

# Public Document Pack



**Simon Hobbs**  
Director of Legal and  
Democratic Services  
County Hall  
Matlock  
Derbyshire  
DE4 3AG

Extension 38327  
Direct Dial 01629 538327  
Ask for Roy Ackrill

PUBLIC

To: Members of Cabinet

Wednesday, 27 May 2020

Dear Councillor,

Please attend a meeting of the **Cabinet** to be held at **2.00 pm** on **Thursday, 4 June 2020**. This meeting will be held virtually. As a member of the public you can view the virtual meeting via the County Council's website. The website will provide details of how to access the meeting., the agenda for which is set out below.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S Hobbs', written over a light blue horizontal line.

**Simon Hobbs**  
**Director of Legal and Democratic Services**

## **A G E N D A**

### **PART I - NON-EXEMPT ITEMS**

1. To receive apologies for absence
2. To receive declarations of interest (if any)
3. To consider Minority Group Leader questions (if any)
4. To confirm the non-exempt minutes of the meeting of Cabinet held on 14 May 2020 (Pages 1 - 4)

5. To receive the non-exempt minutes of Cabinet Member Meetings as follows:
  - 5 (a) Young People - 12 May 2020 (Pages 5 - 6)
  - 5 (b) Health & Communities - 14 May 2020 (Pages 7 - 10)
  - 5 (c) Strategic Leadership, Culture & Tourism - 15 May 2020 (Pages 11 - 14)
6. To consider non-exempt reports as follows:
  - 6 (a) End of Year Council Plan Performance 2019-20 (Pages 15 - 38)
  - 6 (b) Decision making process during Covid-19 Pandemic (Pages 39 - 42)
  - 6 (c) Equality Impact Analysis - Urgent Decisions in relation to Council Services, Functions and Assistance (Pages 43 - 112)
  - 6 (d) Urgent Officer Decisions (Pages 113 - 148)
  - 6 (e) Covid-19 Cost Pressures (Pages 149 - 166)
  - 6 (f) Update on Development Progress at Markham Vale (Pages 167 - 176)
  - 6 (g) Supporting Economic Recovery - Re-opening Derbyshire's Town Centres (Pages 177 - 188)
  - 6 (h) Outcome of the Consultation on the future of Direct Care Homes for Older People (Pages 189 - 288)

## **PART II - EXEMPT ITEMS**

7. To receive declarations of interests (if any)
8. To consider Minority Group Leader questions (if any)
9. To confirm the exempt minutes of the meeting of Cabinet held on 14 May 2020 (Pages 289 - 290)
10. To consider exempt reports as follows:
  - 10 (a) Markham Vale - Delegated Decisions (Pages 291 - 294)

PUBLIC

**MINUTES** of a meeting of **CABINET** held on 14 May 2020.

**PRESENT**

Councillor S A Spencer (in the Chair)

Councillors A Dale, A Foster, C Hart, T King, and J Wharmby.

Apologies for absence were received on behalf of Councillor B Lewis

**Declarations of Interest**

There were no declarations of interest made.

**82/20 MINORITY GROUP LEADERS' QUESTIONS**

There were no Minority Group Leader questions

**83/20 MINUTES RESOLVED** that the non-exempt minutes of the meeting of Cabinet held on 23 April 2020 be confirmed as a correct record.

**84/20 CABINET MEMBER MEETINGS - MINUTES RESOLVED** to receive the non-exempt minutes of Cabinet Member meetings as follows:

- (a) Young People – 7 April 2020
- (b) Highways, Transport & Infrastructure – 9 April 2020
- (c) Adult Care – 16 April 2020
- (d) Corporate Services – 16 April 2020
- (e) Strategic Leadership, Culture & Tourism – 28 April 2020

**85/20 URGENT OFFICER DECISIONS** (Corporate Services) The current challenges relating to the Covid-19 virus had necessitated urgent decision-making processes by Executive Directors and Directors to be implemented in order to ensure the welfare of service users and the public and to safeguard the interests of the Council.

The Coronavirus Act 2020 had now been implemented alongside a range of related Regulations. The Regulations included provision for virtual meetings of Council bodies including Cabinet. These regulations took effect on 4 April 2020. Members will appreciate that prior to these Regulations being introduced and Cabinet meetings resuming, it had been necessary for a range of decisions to be made. These decisions had been made under the urgent delegated powers to Executive Directors as set out in the Constitution.

A schedule of these decisions together with supporting reports by Department, was set out in Appendices 1–3 of the report. Appendix 4, circulated as a separate document, detailed exempt officer decisions, and these were included in the confidential part of the meeting papers together with the reason that they are exempt.

In the main, the decisions related to short-term temporary arrangements which were subject to regular review. This was particularly important where subsequent Government guidance had been issued, notably in areas of Adult Care. As Cabinet was now able to function by meetings being held ‘remotely’ the need for officers to make urgent decisions would diminish over time.

**RESOLVED** to note the urgent decisions made under delegated powers arising from the Covid-19 virus pandemic.

**86/20 PERMISSION TO PROCURE A CONTRACT FOR THE SUPPLY OF SKIPS** (Highways, Transport and Infrastructure) Derbyshire County Council had a framework in place for the supply of skip hire to meet the requirements of all departments of the County Council from 1 October 2014 to 30 September 2016, with options to extend for two further periods of one year, established under the procurement Protocol 1 of the Council’s Financial Regulations. The further contract extensions were taken and the contract ultimately terminated on 30 September 2018.

Due to time constraints and since that termination date, interim arrangements were currently in place that allowed monthly period pricing prior to a fully compliant procurement being established under Procurement Protocol 7b of the Council’s Financial Regulations and Public Contracts Regulations 2015. The previous tender had established a multi-supplier framework agreement over multiple lots to cover the geographical areas of Derbyshire with a contract term of up to four years. Following detailed analysis of user requirements, the proposed new procurement would determine how best to arrange the multiple skip requirements into manageable lots in order to get the best value for the County Council. It was proposed that the new contract term would run for a minimum period of two years, with an option to extend in annual increments for a maximum of two further years.

**RESOLVED** to approve the procurement of a contract for the Supply of Skips, under Protocol 1 of the Council’s Financial Regulations, for different locations throughout the geographical area of Derbyshire.

**87/20 EXPANSION OF GLOSSOPDALE SCHOOL** (Young People) In September 2018, the new Glossopdale School was opened to all age groups from 11–18. The old school was split across three sites in Glossop and Hadfield, however the new building was on a single site in Hadfield. The

replacement school was designed to be delivered in two phases. The core facilities (sports hall, hall and dining) had been built to accommodate 1440 pupils however in the initial phase, the teaching accommodation was limited to supporting 1200 pupils. It had been intended to carry out the second phase of building at a later date to provide places generated by the housing development in the town and funded by the Section 106 contributions. Demand for places however, had been very high, exacerbated by the large cohort of pupils moving from primary to secondary education at this time which was in line with many other areas of the Country.

Following a review of pupil numbers, current projections and the extent and speed of housing development in Glossop, consideration was given to bringing the second phase of the project forward. A non-statutory consultation took place between 14 October 2019 and 15 November 2019 to seek the views of interested parties. On 16 January 2020, the outcome of that consultation was reported to Cabinet and a decision was made to publish a Statutory Notice for the expansion. There was a further period of consultation between 24 February and 20 March 2020.

Whilst the non-statutory consultation attracted 58 responses, the Statutory Notice had only generated 3 responses, however given the overwhelming support expressed at the non-statutory phase, this was not unusual. All the responses supported the proposal with one feeling strongly that children should be able to attend their local school and that sufficient school places were necessary both for the young people and for the community of Glossop as a whole.

One response, whilst supporting the expansion felt that more needed to be done about the traffic at school drop off and pick up times as it was felt that it raised safety issues for car users, but more specifically pupils crossing the road on their way to school. There were on-going discussions relating to pedestrian safety and that, together with traffic measures, would be considered as part of the planning application. The third response was received from High Peak Borough Council which outlined the need for the expansion plans to comply with the Local Plan. Although the planning application would be submitted to Derbyshire County Council, High Peak Borough Council would be a consultee and its points would be addressed as part of that process.

Whilst the consultation had taken place, Cabinet had approved the funding for the expansion. As the School did not have an Ofsted category of Good or Outstanding, authority had been sought from the Regional Schools Commissioner (RSC) to expand the School under the School Organisation (Prescribed Alterations to Maintained Schools) (England) Regulations 2013 and the Department for Education guidance publication - Making significant changes ('prescribed alteration') to maintained schools published in October

2018. The RSC had delegated that permission to the Authority. The design of the additional facilities had been progressed and submitted to planning in April 2020.

The cost of the expansion would be confirmed once the design had been agreed, however it was expected to be in the region of £4m. On 23 January 2020 Cabinet had approved £4m funding under the Prudential Code for the financial year 2020-2021.

Councillor Dale, the Cabinet Member for Young People wished to thank the parents and local residents for sharing their concerns and anxieties regarding the scheme and also wished to acknowledge the work and contribution that County Councillors Jean and George Wharmby had undertaken locally, to progress the project.

**RESOLVED** to approve the expansion of Glossopdale School subject to receiving planning permission for the project

**88/20 EXCLUSION OF THE PUBLIC FROM THE MEETING. RESOLVED** that the public be excluded from the meeting during the consideration of the remaining items on the agenda to avoid the disclosure of the kind of exempt information detailed in the following summary of proceedings.

**SUMMARY OF PROCEEDINGS CONDUCTED AFTER THE PUBLIC HAD BEEN EXCLUDED FROM THE MEETING**

1. To consider Minority Group Leaders' Questions (if any).
2. To confirm the Exempt Minutes of the meeting of Cabinet held on 23 April 2020.
3. To receive the exempt minutes of Cabinet Member meetings as follows:
  - (a) Corporate Services – 16 April 2020
4. To consider exempt reports as follows:-
  - (a) Urgent Officer Decisions – Appendix 4 (Corporate Services) (Contains exempt information)

PUBLIC

**MINUTES** of a meeting of the **CABINET MEMBER – YOUNG PEOPLE** held on 12 May 2020.

**PRESENT**

Cabinet Member - Councillor A Dale

Also in attendance – Councillor J Patten

**25/20**      **MINUTES**      **RESOLVED** that the minutes of the meetings of the Cabinet Member for Young People held on 7 April 2020 be confirmed as a correct record and signed by the Cabinet Member.

**26/20**      **CONFIRMATION OF NOMINATIONS OF SCHOOL GOVERNORS**  
**RESOLVED** to approve the nomination of the following persons to serve as Local Authority Governors:-

D Goodchild	-	Milford Primary School
D Miller	-	Brampton Primary School
J Whiteley Longmate	-	Brockwell Infant and Nursery School
J Bacon	-	Cutthorpe Primary School
C Hopkin	-	The Penny Acres and Wigley Federation
T Parrans-Smith	-	Willington Primary School

This page is intentionally left blank



PUBLIC

**MINUTES** of a meeting of the **CABINET MEMBER FOR HEALTH AND COMMUNITIES** held on 14 May 2020 at County Hall, Matlock.

**PRESENT**

Councillor C Hart – Cabinet Member

Also in attendance: Councillors G Wharmby and D Allen

**09/20** **MINUTES** **RESOLVED** that the non-exempt minutes of the meeting of the Cabinet Member for Health and Communities held on 26 March 2020 be confirmed as a correct record.

**10/20** **COMMUNITY GRANTS ROUND 7** The Cabinet Member was provided with an update on the projects supported under round seven of the community activity and community safety Action Grants Programme. The report outlined the background on the grant funding scheme, a breakdown of the three tiers of funding available and the applications received and approved.

Round seven of both the community activity and community safety grants was 31 January 2020 and applicants were only able to apply for a small grant as the medium and large grants were only available on an annual basis, with the next deadline being 31 May 2020.

As detailed in Appendix A attached to the report, 72 small grant applications were received, totalling £34,241. A small panel comprising of Community Safety Officers met to assess the merits of each application against the required criteria and, as this total exceeded the allowed allocated budget, it was agreed to apply a reduction to all the funding awards to ensure everyone who was eligible could be successful. Where applicants would have been awarded the full amount of between £450 and £500 a 15% reduction was applied and those between £400 and £449 a 10% reduction was applied. In total 51 applications, the details of which are set out in Appendix A, were approved to the value of £19,741.

Appendix B of the report detailed four small grant applications totalling £1,978.60 which were all approved.

To date the community activity theme had funded 392 small, five medium and four large applications, at a total spend of £229,885. The total allocation was £250,000 with a view to delivering 375 small grants and a number of medium and large grants. The theme had therefore reached its limit and it was proposed to close the small community activity theme, leaving the remaining balance of £20,115 to be allocated to medium and large community activity grants in round eight (closing date of 31 May 2020). The three other community activity themes were undersubscribed and would operate a small, medium and large scheme in round eight.

Monitoring of the Programme, which included the take up of the different levels of grants as well as geographical coverage, would continue to ensure equality of access across different communities in Derbyshire. This would ensure that there was some flexibility in the Programme as it moves forward and that spend on the programme was maximised. It would also help to recognise those communities where more support would be required to identify and promote relevant projects.

**RESOLVED** to note the approval of (1) 51 small Grants for Community Activity to the value of £19,741; and (2) Four small Grants for Community Safety to the value of £1,978.60.

**11/20      REDUCING HARM OF SUBSTANCE MIS-USE** Approval was sought from the Cabinet Member for the award of Recovery Month grants up to the value of £6,010 for Recovery Month activities.

Recovery Month was a national event that took place in September each year. It had been celebrated in Derbyshire for the past five years and was an opportunity to showcase recovery from substance misuse, to reduce stigma and to highlight that recovery was achievable. Local activities had previously concentrated on large scale events which took considerable resources to organise and had tended to be located in Chesterfield. A number of smaller but active recovery organisations from other parts of the county had struggled to take part in a meaningful way and recovery month in Derbyshire was starting to lose momentum.

On 13 November 2018 the Strategic Director for Adult Care approved the allocation of £20,000 over a three-year period to encourage individuals, treatment services and recovery organisations to undertake their own projects, events and activities in their own localities. This approach was more inclusive of our geographically diverse county and revitalised the efforts of both local and countywide organisations and their service users.

The County Council had had a successful first year in 2019, grant funding six organisations and sixteen separate events and activities, including fly fishing, a Recovery Football Festival, a community café and various organisations taking part in the annual recovery games in Doncaster. Feedback from an annual showcase event recognised achievement was generally very positive.

The first event for Recovery Month funding for 2020 was approved in February for Derventio Housing Trust to run Orienteering events at various locations across Derbyshire. The report went on to outline six applications for events taking part in Recovery Month (September) 2020 that were successful against the scoring criteria.

**RESOLVED** to (1) approve the award of the grants detailed in the report to the value of £6,010 for Recovery Month activities; and

(2) agree to receive reports relating to the award of other small grants to support Recovery Month in Derbyshire.

This page is intentionally left blank

PUBLIC

**MINUTES** of a meeting of the **CABINET MEMBER FOR STRATEGIC LEADERSHIP, CULTURE AND TOURISM** held on 15 May 2020.

**PRESENT**

Cabinet Member – Councillor B Lewis

Also in attendance – Councillors R Flatley and P Smith

**18/20** **MINUTES RESOLVED** that the minutes of the meeting held on 28 April 2020 be confirmed as a correct record and signed by the Cabinet Member.

**19/20** **CHANGES TO LIBRARY OPENING HOURS** At its meeting on 20 December 2018, Cabinet gave approval to implement the Derbyshire Public Library Service Strategy. Included in the strategy were proposals to transfer 20 libraries, and the mobile library service, to community management.

Prior to the Covid-19 pandemic the process for transferring 20 libraries to a community managed model was progressing in nine locations, where a formal expression of interest had been received, including at Borrowash. However, the initial expression of interest at Borrowash was subsequently withdrawn. In approving the Strategy, Cabinet had agreed that where there were no expressions of interest from communities, the opening hours in those libraries would be standardised at 18 hours per week. This proposal would be subject to a further period of public consultation.

A period of public consultation about the proposed changes to opening hours at Borrowash Library, began on Monday 10 February 2020 and concluded on Sunday 22 March 2020. The consultation sought to obtain responses on two proposed options to change opening hours, together with any other alternative suggestions that consultees wished to make. A total of 82 responses had been received to the consultation, while the proposed reductions to opening hours elicited positive comments about the value of the library service, unsurprisingly a number of respondents were opposed to the proposed changes. However, there were no practical proposals put forward about how savings could be made from the library service budget without making changes to library opening hours. It was therefore proposed that when Borrowash Library reopened, following the current period of closure, it had the following opening hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2-5	Closed	9.30-1, 2-7	Closed	9.30-1	10-1	Closed

**RESOLVED** to approve the implementation of the proposed changes to the opening hours at Borrowash Library, as outlined in the report.

**20/20      FEEDBACK ON THE PUBLIC CONSULTATION ON THE PROPOSED CHANGES TO THE OPENING HOURS AT THE DERBYSHIRE RECORD OFFICE** At its meeting on 11 September 2019, Cabinet had approved the council's Five Year Financial Plan, which included a reduction to the Derbyshire Record Office (DRO) budget of £60,000. In order to achieve the required savings, a period of public consultation about proposed changes to opening hours began on 11 November and concluded on 22 December.

The consultation sought to obtain responses on reducing the opening hours by one day per week, allowing respondents to select their preferred opening pattern. A total of 300 responses had been received to the consultation. The proposed reduction to opening hours elicited positive comments about the value of the DRO and the importance of access to its collections but the majority of respondents did not support the proposed changes. For example, despite an increase in provision of records online, use of original records had not decreased and many respondents felt that the DRO would become congested on the days it was open, if the opening hours were reduced.

The County Council had a duty to consult with The National Archives on any significant change to its archive service. The National Archives had confirmed that reducing the opening hours as proposed would meet the legal minimum requirements for access but that any impact on the ability of the service to carry out its statutory duties in terms of managing its collections would potentially threaten its status as an Accredited Archive Service.

In parallel with the public consultation, staff from the Record Office were also investigating alternative ways to address the budget reduction and mitigate against the potential impacts. As a consequence the DRO had negotiated with Ancestry.com and depositors to add further content to the Ancestry website, e.g. non-conformist registers, school records, post 1900 electoral registers, enabling the Record Office to increase the amount of income generated to support the service. This was in line with the overall Enterprising Council approach, which sought to fund and deliver services in new and innovative ways. Having secured this funding it was proposed that the additional income received from Ancestry coupled with the existing income already received and held in reserve, would be utilised by the DRO to maintain its existing opening hours until the end of the 2022-23 financial year. (Subject to no further budget reductions being allocated to the DRO). It was also anticipated that further additional income may be generated over this period.

The DRO would use income for the period April 2020 to March 2023 to offset the £60,000 reduction from its revenue budget and maintain its existing opening hours.

**RESOLVED** to note the results of the public consultation about the proposed change to opening hours at the Derbyshire Record Office and approves the proposed response to the results of the consultation.

**21/20      CANCELLATION OF THE DERBYSHIRE WOODLAND FESTIVAL AT ELVASTON CASTLE 19 AND 20 SEPTEMBER 2020** (The Cabinet Member agreed to consider this item as an urgent report due to Covid-19 emergency and Government guidance and statements around recovery and future restrictions). The Derbyshire Woodland festival is a large, successful, annual event celebrating traditional and contemporary woodland crafts held at Elvaston Castle Country Park. It attracts in excess of 10,000 visitors over the two days and this year's event was planned for Saturday 19 and Sunday 20 September 2020.

The normal process of organising the Woodland Festival had been on hold during April 2020, as staff had dealt with issues arising from the COVID-19 emergency. However, it was no longer possible to defer the preparatory work for the Festival as many of the actions were time critical.

Details of the areas and levels of risk and any financial implications of proceeding with the Woodland Festival in 2020 were presented. Having considered the many different components of the Festival e.g. supply chain; contracts; event management, promotion etc. and the risks and financial implications associated with these, officers had reluctantly concluded that proceeding with the Woodland Festival in 2020 was not feasible and presented too many risks. The cancellation of the festival would be publicised through normal media channels and all stakeholders would be informed. Importantly a new date in 2021 for the festival will be selected and all planning work would concentrate on delivering that event.

**RESOLVED** that (1) the Woodland Festival 2020, scheduled to be held on 19 and 20 September 2020 at Elvaston Castle and Country Park, be cancelled; and

(2) the cancellation of the Festival is publicised through normal media channels and all stakeholders are informed.

This page is intentionally left blank



**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Executive Director Commissioning,  
Communities and Policy**

**END OF YEAR COUNCIL PLAN PERFORMANCE 2019/20  
Strategic Leadership, Culture and Tourism**

**1. Purpose of the Report**

To present the Council's end of year Council Plan performance report for 2019/20.

**2. Information and Analysis**

The Council Plan sets out the future direction of the Council and the outcomes that the authority is seeking to achieve. It identifies a small number of focused priorities to direct effort and resource, supported by "deliverables" under each priority, which set out what the Council aims to deliver over the next year. A set of key measures are also included, to enable the Council to monitor the progress it is making.

The performance report, attached at Appendix A, has been developed to ensure effective monitoring and management of the performance of the Council. The report describes the progress the Council has made on each of the deliverables set out in the plan. Performance against key measures is also reported and these are compared to targets where they have been set.

As an overview 32 deliverables (73%) have been categorised as good, 11 as requiring review and 1 as requiring action. Of the five council plan priority areas, the priority for a prosperous Derbyshire in particular is performing well, whilst the priority for empowered and self-sufficient communities has the most risk to achieving outcomes.

Detailed information regarding the position as at the end of the year is set out in the report, however key areas of success are set out below:

- The Council has set the lowest Council Tax increase of all county councils for 2020/21– the increase was 2% compared to an average council tax increase across all county council of 3.87%.

- In accordance with its Enterprising Council approach, a range of service reviews across the Council have been undertaken to deliver more efficient, effective and value for money services. These reviews include Human Resources, Communications, Procurement, ICT and Occupational Health which are moving forward with revised structures and improvement plans. In addition the review of libraries has made significant progress in transferring libraries to community management with eight successful Expressions of Interest and five business cases approved.
- A Joint Venture with Public Sector Plc has been established, focusing on improving, rationalising or developing the Council's surplus property.
- Over 1,100 businesses in Derbyshire have been supported with business advice and through the Council's Trusted Trader scheme.
- The Employment and Skills Action plan is progressing well with an estimated 25,000 residents engaged in services offered through the plan.
- Good progress has continued to be made in increasing fibre enabled broadband across the county and it is anticipated that over 112,000 premises will have access to faster broadband by the end of December 2020.
- For the last two years, over 80% of participants on council run weight management programmes have lost weight, and participants in council run stop smoking programmes who stop smoking have seen a year on year increase.
- The Council was ranked 3<sup>rd</sup> out of 28 participating councils for satisfaction in relation to Highways and Transportation.
- Good progress is being made in driving improvements in children's social care with recruitment to permanent posts progressing and action plans in place for all localities.
- The Council's performance in reducing delayed transfers of care from hospital, though not achieving target, continues to be better than the national and east midlands average.

Key areas for consideration are:

- Adult Social Care and Health and Commissioning, Communities and Policy departments achieved the in-year savings targets for 2020/21. Of the £2.650m saving target allocated for the Economy, Transport and Environment (ETE) department, in 2019-20, £0.737m was achieved leaving a shortfall in-year of £1.913m which was offset by a one off £2m contribution to enable Highways budgets to remain at the same level as previous years. An amount of unachieved savings of £3.321m has been brought forward from earlier years, although the department has always underspent the budget each year. Although ETE has plans in place to meet the annual targets each year, this means that a £5m shortfall will be carried forward and a plan will be developed to achieve these savings. Children's services are approximately £0.7m short of achieving the in-year target. The status for the budget savings deliverable has changed to "requiring action" as the Covid-19 pandemic will lead to some slippage in the savings programme. Preliminary work on Covid-19 costs identified that as much as £5m of savings across the Council will slip in the 2020/21 financial year.

- Sickness absence in the Council remains high at 10.4 days per appointment, however good progress is being made in implementing the employee wellbeing strategy and the impact this makes on employee absence will continue to be monitored.
- On average 77.2% of road defects were repaired within target timescales during 2019/20, below the target of 90%, with performance impacted by heavy rain and flooding from Storms Ciara and Dennis. It should be noted, however, that latest figures now show that 88% of road defects completed within target timescales.
- The percentage of pupils in primary and secondary schools judged good or outstanding is below target. A wide range of support has been provided to head teachers, governors, subject leaders and link advisers on the implications of the new Ofsted framework which came into effect in September 2019. School inspections have now been suspended due to covid-19 with no date for them to restart, and it is highly unlikely that there will be any opportunity to influence this indicator within the remainder of this academic year.

It is recommended that Cabinet consider and comment on the information contained within this report. Where performance issues are highlighted it is recommended that Cabinet consider whether there are any further actions that should be undertaken to improve performance to the desired level. The Council's progress in delivering the Council Plan will continue to be monitored during 2020/21 and reports will be produced and reported to Cabinet on a quarterly basis.

### **3. Financial, Human Resources and Property considerations**

Progress on budget savings, improving employee wellbeing, spending money wisely and improving the management of our land and assets are set out in the report.

### **4. Transport considerations**

The report includes information on the council's investment in roads and highways and residents' satisfaction with highways and transportation services.

### **5. Health, Social Value and Equality of Opportunity considerations**

Progress on actions around prevention and intervention and to support empowered and self-sufficient communities are set out in the report.

## **6. Other Considerations**

In preparing this report the relevance of the following factors has been considered: legal and human rights, environmental and prevention of crime and disorder

## **7. Key Decision - No**

## **8. Call-in**

Is it required that call-in be waived in respect of the decisions proposed in the report? No

## **9. Background papers**

Files and supporting papers held in the Organisational Development and Policy Division, in the Commissioning, Communities and Policy department.

## **10. Officer's Recommendations**

It is recommended that Cabinet:

1. Note and consider the content of the report and the significant progress that has been made on the delivery of Council Plan priorities during 2019/20 as set out in Appendix A.
2. Discuss key areas of success and areas for review and consider whether there are any further actions that should be undertaken to improve performance where it has not met the desired level.
3. Note plans to undertake regular monitoring and review of Council Plan performance during the forthcoming year.
4. Receive further reports on progress in delivering the Council Plan on a quarterly basis during 2020/21.

**Emma Alexander**  
**Executive Director Commissioning, Communities and Policy**

# Council Plan Performance Report 2019/20

## Deliverable Progress



## Completed deliverables

	Jun 2019	Sep 2019	Dec 2019	Mar 2020
	Deliverables	Deliverables	Deliverables	Deliverables
Good	1	0	0	0

## Ongoing deliverables

	Jun 2019	Sep 2019	Dec 2019	Mar 2020
	Deliverables	Deliverables	Deliverables	Deliverables
Strong	0	0	0	0
Good	33	30	34	32
Review	6	13	9	11
Action	3	1	1	1

- Key**
- ★ Strong – performing strongly
  - ✓ Good – performing well
  - Review – will be kept under review to ensure performance is brought back on track
  - ⚠ Action – additional action will be/is being taken to bring performance back on track

Measure performance against target



Measure performance against target

	Jun 2019 Measures	Sep 2019 Measures	Dec 2019 Measures	Mar 2020 Measures
Strong	3	4	4	3
Good	4	2	1	1
Review	3	2	3	3
Action	3	5	6	6

Key    Strong    Good    Review    Action    No Target

# Value for money

## Progress on our deliverables

### ✓ Reviewed and transformed key services to ensure a mix of in-house and commissioned provision

Service reviews across the Council have continued to make good progress throughout the last 12 months, including the review of key corporate services; HR, Communications, Procurement, ICT and Occupational Health which have moved forward with improvement plans and revised structures. The Enterprising Council Services reviews have continued to progress, the Joint Ventures with Suffolk Group Holdings (Suffolk County Council) have been established and the transition of the cleaning and caretaking service and the design services was scheduled to take place on 1st April 2020. However, given the current situation regarding COVID-19, the transition of these services has been pushed back until 1st September 2020. The Libraries for Derbyshire Strategy has continued to be delivered, the transition of some libraries to community managed status has made significant progress with Woodville Library due to be the first to transition which was scheduled for 17th April 2020.

The further development of the Service Review Framework has been paused, following a wider review on the centralisation of a programme management office, it is important as we move forward the Service Review Framework cohesively supports the Council's programme management methodology.

### ✓ Introduced app based technology to ensure more agile and flexible working

Building on previous work, over the last 6 months the Service has been piloting the use of Microsoft Teams and in particular the use of PowerApps for intelligent forms, office automation, collaborative working with partners and volunteers. This has been key in enabling the delivery of services in response to the COVID-19 pandemic and the Council has been able maintain democratic requirements by carrying out virtual Cabinet meetings and livestreaming these using the Teams platform. To date 30 Team sites have been created serving over 500 users, a system rapidly developed for managing the Councils electric vehicle fleet and 15 Microsoft forms have been created.

### ✓ Embedded a new constitution and scheme of delegation to speed up decision making

The revised constitution was approved by Full Council at its AGM on 15 May 2019. The constitution was then implemented across the Council from 27 May 2019. We are now in a process of constant review of the same with regular updates to Full Council via the Governance, Ethics and Standards Committee. There will be an annual fitness for purpose test undertaken by the Governance, Ethics and Standards Committee prior to the next AGM of Full Council in May 2020.

### ✓ Ensured Council contract decisions deliver value for money through Council Value for Money Board

VFM Board has taken place successfully each quarter during 2019. A proposal to widen the remit of the Value for Money Board was made at the last meeting to ensure that Social and Financial Value is maximised in all Council activity. This proposal directly supports the Council plan. A scoping paper has been submitted to the Board for ideas on how to move forward. However the last VFM was cancelled due to external member (Chamber of Commerce) sending apologies at short notice. The next scheduled meeting will now be delayed due to Covid 19.

## Key measures

✓ **Kept Council Tax as low as possible**

In setting its Council Tax requirement for 2020-21, the Council set the lowest Council Tax increase of all county councils. The increase was 2% this being the adult social care precept offered to local authorities again in 2020-21 to support adult social care funding. The average council tax increase across all county councils was 3.87%.

The December survey of Derbyshire residents shows that 34% of respondents agreed that the Council provides good value for money, 39% of respondents neither agreed or disagreed and 22% agreed. A range of work is being undertaken across the Council to improve value for money including improving the efficiency and effectiveness of services through service reviews, making substantial budget savings and setting up a value for money board. Proposals to undertake more frequent surveys to better understand residents' responses are being explored. Work will continue to further improve the value for money the Council provides.

📌 **Achieved budget savings of £46.8m**

The outturn position for the financial year 2019/20 shows that Adult Social Care and Health and Commissioning, Communities and Policy departments achieved the in-year savings targets. Children's Services are approx. £0.7m short of achieving the in-year target. Of the 2.650m saving target allocated for the Economy, Transport and Environment (ETE) department in 2019-20, £0.737m was achieved leaving a shortfall in year of £1.913m which was offset by a one off £2m to enable Highways budgets to remain at the same level. An amount of unachieved savings of £3.321m has been brought forward from previous years although the department has underspent the budget each year. Although ETE has plans in place to meet the annual targets each year, this means that a £5m shortfall will be carried forward, and a plan will be developed to achieve these savings.

Overall 94.7% of the identified budget savings were projected to be achieved as at December 2019, against a target of 100%, with any shortfall met from one-off sources.

The status for this deliverable has changed to "requiring action" as the Covid-19 pandemic will lead to some slippage in the savings programme. Preliminary work on Covid-19 costs identified that as much as £5m of savings across the Council will slip in the 2020-21 financial year.

📌 **Improved employee well-being through a new strategy that also increases productivity and reduces absence**

Mental Health Policy agreed 7 February 2020. Mental Health First Aiders promoted within DCC together with employee wellbeing support for employees. New system wellbeing model developed ready for implementation during COVID-19 outbreak parts of which will form part of the councils ongoing wellbeing response. The full impact of the strategy on absence is not yet reflected in the figure of 10.4 days lost per appointment as this includes all sickness recorded during 2019/20.

34.0%

Residents agreeing the Council provides good value for money

31 DEC 19

94.7%

Percentage of identified budget savings achieved

31 DEC 19

10.40

Days lost per appointment to sickness

31 MAR 20

Page 22



✓ **Improved the management of Council land and buildings, reducing assets which are surplus to requirements**

The Property Rationalisation Programme is a key component of the wider review of the Council's property service. As with the main review it is being undertaken through a series of projects and milestones. The key milestones are: March 2019: Cabinet approved an Asset Management Framework which provides the overarching strategy for all property activity. September 2019: Cabinet approved in principle establishing a Joint Venture (JV) with Public Sector Plc (PSP), an organisation that has 20 similar JV partnerships with other local authorities focused on improving, rationalising or developing surplus local authority property. February 2020: Cabinet approved the terms and structure of the JV with PSP, which is a Limited Liability Partnership called PSP (Derbyshire) LLP, overseen by a Partnership Board with equal representation from the Council and PSP. The first Partnership Board met in April 2020 and approved several actions including work to bring forward a Cabinet report to approve the priorities and focus for PSP activity. To inform this report work commenced on reviewing assets including the Council's administrative buildings, countryside assets, industrial estates and business centres. In addition, opportunities to support Adult Social Care and Health with the delivery of the Council's Older People's Accommodation, Housing and Support Strategy are also being explored. The review and rationalisation of these assets are being taken forward to deliver financial savings in the financial year 2020/21.

Almost £2.9M was raised from the disposal of buildings in 2019/20, while this is short of the expected target two sales did not complete within the year. However these continue to be progressed and the estimated £3M should now be received during 2020/21.

✓ **Strengthened partnership working, for instance working with partners to agree the creation of a Strategic Alliance for the region to drive sustainable growth**

The Council has played a leading role, as part of the Local Resilience Forum, in bringing together partners across the public, private and voluntary sector to provide a co-ordinated response to the coronavirus epidemic. The Council is a key partner on the Strategic Co-ordinating Group and Tactical Sub group as well as a number of thematic sub-groups. This is ensuring that there is a joined up approach in Derbyshire to protect lives, minimise the impact of the virus, maintain supporting infrastructure and essential services, and plan and promote recovery activity.

Vision Derbyshire work has continued to progress at pace, and the County Council has supported a small team from PricewaterhouseCoopers (PwC) in delivering on the aims of the work, in place since March 2020.

PwC were on site at County Hall for the first two weeks in March but Covid19 has meant that much of the day-to-day work with the team has moved online. The Vision Derbyshire case-for-change and mobilisation of pilots 'storyboards' are in development and various officers from the Council have been inputting into these and responding to PwC requests for data and information.

Covid19 has been a considerable challenge for the engagement element of the PwC delivery plan and this has meant a reconfiguration of proposals and the formulation of new ways to involve internal and external partners to progress the work. Every effort is being made to deliver to agreed timescales and achieve desired outcomes.

✓ **Lobbied Government to secure a better funding settlement**

Continued to provide support to interest groups such as County Councils Network. Regular meetings are now in place with local MPs. The Council has been active in providing data to support the cost implications of Covid-19 and is working with the district/borough councils in the county, together with the County Councils network to evidence loss of income for councils across the county as a result of Covid-19.

£2,898,546

Money raised from the disposal of land and buildings

29 FEB 20

### Key measures summary

	2017/2018	2018/2019	2019/2020	Target	Performance
Percentage of residents agreeing that the Council Provides value for money			34.0%		
Percentage of identified budget savings achieved		88.4%	94.7%	100.0%	🟡
Average number of days lost per appointment to sickness (Not including schools)	9.96	9.87	10.40	9.80	🟡
Amount of money raised from the disposal of land and buildings			£2,898,546	£8,146,200	🔴

2019/2020 contains the latest data available. Performance compares the 2019/2020 data against the target.

Grey boxes are where data is not available/comparable or where targets have not been set because the Council is collecting baseline data or because the target is under review.

# A prosperous Derbyshire

## Progress on our deliverables

### ✓ Assisted small and medium sized enterprises to grow and be more productive

During 2019/20 the Economy and Regeneration Service has delivered a number of workshops on exporting which have been attended by 51 businesses with a further 78 receiving start-up advice. As a result of the COVID-19 the focus of the service has changed to assisting small businesses to survive and recover from the economic impact of the pandemic.

At the end of the year Trading Standards had formal advice arrangements in place with 22 businesses and the Trusted Trader Scheme included 422 Ltd companies, 39 partnerships and 540 sole traders based within Derbyshire.

### ✓ Delivered the Employment and Skills Strategy action plan in line with programmed timescales including improved co-ordination of Council activity

The Action Plan continues to be delivered in line with expectation, however the recent Coronavirus pandemic has delayed the final end of year report. The Employment and Skills Board received the latest report on progress in March.

Based upon current returns against the Employment and Skills Action plan, it is estimated that programmes have engaged over 25,000 residents in services offered through the plan, resulting in 325 people gaining employment, another 168 being supported to access an apprenticeship or have received apprenticeship training, of which 18 had their training funded through the transfer of the apprenticeship levy to work in Derbyshire SMEs, 80 have entered volunteering opportunities, and over 4,000 receiving skills training.

The percentage of young people aged 16 and 17 in education, employment and training (EET) for the 3 month average of Jan, Feb and March 2020 is 93.1%. Although slightly lower than the same time last year (94%), this year's percentage is higher than both the national figure (92.6%) and the outcome for East Midlands (92.4%).

Main risk to delivery is caused by continued pressure on Council resources especially caused by the pandemic, which may divert resources to other priority activities across the Council. Recovery planning is now starting, which may require a realignment of priorities and resources in the coming months.

### 🟡 Delivered the new "Invest in Derbyshire" programme in line with agreed timescales

Work has been undertaken to review the funding agreement and deliverables to be secured by Marketing Derby and the Invest in Derbyshire Service. Up to Mid-March progress was being made and the number of international enquiries was being maintained; however, the global impact of COVID 19 has already been felt in the latter part of the financial year with enquiries falling off significantly. Marketing and investment messages will form a significant part of the economic recovery plan going forward.

A total of £9,601,992 external funding has been secured during the 2019/20 financial year.

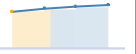
## Key measures

1,152

Businesses and start-ups supported by the Council



31 MAR 20

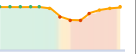


93.1%

16-17 year olds in education, employment or training



31 MAR 20



£9,601,992

Investment into the county

31 DEC 19



✓ **Increased the fibre enabled broadband coverage across Derbyshire for homes and businesses**

Good progress has continued to be made against planned targets within the BT contract and by the end of December 2020, it is anticipated that over 112,000 premises will have access to faster broadband and of which, over 104,000 premises will have access to superfast broadband. Take up is currently approx. 60% and is expected to increase due to continued community engagement efforts. The impact of COVID 19 will inevitably influence the levels of demand for broadband access - particularly in rural communities - and will inform the shape of the future investment programme.

✓ **Invested in well maintained roads and highways infrastructure**

Heavy rain and flooding from Storms Ciara and Dennis caused further damage to infrastructure to that suffered in the November 2019 floods which has had an impact on the Council's ability to maintain its performance in relation to defects repaired within target reducing from over 90% at the start of 2019/20 to just below 60% in the last quarter, resulting in an average for the year of 77.2%. This was, however, an improvement on previous year performance of 71.5%.

Cabinet has approved a broad Local Transport Plan programme of investment to address key safety and maintenance issues and to tackle the priority repairs of flood damage. Funding of £5m announced for A6 retaining wall project but confirmation of Local Transport Plan and pot hole funds is still awaited.

✓ **Worked to maximise growth opportunities arising from HS2 and to mitigate impact**

The Mitigation Board has not met since October 2019 due to the lack of clarity from the Oakervee Review and the later review on integrated rail with Transport for the North. The outline business case for the proposed Development Corporation has been submitted to Government and the Mitigation Officer Group has continued to work to identify the key areas for further impact assessment in advance of Parliamentary petitioning. A summary of the Connectivity Study is likely to be published in Quarter 1 2020/21.

✓ **Assisted in the successful implementation of a new manufacturing zone in North Derbyshire**

Development of draft documents completed and circulated for consultation with local authorities and the Government. In the latter part of the financial year, dialogue with Government has slowed due to the impact of COVID 19 on Government resources and priorities. Support to key sectors (e.g. advanced manufacturing) and direct intervention programmes (e.g. Local Development Orders) will be an essential consideration in the economic recovery plan going forward.

✓ **Completed the clean-up of polluted land at the former Coalite works in Bolsover further developed Markham Vale**

Coalite - feasibility study completed into the potential for an 'enterprise/ innovation centre' at the gateway of the site. Market considered to be very lukewarm to the proposal and would require a university presence on campus - or within close proximity. Clean up of the site complete and planning applications currently under consideration by Bolsover and North East Derbyshire District councils. Project Control Board due in Quarter 1 to determine way forward. Markham Vale - results of annual survey awaited (reported in Quarter 1 via annual report) but good progress towards jobs targets and occupancy rates continues.

✓ **Supported growth in the visitor economy by improving access to a range of accommodation and quality attractions**

Culture Heritage and Tourism action plan now approved and being rolled out - along with plans for Festival of Derbyshire which proposes a full year's activity promoting attractions and cultural events in the County. Full partnership buy in to the proposals has been received. However, as of mid-March, indications are that COVID 19 will impact the Visitor Economy in a devastating way with long term closure of facilities, job losses and Gross Value Added (GVA) losses. Any recovery planning for the forthcoming year will inevitably focus on survival of the sector and supporting incremental return to business. Festival of Derbyshire proposals will be significantly impacted and likely result in 'virtual' celebrations or the shifting of focus to late 2020/21.

63%

Homes and businesses with fibre enabled broadband

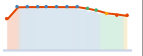
31 MAR 20



77.2%

Defects completed within target

31 MAR 20



- ✓ **Completed the development and started the implementation of a countywide Infrastructure Plan to support good growth**  
Planned consideration at D2 Joint Committee Mid-March did not take place as the meeting was cancelled due to impact of COVID 19. Since this time, further refinement to the content of the Derbyshire Infrastructure Investment Plan has taken place in terms of strategic investment priorities and in the early part of 2020/21 will inevitably include priorities as a result of COVID 19 - particularly digital infrastructure, green energy and public transport.

### Key measures summary

	2017/2018	2018/2019	2019/2020	Target	Performance
Number of businesses and start-ups supported by the Council			1,152	1,000	★
Percentage of 16 to 17 year olds in education, employment or training (3 month avg)		94.0%	93.1%	95.0%	□
Total external funding secured			£9,601,992		
Percentage of homes and businesses with fibre enabled broadband	41%	55%	63%	22%	★
Percentage of defects completed within target	65.2%	71.5%	77.2%	90.0%	□

2019/2020 contains the latest data available. Performance compares the 2019/2020 data against the target.

Grey boxes are where data is not available/comparable or where targets have not been set because the Council is collecting baseline data or because the target is under review.

# Empowered and self-sufficient communities

## Progress on our deliverables

### ❏ **Rolled out the Thriving Communities programme across 13 localities**

Over the last 12 months the development of the programme has been significant, with the organisation delving deeply into the conditions necessary for the successful roll-out of the Thriving Communities approach beyond the existing communities. An Accelerator Programme was implemented based in Shirebrook, which aimed to refine the Thriving Communities Model and Ways of Working through active application by staff and local people. This gave flexibility to use spaces differently in the community and develop trusting, positive and aspirational relationships with local people to meet the needs of the community in creative ways together. A community kitchen, art class, community allotment and youth and community activities were developed in genuine partnership with local staff and Elected Members using untapped potential, skills, resources and tools. A local network and connected team of existing staff made this possible, as they were given permission and flexibility to work outside their usual roles to actively listen to local people's ideas and work in partnership to make them a reality. The Accelerator Programme also identified the need to change organisational culture and practice across the Council, particularly in terms of the leadership required to work in this way with communities and to deliver such ambitious change. The Council has invested in a leadership programme to develop this change, interconnected with other high level corporate strategic programmes. The last quarter has been focused on leadership development, identifying new places in which to do the work and preparing tools and resources for implementing the model in new communities.

A new diagnostic tool and evaluation framework has been developed and the Council will be using a number of measures to understand the impact that work is having in local communities compared to averages across the county. This includes data gathered through recent surveys which show that 29.7% of respondents in thriving communities areas have given unpaid help to an individual, group or club in the last twelve months (54% in the county area), 64.2% agree that they have enough people around them to avoid a crisis (69.5% in the county area) and 56.7% respondents believe that residents by working together can influence decisions (55.4% in the county area). This information and other data have been used to develop a baseline and set targets for future activity and KPIs. The Council has also been working with 19 other councils through NESTA's Upstream Collaborative Scheme to develop new thinking nationally on the future relationship between communities and public services. Roll-out into new places should have happened from April 2020, however a delay in the delivery of leadership activities (due to competing corporate priorities) has meant that this work will happen slightly later than planned, when the organisation is confident and fully committed to supporting the approach.

### ❏ **Enabled residents to self-serve using an optimal combination of communication channels**

The Channel Shift programme proposal and proposal to go out to tender for a supplier for three systems (potentially combined) was achieved in February 2020. Progression to tender has been slightly delayed by the coronavirus outbreak and a decision on next steps is expected from Corporate Management Team in late April / early May. A baseline figure is being established and the mechanism for reporting the data going forwards will be in place for quarter 1 2020/21 reporting.

## Key measures

54.0%

Residents have given unpaid help to an individual, group or club

31 DEC 19

69.5%

Residents have enough people around them to avoid a crisis

31 DEC 19

55.4%

Residents working together can influence decisions

31 DEC 19

No Data 31 Mar 20

Services accessed by Council websites

31 MAR 20

🔴 **Reviewed grants and developed a new offer to voluntary and community groups to enable the sector to grow and thrive**

The Council is currently consulting on future proposals for VCS infrastructure services across the county following a recent review. The current timetable requires Cabinet to approve proposals in June 2020 and the new offer/approach to be in place by the end of September 2020. An extension of funding for infrastructure organisations, agreed by Cabinet in November 2019, is in place until September 2020.

Officers have been working on proposals, alongside a new Grants Framework, which sets out the approach the Council will need to take to review its current 'retained' grants over the coming months. This aims to progress the review through a pathway approach and would outline to grant recipients their allotted grant 'pathway' by September 2020. Funding decisions would then be made on grants moving forward using the pathway approach and any grants which were further retained would be aligned to the new Grants Framework and associated processes.

Whilst good progress has been made, future plans will need to take into account the changing landscape surrounding the sector at the current time. Covid19 has started to have a significant impact on many aspects of the Council's work. Discussions about the impact of the VCS review at a time when the voluntary and community sector are being called upon to mobilise around both a national and local response, have now commenced across the Council.

✅ **Co-designed the Council's offer to people with learning disabilities, focusing on their strengths to help them achieve their personal goals**

Continued positive progress has been made during the course of the year. The Learning Disability Day Services assessments have continued to be undertaken and the positive impact of this programme of work to support younger people to remain living in their communities and maintain independence is achieving its aims.

✅ **Implemented the transfer of a minimum of five libraries to community management**

The Library Strategy was approved by Cabinet on 20th December 2018. The first stage of implementation is focused upon transferring the 20 libraries and two mobile libraries over to community management. The community engagement work has concluded for the 20 libraries and two mobile libraries. Eight successful Expressions of Interest have been received and four Business Cases passed. The service will concentrate on the awarding of Service Level Agreements and Leases to groups and building community capacity in areas where appropriate. A reduction in opening hours at Tier 4 libraries with no Expression of Interest to 18 hours per week has been implemented.

✅ **Helped people furthest from the labour market into sustainable employment**

Activities contained within Objective 1 of the Employment and Skills Action Plan, which target individuals, were progressing to plan up until the start of the pandemic in Mid-March. Since that time social distancing and lockdown measures have restricted the ability to deliver. However, as this came towards the end of the annual cycle it has had minimal impact on achievements last year, but has delayed final reporting, and may have significant impacts going forward as the action plan is redesigned for the recovery phase. Highlights include: The National Careers Service (NCS) contract has supported 2330 people with 652 receiving skills training and 156 getting into work. The HS2 schools programme has engaged with 970 young people, in 17 schools. Joined up careers has engaged with 85 businesses and supported 15 jobs and 31 volunteers into Health and Social care. Finally the County has contracted to transfer over £185,000 of its apprenticeship levy to support 18 apprentices in 13 Small Medium Enterprises in Derbyshire.

### Key measures summary

	2017/2018	2018/2019	2019/2020	Target	Performance
Percentage of residents who have given unpaid help to an individual, group or club in the last 12 months	46.1%	43.7%	54.0%		
Percentage of residents who agree that they have enough people around them to avoid a crisis		85.3%	69.5%		
Percentage of residents agreeing that by working together people in the local area can influence decisions that affect the local area		57.5%	55.4%		

2019/2020 contains the latest data available. Performance compares the 2019/2020 data against the target.

**Grey boxes** are where data is not available/comparable or where targets have not been set because the Council is collecting baseline data or because the target is under review.



# A focus on prevention and early intervention

## Progress on our deliverables

### ✓ Better supported people to live at home longer

Additional funding is being used to help support people to remain independently at home for as long as possible and to delay the need to access residential or nursing care. In addition the Council is also undertaking an ambitious transformation programme "Better Lives" which seeks to better promote independence for people coming into contact with the Council for adult social care services. During Jan- March this year there has been further development of the workstream and strong progress has been made in line with the programme plan. The percentage of people still at home after 91 days after discharge has decreased from 81% to 69.6%, however due to the transformation programme, the Council is now focusing on supporting a smaller number of people but these are more complex cases. With regard to admissions to residential and nursing care, admission for younger adults aged 18-64 have decreased year on year from 22.3 per 100,000 residents in 2017/18 to 21.6 in 2019/20. Admissions for older adults fell substantially from 759.4 per 100,000 residents in 2017/18 to 647.5 in 2018/19. This fall has largely been sustained with only a slight rise to 651.7 in 2019/20. In the previous two years over 94% of clients responding to our surveys have agreed that care and support services help improve their quality of life. Results of the survey in 2019/20 will be available shortly.

### ✓ Developed, agreed and begun to implement the Older People's Housing, Accommodation and Support Strategy

During quarter 4 we engaged with Homes England regarding funding opportunities. Additionally we held a strategy launch event to engage with developers which was attended by over 50 people. Also, soft market testing to understand more from the housing sector how we can help them to deliver against the ambitions of the strategy was commenced and this is currently being reviewed to inform the next steps in the programme. Engagement with district and boroughs was undertaken to understand from them the data, intelligence and support they require so we can implement the strategy in partnership. A review of the programme and ways forward will be undertaken in Quarter 1 April - June.

### ✓ Reviewed the Council's care and support offer for adults and children with special educational needs and disabilities to improve efficiency, value for money and customer outcomes

This period has seen the further development of the workstreams and positive progress has been made towards prototyping of improvements in specific locations.

### 🟡 Commissioned a new approach to provide innovative technological solutions to support people with social care needs

Following on from all the work we did on the Assistive Technology solutions in Q3 September to February, we continued to explore options to establish a framework to support cost effective access to Assistive Technology for Care Act eligible clients. Unfortunately we had to put this on hold towards the end of the Q4 period because the staff involved were diverted to other Covid-19 related tasks.

## Key measures

21.6

Admissions to residential and nursing homes (18-64)

31 DEC 19

651.7

Admissions to residential and nursing homes (aged 65+)

31 DEC 19

69.6%

People still at home 91 days after discharge to Short Term Services

31 MAR 20

94.1%

Care and support services help improve clients quality of life

31 MAR 19

✓ **Redesigned the Council's universal and targeted 0-5s offer through Health Visiting services and Children's Centres in partnership with the NHS**

Work around embedding the 0-5's offer through Children's Centres and Health Visiting is progressing. The Service Level Agreement between Public Health and Children's Services regarding funding for supporting Children's Centres has been signed. The services continue to develop different approaches for system working e.g through the Solihull Approach. Work is progressing to embed public health messages within Children's Centres. A pilot trial of the pre-school contact has been completed with parents with additional resources to support this being developed. It is planned that the pre-school contacts will be offered to parents this year, this is dependant on central government guidance around the current pandemic, and may change. The Public Health Nursing Service continues to deliver the service as per their specification and is performing in the upper Tier nationally when compared to other localities.

70.8% of children reached a good level of development at the Early Years Foundation Stage, this was close to the target of 71.8%. A comprehensive action plan is in place to further improve the percentage of children achieving a good level of development. Actions include delivering a pilot targeted Literacy Project in Reception classes, moderating and agreement trialling events and training, increasing awareness of Early Years priorities and challenges with key strategic leaders and strategic governor briefings to provide an Early Years update, signpost good practice and to inform their support and challenge for their schools.

✓ **Redesigned the Council's Early Help Offer for Children, Young People and Families**

Structures are now in place and teams are established. Some residual recruitment to remaining vacancies is progressing. A new data set has been established and the first performance management reports were presented to the Practice Improvement Board in April. The trajectory regarding activity appears to be progressing in the right direction with individual case work reducing and group work increasing. Overall contacts and requests for support from Children's Services early help services is lower than in previous years and this change was beginning to be seen prior to the onset of the COVID 19 crisis. Key risks relate to appropriate responses by all agencies in the partnership to identifying and responding to early help needs in families and local communities. Next steps are to fully embed the teams and progress the workforce development programme. We also plan to commence evaluation of the new service, the impact that the service and partnership activity has had to help prevent escalation of risks for children, their families and communities – all of which will be impacted by the COVID 19 crisis.

✓ **Implemented "Pause Project", an innovative programme to address the needs of women who have had multiple children removed from their care and to prevent this cycle recurring**

The Derbyshire Pause practice went live on 27 January 2020. Staff were successfully recruited to the project and received two weeks of induction and training from Pause National prior to contacting eligible women. During this period data from Derbyshire County Council was shared with the project team so they could identify and prioritise the contacting women who are eligible for the programme. Six women have been signed onto the programme with a further twenty-four engaging well with the Pause practitioners. A further fourteen are also being contacted on a regular basis to encourage them to sign up to the programme but these are in the pre-engagement stage. At the end of month two, it was expected that Pause Derbyshire would have four women signed up to the programme, therefore they are above targets.

The Pause practitioners are building positive working relations with existing services within the county to ensure the holistic needs of the women on the programme are being met.

The full impact of the Covid-19 pandemic has not been fully realised however Derbyshire Pause have put together a business continuity plan and are continuing to contact women on the programme via other means. Recent NHS guidelines suspending all LARC's (long-acting reversible contraceptive) may impact the programme and increase the risk of further unwanted pregnancies during this period to vulnerable women. The provider is linked in with the Sexual Health service to enable contraceptive support to women at risk of unwanted pregnancy. The offer includes a new postal condom service, oral contraception and emergency contraception ONLINE. Sexual Health practitioners are also available by phone to advise women with vulnerabilities. This information has been relayed to the Pause provider.

70.8%



Children achieving at least a Good Level of Development



31 AUG 19

Increased the number of people taking part in smoking cessation and weight management programmes to improve outcomes

Action plan for addressing barriers to accessing Live Life Better Derbyshire developed. Further work on engaging communities and at Derby Royal Hospital paused due to the outbreak of COVID 19. Continue to promote service via Social Media and seeking to work with GP practices using #Quitfor Covid

86.3%

Participants in weight programmes who lose weight

☆ 31 MAR 20

67.6%

Participants in smoking programmes who stop smoking

☆ 31 MAR 20

### Key measures summary

	2017/2018	2018/2019	2019/2020	Target	Performance
Rate of permanent admissions to residential and nursing homes (aged 18-64) per 100,000 population	22.3	22.1	21.6		
Rate of permanent admissions to residential and nursing homes (aged 65+) per 100,000 population	759.4	647.5	651.7		
Proportion of people (aged 65+) who are still at home 91 days after discharge from hospital into Short Term Services	76.9%	81.0%	69.6%		
Percentage of Clients agreeing that care and support services help improve their quality of life	94.6%	94.1%	94.1%		
Percentage of children achieving at least a Good Level of Development (EYFS)	70.4%	70.8%	70.8%	71.8%	✓
Percentage of participants in Council delivered weight management programmes who lose weight		88.8%	86.3%	54.0%	★
Percentage of participants in Council delivered Stop Smoking Programmes who stop smoking		61.3%	67.6%	60.0%	★

2019/2020 contains the latest data available. Performance compares the 2019/2020 data against the target.

Grey boxes are where data is not available/comparable or where targets have not been set because the Council is collecting baseline data or because the target is under review.

