback from partner organisations when making any recommendations.

- 2.14 The next steps are for Cabinet to consider the responses from the public consultation and Equality Impact Analysis to decide on future delivery. This is an opportunity for Scrutiny Committee to make comments for the Cabinet to consider.

3. Alternative Options Considered

N/A

4. Implications

N/A

5. Consultation

N/A

6. Background Papers

N/A

7. Appendices

- 7.1 Appendix 1 – Cabinet Report - Proposed review and redesign of Derbyshire Healthy Homes Project 25 July 2024

8. Recommendation(s)

That the Committee:

- a) notes the responses to the public consultation.
- b) notes that all such matters will be considered and included within a comprehensive and robust Equality Impact Assessment which will be incorporated within the future cabinet report, which will be presented in due course.
- c) further notes that Cabinet will consider the Equalities Impact Assessment as part of its decision making.
- d) considers responses to the public consultation and provides comments to Cabinet and the Equalities Impact Assessment for consideration when making its decision regarding the review and redesign of the Derbyshire Healthy Homes Project.

9. Reasons for Recommendation(s)

- 9.1 The Equality Impact Assessment is being prepared to reflect the issues raised during the consultation process, which will incorporate comments from the Scrutiny Committee.
- 9.2 The Cabinet will need to have regard to the comments from Scrutiny thereof in any decision making.



FOR PUBLICATION

DERBYSHIRE COUNTY COUNCIL

IMPROVEMENT AND SCRUTINY COMMITTEE - PEOPLE

WEDNESDAY 30TH OCTOBER 2024

Report of the Executive Director – Adult Social Care & Health

Consultation on Proposals for the Cessation of Discretionary Grant Funding

1. Purpose

- 1.1 Two reports were presented to Cabinet on 29 April 2024 which sought approval to launch a 12-week consultation on the cessation of Discretionary Grant Funding provided by ASCH and CST departments. Following Cabinet approval, the consultation took place between 28 May and 20 August 2024.
- 1.2 The purpose of this report is to inform the Scrutiny Committee of information regarding the public consultation and provide an opportunity for the Scrutiny Committee to submit comments to Cabinet for consideration in making its decision.

2. Information and Analysis

- 2.1 Like all councils across the country, Derbyshire is facing increasing financial pressures that are outside its control including inflation and an increase in demand for services, particularly for older people and people with a disability.
- 2.2 In order to set a balanced budget, as it is legally obliged to do, the Council has implemented a series of financial controls, including tight control over non-essential spend. This position has significantly changed the context

within which the Council allocates its budget and it is anticipated that there will be further budget challenges in future years. All areas of the Council are required to deliver in year financial savings and propose further areas for budget savings in future years.

- 2.3 The current financial position and requirement to make additional efficiencies and budget savings means that activity which directly contributes to the delivery of the Council's statutory duties must now be prioritised.
- 2.4 The Council does not have a specific statutory duty to offer grant funding to the organisations related to this report, therefore this spend had been identified as discretionary. A list of these grants and their value is provided as an appendix to this report. The proposal that was consulted upon was that the grant funding provided to all seven organisations cease and if approved by Cabinet, they would not receive any funding beyond 31 March 2025.
- 2.5 The Council has a wide range of services through commissioned and directly provided approaches which actively promote well-being and independence. The funding relating to this report is only a small proportion of all services which is collectively delivered by voluntary and community sector organisations and is otherwise funded by the Council.

The Consultation

- 2.6 Cabinet agreed to consult on the cessation of discretionary grant funding to a range of organisations.
- 2.7 The purpose of the consultation was to:
- Gain an understanding of the impact of ceasing discretionary grant funding from relevant stakeholders.
 - Enable stakeholders to outline how the proposals will impact residents.
 - Enable stakeholders to offer viable alternatives within the parameters of the current position for how impact can be mitigated.
 - Enable the public to give a view on proposals via online questionnaire and public events.
- 2.8 The formal public consultation ran for a 12-week period between, 28 May 2024, and 20 August 2024 and used quantitative and qualitative approaches to gather people's views about the proposal, through;

- Drop-in public sessions in libraries across the county (12 Sessions)
- Online questionnaire – standard and easy read versions
- Paper-based versions in both formats available on request to organisations and individuals
- BSL Video produced promoting the Consultation sessions to Deaf residents
- Telephone support from the ASCH Stakeholder Engagement Team and CST Policy Team to ensure people were supported to share their views in the easiest way possible
- Service specific face-to-face or virtual meetings with all infrastructure providers impacted by the proposals
- Meetings with the DDIA and JUCD VCSE Alliance
- Listening events held for the different grant recipients to attend and give feedback

2.9 A detailed consultation report has been produced that outlines the full methodology and provides an analysis of all responses in more detail, which will be included in the Cabinet Report.

2.10 In total, we received 1374 responses to the online and postal survey and over 120 people attended face to face listening events and individual engagement meetings.

2.11 Formal written responses were also received from:

- JUCD VCSE Alliance
- NHS Derby and Derbyshire ICB
- Derbyshire Dales CVS
- Derbyshire Recovery and Peer Support
- Futures Housing Group
- Healthwatch Derbyshire
- NHS Northeast Derbyshire PCN
- South Derbyshire District Council
- High Peak Borough Council
- Tideswell Community Managed Library
- South Derbyshire CVS
- Amber Valley CVS

- Age UK Derby & Derbyshire
- Derbyshire Law Centre
- Buxton befriending Connex
- Links CVS/BME forum
- Age Concern
- Derbyshire Befriending Network
- DDiA
- DVA
- Connex

2.12 There were three distinct approaches to the analysis of the qualitative material from the public consultation:

- a. Information gathered during face to face and virtual meetings.
- b. Information gathered from letters, emails, and telephone calls.
- c. Qualitative information contained in the online and paper questionnaires, both the standard and easy read versions. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind those opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.

2.13 CST & ASC officers analysed responses received from the consultation, theming them under broad categories. Cross tabulation methods were used to further understand any nuances in response data at a service specific level. Qualitative themes identified from overall responses from the online and postal survey included the following. An initial Council response is made against each theme ahead of Cabinet Paper where all such matters will be considered and included within a comprehensive and robust Equality Impact Assessment which will be incorporated within the future cabinet report, which will be presented in due course.

Medium to Long term impact

Respondents demonstrated a strong feeling that the Council's proposals were 'shortsighted' and would lead to increased costs for Adult Care and the NHS in terms of people requiring more care and support if unable to access the preventative services on offer.

We have taken this feedback into account when making the recommendations and are committed to working with health partners to reduce the impact on residents. We also continue to work with health to prevent readmissions and facilitate hospital discharges for people returning home and into placements where appropriate. We have

considered the impact across ASCH and feedback from partner organisations when putting the recommendations together.