# High performing council services

## Progress on our deliverables

### ✔ Maintained the Council's high performance in reducing delayed transfers of care from hospital

Our performance continues to be strong in this area. Although we have not hit our target on this measure, due to a significant increases in demand and changes to reporting mechanisms, our performance continues to be better than the national and East Midlands average.

### 🟡 Ensured all Council run adult care homes have Quality of Care graded as 'Good' or 'Outstanding' by the Care Quality Commission

Work continues to be driven by the quality improvement action plan, positive and significant progress has been made which will lead to an improvement in the quality of care ratings but our overall performance on this target has declined. In Q3 we had 20 of our 23 older adults residential care homes rated as 'Good' for the quality of care and at Q4 we have 19 rated as good, a decline of 1. Whilst there is positive and coordinated work underway to drive improvement we are unable to request inspections outside of the standard CQC routine which delivers a two year inspection cycle for those rated a 'Good' overall and an annual cycle for those rated 'Requires Improvement' overall. One of the four establishments rated as Requires Improvement for 'Caring' was due an inspection in March 2020, another is due an inspection in May 2020 and a third in September 2020. Currently routine CQC inspections are suspended due to the Covid pandemic and so it is unlikely that the performance data for this target will change during quarters 1 and 2 of the next financial year.

### ✔ Continued to maintain high levels of customer satisfaction in the Council's Highway and Transport Services

A new pop up survey technique was successfully trialled in Ripley and Swadlincote, and the results presented to a national conference the same month. Further opportunities to roll out the programme has been hampered by Covid-19 restrictions, but the technique is being incorporated into future service design processes. A number of local authorities have since expressed interest in the Council carrying out surveys on their behalf, so a business case is being considered.

The Council maintained its Customer satisfaction levels of 55% in relation to Highways and Transportation, which was above the national average of 53% and ranked the Council 3rd out of the 28 County Council's participating.

## Key measures

6.5

Delayed transfer of care



29 FEB 20

85.7%

Adult care homes rated 'Good' or 'Outstanding' for Quality of Care

31 MAR 20

55.0%

Residents satisfied with Highways and Transport services

31 DEC 19

🟡 **Continued to ensure that all Council run residential children's homes are 'Good' or 'Outstanding'**

The Council has 11 children's homes. As at the end of March 2020, nine homes (81.8%) were judged to be good or outstanding in their most recent inspection. One home was inspected during quarter 4 which received a good judgement.

Over the year, two children's homes have maintained previous outstanding judgements, three homes have maintained previous good judgements, three homes previously judged as outstanding have received good judgements and Derbyshire's newly opened children's home Hopewell was judged to be good at it's first inspection after registration. Two homes previously judged to be good were judged as requiring improvement.

The Regulation 44 Scrutiny Group meets regularly bringing together quality assurance and operations to monitor the quality of our provision and the achievement of children's homes standards. This group reviews feedback and learnings from inspections and develops specific actions plans accordingly.

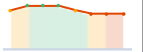
We set an ambitious target to achieve a good or outstanding judgment for 100% of the council's children's homes. Whilst this target has not been met, to have achieved good or better judgements for 81.8% is better than national figures. Children's home inspections are now suspended due to Covid-19 and there will be no opportunity to improve this performance position until inspections resume. This could take some time as Ofsted are taking a risk based approach and when inspections do resume, they are likely to focus on those homes that are inadequate.

✅ **Continued to drive improvements in the delivery of children's social care**

Good progress has been made this quarter to consolidate and build on the solid foundations embedded throughout this year to drive improvements in social care. Development groups, such as those for Team Managers and Practice Supervisors, are well established throughout the workforce and are delivering benefits. This quarter has seen the delivery of a variety of development and training activities, the development and implementation of a programme of locality based practice observations, and the introduction of a team performance scorecard. Recruitment to permanent posts has progressed well with a gradual reduction in the numbers of agency staff in social care. All localities have an action plan in place and progress against the overall practice improvement plan is evident. Case file audits during this quarter have showed a slight increase in the numbers of good cases with fewer inadequate case examples arising.

The Covid-19 crisis has demonstrated a very robust workforce throughout social care with limited sickness, immense dedication and creative focus on the welfare of children during the challenging times. New systems have been established for assurance of child welfare and workers have responded quickly and willingly to completing new processes in challenging circumstances. A new suite of management information reports has been established for Covid-19 and bespoke audit programmes have been designed to review the quality of practice and assurance of the safety of children. To date the indicators are positive for practice responsiveness, focus and good morale in the workforce. Next steps will be to progress plans for recovery from the impact of Covid-19 which will include analysis and predictions of future demand levels and an assessment of the needs and risks of children and their families in the future. The practice improvement action plan will need to be revised to take account of the benefits of new ways of working such as virtual activity and to respond in light of the impact of the crisis on children and their families.

81.8%



Council run children's homes  
rated as 'Good' or 'Outstanding'



31 MAR 20

Increased the percentage of children in schools which are 'Good' or 'Outstanding', so that Derbyshire is in line with the national average

During quarter 4, there has been a small decrease of 0.1 percentage points since last quarter in the percentage of primary aged pupils attending schools judged to be good or better. Since the end of the last full academic year (31 August 2019), the percentage of pupils in Derbyshire attending primary schools that were judged to be good or outstanding increased from 79.1% to 80.7% at the end of March 2020. Performance however, remains below the national average of 87.9%, with Derbyshire ranked 132 nationally.

Over the same period, the percentage of secondary aged pupils attending schools judged to be good or better has fallen by 0.2 percentage points compared to last quarter. Between 31 August 2019 and the end of March 2020, the percentage of pupils attending secondary schools judged to be good or outstanding decreased from 57.9% to 54.9%. This remains significantly below the national average (79.5%) with Derbyshire ranked 138 nationally.

This year we have been supporting, advising and training headteachers, governors, subject leaders and link advisers on the implications of the new Ofsted framework which came into effect in September and which included significant changes in the judgements for quality of education. The new framework incorporates a greater emphasis on curriculum provision and the role of subject leaders in being able to articulate how they ensure coherent sequencing and progression across key stages. Various information briefings and training events have been run to help all stakeholders understand the changed emphasis in the new Ofsted framework on reading and wider inclusion aspects such as exclusions and off-rolling. Some of our smaller schools have struggling with the changes they need to make regarding curriculum implementation. The lack of capacity to lead multiple subjects in preparation for the 'Deep dives' that Ofsted will undertake during inspections has also been a challenge. We have advocated greater collaboration across clusters of schools to overcome this teacher workload issue. Link advisers have started to undertake curriculum reviews of the schools we work with so that we can gather first-hand evidence of how well schools are progressing with the implementation of changes in readiness for September 2020. However, with the preparation work involved with Covid-19 and the impact of school closures, this work has not been completed. School Inspections have now been suspended with no date for them to re-start. It is highly unlikely that there will be any opportunity to influence this indicator within the remainder of this academic year.

80.7%

Pupils in 'Good' or 'Better' primary schools

31 MAR 20

54.9%

Pupils in 'Good' or 'Better' secondary schools

31 MAR 20

✓ **Introduced a new Customer Care Charter to set out how it will meet people's needs**

Revised Customer Care Charter to be reviewed at the Strategic Leadership, Culture and Tourism Cabinet Member meeting on 28 April 2020 (approval route revised on Cabinet/CMT advice from last update). Business readiness campaign to be launched at appropriate point once the implications of the coronavirus outbreak on customer service and the wider business are fully understood.

The Derbyshire residents' survey in December showed that 47.3% of respondents were satisfied with the Council and 40.8% felt informed about Council decisions. In addition to revising the Council's Customer Care Charter, further work is progressing to improve satisfaction with the Council as well as engagement and communication with residents. Key work areas include delivery of the new Communications Strategy, roll out of the Thriving Communities approach which seeks to build better relationships with local communities and reviewing services to further improve outcomes for residents and local communities.

✓ **Delivered priority actions from the Enterprising Council Strategy and embedded the approach with staff and partners**

The Enterprising Council programme continues to progress. In January, Workstream Leads submitted work stream closure reports to the Enterprising Council Board as part of the closure of phase 1 of the programme. The Project Learning Set Briefs have now been developed for the following three areas; Modern Ways of Working across the Council, Demand Management, Workforce and Leadership Behaviours. It was agreed at the Enterprising Council Board Meeting to take forward Modern Ways of Working across the Council as the initial project learning set. Work is underway on launching this brief across the Council. The Enterprising Council Programme is being looked at as part of wider conversations regarding change across the Council and as part of the review of the Councils Programme Management Office. Work continues to be underway on updating CMT and Cabinet on the progress of the Enterprising Council Programme.

✓ **Maximised the effectiveness of the Council's operating model and strengthened the One Council approach to enable high performing services**

The authority's One Council approach has been strengthened over the last year. The executive leadership model is operating successfully and is effectively leading a rapid One Council response to support communities, businesses and the care sector through the coronavirus pandemic, working with partners across Derbyshire. The Corporate Management Team are continuing to advance strategic leadership and organisational development through engagement in the Thriving Communities leadership programme. Corporate capacity has been strengthened through the centralisation of procurement and phase 1 of the centralisation of the HR function has been completed.

🟡 **Developed and embedded a more robust performance management framework**

A facilitated session with Cabinet/CMT was held on 4 March to steer the development of the Corporate Performance Management Framework. A framework was developed and the next steps are to implement the framework including engagement with departments regarding their role. The engagement has been put back by a month due to the outbreak of the coronavirus and the availability of key people to engage with the work, however this will be taking place in May 2020.

✓ **Developed an integrated approach to reporting performance and cost information aligned to corporate priorities**

An integrated finance and performance overview report for Cabinet has been developed as an example and starting point for engagement with departments on how to improve on this and the practicalities, processes and timescales for putting the report together. Integrated finance and performance dashboards for each portfolio are also being developed in APEX. A seminar was held with Grant Thornton to explore their financial and service performance benchmarking tool. All departmental representatives agreed that the tool would be useful to support their own value for money analysis. Further consideration will be needed to develop the corporate approach for using and supporting this tool. It is envisaged that the timescale for integrated reporting of finance and performance for quarter one 2020/21 will be met.

47.3%

Residents who are satisfied with the Council





31 DEC 19

40.8%

Residents feel informed about Council decisions

31 DEC 19

### Key measures summary

	2017/2018	2018/2019	2019/2020	Target	Performance
The daily average of days lost to delayed transfers of care per 100,000 population (aged 18+)	6.7	5.6	6.5	5.6	
Percentage of Council run adult care homes rated as 'Good' or 'Outstanding' for Quality of Care by Care Quality Commission			85.7%		
Percentage of residents satisfied overall with Highways and Transportation services	57.0%	55.0%	55.0%		
Percentage of Council run children's homes rated as 'Good' or 'Outstanding' by Ofsted		100.0%	81.8%	100.0%	
Percentage of pupils in good or better primary schools	84.9%	77.7%	80.7%	90.0%	
Percentage of pupils in good or better secondary schools	64.5%	59.9%	54.9%	76.0%	
Percentage of residents who are satisfied with Derbyshire County Council			47.3%		
Percentage of residents agreeing that they feel informed about Council decisions			40.8%		

2019/2020 contains the latest data available. Performance compares the 2019/2020 data against the target.

**Grey boxes** are where data is not available/comparable or where targets have not been set because the Council is collecting baseline data or because the target is under review.



**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Executive Director - Commissioning, Communities and  
Policy**

**Decision making process during Covid Epidemic**

**Strategic Leadership, Culture and Tourism**

**1. Purpose of the Report**

To ask Cabinet to agree amended decision-making processes arising from the Covid-19 virus pandemic.

**2. Information and Analysis**

The current challenges relating to the Covid 19 virus have necessitated urgent decision-making processes by Executive Directors and Directors to be implemented in order to ensure the welfare of service users and the public and to safeguard the interests of the Council

The Coronavirus Act 2020 has now been implemented alongside a range of related Regulations. The Regulations include provision for virtual meetings of Council bodies including Cabinet. These regulations took effect on 4 April 2020.

Members will appreciate that prior to these Regulations being introduced and Cabinet meetings resuming, it has been necessary for a range of decisions to be made. These decisions have been made under the urgent delegated powers to Executive Directors as set out in the Constitution. The relevant provision is as follows-

**SPECIFIC DELEGATIONS TO EXECUTIVE DIRECTORS**

*Notwithstanding any other provision of this constitution, the Executive Directors shall have power, after discussion, if practicable, with the leader of*

*the Council or the relevant Cabinet Member or Chairman, to take such action deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the time scales involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee.*

A schedule of these decisions together with supporting reports were reported to April and May cabinet.

In the main, the decisions relate to short-term temporary arrangements which are subject to regular review. This is particularly important where subsequent Government guidance has been issued notably in area of Adult Care and the use of 'easements'. It is intended that as Cabinet is now able to function by meetings being held 'remotely' the need for officers to make urgent decisions will diminish over time.

Given the short timescales for reviews however ( which are compulsory fortnightly in the case of the application of Adult care 'easements') it is proposed that Cabinet formally delegates review decisions to the relevant Cabinet Member (CABCO) meeting, such meetings to be held in public, virtually if necessary, in order to ensure maximum transparency. A summary of review decisions made by Cabinet Members will be reported to Cabinet every two months .

New decisions that are required as a result of the developing Covid situation and are outside of powers normally delegated to Executive Directors will be made by Cabinet or, if this is not possible, via urgent officer decisions and then reported to the next cabinet meeting.

As a further safeguard any significant reductions in service that have been reviewed and substantially maintained over any 8-week period will be referred to Cabinet as soon as possible after the eight-week period for ratification.

In all cases careful regard will be had to the equality implications of the proposed decisions including reference to the council's consolidated EIA where appropriate.

### **3. Financial Considerations, Human Resources Considerations and Legal Considerations**

As part of the urgent officer decision-making process, regard has been had to equality implications alongside legal, human resources and financial

implications within the demanding time scales applying. However, a consolidated Equality Impact Assessment is being undertaken on all the decisions to date and will be reported to Cabinet at the June meeting.

The DCC Constitution states that

*Unless the Leader otherwise directs, the Cabinet itself may also arrange for the discharge of any of its functions by a committee of itself, a joint committee, individual Cabinet Member or by an officer.*

*The agreement of the Leader has been sought to the proposals set out in this report.*

#### **4. Other Considerations**

In preparing this report the relevance of the following factors has been considered: Human Rights, equality of opportunity, health, environmental, transport, property, social value, and crime and disorder considerations.

#### **5. Background Papers**

Details of officer decisions held within Departments.

#### **6. Key Decision**

As indicated in reports

#### **7. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

Call in provisions will apply to Officer, CABCO and Cabinet decisions unless call in is waived in the normal way.

#### **8. Officer's Recommendation**

To not the revised decision-making process proposed arising from the Covid-19 virus pandemic.

To agree the delegations to the relevant Cabinet Member to review decisions as set out in the report.

**Emma Alexander**  
**Executive Director – Commissioning, Communities and Policy**

This page is intentionally left blank

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4<sup>th</sup> June 2020**

**REPORT OF THE EXECUTIVE DIRECTOR, COMMISSIONING COMMUNITY AND  
POLICY**

**EQUALITY IMPACT ANALYSIS – URGENT DECISIONS IN RELATION TO  
COUNCIL SERVICES, FUNCTIONS AND ASSISTANCE**

**1. Purpose of the Report**

To update Cabinet on the consolidated equality impact analysis of those urgent decisions made in relation to Council services, functions and assistance considering the Covid-19 pandemic.

**2. Information and Analysis**

Challenges relating to the Covid-19 virus necessitated urgent decision-making processes by Executive Directors and Directors to be implemented in order to ensure the welfare of service users and the public and to safeguard the interests of the Council.

The Coronavirus Act 2020 has now been implemented alongside a range of related Regulations. The Regulations include provision for virtual meetings of Council bodies including Cabinet. These regulations took effect on 4 April 2020.

Members will appreciate that prior to these Regulations being introduced and Cabinet meetings resuming, it has been necessary for a range of decisions to be made. These decisions were made under the urgent delegated powers to Executive Directors as set out in the Constitution and were then reported to April and May cabinet.

A further report on the agenda for June cabinet proposes a revised decision making process now that the Covid situation has stabilised somewhat.

Under usual circumstances, major decisions made by Cabinet would be accompanied by an Equality Impact Analysis where appropriate, as a means of demonstrating that the Council is meeting the requirements of the Public

Sector Equality Duty as outlined by the Equality Act 2010. The urgent nature of these decisions meant it was not possible to provide a completed analysis at the point decisions needed to be made although equalities impact considerations were assessed as part of the decision making process.

Further work has now been undertaken and these decisions have been looked at together to enable them to be assessed and to provide some detail on how, cumulatively, they may be impacting on local people.

It is intended that the impact will be monitored over the coming weeks and months, for as long as services are being delivered differently, and to provide a report in the future to help ensure that as and when services resume, the Council will have a fuller understanding of the actual impact which occurred. This will help the Council in its plans for supporting the people of Derbyshire as things recover. It will also serve as a point of reference when decisions are being reviewed in the future.

### **Key impacts identified**

This report provides a picture of the likely adverse impact at this point in time. The types and level of impact is likely to alter, most likely increasing over time.

The decisions which have needed to be made are important in seeking to minimise the spread of the virus and in protecting the most vulnerable people in Derbyshire, many of whom also feature as main users of our services, including older and disabled people, families, those on low incomes or living in areas of deprivation, and whose health condition means they receive support through many of our public health programmes. Please refer to Appendix 1 which outlines in greater detail the assessed impacts of decisions to date.

In addition a detailed EIA has been drawn up in relation to the use of the Care Act Easement – Releasing of Home Care Hours in Short Term Services to support Covid19 Response and this is attached as Appendix 2.

### **Next Steps**

Work to assess the impacts of service reductions and closures will continue, including where possible, through monitoring from feedback and through study, with a view to using this information to shape those services and in helping to inform planning for the gradual easing of lockdown, as this progresses.

Further reports will be brought to Cabinet on the ongoing findings of a cumulative assessment of equality impact, and where necessary, the

presentation of equality impact analysis with future decision proposals to demonstrate the decisions take account of the public sector equality duty.

### **3. Legal and Human Rights Act Considerations**

#### **The Public Sector Equality Duty (PSED)**

The Council is required to exercise its functions having careful regard to the need to:

(1) Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2020; (2) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it; (3) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In this context, the relevant protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation,

The essential aim of the PSED is to promote equality, equality of opportunity and good relations.

The Council, including its decision-makers, is required to do its best to provide services that promote the equality and equality of opportunity of persons with relevant protected characteristics and to promote good relations between them and others.

Where there is a proposed change of approach to the delivery of some care and support services, decision-makers are required to carefully assess any risks that this might pose for persons with relevant protected characteristics, how any such risks can be mitigated, how they should be monitored and whether they can be justified.

At the risk of simplification, when considering whether to approve the proposed way forward, decision-makers are required to carefully consider in particular the need to protect and promote the welfare of elderly and disabled individuals who receive care and support services, and any particular risks that might be faced by those who are BAME, mothers or pregnant, or whose gender, gender re-assignment, sex or sexual orientation might create particular difficulties for them.

#### **Other considerations**

As contained in the report.

**4. Background papers**

Associated reports to Cabinet

**5. Key Decision**

No

**6. Is it required that the Call-In period be waived in respect of the decisions being proposed in this report?**

No.

**7. Officer's Recommendations**

It is recommended that the report and appendices be noted.



## **Appendix 1: Equality Impact Analysis – Decisions to close, cease or curtail services**

The following equality impact analysis summarises the anticipated likely impacts of the decisions by senior officers, Cabinet, and Cabinet members to close, cease or curtail Council services and functions due to Covid-19 (Coronavirus).

The analysis lists these by Department and then by protected characteristic groups and other priority groups or communities, summarising the cumulative possible impacts where possible.

### **The Public Sector Equality Duty**

The Council is required to exercise its functions having careful regard to the need to:

- (1) Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2020;
- (2) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it;
- (3) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In this context, the relevant protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The essential aim of the PSED is to promote equality, equality of opportunity and good relations. The Council, including its decision-makers, is required to do its best to provide services that promote the equality and equality of opportunity of persons with relevant protected characteristics and to promote good relations between them and others. In the present case, where there are proposed reductions and cuts to services, albeit on a temporary basis, because of the Coronavirus, decision-makers are required to carefully assess any risks that this might pose for persons with relevant protected characteristics, how any such risks can be

mitigated, how they should be monitored and whether they can be justified. This EIA is designed to show how officers undertook that exercise and to assist decision-makers undertake that exercise and reach their own conclusions.

At the risk of simplification, when considering whether to approve the proposed way forward, decision-makers are required to carefully consider the need to protect and promote the welfare of persons who receive services that are being reduced or cut as a result of the Coronavirus, and any particular risks that might be faced by those who are elderly, disabled, young, BAME, mothers or pregnant, or whose gender, gender re-assignment, sex or sexual orientation might create particular difficulties for them.

An overarching point is that all the changes referred to below are temporary, are designed to protect health and life and will be reduced and rescinded at the earliest available opportunity. Meanwhile, depending on the context and where possible, officers are engaged in different kinds of exercises to find replacement services or take other steps to mitigate the impact and to continue to monitor the health and welfare of those affected in case special interim action is needed.

### Adult Social Care

Date of decision	Officer decision	Cabinet Report	Main likely impacts
20/03/2020	ACSODR1 Adult Social Care Residential Homes for Older People closure to visitors	ASCREP1 Residential Homes – closure to visitors	<b><i>Older and disable people</i></b> (High); <b><i>Carers, relatives and friends of residents</i></b> (High); <b><i>Female Employees</i></b> (High). Restricting visitors will help avoid the spread of Covid-19 to residents who by virtue of, age and medical circumstances are likely to be more vulnerable, but it could also add to feeling of isolation for them, placing more stress on them and their loved ones. The restriction could make the task of employees more challenging, providing additional emotional support to residents.

Date of decision	Officer decision	Cabinet Report	Main likely impacts
			<p>Action has been taken to seek to mitigate the impact of this change and to enable residents to continue positive relationships with family and friends outside of their establishment. Where appropriate virtual contact is being utilised including telephone call, Zoom and Whats App and residents are being supported to use this. Staff are monitoring carefully the continued emotional wellbeing of residents and the wellbeing of staff is also being carefully checked. Residential homes are encouraged to have a regular programme of resident and staff evaluation to support this.</p> <p>Visiting arrangements will be resumed as soon as it is safe to do so.</p>
20/02/2020	<p>ACSODR2 Closure of Older Adults Day Centres &amp; cessation of service delivery for over 70s in Learning Disability Day Services</p>	<p>ASCREP2 Temporary closure of Older Adults Day Centres</p>	<p><b><i>Older and disabled people</i></b> (High), <b><i>Carers, relatives and friends of older people using the service</i></b> (High). The closure of day centres will help to limit the spread of the virus for older people, who are more vulnerable to the impacts of this disease. However, the closure may also limit opportunities for these service users and their families, placing additional challenges over providing care, activities and leisure for them, also potentially increasing the levels of isolation they experience. Those persons affected by these changes have been supported in managing this change to their circumstances. Continued contact with Client's families and carers has been ongoing to monitor their health and welfare.</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
23/03/2020	ASCODR3 Closure of buildings based Day centres for Adults with a learning Disability	ASCREP3 Temporary closure of buildings based Day Centres for Adults with a Learning Disability	<p><b><i>People with a learning disability</i></b> (High), <b><i>Carers and the families of people with a learning disability</i></b> (High).</p> <p>Whilst the closure of these buildings/ centres will help reduce the likelihood of the virus spreading and infecting people, it will result in further isolation, limit opportunities for them to mix, develop and benefit from the service, and also place additional pressures on their families to provide care and support. It removes any respite that those families may currently benefit from. The lockdown means that people using the service are not easily able to do other activities instead. Those persons affected by these changes have been supported in managing this change to their circumstances. Continued contact with Client's families and carers has been ongoing to monitor their health and welfare.</p>
23/03/2020	ASCODR4 Cessation of planned respite breaks service for older adults and people with a learning disability	ASCREP4 Temporary closure/ cessation for services for older people & people with a learning disability	<p><b><i>Older people</i></b> (High), <b><i>People with a learning disability</i></b> (High) and the <b><i>Carers, relatives and friends of people with a learning disability</i></b> (High to medium)</p> <p>Planned respite breaks are both beneficial to those taking them up but also to any carers or families who may be looking after or supporting individuals. The cessation of breaks could result in additional stress upon those who would use these breaks and those around them, especially with the lockdown and the impact this may be having upon them. Continued contact with Client's families and carers has been ongoing to monitor their health and welfare.</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
30/03/2020	ASCODR5 Homecare Service suspension/ cessation	ASCREP5 Temporary reduction/ suspension in non-essential Homecare Service delivery across the internal and external Homecare market	<p><b><i>Older people who receive or could receive this service</i></b> (High), <b><i>the Carers, relatives and friends of older people who usually receive this service</i></b> (High to medium). <b><i>Employees</i></b> (High)</p> <p>This service is valuable in supporting older people with lower levels of need, thus helping to prevent them from needing to move to more intensive care settings. The temporary cessation of this service could leave individuals without the kind of support which helps them from deteriorating or having higher levels of need for care and support. It is also likely to result in greater isolation for these older and vulnerable members of our communities. The action planned to ensure that some contact is retained and to check on the well-being of individuals will help ensure individuals whose needs increase are identified and assisted. The cessation of the service is also likely to place more demands for care and support upon family and other types of carer, friends and local voluntary services. Workers in the service will also be impacted, potentially being asked to work in other services or care homes, where appropriate, instead. This decision is subject to a detailed, specific equalities impact assessment dated the 14 May 2020, to which attention is drawn, and will not be considered further herein.</p>

## Children's Services

Date of decision	Officer decision	Cabinet Report	Main likely impacts
19/03/2020	School Swimming CSODR1 SORE SCODR2 Outdoor educations services	CSREP1 Report on Suspension of SORE Services including Schools Swimming & Outdoor Education provision	<b>Young people</b> (High to Medium). <b>Families with children</b> (Medium), <b>Disabled children</b> (High to Medium). Access to swimming and outdoor education facilities are important in supporting young disabled people and those with additional needs. The cessation of these services will have a level of adverse impact on them, their families or carers, and their overall well-being. These services would usually be helping families, reducing stress and anxiety within a family, and helping the young people to stay physically and mentally healthy. Learning to swim can be important for children and young people to reduce risk later. The loss of income will impact on the authority's ability to apply expenditure elsewhere.
26/03/2020	CSODR3 Temporary closure of 22 Children's Centres	CSREP2 Report on the temporary closure of Derbyshire's Children's Centres in response to Covid – 19 pandemic	<b>Families with children</b> (High), <b>people living in deprived communities</b> (High), <b>Expectant mothers</b> (High) <b>Thriving communities</b> (High) The Council's Children's Centres are an important means of providing families and expectant mothers with support, advice and help, and to avoid stress within families leading to safeguarding concerns. They are locally based and easily accessible to families. Many are located within deprived areas and provide a useful resource for the area and the people within it. The closure of these centres is likely to mean to families receiving less immediate support, and having

Date of decision	Officer decision	Cabinet Report	Main likely impacts
			<p>less contact with health and other services which can support them. Whilst steps are being taken to sustain contact with families digitally and individuals using the services, the lack of direct contact may result in poorer outcomes for these families. Where families lack access to computers the officers are trying to maintain contact via mobile phones, to ensure that no one is completely cut off from the service. The closure of the centres for public visits and direct contact may result in additional family stress, including in delays for families receiving practical help, such as emergency financial help. Accordingly, the children and young people within those families may be more at risk.</p>
26/03/2020	<p>Temporary closure of Charnos Family Support Centre (CSODR4)  Temporary closure of offices (CSODR5)  Temporary closure of The Pyramid (CSODR6)  Temporary closure of Etwall Social Work office (CSODR7)  Temporary closure of Woodville Youth Centre (CSODR8)</p>	<p>CSREP3  Report on the temporary closure of a number of Early Help and Safeguarding buildings in response to Covid-19 pandemic.</p>	<p><b>Families with children</b> (High), <b>Expectant mothers</b> (High), <b>Children Looked After</b> (High), <b>Erewash. South Derbyshire. Bolsover.</b> (Medium to High)  <b>Thriving Communities</b> (Medium to High)  These buildings act as base offices for social workers and other professionals working with local families. Alternative arrangements have been put in place to continue the work with existing families using the service. The staff are now either working at other locations safely or from their homes.  A range of methods and communications are being used to ensure that any important contact with families is maintained, albeit more remotely.  This should help to reduce any adverse impact from the closure of these sites upon families needing support or where safeguarding issues are being</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
			addressed. The Council's Starting Point Service which is based at Godkin House is continuing. Nationally some concerns have been raised about the impact of Covid-19 upon safeguarding. In the case of Woodville, where the building is also used by other groups/ organisations, 4 weeks' notice was given of the plans to close the building, to enable these organisations to make alternative arrangements. Some of these services have started to provide their services digitally and through alternative means.
26/03/2020	CSODR9 Temporary closure of Peter Webster Centre	Reporting to next cabinet meeting	<b>Families with children</b> (High), <b>Expectant mothers</b> (High), <b>Chesterfield &amp; North Derbyshire Young people</b> (high), <b>Families with children</b> (High), <b>Disabled children</b> (High). The Peter Webster Centre houses a number of officers providing early years and safeguarding services to the community. These tasks are now being carried out by staff who are either working from home or through Starting Point which is based at Godkin House in Ripley. The centre is usually accessed by families who already have a relationship with the centre and other arrangements are in place to maintain contact with these families and provide support or intervention.
27/03/2020	CSODR10 DACES (Derbyshire Adult Community Services)	CSREP4 Report on the temporary closure of Derbyshire Adult Community Education Services in response to the Covid-19 pandemic	<b>Adults/ adult learners</b> (High), <b>Young people (Learners 14 – 19)</b> (High to medium), <b>People seeking to improve English and maths and computer skills</b> (probably people seeking work) (High) <b>Employees of the Council</b> (as attendees on some course and staff delivering courses) (Medium).



Date of decision	Officer decision	Cabinet Report	Main likely impacts
			<p>The support usually provided to vulnerable 14 to 19 year olds is now being provided through alternative means, including a number of digital options, via the supply of ICT equipment, and with the continued facility where necessary for drop-in. This is likely to help mitigate the impact on this group.</p> <p>The closure of Adult Education Centres and the suspension of adult education course will impact on the general public across Derbyshire and restrict access to the Spring programmes. In some cases the courses provided are intended to support vulnerable and excluded individuals and help improve their prospects of gaining employment. Many other courses are based around art or leisure activities and learning, but are important in helping to enrich daily life and reduce social isolation. Historically, these courses have also supported people to make new career choices or to set up businesses. The loss of income will affect the authority's financial position and ability to spend on other services and projects.</p>
27/03/2020	CSODR11 Early Years SEN Specialist teaching Services	CSREP5 Report on suspension of Early Years SEN Teaching service to private, voluntary & independent providers and outline of alternatives	<p><b>Families with children</b> (Medium), <b>Younger children</b> (High to Medium), <b>Disabled children</b> (High)</p> <p>This will have an adverse impact on children being schooled in these establishments, although the closure of many schools means that it would be very difficult to deliver some of these services and observe Government advice on social distancing and minimising the spread of the virus.</p>
27/03/2020	CSODR12	CSREP6	<p><b>Families with children</b> (High), <b>Younger children</b> (High), <b>Disabled children</b> (High)</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	Cessation of Early years Inclusion Fund	Report on suspension of Early Years Special Education Needs Inclusion Funding (EYIF)	This decision will impact on children who would otherwise be attending nursery with special education needs, and has a time limit of 6 months per award. The current situation makes it very difficult for this to be fulfilled, with EYIF not of itself a reason why children should attend nursery. Whilst there will be an impact upon children on a temporary basis until attendance at nursery school can re-commence, this will be capable of mitigation once nurseries are able to re-open.
03/04/2020	CSODR13 Temporarily vary way in which Out of School Tuition provided	CSREP7 Report on changes to delivery of Out of School Tuition (OOST) services	<b>Families with children</b> (Medium to High), <b>Young people</b> (High) This has been agreed for a temporary period of time whilst it is not possible for tutors to maintain direct contact with children. Other arrangements have been put in place to offer alternative tuition and support, and this will assist in mitigating against any adverse impacts for the children and their families.
03/04/2020	CSODR14 Education Welfare Services proposed changes to prosecution processes	CSREP8 Report on Education Welfare Services – proposed changes to prosecution processes	<b>Families with children</b> (Low) This decision relates to outstanding action against families in relation to absence from school, and suspends further action and extends the periods within which families can pay fines, as such this is unlikely to have an adverse impact on these families or their children. This is a practical step given that children are mostly not able to attend school at this time and complements orders by the Secretary of State to suspend these powers.
09/04/2020	CSODR15	Report to follow at next cabinet meeting	<b>Children Looked After</b> (High), <b>Foster/ adoptive parents</b> (High), <b>Families with children</b> (High to medium)

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	1. Emergency placement with DCC staff, related form & risk assessment 2. Re-approval of ex-foster carers/ adopters 3. Fast track assessments both for approved support carers & for partially complete fostering assessments		These decisions are intended to make the work of the fostering and adoption services easier to carry out during this pandemic and will support attempts to gain fostering and adoption places for children. It is not anticipated that this will lead to an adverse impact for children looked after.
09/04/2020	CSODR16 Exceptional Foster Carers Allowances	Report to follow at next Cabinet meeting.	<b>Children Looked After</b> (High) <b>Foster/ adoptive parents</b> (High) <b>Families with children</b> (High to medium)

### Commissioning, Communities and Policy

Date of decision	Officer decision	Cabinet Report	Main likely impacts
16/03/2020		Coronavirus Derbyshire Resident & Business Hardship Fund	As with the decisions above, this is expected to support the authority's work to secure foster and adoptive placements for children looked after during the pandemic, and to benefit rather than impact adversely upon these children.
27/03/2020	CCPODR1 Temporary closure of Registrations offices	CCPREP1 Access to Registration Offices by members of the public	<b>General public</b> (Medium), <b>families of new-born children</b> (High), <b>Parents of stillborn children</b> (High), <b>Spouses, partners and family of deceased persons</b> (High), <b>couples getting married or planning a civil partnership ceremony</b> (High). This service is still operating although without face to face contact being available. The Government has

Date of decision	Officer decision	Cabinet Report	Main likely impacts
			relaxed death reporting requirements to take account of the challenges posed by the virus and the increase in mortalities. It is possible to register births through telephone contact, but attendance at weddings is more limited, with restrictions on guests. This will affect couples, including same sex couples who had already planned ceremonies. Citizenship Ceremonies have been suspended for the time being. The closures will have an impact on the authority's income from these services.
27/03/2020	CCPODR2 Members Community Leadership Scheme	CCPREP2 Members Community Leadership Scheme	<b><i>Deprived communities</i></b> (Medium), <b><i>Thriving communities</i></b> (Medium), <b><i>Community and voluntary sector organisations and groups</i></b> (High to medium), <b><i>Rural communities</i></b> (Medium) Amendments to this funding to enable Elected Members to support projects, organisations or to tackle issues in their areas will allow them to focus on actions in relation to Covi-19 and the well-being of their residents. The retention of funds will allow them to have greater impact.
30/03/2020	CCPODR3 Advanced payment of pension contributions	CCPREP3 Advanced Payment of Pension Contributions	This decision relates to the timing of pension payments and is likely to assist the Council's financial position during the Covid-19 pandemic, a time when it is faced with additional requirements in order to provide services and maintain the Council's ability to cover its costs, reducing a need to borrow excessively. This is likely to benefit people from protected characteristic groups as it will help ensure the Council can afford to provide services and any extra assistance it needs to at this time.

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	Closure of Libraries and Mobile Libraries		<p><b>General public</b> (High to medium), <b>Older people</b> (High to medium), <b>Younger people</b> (High to medium), <b>Families with younger children and infants</b> (High to medium), <b>Disabled people</b> (High to medium), <b>BME communities and individuals</b> (Medium), <b>Deprived areas</b> (High to medium) <b>Rural communities</b> (High to medium) <b>Female employees</b> (High to medium).</p> <p>The closure of the Council's 45 libraries and 3 mobile libraries is a major change to its services potentially affecting people from across the whole of the county. Libraries have a wide range of uses and roles and attract people from many different backgrounds, sometimes for different reasons. Had the DWP not suspended the need for unemployed and disabled people to regularly contact them, then the closure of libraries could have had an even greater adverse impact on some of our poorest and most vulnerable citizens. Whilst it is not possible to obtain physical materials such as books, magazines, DVD's or to easily access sources of research materials, the service has made many materials available online, or via eBooks. Membership of the service has increased significantly during the lockdown. The service is also providing sessions for children and infants to continue its work to support parents to teach children to read, and to improve reading and other skills. The closure of the Mobile Library Service will impact largely upon older, mobility limited adults, and people living in rural areas without their own means of transport.</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	Closure of Buxton Museum		<p><b>General public</b> (Medium and specifically within the High peak and Dales areas), <b>visitors and tourists</b>, (High to medium), <b>volunteers including some with learning disabilities</b> (High), <b>local economy</b> (low).  The closure of the museum will impact upon the public, including if there were still visitors to Buxton. The lockdown means there should be few if any such visitors at this time. It is also a resource for local people, and provides volunteering opportunities within the town. A number of the current volunteers have learning disabilities or autism, so the closure will reduce the opportunities for them to do activities which help them to be well and enjoy a fuller enriched life. Most of the employees live locally, whilst the links between the museum and other organisations within Buxton is also a factor.</p>
	Closure of Derbyshire Records Office		<p><b>General public</b> (Medium to low), <b>visitors and tourists</b> (Medium to low), <b>researchers</b> (low)  The closure of the Records Office in Matlock will mostly affect people who wish to use historical resources or access documents for genealogy research. Most visitors tend to be adults who are middle aged or older, and some will be local whilst others from further afield.</p>

### Economy, Transport and Environment

Date of decision	Officer decision	Cabinet Report	Main likely impacts
24/03/2020	ETEODR1	Report due to go to next Cabinet	<p><b>General public</b> (High to medium), <b>visitors and tourists</b> (high to medium), <b>disabled people</b> (Medium),</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	Countryside Services cessation		<p><b>older people</b> (medium), <b>families with children</b> (medium), <b>young people</b> (Medium), <b>deprived communities</b> (Medium), <b>specific geographical locations adjacent to country parks and trails</b> (high to medium)</p> <p>The Council's Countryside Service and its Country Parks, and trails, provide significant resources for local people to exercise, get out into nature, enjoy some of the county's history, and in a number of cases form an important part of the visitor economy. Whilst shops, car parks, toilets and visitor centres are closed, it is possible for local people to the different sites to access them for exercise and to help enable activities which are good for individual well-being. Restricted access and the closure of facilities will have some adverse impact on the above groups, although this will vary. A loss of income will affect the Council's overall finances and ability to spend on other services or projects. During the closure, employees are being re-directed towards maintenance work and other activity which is often difficult to carry out with visitors and service users around.</p>
24/03/2020	ETEODR2 Country Parks – Temporary closure ETEODR3 Country Parks – Temporary closure continuation	ETEREP1 Country Parks – Temporary closure due to Covid-19	See above as these two are linked.

Date of decision	Officer decision	Cabinet Report	Main likely impacts
24/03/2020	ETEODR4 Public Transport	ETEREP2 Establishing County-side Distribution Centre	<b>General public</b> (High), <b>Older people</b> (High), <b>Disabled people</b> (High), <b>Rural areas</b> (High), <b>deprived areas</b> (High). This decision has been made following guidance from central Government to sustain financial support to bus service providers, to help them during the pandemic, and will in some part assist these companies to be able to resume public transport services once these are needed again. As the funds provided by the Council do not account for all of their income, there is no guarantee that these companies will still not face financial difficulties. This could lead to services being difficult to secure for some communities and locations.
24/03/2020	ETEODR5 Deferral of Rents for DCC Business Tenants	ETEREP3 Proposal to defer rents for DCC Business Tenants	<b>Business tenants/ smaller and medium sized businesses</b> (high to medium) With many businesses, especially small and medium sized businesses struggling during Covid-19, the deferral of rents will be a positive help to these businesses. However, the loss of income will reduce the authority's ability to apply expenditure elsewhere.
25/03/2020	Closure of Household Waste Recycling Centres	Report to follow at next Cabinet meeting	<b>General public</b> (medium to high), <b>small businesses</b> (medium to high). The environment (High) The Council's Household Waste Recycling Sites are well used by residents and local businesses. The closure of these sites will restrict the ability of local people and businesses to recycle, and dispose of unwanted rubbish. Nationally, research is already showing that this, alongside limitations on waste collection, lead to increased fly tipping damaging the environment/ endangering farm and other animals.



Date of decision	Officer decision	Cabinet Report	Main likely impacts
25/03/2020	ETEODR6 Suspension of on street Pay & Displays & reduced on street parking enforcement	Report to follow at next Cabinet meeting	<b>General public/ motorists</b> (high to medium), <b>disabled people</b> (high to medium), <b>businesses</b> (high to medium). Whilst the suspension of parking limitations and enforcement will make it easier for people needing to visit their local town for supplies, it may also be the case that disabled people may find others using disabled parking bays. The loss of income will affect the Council's overall income and ability to spend on other services and projects.
25/03/2020	ETEODR7 Temporary closure of Markham Vale Environment Centre	Report to follow at next Cabinet	<b>Business tenants</b> (high) This will help support businesses by providing a temporary deferral of rent payments and thus sustain tenancies at Markham Vale, one of the Council's main areas of investment for economic development, helping to secure jobs and training opportunities for local people and directly supporting SMEs.
02/04/2020	ETEODR8 Approval of Local Transport Plan capital programme & budgets for 2020/21	ETEREP4 Highways & Transport Capital Programme 2020/21	<b>General public and motorists</b> (High), <b>businesses</b> (high to medium), <b>rural communities</b> (high). This will enable the department to proceed with work to maintain the highways, mend potholes, and repair footpaths. In turn, ensuring roads are in good condition benefits businesses and the general public, reducing damage to vehicles and enabling easier transport and travel for services which need to operate.
02/04/2020	ETEODR9 Cancellation of Countryside Events Programme until end June 2020	Report to follow at next Cabinet	<b>General public</b> (Medium), <b>Families with children</b> (Medium), <b>older and disabled people</b> (medium), <b>arts, catering and activity based businesses</b> (Medium), <b>visitors and tourists</b> (high to medium).

Date of decision	Officer decision	Cabinet Report	Main likely impacts
			The cancellation of events, especially during better weather will impact adversely on those people who would have otherwise attended them, and impacts adversely on the visitor and local economy. It will also reduce the Council's income at a time when it is incurring additional spending.
02/04/2020	ETEODR10 County Business Properties – Rent deferral	ETEREP5 Proposal to defer rents for DCC business tenants	Business tenants (High). See ETEODR5 – similar impacts
16/03/2020		Coronavirus Derbyshire Resident & Business Hardship Fund	<b>Businesses</b> (high), <b>local voluntary and community organisations</b> (high), <b>deprived communities</b> (high), <b>rural communities</b> (medium) This fund provides some positive help for people and businesses affected by the Covid-19 pandemic, including small businesses and complements the national assistance being provided by Government. Applications for this fund have now been suspended due to the volume of applications. For those not successful or applying later, this could mean missing out on assistance.

## Public Health

Date of decision	Officer decision	Cabinet Report	Main likely impacts
20/03/2020	PHODR1 School Crossing Patrols	PHREP1 Changes to Services Delivery Model for Live Life Better Derbyshire	<b>Families with young children</b> (High) The closure of many schools and the need to maintain social distancing means this service being ceased will have less impact than if this had happened during normal times. It is likely to affect the children of key

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	PHODR2 Live Life Better Derbyshire Programme	including School Crossing patrols	<p>workers where these children cannot be taken to school by car or accompanied by another adult.</p> <p><b>Expectant mothers</b> (High), <b>Families with children</b> (High), <b>Deprived communities</b> (High), <b>Older people and adults with health conditions</b> (High), <b>Disabled people</b> (High)</p> <p>This varied programme is important in helping to keep people from a number of backgrounds well, and helps reduce the incidence of people then needing more serious medical treatment within the NHS. That said, some aspects of this service are already delivered using publicity materials and online sources to encourage self-help and participation in ceasing smoking, to encourage exercise and healthy eating etc. it will be important that once possible, this service is re-opened, especially since there is already evidence that health is being adversely affected by the lockdown in a number of ways.</p>
23/03/2020	PHODR3 Transfer from tariff to block contract	PHOREP2 Contract Variation – Sexual health & Mental Health	<p><b>LGB Community</b> (High to medium especially amongst younger LGBT people), <b>Women</b> (medium), <b>Younger people</b> (High), <b>BME communities</b> (Low), <b>Men</b> (Medium)</p> <p>This decision will help ensure that these services can be sustained and support the organisation providing them.</p>
			<b>Disabled people</b> (High for mental health services), <b>deprived communities</b> (High)

Date of decision	Officer decision	Cabinet Report	Main likely impacts
			This decision will help ensure that these services can be sustained and support the organisation providing them.
24/03/2020	PHODR4 Suspension of LAC Services		<b>Older and vulnerable people</b> (Medium). This is a non-essential service and has been in part replaced by the Council's community response for Covid-19. Also being provided through other methods and through other delivery routes, which will help mitigate against any resulting adverse impact.
	PHODR5 Suspension of 50+ Forums		<b>Older people</b> (medium). These forums support older people in Derbyshire to have a voice and to influence the design, delivery and nature of services for older people. In the past they have also been instrumental in the setting up of complementary services to support older people to remain well and independent. Given the importance of ensuring that older people are not at heightened risk of infection, suspending these forums temporarily should have only a small to medium level of impact, and this should improve once it is safe to host the forum meetings again. An option could be to review providing members with a digital means and support to let these forums meet online.
	PHODR6 Suspension of Safe Places		<b>People with a learning disability</b> (High), <b>vulnerable victims of hate crime incidents</b> (High) As many of the buildings used as Safe Places have been closed it is not possible to provide these places. The need for such support is also anticipated as having reduced due to lockdown. The Council, its partners and

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	PHODR7 Suspension of Time Swap		service teams working with these groups of vulnerable people are active in promoting services which can assist should an individual experience hate incidents, or feel at risk in the area in which they reside.
	PHODR8 Suspension of First Contact		This is a non-essential service and has been in part replaced by the Council's community response for Covid-19. Also being provided through other methods and through other delivery routes, which will help mitigate against any resulting adverse impact.
	PHODR9 Suspension of the Disability Employment Project		This is a non-essential service and has been in part replaced by the Council's community response for Covid-19. Also being provided through other methods and through other delivery routes, which will help mitigate against any resulting adverse impact.
			<p><b><i>Disabled people</i></b> (High)</p> <p>This service has been operating for a number of years and provides direct support and help to disabled people to enable them to enter the job market or to gain employment if they have been absent from the job market. The support varies but can be quite intensive, and may involve help to obtain work experience and skills training.</p> <p>The closure of the project will of course impact adversely on any disabled people already working with the team or receiving support, and will prevent others from obtaining this support. This will happen at a time when the number of people out of work has increased</p>

Date of decision	Officer decision	Cabinet Report	Main likely impacts
	PHODR10 Extension to contracts		significantly, making it even harder for disabled people to obtain employment.
	PHODR11 Suspension of Pension Credit Services		<p>This extends a number of existing contracts by 6 months so that these services can be post the current pandemic and covers including intensive home visiting service, advisory services within GP surgeries, and to finance the cost of uniforms for crossing patrols.</p> <p>This is a non-essential service and cannot easily be provided other than when there is direct contact with individuals. Advice on entitlement and assistance remains available via the Council's Welfare Rights Service</p>

## Equality Impact by Protected Characteristic/ community/ vulnerable groups

### Age

#### Older People

As probably the most vulnerable group to contracting Coronavirus, and also one of the Council's main groups in terms of services, older, and especially disabled and frailer older people are being impacted by the changes to our services, although they are also the key group for which our services are targeted and expected to benefit from. The Council's focus on sustaining social care services to people living in its care homes, mitigating and monitoring the impact of increased isolation due to restrictions on visitors and ensuring alternative support is available for those living outside these establishments whose services have been reduced or cut, and monitoring impacts, will be helping to ensure that they are protected and supported.

However, many of the services which have been suspended are also used by older people, perhaps more broadly across the age cohort, and as such issues such as isolation, difficulties accessing day to day services, will be affecting older people adversely. The cumulative nature of the different services will affect older people differently depending upon the extent to which they rely upon or use different services.

Adults with eligible needs will continue to have their needs assessed and monitored and every effort will be made to secure alternative provision for them, where their services have been reduced or suspended.

The actions taken to help mitigate against the worse impacts must also be mentioned since these are important in helping to soften any adverse impact, and help people survive safely and healthily until it is safer for everyone to travel and access services. The various volunteering programmes which have and are being set up, including those managed or supported by the Council, are important to helping older people stay at home, have access to the food and medicines they may need and reducing levels of isolation which could have a negative impact on their mental well-being, especially since many will be unable to have physical access to their families, including grandchildren. Ideally, a bit more detail about these actions?

## Young People

Young people are directly affected through the closure of nurseries, schools and colleges but also amongst workers in the service sectors, especially in catering outlets, where employment can be temporary, part-time and now unemployed as these places of employment have closed. The suspension of GCSE and A Level exams was also of concern and although the results will now be based on teacher assessments, the closure of universities and colleges and uncertainty about when they may re-open will be affecting young people contemplating their futures, leaving them uncertain whether they will start their degree and other qualification course in the autumn.

The closure of schools will also be having a significant impact on the ability of school pupils to sustain their studies across the curriculum, and to maintain levels of learning. This will be especially acute for children in households where parents do not have the capacity to support them in their learning and in poorer households without access to technology to access online resources. The Government's recent announcement that they will ensure that pupils will have this same access through the provision of IT equipment and funding for the costs of internet charges will go some way to even this out.

Arrangements over daytime meals may also be affected for those children who previously received free school meals, as arrangements are put in place to replace this with additional financial support. The health and well-being of children may be affected adversely where the food being prepared has poorer nutritional value. This will affect the development, growth and well-being of children if sustained over a long period of time.

The suspension of the services from Children's Centres will impact on infants and younger children, especially those from poorer backgrounds, and from those families where additional support and input from professional services are helping children to stay safe and thrive. The number of children who may be at risk of further intervention from Children's Services could increase in the face of reduced support from those services which have a preventative role. A risk assessment of all cases open to social care and early help children's services have been undertaken and regular contact is being maintained with those families virtually or if necessary via home visiting. Should families require additional support then they are either sign posted to community facilities or children's services will support directly whichever is most appropriate. Referrals are continuing to be received via Call Derbyshire/Starting Point for families not previously known to the service and following triage an assessment of need made be required to be undertaken. All Children's Centres have advice notices posted on the doors of the centre with advice of where families are to contact should they need any help.

There are also some concerns over the position of disabled children and those requiring SEN support. These children are affected by not being able to be in school if in a mainstream school and will have less access to the people who support them. Additionally, the challenges for parents will be increased with children not able to go to school, requiring more intensive support for longer within an environment which may not be always suitable, and with the added difficulties of not being able to go to places and spaces which can help prevent stress and anxiety for all members of the household. Parents awaiting SEN Statements may also be affected adversely if these statements cannot be completed or processed, thus restricting access to some support services.

There will of course be some potential benefits for children, especially younger children, from having more time with their parents or guardian, and with siblings. Those parents working at home are often providing more time, sharing childcare and education tasks, albeit having to balance this with work commitments. For some families, where a parent is having to take time off from work duties, or where they have been furloughed or dismissed, then the consequences could include greater financial hardship.

A small number of children, those of key workers, continue to attend school and may be more able to engage with other services accordingly. This situation may help those children and the families concerned to cope with the additional challenges and worries



that they may have, especially where parents carry out roles through which they have direct contact with people infected with the virus.

### **Disability including mental health and learning disability/ autism**

The cumulative impact of the various closures and changes to our services could impact significantly on disabled people, although this will depend upon a number of other factors including which disabilities they have, their general health, ability to look after and support themselves, the need for our different services, and their income and financial position. Those who are more vulnerable, have higher levels of need for care or support, and who use our services more will be impacted more by the changes which have needed to be made.

The lockdown and requirement to stay at home will, on the one hand help protect them if they are more vulnerable to illness, but could also lead to greater isolation, poorer mental health, and social exclusion.

Persons assessed as having eligible needs will continue to have their needs and their welfare assessed and reviews and every effort will be made to secure alternative provision for them, where for health reasons their current services are reduced or suspended.

It is also important that services seeking to assist and support disabled people are mindful of their access requirements and preferences when transferring services online, and when working with other sectors and partners, and help ensure that alternative access is retained for disabled people to provide for their basic and health needs, to ensure equality in access and treatment. This could require the Council and its partners to make reasonable adjustments when it is re-arranging how it delivers services, or if it suspends services.

For example, this might include increasing the amount of information on the Council's website in BSL, having easy forms and alternatives to web based request systems, and continuing offering opportunities for disabled people to talk directly to staff over issues.

Carers for older people or disabled people (association with disabled person)

A significant number of people in Derbyshire provide care to a relative or someone else, including many people who themselves are over 60 years of age. Many of these carers do this without the involvement of the Council or with support or services from the Council. For those who already receive support or those who would come to the Council, the suspension of services could cause additional hardship and difficulties. For example, the lack of advice and support, or the lack of respite care, may place additional stress and challenges for carers.

Following the advice issued by Government to stay home and not to have contact with other people may also prove problematic, for those carers who care for someone outside the same accommodation/ outside the immediate household, resulting either in increased risk for both of contracting the virus, or the risks associated with withdrawing the care.

This is most likely to affect older and disabled people, and those carers already under some stress.

Carers assessed as having eligible needs will continue to have their needs and their welfare assessed and reviews and every effort will be made to secure alternative provision for them, where for health reasons their current services are reduced or suspended.

### **Gender Re-assignment**

People who are undergoing or who have undergone gender re-assignment feature in relatively small numbers amongst people using the Council's services, and the Council does not have any specific services targeted at this group of people within the population. However, despite this, where they do, then services will need to be mindful of any additional needs or requirements arising out of the gender identity and how this impacts on how they use services, and to make reasonable adjustments for this. People with this protected characteristic, if visibly identifiable, also feature amongst the groups of people who experience hate incidents, and whilst the lockdown will remove the opportunity for some of these, it is possible that they could require assistance more in their local neighbourhood if abused. The provisions with partners to report and gain assistance with hate crime incidents is being maintained, with Covid-19 incidents being monitored.

### **Marriage and Civil Partnership**

Of the Council's many different services, it is the Registrations Service which is most likely to impact, when people use it to get married or to undergo a civil partnership ceremony. With the service closed and being provided through an appointment systems, the nature of these ceremonies are likely to be very different and less common. From what we know the changes which have been made to services are not expected to impact more adversely upon people with this protected characteristic in order to observe social distancing and the current lockdown. It is anticipated that many people will be holding off with these ceremonies until they can have guests and ceremonies at venues of their choosing.

### **Pregnancy and Maternity**

Expectant mothers and new others feature amongst people using a range of Council services, especially for services which are designed to support them and to ensure the health and well-being of newly born infants, such as some of the services provided through Children's Centres. Expectant mothers also feature amongst those groups who may be at a higher risk should they contract Covid-19, so as employees of the Council may need to be supported to stay safe, such as by having less contact with the public or by working from home, if they are well.

### **Race and ethnicity**

Black and minority ethnic communities, including White Minority communities

It can be difficult to identify the full and an accurate picture of how the Council's services impact upon and are utilised by all our BME communities. The Council's contact via the BME Community Forum provides a useful insight, especially in relation to older people, and some aspects of children and families, because of the nature of the work done by the different groups within the forum. This does not however, necessarily mean that we know about the interactions of households who are not linking into these community groups and organisations. Many of the county's BME communities are not distributed in such a way that they live in distinct geographical communities, with the exception of a handful of locations, and this can mean that contact with services is on and as and when needed basis, or not be recognised, for say universal services aimed at the general public. Ramadan commenced on 23 April in 2020 and could mean that the authority will need to consider this when supporting its frontline employees and customers, especially those using care and more personal services, since people may be choosing to fast during the day, and need to worship more often. Departments are encouraged to consult any affected customers and employees in order to ensure treatment is respectful and takes account of their preferences.