Mental Health and Wellbeing

Many respondents were concerned that should services be reduced/closed, Derbyshire residents would become isolated and lonely, and this could have a critical impact on more “vulnerable” people’s mental health and wellbeing.

We recognise the importance of social networks amongst the population and have taken this feedback into consideration when making recommendations. We understand the impact on people who use services and their families and are committed to working together with people to explore alternatives and minimise the impact.

Voluntary and Community Sector

Many respondents highlighted that withdrawal of funding from the VCS will have a sector wide destabilising effect and lead to uncertainty about the future of organisations, services, facilities, and community activity. Providers also raised concerns that cessation of discretionary grants will impact on the number of volunteers available and the growth of the sector, with very few younger people interested in careers. Some indicated this would impact on the council’s relationship with the sector and potential for future collaboration.

We are committed to working with the voluntary and community sector and will continue to engage with and commission services to best meet the needs of Derbyshire residents. We recognise the difficulties both the public and voluntary sector face under the current financial climate, and this has been reflected the Consultation Report.

Local Communities

Many raised concerns that delivery of services will vary depending on locality, with some respondents concerned that those who live in rural areas will face greater impact due to a reduction in the transport network.

We acknowledge that services are not always consistent and recognise the importance of delivering bespoke services to meet the demographic needs of each locality. These comments will be considered when making recommendations. Adult Social Care and Public Health commission a wide range of other preventative services through commissioned and directly provided approaches, some of which are delivered by voluntary and community sector organisations.

Agreement with the proposals

A small number of respondents recognised the financial difficulties the council is currently facing and agree Derbyshire's most vulnerable residents should be prioritised.

Impact on individuals

Many respondents highlighted concerns for people living with disabilities and/ or ill health conditions, older people/ elderly and the BME communities.

All residents are able to request an assessment of need from Adult Social Care and there are a number of organisations who provide support that are not funded by the council. We note the comments made, and continue to work with all our communities, to ensure they are heard and valued.

Befriending listening event

26 June 2024 at Post Mill Centre, South Normanton:

Below is a summary of what people told us at the event:

- Whilst the council's financial position was understood, it was felt that the negative impact on VCS and people who draw on care and support would likely cost the council more in the medium to long term.
- Providers were anxious that due to the council's consultation timescales, they would have little time to action any decisions.
- Some partners informed that without the grant, they would cease to host a befriending service which would create disparity amongst Derbyshire postcodes.
- Other partners implied that relationships between VCS and the council will likely be damaged, putting future collaboration at risk.
- Providers informed that the monetary impact would affect more than the befriending services.
- It was indicated that the loss of befriending services, would heavily impact on health outcomes due to increased isolation/ loneliness and decreasing services to support independence which would result in an increased demand for statutory social care and health services.
- Providers informed that there will be a loss of skills, and volunteers thus limiting the council and provider's ability to reintroduce befriending later.

We have considered this feedback when making the recommendations and are committed to working with our partners to minimise the impact on residents. Adult Social Care and Public Health commission a wide range of other preventative services through commissioned and directly provided approaches, some of which are delivered by voluntary and

community sector organisations. These are generally available across the whole of the county and are designed to prevent, reduce and delay the need for more formal support.

BME Forum Grants listening event 25 July 2024 on MS teams

Below is a summary of what people told us at the event

- Members reported that the Forum promotes equality, diversity, and inclusion.
- BME groups indicated that they value and rely on the Forum as a useful source of information and advice and learn about DCC services.
- Members suggested that service users rely on groups supported through the Forum for culturally appropriate support, and that DCC funding is very important in supporting core activity.
- Groups questioned the amount of savings that would be achieved through the proposal and were concerned about what support would be available in future.
- Some attendees suggested groups could close because of the proposal.
- Groups reported that their members could be left without support and described current activity as a 'lifeline' to some vulnerable residents.

We are committed to understanding all our diverse communities and use that understanding to shape organisational policy and practice. The BME community is a key consultee and having a mechanism to engage with BME residents will be part of our corporate approach to consultation and engagement with resident's voice and EDI.

Bolsover Woodlands Enterprise (BWE) listening event 25 June 2024 in Carr Vale, Bolsover:

Below is a summary of what people told us at the event

- People who draw on care and support and their carers, were anxious as to what process to follow to check eligibility/ obtain funding to ensure continuity of care. It was highlighted that the cost will not be saved as people will receive direct payments instead.
- Carers were concerned that without BWE, they and their dependents would face isolation/ loneliness and with the increase in need and lack of respite, dependents would then begin to rely on statutory services.

- People were anxious that due to the council's consultation timescales, they would have little time to action any decisions.
- It was felt that BWE has a positive impact on the community and surrounding environments due to their work.
- People felt that there was not a suitable/ appropriate alternative.

We understand that changes to services cause disruption and concern for people attending and their families and will work together with people to minimise the impact of any change, as much as we can. We will take account of the financial, emotional, and practical impact identified in feedback, through careful and detailed planning with people and their families. We recognise the importance of ensuring that families and friends can continue to maintain contact and that friendship groups remain connected.

Luncheon clubs listening event 3 July 2024 at Post Mill Centre, South Normanton

Below is a summary of what people told us at the event

- Participants felt luncheon clubs offered social capital to residents, which prevents loneliness and isolation.
- It was highlighted that the club's primary funding is from subscriptions, along with fundraisers. However, as residents often pay for travel as well it will be too expensive for them should subscription charges increase thus some clubs may fold.
- Providers felt the services were very cost effective and at a low cost to the council.
- Providers told us that Derbyshire County Council has elevated expectations of luncheon clubs i.e., food safety, manual handling but does little to support them.

We recognise the importance of luncheon clubs as 'grass roots' organisations who support the wider communities and are committed to eliminating social isolation and loneliness of residents. We have considered this feedback, and comments are included in the Consultation Report.

Our Vision Our Future (OVOF) listening event 22 July 2024 at OVOF site, Chesterfield,

Below is a summary of what people told us at the event

- People informed us that there is no suitable alternative provision for attendees, which may affect people's wellbeing and the opportunities for carer respite, causing demand for statutory services to increase.

- It was felt that OVOF offered social value, and enabled people who draw on care and support to gain employment whilst being cost effective.
- People told us that additional engagement opportunities with other services (e.g., Live Life Better) are significant and, if OVOF were to close, those opportunities will be lost.

We are continually working to identify areas of development and commission provision to meet demand.

Social Activity Grants listening event 3 July 2024 at Post Mill Centre, South Normanton

Below is a summary of what people told us at the event

- Providers were anxious that due to the council's consultation timescales, they would have little time to action any decisions, and the impact may affect residents during winter when they are most vulnerable.
- Social activity grants form part of DCC's preventative offer which reduces demand on statutory services.
- Health provisions will become increasingly difficult to access by vulnerable people in rural areas or with mobility needs due to limited transport resources particularly in High Peak, Derbyshire Dales, and South Derbyshire.
- Providers were concerned for the VCS'S long term sustainability due to consistent financial pressures as well as the loss of volunteers, skills, and capacity, emphasising that this would also increase the strain on statutory services.
- There could be an impact on those who cannot access information online.
- Whilst the council's financial position was understood, it was felt that the negative impact on VCS and people who draw on care and support would likely cost the council more in the medium to long term.

We have taken this feedback into account when making the recommendations and are committed to working with our partners to minimise the impact on residents. Since the consultation in 2022, providers have been aware that grants would cease with a move to commissioning and there were no guarantees that current grant recipients would receive council funding. The Council also funds locality health and wellbeing partnerships via annual grants. Health and wellbeing partnerships may use their allocated funding to support local groups and initiatives. The Council also commissions other social activities in local communities and there are a range of activities available that the Council does not fund that people will be able to access.

Advice Services engagement meetings

Corporate Services met with the Derbyshire Law Centre (DLC) independently to discuss the impact on their organisation and community. Citizen's Advice Mid Mercia were also offered a meeting but declined.

Below is a summary of what they told us:

- Loss of funding will reduce DLC's capacity to level in additional funding from other sources, with every £1 of core-funding helping DLC attract an additional £7.22 in funding from other sources.
- Further pressure will be placed on DLC's ability to operate legal aid contracts across Derbyshire for the benefit of those on low and unstable incomes.
- Capacity will be reduced through redundancy and retention implications. Expertise and experience will be lost in an already niche sector.
- It was suggested that DLC is the only Derbyshire-based legal charity to operate legal aid in the county.
- Funding enables the subsidy of three legal aid contracts across Derbyshire. All private legal firms in Chesterfield have pulled out of administering legal aid in social welfare law, save for Family law.
- Funding pays for a telephone assessment service which is crucial in delivering specialist legal advice in social welfare law, supporting families with accommodation, employees can enforce their right in work, residents can manage with debt, migrants and refugees have the right to stay, and discrimination is averted and prevented.
- Withdrawal of funding could lead to dramatic changes to services to guard against long-term deficits in core expenditure.

We have considered this feedback when making the recommendations and are committed to working with our partners to minimize the impact on residents. Since the consultation in 2022, providers have been aware that grants would cease with a move to commissioning and there were no guarantees that current grant recipients would receive council funding.

BME Groups engagement meetings

Corporate Services and Transformation met with two BME grant recipients independently to discuss the impact on their organisation and community. All funded groups were offered individual meetings, however Chesterfield Muslim Association and Derbyshire Chinese Welfare Association opted to participate in the BME Forum listening event instead, and the Muslim Welfare Association did not participate in any events.

Below is a summary of what they told us:

- Groups indicated that they have received funding for many years and have built activity and support over time in response to the changing needs of communities.
- Current funding contributes to core costs such as premises.
- Loss of funding could impact community activity, ability to support BME residents and in some cases could result in the closure of groups.
- The ability of groups to secure additional funding could be impacted by the loss of stable recurring funding.
- A potential loss of preventative activity with BME residents, translation services and signposting including assistance to access statutory services could have a negative impact on public sector organisations.
- Groups suggested it was likely that there would be significant impacts on older BME residents resulting in a decline in mental and physical health.
- It would become increasingly difficult for groups to plan effectively without stable funding.
- Current support is well used and demand from communities is growing.

We are committed to treating people fairly, advancing equality and dealing with discrimination and harassment. The Council wants to ensure that all our communities have a voice, ensuring we listen and engage, shape, and respond to enable an inclusive culture.

VCS Infrastructure engagement meetings

Adult Care and/ or Corporate Services met with the individual VCS infrastructure grant recipients to discuss the impact on their organisation and the community. A total of 14 individual face to face or virtual meetings took place between 26 June and 31 July 2024.

Below is a summary of what they told us Providers were concerned for the VCS's long-term sustainability due to consistent financial pressures as well as the loss of volunteers, skills, and capacity, emphasizing that this would also increase the strain on statutory services and could not be easily rebuilt.

- The impact on smaller community organisations would be significant, with many relying on specialist advice, support, and community grants from local infrastructure organisations.
- People who draw on care and support could be impacted as soon as Winter 2024 when they are most vulnerable.

- The demographics and characteristics of residents vary in each area, thus centralised services are not suitable for all.
- Growing populations and increased risk of deprivation/crime in communities has already impacted VCS, and it is predicted that demand will continue to increase.
- Providers were anxious about the consultation timescales, with concerns that time to implement decisions would be limited.
- Most providers acknowledge that infrastructure support requires a review and encourage innovative approaches, but this would not be possible if funding ceases.

We have taken this feedback into account when making the recommendations and whilst the Council would no longer be funding discretionary grants for infrastructure, Officers in ASCH would continue to support Joined Up Care Derbyshire (JUCCD) Integrated Care Board conversations to consider the future need for infrastructure, what this should look like and how it should be funded.

Public drop-in sessions

The Stakeholder Engagement and Consultation Team hosted public drop-in sessions in 12 libraries across the County. Below is a summary of what people told us at the events:

- People were concerned as to how financially resilient VCS organisations are and how it could impact them negatively going forward.
- Some people felt they lacked the information they needed to make an informed decision i.e., most recent council accounts not available online.
- People were concerned how disadvantaged people would be impacted by the proposals.

We have considered this feedback when making the recommendations and are committed to working with our partners to minimize the impact on residents.

- 2.14 During the consultation it was also identified that there would be an opportunity for ASC and Public Health to work together on the review of Time Swap taking into consideration its alignment with befriending activity.
- 2.15 The next steps are for Cabinet to consider the responses from the public consultation and Equality Impact Analysis to decide on future delivery.

This is an opportunity for the Scrutiny Committee to make comments for the Cabinet to consider.

3. Alternative Options Considered

3.1 N/A

4. Implications and Mitigations

4.1 N/A

5. Consultation

5.1 N/A

6. Background Papers

6.1 N/A

7. Appendices

7.1 Appendix 1 – Report to Cabinet – Proposal to consult on the cessation of ASCH Discretionary grants 29 April 2024

8. Recommendation(s)

That the Committee:

- a) notes the responses to the public consultation
- b) notes that all such matters will be considered and included within a comprehensive and robust Equality Impact Analysis which will be incorporated within the future cabinet report, which will be presented in due course.
- c) further notes that Cabinet will consider the Equalities Impact Assessments as part of its decision making.
- d) considers responses to the public consultation and provides comments to Cabinet and the Equalities Impact Assessments for consideration when making its decision.

9. Reasons for Recommendation(s)

9.1 The Equality Impact Assessments are being prepared to reflect the issues raised during the consultation process, which will incorporate comments from the Scrutiny Committee.