It is however, likely, that BME individuals and communities are being affected by service closures and new arrangements to some degree in the same way as White communities, in that their older people may need care and support, their children attend schools which are closed, and they may depend upon services in their daily lives such as public transport, using the local library, and having access to general services and information.

What is not yet clear is whether some specific communities are being affected and how, by the Coronavirus. In the national media, it has been highlighted that BME people feature disproportionately amongst those being infected and dying due to the virus, and amongst NHS workers on the frontline. The county's largest single BME community are those people who have moved to Derbyshire from Eastern Europe. It is reported that prior to lockdown many people from these communities were returning to Eastern Europe, and many more will now be without work, often working in less secure employment in places such as Shirebrook. For our Asian Sikh community in Stenson Fields, the relationship this community has with Derby is likely to be a determining factor regulating contact with some services. For the Chinese community, probably one of the most dispersed geographically, we are aware that there has probably been a spike in hate incidents, as ignorant and ill-informed people take out their frustrations on this community, encouraged by populist right win politicians such as Nigel Farage. In terms of these incidents, the partners which make up Safer Derbyshire have set up a means of monitoring all crime and anti-social behaviour incidents linked to Coronavirus, although it is likely to be a while before there is a picture of how the virus is playing out in terms of crime and anti-social behaviours, and which communities are being affected, and how. A further concern which has been highlighted is the potential disproportionate impact upon communities and individuals economically, either because BME people are frontline workers in areas such as health and social care, or because their occupations are particularly impacted such as the food sector, taxies, or because they work in less secure employment and have been dismissed rather than furloughed.

Officers from the Council continue to engage with the BME Community Forum over issues where there may be a limited data, with the aim of identifying any issues which require a response or further action. Going forward the Council will need to continue to build its intelligence in relation to its BME population and people using its services, in order to ensure it can meet the PSED.

### **Religion and belief, including non-belief**

There are no specific indicators which suggest that any of the Council's recent urgent decisions will have impacted more adversely upon any religious communities, although as detailed above under race and ethnicity, a number of communities are experiencing greater difficulties due to the pandemic and attitudes towards some communities, including continuing Islamophobia and abuse towards the Chinese and Far East communities. This reflects the national situation where Chinese and some Asian businesses are being boycotted by consumers, and with an increase in hate and abuse incidents towards the Chinese

community. Some of the rhetoric of right wing politicians in the US, UK and Europe have been fanning these unhelpful attitudes over the source of the pandemic, and the risk posed by people who may have links with outside the UK.

## **Sex or gender**

Women/ girls

A recent report from the LGiU has highlighted the high impact upon women of Coronavirus and public services nationally. Women feature heavily as both service users for local government and health, and as employees within those services, often carrying out frontline roles, in areas such as care related work and within the NHS. Women are more likely to be represented amongst people living in our care homes, amongst users of our libraries and children's centres, amongst the families being assisted through public health programmes, and as those providing paid and unpaid care or childcare, working in libraries and children's centres, amongst those employed as cleaners by the Council, amongst school meals staff, working as teachers and teaching assistants within county schools, and amongst staff working from home. The current situation may be compounding levels of gender inequality which already exist nationally and within communities within Derbyshire. Mitigating and monitoring?

## **Sexual Orientation**

Lesbian, gay or bisexual

There are few signs that suggest that anyone from the LGB community is experiencing additional adverse impact arising out of the decisions which the Council has recently made. A number of services are known to have more contact with this community and in these areas there will be some additional impact, such as the registrations service, and through partnership work on community safety.

## **Non-Protected Characteristic Groups**

### **Rural Communities**

Derbyshire is a largely rural county made up of market towns, villages, some more densely populated areas but also some sparsely populated areas, often in the western half of the county. The very nature of these areas often meant that before Covid-19, it could be more difficult for some people to directly access some services, as often, than their urban counterpart. The

decisions which have recently been made will in some ways further add to the challenges faced by people living in rural areas, such as the decision to close libraries, and the closure and movement of some services online. For people without their own means of transport, but still needing to travel to work, or to access services, there are some additional challenges due to the reduced number of bus services, although some of these will be offset by services set up on a voluntary basis to assist those who are more vulnerable. The Council has also been mindful of the impact of Covid-19 upon SMEs, and self-employed individuals, and some of the actions it has taken, in Trading Standards, to offer grants, and to defer business rents may be helping to mitigate the position for these businesses, especially those in rural locations.

### **Thriving Communities**

The Council's work within the Thriving Communities has been made more challenging by the pandemic, the resulting lockdown and the requirements over social distancing. Most of the work which has been taking place benefitted from face to face contact with people in the community, direct conversations and relationships with volunteers and organisations in these areas. All of this is more difficult when officers cannot work in this way. As with other areas which experience socio-economic difficulties and deprivation, people living in the Thriving Communities areas will be experiencing additional hardship and anxiety. Recent national research suggests that people living in disadvantaged communities are also more likely to be risk from Covid-19, further illustrating how inequality impacts on life chances.

The decisions made by the authority in recent weeks will have impacted on people in these areas, making life more difficult for some, whilst some of the services and steps taken may also be helping to mitigate against the additional hardship and risk.

### **Social-economic inequality/ deprived communities and groups of people**

Those who experience most inequality are likely to live in deprived areas, and also likely to be amongst groups with a protected characteristic such as old age or have young children; have a disability or long-term limiting illness; work part-time or be out of work; experiencing poor health or have a greater need for care, support or advice type services; and be in financial difficulties or debt.

Many of the services provided by the Council may be targeted at these people, and the closure, cessation, temporary withdrawal or reduction of services is likely to affect them more adversely than people from other areas. They are more likely to face additional stress or anxiety, and be at risk of mental health difficulties, made worse by the pandemic. It is therefore important that the Council has sought to take action to mitigate the worst impacts arising from the decisions it has had to make to protect

everyone from the spread of the virus. Some of the most important services are continuing to try and provide a level of service, advice, assistance or support and this is important in softening the impact upon these areas and communities.

## **Employees of the Council**

The Council employs around 13,000 people doing different roles across the county. A significant number of these employees work in frontline services, often working part-time, on lower grades, and in direct contact usually with members of the public. These workers are at greater risk from Covid-19, but are also those workers whose absence has the worst impact upon the residents of Derbyshire. This is especially illustrated through those workers in the Council's Homes for Older Persons. These workers provide direct care to older vulnerable people in a confined environment, where the risk on passing on the virus is greater. They are most often female and work part-time, or work on a shift rota, and are concentrated on lower pay grades. They are more likely to live near to the community in which they work. Many other employees, those whose role is not frontline, or who work in services which have been closed to the public, are more likely to work at home or be able to work and observe social distancing. They are also more likely to be a mix of full and part-time workers, and more likely to be paid a higher salary. The high number of women working for the Council also means that many of our employees are likely to have additional caring roles when they go home from work, either caring for children, jointly with a partner or on their own, or have a role caring for or assisting an older relative, and trying to balance work and home demands. For these workers, the presence of children at home will also be providing an additional challenge when seeking to carry out their jobs.

## **Voluntary and community organisations and groups**

The VCS support needs of communities in a variety of ways, including: providing medical support, assisting those in poverty, supporting families in need, providing mental health support and guidance and providing education. The demand on the VCS is high. People are turning to them and their usual 'over and above' response and 'added value' has really been apparent across the county. It is likely that many groups are being challenged by COVID 19 not only through increased demand but also through many of their income streams being significantly hampered with charity shops having to close and fundraising events cancelled. The Council has worked with providers that it funds or contracts in the sector, to support them, allow flexibility around delivery of contracts and to understand their concerns and issues during the current situation. The Council and the Government have given additional funds to support the sector, however inevitably, some VCS groups have been better placed to mobilise and take advantage of this financial and other support than others. Impacts on this sector are likely to affect the more vulnerable residents

of Derbyshire, in particular those with low incomes, older people, people with disabilities and people requiring practical support within their homes.

### **Businesses and partners, including organisations with commissioning arrangements with the Council**

Due to the social distancing restrictions in place since March 2020 a number of businesses have been temporarily unable to operate or have substantially changed their operating models to comply with restrictions. According to a recent ONS Survey around 25% of companies in the UK have temporarily closed because of the coronavirus lockdown and the majority of those still operating have reported lower turnover. The lockdown has resulted in widespread headcount cuts. According to the survey, more than 40 per cent of the businesses that continued trading said they were reducing staff levels in the short term. Another 29 per cent said they were reducing working hours. As a result some people have seen their incomes fall either through being furloughed or through lack of work, particularly those who are self-employed. At the time of writing it is not clear how long the current restrictions will remain in place, however it is clear that the longer they do the greater the impact on businesses will be. The Council and Government have put in place a number of financial support packages to help both business and employees directly. As the Council has had to reduce or cease its services as a result of the current situation it is likely that some businesses that either provide services for the council or who are part of the Council's supply chain will be adversely affected. Some businesses will benefit from the requirements for increased purchasing by the Council. The Council has also been mindful of the impact of Covid-19 upon SMEs, and self-employed individuals. The Council is committed to paying its suppliers and creditors in an expedient and timely manner and some of the actions it has taken to offer grants, and to defer business rents may be helping to mitigate the position for these businesses.



**Derbyshire County Council**  
**Equality Impact Analysis Record Form 2018**

Department	Adult Social Care and Health
Service Area	Adult Social Care
Title of policy/ practice/ service of function	Care Act Easement – Releasing of Home Care Hours in Short Term Services to support Covid-19 Response
Chair of Analysis Team	Dominic Sullivan – Assistant Director Adult Social Care and Health

**The Public Sector Equality Duty**

The Council is required to exercise its functions having careful regard to the need to:

- (1) Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2020;
- (2) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it;
- (3) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In this context, the relevant protected characteristics are age, disability, gender re-assignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation,

The essential aim of the PSED is to promote equality, equality of opportunity and good relations.

The Council, including its decision-makers, is required to do its best to provide services that promote the equality and equality of opportunity of persons with relevant protected characteristics and to promote good relations between them and others.

In the present case, where there is a proposed change of approach to the delivery of some care and support services, decision-makers are required to carefully assess any risks that this might pose for persons with relevant protected characteristics, how any such risks can be mitigated, how they should be monitored and whether they can be justified.

At the risk of simplification, when considering whether to approve the proposed way forward, decision-makers are required to carefully consider the need to protect and promote the welfare of elderly and disabled individuals who receive care and support services, and any particular risks that might be faced by those who are BAME, mothers or pregnant, or whose gender, gender re-assignment, sex or sexual orientation might create particular difficulties for them.

## **Stage 1. Prioritising what is being analysed**

- a. Why has the policy, practice, service or function been chosen? (rationale)
- b. What if any proposals have been made to alter the policy, service or function?

The Short Term Service ( which includes the provision of 'at home care' ) delivered by Derbyshire County Council's Adult Social Care and Health Department has been identified as a service area that can be amended on a temporary basis in line with the Care Act Easement guidance arising from the Coronavirus Act 2020. The focus being the releasing of hours of care currently provided to some clients on a temporary basis to ensure sufficient capacity to meet the expected demand arising from the ongoing Coronavirus pandemic, in particular from increased hospital discharges in order to create acute bed spaces. NHS leaders asked the Council to be in a position to accept increased hospital discharges, swiftly and efficiently, in order to enable the NHS to create more acute bed spaces, leading up to the expected peak of the pandemic, in Derbyshire, or around the 5 June 2020. The Council agreed to assist. That meant that the Council needed to be in a position to provide increased hours of home care, each week, to enable patients to be safely discharged from hospital into the community. In short, the Council was unable to achieve that, without reducing the hours of home care that it provided to some persons e.g. those with lesser eligible needs and/or who were able to cope on a temporary basis with a lesser risk. That remains the position.

At the end of March 2020, Council officers originally assessed that the Council would be unable to provide about 682 hours of home care per week, based on the total number of hours of home care provided by the Council at that time (about 56,016 per week), NHS forecasts of increased hospital discharges (requiring about 1,196 additional hours per week), the numbers of hours of home care that needed to be provided to persons who had been assessed and who were waiting for provision to be made (about 1,117 hours per week) and the numbers of additional hours that the Council was able to obtain from existing staff and contracts (about 1,631 per week).

Those figures have been updated, but have not substantially changed. The NHS forecasting has not changed and the shortfall, the number of hours that the Council is unable to provide, is still at 682 hours per week.

As indicated in the figures above, the Council sought to address this gap by increasing its ability to provide home care services, in order to avoid having to reduce services.

That proved impossible, because the workforce available to the Council had reduced by around 28% to 30% in terms of personnel, partially because of the Coronavirus. The Council has been able to persuade existing staff (directly employed and contracted for) to work increased hours, and the Council employed more agency staff. Having done all it could

to obtain increased staff hours, in this way, the Council was able, broadly speaking, to maintain the hours of home care that it was able to provide each week. In other words, the Council's best efforts at countering the reduction in its available workforce, caused by the Coronavirus, resulted in it being able to provide around the same hours as previously, but no more.

That remains the position today.

The Council also initiated a recruitment exercise, although it is recognised that given the current circumstances, recruitment is proving difficult and so far the exercise has not been successful.

In conclusion, the Council faced, and continues to face, a gap in its ability to comply with its duties under the Care Act, specifically, its duty to meet eligible needs for home care services. If the Council had not taken action to address that gap, it would have likely resulted in urgent or acute needs not being met, potentially risking life, in that the NHS would not have had the acute beds that it required and in that, without careful planning, social care staff unable to meet demand would be likely inadvertently not to meet urgent or acute needs, potentially risking life.

That remains the position.

It was considered that the most proportionate response was to plug the home care gap by reducing the provision of home care in cases of lesser eligible needs and/or lesser risk from a temporary reduction in provision. All other adult social care services were unaffected.

That remains the position.

The decision has been reviewed every two weeks since it was reached and is now being reviewed every week, with a view to restoring full service at the earliest possible opportunity.

The Council developed a methodology designed to minimise any adverse impact on service users as far as possible.

Based on discussions with providers, and the Red, Amber and Green classification found in the Secretary of State's recent statutory guidance, the Council identified that out of the home care it provided each week, of about 56.016 hours, about 4,800 hours fell within the Green category.

Assessment staff from within the Prevention and Personalisation team then began to speak directly with individuals that were identified as receiving care falling within the Green category, and where appropriate their family members, to establish whether that was in fact the case, and to explore whether the individuals concerned would be able to cope if some or all of their care was withdrawn.

Those conversations were recorded and have been monitored by senior officers, to ensure that they were carried out fairly and sympathetically having regard to the

imbalance of power between social care professionals and those in need of care and support.

It transpired that some of those interviewed either actively no longer wished to receive home care, for the time being, in order to minimise the risk to them of becoming infected, or were able to cope with the assistance of close family members, for example, where close family members had been furloughed. In the event, in every single case where a discussion took place, the service user concerned agreed that it was appropriate and acceptable for their “Green” services to be reduced or withdrawn in accordance with a revised, short-form assessment document. Whilst it is acknowledged that there is the potential for parties to have different understandings and perceptions of discussions the continuing audit process would highlight if there was a concern regarding this.

In each case where services falling within the Green category were temporarily withdrawn, social workers agreed a sequence of reviews with the individuals concerned, and a package of measures to mitigate any risks and to make life easier (for example, through the use of shopping and medicine collection schemes).

The process was vetted and agreed to by, among others, the Principal Social Worker, the lead Cabinet Member and the Director of Adult Social Care.

Thus far, the Council has not received any complaints from any person affected by these measures.

### **National Context**

The Care Act 2014, promotes the adoption of strength-based approaches to assessment and care and support planning which first seeks to mobilise an individual’s strengths, resources, networks and communities as a means of supporting personal outcomes. Where local authority resources are utilised to meet eligible outcomes these should focus on supporting people to engage with their local communities and live independently wherever possible.

The Care Act places duties on local authorities to assess people’s needs for social care support, and if they are eligible, to develop a support plan with individuals that promotes the use of personal budgets, direct payments and maintaining options and choices for individuals through effective commissioning and the provision of information and advice on possible services.

When arranging services, local authorities must consider how they might affect an individual’s wellbeing. This makes it clear that local authorities should think about whether their approaches to arranging services support and promote the wellbeing of people receiving those services.

Local Authorities are also required by the Care Act to make information and advice available for all people, and put in place universal services which are aimed at preventing, reducing or delaying care and support needs in the context of community wellbeing and social inclusion. Preventative approaches foster a holistic approach that includes accessing universal services, early intervention, promoting choice and control, and the development of social capital.

Care Act easements under Section 15 and Section 12 of the Coronavirus Act 2020 introduces, subject to a number of safeguards, provisions by which local authorities can seek to suspend elements of the Care Act in order to manage the anticipated unprecedented demand on front line care services arising from the pandemic

The provisions fall into four key categories, each applicable for the period the powers are in force:

- Local Authorities will not have to carry out detailed assessments of people's care and support needs in compliance with pre-amendment Care Act requirements. However, they will still be expected to respond as soon as possible (within a timeframe that would not jeopardise an individual's human rights) to requests for care and support, consider the needs and wishes of people needing care and their family and carers, and make an assessment of what care needs to be provided.
- Local Authorities will not have to carry out financial assessments in compliance with pre-amendment Care Act requirements. They will, however, have powers to charge people retrospectively for the care and support they receive during this period, subject to giving reasonable information in advance about this, and a later financial assessment. This will ensure fairness between people already receiving care and support before this period, and people entering the care and support system during this period.
- Local Authorities will not have to prepare or review care and support plans in line with the pre-amendment Care Act provisions. They will however still be expected to carry out proportionate, person-centred care planning which provides sufficient information to all concerned, particularly those providing care and support, often at short notice. Where they choose to revise plans, they must also continue to involve users and carers in any such revision.
- The duties on Local Authorities to meet eligible care and support needs, or the support needs of a carer, are replaced with a power to meet needs, except that (see below) all needs must be met where necessary to avoid any breach of a person's human rights. In addition, local Authorities will still be expected to take all reasonable steps to continue to meet needs as now. In the event that they are unable to do so, the powers will enable them to prioritise the most pressing needs, for example enhanced support for people who are ill or self-isolating, and to temporarily delay or reduce other care provision.

The overriding purpose of these easements is to ensure the best possible provision of care to people in these exceptional circumstances. In order to help ensure that they are applied in the best possible way, with the greatest regard towards the needs and wishes of care users and their carer's.

The easements took legal effect on 31 March 2020, but should only be exercised by a Local Authority where this is essential in order to maintain the highest possible level of services e.g. because the workforce is significantly depleted, or demand on social care increased, to an extent that it is no longer reasonably practicable to comply with the pre-amendment provisions and where to continue to do so is likely to result in urgent or acute needs not being met, potentially risking life. They should comply with the pre-amendment Care Act provisions and related Care and Support Statutory Guidance for as long and as far as possible.

They are temporary. The Secretary of State will keep them under review and terminate them, on expert clinical and social care advice, as soon as possible.

All assessments and reviews that are delayed or not completed will be followed up and completed in full once the easements are terminated.

Local Authorities will remain under a duty to meet needs where failure to do so would breach an individual's human rights under the European Convention on Human Rights. These include, for example, the right to life under Article 2 of the ECHR, the right to freedom from inhuman and degrading treatment under Article 3 and the right to private and family life under Article 8.

Other important duties on Local Authorities remain in place:

- Duties in the Care Act to promote wellbeing and duties relating to safeguarding adults at risk remain in place.
- Duties under the Mental Health Act (1983) in relation to the assessment of adults experiencing acute episodes of mental ill health
- Duties in the Mental Capacity Act 2005 relating to Deprivation of Liberty Safeguards (DoLS) remain in place. Guidance on the operation of DoLS during this period will be published separately
- Local Authorities' duties relating to prevention and providing information and advice also remain in place. The provision of information and advice for public reassurance will be particularly important during this period. To aid good communications, Local Authorities should continue to draw on their helpful relationships with trusted partners in the voluntary sector as well as on a full range of digital and other channels which help reach people with differing needs and in different circumstances during this period (for example to make up for the closure of libraries)
- Duties imposed under the Equality Act 2010 also remain, including duties to make reasonable adjustments, the Public Sector Equality Duty and duties towards people with protected characteristics. These should underpin any decisions made with regard to the care and support someone receives during this period

### **Local Context**

As set out above, in response to the Coronavirus pandemic Derbyshire County Council Adult Social Care and Health (ASCH) have been working in conjunction with our health Colleagues including the hospitals and the CCG to ensure that hospital capacity can be maintained through the pandemic by activities which prevent admission in the first place and facilitate early discharge of people no longer in the acute phase of any health need. This builds on existing and long-established joint protocols.

In addition to this established approach Derbyshire County Council ASCH has been reviewing the modelling undertaken in conjunction with our Health colleagues which has predicted an increase in demand for hospital care with a slightly delayed but similar knock on effect on social care a few days later

As set out above, in addition to this expected surge in demand ASCH has also been experiencing a reduction in the availability of frontline care staff in both its domiciliary and residential care provision thereby reducing the capacity to respond to both existing and anticipated increased demand for services; although the Council has countered this,

and effectively negated it, by persuading staff to work longer hours and by contracting with additional agency staff as far as it was possible to do. There is also an ongoing recruitment exercise. As set out above, however, the net result was a still a shortfall in the numbers of hours of home care provision that were needed, and the number of hours that the Council was able to provide..

Consequently, in order to ensure it has sufficient capacity available in its Short Term Services to meet an expected rise in demand for people being discharged from hospital, or presenting from the community, who are symptomatic, have tested positive, or are recovering from Covid-19, ASCH sought to apply elements of the Care Act easements.

In order to create this additional capacity at pace an Officer Decision was taken to prioritise home care services to those with the most pressing needs (Red and Amber in the government's recent statutory guidance) whilst temporarily reducing or withdrawing home care services for those people who, through individual consultation with their Social Worker, agreed to such measures being taken, and had the lowest level of needs (Green needs) and were at the least risk in the event of a suspension of their service (see further below).

Prior to applying the easements, a baselining of all home care packages across Derbyshire was established to assist in the prioritisation process. This was based on the risk to the individual if elements of their care package were removed.

Under the Care Act (2014) there is no priority of need with eligibility based on the impact of failure to meet a person's individual outcome in two or more of the ten outcome domains on that person's wellbeing. This does not enable prioritisation of one need over another and in effect all care is deemed essential.

Instead of this approach, the Care Act easements in the context of a Global pandemic which requires the targeting of finite resources toward the most vulnerable enables a consideration of a person's needs in the context of their priority. In essence, this enables some needs to be considered as having greater priority over others particularly those that support life and limb and as such are similar to the concepts established by A. Maslow (1970 Motivation and Personality, New York, Harper and Row) who deemed some types of need more important than others. However ASCH has been very mindful that at this stage of the pandemic it did not seek to apply a blanket hierarchy of need but instead explore with each person whether alternative arrangements could meet certain needs through the use of equipment, informal carers or community and voluntary support. Consequently the process was as follows:

- All recipients (and family carers or representatives as appropriate including the use of advocacy services where people lacked capacity) of ASCH direct care services were initially contacted to ascertain and review their current situation and level of need establish what the impact would be if elements of their service were not able to be delivered and to explore with them how elements of their care might be met in alternative ways
- A risk rating (Red Amber Green) was then applied to each person's service dependent on the consequence of ASCH not being able to deliver that service, the practicality of supporting support that individual through alternative arrangements including use of community and informal care and the sustainability of any such arrangements.

- To support this approach a new Covid 19 Review and contingency plan document and workflow was created in ASCH Mosaic client record system. This would provide a record of the discussions and the resulting arrangements and provide the person with an agreed care plan which could be reviewed

This process was undertaken in accordance with the Ethical Framework for Adult Social Care, published on 19 March 2020 as well as emphasising the strength-based person centred approaches of the Care Act 2014. The intention was to identify the potential to free up capacity within in-house provided services only.

- Once a decision was taken to enact the easements the relevant clients were again contacted and if agreement reached on any reduction of cessation of services the contingency review/plan was completed and a review schedule agreed with the client and/or their carer at a frequency of no less than 2 weeks. In addition, where required and/or requested, a package of mitigating measures was agreed e.g. through the use of shopping and medicine collection schemes.

In having these discussion ASCH approach has been assisted by a number of factors. These include:

- Some clients wanting to reduce their care to minimise the possibility of contacting Covid 19 from care staff who would also be working with other clients
- Families of clients who have been furloughed and are able and willing to increase the amount of informal care they are able to provide
- Some clients choosing to move into the homes of family members or have family move in with them to enable continued support without compromising travel and social distancing recommendations

In order to ensure the quality and equity of our approach the responsible Prevention and Personalisation (social work/assessment) Service Managers have been asked to audit 5 cases per locality per week, to ensure that interviewing has been fair and consistent, and has mitigated the imbalance of power between social care professionals and those in need of care and support. Across the county this equates to 120 cases per week.

Notwithstanding the issues of power in conversations between professionals and clients/carers (as identified in later section below) we are satisfied that every effort has been made to ensure that any temporary suspension of service has been made with the full agreement of the effected person and/or their carer.

c. What is the purpose of the policy, practice, service or function?

### **Short Term Services**

The Short Term Service supports individuals to live in their own home and to learn or re-learn necessary skills for daily living. The aims of the service are to:

- prevent or delay the need for people to use home care services;
- reduce the level of home care services needed by clients who need ongoing support;
- reduce the number of clients who are admitted to hospital or a care home;
- make sure clients are discharged from hospital in a timely manner;



- provide a rapid response for clients in a crisis situation

People who are assessed as being able to benefit from short term care will, subject to service availability, be referred to one of the area home care teams for a period of assessment.

The service will also be available to people who are already receiving support arranged by the Council, but whose needs have changed, and where assessment identifies short term care and support would be beneficial.

The service is flexible and responsive to a person's needs. Support packages are personalised to take account of lifestyle, preferences and choices. The role of family members and carers is also respected and valued, and the importance of their contribution to short term care recognised.

There are an estimated 168,700 (ONS 2017 Mid-Year Estimate) people aged 65+ in Derbyshire of which it is estimated that 23,500 are eligible for care and support from the Council as set out in the Care Act 2014.

As at 31 March 2020 when consideration was being given to reducing care home hours there were 24,261 Hours of home care being delivered by Derbyshire County Council with 950 open care packages. In total, including private providers, there were 62,548 hours of home care being provided across 4,268 care packages. These figures were a snapshot as at the 31 March 2020, and provision of care and support packages varies on a day-to-day basis. The monitoring section at the end of the EIA will be updated to take account of any changes in these figures.

d. Are there any implications for employees working in the service?

Employees of the Short Term Service are not being asked to work differently other than to adhere to appropriate Public Health England guidance on the use of Personal protective Equipment (PPE) in line with the Council's own Infection and Prevention Control measures to reduce the risk of spreading the Coronavirus across a vulnerable cohort.

The work required of Social Work staff to undertake conversations with service users about reducing home care hours is in line with standard Care Act compliant working practices concerning the assessment of need based on a conversation that looks at an individual's strengths, informal support arrangements etc. The difference between this specific work and how this would normally be conducted relates to the timescales and need to undertake this enmass as opposed to an ongoing basis. Consequently it has been necessary to introduce a new recording tool and workflow which enables a lighter touch approach to recording the plan and any subsequent reviews. However, all clients will be regularly reviewed within a minimum two-week period by Social Work staff.

## Stage 2. The team carrying out the analysis

<b>Name</b>	<b>Area of expertise/ role</b>
Dominic Sullivan	Assistant Director Adult Social Care and Health
Graham Spencer	Group Manager Adult Social Care Transformation

John Cowings	Senior Policy Officer Equalities
Jane Lakin	Assistant Director Legal Services
Vanessa Ward	Principal Social Worker

### Stage 3. The scope of the analysis – what it covers

This analysis will:

- Examine whether implementing the releasing of home care hours in the Short Term Service on a temporary basis is likely to disproportionately affect particular groups of people, including those currently accessing services and staff; and whether these groups of people are likely to have protected characteristics and experience other inequality, in line with the requirements of the Equality Act 2010;
- Seek to highlight any concerns over the possible impacts for groups of people and communities in Derbyshire, where these are likely to be negative, adverse or could be deemed to be unfair or discriminatory; and
- Where adverse impacts are identified, the EIA team will suggest suitable mitigations to negate or minimise the impact(s) found.

### Stage 4. Data and consultation feedback

#### a. Sources of data and consultation used

<b>Source</b>	<b>Reason for using</b>
Client Vulnerability Rating Tool (in-house Adult Social Care Tool)	To identify the most vulnerable clients in receipt of Short Term Services and those who could have hours of care released.
Covid 19 Contingency Review/Plan data	Identify those who have had their care services changed and review frequency
Derbyshire Observatory	Demographic data
Newton Europe: Assessment of the Older Adults and Whole Life Disability Pathways Across Derbyshire	Provides details of the opportunities for ensuring equitable provision of services

### Stage 5. Analysing the impact or effects

#### a. What does the data tell you?

Protected Group	Findings																				
Age	<p>The population of Derbyshire, according to the ONS Mid-year estimates (2018) is currently 796,142. Details of the various age ranges are outlined in the table below.</p> <table><tr><th colspan="4">Population of Derbyshire</th></tr><tr><th>Age</th><th>Population<sup>1</sup></th><th>Known to DCC<sup>2</sup></th><th>%</th></tr><tr><td>0-15</td><td>136,713</td><td>6,722</td><td>4.9</td></tr><tr><td>16-17</td><td>16,559</td><td>809</td><td>4.7</td></tr><tr><td>18-64</td><td>471,187</td><td>4,561</td><td>0.9</td></tr></table>	Population of Derbyshire				Age	Population <sup>1</sup>	Known to DCC <sup>2</sup>	%	0-15	136,713	6,722	4.9	16-17	16,559	809	4.7	18-64	471,187	4,561	0.9
Population of Derbyshire																					
Age	Population <sup>1</sup>	Known to DCC <sup>2</sup>	%																		
0-15	136,713	6,722	4.9																		
16-17	16,559	809	4.7																		
18-64	471,187	4,561	0.9																		

65-74	96,829	2,729	2.8
75-84	53,961	4,459	8.6
85+	20,893	4,502	21.8
N/K	0	25	0
Total	796,142	23,807	3

Sources:

1-ONS Mid-2017 Population Estimates

2-DCC management information teams

The council currently supports 11,715 people over the age of 65 – 72% of Adult Social Care and Health's total work. There are an estimated 171,683 people aged 65+ in Derbyshire, which equates to 22% of the population. By 2039 it is estimated that this number will have increased to 249,000 - an increase of 58%, and the number of people ages 90+ will have increased threefold. In total, the number of people aged 65+ will increase to three in every ten (30%) and clearly indicates the potential future demand for services and need to ensure the equitable delivery of the pathways.

In addition to age, life expectancy is a factor that can indicate how services will be used in the future. Public Health England report that life expectancy in Derbyshire is 79.3 years for males and 82.8 years for females.

Healthy life expectancy is also being used as a potential indicator of demand for services, and shows a much lower age of 63 for males and 62 for females, whilst estimated dementia diagnosis rates average 71% of people above 65 years old.

#### Life expectancy by area

Area	Male	Female
Amber Valley	80.0	82.9
Bolsover	78.3	82.0
Chesterfield	78.2	81.8
Derbyshire Dales	80.7	84.8
Erewash	79.3	83.5
High Peak	79.9	83.4
North East Derbyshire	79.8	82.8
South Derbyshire	79.7	82.9

Source: PHE Fingertips, accessed 07/05/2020

In terms of the age profile of people receiving a Short term Service provided by Derbyshire County Council 86% of care packages being delivered on 31 March 2020 were for people aged 65 or over, with only 14% being provided to people under 65.

There are 545 assessors in Adult Social Care and Health Prevention and Personalisation teams who are all involved in working with people to support them to meet their goals and outcomes.

Staff conducting assessments are of a variety of ages, with the majority (58%) being in the 40-59 age range. The table below provides more detail.

<b>Division</b>	<b>16-19</b>	<b>20-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>60-69</b>	<b>70+</b>	<b>Totals</b>
<b>Adults</b>	1	56	119	153	162	53	1	545
<b>Percentages</b>	<b>0%</b>	<b>10%</b>	<b>22%</b>	<b>28%</b>	<b>30%</b>	<b>10%</b>	<b>0%</b>	<b>100</b>

Source: Adult Social Care and Health Management Information Team

This means Derbyshire residents benefit from skilled and experienced staff teams. However, we do know, following an assessment undertaken by Newton Europe in Spring 2019 that there are some challenges for area teams and staff of all grades involved in ensuring a consistent and equitable application of the Care Act in order to improve outcomes for people in receipt of services, or those who may need service in future.

It can be concluded that the equitable application of Care Act assessments and associated systems will have more of an impact on people aged 40-59, but assessors from other age groups will also be similarly affected.

However, with the right support in place - such as training for continual professional development - it is believed the impact will also be positive for assessors as they continue to work in partnership with people to identify needs and co-produce care and support plans.

### **Conclusions**

There is a higher incidence of older people receiving care and support when compared with the general population or other specialist characteristic groups being considered in this EIA. Therefore, a greater number of older people will be involved in the implementation of the proposal to temporarily release home care hours.

The impact they might experience could relate to additional risk of ill-health, falls or a need for higher level care, by not having regular face to face contact with care staff; additional isolation; and being without an alternative source of care, such as from a family member, given the need for social isolation/ distancing, and the known increased risk of infection for older people.

Any reduction in the provision of services to meet eligible needs poses a risk that a person's eligible needs will not be met, that the statutory outcomes will not be met and that there could be an adverse impact on the person's health or well-being, or that the person concerned will experience pain, distress or anxiety in attempting to meet their own

	<p>needs, or when their needs are met by a third party e.g. a family member. The precise nature of the risk depends on what the person's needs are and what services are withdrawn or reduced.</p> <p>The Council's aim is to reduce services consensually in every case and so far this aim has been achieved. There are a number of service users who have contacted the Council who do not wish to receive services for the time being, because of the Coronavirus and/or have alternative assistance available from family members, in particular family members who have been furloughed.</p> <p>There is a risk that some service users/family members may feel pressured and this risk has been addressed by requiring interviews to be recorded and monitored with spot checks, to ascertain that all interviews are fairly and sympathetically conducted, ensuring that a person's rights are promoted, taking into account the imbalance of power and any lack of capacity or difficulty in understanding that may be involved.</p> <p>There is a risk that some service users/family members may take on more than they are able to cope with, and this risk has been addressed by limiting any reductions to services falling within the "Green band" and where there is the least risk involved, making available schemes such as help with shopping and medicine collection, by providing for reviews to take place no less than every two weeks and by providing contact information in case of any difficulty arising. Carers are supported to have access to appropriate advice and information.</p> <p>No such cases have as yet arisen, but where a reduction in services is not consensual, all the above risks apply and will require even more careful consideration and monitoring, in each individual case.</p>						
Disability	<p>Across ASCH all disability-related issues must be taken account of, for people with physical disability, sensory impairment, learning disability, and associated mental health conditions, when services are planned and commissioned. Attention should also be paid to physical access, and the format of information and advice.</p> <p>The table below details the Primary Support Reasons (PSR) for people accessing ASCH support. Over half of the adults (53%) require physical support, a total of 8,718.</p> <p><b>Adult Social Care &amp; Health primary support reasons</b></p> <table><tr><th>Primary Support Reason</th><th>Number</th><th>%</th></tr><tr><td>Physical Support</td><td>8,718</td><td>53.6</td></tr></table>	Primary Support Reason	Number	%	Physical Support	8,718	53.6
Primary Support Reason	Number	%					
Physical Support	8,718	53.6					

Learning Disability	2,189	13.4
Mental Health	901	5.5
Memory & Cognition	825	5.1
Sensory Support	452	2.8
Social Support	354	2.2
Non-PSR	2,321	14.3
PSR - Other	516	3.2
Totals	16,276	100

Source: Adult Social Care and Health MIT

Note: "PSR - Other" includes Children's cases in transition

It must be noted that whilst PSRs are useful in understanding the number of people accessing services for the various types of support, they do not give us an accurate picture of people's support needs because they only record the primary need, which may change over time.

Despite this, the PSRs do give us an indication of the current utilisation of services and we can see that over 9,000 people are recorded as having a disability, over one third of the people currently in receipt of support from the council, who could be affected by any changes to their existing services or support. There has also been a notable increase in the number of people diagnosed with Autism – an estimated 20-25 each week.

ASCH gathers data on the number of conditions people have, in addition to the primary reason for support. The accuracy of this information is adversely affected by people not always disclosing conditions but it does help us to understand the health challenges facing many people, in addition to the primary reason for support.

#### Number of people with additional health conditions

	Adults	%
1	2,068	27.47%
2	2,008	26.68%
3	1,613	21.43%
4	1,044	13.87%
5	506	6.72%
6	177	2.35%
7	77	1.02%
8	20	0.27%
9	9	0.12%
10	3	0.04%
11	2	0.03%
<b>Totals</b>	<b>7,527</b>	<b>100</b>

Source: Adult Social Care and Health MIT

The data shows that over 95% of the people accessing ASCH have between one to five health conditions, however, these may not constitute a disability.

The number of employees who have declared a disability account for approximately 3% of the Council's total workforce. This has remained relatively unchanged over the last ten years. Levels of disability vary across departments but are higher in ASCH with 5% of staff working in assessment teams with a declared disability.

It is not expected that changes will be made to any of the existing arrangements that may be in place for disabled employees, beyond those temporary arrangements introduced to ensure safe working practices during the Coronavirus – e.g. working from home, social distancing if making any formal visits etc.

### **Conclusion**

People of all ages with a disability will be affected by the proposals.

The potential risks, and mitigating measures, are essentially as set out above, in relation to persons with the relevant protected characteristic of age.

There are particular risks involving persons who lack capacity or who have reduced capacity, first in terms of them and their family members understanding to and agreed to what is proposed in terms of a reduced service. From the beginning of the process, staff are aware that there may be a power imbalance between their perceived role as a professional and the client's (or carers) perceived position as a recipient of care and support services. This has been emphasised by reference to the ethical framework for social care published by the Department for Health and Social Care. In addition advocacy services continue to be used.

Second, such persons may not understand or may have difficulties understanding the need for social distancing and if their care is reduced they may lack assistance to go out into the community and may be at greater risk of breaching the law. Initial conversations that took place to establish the baseline position, for identification of clients who could have care reduced, took into account the needs of the most vulnerable cohort of people. We have sought, where possible, to exclude people in this group. We have also increased the care for those people who we have identified as the most vulnerable. This has included those with cognitive impairments. We are using day service workers from service that have been suspended to provide outreach services and we have also opened a learning disability day service for a small group of clients who present with the most challenging behaviour. Potential increased risks would be included in the direct conversations and used to inform RAG rating decisions and

	<p>contingency plans. Multi-disciplinary conversations would be considered to manage actual and potential risks.</p> <p>The impact may also depend upon the type of disabilities each individual has. Many people receiving the service, or potentially in need of the service, will by virtue of their age, be more likely to have a disability relating to mobility, visual and hearing impairment, and may have conditions which mean they are at a higher risk of infection. The way in which the current service is delivered enables the Council to identify specific additional support relating to disabilities, and where necessary provide these, such as the services provided by the Deaf team, for example. If the changes mean that people using the service will be less likely to be identified and provided with specialist services, support or advice, then there is clearly an additional adverse impact for them from the proposals.</p> <p>There are not expected to be any adverse impacts for disabled staff undertaking these reviews.</p>																																	
Gender (Sex)	<p>The overall population of Derbyshire consists of 2% more women than men – 17% are 15 or below, 61% aged 16 to 64 and 22% are over 65 (Derbyshire Observatory infographic based on ONS Mid-Year projections 2018).</p> <p>Projections published by the ONS in 2018 suggest the following overall population figures for Derbyshire by gender. The figures show a relatively small deviation in numbers between men and women up to age 64, and beyond 65 the difference increases as women outlive men.</p> <p><b>Population of Derbyshire by Gender and Age</b></p> <table><tr><th>Age</th><th>Male</th><th>Female</th></tr><tr><td>0-14</td><td>65,709</td><td>62,723</td></tr><tr><td>15-19</td><td>20,877</td><td>19,930</td></tr><tr><td>20-64</td><td>225,129</td><td>230,091</td></tr><tr><td>65+</td><td>78,455</td><td>89,338</td></tr><tr><td>All ages</td><td>390,170</td><td>402,082</td></tr><tr><td>Total</td><td>792,252</td><td></td></tr></table> <p>Source: ONS Mid-Year Projections 2018</p> <p>The gender split for people in receipt of in-house Short Term Services shows that 64% of care packages delivered as at 31 March 2020 were to females, with 35% to Males. There are a small number of records where no gender has been recorded.</p> <table><tr><th>Gender</th><th>Number of in-house care packages</th><th>%</th></tr><tr><td>Female</td><td>611</td><td>64.32%</td></tr><tr><td>Male</td><td>336</td><td>35.37%</td></tr><tr><td>Not recorded</td><td>3</td><td>0.32%</td></tr></table>	Age	Male	Female	0-14	65,709	62,723	15-19	20,877	19,930	20-64	225,129	230,091	65+	78,455	89,338	All ages	390,170	402,082	Total	792,252		Gender	Number of in-house care packages	%	Female	611	64.32%	Male	336	35.37%	Not recorded	3	0.32%
Age	Male	Female																																
0-14	65,709	62,723																																
15-19	20,877	19,930																																
20-64	225,129	230,091																																
65+	78,455	89,338																																
All ages	390,170	402,082																																
Total	792,252																																	
Gender	Number of in-house care packages	%																																
Female	611	64.32%																																
Male	336	35.37%																																
Not recorded	3	0.32%																																



	<p><b>Total</b> <b>950</b> Source: Adult Social Care and Health MIT</p> <p>It can, therefore, be concluded that women are more likely to be affected by any adverse impacts resulting from the implementation of the proposals. It is also likely that many of the female service users will live on their own, having survived a partner or spouse, which means they are without other family to offer support within their homes. The same could be for male service users, where they are living alone.</p> <p>As to the nature of the risks, they are essentially as set out above in relation to elderly and disabled persons. In addition, it is likely that an increased burden of care will fall on women, who in the Council's experience are more likely to perform caring roles within families. The Council's mitigating steps are though as set out above in relation to elderly and disabled persons. These are designed to limit risks to consensual risks and to minimise them in all cases, and to monitor them carefully, including where there is an increased burden of care on women</p> <p>Women make up almost 80% of the total Council workforce and a similar majority of the many part-time workers we employ, when considering assessment teams the figure is even higher. The data shows that 85% of assessors in Adult's services are female and just 15% are male, a ratio of 5.5:1.</p> <p><b><u>Conclusion</u></b> It can be concluded from the figures above that women are more likely to be disproportionality affected by the proposal to reduce home care hours provided directly by the Council. However, it should also be noted that any review of a care package should be undertaken within the Care Act principles and not discriminate on the grounds of gender (or any other protected characteristic).</p>
Gender reassignment	<p>The Council does not collect data relating to this protected characteristic with reference to adults or people with a disability in Derbyshire. However, there will be people who use our services who will be represented under this protected characteristic.</p> <p>Assessments and services are offered to people in Derbyshire regardless of their gender status</p> <p><b><u>Conclusion</u></b> It is assessed that the proposal to reduce home care services for some people should not have an additional adverse impact on persons with this protected characteristic, beyond those considered above. If any adverse impact emerges it should be addressed in the first instance by social work professionals.</p>

Marriage and civil partnership	<p>The Council does not collect data relating to this protected characteristic with reference to adults or people with a disability in Derbyshire. However, there will be people who use our services who will be represented under this protected characteristic. Assessments and services are offered to people in Derbyshire regardless of their relationship status.</p> <p><b><u>Conclusion</u></b></p> <p>It is assessed that the proposal to reduce home care services for some people should not have an adverse impact on this protected characteristic, beyond those considered above. If any adverse impact emerges it should be addressed in the first instance by social work professionals.</p>									
Pregnancy and maternity	<p>The Council does not collect data relating to this protected characteristic with reference to adults or people with a disability in Derbyshire.</p> <p>Recent legislative changes have extended the rights of parents to share parental leave. The Council has developed a clear policy for supporting employees who take shared parental leave and other support, such as flexible working, is available to some staff to support their work-life balance.</p> <p><b><u>Conclusion</u></b></p> <p>It is assessed that the proposal to reduce home care services for some people should not have an adverse impact on this protected characteristic, beyond those considered above. Again, if any adverse impact emerges it should be addressed in the first instance by social work professionals.</p>									
Race	<p>At just 4.2%, Derbyshire has a lower than average population of people from a BME background. The population is spread across a broad range of different racial and ethnic groups, including people from the EU and Eastern Europe, from Black, Chinese and Asian communities.</p> <p>The following table details the number of care packages provided by BME group as at 31 March 2020. In line with the BME population of Derbyshire 0.53% of packages are delivered to people who have their ethnicity recorded as being non-white with the majority being White British.</p> <p><b>Ethnicity of people in receipt of a Short Term Service (in-house)</b></p> <table><tr><th>Ethnicity</th><th>Number of Care Packages</th><th>%</th></tr><tr><td>Asian or Asian British Indian</td><td>1</td><td>0.11%</td></tr><tr><td>Black or African or Caribbean or Black British Any Other</td><td>1</td><td>0.11%</td></tr></table>	Ethnicity	Number of Care Packages	%	Asian or Asian British Indian	1	0.11%	Black or African or Caribbean or Black British Any Other	1	0.11%
Ethnicity	Number of Care Packages	%								
Asian or Asian British Indian	1	0.11%								
Black or African or Caribbean or Black British Any Other	1	0.11%								

Black or African or Caribbean Background		
Mixed or Multiple Any Other Mixed / Multiple Ethnic Heritage	2	0.21%
Mixed or Multiple White and Black Caribbean	1	0.11%
Not Stated Information not yet obtained	18	1.89%
NULL	26	2.74%
White Any Other White Background	3	0.32%
White British	895	94.21%
White Irish	3	0.32%
<b>Grand Total</b>	<b>950</b>	

Source: Adult Social Care and Health MIT

Across Derbyshire some districts have a higher than average BME population, for example Chesterfield at 5.1% and Erewash at 4.8%, this must be considered in terms of communicating the implementation of the proposals as English may not be a first language in these communities.

Around 1.7% of the Council's total workforce is from a BME Community and this rate is not expected to change. At 6%, there are a higher number of people from BME communities working in the various assessment teams, the table below provides more information.

#### **Ethnicity in assessment teams**

	<b>Adult Social Care and Health</b>	<b>%</b>
White	505	92.66%
Asian or Asian British	6	1.10%
Black African / Caribbean / Black British	17	3.12%
Mixed or Multiple	13	2.39%
Other Ethnic Group	1	0.18%
Not stated	3	0.55%
Unknown	0	0.00%
<b>Totals</b>	<b>545</b>	

Source: Adult Social Care and Health MIT

#### **Conclusions**

	<p>The majority of people who could be affected by the proposal are “White British” (94 It is nonetheless a concern that both BME staff and service users could be disproportionately adversely affected. In terms of staff, there is a concern from newspaper reports that BME care workers, and others, may be particularly at risk from the Coronavirus. It is essential that this risk is addressed as soon as possible, if that is not already being done. The writer of this report is making enquiries.</p> <p>In terms of service users, while the risks and mitigating steps set out above also apply in the case of BAME service users, such service users may be at a particular risk from the Coronavirus, are statistically at greater risk of detention under the MHA 1983, or being referred to mental health services.</p> <p>In addition, while social workers will already be aware of the need to ensure that BAME service users are not disadvantaged to any extent and are treated equally in the provision of care services, it would be beneficial for this principle to be underlined to social workers.</p> <p>It is also important that consideration be given to whether people from BME communities using this service require any additional or variation to the service to take account of their cultural needs, or whether they are also in receipt of services from BME based community organisations, which provide additional support.</p>
Religion and belief including non-belief	<p>The Council does not collect data relating to this protected characteristic. However, there will be people who use our services who will be represented under this protected characteristic.</p> <p>Assessments and services are offered to people regardless of their religion or belief.</p> <p>In Derbyshire, according to 2011 Census data, 63.6% of people are Christian, 0.2% are Buddhist, 0.2% are Hindu, 0.0% are Jewish, 0.3% are Muslim, 0.3% are Sikh, 0.4% are of other religion, 28.8% of people have no religion and 7% have not stated their religion. This is not a significant consideration for the analysis as the service is offered to all people irrespective of religious choice.</p> <p>Accessing religious services and practicing specific faiths or beliefs can be successfully achieved outside of DCC’s services.</p> <p><b><u>Conclusions</u></b></p> <p>It is assessed that the proposal should not have an adverse impact on persons with this protected characteristic, other than those identified above</p>

Sexual orientation	<p>The Council does not collect data relating to this protected characteristic with reference to adults or people living with a disability in Derbyshire.</p> <p>Assessments and services in Derbyshire are offered to people regardless of their sexual orientation and it is assessed that the proposal should not have an adverse impact on this protected characteristic other than those identified above. If any adverse impact emerges it should be addressed in the first instance by social work professionals.</p> <p>Lesbian gay, bisexual and other non-heterosexual LGBTQ workers make up around 2% of the workforce, and are represented across the authority, with slightly higher proportions working in ASCH and CS, there is no evidence to suggest that the proposal will have an adverse impact upon this protected group</p> <p><b><u>Conclusions</u></b></p> <p>It is assessed that the proposal should not have a specific adverse impact on this protected characteristic.</p>
--------------------	--

#### Other- non statutory

Socio-economic	<p>Derbyshire has a high variation between households who are affluent and those which experience deprivation or socioeconomic disadvantage. Many services provided by the Council are designed to support people who have fewer resources (low income or in receipt of benefits) and may experience poorer health, or have lower life chances. In addition, older carers may (if they previously worked) have retired and also be in receipt of a low income from benefits and/or a state pension.</p> <p>According to quarterly benefit statistics from May 2018, there are 7,943 individuals in receipt of Pension Credit Guarantee Credit in Derbyshire. Analysis by district is summarised below.</p> <p><b>Number of people in receipt of benefits, by Derbyshire locality</b></p> <table border="1"> <thead> <tr> <th>Local authority area</th><th>Nº of people</th></tr> </thead> <tbody> <tr> <td>Amber Valley</td><td>1,258</td></tr> <tr> <td>Bolsover</td><td>941</td></tr> <tr> <td>Chesterfield</td><td>1,289</td></tr> <tr> <td>Derbyshire Dales</td><td>583</td></tr> <tr> <td>Erewash</td><td>1,154</td></tr> <tr> <td>High Peak</td><td>873</td></tr> <tr> <td>North East Derbyshire</td><td>1,138</td></tr> <tr> <td>South Derbyshire</td><td>706</td></tr> <tr> <td><b>DERBYSHIRE</b></td><td><b>7,943</b></td></tr> </tbody> </table> <p>Source: Pension Credit Quarterly Statistics, DWP Stat Xplore, May 2018.</p>	Local authority area	Nº of people	Amber Valley	1,258	Bolsover	941	Chesterfield	1,289	Derbyshire Dales	583	Erewash	1,154	High Peak	873	North East Derbyshire	1,138	South Derbyshire	706	<b>DERBYSHIRE</b>	<b>7,943</b>
Local authority area	Nº of people																				
Amber Valley	1,258																				
Bolsover	941																				
Chesterfield	1,289																				
Derbyshire Dales	583																				
Erewash	1,154																				
High Peak	873																				
North East Derbyshire	1,138																				
South Derbyshire	706																				
<b>DERBYSHIRE</b>	<b>7,943</b>																				

Changes to pensions for couples where one person is of retirement age but their spouse is working were introduced in May 2019, but they did not affect pre-existing claimants. Those claiming since May 2019 can only access support through the working age benefit system, replacing access to Pension Credit, pension age Housing Benefit and working-age benefits.

There have also been problems encountered by claimants experiencing the roll-out of Universal Credit across Derbyshire, the negative impacts of this are still being felt by people accessing ASCH and their family's financial situations will need to be considered when being assessed under the Care Act.

Content for the table below comes from the Index of Multiple Deprivation (2015) and gives an insight into which areas of Derbyshire are less affluent than others. For example, a more affluent area such as the High Peak District has considerably less deprivation than the more urban Chesterfield Borough.

#### **Deprivation by Area**

<b>Area</b>	<b>Population deprivation by area</b>
Amber Valley	10%
Bolsover	21%
Chesterfield	29%
Derbyshire Dales	2%
Erewash	16%
High Peak	5%
N.E. Derbyshire	6%
South Derbyshire	3%

Source: 2015 – Index of Multiple Deprivation, MHCLG

The Council employs people from across Derbyshire, including many workers who live in poorer and deprived communities. Additionally many such workers will work in the same or a nearby community to that they live in. The proposal does not include making any changes to the terms and conditions for staff.

#### **Conclusions**

It is assessed that the proposal will not have an adverse impact on this area of people's lives.

However, it is essential that the council continues to support people to maximise their income and support opportunities to promote greater independence and wellbeing, whilst reducing financial inequality.

Rural

People living in more rural locations may be affected more by the proposals than those living in urban areas. The number of people living in rural or urban areas and accessing ASCH are detailed in the table below.

**People accessing services by rurality**

Rural Urban classification	People accessing services	
	No.	%
A1 – Major conurbation – Urban	18,391	77
B1 – Minor conurbation – Urban		
C1- City and town – Urban		
D1 – Town and Fringe – Rural	4,931	21
E1 – Village – Rural		
F1 – Hamlets and Isolated Dwellings – Rural		
No information	485	2
<b>Total</b>	<b>23,807</b>	<b>100</b>

Source: Adult Social Care and Health Services MIT

It is likely that the 21% of people who live in more rural locations will have fewer services nearby to meet their various needs – requiring them to travel further afield to maintain relationships and access wider community facilities and activities.

However, travelling and overall mobility is also affected by location. Rural areas often experience reduced regularity or availability of transport and there is an associated increase in the cost of travelling further afield and/or reliance on family for transport. This in turn may further limit opportunities for people, particularly those with a disability and/or being in receipt of a low income.

Staff living in rural areas will experience the same limitations as people approaching services for support but are more likely to be able to travel independently, and their existing personal arrangements are unlikely to change as a result of implementing the proposal.

**Conclusion**

It is assessed that the proposal to ensure equitable delivery of the pathways should not have a specific adverse impact on this particular characteristic, beyond those identified above, because the impact of rurality will be considered as part of any assessment with people, particularly if the lack of services or mobility impacts on the support available to people.

- b. What does customer feedback, complaints or discussions with stakeholder groups tell you about the impact of the policy, practice, service or function on the protected characteristic groups?

On 23 January 2020, Cabinet were presented with a report that outlined the outcomes of the Council's budget consultation exercise. This had been undertaken in support of formulating budgetary proposals for the Revenue Budget for 2020-21 and for refreshing Council Plan priorities for 2020-21. The consultation asked members of the public six questions relating to the Council's budget to establish their views on what the Council's top and bottom three priority services should be and why they had chosen these.

In considering this information it should be noted that in total 3,763 residents completed the survey. The average age of respondents was 53 with the age range for respondents being 14 to 101. Of those responding 42% were male and 58% were female. Both Derbyshire Dales and the High Peak were over-represented, in terms of correlation between response rates and population, with Erewash and South Derbyshire under-represented.

The feedback below includes comment and conclusion from Newton Europe (NE), gathered during an assessment of Older People's and Disabled Children's Services between February and April 2019. This feedback includes comments from staff in Social Work assessment teams as part of team and staff shadowing, workplace assessments, and a survey undertaken at feedback sessions to staff in April 2019.

A review of the most recent annual ASCH comments and complaints reports from 2016-17 and 2017-18 has not showed any specific issues relating to Short Term Services. Where complaints have been raised these are along themes such as punctuality of staff or communications relating to changes in appointments. However, these are contrasted by compliments for the quality of the service and the care shown by staff to people.