9.2 The Cabinet will need to consider the comments from Scrutiny thereof in any decision-making.

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Discretionary grants consultation – all impacted funding

Telephone and 1-1 Befriending Activity (ASCH)	Grant per annum (£)
Age Concern (Chesterfield, NED, Bolsover)	10,741
Age UK Derby & Derbyshire (Erewash)	4,500
Age UK Derby & Derbyshire (High Peak and Dales)	48,099
Amber Valley CVS	6,457
Connex Community Support (High Peak and Dales)	3,000
Derbyshire Dales Careline	2,010
Erewash Voluntary Action CVS	3,000
Erewash Voluntary Action CVS (extended service)	31,711
New Mills Volunteer Centre (High Peak)	250
South Derbyshire CVS	33,848
The Volunteer Centre (Chesterfield)	17,036
Social Activity to prevent Isolation (ASCH)	Grant per annum (£)
African Caribbean Community Association	20,282
Age UK Information for Older People Roadshow	19,547
Borrowbrook Homelink	2,800
Mencap Swadlincote Gateway Club	2,675
The Bureau (Volunteer Centre Glossop)	21,936
Connex Community Support	16,306
South Derbyshire CVS	7,406
Luncheon Clubs (ASCH)	2023/24 grants total (£)
54 small luncheon clubs across Derbyshire	6,557
Bolsover Woodlands Enterprise (ASCH)	Grant per annum (£)
Bolsover	188,310
Our Vision Our Future (ASCH)	Grant per annum (£)
Chesterfield	30,375
Specialist Advice Services (CST)	Grant per annum (£)
Derbyshire Law Centre	90,124

Discretionary grants consultation – all impacted funding

Citizens Advice Mid-Mercia	10,400
BME Consultation and Community Support (CST)	Grant per annum (£)
Asian Association	3,744
Chesterfield African Caribbean Community Association	2,744
Chesterfield Muslim Association	1,821
Derbyshire Chinese Welfare Association	2,186
Muslim Welfare Association	1,821
Links CVS	13,224

VCS Infrastructure (Joint funded ASCH and CST)	Grant per annum (£)	
	ASCH	CST
Amber Valley CVS	32,518	15,378
Bassetlaw CVS (Bolsover District)	7,110	34,390
Chesterfield Volunteer Centre	N/A	23,471
Connex Community Support	27,236	N/A
Derbyshire Dales CVS	21,515	15,378
Derbyshire Voluntary Action	18,166	5,305
Erewash Voluntary Action CVS	57,095	15,378
High Peak CVS	4,124	15,378
Links CVS	N/A	36,058
New Mills Volunteer Centre (High Peak)	21,513	N/A
South Derbyshire CVS	36,884	15,378
The Bureau (Volunteer Centre Glossop)	19,175	N/A
Rural Action Derbyshire	N/A	15,378
BME Infrastructure (Links CVS)	N/A	15,400



FOR PUBLICATION

DERBYSHIRE COUNTY COUNCIL

IMPROVEMENT AND SCRUTINY COMMITTEE - PEOPLE

WEDNESDAY 30TH OCTOBER 2024

Report of the Executive Director – Adult Social Care & Health

Consultation and Engagement of the Older Adults Service Redesign

1. Purpose

- 1.1 A report was presented to Cabinet on 29th April 2024 which sought approval to launch a 12-week consultation on two options for the future delivery of residential homes and day care for older adults. Following Cabinet approval, the consultation took place between the 15th May and 7th August 2024.
- 1.2 The purpose of this report is to inform the Scrutiny Committee of information regarding the public consultation and provide an opportunity for the Scrutiny Committee to submit comments to Cabinet for consideration in making its decision.

2. Information and Analysis

- 2.1 Cabinet heard on 29 April, that the council has ambitious plans to support its residents to live their best life in Derbyshire, with research showing that for most people this means living independently in their own home and communities wherever possible. Like councils across the country, Derbyshire is facing increasing financial pressures that are outside its control including inflation and the national pay award. At the same time, there's been an increase in demand for services, particularly for older people. It is essential therefore that the council conducted a review to ensure that it can provide a sustainable adult social care service for the people of Derbyshire.

2.2 Cabinet agreed to consult on two proposals designed to use its directly delivered resources to meet a gap identified in the care market as set out in Derbyshire's All Age Adults' Housing, Accommodation and Support Strategy 2023-2038 (the Accommodation Strategy). The proposals were to provide specialist dementia residential care with carer support through respite breaks while continuing to work in partnership with health colleagues to provide short term residential beds for people to regain independence and return to their home.

2.3 The options for consideration within the Cabinet report were as follows;

Option One

This option was to retain seven of the residential homes directly provided by the Council to provide a countywide offer consisting of community support beds, residential care, respite and integrated day centre offer for people living with dementia.

The homes proposed to be retained under option one were Ada Belfield, Florence Shipley, Lacemaker Court, Meadow View, Oaklands Community Care Centre, Staveley Centre and Thomas Fields.

This option proposed that the Council would cease to directly operate the following nine homes: Bennerley Fields, Briar Close, Castle Court, The Grange, The Leys, New Bassett House, Rowthorne, Thomas Colledge and Whitestones.

Option Two

This option was to retain five of the residential homes directly provided by the Council to provide a countywide offer consisting of community support beds, residential care, respite and integrated day centre offer for people living with dementia.

This option proposed that the Council would cease to directly operate the following eleven residential homes: Bennerley Fields, Briar Close, Castle Court, Florence Shipley, The Grange, Lacemaker Court, The Leys, New Bassett House, Rowthorne, Thomas Colledge and Whitestones.

2.4 Both of the options consulted upon proposed that the Council cease to directly operate the following day centres: Blackwell Day Centre, Ecclesfold Day Centre, Fabrick Day Services, Hasland Resource Centre, Jubilee Centre, Queens Court, Shirevale Resource Centre and Valley View Day Centre.

2.5 In both options the proposal was that any residential home that the Council ceased to operate would be offered to the open market for sale as a going concern for a set period, where possible. If these services were not purchased, they would be required to close, and people would be supported to find alternative placements.

- 2.6 Given the potential impact of any decision there was a requirement and need to consult interested stakeholders and the general public about the proposals and to analyse all the responses before any decision could be made by the Council in relation to each of the homes and day centres.
- 2.7 The formal public consultation ran for a 12-week period between 15th May 2024 and 7th August 2024 and included;
- Service specific sessions with people attending/living in the services and their family and carers at all sixteen residential homes and day centres.
 - Public virtual sessions facilitated using Microsoft Teams held in the evenings (four sessions).
 - Drop-in library sessions across the County (twelve sessions).
 - Online questionnaires with paper versions on request.
 - Support from the Stakeholder Engagement and Consultation Team to ensure people were supported to share their views in the easiest way possible.
- 2.8 The consultation used quantitative and qualitative approaches to gather people's views about the proposals. Officers enabled as many people as possible to take part, by offering a range of ways in which they could share their views;
- People who live in or access any of the services and their carers received an introductory letter detailing the arrangements for undertaking the consultation and the proposals for consideration.
 - Meetings held at each individual service with a Director and/or Assistant Director leading the session with support from the Stakeholder Engagement and Consultation Team.
 - Dedicated experienced Social Worker at every consultation meeting to support individuals with any questions or advice needed regarding their individual circumstances or any related Adult Social Care query.
 - Signposting to further information on the Derbyshire County Council website which gave an outline of the proposals, timelines, the ways in which people could share their views and support available to do so.
 - Offering the questionnaire in different formats, such as an easy read version if this was more appropriate.
 - Completing the questionnaire online (both in easy read format and standard version).

- Requesting a paper copy of the questionnaire via the Stakeholder Engagement and Consultation Team and sending in comments using the standard or easy read postal questionnaire.
- Opportunity to write to the Council via a letter or a dedicated email address.
- Telephone interview for those people having difficulty completing the questionnaire.
- Media releases which were issued at the start and during the consultation encouraging people to take part and these were published on the county council's website. We also promoted the public consultation on a variety of corporate channels and social media.
- Virtual meetings (four) using Microsoft Teams took place in the evening to enable as many people as possible to share their views and ask questions about the proposals.
- Library sessions (twelve) drop in sessions across the County for people to attend and share their views, ask for information and complete questionnaires.

2.9 People lacking capacity to engage

Managers responsible for all the establishments that are subject to the proposals have verified that all the people that attend these services and were likely to lack the Mental Capacity or likely to need support to engage in the consultation had access to the support needed through either via Advocacy, family support or professional colleagues.

- 2.10 In total, 1742 people responded to the consultation either by attending and contributing to the debate during a virtual meeting or by completing a questionnaire, writing a letter or email or by contacting the Council by phone.
- 2.11 Responses received from Derby and Derbyshire's Integrated Care Board and Derbyshire Community Health Services (DCHS) who currently jointly operate the community support beds with the Council.
- 2.12 At the time of drafting this report there were 7 petitions received, ranging from 22 to 5485 signatures. The lists did not fulfil the requirements for debate of the Petition Scheme as set out within the Council's Constitution due to the number of people who lived, worked, or studied in the Council's area.

Two petitions with a total of 593 signatures were received regarding Thomas College, one petition received for The Grange with 344 signatures, one petition regarding the eight non-integrated day centres 5485 signatures, one petition

regarding Briar Close with 1888 signatures, one petition with a total of 981 regarding the overall proposals for older adult's residential care and one petition regarding the overall proposals for residential care and day opportunities with 176 signatures.

- 2.13 There were three distinct approaches to the analysis of the qualitative material from the public consultation.
- a. Information gathered during face to face and virtual meetings.
 - b. Information gathered from letters, emails, and telephone calls.
 - c. Qualitative information contained in the online and paper questionnaires, both the standard and easy read versions. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind those opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.
- 2.14 The main concerns expressed were around the impact on people who may need to move home or who may not be able to attend their day centre, the availability of alternative provision both in terms of quality and quantity and the importance of the availability of respite breaks to support people and their carers in the community.
- 2.15 The Stakeholder Engagement and Consultation Team analysed the responses received from the consultation, theming them under the following categories in alphabetical order.

Alternative suggestion

Respondents took the opportunity to make suggestions to alternatives to the proposals made, the range involved, combining services, making current services financially viable, looking for savings in other areas, waiting for a change of government.

These alternative suggestions and ideas have been gratefully received and some of these have helped us to shape the recommendations in the report. Other suggestions have been noted and will influence how we shape future provision through commissioning and market development.

Disagree with the proposals

Where respondents were indicating a direct disagreement with the proposals but did not expand further.

We recognise that many people disagreed with the proposals. We are committed to working closely with people and their family/carers to explore all options available to have their needs and outcomes met (as per our Statutory Duties within the Care Act 2014).

Financial mismanagement

Respondents commented on opinions regarding DCC financial mismanagement, some comments were in relation to adult social care and others were comments on DCC over all finances.

In putting the recommendations to Cabinet, we needed to take into account of the fact that, like every Council up and down the country, Derbyshire is facing significant financial challenges that are outside its control. These include inflationary pressures, staff pay awards agreed nationally but paid locally and continuing increasing demand on our services, particularly in adult care and children's services. Demand for adult social care support has also risen dramatically with the cost of providing care and support accounting for 48% of the Council's overall spending. This means in order to set a balanced budget in 2024/25 as it is legally obliged to do, the Council needed to review how people's assessed needs are met under the Care Act 2014 and to what extent the Council provides a direct care service as a means of fulfilling those needs.

Impact on other services

Here comments were received in relation to opinions on how the proposals would impact negatively on services of other organisations and other services of adult social care and DCC.

We have taken this feedback into account when making the recommendations and planning the future for directly provided services going forward. Comments included concerns regarding hospital discharges being impacted, we have demonstrated in the report that we are committed to working with health partners to facilitate community support beds for Derbyshire residents. We also continue to work with health to facilitate hospital discharges for people returning home and into placements where appropriate. We have considered the impact across ASCH and feedback from partner organisations when putting the recommendations together.

Impact on residents, relatives, clients

Here respondents commented on the impact implementing the proposals would have on themselves as direct users of services and or their relatives. Relatives also commented on the impact of implementing the proposal would have on themselves as carers and or the person they cared for.

We recognise that any move to an alternative home or change of service will cause disruption and concern for residents, people attending and their families, as demonstrated by the number of responses to the consultation on this theme. Our commitment is to work together with people and their families to minimise the impact of any change, as much as we possibly can. We will take account of the financial, emotional and practical impact identified in feedback, through careful and detailed planning with people and their families. We recognise the importance of ensuring that families and friends can continue to maintain contact and that friendship groups remain connected. Any recommendations made will not impact on the individual's personal budget or level of formal support including carer respite. However, we recognise there may be changes to how formal support is provided going forward. We will ensure professional

support is available to people and their family, exploration of alternatives, robust transition planning and a review of the outcomes until support is stable and working well.

Lack of alternatives

Respondents commented on the lack of alternatives, some regarding a lack of other opportunities within their local community and those were analysed as concerns for the local community, however further concerns were raised for the lack of alternative provision in a wider context of Derbyshire as a whole.