<b>Protected Group</b>	<b>Findings</b>
Age	<p>Support for Older Adults was listed as one of the top three Council services overall (21% share of the overall vote). However, when reviewing the responses by age, it was more popular with people aged 45 and over, with people aged between 16 and 44 not perceiving as high a priority as other services.</p> <p>This is perhaps reflective of the nature of the service, with the majority of recipients of home care services being aged 65 or over (84% as at 31 March 2020).</p> <p>The assessment work undertaken by NE found that where Social Work assessors were asked to review older people's care and support needs in ASCH on their own there was variation and less independent outcomes for people (i.e. placements to residential care). However, when assessors from a variety of disciplines reviewed cases collectively the discussion resulted in the most independent outcomes, i.e. living at home with either formalised, or informal support in place.</p>



	<p><b><u>Conclusion</u></b></p> <p>The support provided to older people in Derbyshire is valued by the public, particularly those aged over 46 as shown in the recent budget consultation survey. Whilst this support covers a broad-range of services, home care is part of this service. There is, therefore a risk that if reviews of client's home care is not undertaken in a strength-based and person-centred manner – or with support from Social Work colleagues, then there is a risk that older people will be unduly impacted by the proposals. However, given that these proposals are for a temporary period (to be defined), but will be reviewed on a regular basis, this risk should be kept to a minimum.</p>
Disability	<p>A total of 15% of respondents to the consultation indicated they had a disability, which is slightly lower than the overall adult population in Derbyshire with a disability or long-term illness (20% Census 2011). However, a breakdown of responses by disability was not provided in the consultation report so it is not possible to determine what their priority services were.</p> <p><b><u>Conclusion</u></b></p> <p>Whilst a large proportion of people in receipt of ASCH have some form of disability, there is insufficient consultation information available to address any concerns for this protected characteristic other than those already identified in the previous section.</p>
Gender (Sex)	<p>There were marginally more females than males responding to the budget consultation (52% against 48% respectively). Which is broadly in line with the makeup of the Short term service client base – which sees a 64/35 percentage split in favour of females (there are a small number of records with no gender recorded).</p> <p>Overall, male respondents had not indicated support for older people as a top three priority issue, but females did. Given the number of people in receipt of home care services to be older people and female this is perhaps to be expected.</p> <p><b><u>Conclusion</u></b></p> <p>Whilst the majority of people in receipt of ASCH are female there is insufficient consultation information available to address any concerns for this protected characteristic other than those already identified in the previous section.</p>
Gender reassignment	No comments have been received with regards to this protected characteristic.
Marriage and civil partnership	No comments have been received with regards to this protected characteristic.
Pregnancy and maternity	No comments have been received with regards to this protected characteristic.

Race	A total of 97% of respondents to the consultation indicated they were from a White ethnic background. This is marginally higher than the percentage of ASCH clients in receipt of a Short Term Service (95.85%). However, a breakdown of responses by ethnicity was not provided in the consultation report so it is not possible to determine what their priority services were.
Religion and belief including non-belief	No comments have been received with regards to this protected characteristic.
Sexual orientation	<p>No specific comments have been received with regards to this protected characteristic.</p> <p>A response by the charity Stonewall to a press enquiry (c2018/19), asking about the challenges facing people from LGBT communities when accessing health and social care services, elicited the following response:</p> <p><i>“Lesbian, gay, bi and trans people in later life often experience specific forms of discrimination that go unnoticed by others around them. This can lead to isolation and even going back into the closet. It’s concerning that this may lead people to avoid accessing the services they need. It’s vital (that) health and social care staff are trained to understand and meet the unique needs of older LGBT service users.”</i></p> <p>The above response clearly indicates that people from LGBT communities experience discrimination when using services and there is clearly much work to be done at a national level to eliminate such behaviour across the population.</p> <p><b><u>Conclusion</u></b> The proposal is not expected to adversely impact on people’s sexual orientation.</p>

#### Other

Socio-economic	No comments have been received with regards to this protected characteristic.
Rural	No comments have been received with regards to this protected characteristic.
Employees of the Council	No comments have been received with regards to this protected characteristic.

- c. Are there any other groups of people who may experience an adverse impact because of the proposals to change a policy or service who are not listed above?

Carers are not listed as a protected characteristic group, however, the proposals may have a degree of impact upon those undertaking a caring role, particularly if the person being assessed chooses to reduce their care package hours temporarily placing additional demands on their carer. Carers will continue to be entitled to an assessment of their need in their own right as per the Care Act 2014

Derbyshire Carers Association reports there are over 120,000 carers in Derbyshire and data from ASCH management information teams confirms there are 25,002 carers (328 are under 18) known to services in Derbyshire at this time. The table below provides more detailed information.

#### Number and ages of carers known to the Council

Age	Totals	%
0-15	277	1
16-17	51	0.2
18-64	11,459	46
65+	7,165	28.6
Unknown	6,050	24.2
<b>Totals</b>	<b>25,002</b>	<b>100</b>

Source: Adult Social Care and Health MIT

Carers of all ages could be affected by the proposal if they created adverse impacts, but it is believed that the most vulnerable groups are the under 18s and over 65s, who are more likely to have support needs of their own, such as educational or health needs.

#### Conclusion

The impact of choices made by people in receipt of support, on their carers, must be considered and mitigated against as they become known.

- d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

Gaps in data	Action to deal with this
<p>Data in relation to the following protected characteristics:</p> <ul style="list-style-type: none"> <li>• race and ethnicity,</li> <li>• religion and belief including non-belief,</li> <li>• marriage and civil partnership,</li> <li>• pregnancy and maternity</li> <li>• sexual orientation, and gender re-assignment</li> </ul>	<p>Review how data can be improved for any future analysis</p>

## **Stage 6. Ways of mitigating unlawful prohibited conduct or unwanted adverse impact, or to promote improved equality of opportunity or good relations**

- Empowering and supporting staff to best make decisions that reflect Care Act principles around strength and asset based working through the provision of training and professional development opportunities and effective leadership from senior practitioners and management. This will ensure that staff are able to use their knowledge and skills to prioritise any service users who could be put at additional specific risk due to the service being suspended.
- Involve staff in reviewing team performance by the provision of appropriate information (e.g. financial / performance data). By ensuring that relevant and important information is available to care staff and managers to redirect care or support to people who may need this during the suspension of the service.
- Reducing assessment variations throughout Derbyshire by increasing consistency of decisions and service provision, including ensuring that regular monitoring of decisions is taking place to ensure fairness and to ensure that people whose needs increase are assisted.
- Build on existing multi-divisional and multi-disciplinary approaches to promote more consistent communication, decision making and outcomes for people of all ages. This includes working with other services, including community based support, to help mitigate against the suspension of the service.
- Improve service delivery at appropriate levels which do not limit or stifle independence, by working in partnership with people to identify their preferred goals and outcomes so less support can be provided to improve independence. If the suspension of the service reduces independence then there will need to be some measures for enabling this – in a way which does not increase risk, including risk of infection
- Ensure the consistent use of preventative approaches enabling people to be as involved as possible in the decision making relating to the services they receive to support their independence.
- The Derbyshire Welfare Rights Service will continue to support people to maximise their income (where possible) to mitigate against any socio-economic impacts. This may include assisting with specific financial difficulties which would usually have been dealt with through the care package and assessment.
- Consider the impact of the decisions made by people in receipt of support, on their carers. Carers can request to have their own assessment and this should be reinforced during assessments of people with family carers. Consideration should be given to further developing the online and other advice and help for carers. Consideration to be given to having more regular contact with carers as a means of identifying risk for individuals as the service is suspended (tracking need over time).

## **Stage 7. Do stakeholders agree with your findings and proposed response?**

As these proposals are being introduced on a temporary basis under emergency powers introduced via the Coronavirus Act 2020 and are intended to be reviewed on a regular basis it has not been possible to undertake formal consultation with stakeholders on the proposals beyond the Adult Social Care and Health Senior Management Team and Council's Cabinet. The Chair of the Health and Wellbeing Board has been kept informed of the proposals and the Health and Wellbeing Board Members have been alerted to the use of the easements. The CCG was involved in discussions relating to the use of the easements.

The mitigations proposed should provide sufficient assurance that the Council takes the matter seriously and is only undertaking this emergency action in order to ensure there is sufficient home care capacity across Derbyshire to support the wider health and social care system. No clients will be forced to accept a reduction in service, nor will it be imposed upon them. As this EIA has outlined, the people in receipt of home care in Derbyshire are elderly and vulnerable people with one or more health conditions that affect their daily living. An incorrect application of the Care Act assessment and review process for these clients could result in a loss of independence which is something the Council is keen to avoid.

## **Stage 8. Main conclusions and recommendations**

This document was completed in order to analyse the potential impacts of implementing Care Act Easement guidance relating to the reduction of in-house home care hours for some clients. This is to enable an increase in the Council's capacity and ability to respond to the Coronavirus outbreak and expected demand in home care services arising from those accepted by the virus (whether directly in the community or following an acute episode). This decision has been taken in response to the emerging risks posed by the pandemic, and in accordance with the ethical framework for social care.

The proposals will have an impact on older, older disabled people, disabled adults and their families and carers. The temporary suspension of a service, and the assessment process supporting it brings with it the potential for greater risks to those currently and potentially needing these services, since it will be more difficult in some ways to monitor well-being, identify needs, and provide services to meet these needs, which may also change over time. For some people, they will not have an alternative means of receiving direct care and support, and for others whose health and well-being deteriorate during this time. It is also likely to be the case that many of those who would benefit from these services will be less likely to be connected digitally, so the usual alternative means of providing services, is available to a lesser degree.

**Stage 9. Direct action to be taken.**

<b>Objective</b>	<b>Planned action</b>	<b>Who</b>	<b>When</b>	<b>How will this be monitored?</b>
Reduce Home Care Hours for those in receipt of a Short Term Service provided by Derbyshire County Council	Identify service users for contacting about possible reduction of their care package.	Management Information Team / Better Lives (Transformation) Team	March / April 2020	Through daily reporting to the Adult Social Care Gold Command – a senior management team in place for the duration of the Covid-19 response work.
	Identified clients (or their carer/advocate) to be contacted by Social Worker staff to ascertain whether their informal support arrangements would be sufficient if care hours reduced. Where reduced clients to be reviewed within a fortnightly rolling basis. Where services can be reinstated and/ or increased if necessary	Adult Social Care Social Work staff (via Area Teams)	March 2020 onwards	<ol style="list-style-type: none"> <li>1. Social work staff will complete a weekly review document for effected clients;</li> <li>2. Service Managers will review a random sample of 5 cases per work per team (a total of 120 samples per week across the County)</li> <li>3. Area Group Managers to undertake regular audits of cases via Client Covid Contingency Plan reviews to ensure consistency in the application of the process.</li> </ol>

				<p>4. Assistant Director completing monthly random sample of 35 cases.</p> <p>Learning from sampling to be shared with both frontline staff and ASCH Senior Management Team</p>
	Fortnightly (increasing to weekly) reviews of Officer Decision taken to introduce the proposals.	Helen Jones	Every Two Weeks (increased to weekly) during Covid-19 response period.	<p>Through Derbyshire County Council's Monitoring Officer.</p> <p>Will also be informed by above learning from the audits and EIA.</p>

## **Stage 10. Monitoring and review/ mainstreaming into business plans**

Please indicate whether any of your objectives have been added to service or business plans and your arrangements for monitoring and reviewing progress/ future impact?

The proposed implementation is in line with wider Council Plan 2019-21 priorities concerning the increase in independence for older people. However, these proposals are only temporary and learning from this exercise will be used to develop work being undertaken through the Better Lives programme which includes a workstream concerning ways to promote independence and less reliance on support services for current and potential users of Adult Social Care Services.

Better Lives is a joint programme between Adult Social Care and Health and Children's Services. The programme's focus is about seeking better, more innovative ways of supporting staff and the individuals and families they support and care for.

Aims of the programme include work to support older people to live as independently as possible, to remain in their own homes and return home safely after a hospital stay. Other work will aim to give children and adults with disabilities will the chance to learn new skills and live in the most independent way possible.

This programme of work has been developed in response to a 'diagnostic' (or assessment) Over the Spring of 2019 we ran a diagnostic to understand whether ideal outcomes were being achieved for individuals. This work was undertaken through workshops, case reviews, interviews, surveys, shadowing colleagues and data analysis, in order to review the outcomes that people were receiving. The findings showed that at that time we were not delivering as many ideal outcomes as we would like to. Further information on that work can be found in a report to Cabinet on 11 July 2019 (Item 6 e – Minute Number 135/19). It should be noted that a Full Equalities Impact Analysis was undertaken in response to the diagnostic work and proposals to procure an external partner in supporting the delivery of the Better Lives Programme. This is attached as an appendix to the aforementioned Cabinet report.

## **Stage 11. Agreeing and publishing the completed analysis**

Where and when published?

The EIA will be considered by Cabinet when considering the reviews of the Officer Decisions relating to this issue.



### **Decision-making processes**

**Where linked to decision on proposals to change, reduce or withdraw service/ financial decisions/ large-scale staffing restructures**

**Attached to report (title):**

**Urgent Officer Decisions**

**Date of report: 23 April 2020**

**Author of report: Emma Alexander**

**Audience for report e.g. Cabinet / date: 23 April 2020**

**Web location of report:**

<https://democracy.derbyshire.gov.uk/documents/s3238/Officer%20Decisions%20inc%20Appendices%20-%20Final%20updated.pdf>

**Outcome from report being considered**

That Cabinet:

To note decisions made under urgent delegated powers arising from the Covid-19 virus pandemic

And from the specific report into reduction of home care hours:

Cabinet are asked to:

- i. Approve the temporary suspension of 'non-essential' homecare services to adults with immediate effect from 9 April 2020.
- ii. To note that this decision is subject to a minimum of fortnightly review by senior managers as part of ongoing capacity modelling across the health and social care system in Derbyshire and in response to national guidance

### **Details of follow-up action or monitoring of actions/ decision undertaken**

As at 13 May 2020 the Mosaic case record system the council has so far reviewed the provision of domiciliary care provided to 402 people.

From this we have so far reduced the provision of home care services falling within the Green category by **799** hours. This equates to an average reduction in care of less than 2hours per person.

Within that figure it is not possible to say how many of these have been reduced by service users cancelling their service as they are choosing to isolate as it requires going through each individual record.

However a quality assurance exercise using a random sample of 35 cases undertaken by the Assistant Director of Adult Social Care has identified the following:

- Regular reviews of the contingency plans are taking place for everyone
- 10 people have stopped services of their own volition due to concerns of carers bringing Covid into the home. In these cases the person either lives with an informal carer, has had a family member/s move in with them or has moved in with their family
- Other samples highlighted that packages were continued or increased or reinstated at review to support safeguarding and/ or meet the needs of the assessed client..

In addition, the Council has managed to reduce its waiting list from 179 clients (and around 1,700 hours) to 39 clients (around 380 hours), to reduce the time taken to discharge patients from hospital from 4.6 days to 1.1 days, and to provide home care to an additional 20 people discharged from hospital.

**Updated by: Dominic Sullivan, Assistant Director Adult Social Care**

**Date: 14 May 2020**

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Executive Director - Commissioning, Communities and  
Policy**

**Urgent Officer Decisions**

**Strategic Leadership, Culture and Tourism**

**1. Purpose of the Report**

To ask Cabinet to note decisions made under urgent delegated powers arising from the Covid-19 virus pandemic.

**2. Information and Analysis**

The current challenges relating to the Covid 19 virus have necessitated urgent decision-making processes by Executive Directors and Directors to be implemented in order to ensure the welfare of service users and the public and to safeguard the interests of the Council

The Coronavirus Act 2020 has now been implemented alongside a range of related Regulations. The Regulations include provision for virtual meetings of Council bodies including Cabinet. These regulations took effect on 4 April 2020.

Members will appreciate that prior to these Regulations being introduced and Cabinet meetings resuming, it has been necessary for a range of decisions to be made. These decisions have been made under the urgent delegated powers to Executive Directors as set out in the Constitution. The relevant provision is as follows-

**SPECIFIC DELEGATIONS TO EXECUTIVE DIRECTORS**

*Notwithstanding any other provision of this constitution, the Executive Directors shall have power, after discussion, if practicable, with the leader of the Council or the relevant Cabinet Member or Chairman, to take such action*

*deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the time scales involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee.*

The following two decisions are being reported:

Appendix 1 - Suspension of On Street Pay and Display Bays and reduced on street parking enforcement

Appendix 2 - Personal Assistant Direct Payments

In the main, the decisions relate to short-term temporary arrangements which are subject to regular review. This is particularly important where subsequent Government guidance has been issued notably in area of Adult Care. It intended that as Cabinet is now able to function by meetings being held 'remotely' the need for officers to make urgent decisions will diminish over time.

### **3. Financial Considerations, Human Resources Considerations and Legal Considerations**

As part of the urgent officer decision-making process, regard has been had to equality implications alongside legal, human resources and financial implications within the demanding time scales applying. However, a consolidated Equality Impact Assessment is being undertaken on all the decisions to date and will be considered at this Cabinet meeting.

### **4. Other Considerations**

In preparing this report the relevance of the following factors has been considered: Human Rights, equality of opportunity, health, environmental, transport, property, social value, and crime and disorder considerations.

### **5. Background Papers**

Details of officer decisions held within Departments.

### **6. Key Decision**

As indicated in reports

**7. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

Not applicable

**8. Officer's Recommendation**

To note decisions made under urgent delegated powers arising from the Covid-19 virus pandemic.

**Emma Alexander**  
**Executive Director – Commissioning, Communities and Policy**

**Appendix 1****DERBYSHIRE COUNTY COUNCIL****CABINET****4 June 2020**

Report of the Executive Director – Economy, Transport and Environment

**SUSPENDING THE NEED FOR ON-STREET PAY AND DISPLAY DURING THE CORONAVIRUS (COVID-19) ALERT (HIGHWAYS, TRANSPORT AND INFRASTRUCTURE)**

(1) **Purpose of Report** To note the urgent decision taken by the Executive Director - Economy, Transport and Environment, in accordance with the Council's Constitution, to implement the immediate cessation of all Derbyshire County Council's on-street Pay and Display schemes, due to Coronavirus (COVID-19).

(2) **Information and Analysis** The Council has on-street pay and display schemes in Bakewell, Buxton, Castleton and Chesterfield.

Following the outbreak and subsequent global pandemic of the Coronavirus (COVID-19), the UK Government announced a series of measures on 23 March 2020, that were aimed at reducing the spread of COVID-19 and to protect the public from unnecessary risk of exposure. The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 (the Regulations), prohibit anyone leaving the place where they live without reasonable excuse unless they have a 'reasonable excuse to do so, for example:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible;
- to take exercise alone or with members of their household;
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person; and
- travelling for work purposes, but only where the public are unable to work from home.

As a Highway Authority, the County Council noted that possible continued use of pay and display machines would:

- aid the spread of COVID-19;
- not be reasonable to require drivers to pay when there was little demand for turnover;
- only essential or key workers such as NHS staff were likely to be in need of the space; and
- leave pay and display machines vulnerable to attack.

On 24 March 2020, after giving due consideration to the Government's Coronavirus guidelines, the Executive Director - Economy, Transport and Environment took the decision to empty all the pay and display machines of cash and bag them off to donate them being out of use indefinitely on the basis noted above.

Pay and Display Machines provide Derbyshire County Council with an income of approximately £160,000 a year. 'Bagging off' the machines will therefore lose the County Council approximately £15,000.

At the time of writing this report, the lockdown remains in place and the machines remain 'bagged off'. Officers are developing a recovery plan for the re-implementation of these parking restrictions once the restrictions are lifted.

(3) **Financial Considerations** As detailed within the report.

(4) **Legal Considerations** The Council's Constitution provides that:

*"...notwithstanding any other provision of the Constitution, the Executive Directors shall have power, after discussion, if practicable, with the Leader of the Council or the relevant Cabinet Member or Chair, to take such action deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the timescales involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee."*

The Council had to act very quickly to ensure the protection of public health and in the circumstances it was not practical to wait until the next scheduled Cabinet meeting.

### **Other Considerations**

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality and diversity, human resources, environmental, health, property, social value and transport considerations.

- (5) **Key Decision** No.
- (6) **Call-In** Is it required that call-in be waived in respect of the decisions proposed in the report? No.
- (7) **Background Papers** Held on file within the Economy, Transport and Environment Department.
- (8) **OFFICER'S RECOMMENDATION** That the urgent decision taken by the Executive Director – Economy, Transport and Environment, in accordance with the Council's Constitution, to implement the immediate cessation of all Derbyshire County Council's on-street Pay and Display schemes, due to Coronavirus (COVID-19), be noted.

**Mike Ashworth**



**Executive Director – Economy, Transport and Environment**



## DERBYSHIRE COUNTY COUNCIL

## OFFICER DECISION RECORD

Officer: James Adams		Service: Civil Parking Enforcement	
Delegated Power Being Exercised:			
Subject of Decision:		1. Suspension of On Street Pay and Display Bays 2. And reduced on street parking enforcement	
Key decision?		Yes	
Decision Taken(specify precise details):		1. To suspend the need for on-street Pay and Display in town centres of <ul style="list-style-type: none"> <li>a. Bakewell</li> <li>b. Buxton</li> <li>c. Castleton</li> <li>d. Chesterfield</li> <li>e. P&amp;D Machines will be bagged off where necessary.</li> </ul> 2. To suspend on-street parking enforcement throughout Derbyshire, but to keep available Enforcement officers on stand-by to maintain: <ul style="list-style-type: none"> <li>a. road safety (primarily enforcement of single and double yellow lines</li> <li>b. turnover in limited waiting bays to allow access to essential shops</li> <li>c. to keep residents' parking zones free for residents as this is a paid for service.</li> </ul>	
Reasons for the Decision (specify all reasons for taking the decisions including where necessary reference to Council policy)		1. Pay and Display <ul style="list-style-type: none"> <li>a. To enable fair access to essential shops, and minimise need for staff to service the machines.</li> <li>b. Unable to guarantee cash collection services from local authorities of other means. Also to prevent P&amp;D machines become targeted for theft.</li> </ul> 2. Enforcement. There is reduced traffic but as road safety becomes a problem or access to essential shops a problem the Council maintains the ability to put some enforcement into areas required.	
Alternative Options Considered (if appropriate)		Nil	
Background/Reports/Information considered and attached (Legal, Personnel, Financial Implications etc)		1. Pay and Display. This will incur a loss of £15,000 a month 2. Enforcement. This standby will cost approximately £48,000 a month, subject to available manpower from NSL our contractor. They will be providing DCC with a daily list of available staff. This cost will still be paid if	

	<p>the Council does not require the standby element and have no on-street enforcement.</p> <p>3. This system maintains Health and safety of staff but allows DCC to support the Police if road conditions become unsafe, and is supported by DfT and the BPA.</p> <p></p> <p>Local Authority Parking Operational</p>
Consultation with relevant Cabinet Member (s)	
Decision:	
<p>Signature and Date:</p> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: right;"> <p>25<sup>th</sup> March 2020</p> </div> </div>	

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Strategic Director for Adult Social Care & Health**

**ADDITIONAL DIRECT PAYMENT TO ADULT SOCIAL CARE AND  
CHILDREN'S SOCIAL CARE CLIENTS DURING COVID-19 PANDEMIC**

**ADULT SOCIAL CARE**

**9. Purpose of the Report**

Cabinet are asked to:

- Note the urgent decision taken by Corporate Management Team on 6 May to pay additional Direct Payments to adult social care and children's social care clients during COVID-19 pandemic to enable them to issue full pay for personal assistants in the Shielded Cohort for a 12 week period whilst they are advised to self-isolate.
- Note that a further review of the decision will take place at the end of the initial 12 week self-isolation period to determine whether these arrangements need to remain in place.

**10. Information and Analysis**

It has been identified that there are a number of personal assistants (PAs) who are in the shielded cohort for the COVID-19 pandemic who have been advised to self-isolate for a period of 12 weeks from 21 March 2020. As these individuals are not able to immediately access the Government support schemes, and are not classified as sick and therefore able to access statutory sick pay a local policy response is required.

It is considered important that Adult Social Care and Health and Children's Services develop a local additional response to the national guidance to support future recruitment of personal assistants employed through Direct Payments through fair terms and conditions through the crisis.

Officers in Adult Social Care and Health have engaged with people in receipt of a Direct Payment who have confirmed they have been in communication

with the insurance providers, payroll services and direct payment support services regarding payment arrangements to PAs who have been advised to self-isolate.

Feedback has suggested that whilst some PAs are able to access support, a significant proportion of employers are being referred back to the local authority by their liability insurance provider for a decision on funding. Some insurance advice to individuals has been that they cannot furlough an individual because they receive public funding.

The question and answer document issued alongside the national guidance published on 21 April 2020 '[Coronavirus \(COVID-19\): Q&A for people receiving a personal budget or personal health budget](#)' does state there is no automatic entitlement to the job retention scheme for personal assistants, and the Department of Health and Social Care does not expect PA's to be furloughed. The national guidance states: *'In general, the government expects that the Coronavirus Job Retention Scheme will not be used by many public sector organisations, or individuals who employ people through funding provided to them as a direct payment.'*

These arrangements are placing unnecessary confusion and additional stress on individuals.

Consequently, it is proposed that this could be partially mitigated by the introduction of a local policy which would financially support those PAs who can't work as they are shielding while continuing to ensure that the direct payment recipient is able to source temporary alternative care arrangements.

In these circumstances the recipient would have sufficient funds to be able to continue to pay their shielding PA through their existing Direct Payment while receiving an additional amount to fund any temporary alternative care they required.

As well as adopting this approach for Adult Social Care clients, the approach will also apply to any PAs employed to support children whose parents are in receipt of a Direct Payment.

All Direct Payments are processed by the Direct Payments Team located in Adult Social Care Finance. Alternative options have been considered including supporting clients to attempt to access the Job retention scheme via HM Revenue and Customs (HMRC). However, for most this would be via their payroll provider and most payroll providers are advising individuals that this support does not apply to Direct Payments.

Risks have been considered in relation to this decision and there is a risk that without this clients may not have sufficient funding to pay a second PA and

due to concern re costs will choose to go without vital care until they have successfully managed to claim via the HRMC claim process.

While some clients may have built up a contingency to cover costs, at least on a short-term basis, others, especially those with smaller budgets may be disadvantaged.

This is not a decision which would be taken in any normal circumstance and is a temporary arrangement to support individuals for a 12 week period in the shielded cohort.

This decision will be subject to a minimum of fortnightly review by Adult Social Care Senior Management Team to check that it is appropriate to continue with the additional payments during this 12 month period.

A further review of the decision would need to take place at the end of the initial 12 week shielded cohort self-isolation period in case Government suggests further periods of self-isolation. The Council approach to those employees who are shielding will need to be considered as part of this review. At this point we would need to consider the long-term sustainability of this emergency decision.

## **11. Comments from Principal Social Worker**

The Principle Social Worker has commented that they are supportive of this approach as it ensures that vulnerable people who have chosen to exercise their choice and control by exercising their right to a Direct Payment are not disadvantaged compared to those who choose to receive their care via and agency.

She has also highlighted that it is also important that we ensure that any decision and arrangements in respect of the above are communicated effectively and in a timely manner to those who this impacts upon through the mechanisms available to ASCH and kept under review.

## **12. Financial Considerations**

Need to ensure that, in cases where the Direct Payment has to be increased on an interim basis this needs to be highlighted so the department can identify this additional cost which can be charged to the additional funds that Derbyshire County Council has received to support the COVID-19 pandemic response.

## **13. Human Resources Considerations**

The Council continues to review its pay policy approach as the Coronavirus period continues and this proposal should continue to be reviewed against the approach applied to employees of the council. Any extension past the 12 weeks or change in approach for these payments will need to align with the Council approach.

As we are not the employer we are unable to specify what the PAs are paid or what this has been based on, that is up to the individual employer. Generally the payroll companies who support clients use the previous 13 weeks for leave or for pay where the PA works variable hours.

The redeployment approach to employees who are shielding will be applied to PAs to try and seek alternative duties to undertake from home during the period they are shielding and in receipt of payment.

#### **14. Legal Considerations**

The Council's Constitution provides that 'notwithstanding any other provision of the Constitution Strategic Directors shall have the power, after discussion, if practicable, with the Leader of the Council or the relevant Cabinet Member or Chair, to take such actions deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the timescale involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee.'

The Care and Support Statutory Guidance states that adults should be encouraged to take ownership of their care planning, and be free to choose how their needs are met, whether through local authority or third-party provision, by direct payments, or a combination of the 3 approaches. This guidance continues to apply throughout the COVID-19 pandemic.

This report highlights that the risk of not making the additional payment, is that individuals may not have sufficient funding to pay a second personal assistant and may choose to go without vital care, until they have successfully managed to claim via the HRMC claim process.

The Council has enacted the Care Act easements, as created by the Coronavirus Act 2020. The enactment of those easements is not intended to impact the support in place for those in receipt of direct payments. As such, the Council remains under a duty to ensure each individual's support arrangements are sufficient in meeting their eligible needs.

In cases where there is a risk that the current direct payment may not be sufficient to meet an adult's eligible needs, the Council is under a duty to consider alternative means of support, having due regard to the adult's choice

over how their needs are met. The *COVID-19: guidance for people receiving direct payments* further advises local authorities to take stock of how to maintain viable personal assistant supports or alternative provision via care providers during the outbreak of COVID-19, including financial resilience.

The Council has powers in accordance with S1-6 of the Localism Act 2011 to do that which will be to the 'benefit of the authority, its area or person's resident or present in its area.' The proposed benefit of this action is to support both adults and children to ensure that vital support is available to them during the pandemic period.

## **15. Equality implications**

There are no adverse impacts on individuals taking this decision, including protected groups. In fact, the policy decision supports protected groups to maintain their independence and sustain care and support arrangements.

## **16. Other Considerations**

In preparing this report the relevance of the following factors has been considered: Human Rights, health, environmental, transport, property, social value and crime and disorder considerations.

## **17. Background Papers**

The Office Decision Record is attached to this report at appendix 1. Coronavirus (COVID-19): Q&A for people receiving a personal budget or personal health budget.

## **18. Key Decision**

Yes

## **19. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

No

## **20. Officer's Recommendation**

Cabinet are asked to note:

- The urgent decision taken by Corporate Management Team on 6 May 2020 to Cabinet are asked to note the urgent decision taken by Corporate Management Team on 6 May to pay additional Direct Payments to adult social care and children's social care clients during COVID-19 pandemic to

enable them to issue full pay for Personal Assistants in the Shielded Cohort for a 12 week period whilst they are advised to self- isolate.

- Note that a further review of the decision will take place at the end of the initial 12 week self-isolation period to determine whether these arrangements need to remain in place.

**Helen Jones**  
**Strategic Director – Adult Social Care & Health**  
**County Hall**  
**MATLOCK**



## DERBYSHIRE COUNTY COUNCIL

## OFFICER DECISION AND DECISION REVIEW RECORD

Officer: Helen Jones <i>*For emergency powers, this would be the Executive Director</i>		Service: Adult Social Care and Health
Delegated Power Being Exercised: Emergency Powers <i>*The delegation detailed in the Constitution to the specified officer or emergency powers</i>		
Subject of Decision: (i.e. services affected)	To pay additional Direct Payments to adult social care and children's social care clients during COVID-19 pandemic to enable them to issue full pay for Personal Assistants in the Shielded Cohort for a 12 week period whilst they are advised to self-isolate.	
Is this a review of a decision? If so, what was the date of the original decision?	No	
Key decision? If so have Democratic Services been notified?	Yes	
Decision Taken (specify precise details, including the period over which the decision will be in place and <b>when it will be (further) reviewed</b> ):	<p>It has been identified that there are a number of Personal Assistants who are in the shielded cohort for the COVID-19 pandemic who have been advised to self-isolate for a period of 12 weeks from 21 March 2020. As these individuals are not able to immediately access some of the Government support schemes, and are not classified as sick and therefore able to access statutory sick pay a local policy response is required. It is proposed that DCC Adult Social Care, where necessary, makes additional payments to enable full contractual pay for personal assistants who are unable to work due to government guidance regarding the Shielded Cohort to stay at home. As of 05/05/2020 it is estimated that this proposal relates to no more than 10 clients.</p> <p>This decision will be subject to a minimum of fortnightly review by Adult Social Care SMT to check that it is appropriate to continue with the additional payments.</p> <p>A further review of the decision would need to take place at the end of the initial 12 week shielded cohort self-isolation period in case Government suggests further periods of self-isolation. At this point we would need to consider the long-term sustainability of this emergency decision.</p>	
Reasons for the Decision (specify all reasons for taking the decisions including where necessary)	It is considered important that DCC develops a local additional response to the national guidance to support future recruitment of personal assistants employed through	

<p>reference to Council policy and anticipated impact of the decision) Where the decision is subject to statutory guidance please state how this has been taken into consideration.</p>	<p>direct payments through fair terms and conditions through the crisis..</p> <p>We are aware locally from engagement with people in receipt of a Direct Payment in Derbyshire that employers have been in communication with the insurance providers, payroll services and direct payment support services regarding payment arrangements whilst they have been advised to self-isolate.</p> <p>Whilst some are able to access support, a significant proportion of employers are being referred back to the local authority by their liability insurance provider for a decision on funding. Some insurance advice to individuals has been that they cannot furlough because they receive public funding. These arrangements are placing unnecessary confusion and additional stress on individuals which could be partially mitigated by the introduction of the proposed local policy to support PA's in the shielded cohort.</p> <p>The Q and A issued alongside the guidance published on 21 April 2020 '<a href="#">Coronavirus (COVID-19): Q&amp;A for people receiving a personal budget or personal health budget</a>' does state there is no automatic entitlement to the job retention scheme for personal assistants, and the DHSC doesn't expect personal assistants to be furloughed. The national guidance states: <i>'In general, the government expects that the Coronavirus Job Retention Scheme will not be used by many public sector organisations, or individuals who employ people through funding provided to them as a direct payment.'</i></p> <p>During this shielding period some Direct Care recipients may need to put temporary arrangements in place. Therefore, it is proposed that additional payments are issued to those DP clients where a regularly personal assistant is unable to work so that they can still receive their care from another PA.</p> <p>As well as adopting this approach for Adult Care clients, the approach will also apply to any personal assistants employed to support children whose parents are in receipt of a direct payment. All direct payments are processed by the Direct Payments Team located in Adult Social Care Finance.</p>
<p>Alternative Options Considered (if appropriate) and reasons for rejection of other options</p>	<p>We can advise clients <u>to attempt to access the Job retention scheme via HMRC</u>, however for most this would be via their payroll provider and most payroll providers are advising individuals that it doesn't apply to direct payments, which leads to further confusion for individual employers. It is additional administration and work for clients, along with a likely charge from payroll providers.</p>

Has a risk assessment been conducted- if so what are the potential adverse impacts identified and how will these be mitigated		<p>There are no adverse effects in making this decision other than cost to the local authority detailed in the finance section below.</p> <p>There is a risk in not making this decision, that clients may not have sufficient funding to pay a second personal assistant and choose to go without vital care if concerned about funding until they have successfully managed to claim via the HRMC claim process.</p> <p>Some clients may have contingency to cover costs, at least on a short-term basis, but some clients, especially with smaller budgets may be disadvantaged.</p>
Would the decision normally have been the subject of consultation with service users and the public. If so, explain why this is not practicable and the steps that have or will be taken to communicate the decision		No, this is not a decision which would be taken in any normal circumstance and is a temporary arrangement to support individuals for a 12 week period in the shielded cohort.
Has any adverse impact on groups with protected characteristics been identified and if so, how will these be mitigated?		There are no adverse impacts on individuals taking this decision, including protected groups. In fact, the policy decision supports protected groups to maintain their independence and sustain care and support arrangements.
Background/Reports/Information considered and attached (including Legal, HR, Financial and other considerations as required))		<p><b>Finance - GW</b></p> <p>Need to ensure that, in cases where the DP has to be increased on an interim, the PO Request need to have the Covid-19 question marked as yes so that we can identify this additional cost which can be charged to the additional funds that Derbyshire County Council has received to support the COVID-19 pandemic response.</p> <p><b>Children's Services</b></p> <p>We have liaised with Children's Services throughout the development of these proposals (Linda Dale and DI McKenna ) and they are in agreement with the proposed approach. This will enable us to have a consistent approach across DCC.</p>
Consultation with relevant Cabinet Member (s) – please note this is obligatory.		
Decision:		
Signature and Date:		

This page is intentionally left blank

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Executive Director - Commissioning, Communities and Policy**

**Urgent Officer Decisions**

**Strategic Leadership, Culture and Tourism**

**1. Purpose of the Report**

To ask Cabinet to note decisions made under urgent delegated powers arising from the Covid-19 virus pandemic.

**2. Information and Analysis**

The current challenges relating to the Covid 19 virus have necessitated urgent decision-making processes by Executive Directors and Directors to be implemented in order to ensure the welfare of service users and the public and to safeguard the interests of the Council

The Coronavirus Act 2020 has now been implemented alongside a range of related Regulations. The Regulations include provision for virtual meetings of Council bodies including Cabinet. These regulations took effect on 4 April 2020.

Members will appreciate that prior to these Regulations being introduced and Cabinet meetings resuming, it has been necessary for a range of decisions to be made. These decisions have been made under the urgent delegated powers to Executive Directors as set out in the Constitution. The relevant provision is as follows-

**SPECIFIC DELEGATIONS TO EXECUTIVE DIRECTORS**

*Notwithstanding any other provision of this constitution, the Executive Directors shall have power, after discussion, if practicable, with the leader of the Council or the relevant Cabinet Member or Chairman, to take such action*

*deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the time scales involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee.*

The following two decisions are being reported:

Appendix 1 - Suspension of On Street Pay and Display Bays and reduced on street parking enforcement

Appendix 2 - Personal Assistant Direct Payments

In the main, the decisions relate to short-term temporary arrangements which are subject to regular review. This is particularly important where subsequent Government guidance has been issued notably in area of Adult Care. It intended that as Cabinet is now able to function by meetings being held 'remotely' the need for officers to make urgent decisions will diminish over time.

### **3. Financial Considerations, Human Resources Considerations and Legal Considerations**

As part of the urgent officer decision-making process, regard has been had to equality implications alongside legal, human resources and financial implications within the demanding time scales applying. However, a consolidated Equality Impact Assessment is being undertaken on all the decisions to date and will be considered at this Cabinet meeting.

### **4. Other Considerations**

In preparing this report the relevance of the following factors has been considered: Human Rights, equality of opportunity, health, environmental, transport, property, social value, and crime and disorder considerations.

### **5. Background Papers**

Details of officer decisions held within Departments.

### **6. Key Decision**

As indicated in reports

**7. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

Not applicable

**8. Officer's Recommendation**

To note decisions made under urgent delegated powers arising from the Covid-19 virus pandemic.

**Emma Alexander**  
**Executive Director – Commissioning, Communities and Policy**

**Appendix 1****DERBYSHIRE COUNTY COUNCIL****CABINET****4 June 2020**

Report of the Executive Director – Economy, Transport and Environment

**SUSPENDING THE NEED FOR ON-STREET PAY AND DISPLAY DURING THE CORONAVIRUS (COVID-19) ALERT (HIGHWAYS, TRANSPORT AND INFRASTRUCTURE)**

(1) **Purpose of Report** To note the urgent decision taken by the Executive Director - Economy, Transport and Environment, in accordance with the Council's Constitution, to implement the immediate cessation of all Derbyshire County Council's on-street Pay and Display schemes, due to Coronavirus (COVID-19).

(2) **Information and Analysis** The Council has on-street pay and display schemes in Bakewell, Buxton, Castleton and Chesterfield.

Following the outbreak and subsequent global pandemic of the Coronavirus (COVID-19), the UK Government announced a series of measures on 23 March 2020, that were aimed at reducing the spread of COVID-19 and to protect the public from unnecessary risk of exposure. The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 (the Regulations), prohibit anyone leaving the place where they live without reasonable excuse unless they have a 'reasonable excuse to do so, for example:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible;
- to take exercise alone or with members of their household;
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person; and
- travelling for work purposes, but only where the public are unable to work from home.

As a Highway Authority, the County Council noted that possible continued use of pay and display machines would:



- aid the spread of COVID-19;
- not be reasonable to require drivers to pay when there was little demand for turnover;
- only essential or key workers such as NHS staff were likely to be in need of the space; and
- leave pay and display machines vulnerable to attack.

On 24 March 2020, after giving due consideration to the Government's Coronavirus guidelines, the Executive Director - Economy, Transport and Environment took the decision to empty all the pay and display machines of cash and bag them off to donate them being out of use indefinitely on the basis noted above.

Pay and Display Machines provide Derbyshire County Council with an income of approximately £160,000 a year. 'Bagging off' the machines will therefore lose the County Council approximately £15,000.

At the time of writing this report, the lockdown remains in place and the machines remain 'bagged off'. Officers are developing a recovery plan for the re-implementation of these parking restrictions once the restrictions are lifted.

(3) **Financial Considerations** As detailed within the report.

(4) **Legal Considerations** The Council's Constitution provides that:

*"...notwithstanding any other provision of the Constitution, the Executive Directors shall have power, after discussion, if practicable, with the Leader of the Council or the relevant Cabinet Member or Chair, to take such action deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the timescales involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee."*

The Council had to act very quickly to ensure the protection of public health and in the circumstances it was not practical to wait until the next scheduled Cabinet meeting.

## **Other Considerations**

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality and diversity, human resources, environmental, health, property, social value and transport considerations.

- (5) **Key Decision** No.
- (6) **Call-In** Is it required that call-in be waived in respect of the decisions proposed in the report? No.
- (7) **Background Papers** Held on file within the Economy, Transport and Environment Department.
- (8) **OFFICER'S RECOMMENDATION** That the urgent decision taken by the Executive Director – Economy, Transport and Environment, in accordance with the Council's Constitution, to implement the immediate cessation of all Derbyshire County Council's on-street Pay and Display schemes, due to Coronavirus (COVID-19), be noted.



**Mike Ashworth**

**Executive Director – Economy, Transport and Environment**

## DERBYSHIRE COUNTY COUNCIL

## OFFICER DECISION RECORD

Officer: James Adams		Service: Civil Parking Enforcement	
Delegated Power Being Exercised:			
Subject of Decision:		1. Suspension of On Street Pay and Display Bays 2. And reduced on street parking enforcement	
Key decision?		Yes	
Decision Taken(specify precise details):		1. To suspend the need for on-street Pay and Display in town centres of <ul style="list-style-type: none"> <li>a. Bakewell</li> <li>b. Buxton</li> <li>c. Castleton</li> <li>d. Chesterfield</li> <li>e. P&amp;D Machines will be bagged off where necessary.</li> </ul> 2. To suspend on-street parking enforcement throughout Derbyshire, but to keep available Enforcement officers on stand-by to maintain: <ul style="list-style-type: none"> <li>a. road safety (primarily enforcement of single and double yellow lines</li> <li>b. turnover in limited waiting bays t allow access to essential shops</li> <li>c. to keep residents' parking zones free for residents as this is a paid for service.</li> </ul>	
Reasons for the Decision (specify all reasons for taking the decisions including where necessary reference to Council policy)		1. Pay and Display <ul style="list-style-type: none"> <li>a. To enable fair access to essential shops, and minimise need for staff to service the machines.</li> <li>b. Unable to guarantee cash collection services from local authorities of other means. Also to prevent P&amp;D machines become targeted for theft.</li> </ul> 2. Enforcement. There is reduced traffic but as road safety becomes a problem or access to essential shops a problem the Council maintains the ability to put some enforcement into areas required.	
Alternative Options Considered (if appropriate)		Nil	
Background/Reports/Information considered and attached (Legal, Personnel, Financial Implications etc)		1. Pay and Display. This will incur a loss of £15,000 a month 2. Enforcement. This standby will cost approximately £48,000 a month, subject to available manpower from NSL our contractor. They will be providing DCC with a daily list of available staff. This cost will still be paid if	

	<p>the Council does not require the standby element and have no on-street enforcement.</p> <p>3. This system maintains Health and safety of staff but allows DCC to support the Police if road conditions become unsafe, and is supported by DfT and the BPA.</p> <p></p> <p>Local Authority Parking Operational</p>
Consultation with relevant Cabinet Member (s)	
Decision:	
<p>Signature and Date:</p> <p></p> <p>25<sup>th</sup> March 2020</p>	

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Strategic Director for Adult Social Care & Health**

**ADDITIONAL DIRECT PAYMENT TO ADULT SOCIAL CARE AND  
CHILDREN'S SOCIAL CARE CLIENTS DURING COVID-19 PANDEMIC**

**ADULT SOCIAL CARE**

**9. Purpose of the Report**

Cabinet are asked to:

- Note the urgent decision taken by Corporate Management Team on 6 May to pay additional Direct Payments to adult social care and children's social care clients during COVID-19 pandemic to enable them to issue full pay for personal assistants in the Shielded Cohort for a 12 week period whilst they are advised to self-isolate.
- Note that a further review of the decision will take place at the end of the initial 12 week self-isolation period to determine whether these arrangements need to remain in place.

**10. Information and Analysis**

It has been identified that there are a number of personal assistants (PAs) who are in the shielded cohort for the COVID-19 pandemic who have been advised to self-isolate for a period of 12 weeks from 21 March 2020. As these individuals are not able to immediately access the Government support schemes, and are not classified as sick and therefore able to access statutory sick pay a local policy response is required.

It is considered important that Adult Social Care and Health and Children's Services develop a local additional response to the national guidance to support future recruitment of personal assistants employed through Direct Payments through fair terms and conditions through the crisis.

Officers in Adult Social Care and Health have engaged with people in receipt of a Direct Payment who have confirmed they have been in communication

with the insurance providers, payroll services and direct payment support services regarding payment arrangements to PAs who have been advised to self-isolate.

Feedback has suggested that whilst some PAs are able to access support, a significant proportion of employers are being referred back to the local authority by their liability insurance provider for a decision on funding. Some insurance advice to individuals has been that they cannot furlough an individual because they receive public funding.

The question and answer document issued alongside the national guidance published on 21 April 2020 '[Coronavirus \(COVID-19\): Q&A for people receiving a personal budget or personal health budget](#)' does state there is no automatic entitlement to the job retention scheme for personal assistants, and the Department of Health and Social Care does not expect PA's to be furloughed. The national guidance states: *'In general, the government expects that the Coronavirus Job Retention Scheme will not be used by many public sector organisations, or individuals who employ people through funding provided to them as a direct payment.'*

These arrangements are placing unnecessary confusion and additional stress on individuals.

Consequently, it is proposed that this could be partially mitigated by the introduction of a local policy which would financially support those PAs who can't work as they are shielding while continuing to ensure that the direct payment recipient is able to source temporary alternative care arrangements.

In these circumstances the recipient would have sufficient funds to be able to continue to pay their shielding PA through their existing Direct Payment while receiving an additional amount to fund any temporary alternative care they required.

As well as adopting this approach for Adult Social Care clients, the approach will also apply to any PAs employed to support children whose parents are in receipt of a Direct Payment.

All Direct Payments are processed by the Direct Payments Team located in Adult Social Care Finance. Alternative options have been considered including supporting clients to attempt to access the Job retention scheme via HM Revenue and Customs (HMRC). However, for most this would be via their payroll provider and most payroll providers are advising individuals that this support does not apply to Direct Payments.

Risks have been considered in relation to this decision and there is a risk that without this clients may not have sufficient funding to pay a second PA and

due to concern re costs will choose to go without vital care until they have successfully managed to claim via the HRMC claim process.

While some clients may have built up a contingency to cover costs, at least on a short-term basis, others, especially those with smaller budgets may be disadvantaged.

This is not a decision which would be taken in any normal circumstance and is a temporary arrangement to support individuals for a 12 week period in the shielded cohort.

This decision will be subject to a minimum of fortnightly review by Adult Social Care Senior Management Team to check that it is appropriate to continue with the additional payments during this 12 month period.

A further review of the decision would need to take place at the end of the initial 12 week shielded cohort self-isolation period in case Government suggests further periods of self-isolation. The Council approach to those employees who are shielding will need to be considered as part of this review. At this point we would need to consider the long-term sustainability of this emergency decision.

## **11. Comments from Principal Social Worker**

The Principle Social Worker has commented that they are supportive of this approach as it ensures that vulnerable people who have chosen to exercise their choice and control by exercising their right to a Direct Payment are not disadvantaged compared to those who choose to receive their care via and agency.

She has also highlighted that it is also important that we ensure that any decision and arrangements in respect of the above are communicated effectively and in a timely manner to those who this impacts upon through the mechanisms available to ASCH and kept under review.

## **12. Financial Considerations**

Need to ensure that, in cases where the Direct Payment has to be increased on an interim basis this needs to be highlighted so the department can identify this additional cost which can be charged to the additional funds that Derbyshire County Council has received to support the COVID-19 pandemic response.

## **13. Human Resources Considerations**

The Council continues to review its pay policy approach as the Coronavirus period continues and this proposal should continue to be reviewed against the approach applied to employees of the council. Any extension past the 12 weeks or change in approach for these payments will need to align with the Council approach.

As we are not the employer we are unable to specify what the PAs are paid or what this has been based on, that is up to the individual employer. Generally the payroll companies who support clients use the previous 13 weeks for leave or for pay where the PA works variable hours.

The redeployment approach to employees who are shielding will be applied to PAs to try and seek alternative duties to undertake from home during the period they are shielding and in receipt of payment.

#### **14. Legal Considerations**

The Council's Constitution provides that 'notwithstanding any other provision of the Constitution Strategic Directors shall have the power, after discussion, if practicable, with the Leader of the Council or the relevant Cabinet Member or Chair, to take such actions deemed to be necessary and expedient in matters requiring urgent consideration and which, because of the timescale involved, or the need to safeguard the interests of the County Council, cannot be dealt with by submission to the next following meeting of the Council, Cabinet, Cabinet Member or Committee.'

The Care and Support Statutory Guidance states that adults should be encouraged to take ownership of their care planning, and be free to choose how their needs are met, whether through local authority or third-party provision, by direct payments, or a combination of the 3 approaches. This guidance continues to apply throughout the COVID-19 pandemic.

This report highlights that the risk of not making the additional payment, is that individuals may not have sufficient funding to pay a second personal assistant and may choose to go without vital care, until they have successfully managed to claim via the HRMC claim process.

The Council has enacted the Care Act easements, as created by the Coronavirus Act 2020. The enactment of those easements is not intended to impact the support in place for those in receipt of direct payments. As such, the Council remains under a duty to ensure each individual's support arrangements are sufficient in meeting their eligible needs.

In cases where there is a risk that the current direct payment may not be sufficient to meet an adult's eligible needs, the Council is under a duty to consider alternative means of support, having due regard to the adult's choice



over how their needs are met. The *COVID-19: guidance for people receiving direct payments* further advises local authorities to take stock of how to maintain viable personal assistant supports or alternative provision via care providers during the outbreak of COVID-19, including financial resilience.

The Council has powers in accordance with S1-6 of the Localism Act 2011 to do that which will be to the 'benefit of the authority, its area or person's resident or present in its area.' The proposed benefit of this action is to support both adults and children to ensure that vital support is available to them during the pandemic period.

## **15. Equality implications**

There are no adverse impacts on individuals taking this decision, including protected groups. In fact, the policy decision supports protected groups to maintain their independence and sustain care and support arrangements.

## **16. Other Considerations**

In preparing this report the relevance of the following factors has been considered: Human Rights, health, environmental, transport, property, social value and crime and disorder considerations.

## **17. Background Papers**

The Office Decision Record is attached to this report at appendix 1. Coronavirus (COVID-19): Q&A for people receiving a personal budget or personal health budget.

## **18. Key Decision**

Yes

## **19. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

No

## **20. Officer's Recommendation**

Cabinet are asked to note:

- The urgent decision taken by Corporate Management Team on 6 May 2020 to Cabinet are asked to note the urgent decision taken by Corporate Management Team on 6 May to pay additional Direct Payments to adult social care and children's social care clients during COVID-19 pandemic to

enable them to issue full pay for Personal Assistants in the Shielded Cohort for a 12 week period whilst they are advised to self- isolate.

- Note that a further review of the decision will take place at the end of the initial 12 week self-isolation period to determine whether these arrangements need to remain in place.

**Helen Jones**  
**Strategic Director – Adult Social Care & Health**  
**County Hall**  
**MATLOCK**

## DERBYSHIRE COUNTY COUNCIL

## OFFICER DECISION AND DECISION REVIEW RECORD

Officer: Helen Jones <i>*For emergency powers, this would be the Executive Director</i>		Service: Adult Social Care and Health
Delegated Power Being Exercised: Emergency Powers <i>*The delegation detailed in the Constitution to the specified officer or emergency powers</i>		
Subject of Decision: (i.e. services affected)	To pay additional Direct Payments to adult social care and children's social care clients during COVID-19 pandemic to enable them to issue full pay for Personal Assistants in the Shielded Cohort for a 12 week period whilst they are advised to self-isolate.	
Is this a review of a decision? If so, what was the date of the original decision?	No	
Key decision? If so have Democratic Services been notified?	Yes	
Decision Taken (specify precise details, including the period over which the decision will be in place and <b>when it will be (further) reviewed</b> ):	<p>It has been identified that there are a number of Personal Assistants who are in the shielded cohort for the COVID-19 pandemic who have been advised to self-isolate for a period of 12 weeks from 21 March 2020. As these individuals are not able to immediately access some of the Government support schemes, and are not classified as sick and therefore able to access statutory sick pay a local policy response is required. It is proposed that DCC Adult Social Care, where necessary, makes additional payments to enable full contractual pay for personal assistants who are unable to work due to government guidance regarding the Shielded Cohort to stay at home. As of 05/05/2020 it is estimated that this proposal relates to no more than 10 clients.</p> <p>This decision will be subject to a minimum of fortnightly review by Adult Social Care SMT to check that it is appropriate to continue with the additional payments.</p> <p>A further review of the decision would need to take place at the end of the initial 12 week shielded cohort self-isolation period in case Government suggests further periods of self-isolation. At this point we would need to consider the long-term sustainability of this emergency decision.</p>	
Reasons for the Decision (specify all reasons for taking the decisions including where necessary)	It is considered important that DCC develops a local additional response to the national guidance to support future recruitment of personal assistants employed through	

<p>reference to Council policy and anticipated impact of the decision) Where the decision is subject to statutory guidance please state how this has been taken into consideration.</p>	<p>direct payments through fair terms and conditions through the crisis..</p> <p>We are aware locally from engagement with people in receipt of a Direct Payment in Derbyshire that employers have been in communication with the insurance providers, payroll services and direct payment support services regarding payment arrangements whilst they have been advised to self-isolate.</p> <p>Whilst some are able to access support, a significant proportion of employers are being referred back to the local authority by their liability insurance provider for a decision on funding. Some insurance advice to individuals has been that they cannot furlough because they receive public funding. These arrangements are placing unnecessary confusion and additional stress on individuals which could be partially mitigated by the introduction of the proposed local policy to support PA's in the shielded cohort.</p> <p>The Q and A issued alongside the guidance published on 21 April 2020 '<a href="#">Coronavirus (COVID-19): Q&amp;A for people receiving a personal budget or personal health budget</a>' does state there is no automatic entitlement to the job retention scheme for personal assistants, and the DHSC doesn't expect personal assistants to be furloughed. The national guidance states: <i>'In general, the government expects that the Coronavirus Job Retention Scheme will not be used by many public sector organisations, or individuals who employ people through funding provided to them as a direct payment.'</i></p> <p>During this shielding period some Direct Care recipients may need to put temporary arrangements in place. Therefore, it is proposed that additional payments are issued to those DP clients where a regularly personal assistant is unable to work so that they can still receive their care from another PA.</p> <p>As well as adopting this approach for Adult Care clients, the approach will also apply to any personal assistants employed to support children whose parents are in receipt of a direct payment. All direct payments are processed by the Direct Payments Team located in Adult Social Care Finance.</p>
<p>Alternative Options Considered (if appropriate) and reasons for rejection of other options</p>	<p>We can advise clients <u>to attempt to access the Job retention scheme via HMRC</u>, however for most this would be via their payroll provider and most payroll providers are advising individuals that it doesn't apply to direct payments, which leads to further confusion for individual employers. It is additional administration and work for clients, along with a likely charge from payroll providers.</p>

Has a risk assessment been conducted- if so what are the potential adverse impacts identified and how will these be mitigated		<p>There are no adverse effects in making this decision other than cost to the local authority detailed in the finance section below.</p> <p>There is a risk in not making this decision, that clients may not have sufficient funding to pay a second personal assistant and choose to go without vital care if concerned about funding until they have successfully managed to claim via the HRMC claim process.</p> <p>Some clients may have contingency to cover costs, at least on a short-term basis, but some clients, especially with smaller budgets may be disadvantaged.</p>
Would the decision normally have been the subject of consultation with service users and the public. If so, explain why this is not practicable and the steps that have or will be taken to communicate the decision		No, this is not a decision which would be taken in any normal circumstance and is a temporary arrangement to support individuals for a 12 week period in the shielded cohort.
Has any adverse impact on groups with protected characteristics been identified and if so, how will these be mitigated?		There are no adverse impacts on individuals taking this decision, including protected groups. In fact, the policy decision supports protected groups to maintain their independence and sustain care and support arrangements.
Background/Reports/Information considered and attached (including Legal, HR, Financial and other considerations as required))		<p><b>Finance - GW</b></p> <p>Need to ensure that, in cases where the DP has to be increased on an interim, the PO Request need to have the Covid-19 question marked as yes so that we can identify this additional cost which can be charged to the additional funds that Derbyshire County Council has received to support the COVID-19 pandemic response.</p> <p><b>Children's Services</b></p> <p>We have liaised with Children's Services throughout the development of these proposals (Linda Dale and DI McKenna ) and they are in agreement with the proposed approach. This will enable us to have a consistent approach across DCC.</p>
Consultation with relevant Cabinet Member (s) – please note this is obligatory.		
Decision:		
Signature and Date:		

This page is intentionally left blank

**Agenda Item No**

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

**Report of the Director of Finance and ICT**

**COVID-19 COST PRESSURES**  
(STRATEGIC LEADERSHIP, CULTURE AND TOURISM)

**1 Purpose of the Report**

To provide Cabinet with details of the additional estimated cost pressures, up to the end of June 2020, as a result of the Council's response to the Covid-19 pandemic.