In terms of PVI provision, as referenced in the Cabinet Report there are many PVI providers that the Council contract with that offer residential care and day services. We are continually working to identify areas of development and commission provision to meet demand. Specific comments included concerns around a lack of homecare. In April 2024, we introduced a new framework contract for provision of home care which has increased the available home care capacity in the county with a doubling of available providers. The impact of this, coupled with the Council's re-modelled Short-Term Assessment and Rehabilitation Team, means that more people are supported to live at home thus lessening the need for residential care in the future. We also continue to support people in Extra Care with enhanced support for long term needs. In addition to this, we have had an increase in the number of people accessing Direct Payments in the past few years in Derbyshire. We have a new Personal Assistant register for people to find and recruit PAs and also for people to register and find work as a PA. Alongside this we have a new enhanced support service to help with all aspects of managing a Direct Payment. We are also expanding our Shared Lives offer which supports people for overnight and day breaks.

Lack of confidence in the consultation

Respondents indicated a disbelief in a genuine consultation process.

The consultation included specific sessions with people who attend the services, family and carers; public virtual sessions held in the evenings; drop-in library sessions across the County; questionnaires (including easy read) online with paper versions on request and support from the Stakeholder Engagement and Consultation Team to ensure people were supported to share their views in the easiest way possible. No decision could legally be made until after the consultation had closed, feedback analysed and recommendations to Cabinet. We have listened, analysed and adapted the recommendations based on feedback in the consultation process.

Local community

Respondents commented on the lack of public transport to support relatives to visit outside of their local community in all locations but particularly in rural locations where adverse weather would have further impact, and or the distance clients would be expected to travel to alternative services. Comments were received regarding concern for the local community and the stripping of assets

that meet the needs of people in the immediate area across all areas, including the loss of employment to the local economy.

If any changes lead to travel implications for people as we would work together to reduce any negative impact. Any cost implications for families would need to be carefully considered and fully appraised. As part of a person centred review, we will explore people's individual circumstances, needs and outcomes to be achieved. Our aim is for people to be supported in their local communities with inclusive, meaningful activities. We are working to develop local opportunities, for example developing and stimulating Direct Payments, Shared Lives and Micro Providers. We are also continually working with providers to develop their appropriate, local and inclusive services in communities.

Not answering the question

Comments here were relating to other things and bore no relevance to the question asked or the consultation.

Other

Comments here were stand alone and did not fit into any other category.

We have noted this feedback and comments are included in the Consultation Report.

Political agenda

Respondents took the opportunity to comment on their thoughts relating to the democratic process and frustration with local policy makers.

We have noted this feedback and comments are included in the Consultation Report.

Private sector concerns

Respondents reported concerns for the quality of private sector provision, availability and the cost of private sector provision, further fearing that if DCC removed itself from the market then the private sector would increase prices further.

Registered services are regulated by the Care Quality Commission and those on the Council's contracted framework will be assessed to ensure they meet our standards and have regular monitoring to ensure a high-quality service is provided and maintained which includes in-person visits and auditing. People can report any concerns to the contracts department in regard to standards of care. If people wish to have a review of support provision at any time, they are able to request a review or reassessment from an Adult Social Care Practitioner.

Quality of DCC care and staff

Respondents reported their admiration and gratitude for the quality of care provided by DCC staff, this was often accompanied with a comparison to private sector provision that was not thought to be of the same quality. There was also

concern voiced for the welfare of those staff directly affected should the proposals be implemented.

Please see above response provided to private sector concerns. Praise and concern for Council colleagues has been noted and will be feedback.

Rationale for the proposals

Respondents reported a belief that background work had not been sufficient to warrant the rationale for the proposals, and that the proposals did not sit with current trends or needs.

The rationale is clear in the April Cabinet Paper in terms of the requirement to make financial efficiencies and to use limited resources to meet current and future demand. There has been a reduction in demand for standard residential care due to people being supported at home for longer resulting in more complexity of need on admission to long term care. Demand for Adult Social Care is increasing and with the budgetary pressures we are facing, we're having to look at how best we can continue to support those who need us most. Directly providing residential and day services is discretionary. We are now having to look at doing things differently and considering all areas of spending.

- 2.16 During the consultation the Council also received feedback from its partners in the NHS around the benefits of consolidation under a single operating model and the potential for further integration in the area of short-term assessment and reablement.
- 2.17 The next steps are for Cabinet to consider the responses from the public consultation and Equality Impact Analysis to decide on future delivery. This is an opportunity for Scrutiny Committee to make comments for the Cabinet to consider.

3. Alternative Options Considered

N/A

4. Implications

N/A

5. Consultation

N/A

6. Background Papers

N/A

7. Appendices

- 7.1 Appendix 1 – Cabinet Report - Proposed Redesign of Residential Care and Day Opportunities for Older People (Adult Care) 29 April 2024

8. Recommendation(s)

That the Committee:

- a) notes the responses to the public consultation
- b) notes that all such matters will be considered and included within a comprehensive and robust Equality Impact Analysis which will be incorporated within the future cabinet report, which will be presented in due course.
- c) further notes that Cabinet will consider the Equalities Impact Assessment as part of its decision making.
- d) considers responses to the public consultation and provides comments to Cabinet and the Equalities Impact Assessment for consideration when making its decision regarding the older adults direct care redesign.

9. Reasons for Recommendation(s)

- 9.1 The Equality Impact Assessment is being prepared to reflect the issues raised during the consultation process, which will incorporate comments from the Scrutiny Committee.
- 9.2 The Cabinet will need to have regard to the comments from Scrutiny thereof in any decision making.



FOR PUBLICATION

DERBYSHIRE COUNTY COUNCIL

IMPROVEMENT AND SCRUTINY COMMITTEE - PEOPLE

WEDNESDAY 30TH OCTOBER 2024

Report of the Executive Director – Adult Social Care & Health

Consultation and Engagement of the Learning Disability and Autism
Service Redesign

1. Purpose

- 1.1 A report was presented to Cabinet on 11th April 2024 which sought approval to launch a 12-week consultation on two options for the future delivery of short break and day services for people with a learning disability and/or who are autistic. Following Cabinet approval, the consultation took place between the 24th April and 21st August 2024 (extended from 15th July by an additional five weeks).
- 1.2 The purpose of this report is to inform the Scrutiny Committee of information regarding the public consultation and provide an opportunity for the Scrutiny Committee to submit comments to Cabinet for consideration in making its decision.

2. Information and Analysis

- 2.1 Cabinet heard on 11 April, that the council has ambitious plans to support its residents to live their best life in Derbyshire, with research showing that for most people this means living independently in their own home and communities wherever possible. Like councils across the country, Derbyshire is facing increasing financial pressures that are outside its control including inflation and the national pay award. At the same time, there's been an increase in demand for adult social care, and it is essential therefore that the council conducted a

review to ensure that it can provide a sustainable adult social care service for the people of Derbyshire.

2.2 Cabinet agreed to consult on two proposals regarding directly provided services for people with a learning disability and/or who are autistic, including short break and day services.