**2 Information and Analysis**

This report summarises costs, by Portfolio, for the month of April with further estimates of costs until the end of June. Whilst there were some costs relating to the 2019-20 financial year, these were nominal for each department totalling only £0.083m for the whole council, the majority of which related to the purchase of mobile technology to support remote working during the pandemic.

Below is a summary of the cost pressures, loss of income and savings slippage for each of the Council's portfolios.

**Adult Care**

**Cost Pressures**

The Council has followed Government advice which has been to support stabilisation of the adult social care market during the crisis. It is recognised that providers will incur additional costs at this time. In providing funding support to local authorities, the Government has urged councils to increase the fee payments to providers.

The Council has agreed to provide additional funding for the independent sector above the levels agreed by Cabinet on 16 March 2020. It has been agreed to increase payments on a monthly basis for the following service areas from 1 April 2020:

- Standard Residential and Nursing Care Home by 10%
- Specialist Care Fees by a value equivalent to standard nursing or residential fees.
- Hourly Home Care and hourly Supported Living Payments by 10% for a temporary period

To assist the care home sector with their cashflow, the Council has moved from paying fees 2-weeks in advance and 2-weeks in arrears, to making four-weekly upfront payments. It should also be noted, in the same vein, that Home Care providers have been provided with a cash advance equivalent to 4 weeks of purchase orders (approx. £4m).

Personal Protective Equipment is projected to cost £7.589m for the first three months of the financial year. To provide some context, the annual budgeted cost prior to the outbreak of the pandemic was £0.100m.

The table below provides a summary of cost pressures.

### Cost Pressures

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Care package costs	0.271	1.309	1.580
Personal Protective Equipment	2.502	5.087	7.589
Derbyshire Discretionary Fund payments	0.073	0.148	0.221
Increase in community equipment costs	0.031	0.063	0.094
Increase in agency costs	0.162	0.331	0.493
10% increase in payments to private, voluntary and independent sector providers– residential and nursing	0.714	1.456	2.170
10% increase in payments to private, voluntary and independent sector providers – Independent Domiciliary Services/Supported Living	0.698	1.418	2.116
Miscellaneous costs e.g. printing, stationary, equipment	0.011	0.022	0.033
Overtime	0.052	0.107	0.159
<b>Total</b>	<b>4.514</b>	<b>9.941</b>	<b>14.455</b>



### Loss of Income

<b>Service Area Description</b>	<b>Lost Income 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income April-June 2020 £m</b>
Co-Funding – the temporary closure of Older Adults and Learning Disability Day Services effective from 20 March 2020	0.027	0.055	0.082
Co-Funding – home care cessation for clients who do not require current care to stay safe.	0.000	0.096	0.096
<b>Total</b>	<b>0.027</b>	<b>0.151</b>	<b>0.178</b>

### Savings Slippage

The 2020-21 savings targets of £1.100m in respect of the four-year Better Lives programme for both older adults and disabilities, will result in slippage of the savings targets of approx. £0.700m.

### Young People

The increase in cost pressures for the service is low compared to other services areas in the Council. However, loss of income is significant, largely as a result of school closures.

The service has identified that there will be a reduction of £0.056m in staff travel costs during the three-month period April-June 2020. There are likely to be similar travel cost savings across all services during this period as travel is restricted for Council employees. This will be reported in the first revenue budget monitoring report as at the end of May 2020 to be considered by Cabinet in July.

### Cost Pressures

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Safeguarding emergency payments to families and young people	0.004	0.007	0.011
Additional placement costs – children in care	0.033	0.146	0.179
<b>Total</b>	<b>0.037</b>	<b>0.153</b>	<b>0.190</b>

### Loss of Income

<b>Service Area Description</b>	<b>Lost Income up to 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income April-June 2020 £m</b>
Catering	0.871	2.479	3.350
SORE – loss of income	0.077	0.408	0.485
Other traded services income	0.064	0.122	0.186
Adult community education – tuition fees	0.044	0.049	0.093
Other fees and charges	0.079	0.052	0.131
<b>Total</b>	<b>1.135</b>	<b>3.110</b>	<b>4.245</b>

### Savings

Of the identified savings approved by Council on 5 February 2020, there is expected slippage on some schemes which is summarised below.

<b>Description</b>	<b>Slippage Cost £m</b>
Home to School Transport	0.038
Increased income from ICT services	0.009
Children's placements	0.113
Donut centre – early help	0.020
Outdoor education	0.033
Education psychology trading	0.010
PAUSE placements – children in care	0.036
Youth council	0.004
Disability services	0.056
Audio recording of meetings	0.033
<b>Total</b>	<b>0.352</b>

### Corporate Services

#### Cost Pressures

In order to ensure that employees can work from home during the pandemic heeding the Government advice, the Council has had to purchase additional laptops ahead of the planned replacement programme for desktop hardware. In addition further mobile phones have been purchased.

Additional enhancements to the ICT infrastructure and telephony have been made to support remote working. The costs of laptops, ICT infrastructure and telephony will be met from the central ICT budgets. As the Covid-19 situation unwinds later in the year decisions will be made about how this additional kit is utilised across the council.

There has been significant loss of income for property services activity as a result of construction work ceasing.

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Payment to Foundation Derbyshire to support local businesses	0.100	0.000	0.100
Communications	0.000	0.036	0.036
Human Resources – additional postage costs for posting of payslips, printing and ICT	0.000	0.023	0.023
Community Safety – Domestic Abuse campaign	0.002	0.000	0.002
Information, Communication and Technology – <ul style="list-style-type: none"> <li>• Additional capacity for VOIP phones</li> <li>• 300 new laptops and 95 reconditioned laptops</li> <li>• Additional mobile phones</li> <li>• Increase in mobile calls and texts</li> <li>• Software licences</li> <li>• Audio conferencing software</li> <li>• Upgrades to software licences</li> </ul>	0.336	0.014	0.350
<b>Total</b>	<b>0.438</b>	<b>0.073</b>	<b>0.511</b>

### Loss of Income

<b>Service Area Description</b>	<b>Lost Income up to 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income April-June 2020 £m</b>
DSO Derbyshire Property package	0.000	0.017	0.017
DSO Repairs & Maintenance, and Grounds	0.005	0.448	0.453
Property including: <ul style="list-style-type: none"> <li>• External fees and income</li> <li>• Rent, letting, licence fees</li> </ul>	0.176	0.318	0.494
Human Resources – recruitment advertising	0.000	0.022	0.022
Legal Services – relating to s.38, s.278 and s.106 agreements	0.025	0.000	0.025

Registrars	0.120	0.240	0.360
Business Centre – scanning work	0.002	0.003	0.005
<b>Total</b>	<b>0.328</b>	<b>1.048</b>	<b>1.376</b>

### Savings

Of the identified savings approved by Council on 5 February 2020, there is expected slippage on some schemes which is summarised below.

<b>Description</b>	<b>Slippage Costs £m</b>
Property Savings	0.300
Investment Income as a result of the fall in the base rate of interest.	0.250
<b>Total</b>	<b>0.550</b>

### Health and Communities

The Council's Community Response Unit was quickly established to take requests for assistance from members of the community who don't have friends or family to help them during the pandemic. Volunteers from over 200 different organisations have helped with shopping, delivering prescriptions or offering a befriending service.

The Council has been working with district and borough councils, as well as local voluntary organisations to supply food to shielded and vulnerable residents. Over 900 emergency food parcels have been delivered to residents in need across the county with more to be delivered as part of an ongoing project on which the Council is leading on.

### Costs

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Community Response Unit – established to enable, coordinate and support Derbyshire residents who have been adversely affected by Covid-19 and unable to meet their basic needs due to financial, social or health restrictions.	0.056	0.113	0.169
Continuity for excess deaths – storage and equipment	0.211	0.000	0.211
Food parcels including set up costs of storage facility, security and purchase of goods	0.040	0.060	0.100
Emergency Planning	0.000	0.280	0.280

Support for homeless accommodation	0.250	0.000	0.250
<b>Total</b>	<b>0.557</b>	<b>0.453</b>	<b>1.010</b>

### Loss of Income

<b>Service Area Description</b>	<b>Lost Income 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income Costs April-June 2020 £m</b>
Trading Standards – Trusted Trader subscriptions and weights and measures	0.096	0.000	0.096

### Highways, Transport and Infrastructure

As a result of many residents staying at home during the lockdown measures introduced by the Government, the amount of residual waste arisings is substantially increasing.

The closure of the Council's countryside services and country parks will see a significant drop in income. Whilst, the countryside car parks were re-opened on 13 May 2020 in response to the Government's Covid-19 recovery strategy, car parking will remain free of charge for the time being. Shops, cafes and visitor centres, hire of all-terrain mobility scooters and bikes, play equipment and outdoor gym equipment at the council's countryside sites will all remain closed.

All events at the Council's countryside sites remain cancelled until the end of August. In addition the Woodland Festival scheduled for September has also been cancelled.

### Cost Pressures

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Fly tipping at countryside sites as a result of temporary closure	0.000	0.010	0.010
County Transport – additional cleaning/sanitisation of vehicles	0.012	0.038	0.050
Waste Management – temporary arrangements for disposal of mixed dry recyclables (North East Derbyshire, Chesterfield and Bolsover)	0.210	0.000	0.210

Waste Management – estimated increase in residual household waste.	0.000	0.810	0.810
Traffic and Safety – cost of traffic management and staffing in relation to Covid-19 testing centres in the county.	0.012	0.108	0.120
Plant standing	0.000	0.045	0.045
Enhanced standby arrangements	0.000	0.005	0.005
Administration printing and stationery	0.000	0.005	0.005
<b>Total</b>	<b>0.234</b>	<b>1.021</b>	<b>1.255</b>

### Loss of Income

<b>Service Area Description</b>	<b>Lost Income up to 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income April-June 2020 £m</b>
Temporary closure of countryside sites and country parks namely visitor centres, shops, Trumper hire scheme, cafes, cessation of future events and car parking charges.	0.000	0.239	0.239
Temporary closure of household waste recycling centres – loss of Waste Electrical and Electronic Equipment income.	0.009	0.013	0.022
Suspension of on-street pay and display parking and reduced parking enforcement.	0.000	0.120	0.120
Construction supervision – delayed schemes	0.000	1.000	1.000
Highways development control	0.000	1.272	1.272
Rechargeable works	0.000	0.006	0.006
Highways design	0.000	0.200	0.200
Property searches	0.000	0.020	0.020
Laboratory income due to delayed schemes.	0.001	0.005	0.006
<b>Total</b>	<b>0.010</b>	<b>2.875</b>	<b>2.885</b>

### Savings

Of the identified savings approved by Council on 5 February 2020, there is expected slippage on some schemes which is summarised below.

<b>Description</b>	<b>Slippage Cost £m</b>
Countryside Service	0.400
Household Waste Recycling Centre	0.230

Public Transport	0.450
B_Line	0.088
<b>Total</b>	<b>1.168</b>

### Strategic Leadership, Culture and Tourism

Whilst costs for the portfolio have been nominal there has been significant loss of income which relates to the Library Service as all the county's libraries have been closed during lockdown.

### Costs

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Derbyshire Records Office	0.001	0.002	0.003
Museums	0.002	0.003	0.005
Arts Service	0.002	0.000	0.002
<b>Total</b>	<b>0.005</b>	<b>0.005</b>	<b>0.010</b>

### Loss of Income

<b>Service Area Description</b>	<b>Lost Income up to 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income April-June 2020 £m</b>
Libraries	0.016	0.032	0.048
Derbyshire Environmental Studies	0.000	0.009	0.009
<b>Total</b>	<b>0.016</b>	<b>0.041</b>	<b>0.057</b>

Of the identified savings approved by Council on 5 February 2020, there is expected slippage on some schemes which is summarised below.

<b>Description</b>	<b>Slippage Cost £m</b>
Mobile Library Service	0.076
Arts Service	0.208
Buxton Museum	0.070
Library Service	0.110
<b>Total</b>	<b>0.464</b>

## Clean Growth and Regeneration

### Cost Pressures

To support businesses and residents and to complement the Government support announced in the Budget 2020, the Council set up a £1.000m hardship fund. Applications for the business hardship fund was opened on 20<sup>th</sup> March 2020. Approximately 1,800 applications were received in the first few days of opening the scheme. As of early May 2020, a total of 829 payments had been made, with applications still being processed.

<b>Service Area Description</b>	<b>Costs up to 30 April 2020 £m</b>	<b>Projected Costs 1 May 2020 to 30 June 2020 £m</b>	<b>Total Costs April-June 2020 £m</b>
Regeneration – additional costs of supporting businesses and administering grant schemes. This includes the costs of the Council's Business Hardship Fund.	0.205	0.309	0.514
Markham Employment Growth Zone – loss of rental income	0.000	0.006	0.006
<b>Total</b>	<b>0.205</b>	<b>0.315</b>	<b>0.520</b>

### Loss of Income

<b>Service Area Description</b>	<b>Lost Income up to 30 April 2020 £m</b>	<b>Projected Lost Income 1 May 2020 to 30 June 2020 £m</b>	<b>Total Lost Income April-June 2020 £m</b>
Temporary closure of Markham Vale Environment Centre	0.000	0.011	0.011

### Capital Project Delays

The lockdown measures introduced by Government has had a major impact on the construction industry. The Council has a number of major regeneration and property schemes that will be affected by delays to the schemes. Timelines will be extended and further compounded by a rise in the price of construction materials as there will inevitably be a price increase due to greater demand in the building and construction sector. Initial analysis of the Council's major schemes indicates that the additional cost may be as much as £3m. The economic downturn may have a further impact on the achievement of previously expected asset sale proceeds and income from developer contributions.



### **Covid-19 Funding**

On 19 March 2020, the Government announced that it will provide funding to local authorities to help them respond to Covid-19 pressures across the services they deliver. This includes increasing support for the adult social care workforce and for services helping the most vulnerable, including homeless people. The Council's allocation was £22.996m and was distributed using the Adult Social Care Relative Needs Formula. The funding is not ring-fenced, so therefore can be utilised to meet related costs of delivering services during the pandemic.

On 18 April 2020 the Government announced an additional £1.6bn in additional funding to local authorities. The Council's allocation was £14.111m. This second allocation was distributed on an amount per head of the population, with a 65:35 split between county and district authorities in two tier areas.

The Government has also made available £1.3bn of funding to the NHS to support enhanced discharge arrangements. This includes providing free out-of-hospital care and support to people discharged from hospital or who would otherwise be admitted into it, for a limited time. The Council has been working with the Clinical Commissioning Groups and has agreed the necessary funding arrangements to support these costs. Therefore, it should be noted that the enhanced discharge arrangements are not included in the costs outlined in this report as these will be met by the health sector.

The Government has also confirmed that the outcome of the Fair Funding Review and the move to 75% business rates retention will both not be implemented from April 2021 as previously planned. The Government will continue to work with local authorities on the best approach to the local government finance settlement 2021-22.

On 13 May 2020, the Government announced a further £600m funding package to local authorities to support infection control in care homes. Details of the individual local authority allocations, as well as the grant conditions, are still awaited but it is anticipated that this money will be passported through to the care sector and not available to meet Council costs.

### **Loss of investment income**

The Government has issued guidance to public bodies on speeding up payment to their suppliers to ensure service continuity during and after the current Covid-19 outbreak. This includes payment measures to support supplier cashflow including forward ordering, payment in advance and immediate payment on receipt of goods. The Council has adopted such measures where it is appropriate to do so which will result in loss of interest income. However, it is difficult to quantify the full cost of these measures at this time.

The Treasury Management Strategy ensures that the Council utilises a range of risk assessed investment vehicles in order to increase its income from

external investments. The investment income budget for the financial year 2020-21 is £6m based on the base rate of interest of 0.75% at the time of setting the budget in February 2020. The Bank of England reduced the base rate from 0.75% to 0.25% on the 10 March 2020 with a further cut announced later in the month to 0.10%. This will inevitably result in the Council unable to meet the budgeted target income as rates are expected to remain low in the short-term. Assuming a return to normal levels of interest rates this could result in a one-off cost of at least 50% of the anticipated level of £6.000m.

### **Cashflow**

There was an initial period of uncertainty in financial markets during mid-to-late March 2020 as local authorities had concerns about cashflow and the ability to obtain resources to fund activities. However, the Government decision to release some elements of grant funding to local authorities earlier than scheduled has helped to ease some of these concerns and there have been signs that financial markets have absorbed the initial shock and are starting to stabilise at pre-Covid-19 levels. The Council's cashflow forecasting indicates that there are no immediate short-term concerns, however we have taken the decision to lessen the demand for cash in the short term by changing our approach to making Advanced Pension Contributions.

The Government's Procurement Policy Note set out details which was to ensure that payments to suppliers continue until the end of June 2020, even if they are suffering from disruption to the goods, services and works they normally provide to the Council. The Council has adopted this approach where it is appropriate to do so to support suppliers.

The district and borough councils in the county are responsible for the collection of council tax and business rates. Any reduction in income due to non-payment will not adversely affect the Council from a cashflow perspective as the billing authorities are still committed to making the agreed precept payments for 2020-21 as approved in the Revenue Budget Report 2020-21 approved by Council on 5 February 2020. The Government has made a commitment to support billing authorities with cashflow issues as a result of non-payment of council tax and business rates. However, the impact on the collection fund of billing authorities will ultimately impact the Council when setting its budget for 2021/22, the details of which will become clearer over the coming months. Notwithstanding, the billing authorities have indicated that collection of Council Tax is down by 3%. This represents a deficit of approximately £10m which will need to be financed by the Council when setting its 2021-22 budget.

### **Risks and Uncertainties**

The report assumes costs up until the end of June 2020, so therefore does not reflect any costs beyond that period. Realistically, it will be some time before the UK returns to 'business as usual' activities. Therefore, there will still be additional costs beyond this period as the pandemic will still be prevalent in the UK restricting business as usual council operations. Whilst the

Government's recent roadmap to recovery sets out some timescales, it will be some months before all pre-Covid-19 activities can resume.

The following sections describe some of the further significant risks identified which are difficult to quantify with any degree of accuracy in cost terms at this stage and aren't included in the summary of total costs later in the report.

### **Adult Social Care**

The pandemic has seen occupancy levels in the care home sector reduce from the normal 90% to 70%. As a result, the sector has requested that local authorities continue to pay them additional income to put them back in a position as if 90% occupancy rates were being achieved. This would be an additional pressure to the Council over and above those highlighted in this report. Early estimates suggest that the cost of compensating for under occupancy could be at least £5m a month and – the care providers want any payments backdated to the 1 April.

### **Children in Care**

Whilst the figures quoted above assumes that costs will be triggered in the three-month period to the end of June, higher levels of expenditure will be incurred well beyond this timeframe. Evidence from other countries that have relaxed lockdown is that there is a spike in the numbers of children needing the support of social care services, therefore these costs will not be unravelled on 1 July 2020 even if normality is resumed at that date.

Should the profile of placements change and there is a requirement for the commissioning of more agency residential placements the costs will be significantly higher.

### **Personal Protective Equipment stocks**

Demand is high for equipment at this time, and is expected to continue while ever there is no reliable vaccine or treatment for Covid-19, therefore the Council will continue to purchase large volumes of PPE when opportunities arise in the knowledge that its usage is high and this will not change in the medium term. Any surplus stocks at the end of the pandemic can be sold to the NHS which may result in a loss to the Council or can be retained by the County council for future use. Any such PPE retained can be designated as stock and will not, therefore, be defrayed to budgets until the point at which they are used by the council, subject to the stock not becoming obsolete.

The Government's national Clipper scheme is aimed to support organisations across the UK with the procurement of PPE. Notwithstanding the scheme is still to be fully operational.

### **Staffing**

Whilst some staffing costs have been reflected above, costs may increase as redeployment takes effect over the coming months.

### **Savings**

The savings shown are based on a desktop exercise by departmental managers. Whilst these figures provide a general estimate of savings slippage for 2020-21, further detailed analysis will be required to understand the true extent of the delay. This work will be completed as part of the business as usual budget monitoring activity early in the new financial year.

### **Project Activity**

The Council has a number of ongoing projects and discretionary activity. Pending the Council's response to the pandemic, a number of these actions have been suspended, however, recent weeks have seen a return to business as usual activity. They will be reviewed as the Government's position on funding available to local authorities becomes clearer in the coming weeks.

### **Recovery**

The Council will need to make significant investment if it is to help stimulate the local economy as it emerges from the impact of the pandemic in the coming months. On the 13 May 2020, the Office for National Statistics published figures showing that Gross Domestic Product (GDP) is down by 2% in the three months to the end of March 2020, this being the largest economic decrease in the UK since the financial crash in 2008. GDP fell 5.8% in March compared to the previous month.

The capital programme will be reviewed which is likely to result in additional borrowing which could lead to an increase in debt repayment and interest charges of up to £5m to support capital projects.

Budget 2020 announced a third round of the Local Infrastructure Rate, a £1bn pot of discounted lending to support local authorities to deliver infrastructure projects in England. The Local Infrastructure Rate is designed to help incentivise local authorities to construct infrastructure that otherwise would not be affordable. The Government will look favourably on projects where supporting evidence is provided to demonstrate that they can begin quickly once funding is agreed. The bidding round will run from 11 April 2020 – 11 July 2020.

The Council is developing a Recovery Strategy which will examine how the Council returns to business as usual activity and seeks to adapt its operations to comply with social distancing guidelines. It is anticipated that there will be additional costs associated with recovery which are yet to be costed. A cited example across the sector are the additional costs of home to school transport as the number of passengers on buses and coaches will be limited to abide with social distancing rules. Therefore additional transport costs will be incurred as additional buses will be needed.

## Government Lobbying

On the 8 April 2020, the Government issued a survey to all local authorities which collated estimated spend, income and cash pressures attributable to Covid-19. The Council submitted its response on 15 April 2020. This was followed by a further survey issued on 7 May 2020. The second request for information was more detailed. In the main the majority of information contained in this report was utilised to substantiate the response which were submitted on 15 May 2020.

In addition to this, the County Council's Network (CCN) is undertaking a separate exercise to establish loss of income for its members to support a campaign to lobby Government for additional funding. At the request of CCN, the Council has agreed with the district/borough councils in the county to provide details of their loss of income to demonstrate the county wide impact of a two-tier authority region.

The Society of County Treasurers will also lobby Government in support of additional funding on behalf of its members, as are the Association of County chief Executives and the Association of Directors of Adult Social Services amongst others.

## Summary

The table below summarises the costs outlined earlier in the report.

<b>Portfolio</b>	<b>Cost increase £m</b>	<b>Loss of income £m</b>	<b>Savings Slippage £m</b>	<b>Total £m</b>
Adult Care	14.455	0.178	0.700	15.333
Young People	0.190	4.245	0.352	4.787
Corporate Services	0.511	1.376	0.550	2.437
Health and Communities	1.010	0.096	0.000	1.106
Highways, Transport and Infrastructure	1.255	2.885	1.168	5.308
Strategic Leadership, Culture and Tourism	0.010	0.057	0.464	0.531
Clean Growth and Regeneration	0.520	0.011	0.000	0.531
<b>Total</b>	<b>17.951</b>	<b>8.848</b>	<b>3.234</b>	<b>30.033</b>

The Council's net funding position based on the Covid-19 costs identified to date, together with the estimated loss of investment income is shown in the table below. It excludes the £600m funding announced on the 13 May 2020 as the allocations are still awaited and it is presumed that the funding will be passported directly to the care sector.

Whilst the table demonstrates a surplus of funding, the costs identified are forecast up to the end of June, so do not reflect additional costs beyond this

period. Nor do they reflect a second spike in Covid-19 cases that may occur later in the year.

	£m
<b>Funding</b>	
Government Grant	37.107
General Reserve (Hardship Fund)	1.000
<b>Total Funding</b>	<b>38.107</b>
Less:	
Costs	-17.951
Loss of Income	-8.848
Savings slippage	-3.234
Loss of investment income	-3.000
<b>Grant available as at 30 June 2020</b>	<b>5.074</b>

To put this figure into some sort of context PPE spend for the rest of the year alone could be an additional £20m, payment of 90% occupancy could add a further £60m as a worst case scenario and Council Tax collection shortfalls could cost a further £10m in 2021-22 before we consider whether the costs and income shortfalls already identified by portfolios continue at their current monthly run rate.

As the year progresses the likely position on these costs will become clearer and the Government will be expected to contribute significant further sums to avoid councils taking drastic measures to ensure they remain financially sustainable.

There will be a further report to Cabinet in July setting out details of the Council's Revenue Budget 2020/21 position as at the end of May 2020, which will include an update of Covid-19 costs.

### 3 Considerations

In preparing this report the relevance of the following factors has been considered: financial, legal, prevention of crime and disorder, equality and diversity, human resources, environmental, health, property, transport and social value considerations.

### 4 Background Papers

Yes

Covid-19: emergency funding for local government – Ministry of Housing, Communities and Local Government

### 5 Key Decision

Yes

**6 Is it necessary to waive the call-in period?**

No

**7 Officer's Recommendation**

That Cabinet notes the projected costs of Covid-19 until the end of June 2020.

PETER HANDFORD

Director of Finance & ICT

This page is intentionally left blank



**Agenda Item No.**

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

Joint Report of the Executive Strategic Director – Economy, Transport and Environment and the Director of Finance and ICT

**UPDATE ON DEVELOPMENT PROGRESS AT MARKHAM VALE  
(CLEAN GROWTH AND REGENERATION)**

(1) **Purpose of Report** To inform Cabinet of the continuing success and progress being made at Markham Vale and to provide an overview of economic development activity over the rolling two year period April 2018 to March 2020.

(2) **Information and Analysis** Markham Vale is the Council's flagship regeneration project and was set up to create an attractive and accessible business park over an 85 hectare (200 acre) site. Centred around the former Markham Colliery site located between Staveley and Bolsover, the project was set up in 2006 to create up to 4,100 jobs, improve existing/build new roads, bring in around £170 million of private sector investment and develop over 3 million ft<sup>2</sup> of commercial floor space.

Markham Vale was established as a catalyst for regeneration in the deprived northern coalfield area of Derbyshire and in the long term, to generate business rates income for re-investment in the Derbyshire economy. Progress on development at Markham Vale was last considered by Cabinet on 8 November 2018 (Minute No. 267/18 refers).

**Overview**

To date, the Markham Vale project has brought forward 173 of the 200 acres available for development. Of the 173 acres created, 135 acres are either fully developed or have buildings under construction. An annual job survey is undertaken in March each year and this report normally provides an overview of the progress that continues to be made in terms of job creation.

In March 2018, 1,628 full time jobs had been created and by March 2019, that figure had increased substantially to 2,236. A similar increase was predicted to be recorded in the March 2020 survey but, unfortunately, the COVID-19 lockdown has resulted in many businesses being unable to complete the survey at the time of writing and this year's job figures will be subject to a

further report later in the year, although it is anticipated that the rate of growth will not have been maintained. The impact on *actual* job numbers is difficult to predict as a number of occupiers in the warehousing and distribution sectors are known to have increased recruitment in the lockdown period.

The continued progress in development and regeneration since the last report are reported below:

## **Markham Vale East**

### **Plot 1 South Waterloo Court**

In Waterloo Court, company mergers and rationalisations resulted in a number of units changing ownership or occupier but all units are occupied. The new businesses who have recently located to Markham Vale include Catering Projects Ltd (commercial kitchens), RB1 Ltd (engineering), Hillspeed Ltd (Formula 3 Racing), Derbyshire Distillery (Gin distiller) and Victor Marine Ltd (maritime engineering).

### **Plot 2 South**

The building previously occupied by Andrew Page Ltd remains vacant following changes in the company's ownership and centralising its logistics centre elsewhere in the Midlands. The building's owner is marketing the building on a leasehold basis but is currently being used on a temporary basis by the Council as an emergency food distribution hub in supporting the Council's COVID efforts.

### **Plot 5**

Priority Space Ltd has sold all 13 units of its speculative development of Wilson Business Park. Eleven businesses are now operating from the site comprising, Direct Track Solutions (rail sector), Catering Projects Ltd (commercial kitchens), GB Bespoke Joinery (construction), QCR Recycling (engineering), Drill Store Ltd (construction/minerals), Gradewell Ltd (construction), Magpie Beauty (online retailer), Switch Electrical Products (construction/engineering), Globebusters Ltd (travel), LTEK Ltd (engineering) and Shot blast Solutions (engineering).

Priority Space Ltd also constructed a second speculative workshop development on 1.1 acres of land. This has recently been sold and the unnamed new occupier is in the process of moving into the new 15,000 ft<sup>2</sup> building.

The remaining 1.5 acres plot on Plot 5 has recently been sold to Derbyshire based Transcare Ltd. The company, who specialises in HGV Fleet Servicing is in the process of constructing its own building.

## **Markham Vale West**

### **Grangers International**

The cleansing and waterproofing products company acquired a 3.8 acres plot for the development of a manufacturing and distribution facility. The 43,000 ft<sup>2</sup> building became fully operational early last year.

### **Plot 6**

The Council's development partner Henry Boot Development Limited (HBDL) developed a speculative 55,000 ft<sup>2</sup> building, branded MV5. The building was completed at the end of 2019 and is being marketed on a leasehold basis.

### **Plot 7**

The two remaining development opportunities on the services site are currently under offer. Subject to securing all necessary approvals, it is anticipated that construction will begin in October 2020.

The work programme for the coming year will be focused on preparing the remaining unreclaimed parts of the site ready for development.

## **Markham Vale North**

### **Plot 13**

There are three development sites in this locality. The first is a second 440,000 ft<sup>2</sup> distribution warehouse for Great Bear which became fully operational in early 2019.

The second development became fully operational in mid-2019; it is a state-of-the-art, 58,000 ft<sup>2</sup> building for Sterigenics, a medical equipment company that has the option to double the size of the facility in future years.

The third development is for Protec International, a manufacturer and distributor of fire prevention products for the construction industry. The company took possession of the 52,500 ft<sup>2</sup> factory and offices in January 2020 and is currently in the process of fitting out the building. This company has an option to double the size of the current factory building on the 5.4 acres site.

### **Plot 15**

Terms have been agreed with Aver, an investment company, for the speculative development of two industrial buildings on this 15 acre site. Planning permission was secured in April 2020 for the development which comprises a 221,518 ft<sup>2</sup> building and a 75,500 ft<sup>2</sup> building - both include two storey office accommodation. Construction is expected to commence in June 2020. Engineering soil excavated from the site will be incorporated into a separate earthworks contract to be awarded by the Council to level the remaining unreclaimed part of Plot 1.

Of the above developments that have been completed, the private sector investment secured at the site is estimated at between £150m and £180m. For those developments that have been secured but not yet completed, the additional private sector investment is valued at approximately £30m.

Marketing of the remaining development plots continues and it is likely that additional infrastructure provision will be required for each new development in order to meet occupier and business needs. Two further development plots comprising 11 acres, remain to be remediated on the site and discussions are underway to resolve outstanding land and planning matters.

In conjunction with adjoining landowners and local planning officers, a Masterplan has been prepared for a mixed-use development on Markham Vale estate land at Staveley Town Basin. A business case is in the process of being prepared to assess if the project is viable and will be presented to Cabinet in due course.

At the current rate of progress, it is anticipated that all development plots will be either occupied or under construction by the end of financial year 2022-23, although recession and longer term effects of COVID may have significant impact of completion; this is being kept under review.

### **Planning and Environmental Quality**

The Council continues to work closely with the district and borough planning authorities in the preparation and submission of planning applications for either new development proposals and/or the discharge of the outstanding conditions relating to the various phases of the overall Markham Vale site.

BEAM continues to assist the Council in delivering its Public Art Action Plan, one element of which is the Markham Mining Memorial where the artist, Stephen Broadbent, was commissioned to develop the Walking Together installation. The installation comprises 106 figures that represent those individual miners killed in the three colliery disasters at Markham, along with a memory wall at the Markham Vale Environment Centre.

To date, 62 Walking Together figures have been installed, with confirmed funding from Viridor Landfill Credits for a further 15 to be installed by May 2020. Sponsorship from local businesses (Great Bear, HBDL and Tesco) has also been secured for eight additional figures to be installed in September 2020. Work continues to secure further funding to ensure the Council successfully completes the installation. A working group, which comprises former miners, representatives from community groups and local historians, continues to support the Council in developing The Story Mine website, which includes not only information about the 106 miners, but also stories, memories and photos of miners, their families and life in the mining communities.

### **Other Services**

The Council has a growing reputation and success in assisting new businesses to identify and fulfil their recruitment and training needs via the 'Markham Vale Grow Your Workforce' service (a copy of recent literature is provided at Appendix 1). The service aims to connect businesses with other organisations and resources to help secure employment and training opportunities for local people. Discussions are ongoing with the most recent businesses locating to Markham Vale to identify areas where the Council can assist. In addition to attendance at local job fairs, social media accounts have been established where every vacancy and job creation news are posted. Such is the rate of new jobs being created that details of several vacancies are published on a daily basis and all evidence suggests the approach has been highly successful.

The local business community is supported by the availability of conference facilities at the Environment Centre. During the past 12 months, almost 1,500 people have attended 88 training courses covering a diverse range of subjects provided by a variety of businesses and training providers. Typically, courses cover Health and Safety, Human Resources, Teacher Training, Business Start Up, Welding, Gas-fitting, Logistics and a host of other different technical subjects.

Landscape management and maintenance works across the whole site continue to be delivered, utilising a range of resources comprising contractors, the Council's Property Services, Highways Management teams and Markham Vale Land Services (MVLS). MVLS is a dedicated team established within Adult Care where service users are provided with training and support across areas, such as landscape and horticulture. This is a critical part of the Council's commitment to supporting employment and developing employability skills for vulnerable adults. Derbyshire based company, NT Killingly Ltd is currently contracted to undertake major planting and landscape maintenance works over the coming year.

### **Governance: Partnership Working with Henry Boot Development**

HBDL was appointed in 2003 as the Council's private sector partner to develop the Markham Vale project. The Partnership Agreement requires both partners to work in a spirit of mutual trust and co-operation, and sets out key elements and roles of each partner.

A number of boards have been established to oversee delivery of Markham Vale including: the Operations Board which undertakes day to day supervision of the development; a Senior Officers' Board which manages the implementation of the development as a whole; and a Partnership Board to oversee the Development Partnership. Each Board consists of three representatives from Derbyshire County Council and three from HBDL.

The Partnership Agreement between the Council and HBDL expires 14 December 2022. Whilst all development work is anticipated to be complete by this date, the impact of COVID – and BREXIT - on timescales and deliverables will be monitored closely.

Advice on managing the Partnership Agreement between the Council and HBDL and the individual development disposals continues to be provided by Geldards LLP.

The Council continues to provide a range of site management and maintenance services across the wider 900 acres Markham Vale site under the branding of Markham Vale site facilities. The costs of providing services will be fully met when the site is fully occupied by income from the site facilities charge levied on all the business based at Markham Vale. This index linked charge is based on the acreage that businesses occupy

### **Programme Management**

As outlined earlier in this report, priority over the past 18 months has been focused on securing new occupiers and completing developments. The anticipated progressive development on Markham Vale West and North, and the infill development on Markham Vale East will require the completion and installation of plot-specific infrastructure over the coming two years, along with completing outstanding planning obligations. Funding opportunities are currently being progressed with the aim of starting construction over the coming months. Pace and momentum in the final stages of the project will be dependent on external market forces, any medium term implications of Brexit and economic recovery following from the recent COVID-19 pandemic period.

Ensuring timely project and programme delivery continues to present challenges for service capacity but is aided by the Council's approach to delegated approvals with the Leader and Executive Director – Economy, Transport and Environment. To support continued programme delivery, the Economy, Transport and Environment Department will continue its approach to project and programme management, ensuring critical alignment of available funding streams to support delivery.

The growing international reputation of the Service, as leaders in their field on successful reclamation and regeneration, has attracted attention from China and Europe. An Officer was invited by the British Consulate General Shanghai to speak at the Energy and Environment Roundtable event at The World Manufacturing Convention in Hefei 2019. The purpose of the visit was to help with the exchange knowledge of coal transition and promote UK-China energy collaboration. In October 2019, the British-Slovenian Chamber of Commerce and Department for International Trade (DIT) Slovenia invited an Officer to present on experience in respect of solutions and case studies for mine closure and transformation at an event focused on the management of the

legacy issues following the closure of coal mines in the Savinsko-Šaleška region of Slovenia.

### **(3) Financial Considerations**

#### **Budget 2018-19**

The Capital budget for 2018-19, incorporating slippage from the previous year, resulted in an outturn expenditure of £0.243m.

#### **Budget 2019-20**

The Capital budget for 2019-20, incorporating slippage from the previous year, resulted in an outturn expenditure of £0.409m.

Remaining Capital expenditure on the project is estimated at £4.75m. Works included in this cost estimate comprise remaining land acquisition and legal fees, provision of infrastructure as each plot is brought forward for development, earthworks on the two remaining un-remediated plots, works to meet the outstanding planning and contractual obligations, remaining landscaping works and all associated design fees. The costs of these remaining works can be fully funded from capital receipts from the sale of the remaining development plots currently estimated at between £6.1m and £7.3m but all opportunities are being identified to secure alternative grant funding where appropriate.

The budget and programme will be kept under review and regular reports made to Cabinet.

**(4) Social Value Considerations** Work with new developers and occupiers at Markham Vale is undertaken to support recruitment of new staff – advertising, encouraging and supporting recruitment from within the local area.

### **Other Considerations**

In preparing the report, the relevance of the following factors has been considered: legal, prevention of crime and disorder, equality and diversity, human resources, environmental health, property and transport considerations.

**(5) Key Decision** No.

**(6) Call-in** Is it required that call-in be waived in respect of the decisions proposed in the report? No.

**(7) Background Papers** Held in file within the Economy, Transport and Environment Department.

(8) **OFFICER'S RECOMMENDATION** That Cabinet notes the success and recent progress in developing Markham Vale and the scale and nature of work required to be undertaken over the coming two to three years to complete the project.

**Mike Ashworth**  
**Executive Director – Economy,**  
**Transport and Environment**

**Peter Handford**  
**Director of Finance and ICT**



## Grow your workforce

As part of the joint venture with Henry Boot Developments, Derbyshire County Council (DCC) offer a free service that has been developed to meet the workforce needs of businesses locating to, and operating from Markham Vale.

The aim is to provide clients with an efficient and effective service by utilising the expertise of a range of key influential partners and organisations who have a direct involvement in the supply and training of the local labour force to maximise opportunities for local communities.

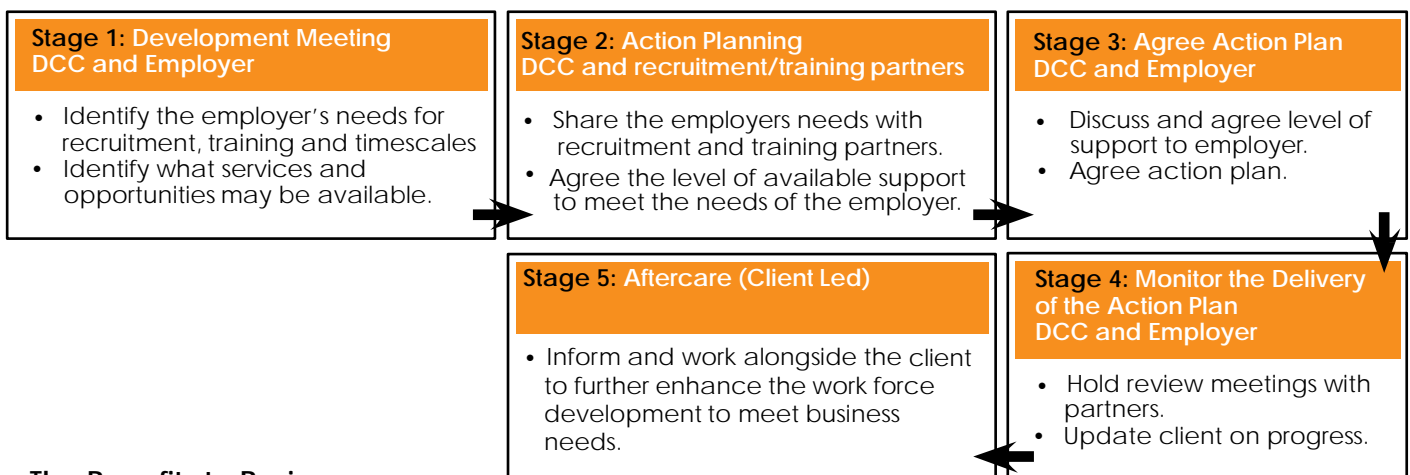
### The Offer

A number of service options are available suited to the varying needs of businesses

- Vacancy Handling – Assistance promoting vacancies with relevant partners and provide clients with comfortable interview facilities.
- Job Matching – Screening candidates against required skills and competencies, giving clients a trouble-free route to a pool of suitable candidates.
- Unlock funding – Work with partners to secure funding (where available) to enable the delivery of tailored training programmes specific to particular business and recruitment needs.
- Aftercare – Keep clients up to date with opportunities for ongoing employee development and training

### The Process

- Conduct a need analysis with the client to determine the employment opportunities and the level of skills and abilities required.
- Develop an action plan with relevant partners that will be agreed with the client.
- Manage the delivery of the action plan ensuring it is successfully delivered.



### The Benefits to Business

- A client focused and tailored one stop shop for the client employment needs aimed at ensuring the local labour market is job ready.
- Cost savings on recruitment through the services offered
- Signposting to other opportunities that may benefit the business financially.
- Information and assistance to unlock funding for specific training needs of new or existing employees.

For more information on the services available please contact

**Trudi Saxton**  
Centre Manager  
Markham Vale Environment Centre  
Markham Lane, Markham Vale, Chesterfield, S44 5HY  
[www.markhamvale.co.uk](http://www.markhamvale.co.uk)  
[www.environmentcentre.co.uk](http://www.environmentcentre.co.uk)  
01246 826000

This page is intentionally left blank

**Agenda Item No.**

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**4 June 2020**

Report of the Executive Director – Economy, Transport and Environment

**SUPPORTING ECONOMIC RECOVERY – RE-OPENING DERBYSHIRE'S  
TOWN CENTRES (HIGHWAYS, TRANSPORT AND INFRASTRUCTURE)**

(1) **Purpose of Report** To inform Cabinet of the work being undertaken to support post-COVID-19 economic recovery and specifically, the joint work with district/borough authorities on re-opening Derbyshire's main town centres, in line with Government guidance, and to set out the approach being adopted to create an immediate package of measures that will enable the re-opening of key town centres in as safe and effective way as possible within the timescales available.

(2) **Information and Analysis**

**Background**

The Government has already introduced a comprehensive package of support for business and workers during the economic emergency including (not exhaustively):

- The Coronavirus Job Retention Scheme where small and large employers are eligible to apply for a Government grant of 80% of workers' salaries up to £2,500 a month, backdated to 1 March 2020. It has been confirmed the scheme will continue until end of October 2020.
- £330 billion worth of Government-backed, guaranteed loans to support businesses, including a new Bounce Back Loans scheme which will provide loans of up to £50,000 available to the smallest businesses affected by the coronavirus pandemic.
- Businesses rates holiday for the retail, hospitality and leisure sectors in England for the 2020 to 2021 tax year.
- A deferral until June 2020 of VAT payments for firms - representing a £30 billion injection into the economy.
- A £12.3 billion package for local authorities to deliver grants of up to £25,000 to eligible businesses in the retail, hospitality and leisure sectors; and
- New temporary measures to safeguard the UK high street against aggressive debt recovery actions during the coronavirus pandemic.

As lockdown restrictions now start to be lifted following the Prime Minister's address on Sunday 10 May 2020, further funding and guidance has been announced to aid early recovery in key parts of the local economy; notably the re-opening of high streets and town centres.

In addition to the £3.2billion package of support announced throughout March and early April 2020 to help local authorities deal with the immediate pressures of COVID-19, Government has since committed a further £50m aimed at supporting a range of safety measures (e.g. practical safety measures including new signs, street markings and temporary barriers) to help shops and other retailers get back on track and ensure that people can enjoy their time visiting their local high street safely. Councils will also be able to use this money to develop local marketing campaigns to explain the changes to the public and reassure them that their high streets and other commercial areas are safe.

This '*Reopening High Streets Safely Fund*', which comes from the European Regional Development Fund (ERDF), is allocated to local authorities on a per capita basis and will be ready to spend from 1 June 2020. The Fund complements the other, recently announced, £250m '*Emergency Active Travel Fund*' which is aimed at facilitating immediate travel initiatives to get people back to work, leisure and learning safely, including pop up cycle lanes and bus-only corridors. The travel fund forms part of a wider package of funding targeted at generating more, long-term walking and cycling solutions which for Derbyshire would include strategic cycles routes, such as the recently approved Key Cycle Network.

These initiatives are supported by various Government policy notes such as '*Safer Public Spaces – urban centres and green spaces*', '*Plans to Rebuild*', '*Reopening High Streets Safely Guidance* and '*Working Safely During Coronavirus – Shops and Branches* which have been issued over the last few weeks. The policy notes provide various advice and guidance on the approaches and precautions to be taken on key matters, such as maintaining social distancing whilst facilitating safe use of the highway (roads, footpaths, pedestrianised areas etc).

As with all things related to Coronavirus COVID-19, national guidance continues to be refined and amended and on 25 May 2020, Government set out a revised timetable for re-opening shops and town centres which extended the initial 1 June 2020 date to 15 June 2020 for certain types of premise. In summary:

- Outdoor markets and car showrooms will be able to reopen from 1 June 2020, as soon as they are able to meet the COVID-19 secure guidelines to protect shoppers and workers.

- All other non-essential retail including shops selling clothes, shoes, toys, furniture, books and electronics, plus tailors, auction houses, photography studios, and indoor markets, will be expected to be able to reopen from 15 June 2020 if the Government's five tests are met and they follow the COVID-19 secure guidelines.

*NB: Whilst this information was correct at the time of writing, it is possible that further Government guidance will have been issued on or before the date of the Cabinet meeting; this will be reflected in a verbal update to the meeting as appropriate.*

It is recognised that shops, such as supermarkets and pharmacies, have been trading responsibly throughout the pandemic and that Government sees the reopening of non-essential retail as the next step in restoring livelihoods, restarting the UK's economy and ensuring vital public services continue to be funded. However, businesses will only be able to open from these dates once they have completed a risk assessment, in consultation with trade union representatives or workers, and are confident they are managing the risks, in line with the current Health and Safety legislation.

### **Developing Derbyshire's Proposals**

Derbyshire has a large number of town and local centres which fulfil an economic function in supporting local communities with essential services – along with jobs and opportunities to access learning, e.g. Chesterfield. In response to the Government's policy announcements, a number of these centres have been identified by district/borough authorities as key places for targeting support in this immediate phase of recovery (1 June 2020 to 15 June 2020).

Appendix 1 sets out the list of town centres that have been suggested as areas for concerted effort. However, the short timescales available from the policy being announced to 15 June 2020 which shops will re-open will require close and intensive work with the district/borough councils. This work will necessarily involve identifying the key/essential measures that will need to be put in place to allow safe pedestrian and vehicle movement. It is likely, therefore, that a phased approach and/or prioritisation to the introduction of measures will need to take place.

As part of the Local Resilience Forum's Strategic Recovery Group (SRG), good progress has been made on setting up strong working arrangements to drive forward the economic recovery programme for Derbyshire. The County Council will chair the Economic and Business Recovery Cell constituted of key partners, such as the Local Enterprise Partnership (LEP), Job Centre Plus, further and higher education, business representatives and all the district/borough authorities – among others.

Within these arrangements, the County Council's Economy and Regeneration and Highways services have been working with Heads of Economic

Development in the district/borough authorities since 15 May 2020 to develop safe and pragmatic plans on how to bring town centres – and visitor hot spots – back into active use in the immediate term.

Plans are taking account of the following issues:

- Phasing in the opening of retail premises in line with/guidance (see above).
- Safe queueing on the highway without impeding access to premises.
- Safe movement of people around the town centres.
- Maintaining accessibility for wheelchairs and pushchairs.
- Enabling deliveries to shops.
- Providing/ensuring suitable parking facilities.
- Providing increased opportunities for cycling, including storage facilities.
- Supporting safe use of public transport where possible.

To facilitate development of the plans, each district/borough authority is responsible for confirming:

- Appropriate town centre locations.
- Footfall levels.
- Particular locations where it may be challenging to support queueing, social distancing and safe pedestrian movement.
- Key routes for pedestrians and cyclists.
- Any other challenges/barriers that may be known locally, etc.
- Lead officers to enable efficient delivery from all stakeholders.

This information is being collated and assessed by the County Council's Highways Service to understand the implications (statutory and otherwise) for the highway network. Potential measures being considered include interventions such as one-way pedestrian systems, temporary dedication of the network for cycling and walking, procedures and associated risks and the necessity for control within the highway, including civil parking enforcement.

Detailed discussions are taking place between the County and district/borough councils over the period up to 1 June 2020 (and beyond to 15 June 2020) to develop and agree plans suited the individual circumstances of each town centre; this is necessary as the local conditions. As noted, however, the work required to bring these town centres back into full and safe use is intensive and some pragmatic phasing of the measures being proposed within the town centres will be required.

Supported by the Derbyshire Chief Executives (which is chaired by Derbyshire County Council), it is proposed to confirm a core, 'Town Team' of key officers for each town centre which will include a highways lead contact,

district/borough lead contact (e.g. Head of Economic Development, town centre manager if one is in place) and any other appropriate officer. For those town centres which are also likely to encounter external visitor footfall, it is anticipated that other agencies may need to be involved in the Town Team, e.g. Peak District National Park, National Forest or Marketing Peak District and Derbyshire etc. There is potential for additional support from volunteer 'ambassadors' to help provide a visible presence in the centres and offer advice and guidance to visitors.

An effective Town Team is considered essential to the successful implementation of the proposals: ensuring an appropriate split of roles in line with statutory responsibilities; understanding the resource (staffing and cost) implications and how to ensure best use of all available resources; keeping stakeholders (including elected members) informed in a timely manner; identifying and resolving implementation issues; and ensuring that good practice is disseminated quickly to support a better visitor experience in the town centres. On behalf of the County Council, and to ensure compliance with highway safety requirements, the Council's Head of the Traffic and Safety Service will be instrumental in supporting the work of the Town Teams.

The Economy and Business Recovery Cell of the SRG will provide the management and delivery oversight to the work of the Town Team, ensuring liaison with other key partners such as Police and business representatives. Core to this will be ensuring clear, strong and timely communication with the public, with businesses and with visitors to help manage expectations and behaviours on the safe re-opening of premises. This is likely to include messages around social distancing, queueing, public transport, encouraging walking and cycling and visiting the centres during quieter and off peak times.

Whilst it is clear that much work is progressing to support the immediate re-opening of town centres across the County, for the next phase (July onwards), a more considered and strategic approach will be taken to developing Derbyshire's shared plans for town centres, considering not only the above proposals but wider principles around:

- Embedding work to tackle climate change and reduce carbon emissions.
- Promoting and embedding changed behaviours in the town centre 'offer'.
- Developing longer term digital and other infrastructure proposals – including electric vehicle charging etc – to take advantage of changed behaviours.
- Promoting and enhancing facilities for sustainable travel (e.g. cycling and walking) – including the role of public transport in supporting access to jobs, shops and learning.
- The long term role and future of town centres - and high streets – in economic revival, including relationship with the Future High Street Fund and Town Deals work which is already progressing.

Attached at Appendix 2 is a draft copy of an emerging policy note which will guide the medium to longer term development of sustainable transport and connectivity solutions in and around the County. It is proposed this longer term work will be overseen by the Economy and Business Recovery Cell, in close liaison with the Derby, Derbyshire, Nottingham and Nottinghamshire (D2N2) LEP to ensure alignment to the Local Industrial Strategy and related funding programmes. Proposals will be reported to future Cabinet meetings as appropriate.

(3) **Financial Considerations** To support all the above work, Government has now confirmed the level of grant available to district/borough authorities through the *Reopening High Streets Safely Fund*:

Local Authority	Grant Award
Amber Valley	£113, 424
Bolsover	£71, 400
Chesterfield	£92, 638
Derbyshire Dales	£63, 808
Erewash	£102, 534
High Peak	£81, 981
North East Derbyshire	£90, 043
South Derbyshire	£95, 419

In addition, an emergency active travel fund of £250 million has been created by Government to support the creation of schemes and intervention, such as pop up cycle lanes and bus-only corridors in the early stages of economic recovery. It is anticipated that this emergency fund will be devolved to transport authorities by a formula process, although the amount likely to be passported to Derbyshire County Council has not yet been confirmed. In the interim, it is possible to utilise Local Transport Plan (LTP) funding to pump prime introduction of some of the early transport interventions in advance of receipt of the Active Travel Fund.

A wider, £5 billion investment plan for sustainable transport was announced earlier in the year of which, a £2 billion early investment phase will be open to funding bids by individual authorities (date yet to be announced). These funding streams will be used to support the longer term economic revival of town centres and other places in Derbyshire, embedding sustainable travel and supporting more comprehensive place making post COVID-19.

(4) **Social Value Considerations** Opportunities to work with local suppliers and local businesses in the re-opening of Derbyshire's town centres will be maximised as part of the short and long term economic recovery programme. This in turn will ensure spend is targeted at supporting the local economy with obvious benefits to sustaining jobs and household income.



## **Other Considerations**

In preparing the report, the relevance of the following factors has been considered: legal, prevention of crime and disorder, equality and diversity, human resources, environmental, health, property and transport considerations.

(5) **Key Decision** No.

(6) **Call-in** Is it required that call-in be waived in respect of the decisions proposed in the report? No.

(7) **Background Papers** Held on file within the Economy, Transport and Environment Department.

(8) **OFFICER'S RECOMMENDATIONS** That Cabinet notes:

- 8.1 The work being undertaken to support post-COVID-19 economic recovery and specifically, the joint work with district/borough authorities to develop plans to support the safe and effective re-opening of Derbyshire's main town centres, in line with Government guidance, and specifically the creation of 'Town Teams' (nominated officers) responsible for leading the implementation of those plans.
- 8.2 The emerging thinking in supporting longer term revival of town centres and the joint work with district/borough authorities and the Derby, Derbyshire, Nottingham and Nottinghamshire Local Enterprise Partnership (D2N2 LEP) in developing related proposals.

**Mike Ashworth**  
**Executive Director – Economy Transport and Environment**

**APPENDIX 1**

**List of Proposed Town Centres**

<b>Local Authority</b>	<b>Town Centre</b>
Chesterfield	Chesterfield, Staveley, Brimington
High Peak	Buxton, Glossop, Whaley Bridge
Amber Valley	Heanor, Belper, Alfreton, Ripley
Derbyshire Dales	Matlock, Bakewell, Ashbourne, Wirksworth, Matlock Bath
	Other rural communities with high visitor footfall (eg Baslow, Eyam, Hathersage)
North East Derbyshire	Clay Cross, Dronfield, Killamarsh, Eckington
Bolsover	Bolsover, Shirebrook, South Normanton, Creswell
Erewash	Long Eaton, Ilkeston
South Derbyshire	Swadlincote

## Appendix 2

# Derbyshire's Response to the Department for Transport's Active Travel Fund

### Our Purpose

To deliver a package of measures to ensure the Government's proposals are delivered efficiently whilst maintaining a longer term behavioural change to our network. These measures will form part of essential economic revival. The overall benefits will encourage more people to choose sustainable methods of travel, create healthier habits and lifestyles, help to regenerate our economy and in the longer term reduce the carbon footprint. This will fit with Government plans to boost greener, active travel following unprecedented levels' of walking and cycling across the UK and captures the huge potential for modal shift.