2.3 The options for consideration within the Cabinet report were as follows;

2.4 Day Opportunities – Option One

The first option was to discontinue use of the four day centres, recognising the growth and success of the Community Connectors, and to continue to support people to access alternative day opportunities within their local community.

2.5 Day Opportunities - Option Two

Option two would be to retain two of the four day centres currently operational – No Limits in Chesterfield and Outlook in Long Eaton. This proposal would mean discontinuing use of Parkwood in Alfreton and Alderbrook in Chinley.

2.6 Short Breaks – Option One

The first option was to discontinue use of Petersham, Long Eaton; Victoria Street, Chesterfield; Hadfield Road, Glossop and Newhall, Swadlincote. This option was to retain Morewood, Alfreton for planned short breaks.

2.7 Short Breaks – Option Two

The second option was to discontinue use of Petersham, Long Eaton; Victoria Street, Chesterfield and Hadfield Road, Glossop. This option was to retain Morewood, Alfreton and Newhall, Swadlincote for planned short breaks.

2.8 Associated with the five short break units are several supported living arrangements. For most people living within these, a redesign will not have any impact on their accommodation, but they would require a care and support review. However, for two people living in supported living properties which are located within the grounds of the Petersham centre, it would not be practicable for their tenancies to continue should use of the Petersham Centre be discontinued. The retention of bungalows for supported living use would inhibit any alternative use, disposal or redevelopment of the whole site. Alternative accommodation would be identified for these people via a timely person-centred care and support plan review.

2.9 All of these proposals included a commitment that everyone affected by changes to services would have their care and support plans reviewed, by way of an outcome focused assessment under the Care Act 2014, as well as undertaking updated assessments for any carers affected.

- 2.10 Given the potential impact of any decision there was a requirement and need to consult interested stakeholders and the general public about the proposals and to analyse all the responses before any decision could be made by the Council in relation to each of the short break services and day centres.
- 2.11 The formal public consultation ran for a period between 24th April 2024 and 21st August 2024 and included;
- Service specific sessions with people attending the services and their family and carers at all short break services and day centres.
 - Public virtual sessions facilitated using Microsoft Teams held in the evenings (four sessions).
 - Drop-in library sessions across the County (twelve sessions).
 - Online questionnaires with paper versions on request.
 - Support from the Stakeholder Engagement and Consultation Team to ensure people were supported to share their views in the easiest way possible.
- 2.12 The consultation used quantitative and qualitative approaches to gather people's views about the proposals. Officers enabled as many people as possible to take part, by offering a range of ways in which they could share their views;
- People who access any of the services and their carers received an introductory letter detailing the arrangements for undertaking the consultation and the proposals for consideration.
 - Meetings held at each individual service with a Director and Group Manager leading the session with support from the Stakeholder Engagement and Consultation Team.
 - Dedicated experienced Social Worker at every consultation meeting to support individuals with any questions or advice needed regarding their individual circumstances or any related Adult Social Care query.
 - Signposting to further information on the Derbyshire County Council website which gave an outline of the proposals, timelines, the ways in which people could share their views and support available to do so.
 - Offering the questionnaire in different formats, such as an easy read version if this was more appropriate.
 - Completing the questionnaire online (both in easy read format and standard version).

- Requesting a paper copy of the questionnaire via the Stakeholder Engagement and Consultation Team and sending in comments using the standard or easy read postal questionnaire.
- Opportunity to write to the Council via a letter or a dedicated email address.
- Telephone interview for those people having difficulty completing the questionnaire.
- Media releases which were issued at the start and during the consultation encouraging people to take part and these were published on the county council's website. We also promoted the public consultation on a variety of corporate channels and social media.
- Virtual meetings (four) using Microsoft Teams took place in the evening to enable as many people as possible to share their views and ask questions about the proposals.
- Library sessions (twelve) drop-in sessions across the County for people to attend and share their views, ask for information and complete questionnaires.

2.13 People lacking capacity to engage

Managers responsible for all the establishments that are subject to the proposals have verified that all the people that attend these services and were likely to lack the Mental Capacity or likely to need support to engage in the consultation had access to the support needed through either via Advocacy, family support or professional colleagues.

2.14 In total, 324 people responded to the consultation either by attending and contributing to the debate during a virtual meeting or by completing a questionnaire, writing a letter or email or by contacting the Council by phone.

2.15 There were three distinct approaches to the analysis of the qualitative material from the public consultation.

- a. Information gathered during face to face and virtual meetings.
- b. Information gathered from letters, emails, and telephone calls.
- c. Qualitative information contained in the online and paper questionnaires, both the standard and easy read versions. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind those opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.

- 2.16 The main concerns expressed were around the impact on people who may not be able to attend their day centre or short break service, the availability of alternative provision both in terms of quality and quantity and the importance of the availability of respite breaks to support people and their carers in the community.
- 2.17 The Stakeholder Engagement and Consultation Team analysed the responses received from the consultation, theming them under the following categories in alphabetical order.

Agree with all the proposals

A number of people strongly agreed or agreed with the recommended Option One for both services. However, we also acknowledge that the majority of people responding did not agree with either Option One or Option Two for both services.

Agree with Option 1

Of the respondents that expressed a preference, 13.5% strongly agreed or agreed with Option One for Day Opportunities and 21.5% strongly agreed or agreed with Option One for Short Breaks.

Agree with Option 2

Of the respondents that expressed a preference, 41% strongly agreed or agreed with Option Two for Day Opportunities and 35.5% strongly agreed or agreed with Option Two for Short Breaks.

Alternative suggestion

Some respondents utilised the open text boxes to make alternative suggestions to the proposals. Suggestions included;

- Alternative similar options (either private or LA ran) must be offered to those who prefer that model.
- Need to make sure there is adequate staff coverage and shift patterns for staff to cope with what must be a demanding role.

Alternative suggestions and ideas have been noted and some will influence how we shape future provision through commissioning and market development. Suggestions included developing more Private, Voluntary and Independent (PVI) provision, we continually work with the sector to explore new opportunities in our local communities. Community Connectors have a wealth of local knowledge and experience to support people to find provision but also to identify areas for development. We will ensure any staffing model in retained services provides appropriate breaks and a range of shift options for colleagues. If changes to services are made, we have pledged to support anyone impacted with a dedicated Social Care Practitioner, robust transitions plans and review of any new arrangements to ensure working well.

Community Connectors

The success of the connector service was questioned by some respondents together with comment that the service was not suitable for most that are now attending building-based services.

Community Connectors work with people for a range of outcomes, and this does include connecting people to a building-based provision. Community Connectors work with the individual regarding their support needs and what they want to achieve, this is different for everyone.

Consultation (lack of confidence in the process)

Some respondents commented on and questioned the method of the consultation, others made comments indicating the belief that the consultation was ingenuous, and the decision had already been taken.

The consultation included specific sessions with people who attend the services, family, and carers; public virtual sessions held in the evenings; drop-in library sessions across the County; questionnaires (including easy read) online with paper versions on request and support from the Stakeholder Engagement and Consultation Team to ensure people were supported to share their views in the easiest way possible. A decision on the proposed redesign will only be made after the public consultation exercise, the feedback gained being analysed and fully considered, following which Cabinet will decide if the recommendations made are implemented considering the contents of the Cabinet Report and its appendices, including the Equality Impact Assessment.

Corporate finance – lack of forward planning

A small percentage of respondents felt that Derbyshire's poor investment choices and an increase in senior leadership had led to these proposals being put forward.

In putting the recommendations to Cabinet, we needed to take into account of the fact that, like every Council up and down the country, Derbyshire is facing significant financial challenges that are outside its control. These include inflationary pressures, staff pay awards agreed nationally but paid locally and continuing increasing demand on our services, particularly in adult care and children's services. Demand for adult social care support has also risen dramatically with the cost of providing care and support accounting for 48% of the Council's overall spending. This means in order to set a balanced budget in 2024/25 as it is legally obliged to do, the Council must review how people's assessed needs are met under the Care Act 2014 and to what extent the Council provides a direct care service as a means of fulfilling those needs.

Disagree with Option One regarding day opportunities

87% of respondents disagreed with the proposals contained in Option One regarding day opportunities, stating that Option Two was the more palatable of the two options as it meant more choice was remaining for carers and clients going forward.

Disagree with all Proposals

Some respondents simply disagreed without an explanation, with the proposals.

We recognise the strength of disagreement to the proposals from the respondents. We are committed to working closely with people and their family/carers to explore all options available to have their needs and outcomes met (as per our statutory duties within the Care Act 2014).

Financial rationale

Some respondents felt that these proposals did not consider the financial implications for the County Council going forward and the cost of breakdown for the carers unable to carry on in their role – therefore costing the County Council more in the long term.

We are committed to supporting carers and preventing breakdown of informal support arrangements. Included in our statutory duties is the requirement to work with and support carers through carers assessments. We work closely with Derbyshire Carers Association in ensuring carers receive support and advice. Any recommendations in the Cabinet Report will not impact on the individual's personal or flexibility in arranging care provision both in terms of regular support and short break provision.

Impact on the person with LD and/or autism and their carer

Many respondents told us of the negative impact that these proposals would have on them as carers and/or people with a learning disability and / or who are autistic using this type of support for both building based in-house day centre support and short break services. Carers particularly stressed the importance of respite to both them and the person they were looking after.

Any recommendations will not impact on the individual's personal budget or level of formal support, flexibility in arranging care provision or carer breaks. If there are changes to service provision, we will ensure professional support is available to people and their families, exploration of alternatives, robust transition planning and a review of their care and support outcomes until alternative support provision is stable and working well. We are also committed to working with people to develop contingency and integrated future planning within care and support plans to avoid breakdown of informal care arrangements.

Lack of other opportunity

Many respondents reported that in their experience and understanding, there was not enough good alternatives in the PVI to make the proposal of closing centres viable or changing the location of the available short break's services.

In terms of PVI provision, there are many PVI providers that the Council contract with that offer a variety of options both for day opportunities and short breaks across the County. In addition to this, people can have support via a Direct Payment and Shared Lives. We have information available on the Council website for the public to use and search for local provision.

Private Sector concerns

Some respondents told us of their negative experience with care and support provided in the private sector and expressed a wish for there to remain a choice of Council run provision.

Registered services are regulated by the Care Quality Commission and those on the Council's contracted framework will be assessed to ensure they meet our standards and have regular monitoring to ensure a high-quality service is provided and maintained which includes in-person visits and auditing. People can report any concerns to the contracts department regarding standards of care. If people wish to have a review of their support provision at any time, they can request a review or reassessment from an Adult Social Care Practitioner.

Quality of Care

General standards and quality of care in the private sector were questioned. Many participants gave first hand unfavourable experiences, commenting that the standards and quality were not as high as those of Derbyshire County Council establishments. Adding much praise for the standards and care delivered by Derbyshire County Council front line staff.

Please see above response provided to private sector concerns. Praise for Council colleagues is welcomed and will be fed back to colleagues.

Questioning the rationale of the Cabinet Paper

Respondents questioned the contents of the cabinet report indicating a non-belief in the research contained within it. Questioning Derbyshire County Council's under use of some of the building-based day services and short breaks services and the restrictions on attendance that has reduced these current figures.

The rationale is clear in the April Cabinet Paper in terms of the Council's requirement to make financial efficiencies and to use its limited resources to meet current and future demand. There has been a reduction in demand for the Council-run day centres and short break services as referenced in the Cabinet Report. Demand for Adult Social Care is increasing and with the budgetary pressures we are facing, we're having to look at how best we can continue to support people.

Travel implications

Respondents were concerned that should the proposal to redesign the offer be approved, there would be travel implications with people with a learning disability and / or who are autistic having long journeys and distances to travel to access day opportunities or short breaks services. Further comments described poor transport links that exist in parts of the county.

We recognise that there may be travel implications for people should changes be made to services, we would work collaboratively with everyone affected to reduce any negative impact. As part of a person-centred review, we would explore people's individual circumstances, and their identified needs and outcomes. Our aim is for people to be supported in their local communities with

inclusive, meaningful activities. We are working hard to develop local opportunities, for example developing and encouraging the use of Direct Payments, Shared Lives and Micro Providers. We are also continually working with providers to develop their appropriate, local, and inclusive services in communities.

- 2.18 The next steps are for Cabinet to consider the responses from the public consultation and Equality Impact Analysis to decide on future delivery. This is an opportunity for Scrutiny Committee to make comments for the Cabinet to consider.

3. Alternative Options Considered

N/A

4. Implications

N/A

5. Consultation

N/A

6. Background Papers

N/A

7. Appendices

- 7.1 Appendix 1 – Cabinet Report - Proposed Redesign of Short Breaks and Day Opportunities for People with a Learning Disability and/or who are Autistic (Adult Care) 11 April 2024

8. Recommendation(s)

That the Committee:

- a) notes the responses to the public consultation
- b) notes that all such matters will be considered and included within a comprehensive and robust Equality Impact Analysis which will be incorporated within the future cabinet report, which will be presented in due course.

- c) further notes that Cabinet will consider the Equalities Impact Assessment as part of its decision making.
- d) considers responses to the public consultation and provides comments to Cabinet and the Equalities Impact Assessment for consideration when making its decision regarding the older adults direct care redesign.

9. Reasons for Recommendation(s)

- 9.1 The Equality Impact Assessment is being prepared to reflect the issues raised during the consultation process, which will incorporate comments from the Scrutiny Committee.
- 9.2 The Cabinet will need to have regard to the comments from Scrutiny thereof in any decision making.