An emergency active travel fund of £250 million emergency has been created which is the first stage of a £2 billion investment plan. This forms part of the [£5 billion in new funding announced for cycling and buses in February](#).

### Our Scope

To identify short, medium and long term measures to create a more sustainable environment for the Derbyshire community. This will capture and facilitate the upsurge in cycling and walking, support our residents and businesses as we ease out of lockdown and seal in the benefits of sustainable travel. An overview of short, medium and longer term measures is identified as follows and is evaluated using a red, amber green methodology of prioritisation.

- Short term – Interventions that can utilise the Government's emergency funding and delivered in a matter of weeks. This identifies those measures that can be implemented to meet timescales of the 1<sup>st</sup> June and 4<sup>th</sup> July.
- Medium term – longer term which could be permanency of the green phase but also influenced by the larger funds available from the Government. It is anticipated there will be a bidding process for the £2 billion investment plan.
- Longer term – larger aspirations for more permanent changes to the road environment. Strongly links with larger scale cycle infrastructure.

Derbyshire County Council as the highway authority will discharge their duties under the Traffic Management Act 2004: network management in response to COVID-19 statutory guidance. This will ensure safe, efficient and appropriate governance of the highway network. The safety of our road users is paramount and working practices and measures will encompass the safety of all types of road user.

We recognise the necessity of social distancing as outlined in Government guidance and this will form part of our assessments.

## Derbyshire's Response to the Department for Transport's Active Travel Fund

### Objectives/Strategic Background

The key objectives of the Department for Transport advice summarise the expectation of what we can do to bring town centres back into business. There is an expectation of local authorities from Government to make significant changes to their road layouts, providing more space for cyclists and pedestrians. These changes will help to embed altered behaviours alongside additional behavioural work with which the county council has already began engagement in the form of a leading behavioural expert. This behavioural work will help to form an important part of funding bids' to the Department for Transport. It is recognised that to maximise the work of Derbyshire county council we need to work closely with districts and boroughs to develop and deliver our plans. Behavioural outputs and innovative enforcement forms part of the overall package to protect our travelling public and sustain safe and longer term changes in behaviour and the use of the network. Key objectives are:

- Improvement to air quality
- Encourage and increase cycling and walking.
- Alter behaviours and demonstrate the positive effects of active travel.
- Engage with businesses to encourage modal shift.
- Ensure alternative modes of transport are both attractive, affordable and safe.
- Create transport network support recovery from the COVID-19 emergency and provide a lasting legacy of greener, safer transport.

### The importance of partnership working

Weekly meetings have been facilitated with Economic Development involving discussions concerning preparatory and planning issues. Highways staff have engaged in early discussions to discuss district plans and associated concerns. A method of compiling information and sharing highway expertise has been adopted. This engagement has helped to determine

- appropriate town centre locations
- The indication of footfall
- Key routes for pedestrians and cyclists
- Lead officers to enable efficient delivery from all stakeholders

Measures discussed have included a wide range of interventions including one way systems, dedication of the network for cycling and walking, procedures and associated risks and the necessity for control with the highway including civil parking enforcement. Highway safety will be paramount when assessing the implementation of associated measures.

### Roles and Responsibilities

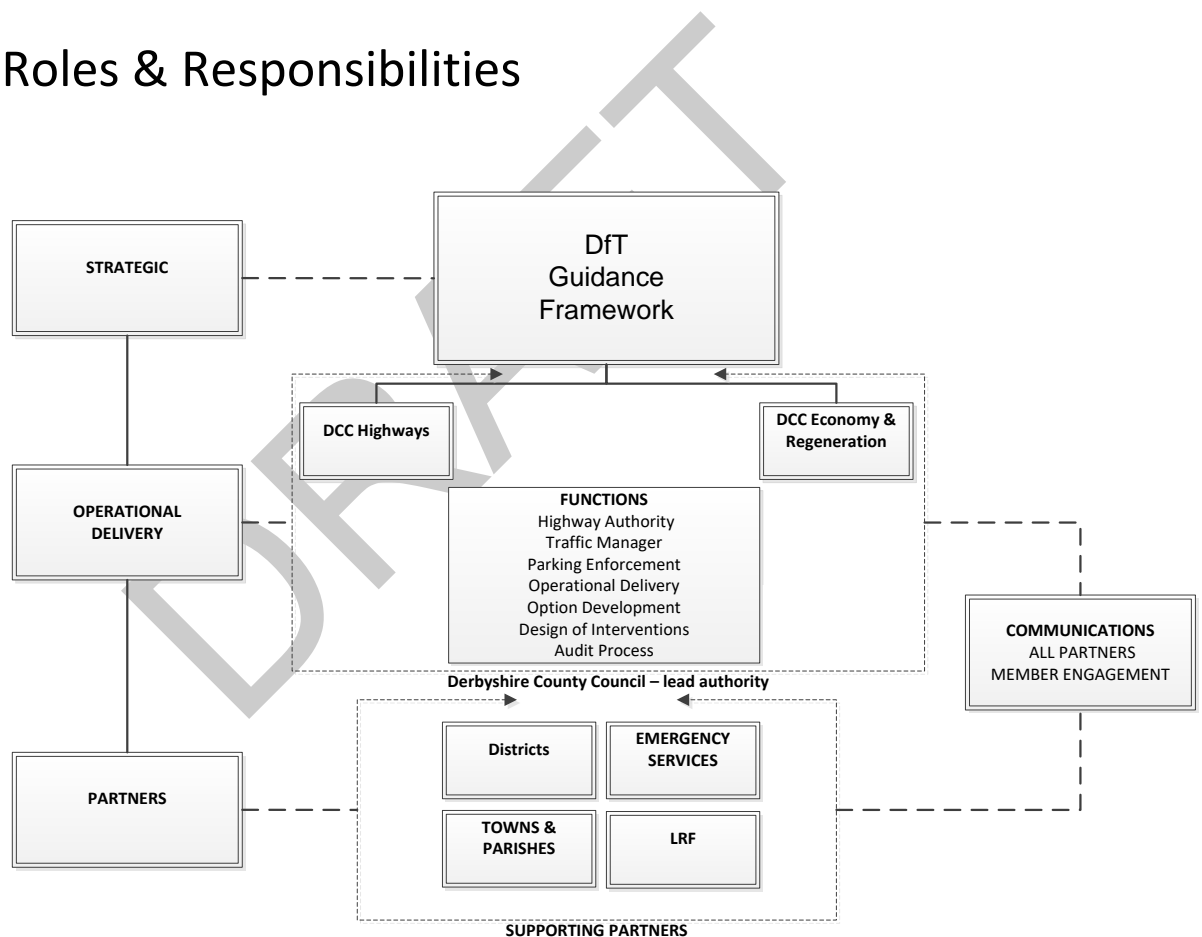
The importance of a single point of contact is recognised as a key role as part of the implementation process. It is essential that stakeholders are informed of progress in a timely manner and the creation of 'Town Teams' for each town centre will play an essential role in dissemination of information and the delivery of these schemes. The teams will be formulated using skills of operational staff and partners with a

## Appendix 2 Derbyshire's Response to the Department for Transport's Active Travel Fund

strategic overview of the outcomes required. Detail of roles and responsibilities is shown in the diagram below. Requests will be sense checked by the Head of the Traffic and Safety Service, utilising engineering expertise, the safety of the network and the available funding as indicative measures. First points' of contact for Traffic and Safety are as follows:

- Simon Tranter Head of the Traffic and Safety Service  
[simon.tranter@derbyshire.gov.uk](mailto:simon.tranter@derbyshire.gov.uk)
- Steve Alcock Project Engineer Project Engineer for High Peak/Derbyshire Dales.  
[steve.allcock@derbyshire.gov.uk](mailto:steve.allcock@derbyshire.gov.uk)
- Richard Handbury Project Engineer for South Derbyshire/Erewash and Amber Valley. [richard.handbury@derbyshire.gov.uk](mailto:richard.handbury@derbyshire.gov.uk)
- Bridget Gould Project Engineer for Chesterfield/North East Derbyshire  
[bridget.gould@derbyshire.gov.uk](mailto:bridget.gould@derbyshire.gov.uk)

### Roles & Responsibilities



This page is intentionally left blank

**DERBYSHIRE COUNTY COUNCIL****CABINET****4 JUNE 2020****OUTCOME OF THE CONSULTATION ON THE FUTURE OF DIRECT CARE  
HOMES FOR OLDER PEOPLE****ADULT SOCIAL CARE AND HEALTH****1. Purpose of the Report**

For Cabinet to consider the outcome of the consultation on the future of ten of the Council's homes for older people.

**2. Background**

On 23 January 2020 Cabinet approved the following:

- Commencement of consultation on the proposed closure of seven of the Council's homes for older people:
  - Ladycross House (Sandiacre)
  - Beechcroft (West Hallam)
  - East Clune (Clowne)
  - Holmlea (Tibshelf)
  - The Spinney (Brimington)
  - Goyt Valley House (New Mills)
  - Gernon Manor (Bakewell)
- Consultation on the proposal to refurbish the following homes:
  - Briar Close (Borrowash)
  - Rowthorne (Swanwick)
  - New Bassett House (Shirebrook)
- Funding for design and feasibility works to be undertaken on the three homes with funding to support market management and development activity associated with the implementation of the Older People's Housing, Accommodation and Support Strategy 2018-2035

To receive a further report on conclusion of the consultation.

The consultation took place between 31 January 2020 and 24 April 2020 and the attached report (appendix 1) sets out the key themes from the consultation.

The Chair of the Scrutiny Committee (People) has been consulted and has agreed that the report is properly an urgent one and cannot reasonably be deferred until the next meeting in light of the public interest in the outcome and the Covid-19 pandemic resulting in increased pressures on care homes.

### **3. Outcome of the consultation**

The Council has taken account of the feedback received during the consultation and has determined that none of the homes should close at this time unless a direct alternative in the local community can be provided. If there are no direct alternatives in the local community the intention would be to develop these prior to considering the future of the seven homes originally proposed for closure.

Whilst the Council understands the distress and anxiety which was caused during the consultation to residents, their relatives and staff working at these homes it was however essential to seek their views on the future of the homes given the condition of the buildings, the urgent need for major refurbishment and repair, the disruption which this would cause to residents and the potential cost of these repairs as well as concerns that they were not fit for purpose and not needed in the longer term.

The Council has listened to the views of the consultees, particularly the residents and their relatives, who have asked for a different approach to be adopted. As a result, the Council will now be devising a plan for the future of the seven homes which had been proposed for closure and will be developing a new approach to develop local alternatives before consulting again on any individual home closure and/or setting aside funding where necessary to undertake works on the homes.

In respect of the consultation on the plan to refurbish the three homes the feedback received during the consultation was positive and in agreement with the proposal. The needs analysis in the 23 January 2020 Cabinet report indicated that these homes were required in the medium term (the next 5 years) and initial evaluation indicates that this remains the case (notwithstanding the potential impact of the Covid19 pandemic). On this basis the intention is to proceed with the refurbishment proposals as planned. The Council's intention is for the refurbishment work to be undertaken with residents in situ if possible and we will offer residents the choice of staying in the home or moving out while the work is carried out. A further report setting out the next stage in this process will be presented to Cabinet in due course.

Key considerations in moving forward with a revised plan:



- As set out in the consultation proposals a number of the homes require rewiring, and other urgent works as a priority. A plan will be devised in order to address this which will then be presented to Cabinet for consideration in due course.
- Significant mitigation works have been undertaken to address the potential for an increased risk of fire at the homes, this includes upgraded fire alarm systems, fire door replacement and some improved compartmentation. Further works may be required to address any further issues identified in the Technical Fire Risk Assessments in the future and this will need to be reflected in the revised strategy.
- Additional night staff arrangements in those homes which require rewiring will continue until such time as it is deemed safe to scale this down. Our intention will be to maintain reduced occupancy in some of the homes in order to assist in managing risk or in preparation for refurbishment work to be undertaken. However, it should be noted some of the homes cannot be refurbished whilst residents remain living in them due to the building layout and configuration of the electrical systems.

#### **4. Financial Considerations**

The capital cost for the three homes to be refurbished is estimated to be £11.475m with residents remaining in situ whilst work is carried out. These costs include upfront design fees of £1.0m (as approved by Cabinet on 23 January 2020), costs associated with additional fire safety arrangements and the cost of refurbishment of the three homes. A further report detailing the business case which supports the next stage in the procurement process for refurbishment of these three homes will be presented to Cabinet in due course.

The capital costs associated with a revised plan for the seven remaining homes will be the subject of a further report to Cabinet when the plan has been developed. In the interim costs associated with fire mitigation (additional staffing, lost income through partial occupation, any further remaining works associated with fire safety) will be met out of the balance of the £30m (£18.525m) set aside in the 23 January Cabinet report for this purpose.

Whilst funding can be made available to meet the costs referred to in the report, the advice of the Council's Director of Finance & ICT is that Members must also consider the context of the current financial position referred to in the report on Covid-19 costs that is also on this Cabinet agenda for consideration in that there is a high degree of uncertainty regarding the full costs the Council will ultimately incur to meet Covid-19 pressures. Due to the potential materiality and period over which these pressures may occur they can only be met with continued Government funding. In order to achieve its priorities over the short to medium term the Council will be looking to review its Medium Term Financial Plan over the Summer and this may result in actions that are needed to maintain financial sustainability, Council Plan outcomes and essential service provision in the short to medium term. This may affect the ability of the Council to deliver on lower priority initiatives which have

an element of discretion around the timing and necessity of the expenditure to which it relates.

## **5. Legal Considerations**

An Equality Impact Assessment is not required at this stage now that the recommendation in the report is not to proceed with the proposed closures of the seven homes. In respect of the proposal to proceed with the refurbishment of the three homes, since the intention is to undertake this work with residents in situ and given the lack of any identified adverse impact arising directly from the refurbishment proposals, it is not considered that an Equality Impact Assessment is required in order for this proposal to progress although this will be kept under review. Once a revised strategy and plan are developed, in respect of the seven homes, it may be necessary to consult on any new proposals. This would particularly be the case if there is a proposal to close a home and relocate residents to another local facility. An Equality Impact Analysis will also be required in respect of the revised strategy and any proposed closures.

Local authorities must promote diversity and quality in the provision of services. There is a duty to promote the efficient and effective operation of the market, which includes ensuring that there is a variety of high quality services and providers to choose from (section 5 Care Act 2014).

## **6. Other Considerations**

In preparing this report the relevance of the following factors has been considered: human resources, health, environmental, transport, property and crime and disorder considerations.

## **7. Background Papers**

Cabinet Report 23 January 2020 "Revised Vision and Future Strategy for Direct Care Homes for Older People 2020-2025"

## **8. Key Decision**

Yes

## **9. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

No

## **10. Officer's Recommendation**

That Cabinet approve:

- Further to the consultation none of the homes proposed for closure will close unless a local care home or alternative provision is available to replace and further consultation is undertaken as appropriate.
- That a further report setting out a programme of repair and refurbishment for these seven homes, to include any works required immediately to ensure their soundness and safety, will be presented to Cabinet in due course.
- That the plans to undertake a programme of work to refurbish New Bassett House, Briar Close and Rowthorne will continue with a further report presented to Cabinet seeking a business case and procurement approval in due course.
- That People Scrutiny Committee be invited to consider, including within its work programme, oversight of the next steps (with particular reference to the need for and type of local provision required) to ensure transparency of decision making and to make any recommendations to Cabinet or elsewhere that may arise as a result of such scrutiny.
- That a revised strategy and investment plan taking into account reviews of the Market Position Statement and of the strategic needs analysis will be presented to Cabinet by the end of 2020.

**Helen Jones**  
**Executive Director – Adult Social Care & Health**  
**County Hall**  
**MATLOCK**

## **(Appendix 1)**

### **CONSULTATION REPORT ON THE STRATEGIC DIRECTION FOR DERBYSHIRE COUNTY COUNCIL DIRECT CARE OLDER PERSONS RESIDENTIAL CARE SERVICES 2020**

#### **1. Purpose of the Report**

A report was presented to Cabinet on **23<sup>rd</sup> January 2020** which sought approval of:

- The revised future strategy for Direct Care Homes for Older People.
- To commence consultation on the proposed closure of those homes which, following evaluation, are proposed for the reasons set out in the report to be unsustainable in the long-term. These are as follows (one of which includes an integral day centre):
  - Ladycross House (Sandiacre)
  - Beechcroft (West Hallam)
  - East Clune (Clowne)
  - Holmlea (Tibshelf)
  - The Spinney (Brimington)
  - Goyt Valley House (New Mills)
  - Gernon Manor (Bakewell).
- Consultation with residents and their families on the retention and refurbishment of the following homes which will be required in the medium term according to the Council's market evaluation and investment plan:
  - Briar Close (Borrowash)
  - Rowthorne (Swanwick)
  - New Bassett House (Shirebrook)
- Approval of funding for design and feasibility works to be undertaken on the three homes which it is proposed to refurbish.
- Approval for funding as outlined in the Cabinet paper of 21 January 2020 to support market management and development activity associated with the implementation of the Older People's Housing, Accommodation and Support Strategy 2018-2035 that will seek to create a range of housing and accommodation options for older people to meet demographic demand.
- That a further report will be received following the conclusion of the consultation and market engagement processes including a full Equality Impact Analysis.

## 2. Methodology and Approaches

On **23<sup>rd</sup> January 2020** Cabinet agreed to the consultation. This consultation took place between the 31 January 2020 and 24 April 2020. This report will summarise views and opinions submitted by the people of Derbyshire during this period.

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

1. All current residents identified by each residential home including those using day care and respite care together with their next of kin received an information pack. The pack detailed the proposed closure or refurbishment of the Home, an introductory letter and a feedback form with a pre-paid envelope.
2. All Statutory Agencies (including GP surgeries), the voluntary sector and private residential homes within the geographical area of the seven Homes which are proposed to close, were sent a letter informing them of the proposals together with the information leaflet.
3. Sending in comments using the standard postal questionnaire.
4. Offering the questionnaire in different formats, such as other languages or larger print if this was more appropriate.
5. Completing the questionnaire online.
6. Opportunity to write in to the Council via a letter or dedicated email address.
7. Telephone interview for those people having difficulty completing the questionnaire. Following the restrictions imposed from March 23 2020, the 'lockdown' from the coronavirus, 7 consultation meetings were cancelled – 4 library meetings and 3 meetings which were due to be held at the care homes. Publicity was released to inform prospective respondents that they were able to contact the SECT phone line and initiate a telephone interview as a further alternate way to ensure that their views were heard.
8. Being signposted to further information on the Derbyshire County Council website, [www.derbyshire.gov.uk/care-home-review](http://www.derbyshire.gov.uk/care-home-review) which gave an outline of the future strategy/ living well in the future/ the proposals for the future of care homes/ have your say on the future of care homes/ the future of care homes frequently asked questions and the independent condition surveys.
9. Media releases which were issued at the start of the consultation and news releases were published on the Derbyshire County Council website.
10. By advertisements including in the Our Derbyshire magazine, which is distributed to every household across Derbyshire.

11. Drop in sessions held at libraries nearest to the homes named in the consultation. Unfortunately, due to the coronavirus pandemic 4 of the public drop in sessions had to be cancelled from the 20 March due to Government restrictions and social distancing but alternatives such as phone interviews were suggested in publicity as an alternative method to ensure views were heard.
12. By attending one of the 22 planned meetings held at the Care Homes specifically for residents and relatives. One meeting at each home was during the day time and one in the evening to enable as many relatives to attend as possible.

Due to Covid 19 and the subsequent lockdown 3 of the evening meetings at New Bassett House, Rowthorne and Briar Close relating to proposals to refurbish had to be cancelled.

When it became clear that the restrictions were not able to be lifted in time to enable rescheduling before decisions had to be taken SECT conducted telephone interviews with the relatives of those residents in the aforementioned homes. The feedback from those conversations can be found on page 38, following qualitative feedback from the meetings in homes that did take place.

## **Qualitative Approach**

There were 3 distinct approaches to the analysis of the qualitative material:

1. Information gathered during meetings in the Care Homes. Meetings taking place in libraries – information from letters, emails and telephone calls where clearly the feedback was pertaining to an individual establishment were all coded and analysed and reported as information for each of the Care Homes.
2. Qualitative information contained in the online and paper questionnaires was not possible to break down for individual establishments therefore all qualitative information contained in them was coded and analysed as a whole.
3. Further qualitative analysis was done to code and analyse those 2 sets of qualitative material as a whole and are reported in a graph on page 61. 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.

## **Scope of the summary themes used within the qualitative approach**

In the development of the themes some contained within them a range of responses rather than a set of tightly aligned responses. Others were responses highlighting the same issue and are listed as follows alphabetically:

**Additional pressure on other services:** There was concern for any additional pressure this would put on to other services and in particular the NHS and the impact on hospital discharges.

**Alternative accommodation concerns:** This is of particular concern for residents and relatives. Participants were not convinced that there was enough suitable accommodation in what they classed as their local area. Provision that is accessible and familiar in order to support the closure and moves needed.

**Alternative suggestions:** Some respondents wished to offer what they believe would be a viable alternative to the proposals presented. A large proportion were stating that Derbyshire County Council should build new in-house alternative accommodation before any closures took place.

**Agreeing with the proposals:** A small percentage of respondents agreed with the proposals but many of those also stated conditions to their agreement. Further there was no disagreement to the proposed refurbishments, however there were concerns for residents and relative's welfare within that refurbishment proposal and those concerns fell under one of the other themes listed.

**Council Duties:** Some comments recorded gave the opinion that providing Care Homes for the elderly was a duty of the local authority and that closure of any Homes should not ever be considered.

**COVID 19:** It was felt noteworthy that following the lock down due to COVID 19, a proportion of requests were submitted advocating the stop/delay of the consultation. These were sufficient in amount as to record them under another category of "COVID". Although they were not in number great enough to meet the top requests, it is probable that this is only because the period between the lock down and the close of the consultation was short and had that period have been greater the proportion in comparison would have been far greater.

**Direct Appeal:** Other respondents simply replied to voice a direct appeal not to go through with the proposals and did not offer any other comments.

**Direct Disagreement:** Several respondents voiced their disagreement with the proposals and did not offer any further comment.

**Information:** Some respondents felt we had not provided enough information on some issues, particularly on the boundaries we have set for areas and geographical miles within an area.

**Distress caused to residents and relatives:** This was of major concern to residents, relatives, staff and other stakeholders. Respondents commented on the overwhelming stress that the consultation was putting on those directly involved in the proposals. Further many recording heightened concern for the wellbeing of those impacted in the future should the proposals go ahead.

**Financial rationale:** Some comments indicated a belief of a “hidden agenda” and “the strategy underlining a desire for cuts”. Others commented that within the research and strategy, the finances and projections did not make sense.

**Future plans for the building:** Some comments under this category questioned what would happen to the building and land should the Homes close, others gave the opinion that any revenue raised from the sale of the building and /or land should go back directly into the Adult Care budget.

**Future Strategy:** Many respondents made comment that in their opinion, having built the future proposals on a flawed strategy this made any future proposals also flawed. There was particular concern that the research that was being presented around future needs was in direct conflict with Government research and the growing elderly population. Some indicated a belief that the information had been manipulated to meet the needs of Derbyshire County Council. Many commented that there will be a greater need in the future rather than less. Therefore Derbyshire County Council should be planning for this and increasing the capacity of in-house provision. Respondents further also challenged how prepared Derbyshire County



Council are to enable a reduction of residential Care Homes and to provide care at home as an alternative, particularly for people with dementia.

**Happy to move:** A small number of participants captured in the questionnaires recorded that they were happy to move.

**Historic maintenance:** Respondents expressed that Derbyshire County Council had not invested sufficient resources in the Homes historically, nor had they planned for a scheduled maintenance programme and that had led to the current position of disrepair.

**Location:** There was concern that the proposed location and boundary areas were too far from the residents/relatives local area.

**Need for modernisation:** The majority of comments here came from residents and relatives commenting that they did not feel the need for modernisation particularly with regard to en-suite bathrooms. The general feeling was that these are surplus to requirements as many people in residential care and not able to access a bathroom independently, so the current provision was sufficient.

**Negative impact on local community:** Respondents felt the closure of Care Homes would have a significant negative impact on their local community e.g. loss of employment opportunities, removing the elderly from their community and the loss of the intergenerational activities taking place.

**Other:** There was a high percentage of comments captured which were of a random nature and did not fall into a theme. Some responses particularly in the questionnaire were not addressing the question posed or the proposals in general and therefore were placed under 'other'.

**Proposal to refurbish:** There were no recorded objections to the refurbishment plans however some further comments were made on the back of those approvals all of which came under other categories and have therefore been recorded under those.

**Reconsider:** Some participants simply asked for Derbyshire County Council

to reconsider its proposals.

**Standard/quality of care in Derbyshire County Council run Care Homes compared to the private sector:** 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. Other comments referenced concerns regarding the cost of private care.

**Transport issues:** Some respondents, particularly those in the High Peak and Derbyshire Dales area's raised concerns for not only the lack of transport, the position and lack of bus stops but the added distance that would be incurred to travel to another home many miles away. Others commented generally on the impact of recent cuts to public transport across the whole of Derbyshire.

**Validity of the consultation:** 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.

**Validity of the research:** Many commented on the validity of the Faithfull and Gould survey and Derbyshire County Council's interpretation of it. Comments were recorded questioning the validity of research contained within the strategy report.

**Validity of the Strategy:** Respondents questioned the contents of the strategy report indicating a non-belief in the research contained within it. Questioning Derbyshire County Council's use of the strategy as a basis for the consultation.

The percentage of comments which fell into each of the different categories was differed for each of the Homes. We have drawn attention under each Home to the top 6 categories only.

## **Who was encouraged to participate?**

All residents, next of kin, statutory agencies, voluntary organisations and private residential Homes in the geographical area of the ten Homes (within this consultation), were sent a letter and a leaflet immediately following the Cabinet decision to consult on the future of the Homes.

Information was made available within the residential Homes including paper copies of the Cabinet paper, facet survey and the leaflet.

Staff from the Adult Care Stakeholder Engagement and Consultation Team arranged 20 meetings hosted by either a Group Manager or Assistant Director at the Homes. Residents, family and friends were given the opportunity to comment on the proposals. Unfortunately due to the Coronavirus pandemic and the restrictions imposed, the second meetings due to be held in the evenings at New Bassett house, Rowthorne and East Clune Day Centre were cancelled. However residents and relatives were offered the opportunity to telephone SECT to make their views known. This was supplementary to the on-line questionnaire and the opportunity to complete the paper version of the questionnaire or to write or email the team.

10 public drop in sessions were planned at libraries closest to each of the homes listed in the Cabinet Paper, to allow the general public to give their views. Unfortunately some of the planned drop in sessions held at libraries (4) had to be cancelled due to the coronavirus restrictions on social distancing – they were:

Alfreton Library, the additional meeting arranged at Clowne Library, Borrowash Library and Shirebrook Library. It must be stressed that these drop in sessions (other than the additional Clowne library session) were to provide an opportunity for the public to comment on the proposed refurbishment plans to their local Care Homes together with any views they wished to provide on the other proposals.

Two meetings were held in each of Homes where the proposal was to close that Home.

## **Derbyshire Webpage**

Derbyshire County Council set up and published a Care Home consultation microsite. The site gave additional information as well as the consultation pack materials for people to browse and download at their leisure. There was a direct link to the Derbyshire Consultation webpage to enable completion of the on-line questionnaire. On this page a list of frequently asked questions was developed and this was updated throughout the consultation. These can be viewed in appendix 3.

## Quantitative Approach

The tick boxes on the questionnaire both on-line and paper version were analysed and graphs produced from the data. During the consultation period 650 paper questionnaires were printed and made available for completion.

# Consultation views on proposal to close East Clune, Clowne

## Letters, Emails, Telephone Calls, and Meetings

Overall 150 comments were captured from the 38 respondents who chose to respond via email, letter, drop in session at the library, via telephone call or coming along to one of the two meetings held at East Clune specifically arranged for relatives and residents. There were a further 257 respondents who selected East Clune as one of the options of the homes on the questionnaire they submitted.

***N.B. We have provided the analysis of the questionnaire for all of the Care Homes separately as it was not possible to evaluate the feedback from these for each individual Homes. This was due to members of public choosing to comment on multiple Care Homes for questions 3 and 9.***

**Of the 150 comments which were captured the following were the top themes:**

**1) Validity of the Strategy: 33 comments, such as:**

- Social isolation is a big problem. There will not be that choice of different types of care provision for older people in the future
- 27 residents in here – most of them local to Clowne – the proportion of care provision for the local area does not cover its population already – we still need a local provision for the local population. The private sector cost more and I don't think it is too much to ask for local people to remain locally for their care. My father has social interaction with people from his own area in here – we have all been brought up together – this will be like taking him out of the village where he knows lots of people and they know him
- Alternative accommodation is not going to work – we still need care homes – the strategy is seriously flawed – this is privatisation by the back door

- My Mum can't live on her own – she couldn't cope with not having 24/7 care anymore – residential care still needs to be provided as an option
- You are also putting all the localities together. It is not clear what is NE area and where it goes to. The definition of locality for NE – 2 care centres and 1 care home – this just does not add up for such a densely populated area
- East Clune is an integral part of Clowne, there is no reason to close this home. People like me will need this in years to come, if they are not going to provide residential places like East Clune in the future this new policy should be widely publicised?

## **2) Distress caused to residents and relatives 21 comments:**

- East Clune is vital to Clowne – this is their home. The staff and everyone here make a community – everyone knows them. This is all part of what they know – like the doctor knows them or other health care professionals who are in the area
- My father in law has already been to 7 homes in Chesterfield borough and they have all now closed – this is having a huge impact and is very stressful for both us and the family. He needs are getting greater
- This is about the residents – but one of the ladies in here is over 100 – move them away from what they know and you have all sorts of problems you could kill them
- If I was an elected member of DCC I wouldn't be able to sleep at night for the sake of £2.5 million and the devastating affect it will have
- A lot of people in East Clune have dementia and familiarity to them is essential, it is a local facility for local people and that means relatives are easily able to visit. Please, please keep it open.

## **3) Validity of research 16:**

- Having look at all the information, I have not seen any justifiable reason why the homes cannot be bought up to modern standards this is not rocket science
- Older people have increasingly complex needs and are living another 30 years – the Older People's Housing Strategy just does not add up and make sense
- Whoever sent out the specification they should know all of the detail, the budget figures are silly and they just don't make sense
- The costings start with a 15 year plan and then shifts to a 5 year finance in Appendix 4 of the report – the figures you are using again just don't add up.

**4) Need for modernisation 14 comments:**

- They have got to the point where an en-suite is not essential as they can't use it independently and would need help to go into them - that's when residential Care Homes are needed and we want ours to stay in Clowne
- My uncle was in the Staveley Centre and he fell down every day whilst he was in there trying to use an en-suite. Whilst he has been in here he has not fallen once
- People who are in the Home now – they were not brought up with modern standards they just want to feel valued and be provided with a good level of care in their old age.

**5) Validity of consultation 14:**

- Faith and Gould provided 15 year projected costs – East Clune is not basing the figures on this – I am suspicious that the figures in your report simply are not accurate and are not reflected correctly in your report to bias the consultation outcome
- This consultation is just a tick box exercise – we feel that the decision has already been made. This will cost too much money. This is full of 'weasel words' it sounds good – but this is all just a ticking the box to do what you want

**6) Standard/quality of care 10 comments:**

- Consistency of staff does not happen now in the private care sector and people with dementia need that consistency – we do get this here.

Other comments captured were regarding financial rationale (8 comments), transport issues (5 comments), future plans for the building (3 comments), alternative accommodation concerns (3 comments), and historic maintenance concerns (2 comments), additional pressure on other services (1 comment). Some comments did not fall into a theme and were classified as 'other' (18 comments). Towards the closure date of the consultation period we received 2 comments requesting DCC to reconsider the consultation at this time due to Covid 19 specifically from respondents opposing the closure of East Clune.

## **Petitions**

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received in petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## Consultation views on proposal to relocate East Clune Day Centre if decision taken to close East Clune Residential Care Home following the consultation

All of the current clients and their relatives were contacted via letters as part of the consultation process to gain their views of the possible impact on them should the East Clune Residential Care Home close and the Day Centre which is based within the Care Home would then need to be relocated. They were offered all of the methods to partake in the consultation including a face to face meeting during the daytime and in the evening.

All of the clients and their relatives who responded wanted a viable local alternative to be provided and felt that Valley View based in Hillstown, Bolsover would be acceptable as they had already visited the Day Centre. Valley View was familiar and the commute was comparable to that currently undertaken to travel from their homes to East Clune.

## Consultation views on proposal to close Goyt Valley, New Mills

### Letter, Emails, Telephone Calls, Meetings and Drop in Sessions

Overall 159 comments were captured from the 124 respondents who chose to comment via email, letter, drop in session at the library, via telephone call or by coming to one of the two meetings held at Goyt Valley specifically arranged for relatives and residents. There were a further 346 respondents who selected Goyt Valley as one of the options of the Homes they were responding to on the questionnaire.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***

Of the 159 comments captured the following were the top 6 themes:

#### **1. Validity of the Strategy (36 comments):**

- What are they going to do for provision for the High peak area? What about the 1,000 of people who are no longer going to be able to access residential care in the future – you are taking away their choice



- DCC say there is going to be an increase in dementia sufferers so there needs to be more places for people to be
- What is the long term strategy? How are we going to prevent loneliness? Private homes are isolated how is that appropriate?
- Goyt Valley is crucial as there is no other Care Home in the North West
- How are the people going to find a place like Goyt Valley without trekking down Derbyshire when there is nothing to cover it?
- Your support strategy for 2020 – 2035, within next 5 years the number of beds increases by 231. The next 10 years it increases by 385 and after 15 years there is a remarkable drop. The plan is set up based on something that may or may not happen in 15 years. The short term demands for beds has increased. The projections are inadequate and narrow minded.

## **2. Standard/quality of care in DCC and private sector (22 comments):**

- I am totally impressed by the way Cheryl and the other staff keep the whole building so clean and fresh. No matter when I visit it is always a pleasure. On the days when my Mum's eyesight is slightly better she enjoys a game of dominoes with members of staff. The staff arranged for the library to deliver large print books which she can enjoy. She has also attended Low Leighton Chapel in New Mills for many years and if she's feeling up to it a friend collects and takes her. Another friend lives in New Mills but struggles to travel so gets a taxi to visit Mum, this wouldn't be possible if she was moved
- Goyt Valley House is up to standard compared to private
- Goyt Valley is like a home with a social side to it as well, private Homes are a business not a home
- Residents and relatives are always welcome in to Goyt Valley, the door to the manager's office is always open
- The care within the Home is a culture, it is second to none we shouldn't lose it.

## **3. Distress Caused to Residents (17 comments):**

- Am very concerned about this. I know that you are talking about keeping people in their own homes. As we are an aging population you've got older people looking after older people so those carers need a break. I am concerned respite care is going – Ecclesfold respite beds have gone and have not been replaced
- The residents who could comprehend, don't want them approaching mum. She is distraught. Mum had a mini stroke the next day. She is down and depressed. She has lived in New Mills the whole of her life. Superbly well looked after. Staff love her as



much as we do. Look at the people this is impacting on, look at what it is doing

- Absolutely ridiculous. There are 2 people in Goyt Valley House who are in their 100's, their children are in their 80's, and you expect them to travel? There is not enough provision. What a waste of time and facility, it's shameful, they want their heads chopping off. The standard of care is brilliant. The residents are family now. They need company and companionship. We are here to make this country a better place to live. Estimated £899k that is nothing. To move them it may kill them. The people in New Mills are crying out that they see sense, we need this Home for now and the future of people in this area. There is no choice in New Mills. You get door to door service with the transport links to Goyt Valley House.

#### **4. Need for modernisation (15 comments):**

- En-suite bathroom for the residents would be a negative not a positive, this would mean the residents would not leave their room as often and would stop in their room to make use of the facilities. Any exercise that the residents have by going to the toilet in the main area would be wiped out
- Mixed provision of en-suite facilities might be an alternative
- My father has vascular dementia, on a good day he will leave his room for the toilet and socialise with anyone on the corridor, en-suite would take away the exercise and socialisation
- En-suite facilities needed - apparently this decision was based on a survey done of people who may be resident in such a home "at some point in the future". This is clearly an unreliable way of arriving at such a decision. The vast majority of people currently in their 40s, 50s and 60s would think that they would want an en-suite where they to be in residential care one day. The reality is, however, that my grandma is one of the fittest there and doesn't suffer from dementia but she is unable to use an en-suite. I know from speaking with staff that the vast majority of the residents (if not all) require assistance to use bathing facilities and many require assistance to use toilets as well. My grandma's room is a nice, bright and spacious room with a vanity basin and space for the commode that she uses at night. She is very happy with this arrangement and would be unable to use an en-suite at night while she spends no time in her room during the day, preferring to socialise (as the vast majority of residents do) in the lounge areas and use the spotless communal toilets and bathrooms.

#### **5. Transport issues (12 comments):**

- There are limited transport links to get to other areas of the High Peak. In the winter if the weather is bad this could further limit the amount that residents can be visited
- Transport links are rubbish, it is 15 miles to Thomas Fields, it is impractical to compare to Goyt Valley House. High Peak needs to be looked at as a unique area. The weather in the High Peak is also an issue, particularly in the winter with snow
- Neither myself nor my sister drive, the buses from New Mills to anywhere are rubbish. My sister has a disability in that she can't walk too far. I work in a morning then look after my grandchildren in an afternoon whilst their parents work so in the week I walk up and have a brew with him in the evening, something I couldn't do if he moved out of Goyt Valley. I don't want my Dad going into a private care home I don't think most of them are fit for purpose or have en-suite bathrooms that you say is one of the things wrong with Goyt Valley. I think this will cause a lot of distress to the residents and the families having to go through this.

#### **6. Financial rationale (14 comments):**

- Why aren't Derbyshire County Council using the contingency funds given by hospitals to do the work required
- For all the Care Homes to be up to modern standard it is going to cost £34m then Goyt Valley is a fraction of this cost, taking in to consideration how many alternative care homes there are in the High Peak.

Other comments captured were Additional pressure on other services (11 comments) validity of consultation (7 comments), validity of research (6 comments), historic maintenance (3 comments) and calling for the council to reconsider due to Covid 19 (2 comments). All the 'other' 12 comments captured did not fall into a theme.

#### **Petitions**

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## **Consultation views on proposal to close Ladycross House, Sandiacre**

#### **Letter, Emails, Telephone Calls and Meetings**

Overall 323 comments were captured from the 82 respondents who chose to comment via email, letter, drop in session at the library, via telephone call or at one of the two meetings held at Ladycross House specifically arranged for relatives and residents. There were a further 261 respondents who selected Ladycross House as one of the options of the homes they were responding to the questionnaire.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***

Of the 323 comments captured the following were the top 6 themes:

**1. Distress caused to residents and relatives (97 comments):**

- When you shut for 6 months we lost 5 residents. We brought one person back on end of life care as he wanted to die in his home – Ladycross
- One of our residents wants to die, she doesn't want to move again
- It is taking people's human rights away. You shouldn't move elderly people. You would be stopping people from living where they want to live
- A resident who is 100 says "that's it I am going to die", it is heart breaking
- We are residents of Sandiacre. The Home is part of the community. The local schools and churches love coming in to see the residents. It has been at the heart of the community for 50 years. There are no other Council run Homes in our community
- I am 83 and have never lived anywhere else. We went to school together and now we want to grow old together. There is a real community spirit in the home.

**2. Standard/quality of care in DCC and private sector (69 comments):**

- I have worked in other Homes but they aren't the same as Ladycross. The staff are so committed. The private Homes around here aren't as good. The staff here care so much
- My mum is in a private Care Home and it is not as good as Ladycross. I certainly wouldn't want others going into xxxx. They don't put my mum's teeth in or her hearing aid. There is one big room of 30 people watching the tv. It isn't homely and lots of elderly people struggle to tolerate the noise
- I looked after my mum and dad for 4 years. But I just couldn't do it anymore. I didn't feel at ease when she was in a private Home as she wasn't getting the best care

- When my mum was in a private Home, she never settled and they called me all the time. Here the worries are taken away
- I have been around 20 homes and some of the homes 'reek' this homes just smells clean.

### **3. Validity of the Strategy (40 comments):**

- Care in the community does not meet everyone's needs – you still need residential Care Homes with this lovely homely environment
- All buildings can be refurbished and have a lifetime lifespan if you maintain them properly – we want DCC to still have local residential Care Homes for local people
- I used to work as a DCC home help – to stay in your own home you need to have that additional 'care' time and the time allocated at the moment doesn't meet this – particularly for social isolation. I was very often the only person that they had seen for a long time and they didn't have family
- Because of my age I need somewhere local that will be available. I have been diagnosed with dementia – I visit the Home with St Giles church and the home is great – we need more homes not less.

### **4. Validity of consultation (23 comments):**

- We have these meetings and they still do as they want
- I am concerned about the consultation – I think this is just a tick box exercise and a PR stunt
- That's a cherry picked statistic about people staying in their own homes – this again is privatisation by the back door. We don't want care to be provided by profit making businesses. It does not take into account the human element – not privatising them and making money – we should be building Care Homes not closing them.

### **5. Need for Modernisation (20 comments):**

- My friend is in a private Home and has an en-suite, the bathroom isn't used. She is lowered into a special bath elsewhere in the Home. All the rooms need is a hand basin
- Modern standards – most residents can't even use a bathroom by themselves and for some it would be a danger.

## 6. Pressure on other services (15 comments):

- Should Goyt Valley House close it would place an added strain on the already overstretched local NHS hospitals. Patients would have to remain in the hospital for much longer periods, particularly since the reduction of care beds in the area has put a strain on the system already and people regularly are looking for care outside the area. Any cost saving through the closure would simply shunt the costs to another part of the healthcare system.

Other comments captured which did not meet the top six themes were the, impact on finances (8 comments), financial rationale (8 comments), future plans for the building (6 comments), transport issues (5 comments), historic maintenance (4 comments), alternative accommodation concerns (3 comments) alternative suggestions (3 comments), validity of research (2 comments) request to reconsider due to Covid pandemic (1 comment). 19 other comments did not fall within a theme.

## Petitions

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

# Consultation views on the proposal to close The Spinney, Brimington

## Letter, Emails, Telephone Calls and Meetings

Overall 172 comments were captured from the 116 respondents who chose to comment via email, drop in session at the library, via telephone call or at one of the two meetings held at The Spinney specifically arranged for relatives and residents. There were a further 225 respondents who selected The Spinney House as one of the options of the homes they were responding to the questionnaire.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***

Of the 172 comments that were captured the following were the top 6 themes:

## **1. Distress caused to residents and relatives (40 comments):**

- Many of the residents are local and moving them out their environment would be upsetting to say the least
- My Home, no relations, no children. All carers and staff are my family. It would be a terrible wrench to leave. I have had to move all over the place. I have been here 12 years, my wife was here too but she had 2 strokes and I lost her. Carers have rallied around and supported me. I have settled down with the carers I don't want to leave at any price. I want to live the rest of my days here. It has all come crashing down around me. If it had been a long time ago I could cope, I can't cope now. The Spinney can't close it is my home
- The impact on Mum if the decision is taken to close would be devastating. She needs consistency which she gets here. As carers it's been a nightmare for us. When she lived at home before she came to The Spinney she was becoming social isolated and we didn't know whether she was up in the night. We feel we can now visit and we can have quality time with her and her quality of life has improved immensely and she gets social input regularly
- If residents are moved people may be separated which will add on additional distress
- I am very happy here, it is very comfortable. It is so upsetting to think I may have to move again. All the people that I know and love are here, it would be difficult for all of us
- Old people are like trees they are rooted in an area – you just can't keep uprooting them and putting them somewhere else – you will kill them.

## **2. Standard/quality of care in DCC and private sector (26 comments):**

- Derbyshire County Council has direct control over training – they have first-hand control over DCC run Homes. Over their training and the quality of services that this delivers. You have only got to look at what happen in a private hospital, there is no re-course when something goes wrong
- At present we have full unfettered access to ensure quality of in-house services and have DCC employees to oversee everything. If something is not correct it is detected and dealt with and put right – you just don't have that control in the private sector
- My mother has been here 8 weeks, never had such good wellbeing. She was living on sandwiches before she came here. I had found my mother in some difficult positions at home, her dignity is better here than at home. She unfortunately died a few days ago, will leave that thought with you



- There is no continuity in staff in private Homes. Staff worked here for over 30 years. You need the continuity of care and trust that the residents here have got
- The duty of care here is fantastic, private Homes don't have these facilities

### **3. Validity of the Strategy (22 comments):**

- Would be paying a lot more for carers rather than DCC carers as these people need 24 hour care
- No Equality of Choice. Chesterfield, has one of the eight recognised districts of Derbyshire along with Amber Valley, Bolsover, Derby Dales, Erewash, High Peak, North East Derbyshire, South Derbyshire will be the only one without a Local Authority Care Home since DCC have already closed Brendon House, Derwent House and Red House. Chesterfield has the second highest population of all the districts and for 2019/20, will send £38,364,283 as Council Tax precept to DCC and DCC must use 1.9% of that for Adult Care. This is despite not being allowed to have a Local Authority Care Home in our district. Surely this is discrimination against the vulnerable, elderly residents of Chesterfield by not giving them equal choice and equal access to a Local Authority Care Home in their home district
- The prediction of a reducing need for residential Care Homes is based on assumptions about the delivery of a new care pathway and the successful commissioning of new types of accommodation. Even if achieved, the benefits would not be seen for at least another 10 years. Analysis of available market capacity within the locality is insufficiently advanced to relocate all affected residents, with accommodation that will be consistent with their care needs. Members have not been advised of the full legal implications of a decision to close. The Council should consider more practical options than immediate closure
- The Older People's Housing, Accommodation and Support Commissioning Strategy projects there will be less need for residential care beds in the long term. The council will be seeking to offer alternatives to residential care through increased community-based support to enable people to live independently at home for longer and working with partners and developers to create care-ready housing, Extra Care. This statement flies in the face of all that is emerging about an increasingly aging and dependent population. My mother-in-law has dementia. The only reason that she is in residential care is precisely because she couldn't manage in an independent living environment despite all

the first-class domiciliary care and support, she was receiving. Surely the need for residential care will continue to grow, not diminish. Instead of seeking its immediate closure, the Council should consider options to either repurpose The Spinney or give it at least another five years of life before reviewing its future. This would be a more compassionate approach than proposing immediate closure.

#### **4. Validity of research (13 comments):**

- An independent survey of the Council's older Care Homes found significant defects in 10 homes, highlighting the need for extensive work to bring them up to modern standards. There is a pressing need to do this work to ensure the on-going safety of residents as a priority. The work includes re-wiring, replacing heating/boilers, work to the roof, fire safety improvements and kitchen ventilation. It is estimated to cost £34m
- In my view, the Spinney is in as good a condition as one would expect for a building of this age. It seems to have been properly maintained, is well decorated and is well furnished. Even if repairs were carried out, the Council considers that these homes are no longer fit for the purpose of providing the high-quality care that we have a duty to offer. They do not have the space, facilities or capability of being adapted to meet the needs of increasingly frail older people. I disagree. I understand that The Spinney complies with the requirements of current legislation and regulation and must therefore must be deemed "fit for purpose." From my experience, the quality of care provided by the staff is excellent and second to none
- The estimated costs could be significantly reduced by adopting a "just in time" approach to replacing worn out building elements rather than following a comprehensive programme of repair and renewal. The Spinney is "fit for purpose", being compliant with the requirements of The Care Act 2014 and the regulations of the Care Quality Commission. The evaluation methodology set out in the report is over simplistic, not financially robust and biased in favour of closure. The proposed rebalancing of Direct Care provision across the localities is not equitable in terms of population and unmet need for residential care beds. It will restrict choice for persons needing social care in this part of the County.

#### **5. Validity of consultation (11 comments):**

- How can we believe this is an honest process?
- The decision has already been made you are just trying to sell it.



#### **6. Additional pressure on other services (8 comments):**

- These 10 beds at Staveley Centre that we can provisionally have, that is 10 less beds for respite care. You are moving the problem. If we have the 10 beds then that would put pressure on the health service.

The other comments captured which did not meet the top six themes included: financial rationale (11 comments), need for modernisation (7 comments), request for information (6 comments), transport issues (3 comments), alternative accommodation concerns (3 comments), and appeal to reconsider due to the Covid 19 pandemic (3 comments) future plans for the building (1 comment), historic maintenance (1 comment) and a further 17 comments which did not fall under any theme.

#### **Petitions**

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## **Consultation views on the proposal to close Beechcroft, Ilkeston in 2 years**

#### **Letter, Emails, Telephone Calls and Meetings**

Overall 93 comments were captured from the 71 respondents who chose to comment via email, letter, drop in session at the library, via telephone call or at one of the two meetings held at Beechcroft specifically arranged for relatives and residents. There were a further 230 respondents who selected Beechcroft as one of the options of the homes they were responding to the questionnaire.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***

Of the 93 comments captured the following were the top 6 themes:

#### **1. Distress caused to residents and relatives (22 comments):**

- There is a resident here who is 97, can't she have peace for the last few years
- "I am strongly opposed to the proposed closure of Beechcroft. This home suits the needs of its residents perfectly. Ask any one of them and you will get the answer that they are very happy where they are. Many of the residents are very old and should be allowed to stay where they are happy. Most have worked hard all their lives and have earned the right to have their say in how and where they want to spend their last years of life. My Mother is a resident at Beechcroft and has been there just over a year
- By Christmas all these residents are going to be split up, where is my mum going to go? She has dementia and doesn't know home. It is one big family here
- My mum lived at home since 1950, the decision was taken eventually to live here and she has settled in. She is adamant that she doesn't want to move, now you say you will move her
- My dad's needs are not to be disturbed he will not cope
- Moving them is not treating them with dignity and respect. Worst thing you can do with someone who has dementia is move them. You are not putting their interest first as in the care act 2014. The residents without dementia are very distressed.

## **2. Validity of the Strategy (13 comments):**

- Looking after people in their own home just is not practical. Falling is a big issue and in their own homes when this happens if they live on their own with carers coming in only for an hour or so a day they could and very often are left on the floor for hours. Until we have got practical solutions for this such as technology that really works, we still need residential Care Homes as a viable option to provide that care in between staying at home and when nursing care is needed. Even extra care does not provide the same niche as residential – it is still needed in the mix of options
- Don't close Beechcroft, it is a viable option for at least the next 5 years until you have worked harder on the alternatives to residential care and being able to stay in your home as long as possible is good and the support network to enable you to do this is really effective – let's face it at the moment that is not the case
- The future strategy is a reduced need for places, that is not now, this is the future strategy, it will not decrease in the next 5 years it will increase by 371 more places in the next 5 years
- The plans to close you say there is not a need, there is a need
- Building super Homes in Cotmanhay but shutting this one. We have 2 years why not keep these homes running until the

Cotmanhay new home is built. You can then consolidate the two homes.

### **3. Validity of research (11 comments):**

- The figures don't match on the facet report, the paper says £1.3m but adding up the figures it is £644k
- The numbers don't add up, there are not significant defects
- You say that Beechcroft is not fit for purpose, well I have to disagree. Please tell me what your grossly over estimated survey has brought to light that makes it uneconomical to refurbish it. Some of the major work is already completed. The wiring survey was only done in 2018 and has a 5 year life
- If the decision is going to be made on the results of the facet survey report in which there are only £25000 worth of health and SAFETY which should all have been done by now because this was done in 2018 then the decision should be is that Beechcroft is safe and fit for purpose based on the survey reports. If the decision is going to be made on the additional work and the additional costs then those need to be made public to stand up to scrutiny. I am really concerned that the Cabinet are going to use unproven and unjustified "ongoing safety concerns" to make the decision to close during this emergency Covid 19 period, when the news that will hit the residents when they are even more vulnerable - you just can't do this - they can't have visits and they are already worried - this is burying bad news under a crisis.

### **4. Financial rationale (10 comments):**

- It costs £50k for the repair costs this year, why can't it remain open
- The safety and costs of the building should be costed out
- In the estimations it quotes £1.3m when I have added it up it comes to £760k.

### **5. Standard/quality of care in DCC and private sector (9 comments):**

- The residents are well looked after, well fed and the staff are wonderful, you're doing the wrong thing
- We picked this Home because my mum is really happy, she felt comfortable. If we went privately there is concerns about the food, also in some of the private homes bedrooms are separated by a curtain.

### **5 (joint) Validity of consultation (9 comments):**

- I don't think that you are advertising the consultation widely enough to the people who it will affect the most - i.e. the old people of Derbyshire
- Has the decision to close already been taken?

Other comments captured which did not reach the top 6 themes for Beechcroft were alternative suggestions (3 comments), need to modernise (2 comments), request for information (2 comments), transport issues (2 comments), additional pressure on other services (1 comment), reconsider due to the Covid 19 pandemic (1 comment), and 8 other comments which did not fit a theme.

## Petitions

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

# Consultation views on the proposal to close Gernon Manor, Bakewell in 2 years

## Letter, Emails, Telephone Calls and Meetings

Overall 139 comments were captured from the 45 respondents who chose to comment via email, drop in session at the library, via telephone call or at one of the two meetings held at Gernon Manor, specifically arranged for relatives and residents. There were a further 241 respondents who selected Gernon Manor as one of the options of the homes they were responding to the questionnaire.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***

Of the 139 comments captured the following were the top 6 themes:

### **1 Distress caused to residents and relatives (31 comments):**

- Gernon Manor is in the heart of the community. People go out to local pubs, shops and facilities
- Ashbourne is very difficult to get to. I live miles away. I can walk and catch a bus here. There are no other Homes in Bakewell. I

might need to come here in the future. Lots of people come here to retire so there is a need

- My mum is 93 and recently we thought we were going to lose her. She hasn't been here long, she is really upset at the thought of having to leave
- My mum is 83, she visits my uncle here every day. She would struggle to get to Ashbourne so wouldn't be able to visit him as often
- My uncle has already had to move out of Red House and now you want to move him again
- The lady I visit would see no one if I wasn't able to come here and see her.

## **2 Validity of the Strategy (30 comments):**

- My relative was at home. She was having care calls but we could only get carers 3 times a day as that is all that was available. There weren't carers available for evening calls, so my son and I did the calls. There carers were lovely but were often early or late or not able to come at all. Frail elderly people need consistent reliable care
- You are talking about economies of scale and people's needs being higher now. Why have you not put nursing provision in this area if people's care needs are higher
- How can you say there will be less demand for care homes in the future. My generation are the baby boomers and we will need care homes in the future
- There is need for residential care in this area
- If you live at home you only get 10-15minutes care twice a day, it won't be good there is no continuity.

## **3 Transport issues (12 comments):**

- After 5pm in Bakewell it shuts down and if you haven't got a car you are snookered
- It is 2 buses to Ashbourne this is a mammoth journey
- My mum was in Gernon Manor, I don't drive so it was an ideal location
- It's a local Home that people can visit easily. It is shocking. We don't want it to close. We want it to stay open. Ashbourne is too far away that is not an alternative, shocking. Transport links are awful.

## **4 Financial rationale (8 comments):**

- The refurbishment costs are an estimate. Did you only get one estimate? Others might have quoted less
- Is the £30 million going to cover the development of extra domiciliary services in order to make this project work
- Why not find extra money to invest in homes, as well as the £30 million you have set aside for this project.

## **5 Standard/quality of care in DCC and private sector (6 comments):**

- This is a perfect home, can't fault it, it is like a hotel.
- Gernon Manor is a superb home, everyone thinks highly of it, we recommend it to other people.

**In this instance there was not a top sixth theme** - with future plans for the building, validity of research and the historic maintenance of the building having 5 comments each. 4 comments fell into the theme alternative accommodation concerns and need for modernisation, and with additional pressure on the other services (1 comment), alternative suggestion (1 comment) and the remainder not falling into a theme other/request for information (23 comments).

## **Petitions**

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

# **Consultation views on the proposal to close Holmlea, Tibshelf in 2 years**

## **Letter, Emails, Telephone Calls and Meetings**

Overall 102 comments were captured from the 55 respondents who chose to comment via email, drop in session at the library, via telephone call or at one of the two meetings held at Holmlea specifically arranged for relatives and residents. There were a further 216 respondents who selected Holmlea as one of the options of the Homes they were responding to the questionnaire.

***N.B. We have provided the analysis of the questionnaire for all of the Care Homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***



Of the 102 comments captured the following were the top 6 themes:

**1. Distress caused to residents and relatives (35 comments):**

- I wouldn't be able to go and visit Mum every night as I do now if she was moved somewhere else. I am 74 myself and don't like night driving. The impact on me and mum if I wasn't able to see her everyday would be detrimental on both our health as we look forward to seeing one another every day
- My mum has been here for 6 years, you will struggle to get her to settle anywhere else
- If you move residents from here, 90% would not settle. No, 90% would pass away. It has taken my mum three years to settle here
- Mum was born and brought up here. I have moved away and travel to see her. Mum cannot see or communicate now, but knows who the staff here are. Just moving the room she was in almost destroyed her, let alone moving her out of the home
- You say you will move people together but what if there isn't room? My mum is blind and knows people by voice. When she went to hospital I needed to go to calm her down. Why do you want to please a cabinet who aren't even here today to answer questions?
- If you forcibly move people who have been here three or four years it will do severe damage. The building may need work, but it is a home. My wife went somewhere else and they didn't know how to check her blood sugar levels even though they had said they did before she went there.

**2. Standard/quality of care in DCC and private sector (18 comments):**

- DCC has a good name and you should continue to provide the in-house services that you do and celebrate them – not close them down
- You speak about the options out of the Council, the private sector. My wife was in Chesterfield and there is nothing suitable, no training for staff and conditions are awful. In a private sector Home we heard people saying about needing the toilet and being told to wait for toilet time in 20 minutes, someone being made to wait to go to the toilet.
- My mum came to live with me when she was 96. Dementia set in. We visited five Homes but when we came here she just loved it and wanted to stay. Been here three years now
- Care in the community does not work, DCC Homes are better than private. The Homes are really needed

- Staff in private Care Homes are usually really young and they don't have the care or thought that DCC carers do.

### **3. Alternative suggestion (10 comments):**

- Why close and that be that. Can't you do a staggered close where you don't bring in anyone new
- Picking up on what was said about no more residents. Could it not be that one room at a time around the building is refurbished?
- They are building plenty of houses in this village, why not build a new fit for purpose Home here too
- I suggest a new Home is built on here if this one goes.

### **4. Need to modernise (8 comments):**

- Not every home has an en-suite, this is not a hotel
- How many of the people in this Home can use en-suites on their own? And who will clean all the en-suites? I'd like to see the evidence of people saying they want en-suites. If you ask us now, we might say we want en-suites, but when we get older, we will have other priorities
- Not all the bedrooms here are small
- All that report highlights is normal wear and tear that happens to any house. These are normal wear and tear costs that the Council just needs to accommodate like any homeowner.

### **5. Validity of research (7 comments):**

- I read the survey report form 2018. It reports as for a general house with general maintenance and upkeep. The roof may need replacing within the next 10 years. Rooms are compliant in size because of the age of the building
- I've read through the Council's strategies and they are bland. Where is the evidence that you will need less Homes? My mum is here because you couldn't help to care for her at home.

### **6. Validity of the Strategy (4 comments):**

- Personally it all feels about money. Lots of Councils don't have their own Care Homes because it is expensive, but it is going to cost more to move people and pay top ups. As for not needing as many spaces in the future, this is just a guess.

Other comments which did not meet the top six themes were validity of consultation (3 comment), additional pressure on other services (3



comments), future strategy (3 comments), transport issues (2 comments), financial rationale (2 comments), future plans for the building (2 comments), alternative accommodation concerns (1 comment), impact on finances (1 comment), and a further 3 'other' comments which did not fit into a theme.

## Petitions

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## Consultation views on the proposal to refurbish Briar Close, Borrowash

Overall 73 comments were captured from the 33 respondents who chose to comment via email, via telephone call or at one of the two meetings held at Briar Close specifically arranged for relatives and residents. There were a further 18 respondents who selected Briar Close as one of the options of the Homes they were responding to the questionnaire. Unfortunately due to the Coronavirus lock down the planned drop in session on 27 March at Borrowash library was cancelled.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual Home as lots of the members of public chose to comment on multiple Care Homes in question 3 and question 9.***

Of the 73 comments captured the following were the top 6 themes:

### 1. Distress caused to residents and relatives (20 comments):

- I am blind and know my way around and I recognise people by their voices
- "Over the past 14 years, as a regular visitor, I have seen numerous examples of ongoing work at the home from decorating, re-carpeting, fire prevention upgrades etc. Indeed not too long ago the main kitchen was completely re-fitted which resulted in hot food being brought in from another location for around 3 months. All of the aforementioned works were carried out as seamlessly as possible. So, in conversation with my mother when the proposals were first mooted, she fully accepts further disruption will be inevitable but is adamant that she wishes to remain in what she regards as her home. Albeit with the proviso that she would have

to move, temporarily, to another wing. I fully support her view. At her age, 94, and given the amount of time she has been resident I would have serious concerns for her wellbeing if she were required to move elsewhere

- I am very happy here I don't want to go anywhere temporarily
- It is people's lives their talking about
- This is so stressful for families
- Moving People out of Briar Close could cause people to deteriorate more quickly and their needs could therefore increase.

## **2. Validity of the Strategy (9 comments):**

- The care in the community is sketchy
- There will be loneliness and isolation for people living in the community in the future
- There are people living in the community who never get their hair washed or have a cooked meal as the care staff do not have the time. If the home carers don't get enough time with people, how will they ever be safe and happy in the future?
- This model of future care – are any other authorities doing this model?
- What happens if there are no beds for people that need them in the future? Will they be stuck at home in dangerous situations? It is going to be very difficult for social workers in the future.

## **3. Alternative suggestions (7 comments):**

- Due to the building layout I think the building could be refurbished a wing at a time. Each wing also has a bathroom
- The work should be done in the Summer as it will be a bit warmer
- If you decide to do in sections a lot will stay
- Could they build up and get a lift?

## **4. Alternative accommodation concerns (6 comments):**

- Do you have plans for where people will go if they do need rehab?
- Personally speaking I would rather people be in a Home like this and being safe than send them home where there is very little care in the community
- There already aren't enough places for people to go to now.

## **5. Standard/quality of care in DCC and private sector (5 comments):**

- Have you looked at some of the private Care Homes locally? I have. Some have got a good rating but I wouldn't put my worst

enemy in them. The facilities aren't good, the quality of alternative provision is not good

- We tell everyone how lucky we are that my mum lives here. She is so well cared for. Every single member of staff are amazing.

#### **6. Historic Maintenance (2 comments):**

- Whose responsibility was it to make sure the Homes were looked after and maintained?
- In the June 15 cabinet paper there was 4.2 million for Care Homes. There is still 1 million left unspent so far. Why has that money not been used to update Homes?

Other comments which did not make the top six themes were: financial rationale (1 comment), future plans for the building (1 comment), need to modernise (1 comment), transport issues (1 comment), validity of consultation (1 comment) the 'other' 19 comments did not fit into a theme.

#### **Petitions**

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## **Consultation views on the proposal to refurbish New Bassett House, Shirebrook**

Overall 34 comments were captured from the 16 respondents who chose to comment via email, via telephone call or coming along to the daytime meeting held at New Bassett House specifically arranged for relatives and residents. There were a further 13 respondents who selected New Bassett House as one of the options of the homes they were responding to the questionnaire. Unfortunately due to the Coronavirus lockdown the second planned evening meeting and the library drop in session planned for the 3 April had to be cancelled.

***N.B. We have provided the analysis of the questionnaire for all of the Care Homes separately as it was not possible to evaluate the feedback from these for each individual Home as lots of the members of public chose to comment on multiple Care Homes in question 3 and question 9.***

As there are fewer comments (34), and respondents to this part of the consultation we have listed the top 3 themes only on this occasion.

### **1. Distress caused to residents and relatives (13 comments):**

- My mum doesn't want to move she has been here nearly 8 years
- Last 5 years been on respite, there was no choice, I like it here. It will reduce places I could go for respite. It is good here I wouldn't have it any other way
- We just don't want her moving. Came for 2 week respite still here 8 years later. It is her home. The refurb needs to be done with the least disruption. The rooms are not massive but can get wheelchair and hoist in. They do the job
- Good friendly lot, I made the decision straight away if they refurbish I am not moving out, I have been in the bedroom 8 years, it looks out on to the greenhouse
- Nothing to grumble about. Want to stop here if the home is refurbished. It is a good set of staff here
- I have been here one week and I love it do not want to move out.

### **2. Validity of the Strategy (7 comments)**

- ❖ I worked on home help for 25 years and I would have huge concerns about the ability now to provide care in the community. They are not given enough time. The follow up to watch that they have eaten their meals is just not there so if they are diabetic for example this can cause huge issues. The way in which assessments are done to ensure that enough time is allocated for care in the home needs to be looked and addressed before any closure of any of the in-house DCC run homes is considered further.
- ❖ I think at present there is still a need for residential care. The ability to care is limited in the community to such a short time span.
- ❖ On the website most homes and private homes are full.
- ❖ What will the next generation coming along get for care?
- ❖ You should be recognising an increase in the aging population and a need to build new homes.
- ❖ In the community people need care homes with carers.

### **3. Standard/quality of care in DCC and private sector (3 comments):**

- I completely agree with you to upgrade New Bassett House at Shirebrook, I worked there for thirteen years as a carer for the elderly, I loved my job and the clients. I always thought it was well planned out with the three main care wings. Pleasant caring staff but in my working days there it was NOT nursing but it is now and a few clients require 2 carers. I talk to staff members and they tell me it is VERY hard going now and staffing levels are low. People

are living longer now but will still eventually need Care Homes in place. Hats off to Councils for keeping these care homes going. Thank you

- I applaud your proposal to provide renovations for New Bassett House. My mother, a resident there, has had to move out of her room three times because of a leaking roof. Anything you can do to bring the building up to 2020 standards will be much appreciated by the residents, staff and visitors
- New Bassett House is very good – I have been to a lot of Homes and this is excellent.

Other comments received concerned alternative suggestions (2 comments), need to modernise (2 comments) financial rationale (1comment), validity of research (1 comment) and 5 'other' comments which did not fall into a theme.

## Petitions

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## Consultation views on the proposal to refurbish Rowthorne, Swanwick

Overall 44 comments were captured from the 27 respondents who chose to comment via letter, telephone call or at the daytime meeting held at Rowthorne, specifically arranged for relatives and residents. There was one further respondent who selected Rowthorne as one of the options of the Homes they were responding to on the questionnaire. It must be noted that the planned evening meeting at Rowthorne for relatives and residents on 17 March 2020 was cancelled due to Coronavirus pandemic as too was the planned library drop in session at Alfreton Library on 20 March 2020.

***N.B. We have provided the analysis of the questionnaire for all of the care homes separately as it was not possible to evaluate the feedback from these for each individual home as lots of the members of public chose to comment on multiple care homes in question 3 and question 9.***

As there were fewer respondents and comments to this element of the consultation the following were the top 3 themes – both of the third themes being of equal comments:

### 1. Validity of the Strategy (13 comments):

- The number of people with dementia and the number of over 65s is going to increase but the report says the number of Homes and beds will reduce – people will be looked after in their own homes. Is this just the start of privatisation, there will be no DCC care Homes in the future? No DCC help in the community in the future? All private? Also, the standards in the report, are they DCC standards, standards the private sector are not up to. So, people leave DCC care, to go to private Homes, which are not as high standards? I'd imagine the average private Care Homes are £100-£150 more per week for the same, if not less, level of care. It is well known that some private Care Homes the first question they ask, is if you are self-funded. Lots use their other fees to cover the shortfall from any DCC funded people who are with them
- What percent of Council Homes are closing? Seven out of 23. So that is a third, a very high number. In the future, where on earth will people go? They can't all be looked after at home
- In 2004 DCC wrote that they were unable to look after people in their own homes 24 hours per day. You are saying about looking after people in their own homes, but I beg to differ. It is very complex looking after people 24 hours, it is not just putting them to bed and walking away. I've known people who have fallen. There is more people involved in looking after people in their own homes than a Care Home. It costs more. It is really upsetting me. It is also a very emotive thing to look after people 24 hours per day
- It is a waste of time people racing from one house to another to look after people in their own homes. In a Care Home, staff are there, not moving from one place to another
- In these community care flats, people can't hear you shout for help. Not everyone will have the capacity to press a buzzer. I know here, if mum shouts for help, they hear her
- The only thing I can say, when you say people looking after people at home, when they are bed bound and you say people are going in 4 times a day, they still fall. They need someone there. If you tell someone they will live 4 years longer in a Home, they don't want to stay in their own house now. Their own home becomes a prison. You need to know they have their tablets at the right time and their meals at the right time.

## **2. Standard/quality of care in DCC and private sector (11 comments):**

- At the end of the day, when all this to-ing and fro-ing, all this um-ing and are-ing is done, a Home will only be as good at the care it provides



- Monday morning is glamour day. If you sat in that lounge and saw and heard what goes on... gosh, they are worth their weight in gold the staff that work here!
- I feel guilty I'm not here, on the doorstep anymore. When we moved to North Yorkshire, we were due to take my sister too. My husband died suddenly before we moved her and I spoke to the staff and decided to keep her here. She is so settled and happy. You don't get care like this in Yorkshire
- Every time I come there is something different on the walls. Someone takes the time on top of all that caring to do extra things to make it so interesting and wonderful here
- The new doors are a fantastic idea. It is like going into your own home. Brilliant for people with dementia!

### **3. Distress caused to residents and relatives (5 comments):**

- In relation to the pledges – can I just say, that doesn't always run through like that either. When the Glebe closed, they knew when I was away on holiday and what date did they move her? When I was away. She isn't going anywhere this time!
- If people will need to go to private Homes during the refurb, we need to know as soon as possible please so we can book them in. We need to know the dates
- If a resident here decided they want to move out for the period of the work and the only place available is in a private Home, would they have to sign a contract with them or would the contract be between DCC and the Home? Also, would there be a confirmed place for them to come back to, or could they be told you are in a Home, a good Home that costs more, so you need to stop there?
- Say they keep this open, have they got to move out for the work to be done or can they stay? They get used to been here and become confused if they have to move
- We would like X to stay at Rowthorne if the refurbishment goes ahead. Due to X's mental health and cognitive impairments he does not cope well with change.

### **3 Validity of consultation (joint third theme) (5 comments):**

- If this is just for the refurbishment why do we need to have a consultation - surely you can just get on with it without doing this? Why are we part of this process? We had a new fire system and there was no consultation
- From what you have just said, some that are up for closure could get a reprieve and some that are set for refurb could close

- Why haven't these proposals been made available at every home for everyone, all the people who visit, not just relatives, and in libraries and the like. You will only get a small number of people who input because only a small number of people know
- When you closed The Glebe it was 'we are closing so many homes to keep the others', now we are here again. In my experience, these are not proposals but done deals. I stood with Nigel Mills in the Glebe – "yes, we are not closing" – now it is closed
- I went on the website to look and the questionnaire was gone. A few days later it was there, and then it had gone again. How can people complete it if it keeps disappearing.

Other comments captured were alternative suggestion (2 comments), financial rationale (2 comments), validity of research (1 comment) and 5 'other' which did not fall into a theme.

## **Petitions**

At the time of drafting this report – due to the current circumstances and working conditions it has not been possible to accurately reflect the information received on petitions. It is envisaged that this data will be updated at the time of going to Cabinet.

## **Qualitative feedback from telephone interviews with relatives of residents of New Bassett House, Rowthorne and Briar Close.**

SECT conducted 34 telephone interviews with relatives of those resident at New Bassett House, Rowthorne and Briar Close who had not engaged previously in the consultation meetings due to the cancellation arising from the Covid 19 lock down. Relatives were reminded of the consultation and the proposals for refurbishment of the homes. SECT apologised for the need to cancel the meetings and informed relatives the call was their opportunity should they wish to give us any feedback and ask any questions they had and have this recorded in the consultation report.

Following the calls SECT found it unnecessary to conduct the usual coding and analysis of comments for reason of the majority (28) of participants gave the same feedback as follows:

All participants were in agreement that that the proposal to refurbish should go



ahead with the guarantee that it would be conducted in a manner causing the least disruption to residents as possible, further that wherever possible empty wings be utilised for movement of residents in preference to evacuation.

## **Generic feedback from letters, emails and phone calls**

From the analysis of all of the letters, email and phone calls – 58 comments did not relate to a specific Care Home so the feedback comments have been analysed in the following section.

As the overall generic feedback was not vast these have been limited to the top two themes which were as follows:

### **1. Validity of the Strategy (33 comments):**

- Perhaps this is not relevant to the present business of closing some of the Derbyshire Care Homes but I would like to point out that I visited Oaklands Care Village in Swadlincote and was very impressed I think that you should consider more of this type of accommodation. They must be more cost effective as they concentrate both nursing and social care in a tight area rather than spread out across the County.
- The closure of seven Care Homes will be bad for residents, bad for their families, bad for hardworking staff and bad for Derbyshire. I support the campaign to keep them open. I call on you and your administration to take a step back and consider the negative impact these closures will have. Instead of spending local people's council tax on moving our Care Homes into the private sector, Derbyshire County Council should be investing in the future of our Care Homes for generations to come. This issue will no doubt be important to Derbyshire people at the Derbyshire County Council elections in May 2021; please do the right thing, listen to local people and save Derbyshire's Care Homes
- We reject the reduction in services for the many elderly who are in need of safe and appropriate care
- Much is made of the fact Derbyshire who supports greater numbers of people in residential and nursing care than the national average and when compared with similar local authorities. While this is accepted, it should be noted that using this indicator for comparative purposes may be limited due to areas of the country where residential and nursing care is needed but cannot be accessed. More importantly, the consultation's focus on this indicator ignores the findings set out in the Older People's Housing,

Accommodation and Support Strategy 2018-2035. This provides 'a clear baseline of the number of housing units or beds currently available and anticipated demand'. It shows: \*An estimated undersupply of appropriate housing for older people, including a likely undersupply of older people's housing for sale. \*An estimated undersupply of housing with care, both for rent and for sale. \*A minimal additional net need for residential care provision – in the period to 2030. \*An estimated undersupply of nursing care beds

- I think it's a very poor proposal to close any Old People's Accommodation without replacing it with suitable accommodation that meets current standards run by or controlled by the County Council. With an ageing population more not less accommodation for older people is urgently required, in this respect I think the Council is letting the people of Derbyshire badly down.

## **2. Reconsider proposal Due to Covid 19 (10 comments):**

- First of all, I am extremely concerned that, despite the unprecedented circumstances created by the outbreak of Covid-19 which have circumvented the scheduled meetings within the 90 day consultation period, there is to be no extension to this consultation period to allow these missed meetings to take place at a later date. How can this be considered as a 90 day consultation period when the majority of the country has been on lockdown with so little 'business as usual' able to take place. So many of the individuals affected are not in a position to do what I am able to do and put forward their thoughts via email or your website form. They are in Care, largely because they have physical or mental frailties that often prevents them being able to express their thoughts about their Home being taken from them
- I then have to ask why the council is even considering these closures at a time when it is absolutely clear that a review of the Adult Care sector at National level is long overdue, in terms of how the service is provided, responsibilities for the services, costs and charges and how much should be funded by individuals? ...Much will inevitably change in the months (and years) to come as we hopefully put the current Covid outbreak behind us, not least of which will be support for the nursing and care sector and, by default, the funding of the same. More than ever this should ensure that funding of the care sector will be reviewed with urgency
- Given that Care Homes are suffering a disproportionately negative experience of Covid 19 with a worrying absence of PPE, I am dismayed to hear that DCC intend to pursue this process. It is neither kind nor appropriate to further add to the residents' and

carers' current anxieties with additional fears about moving or job security

- Please halt this process until society is on a surer footing
- The consultation should be delayed until after the pandemic a) Care staff are going through an unprecedented time of stress during the current crisis. Many Homes are caring for end of life patients whilst family visits are limited, placing huge emotional and workload pressures on staff. Many also have concerns for their own health and that of their families from this dangerous disease, which their work puts them more at risk from. Now is NOT the time to be undermining their morale by proposing closures, job losses, and the breaking up of well-knit teams who are now forming even closer bonds to support each other through the current crisis. b) The future of Care may well look very different after the pandemic. There may be less demand if the number of very vulnerable older people has sadly decreased although this needs to be assessed in the context of population projections for rapid increases in the over 80's in Derbyshire.

Other comments fell into the themes: the validity of research (3 comments, Standard/quality of care in DCC and private sector (3 comments), distress caused to other residents (3 comments), additional pressure on other services (3 comments), financial rationale (1 comment), and 2 'other' comments which did not fall into a theme.

## Qualitative analysis of questionnaires

The text boxes were analysed and coded by the SECT in order for themes to emerge from the individual questions the following are the results:

### **Q4 If you answered 'Tend to disagree' or 'Strongly disagree' to question 3, please tell us why you are disagreeing with the proposed closures:**

Of the 478 comments which were captured the following were the top themes:

- 1. Concerns for the overall standards and quality of private sector with 126 comments**
  - Crazy to close a Care Home that's been open around 40 years and provides a safe secure home for elderly local people to enjoy their remaining years. Where they are well cared for and make friends and are treated like family by the amazing staff they provide a service that not everyone would be able to do

- My 99 year old mother has been in Goyt Valley House for over three years and has always been very happy there. The worry of an elderly parent in their own home and the strain on a family when you have no help is enormous. GVH staff have gone to extremes to make my mother feel at home and she has made many friends there
- My mother was placed here in her final years and she was very well looked after and cared for in this particular establishment. Before she was in a private Care Home in Clay Cross which was appalling, before managing to get her transferred to a Council run one. She spent time at the Holmlea which initially was better than the private one but for reasons in not going into we got her moved to a better Council run one below. Council run homes are the best, the staff, the care here was excellent
- Social care is a basic human need, commercialisation of the care system reduces accountability and collective responsibility. The most vulnerable people in society have the quietest voice which is why the care system has been able to get away with atrocious standards with little or no comeback. The care quality commission has no real teeth and the relationship with the NHS is woefully inadequate. Handing care to a third party increases those barriers as direct accountability is reduced
- Private Care Homes will not necessarily have the space to accommodate the extra residents, and on the whole, as I know from personal experience, private Care Homes are not as well run as County Council-run ones. All the owners want is profit
- The closure of East Clune and its day centre would be a great loss to the ageing community of Clowne. The organisation and care the staff give is excellent and the Home is not so large as to lose that personal touch that people in later life rely on.

## **2. The future strategy with 110 comments:**

- I think that it is extremely short sighted of DCC to close any of these Care Homes. I do not agree with their supposition that there will be less need for such Care Homes in the future, in fact I believe that the need for them will only increase
- Social security in older age is something that people have paid for all their lives, closing these Care Homes and supposedly “refurbishing” others is a short term fix to a long term problem of increasing need for social care

- I disagree that in the future you will need less residential Care Home places more people are living longer and have care needs
- We are being told by government that the UK's population is ageing. Although they are trying to ensure that people are able to stay at home for longer, this is not going to be possible for everyone. The current market has insufficient residential Care places now
- I disagree with your hypothesis that the need for residential Care will decrease in the future. How can you make that assumption when the elderly population is growing and hospitals have nowhere to discharge inpatients in need of social care.

**3. Distress caused to residents and relatives with 60 comments:**

- The distress this will cause to all of the residents having to leave their home and the carers they trust and are familiar with. This also extends to their families who trust the carers to take care of their loved ones
- Our friend's mother is a resident of Goyt Valley House and is approaching 100 years of age, and feel that this disruption will be detrimental to her wellbeing
- The shock of being forced to move will have a severe detrimental effect on the residents and also make life difficult for relatives to visit
- My mother has resided at East Clune Care Home for almost 3 years. She is 103 years old and is registered blind, hence any move to a different care home would be extremely difficult for her and might even prove to be fatal.

**4. Transport issues with 35 comments:**

- Goyt Valley House is in a very rural area with limited and dwindling public transport links
- Accessing other places/villages out of Clowne is quite difficult to those who do not drive as Clowne transport links buses are fairly poor in terms of travelling anywhere
- Leaving only 3 across such a huge geographical area is thoughtless. How on earth are families of those in the Homes supposed to get to see their loved ones if they are one of the many who rely solely on public transport.

**5. Negative impact on the local community with 32 comments:**

- It is a lifeline for the local community one that we cannot do without, we are on the outskirts of Derbyshire and need provision for our locals needing this care
- They are a vital resource to our local community.

**6. Alternative accommodation concerns with 24 comments:**

- I am not aware that other provision is available should these homes close. Having tried to find respite for a relative it is extremely difficult, closure of these Homes can only add to the difficulty.

Other comments captured were regarding pressure on other services (21 comments), financial rational (18 comments), alternative suggestions (13 comments), COVID (11 comments), direct disagreement (4 comments), historical maintenance (2 comments), validity of research (2 comments). 20 comments either did not fit any theme or did not answer the question asked.

**Q5 Do you agree that these are the right matters for the Council to take into consideration? If you answered 'No' please tell us why:**

Of the 276 comments which were captured the following were the top themes:

**1. Alternative suggestions with 59 comments:**

- Update the building, allow it to continue and get even better. Everything needs updating eventually, we shouldn't live in a throwaway society
- The Council should be either bringing these buildings up to standard or replacing them with new builds in their existing location
- Improve the Homes please don't be like every other Councils and shut these homes as people desperately need them, put council tax up to help pay for improvements
- They should bring them all up to standard and make them eco-friendly for the future save money by fitting solar panels etc. and go green
- The Council should consider the cost of building new Care Homes to at minimum match the current capacity. Councils should consider the success of the Care Homes they wish to close and can that success be replicated in a new setting



- Renovate instead. Invest in the building. The financial cost is nothing compared to supporting a local resident in their own community.

**2. The future strategy with 36 comments:**

- There is only one consideration and that is the future need. There is currently a serious shortfall in Care Home accommodation
- Because there is likely to be even more need in the near and distant future. Care at home is sadly lacking and if the recipient lives alone it leads to desperate loneliness and mental health problems
- In rural areas, there will be a higher need for services in future, as most of the population are aging there aren't enough places to meet the growing need. It's not safe for people in certain circumstances to stay at home
- Should expand to the wellbeing of residents, the need for services, the Council's need to support a diverse and health care market and remaining compliant with legislation such as the Care Act 2014 and the Human Rights Act 1998
- Because you haven't considered where the Dales & High Peak residents will go or how elderly people in these areas will be accommodated in the future. It is a very narrow view you are taking without a long term strategy.

**3. Historic Maintenance with 28 comments:**

- If the council hadn't let the homes get into this state, this wouldn't be happening
- You should have maintained these properties with a long term future in mind
- As a council tax payer, I help to fund these Homes. If they need work then the money should be found, and indeed should not have been allowed to get to this stage by the Council
- Up keep of the Homes should never have become an issue. The Homes house vulnerable adults. This is no excuse to close the homes.

**4. Validity of the research with 24 comments:**

- The spinney in pretty good condition to me not in such a bad state as DCC would have us believe. Read some reports with B rating which is satisfactory. Would like to see the 1.7 million broken down as think figure is very much over inflated

- It would appear that the information that the Council have is incorrect
- Information within reports has false results and should be challenged.

**5. Distress caused to residents and relatives with 22 comments:**

- I understand there are no unsafe maintenance concerns at Goyt Valley. There will always be items where improvement is required and that is the norm. Close this Home and you throw inconvenience, cost and hardship to residents and their families and other visitors
- You have spent a lot of money on Lady Cross these past 2yrs and even on the 30th of February 2020 I was there when you was fitting and alerting new fire doors cost 30.000 or so Lady Cross is the cleanest tidy Care Home I have seen why so you have to do this unbelievable if you close Lady Cross it's truly shows you have no heart or soul please keep it open don't kill my sister.

**6. Need for modernisation with 17 comments:**

- As any homeowner will know, looking after any house is an ongoing task to keep it up and running. Most of the residents in East Clune have similar needs to my Uncle. He needs personal care. He can't stand up on his own. He can't walk, therefore an 'en-suite' bathroom is not that important to him and will not enhance his lifestyle. It wouldn't be something that he could use on his own and like some of the other residents has a permanent catheter fitted
- Other comments captured were regarding validity of consultation (10 comments), financial rational (8 comments), COVID (7 comments), pressure on other services (7 comments), standard/quality of care in DCC and private sector (5 comments), direct disagreement (4 comments), negative impact on the community (4 comments), transport issues (2 comments), council duties (1 comment).

42 comments either did not fit any theme or did not answer the question asked.

**Q6 Do you think there are any other criteria that the Council should be taking into account? If you answered 'Yes' please write in the box below**



**the criteria that you feel the Council should consider for this consultation.**

Of the 473 comments which were captured the following were the top themes.

**1. The future strategy with 97 comments:**

- The human cost of the elderly feeling helpless in their own home, unable to care properly for themselves. Using private care companies for care in the home is not the answer as they in my experience are not reliable, effective or efficient
- Private sectors are expanding their resources, WHY? Care at home does not include night care and therefore this should be considered during this process
- Availability of alternative accommodation when the DCC Care Homes close. If the Council is not investing in the refurbishment of its own Care Homes because projections in the housing strategy indicate that the demand for this type of accommodation will fall what assurances are there that private companies will invest in this type of accommodation given the identified SHORT TERM need
- Lack of services for the elderly. If the Homes are closed then the Council still have to pay for the residents to be rehomed, and for their care. If these people stay in Council run Home it works out more economical
- The lack of provision by the private sector as they can cherry pick and not always located where needed
- We need non-private Care Homes available as well as private ones. What will happen if the private Homes go bankrupt and have to close? We need a proper safety net of publicly-provided, publicly-delivered facilities as well, but you are reducing the number of public facilities severely in these proposals, and the demand for residential Care will be growing in the future, not shrinking! Please do not do this!

**2. Distress caused to residents and relatives with 89 comments:**

- The well-being of not just residents and users but also their relatives, added travelling and moving the facilities will have a great impact on them
- For residents it's their home a lot won't survive a closure like when Hillcrest closed. When Lady Cross closed for rewiring a lot were very upset and poorly over it

- Accessibility for friends and relatives and a feeling of connection to their home area for the residents. You cannot underestimate the trauma of a much loved relative having to live apart from a loving family. Distance makes this so much more traumatic
- Service users, what they went through before and some never returned cause the stress of the move cause to much stress so they passed away that's was so sad
- The welfare of the residents in the Homes. People with dementia can't cope with change. My father was already extremely distressed by being moved once. If you do this to him again, I truthfully don't think he could cope with the distress. If he passes away because of this, on your heads be it. I shall forward you the funeral costs.

**3. Alternative suggestions with 57 comments:**

- If it isn't cost effective to keep the building then they should be knocked down and rebuilt up to present standards
- Why not use some of the money you're getting by selling off land to developers to complete the necessary development to these Homes
- I fully support the Council not wasting money on tired old buildings but the order should be different 1. Build new Care Homes that are cost effective to run and maintain through higher number of people in the same m2 footprint 2. Close old Care Homes that are draining Council resources this way everybody wins don't close Care Home when there are no spaces for patients and then think about building another one
- Is the Council going to sell it, (and let some greedy developer make money out of it) or could they do something more "Enterprising" like build/convert into Council flats or houses that could be rented out to make DCC some long term income? But they still keep ownership of the land. Helps with the housing crisis. Please don't leave derelict for decades.

**4. Transport issues with 44 comments:**

- There is a need for the Care Home and has been for years. If this is closed down, residents within the Home will have to be moved. Clowne doesn't have the public transport services for families of the residents to travel
- Moving my mother to another sight in Derbyshire will be problematic as travelling to visit her will take longer, also public transport in the High Peak is limited.

- The location of a Care Home is vital for the residents to maintain the social connection with their own neighbourhood. Derbyshire is a large county, with poor public transport links between villages.

**5. Negative impact on the local community with 24 comments:**

- Impact of closure on local community and knock-on effects of moving residents out of a community (longer travel times, less access to visitors/volunteers)
- Impact on local communities especially on local people needing care. As well as the jobs the homes provide in the local community.

**6. Pressure on other services with 23 comments:**

- I have mentioned it in the previous answer as a sufficient impact assessment has clearly not been undertaken. The closure of the Homes has a greater impact on other services and the local areas than you have even considered.

Other comments captured were regarding COVID (16 comments), standard/quality of care in DCC and private sector (10 comments), historic maintenance (10 comments), validity of research (9 comments), financial rational (8 comments), validity of strategy (7 comments), need for modernisation (6 comments), alternative accommodation concerns (4 comments), validity of consultation (3 comments), direct appeal (2 comments), direct disapproval (2 comments), in favour of the proposal (2 comments), Council duties (1 comment). 59 comments either did not fit any theme or did not answer the question asked.

**Q7 If the proposal to close the seven Derbyshire County Council run residential care homes and East Clune Day Centre goes ahead would this have an impact on you personally and/or your community? (Yes No) If 'Yes' please tell us about the impact.**

Of the 266 comments which were captured the following were the top themes.

**1. Distress caused to residents and relatives with 48 comments:**

- My Gran is a resident in one of these 7 Homes. She has been a resident for almost 4 years. The Home is perfect for her needs, the staff are wonderful, the care she receives is exemplary and the location of the Home means that she is visited at least 5-6 times a week by family and friends. Moving her out of the local area (New Mills) would leave her hugely socially isolated as her visits would be cut to 2-3 a week at the most
- Yes my sister took a year to settle and she is so happy now. I, Myself have had several heart attacks I do not need the stress of my sister having to move again and the risk of her having heart failure again
- My brother is a resident and the closure will cause him extreme anxiety which is likely to increase the number and severity of his fits
- The proposed closure of Gernon Manor will impact me personally, because my mother lives there and I consider her mental, emotional and physical health to be quite precarious. It therefore impacts me as her daughter who does not like to see her in distress or worrying
- My grandmother, who is 103 years old, would be moved out of Goyt Valley to a Home much further away as there is nowhere suitable locally. This would mean I was unable to visit her as often, if she even survived a move. The prospect of it alone caused her to have a minor stroke. We have always been a close knit family, spending time together most weekends. To lose that for myself, my son and my Gran would be devastating
- It would be completely devastating for my 101 year old mother-in-law, who has lived happily at the Spinney for nearly 4 years. She suffers with great confusion and lack of short term memory, but over a 4 year period has learnt her way around and knows the staff. With limited mobility she is able to access the parts of the building she wishes to independently, her room is close to her lounge, dining room and bathroom. She would suffer untold distress if she was placed in unfamiliar surroundings.

## **2. Negative impact on the local community with 47 comments:**

- Friends live there and friends work there and it has become part of our local history
- It would have a deleterious effect on the whole Sandiacre community

- I find it very difficult to believe that the Council have the resources to move a couple in their late nineties without the help of relatives. We travel from north Leeds to East Clune. The local community will be severely affected due to the number of job losses
- It would remove an important element of the community in New Mills
- New mills is a community and the closure will diminish our community.

### **3. The following themes each received 39 comments**

#### **The future strategy**

- It would reduce the options of older people for residential care and will cause anxiety to older people who may need such services in the future, and to their families
- I'm concerned what happens to my dependants and myself in the future should this continue
- Valued members of the local community would no longer live and contribute to my local community. The lack of future provision in the community could prevent me continuing to live in and contribute to my community in future years
- I would be concerned that if discharged from hospital in older age that there would be no provision meaning either poor inconsistent care at home or keeping a bed occupied in hospital unnecessarily.

#### **Transport issues**

- My elderly parent visits residents on a regular basis, travelling by bus she would be unable to continue to do so if her friends were moved to another home which will have a detrimental effect
- As my mother will be 100 this year her nearest relatives including myself are aged between 75 and 90 will not be able to visit very often given the poor transport links to other suitable Homes in the County
- You don't seem to understand the High Peak's geography and transport network. This area is not Buxton or Glossop. Those are inaccessible without your own transport. The distance, the convoluted routes by public transport, the availability of public transport into the evening, the cost of it. You'd be asking people's relatives, often elderly themselves to spend

up to four hours a day travelling to see their nearest and dearest

- There is no other facility in the area which can meet the resident's needs. Travelling to further afield is too difficult in rural areas.

**4. Standards and quality of care with 37 comments:**

- I have elderly Grandparents with no direct health needs but may require further support in the coming years due to age related changes. I have no faith in private run placements as they are run for profit. I have spent time in many private nursing and residential placements and know their short comings all too well
- Vulnerable elderly will be at the mercy of private care
- I have friends with relatives in Ladycross Care Home. Satisfaction with the Care Home is high.

**5. Alternative accommodation concerns with 27 comments:**

- Day centres are a lifeline for the elderly. What are they going to replace them with?
- I live in Bakewell and with a large aging population residents will need to move to residential Care in other areas that are not as easily accessed. Meadow View does not have the space to accommodate all Gernon Manor residents and to stay local would mean paying extra for private provision.

**6. Pressure on other services with 8 comments:**

- As a district nurse we see patients being kept in hospital because of shortage of care staff - sometimes nurses are asked to fill the care gap, especially for end of life patients. The closure of the care home will put more pressure on community services that are already struggling
- Other comments captured were regarding COVID (6 comments), alternative suggestion (2 comments), direct disagreement (1 comment).

12 comments either did not fit any theme or did not answer the question asked.

**Q9 If you answered 'Tend to disagree' or 'Strongly disagree', please tell**

## **us why you are opposed to the refurbishment of the three residential care homes.**

Of the 47 comments which were captured the following were the top themes.

### **1. Financial rational with 20 comments:**

- As I mentioned earlier in this form to refurbish Borrowash does not make economic sense when you have already spent money refurbishing Ladycross
- Refurbishing the Spinney would represent better value for money than any of these three Homes
- I don't disagree with the refurbishment itself - I disagree with the plan of refurbishment of Briar Close but it still could be potentially shut down. What's the point if you are going to close it anyway, what a waste
- The Homes up for refurbishment are all in the same geographical area and nobody has thought about Goyt Valley House have they which is on its own at the cost to the other better preserved homes that have just had work done to them
- Your budget should be increased to cover the refurbishment of all DCC care Homes
- Because all the money is going to the South of Derbyshire, Council Tax has gone up 2% to put more into Social Care and the money is being spent in the South which I'm paying for and it's not being used in the North.

### **2. Future strategy with 9 comments:**

- All 7 will be needed and all should be refurbished. The Council is mirroring the government approach and is not valuing older people's lives
- I would suggest you sort out all the Homes and close none, these are a valuable resource needed by our communities
- These sites are not easily accessible to residents of the high peak what do people in this locality get in future
- The wrong Homes chosen, two are close together, services need to be spread across to give access to everyone.

### **3. The following themes each received 3 comments**

#### **Location**

- All of these are too far distant for our locality



- I disagree because not one of them is in the area of New Mills. I don't doubt that they need updating but what about our area
- For me Sandiacre is more important to keep. I understand that some rooms are being used to cover facilities which closed in Ilkeston Hospital.

### **Agree with the proposal**

- Not sure that spending more money on these Homes is the best way forward - the buildings are extremely out dated
- There is sufficient private provision and any financial savings can be ploughed into frontline services
- I don't think it's a local Government responsibility to provide Care Homes, there are greater more pressing priorities in my opinion and care should be provided by the private sector.

### **The following themes each received 1 comment each**

#### **Need for modernisation**

- 2 of the buildings are the same layout as Beechcroft so why can one Home have rooms that are too small so that is one factor into the closure and another the same reason for refurbishment
- Standards and quality of care
- I don't think you provide a great standard of Home compared to the private sector. The only way to do that is effective subsidy that private Care Homes will not get. i.e. you spend our money on Homes that are not great then refurbish them with our money.

#### **Validity of the research**

- Data is not accurate and needs better investigation.

#### **Transport**

- As I live in Clowne I do not know anything about these buildings, but having had the experience above, I can only imagine that for any family who has a loved one needing residential Care will want the facility as close to their home to be able to help and visit their loved one
- There were no other comments recorded for this question other than 8 comments that did not answer the question asked.



**Q10 The Council's revised strategy for care homes provided by Derbyshire County Council Adult Social Care and Health is to maintain a minimum of one community care home and residential care home for older people in each locality. Do you agree that this is the right approach for the Council to take? (Yes No) If you answered 'No' to Question 10 please tell us why.**

**Of the 361 comments which were captured the following were the top themes.**

**1. Future strategy with 155 comment:**

- You need more than one per locality. People are getting older but they are also living longer
- Each village is different in size, and has a different population/requirement. It's not like for like. You have an approval for the Clowne Garden Village which will double the population
- You should provide care on the basis of the amount of people who need care not how many buildings you have in an area
- Each localities have different demographics and demands. For example, individuals living in Derbyshire Dales typically have a higher income so are able to remain in their homes or go into better Care Homes, whereas individuals in the Erewash area typically have less income so are more reliant on services such as local authority funded ones. In addition, the locality areas vary in size so whilst one might be adequate (i.e., south Derbyshire) it would not be adequate in Erewash
- One in each locality does not take into account future demand in real terms. The population is ageing and demand will ever increase. Decreasing the capacity of Care for the Council does not correlate with proposed demand in the future
- Through modern medicine people are living longer and dementia etc. is increasing, demand for Care Homes is also going to increase. Surely the Council is better to prepare in advance and future proof by building larger care homes.

**2. Lack of Information with 37 comments:**

- I don't understand the descriptions. What is the difference between the two and how do you define locality
- Depends what you class as locality. Under these proposals our nearest wouldn't be local
- Saying one of each without talking about how many places per members of the aged community makes no sense. Definition

of locality and reference to population size and numbers of places provided would all be needed. Locality in particular could mean anything. I think you're doing harm to New Mills - have you grouped us with somewhere that's not really our locality to achieve these numbers

- What are the facts and figures which led to the above question 10?
- I don't know as there is no information about numbers in each area.

**3. Transport issues with 30 comments:**

- It just depends on what the Council mean by locality, it looks like our nearest care home would be Shirebrook, fine for car drivers and the healthy visitors but what about family who would normally just be able to pop in, nightmare to get to Shirebrook on public transport
- There should be one in most villages so that relatives can visit them easily, as many people don't have cars and not on bus routes
- Clowne and Barlborough and other villages this way is poorly accessible if people do not drive so it would be an absolute nightmare for people to visit their loved ones on a daily basis. Throw bad weather into the mix and even the drive from Clowne way to Shirebrook is not the best using back roads
- There is 2 homes 15 and 20 miles away from Goyt Valley House what happens when there full the next is 40 plus miles away how are families supposed to visit their loved ones.

**4. Direct disagreement/objection with 24 comments:**

- One community Care Home & Residential Care Home is not enough
- I don't agree with DCC's approach, it's not looking after the most vulnerable and needy, just wants to save money the easiest way in the path of least resistance
- It's simply not enough.

**5. Alternative suggestion with 21 comments:**

- They should be investing more not less, private sector must be making money with residential Care otherwise they would not do it, do the same
- There should be a number of smaller Care and residential Homes managed in each area/community.

**6 The following themes received 7 comments each.**

**Distress caused to residents and relatives:**

- This may not be sufficient in all areas and therefore some people may have to move away from their home area which could cause not only problems for them but for any of their elderly visitors e.g. husbands and wives.

**Validity of research**

- This seems arbitrary. Need to undertake more research into possible range of need and community wishes.

Other comments captured were regarding validity of strategy (6 comments), pressure on other services (5 comments), Council duties (5 comments), negative impact on community (5 comments), direct appeal (4 comments), COVID (3 comments), standard/quality of care in DCC and private sector (3 comments), agree with the proposal (2 comments), historic maintenance (2 comments), validity of consultation (2 comments). 43 comments either did not fit any theme or did not answer the question asked.

**Q11 If you have any other comments you want to make on the Council's revised strategy please insert these below. You can find out more information about this at [www.derbyshire.gov.uk/care-home-review](http://www.derbyshire.gov.uk/care-home-review).**

Of the 249 comments which were captured the following were the top themes:

**1. Future strategy with 57 comments:**

- Council should be providing good quality Care private Care Homes are too expensive
- The population of Derbyshire is growing rapidly and getting older yet the places are few and far between. The council needs to build more Care Homes
- As Care tends to be rather expensive it may be more beneficial for people to remain in their own homes and use carers as opposed to having to sell their property to fund Care in a Home
- I see no strategy for Care here, but rather a strategy for neglect which pays attention to austerity wish to run services for private profit
- Do not forget that there are proposals for a large number of new houses to be built on the Storage depot in West Hallam

that will have significant bearing on you facts and figures and requirements for care of the elderly

- By all means review and rationalise the facilities available to older/frail people. But managing the numbers by a theoretical 'minimum necessary' is a sure road to penalising the older/frail people who do not live within a compass of those facilities left to cope.

**2. Reconsider with 46 comments:**

- Please seriously consider that these Homes need to be saved not only for all the older people who are currently in our community but as an investment for all of our futures
- Please reconsider the proposal of closure of Goyt Valley House
- Think again. Put yourself in a vulnerable persons shoes. Go visit a frail person before your next meeting and see the standard of Care visits for yourself
- Please refurbish rather than close the Homes and let residents feel safe and settled in their Homes
- Please reconsider the decision to close Goyt Valley until genuine alternatives have been developed. Allow those who are living at Goyt Valley House to live out their lives.

**3. Distress caused to residents and relatives with 39 comments:**

- Please reconsider this proposal. The families and communities already involved with these Homes are distraught and the long term impact of this decision will potentially have far reaching ramifications
- This is a heart breaking story for resident's families and carers. Moving elderly that has just settled can be a huge trauma and give them a lot of anxiety and stress
- Please take into account the emotional distress this will put on all of the residents. Changing out of routine, new people to again trust
- My dad is in Briar close Care Home and it would be very stressful/upsetting to have to find another Care Home for him as he has settled in so well he has made so many friends and the staff are superb.

**4. Financial rational with 24 comments:**

- If DCC is having difficulty meeting the costs of DCC Local Adult Care and other DCC services they need to be lobbying

central government for an increase in the Local Government grant

- Seen the survey that has been carried out and cost of the people doing it would have been better spent on the Homes with either local tradesmen or current workers of DCC
- It seems to me that the closures are proposed for the purpose of reducing expenditure. Instead, the Council should raise the level of Council Tax, which I would support.

**5. Validity of the consultation with 17 comments:**

- The structure of this survey leads respondents to favour the council proposals without providing links to the evidence the council had used to make those proposals and without providing a proper analysis of residents in the care homes you propose to close or the impact for future potential residents
- My comment is this, going by some of the decisions made recently by Derbyshire County Council, I have no doubt that I have wasted half an hour of my time by filling this in.

**6. COVID with 16 comments:**

- Incredibly inappropriate to continue with the 'consultation process' without any delay in light of the Covid-19 crisis which has prevented proper scrutiny and consultation. It has left members of the impacted community without sufficient awareness of how they will be affected by the changes and insufficient time or appropriate channels to raise issues with the Council.

Other comments captured were regarding standard/quality of care in DCC and private sector (8 comments), validity of research (7 comments), alternative accommodation concerns (6 comments), historic maintenance (6 comments), pressure on other services (5 comments), agree with the proposal (1 comment), future of the building (1 comment), need for modernisation (1 comment). 15 comments either did not fit any theme or did not answer the question asked.

**Q12 If you have any other comments on the proposals please provide details below.**

Of the 132 comments which were captured the following were the top themes.

**1. Distress caused to residents and relatives with 28 comments:**

- When residents are placed in private Care Homes, relatives often have to find top-up fees. These can be quite considerable and lead to poverty for the remaining spouse/other family
- I live in the next village and I work full time and can visit my dad anytime - if he was moved further away it would impact on both of our lives I wouldn't be able to visit as much - it was very stressful selling his home and finding a Care Home he's settled in so well - I really don't think he would be able to cope with the change
- The residents love their Home moving them would make a big impact on them and their life's please think about them
- Leave these people alone to live their days with people they love and trust
- It is cruel and inhumane to disrupt and destroy the fabric of these elderly and vulnerable people's lives
- Listen to people's thoughts and fears and act appropriately and sensitively. These proposals are insensitive and cruel and founded on dubious financial reporting reports which do not put human need foremost.

**2. Future strategy with 13 comments:**

- Many people choose to live at home but will only receive a call for 15 minutes three times a day this doesn't support their loneliness and interaction with other, having no stimulation, not eating, drinking enough leading to more hospital admissions putting more strain on the hospitals and bed blocking due to no local beds for respite.
- The prediction in the media is that there will be more elderly people in years to come who will be crying out for local Care Homes due to medical and wish to stay in their local community, near to family, friends etc. and not shipped coldheartedly to somewhere they don't know or is difficult for family to visit especially in the busy lives people live
- Make more bungalows available that are ring fenced for the disabled. I'm sick of seeing caravans, cars and all sorts on bungalow drives....they need to be for those who really need them, not a homeless person who can physically move into a flat
- Overall I understand why this is all happening and agree that some of the Homes need work which costs money. I am just concerned that the strategy put in place isn't strong enough to

support the potential move of 200+ residents. Financially mentally and realistically

- I again state that the Council's approach of not needing to provide residential care is entirely wrong.

### **3. Validity of the consultation with 11 comment:**

- Seems like this is already a 'done deal' however do hope you get inundated with responses to this
- The online survey did not allow for saving comments as you progressed through which proved very frustrating where the outcomes will be published
- If you haven't already done this then please extend the time of this consultation to give more time to the community to respond. Also to hold an open consultation at a venue where we can talk
- It is obvious that these cuts are driven by cost cutting and the excuse of the conditions of the buildings is a smokescreen for this.

### **4. Financial rational with 9 comments:**

- Annual maintenance: What has been spent annually on these properties in the last 5 years? What was the budget per year? What was forecasted on these properties and what is new because of the report
- Good to see a thorough plan, will the proposed Government review of long term Care be a factor in this plan? How were costs for refurbishments established - have local suppliers (as opposed to national groups such as Carillion) been engaged in terms of work required and future maintenance. Have non-profit groups been considered
- Money needs to be used for the people it cares for. The council tax keeps giving you more use it wisely!

### **5. Future strategy with 8 comments:**

- Many people choose to live at home but will only receive a call for 15 minutes three times a day this doesn't support their loneliness and interaction with other, having no stimulation, not eating, drinking enough leading to more hospital admissions putting more strain on the hospitals and bed blocking due to no local beds for respite



- Overall I understand why this is all happening and agree that some of the homes need work which costs money. I am just concerned that the strategy put in place isn't strong enough to support the potential move of +200 residents. Financially mentally and realistically.

**6. The following themes each received 6 comments:**

**Pressure on other services**

- Closing Care Homes before adequate measures are in place to Care for residents in their own homes is similar to hospitals closing beds and then finding out that Councils cannot provide Care at Home.

**Covid**

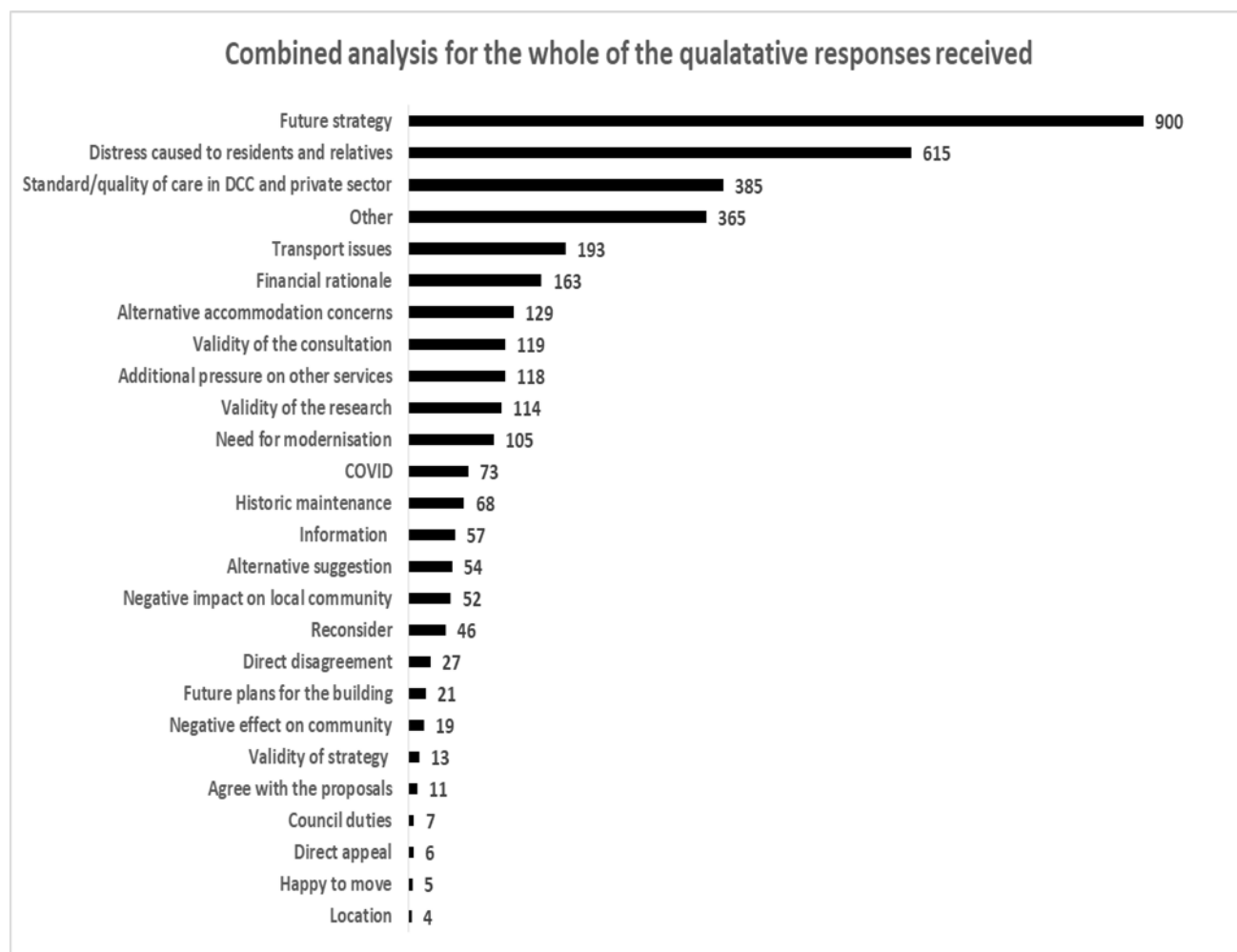
- I think that the consultation should have been stopped during the current restrictions given that some meetings have had to be cancelled.

Other comments captured were regarding agree with the proposal (3 comments), need for modernisation (3 comments), historic maintenance (1 comment), locality (1 comment). 43 comments either did not fit any theme or did not answer the question asked.

## **Combined Analysis**

**In total 1,189 people responded to the consultation. The graph below shows the overall qualitative themes for all of the Care Homes combined. This includes questionnaires, letters, emails, telephone calls, and meetings:**





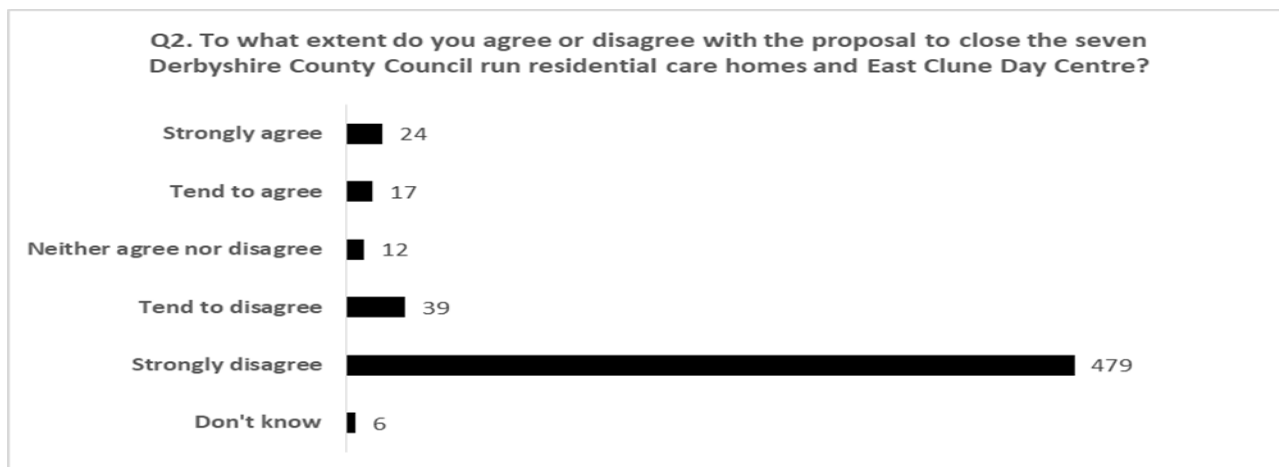
## Quantitative analysis of questionnaires

The tick boxes on the questionnaire both on-line and paper version were analysed and graphs produced from the data. 650 paper questionnaires were printed with the following results:

### Question one



## Question two



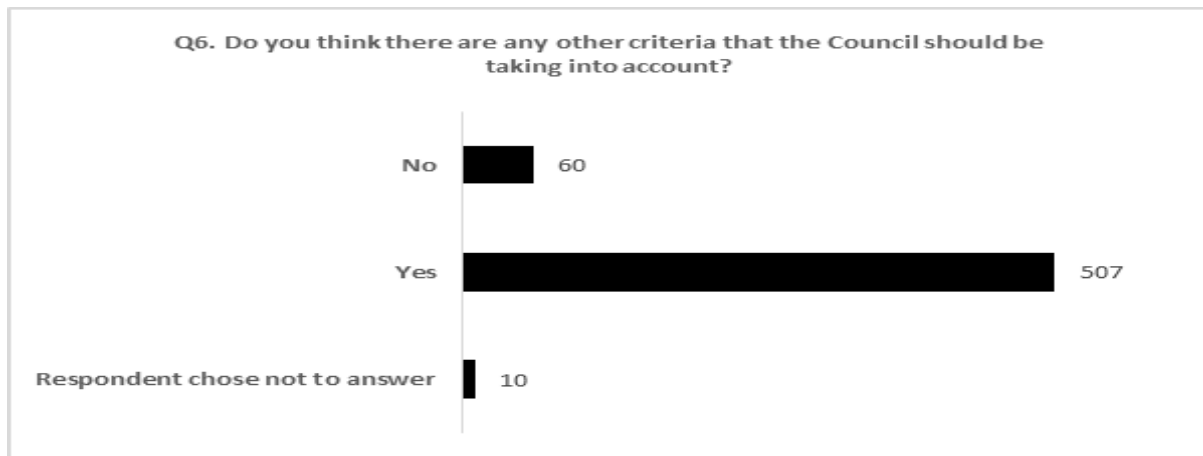
## Question three



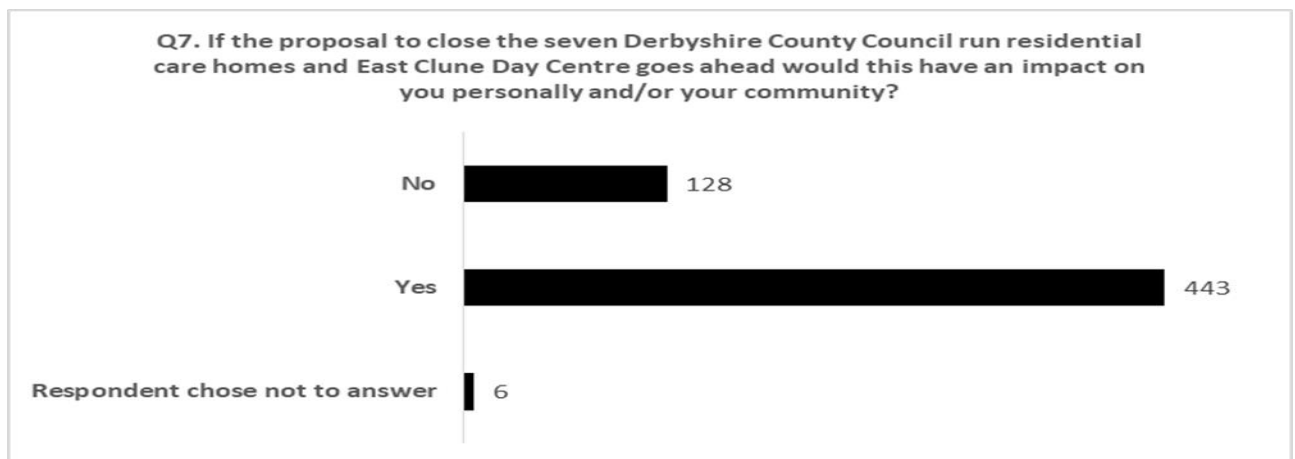
## Question five



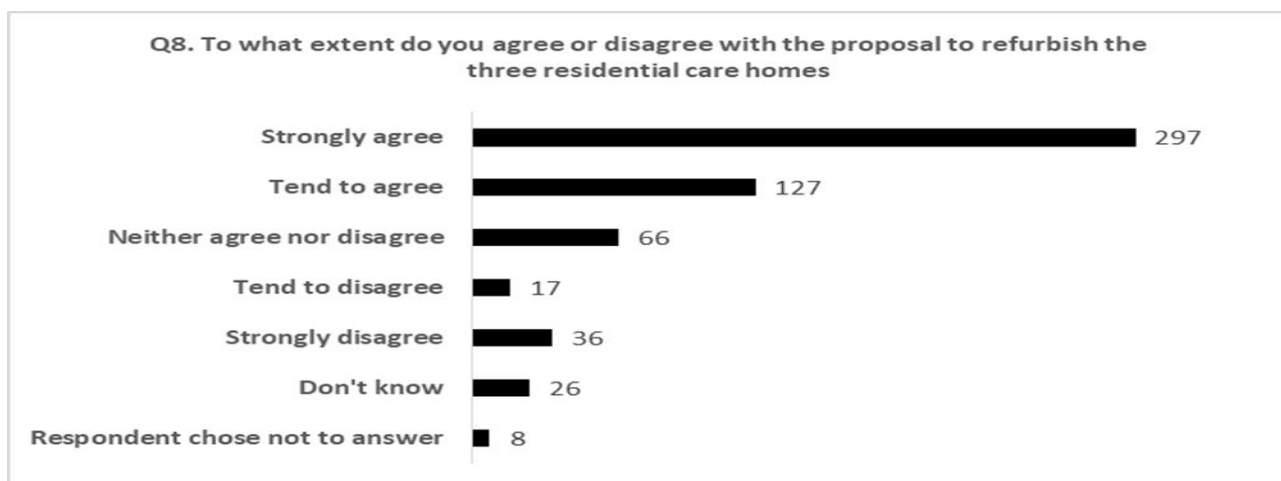
## Question six



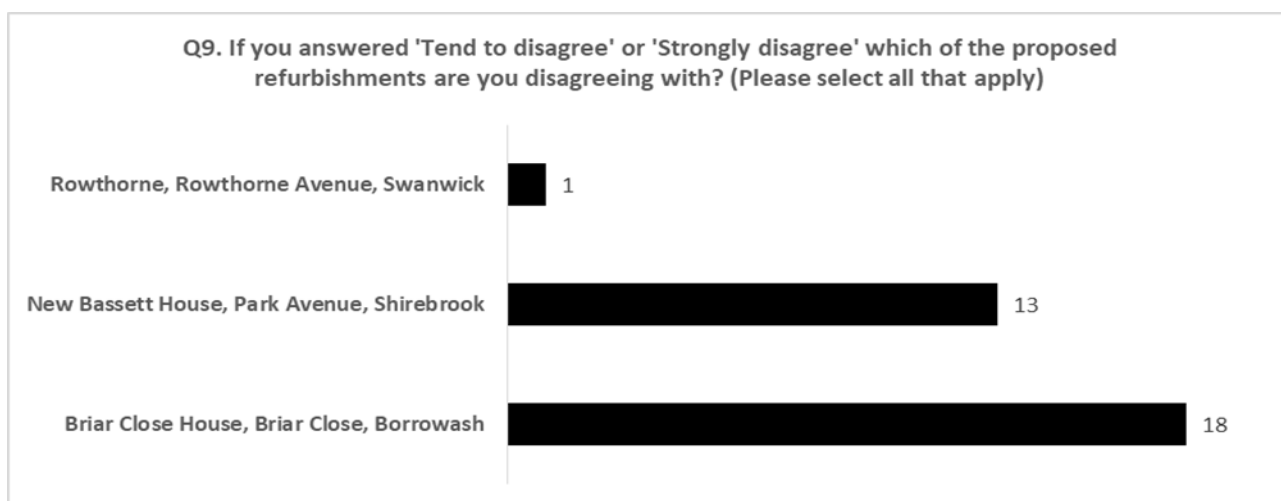
## Question seven



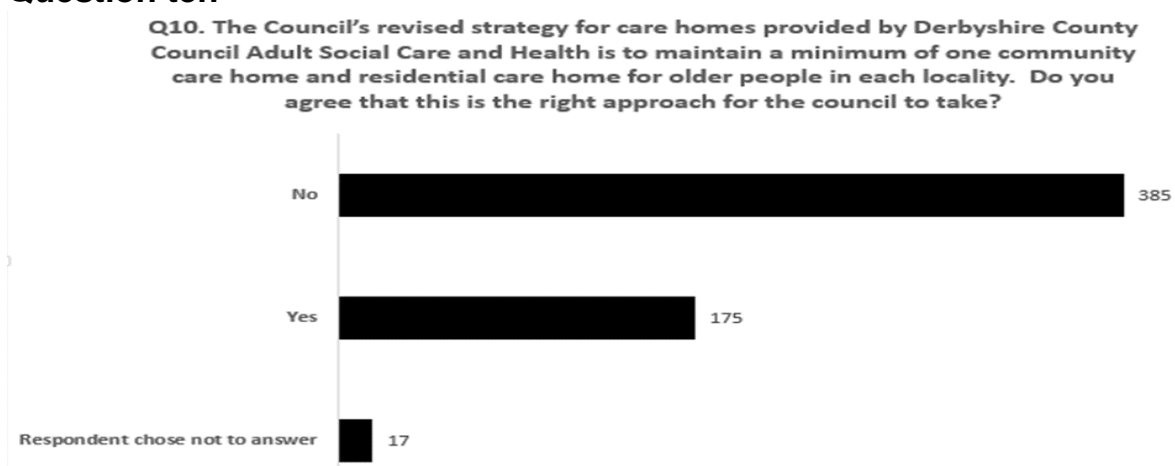
## Question eight



## Question nine

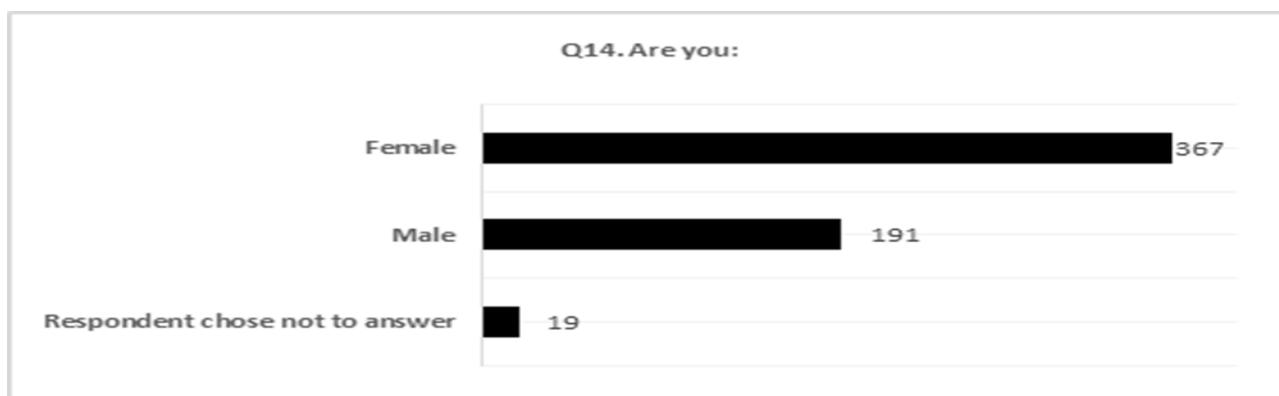


## Question ten



## Demographic information

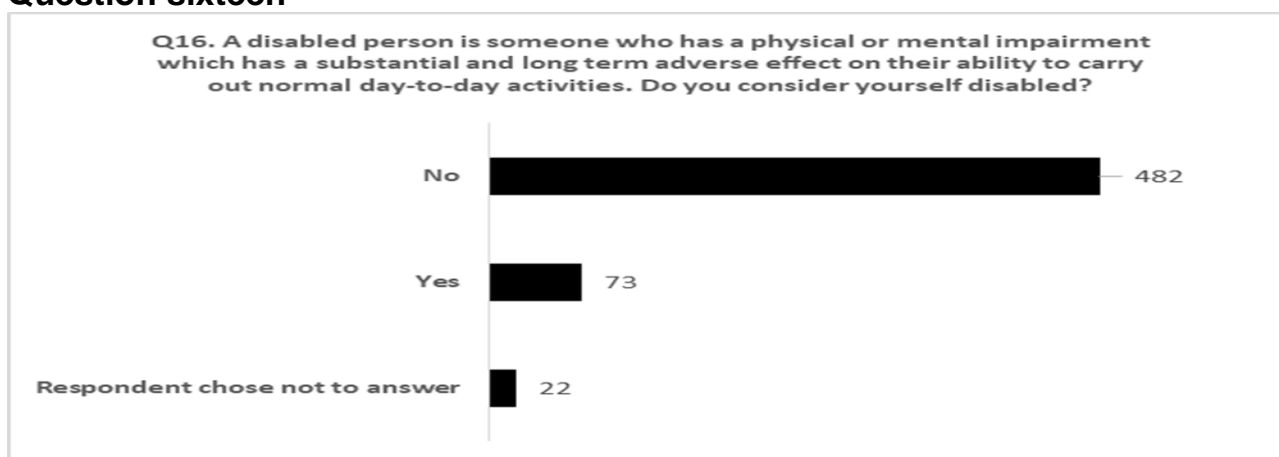
## Question fourteen



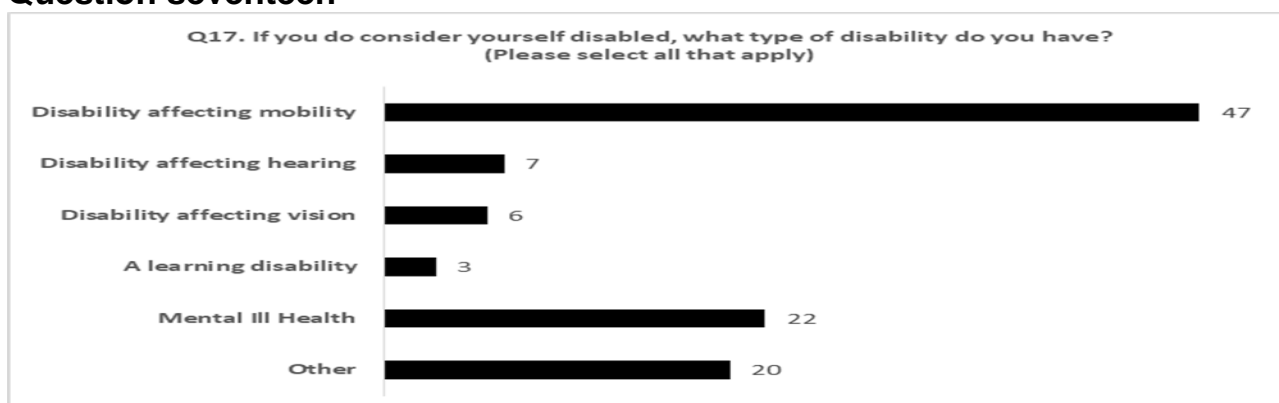
### Question fifteen

532 people answered this question. The minimum age was 15 and the maximum age was 99. This gave an age range of 84 and an average age of 53.

### Question sixteen



### Question seventeen



### Question eighteen



## Appendix 2 Freedom on Information Requests

Completed requests- currently 7 as of 20th April 2020

Request on 15th January 2020

Please forward details to me of the cost of all the refurbishments carried out at the Spinney Care Home since October 2018. Please include the costs for redecoration and refurbishment, new furniture and appliances, pictures, wallboards, computer and office furniture and equipment, installation of new fire doors, boiler and heating systems, electrical updating and the current roof replacement.

Answer on 10th February 2020

The actual spend to date on The Spinney Care home is £163,000.

Request on 4th February 2020

The request was for all of the survey reports for the 7 care homes.

Answer on 12th February 2020

All of the survey reports are available on the Derbyshire County Council website if you follow the link to "Our Strategy for Care Homes" and then "Independent Condition Surveys". I can confirm that no plans or discussions have taken place regarding disposal of the sites, this would be inappropriate as no decision has yet been taken to close any of the homes. I can also assure you that all of the feedback, comments and questions received are recorded and will be presented to Cabinet in due course in order that an informed decision can be made.

Request on 7th February 2020

Q1

Could you please provide detailed costings for both a) the refurbishment costs and b) the maintenance costs of the following for Ladycross House Care Home in Sandiacre since January 2018

Electrical repairs

Bathroom

Kitchen

Fire alarm system  
Fire doors  
Decorating  
Carpets  
Furniture  
Fixtures and fittings  
Asbestos removal

Q2

Could you please provide total spend on Ladycross House Care Home on maintenance and refurbishment since January 2018

Q3

Could you provide details of the residential occupancy for the following years:

2015/16

2016/17

2017/18

2018/19

2019/20

Q4

Could you provide the number of rehabilitation patients (pathway 2) accommodated by Ladycross House since the reduction of beds at Ilkeston Community hospital in August 2019.

Q5

What were the specific criteria used to decide that Ladycross House would be included in phase 1 of the closure of DCC care homes?

Answer on 25th February 2020

Q1

Could you please provide detailed costings for both a) the refurbishment costs and b) the maintenance costs of the following for Ladycross House Care Home in Sandiacre since January 2018

Electrical repairs	£51,372
Bathroom	This spend was prior to the date indicated
Kitchen	£68,615
Fire alarm system	£58,355
Fire doors	£1,562
Decorating	£560
Carpets	This spend was prior to the date indicated
Furniture	£7,839
Fixtures and fittings	£16,078
Asbestos removal	£546

Q2

Could you please provide total spend on Ladycross House Care Home on maintenance and refurbishment since January 2018  
£87,665

Q3

Could you provide details of the residential occupancy for the following years:

2015/16	97.10%
2016/17	94.90%
2017/18	91.60%
2018/19	74.31% (The occupancy is lower due to the evacuation of residents and the closure of a wing to accommodate the kitchen)
2019/20	59.90% (As above)

Q4

Could you provide the number of rehabilitation patients (pathway 2) accommodated by Ladycross House since the reduction of beds at Ilkeston Community hospital in August 2019.

50 people

Q5

What were the specific criteria used to decide that Ladycross House would be included in phase 1 of the closure of DCC care homes?

- The extent of the work required as expressed within the facet condition survey
- The urgency of works required including the need for rewiring
- Ladycross being partially occupied and the availability of care home places in the local area

Request on 3rd February 2020

1. Has the electrical distribution system at The Spinney been tested or assessed for electrical discrimination?
2. Has the system at The Spinney failed any BS standards or regulations for care homes?
3. Fire alarm sounders in the bedrooms would be intolerable for the residents when the tests were carried out, are they in all DCC newer care homes?
4. How would an intruder alarm be monitored? CCTV would be intrusive, this is a care home not a correction facility.

Answer on 11th February 2020

Spinney Care Home Electrical Installation Report

1. Has the electrical distribution system at The Spinney been tested or assessed for electrical discrimination?

Yes the system is tested every 5 years as legislative guidelines. Last report was carried out 3rd September 2018.

2. Has the system at The Spinney failed any BS standards or regulations for care homes?

The overall electrical assessment of the system Inspected on 03/09/20 originally classed as unsatisfactory, which indicate that Code C1 and potentially dangerous code 2 were identified present. These have been cleared and certified 05/09/2018



3. Fire alarm sounders in the bedrooms would be intolerable for the residents when the tests were carried out, are they in all DCC newer care homes?

Care homes prior to the change in legislation in 2017 had smoke sensors. Post 2017 the legislation changed and now is requirement to comply to BS 5839-1: 2017.

4. How would an intruder alarm be monitored? CCTV would be intrusive, this is a care home not a correction facility.

The Intruder alarm, if installed, this would be monitored by a central station. Not aware of any CCTV in our Care Homes.

The Intruder alarm panel is also used to communicate the fire alarm alert to the monitoring station.

I would be extremely grateful if you could confirm that the work detailed at part K under Observations

- No C1's present
- Unable to action 28 no C2, C3 & FI's due to obsolete distribution boards.
- Unable to replace the distribution boards due to obsolete wiring and the presence of asbestos.
- Unable to carry out any of the above until Asbestos is removed.
- Works cannot be carried without vacating the all/part premises.
- Full rewire required.

Page 2 has been completed during the extensive work carried out at the Spinney in the last 16 months

- No extensive work has been carried out at the Spinney in the last 16 months due to issues detailed above.

Request on 9th February 2020

When will the Equality Impact Assessment as detailed be completed in relation to the vulnerable elderly and disabled residents of The Spinney and of Chesterfield as a whole.

Answer on 12th February 2020

This will be undertaken during the course of the consultation and presented, along with a report on the outcome of the consultation, to Cabinet in due course. The Equality Impact Assessment will be completed by 24th April, when the consultation ends, and I can assure you that it will consider each individual home and the particular issues for the homes within their own locality.

Request on 20th February 2020

1. Does the Council's annual revenue Budget for 2020/21 reflect the potential revenue savings from those seven residential care homes proposed for closure in the report?

2. What is the allowance for cyclical and lifecycle replacement of building

elements in The Spinney's budget for 2019/20? How does this compare with the allowance in the 2020/21 budget?

3. On page 3 (fourth para) of the report it states

"... it was determined that a programme of works could be undertaken to adequately mitigate the risks associated with the need to rewire the homes and this programme of work is underway and due for completion by May 2020."

Would you please confirm what works were identified for The Spinney in this programme?

4. The table in Para 2.6 "Physical condition of the buildings" quotes an estimated expenditure of £1,720,305 for The Spinney in Year1. What is the nature of these works and the quantities if known?

Answer on 4th March 2020

1. Does the Council's annual revenue Budget for 2020/21 reflect the potential revenue savings from those seven residential care homes proposed for closure in the report?

There has been no savings taken into account as any potential savings will be subject to the outcome of the consultation

2. What is the allowance for cyclical and lifecycle replacement of building elements in The Spinney's budget for 2019/20? How does this compare with the allowance in the 2020/21 budget? Property are to provide the answer

3. On page 3 (fourth para) of the report it states

"... it was determined that a programme of works could be undertaken to adequately mitigate the risks associated with the need to rewire the homes and this programme of work is underway and due for completion by May 2020."

Would you please confirm what works were identified for The Spinney in this programme?

The replacement of the fire alarm system and some fire doors.

4. The table in Para 2.6 "Physical condition of the buildings" quotes an estimated expenditure of £1,720,305 for The Spinney in Year1. What is the nature of these works and the quantities if known?

Full rewiring, lighting and emergency lighting replacement; replacement of boilers and heating distribution system; replacement of some plumbing/drainage/water services; repairs/replacement of flat roofing to some areas.

Request on 3rd March 2020

Answer on 19th March 2020

1. It is fully understood that Ladycross is not fit for purpose in relation to the long term strategy for the provision of residential care in Derbyshire. However, the facet report indicates that Ladycross is in an acceptable condition for the next few years. Why is Ladycross earmarked for closure when most of the urgent work has either been completed or is in the process of being completed?

The following works have been identified as being required at Ladycross within the next 5 years: rewiring, roof repairs, heating distribution, boilers (partial upgrade), water services, lighting, fire alarm, emergency lighting and all associated internal fabric. Some external works. The estimated cost of these works is £1,461,389.

2. The commissioning strategy predicts that the total number of beds required in Derbyshire will not drop to below 2016 levels until 2035. Why is DCC proposing to close beds in the short to medium term when the need for beds is increasing?

The emphasis will be on providing alternatives to residential care, working with partners and developers to create community-based services, care-ready housing, Extra care, and providing extra support to help older people to lead more independent lives. There are some areas of the County where homes will be refurbished, and this is in order to assist with the demand for residential care in the medium term.

3. The facet report states that Ladycross is dated but the building and site are acceptable with only limited areas of concern, which are the concrete roof tiles and internal roof frames, plus regular cracking to external walls beneath windows, which we need to note and observe. If this is the case, why is the Cabinet report dated 23 January 2020 saying that Ladycross is in a poor state and requires significant refurbishment?

The following works have been identified as being required at Ladycross within the next 5 years: rewiring, roof repairs, heating distribution, boilers (partial upgrade), water services, lighting, fire alarm, emergency lighting and all associated internal fabric. Some external works. The estimated cost of these works is £1,461,389.

4. What does 'rank' relate to in Appendix 4 of the Cabinet Report dated 23 January 2020 and on what basis has this score been calculated?

The rank relates to the estimated total cost of works required at each home (according to the facet surveys) within the next five years. The homes are ranked in descending order from the least expenditure (ranked 1st) to the most (ranked 15th).

5. The Cabinet report states that CQC ratings have not been under consideration in relation to proposals to close homes. It states that the proposals to close are not based on CQC ratings or the quality of care. However, six of the seven homes earmarked for closure have been rated as requires improvement. All of the homes remaining open are rated as good. Have CQC ratings been taken into consideration regarding the homes earmarked for closure?

No they have not.

6. In May 2019 Ladycross did not open a wing in order to provide catering facilities to cover a 6 week period whilst the kitchen was re-furbished. The refurbishment actually took 6 months due to a lack of robust project management. This and the current hold on long term admissions has had detrimental effect on budgets. Has the performance of individual home budgets been taken into consideration regarding the proposal to close Ladycross?

No budgets and efficiency have not been taken into account in making the proposals. The delay in works to refurbish the kitchen being completed was in fact due to additional unforeseen issues being identified once work had commenced, namely a cracked ceiling joist in the kitchen and damaged drainage pipes which required replacement.

7. The Cabinet Report states considerations such as struggling to recruit sufficient staff and kitchen ventilation replacement have been taken into account when earmarking homes for closure. Ladycross house has had a full kitchen replacement and at the point of writing, is fully staffed. Have these two considerations been applied to Ladycross?

No these are not part of the consideration as far as Ladycross is concerned. Kitchen ventilation is a consideration at other homes. The specific staffing situation at each home is not a consideration within these proposals.

8. The Cabinet report states that homes could not be modernised to meet modern care standards even if resources were available. At the recent residents and relatives meeting it was said that such a feasibility study had not been carried out. Do you intend to carry out a feasibility study to see if any of the homes could be appropriately modernised to meet modern care standards?

No the Council has previously undertaken such feasibility studies but does not intend to do so again. The proposals are based on the premise that undertaking the works required is not viewed as being the best use of public money and it is thought that as alternatives to residential care are developed fewer care homes will be required in the longer term.

9. What does 'refurbishment' actually mean? And are all the works to be carried out those identified in the facet reports?

Refurbishment means repair, new service installations and full redecoration of the buildings in line with industry standards. The proposals are based on the recommendations contained in the facet survey reports. The surveys took account of the age of:

- building components,
- the industry standard timescale for replacement or refurbishment,
- a visual inspection of each component (where possible), and,
- estimated costs for the replacement or refurbishment of each component.

10. The Cabinet Report states that design and feasibility studies are

required before work starts on the homes identified for refurbishment. Does this mean that the costs identified for this work may increase?

Yes the information in the facet surveys is based on estimates and there may be unforeseen costs. The actual cost of undertaking works will not be known until such time as a full design plan is developed and procurement has taken place.

11. What will happen if the design and feasibility surveys indicate that the work is not feasible or will be too expensive, bearing in mind that other homes may have closed during this timescale?

The position would be reviewed at that time. No decision to close any home has yet been made but any decisions will be made on information available at that time.

12. We have been told that the reasons for Briar Close being refurbished rather than Ladycross are all highlighted in the facet survey report and that this is a technical decision based purely on the fabric of the building. However, comparing both facet reports shows the following:-

- Roofs – The flat roofs at Briar Close need replacing within the next 1-2 years and the roof lights need replacing. At Ladycross, the flat roofs have been recovered and roof lights replaced so are generally in a fair condition.
- Rainwater goods – Renewal works are the same. The external walls at Briar Close could allow water ingress.
- Windows and external doors – At Briar Close water ingress is saturating some carpets. North lights need replacement. Ladycross, all in good or functional condition.
- Ceilings – Briar Close living rooms need replacement, Ladycross all in good condition.
- Decorations – Briar Close generally good condition. Ladycross tired and worn.
- Sanitary wear – same issues for both homes.
- Fixtures and fittings – same issues for both homes.
- External areas – Briar Close has a number of concerns including narrow footpaths, concerns around evacuation in an emergency, wet and slippery ramps and not enough handrails. Ladycross is in an acceptable condition with no potential trip hazards.
- Summary – Briar Close flat roof coverings need replacement and there are concerns over external recreation areas. Ladycross is dated but acceptable.

- Internal space relationships. Both homes are rated C, however this should be reviewed as both homes have since had a new fire alarm system installed.
- Space utilisation- Briar Close F, Ladycross B.
- Amenity – Ladycross B/C, Briar Close C. However, this should be reviewed as Ladycross has had work done, some decoration and some new furniture.
- Fire – Both homes C.
- Energy – both homes E. However, this should be reviewed as the Ladycross rating is now much improved, from E108 to D86.
- Existing mechanical services – Both boilers on both blue wings are calling for a service. Much of the Ladycross report seems to have been copied and pasted for the Briar Close report.
- Domestic water services – Almost identical issues for both homes.
- Heating control systems – Almost identical issues for both homes.
- Ventilation – information for Ladycross is no longer accurate as the kitchen work has now been done. Briar Close notes the absence of fire dampers fitted into the corridor walls.
- Electrical distribution – Briar Close states to consider re-wiring the building completely and how this could be achieved. Much of this work has already been carried out at Ladycross, including fitting Schneider distribution boards to the main electrical cupboards and the individual wings, so any work required will not be as extensive.
- Internal lighting – identical issues. However, Ladycross kitchen lighting has been replaced along with other areas where LED lighting has been fitted.
- Emergency lighting, small power, security, nurse call system, energy efficiency – Almost identical issues for both homes.
- External lighting – similar issues for both homes.
- Fire alarm- identical issues. However, the fire alarm systems in both homes have now been replaced.
- Year 1 works – virtually identical issues.



- Year 2 works – more work required at Briar Close than Ladycross.
- Year 3 works – virtually identical issues, apart from installing IT/Data outlets at Briar Close.
- Structural Appraisal – similar defects were found in both buildings, but both reports show that there are no significant defects to the roof structures.

The independent surveyor's reports have identified repair items and costs. This information has been used, together with an assessment of local need to determine the strategy of which homes are recommended for retention and refurbishment.

13. It has been stated that the proposal to close Ladycross rather than refurbish it is based on the condition of the building. Why is refurbishment not being considered when the Ladycross site appears to have no significant defects?

This is based on the facet surveys for each of the homes. The independent surveyor's reports have identified repair items and costs. This information has been used, together with an assessment of local need to determine the strategy of which homes are recommended for retention and refurbishment.

14. The question and answer report states that of the 10 homes identified, the 3 earmarked for refurbishment need the least amount of work. On what information has this assumption been based?

This is based on the information and conclusions in the facet surveys. The independent surveyor's reports have identified repair items and costs. This information has been used, together with an assessment of local need to determine the strategy of which homes are recommended for retention and refurbishment.

15. This report also states that the 7 homes proposed to close require extensive work. Since the facet report was produced Ladycross has been partially re-wired and LED lighting has been installed. A new kitchen and ventilation system has been installed, including a combi oven. Some rooms have been re-decorated and some floorings have been replaced. We have some new furniture and a new fire alarm system has been installed. New fire doors and other works identified from the fire assessment are underway. A lot of work has been done in the garden resulting in us winning 2 gardening awards last summer. A significant amount of work has been undertaken to set up and equip the 8 community support beds, which are now running effectively and efficiently. Has this work been taken into account and has the cost of this work been deducted from the costs in the facet survey or the costs in the Cabinet Report project priority costs?

Ladycross has not been partially rewired, some priority repairs were carried out so the rewiring is still required. The other works were either planned or

partially completed when the facet survey for Ladycross was undertaken so have been taken in to account

16. The report also states that a programme of works already underway will adequately mitigate the risks associated with the need to rewire the homes and that this work is due for completion in May 2020. This work includes the installation of new fire doors and other works identified as a result of the fire assessment. Does this mean that it would now not be necessary to re-wire Ladycross in the short to medium term?

No the rewiring is still required. The fire safety mitigations assist in the event of a fire. They do not reduce the increased risk of a fire.

17. The facet report description of work states that the ceilings at Ladycross are in good condition, whilst the ones at Briar Close need replacement. However, the description of work report states a cost of £44,440.00 for Ladycross, yet there are no associated costs for Briar Close. Why do the costs in the facet report description of work for Ladycross and Briar Close vary so much when the findings and recommendations are generally similar?

The independent surveyor's reports have identified the repair items and costs. A number of different surveyors have undertaken the reports, therefore there may be some differences with regards to the structuring of the cost summary. The elemental cost for asbestos / ceiling removal and replacement may have been included under another item e.g. redecorations.

18. The decorations at Ladycross are said to be tired and worn whilst at Briar Close, the decorations are generally in good condition. If this is the case, why are the redecoration costs for Ladycross £85,519.20 when the costs for Briar Close are £257,235.15?

See answer to question 17.

The independent surveyor's reports have identified the repair items and costs. A number of different surveyors have undertaken the reports, therefore there may be some differences with regards to the structuring of the cost summary. The elemental cost for asbestos / ceiling removal and replacement may have been included under another item e.g. redecorations.

19. Under the description of works in the facet report there is a cost of £249,369.53 for provisional uplift for sectional works at 25%. Could you please explain what this relates to and why there isn't a similar cost for Briar Close?

The independent surveyor's reports have identified the repair items and costs. This suggests an allowance for phasing of works within an occupied building.

A number of different surveyors have undertaken the reports, therefore there may be some differences with regards to the structuring of the cost summary.

20. Under the description of works in the facet report for Ladycross, why does the total construction cost state £680,809.11 when it should total to £1,678,287.23?



It appears from the question that the independent surveyor's cost reports are being mis-interpreted and that the question is based on looking at individual project costs rather than the total.

21. One of the costings on the facet survey is £4,000 to provide a table lamp in each bedroom. Ladycross is a 35 bedded home. Has DCC challenged the expenditure of £114.28 for one table lamp?

It appears from the question that the independent surveyor's cost reports are being mis-interpreted as the cost relates to the cost of the electrical installation.

22. Appendix A on the facet survey gives ratings in a number of areas, which are virtually identical for Briar Close and Ladycross. In terms of amenity, comfort and engineering and design, Ladycross scores higher as these areas are currently in B/C, which means that they are sound, operationally safe and exhibiting only minor deteriorations, but could fall into major repair or replacement within the next 5 years. If this is the case, why has Ladycross not been considered for refurbishment?

The overall estimated cost for Ladycross is higher than that for Briar Close according to the facet surveys for each.

23. Appendix B in the facet report for Ladycross appears to refer to a completely different building to Ladycross. Why is this?

There is a misprint in the column "room use" using the term "Social Services Leonard Cheshire" this is an error. The rest of the room information is correct however.

24. The facet survey at Ladycross was carried out whilst we were closed for re-wiring works to be undertaken. The home therefore resembled a building site rather than a residential home. Was this taken into account when carrying out the facet surveys when compared to the other homes?

Ladycross has not been rewired. The facet survey information is based on visual inspection of building components rather than the general tidiness or otherwise of the building.

25. Could you please explain how the project priorities costs dated May 2019 have been calculated as these are very different from the figures quoted in the facet report.

The project priorities are based on the relative urgency of works and grouping works together in the most cost effective way in order to get the most urgent work completed as quickly as possible.

26. In addition could you please explain what the cost of £1,021,599.00 for Ladycross consists of and whether or not this cost includes the programme of works currently underway?

The replacement of the fire alarm is included in the current work programme.

27. How has the indicative cost of works in the first 5 years in Appendix 4 of

the Cabinet report been calculated as this does not correspond with the figures in the facet report?

The information in the facet surveys was used by Officers in Property Services and Adult Care in consultation with Faithful and Gould to formulate a project based approach to undertaking works on each establishment with a view to undertaking the most urgent work, and any associated refurbishment, as soon as it was required. Property Services detailed knowledge of the condition of the buildings and the need for maintenance and refurbishment was considered as part of this process. The final figure in the Cabinet report reflects the prioritisation and programming of the work.

28. The costings on the facet reports indicate that the cost of refurbishment work is more for Briar Close than for Ladycross at each priority point, from priority 1 & 2 up to 2020, from priority 3 up to 2023 and from priority 4 up until 2028. Are these figures accurate and has any additional work or associated costs been identified in relation to Ladycross?

As far as we are aware the information in the facet reports is accurate.

29. The facet survey was carried out in September 2018 and finalised in December 2018. Unit Managers were not advised about any potential risks around electrical wiring until October 2019. If there were significant concerns around the condition of the electrics in the buildings, why did it take so long to alert Unit Managers?

All of the reports were presented to the council in April 2019, then work was undertaken to develop the project based approach to undertaking the work and a plan of action was then developed and approved before Unit Managers were informed.

30. Ladycross was not assessed for fire remedial works until November 2019 and this work has only recently started. If there were significant concerns about electrical safety, why was the assessment not carried out sooner?

The remedial work is based on the Technical Fire Risk Assessments and Operational Fire Risk Assessments for each home some of which needed to be updated. These individually risk assessed and prioritised in order to ascertain what work was required.

31. There will be costs associated with re-location of staff. Have these costs been estimated and factored into the proposals?

Yes an estimated cost is included in the overall budget for the proposed programme described in the Cabinet report.

32. What will be the annual saving to DCC from closing Ladycross?  
Based on current occupancy and assuming reprovision of the current Community Support Beds to another facility the estimate saving would be £381k per annum.

33. The Council has said that it plans to open the new site in Cotmanhay in the summer of 2022 and may consider increasing the proposed capacity. This building would therefore not become available until after Ladycross and Beechcroft have closed. Neither of these homes are in breach of existing care home standards and according the facet reports, do not require extensive

work beyond what has already been carried out, before 2023. Has consideration been given to amalgamating Beechcroft and Ladycross as an alternative to closure, moving residents and staff to the new home when it is ready?

No this has not been considered.

34. In the frequently asked questions document it states that the Council has a policy of seeking to redeploy staff. How many existing vacancies are available locally for:-

A)	Deputy Unit Managers		
B)	Senior Carers		
C)	Care Staff		
D)	Domestic Staff		
E)	Catering Staff?		
	Amber Valley	Erewash	
	FTE	FTE	
	Deputy Unit Managers	0.5	1.1
	Senior Care Worker	1.6	0.4
	Care Worker	13	11.98
	Domestic	1	0.64
	Catering (Supervisor, Assistants and Cooks)	1.16	0.72
	Care Worker (Community)	18	10.96
	Day Service Worker	2.8	0.5
	Total	38.06	26.3

Outstanding requests – currently 5 as of 20th April 2020  
Request on 20th February 2020

Answer – currently awaiting a response as of 20th April 2020  
Request on 25th February 2020

Some queries about the survey report please - hope I have addressed to right quarters.

The survey report is dated NOVEMBER 2018 List below are extracts from facet survey items categorised as Condition D Priority 1 Year 1

Dosing pots to be installed on each heating system £800

Magnetic filters to be installed on each heating system £600

Install thermal insulation on all heating pipe work in boiler houses

All valves to be provided with insulated jackets £2400

Install kitchen ventilation system and extract canopy £15000

Install gas interlock system to new ventilation system £3000

Check fan in bathroom 066 and replace if necessary £250

Strip out redundant flues and seal roof seal holes around boiler flues £2000

TOTAL. £24050

Is this work required to be done to meet Statutory Requirements Please

confirm that the work has been done and if not which work is still required

The following items are categorised Condition C Priority 1 and 2 Replace existing Kitchen Distribution Board with modern

SchneiderActi9 board to match ones already installed in other areas£500

Luminaries in laundry allow ingress of insects Install new luminaries £1500

Install new luminaries in 47 bedrooms£1880

Provision of table lamps in 47 bedrooms£4700

Addressable detectors with sounder and beacon VADs in 47

bedroom -replace fire alarm system with a new addressable system. £7050 +

Install hearing loop£2500

New signs in corridors- illuminated emergency exit signs£10000\*

“ “ “ “ “ “ “ £5000\*

Pressure relief discharges to be discharged into tundish and drain£500

TOTAL £33630

Please confirm that the work has been done and if not which work is still required?

\* these two items appear to be two prices for the same work in the same location ? In view of this apparent duplication can you give breakdown of these costs and please confirm which is correct

+ also refers to addressable fire alarm system but the page 5 of the executive summary “the fire alarm appears to have been recently installed and is a modern addressable system .....additional VADs recommended” Please advise that the cost estimated is for a new fire alarm system and VADs or just for VADs ?

Answer – current awaiting a response as of 20th April 2020

Request on 1st March 2020

The costs itemised in the Faithful & Gould survey commissioned by yourselves should have formed the basis of your summary of work to be carried out. However this is not up to date and also inaccurate. Please note:

Rewiring is not necessary - there are proposed additional electrical works much of which is unnecessary for 80-104 year olds, including internet throughout, dimmer switches and the installation of extra wired-in supplementary lighting.

Roof repairs - unnecessary. these are suggested within the next 10-15 years, not the next 5 years as stated in your summary. This will save over £100,000.

Boiler replacement - this has already been done.

Fire alarms etc - these have already been done.

\*\*\*\*Please revise your statement and send me the new version.\*\*\*

Other items in the Faithful & Gould report reflect the lack of efficient ongoing maintenance. These items can make the building more energy-efficient and save running costs. They include insulation of pipework, cyclical replacement

of radiators and windows, updating of the kitchen and use of energy-efficient lighting.

\*\*\*\*Does the Council have a policy of increasing energy-efficiency throughout its buildings? Please let me know. \*\*\*\*

Answer – current awaiting a response as of 20th April 2020

Request on 4th March 2020

In the letter from Helen Jones outlining your reasons for proposing to close Goyt Valley House, you claim that the whole property needs rewiring.

In a letter to my colleague, Lynne Bagshawe, you state that only the boiler house and the kitchen have been rewired because of the disruption that would be caused to residents if the full rewire were to be done, needing ceilings to be taken down and any asbestos removed. We have good reason to dispute that statement as it is our understanding that the property was fully rewired in 2007.

I have asked previously to see a copy of the Electrical Installation Certificate via Ray Atkins, my local Lib Dem councillor, only for him to be told by Robert Moore that the certificate cannot be provided since records are not kept for more than six years. I do not believe that statement. It is my understanding that the EIC must be kept on record for the whole life of the installation, together with the schedule of inspections and tests that are carried out. An EIC should be issued with each new circuit that is installed.

I ask again therefore, under the Freedom of Information Act, to see copies of all the Electrical Installation Certificates held by DCC in respect of Goyt Valley House.

Answer – currently awaiting a response as of 20th April 2020

Request on 28th March 2020

- (1) Are there Standards / Regulations which Holmlea doesn't meet ?
- (2) Some Of the homes will not be fit for purpose even if work is carried out – Is Holmlea one of these homes?
- (3) Why has the council let Holmlea get into such a state of repair?

Further questions are as follows:

(a) Faithful and Gould carried out the condition surveys in November 2018 – Was the £6000 cost for Holmlea alone or was it the total cost for all 10 homes?

(b) According to your letter of 16 March the facet survey estimated that the cost to refurbish Holmlea was £2,139,382 for next 5 years.- Are these costs taken from the Independent Condition Survey Report – As shown in the “ Costs Download for Holmlea” on your website?

This download contains the following nine sheets which I have listed as (i) to(ix) below.

(i) Summary Table – This sheet has data on “sums of years” 1 to 5 and a grand total of 145464.6304 . – What does this figure represent?

(ii) Fabric Survey – A condition survey with predicted replacement in years.

Answer – currently awaiting a response as of 20th April 2020

## **Appendix 3 – Frequently asked questions**

### **Why are you proposing closing homes when the number of older people is growing?**

An independent survey of our older care homes and subsequent analysis found defects in 10 homes, highlighting the need for extensive work to bring them up to modern care standards.

Even if repairs were carried out, some of the homes are not fit for the purpose of providing high quality care for older people with increasingly complex needs and do not have the room for essential equipment with residents sharing toilets rather than having their own en-suite.

Our Older People’s Housing, Accommodation and Support Commissioning Strategy 2019-2035 also projects there will be less need for residential care in the long term.

Instead the emphasis will be on providing alternatives to residential care, working with partners and developers to create community based services, care-ready housing, Extra care, and providing extra support to help older people to lead more independent lives.

The report sets out what we think the priorities are for our own care homes and community care centres, and which homes we think we need to retain in order to meet these priorities in future.

If we do nothing, there will be an increasing number of older people who may need residential care in future so our plan is to offer alternatives to this so that people are supported to live more independently.

With this in mind we have to consider whether it’s right to commit public money to refurbish homes we will not need in the long term and which aren’t fit for purpose now.

The other private homes in this area all have top-ups who is going to pay for



that if either I or my relative has to move to one of these homes?

We have a series of pledges to support residents affected by any home closures and this includes a commitment to meet any reasonable top-up fees in the event that an alternative placement is required in a home where this is required.

### **Why has the council let the homes get into such a state of disrepair?**

Unfortunately we have a large number of older buildings that, despite ongoing maintenance, still need extensive work, including rewiring in the near future, to bring them up to modern standards.

Once we became aware of the extent of the repairs needed in these homes, we carried out immediate work to upgrade fire alarms, replace fire doors, increase evacuation equipment and have extra staffing at night to ensure everyone's safety while we considered our future strategy.

However, even if the work was carried out, some of these homes are not fit for the purpose of providing high quality care for older people with increasingly complex needs.

Taking this, and the findings of the strategy which projects diminishing need for residential care in the long term, into account, Cabinet has to consider whether it is a good use of public money to repair these buildings.

### **Haven't you already made your decision?**

We fully understand that this will be an anxious time for everyone affected but we'd like to reassure you that no decisions will be taken until we have heard everyone's views and taken these into account.

The consultation will last for 12 weeks and we will make it as easy as possible for everyone to give their views including meetings with residents and their relatives and carers in the homes, and a series of public consultation meetings open to everyone being held in libraries.

### **What will happen to residents in homes that will be refurbished?**

Residents would be able to stay in these homes while the refurbishment work goes ahead.

However, as work is likely to be disruptive, they will be offered the option to move out temporarily if they wish and would be fully supported by our staff to do this, taking into account their needs and wishes.

Even if they opt to stay put, they may need to relocate within the building to allow access to certain areas at certain times but they would be fully supported by our staff to do that and their care will not be compromised in any way.

### **If a decision is made to close a home, what would happen to residents?**

We'd like to reassure people that no decisions will be taken until we have heard everyone's views and taken these in to account.

We will do everything we can to support our residents and their relatives and carers during this time and would like to reassure them that their care will not be compromised in any way.

Depending on the outcome of the consultation, we'd carry out a full assessment of all our residents' needs and ensure they and their relatives are fully supported to make the best choices for their future.

The council already has £30 million so why not do the work on all of the homes, it's only an extra £4 million?

Based on the condition surveys we estimate the cost of work to be around £34 million. However, as with any large project, the actual scale of work will only become clear once contractors can get inside the building so costs could be significantly higher.

The total budget that has been set aside includes the cost of works carried out immediately to ensure the safety of residents, staff and visitors and the costs associated with finding alternative care home placements if residents opt to move out during refurbishment work.

However even if repairs were carried out, the fact remains that they are not fit for the purpose of providing high quality care to older people with increasingly complex needs.

Our Older People's Housing, Accommodation and Support Strategy also projects a diminishing need for residential care in the future so Cabinet has to decide if this would be a good use of public money.

### **If the electrics have failed why aren't you evacuating the homes on the grounds of health and safety?**

We recognise that the work needs to be carried out as soon as possible. Our number one priority is the wellbeing and safety of our care home residents which is why we carried out immediate work to replace fire alarms, fire doors, provided additional evacuation equipment and increased staffing at night to



ensure their safety.

**If circumstances change we would take immediate steps to evacuate the buildings.**

The report says there might be an increased fire risk, what have you done to address this?

When we became aware of the extent of work needed in our homes, including rewiring, we carried out immediate work to replace fire alarms, fire doors, provided additional evacuation equipment and increased staffing at night to ensure the safety of residents.

Ideally undertaking rewiring is the best way of reducing any risk but the measures being taken will significantly improve our ability to respond in the event of a fire occurring. The mitigation work is not dependent upon, or linked to the consultation which is being undertaken. The work will be completed regardless of the outcome of the consultation.

The residents are very frail and a move to another home will have a detrimental effect on their health, which could be fatal. Why are you putting their health at risk?

We fully appreciate this will be a worrying time for everyone affected by these proposals.

We'd like to reassure people that no decisions will be taken until we have heard everyone's views and taken these in to account.

We will do everything we can to support our residents and their relatives and carers during this time and would like to reassure them that their care will not be compromised in any way.

Depending on the outcome of the consultation, we'd carry out a full assessment of all our residents' needs, including any health issues, and ensure they and their relatives are fully supported to make the best choices for their future.

Our staff will fully support our residents to minimise disruption and ensure any moves went as smoothly as possible.

The council should spend less on new homes and invest in the established homes which are still badly needed. Why is the council not prioritising doing the work and keeping the homes open?

Even if repairs were carried out these older care homes are no longer fit for

the purpose of providing high quality care for older people with increasingly complex needs as they don't have room for essential equipment and residents have to share toilets.

Our Older People's Housing, Accommodation and Support Commissioning Strategy 2019-2035 also projects there will be less need for residential care in the long term.

Under the proposals we would refurbish and keep open 3 homes in the medium term. This is to ensure we have enough accommodation for older people while we develop alternatives to residential care by working with partners and developers to create community based services, care-ready housing, Extra care and providing extra support to help older people to lead more independent lives.

Cabinet needs to decide whether it is a good use of public money to carry out significant refurbishment on the other 7 homes that are proposed for closure and which would not be needed in the longer term.

The report talks a lot about alternatives to residential care but these homes are badly needed. Where are people who need a care home in future supposed to go if this home closes?

With 23 care homes, we are the largest local authority provider of residential care in the country. Other councils either no longer provide residential care or have decided to focus on providing targeted provision to meet local need. In other areas the emphasis has been on working with the private market to develop and provide services.

We believe we can do more to support people to live independently in their own homes, which is what they say they want, and part of this will include encouraging the provision of different forms of support in appropriate accommodation.

However we remain committed to providing high quality care for Derbyshire residents and we're currently building a new state-of-the-art care centre in Belper which is due to open in the spring and have plans for another development in Ilkeston.

### **What will happen to the community support bed / rehab services provided from here?**

We would work together with partners to ensure these services were relocated to another venue and maintained.

We use this home for short breaks / respite care, where am I supposed to get

this service from in future?

We understand this is an anxious time but our staff would work with you to identify alternative local services for you to use in future if this service were to close.

**This is all about saving money, why is the council not up front about that?**

We have a budget set aside to enable us to carry out this work, including supporting residents to move, pay top-up fees and carry out remedial work to ensure the safety of everyone in these homes.

However these homes are old and despite regular maintenance require significant work to bring them up to modern day standards. Even if the work was carried out, the buildings simply aren't fit for the purpose of providing high quality care for older people with increasingly complex needs as they don't have room for the equipment we need or en suites to maintain residents' dignity.

Taking this into account, as well as our strategy which projects that there will be less need for residential care in the future, Cabinet has to consider whether it would be good value for money to repair these homes if they are not fit for purpose or needed in the longer term.

**I don't believe the homes are 'not fit for purpose' my relative is very happy here and has no complaints about the care being provided. Why are you saying they are 'not fit for purpose'?**

Our staff work incredibly hard to ensure our residents get high quality care which helps them to lead dignified, fulfilled lives.

However some of the buildings they have to do this in are far from ideal and don't match up to modern day care standards that people expect and deserve.

While our older homes are compliant with care regulations as they were built before the current regulations came in to force, the fact remains they have small bedrooms, narrow doors and corridors, and don't have en-suite toilets which impacts on residents and the staff trying to support them.

Furniture has to be removed from bedrooms so that moving and handling equipment can be used and often residents have to wait longer to use an accessible toilet as several residents will have to share the bathroom facilities.

When our older care homes were designed and built, our residents' needs were not as complex and they were more able to look after themselves. These

days older people going in to residential care have significantly higher needs and our older buildings do not help us to meet these.

The other private homes in this area are not as good as this. Why would you close this home when it is a good home with a 'good' rating from CQC?

It is regrettable that we are having to consider these proposals but they are not related to the quality of care being provided but rather to the quality of the buildings that care is being provided in.

If a decision is ultimately made to close a home, our staff would fully support all our residents to find alternative accommodation taking into account their needs and wishes.

**Why have you chosen this home for closure and not for refurbishment like the other 3? It is no worse than them.**

These proposals are based on an independent survey which found many of our older homes needed significant refurbishment, including rewiring, to bring them up to modern day care standards that Derbyshire residents expect and deserve.

Of the 10 homes, the 3 earmarked for refurbishment need the least amount of work and would be required in the medium term to ensure we have enough accommodation to meet the needs of our older people.

The 7 homes where we're consulting on their closure, require extensive work and according to our Older People's Housing, Accommodation and Support Strategy would not be needed in the longer term.

**What will happen to the staff?**

We appreciate that this will be a worrying time for our staff and we will do everything we can to support them through this difficult time. We have a policy of seeking to redeploy staff wherever possible and would look to find alternative employment within the council for as many people as possible.

**I heard about these proposals in the media. You didn't even have the decency to tell us about them in person. What do you say to that?**

It is regrettable and we'd like to apologise that some people did not hear about these proposals from us.

We had planned carefully how we told everyone to ensure as many people as possible heard it at the same time but unfortunately the story was leaked and we had no choice but to bring this forward.

## **When will homes close?**

If a decision is made to close the homes taking account of everyone's views, we would look to do this in a planned way. We need to ensure that alternative arrangements can be made for all our residents and that we have time to develop alternative accommodation in the area.

We are expecting a report on the outcome of the consultation to be discussed by Cabinet in May and this will include an equality impact analysis. If closures were agreed, these would be phased with East Clune, The Spinney, Ladycross House and Beechcroft closing first. They would then be followed by Holmlea, Goyt Valley House and Gernon Manor as soon as possible afterwards.

## **When will residents have to move?**

We can't say at this stage where people might move to if a decision is ultimately made to close any of the homes as we will need to take into account residents' needs and their personal choices.

All our residents will be re-assessed, which will also take into account any medical issues, and we will work with them and their families to find suitable alternative accommodation. We understand this will be worrying for them but we will fully support them through this difficult time.

Our work to re-assess residents in the first phase of homes will begin after the May meeting (assuming a decision is made to close or refurbish). However, it is difficult to give accurate timescales on possible closures as this depends on things like alternative places being available and whether people are well enough to move as we would never force or pressurise people to move.

## **How bad will the disruption be when refurbishment work is undertaken?**

As with any major refurbishment, there is likely to be a lot of disruption due to noise and dust and because of this our residents will be offered the chance to relocate temporarily if they wish.

Even if residents chose not to move out temporarily they may need to relocate within the home so that work can take place in certain areas.

Our staff will fully support our residents and their relatives to find alternative accommodation if they wish or to move rooms to ensure it goes as smoothly as possible and disruption is kept to a minimum.

## **How long will the refurbishment work take and will I definitely be able to**

### **move back here?**

If all the residents choose to move out temporarily, the work will be able to be completed much more quickly – approximately around 9 months to complete.

However if residents decide to stay the work will take longer, possibly even a year.

Once we are ready to begin work we will carry out a full assessment of what is needed so these estimated timescales may change.

It is certainly our intention that residents will be able to move back into the home.

Will the staff be able to carry on supporting me if I move to another home?

We don't know the answer to this at the moment as it will depend on which home you relocate to and whether it is run by us or not. If all the residents relocate then staff would be relocated too but it is too early to say where.

### **What does 'in the medium term' mean and what happens after that, will you just close the home then instead of now?**

In this context, the 'medium term' is approximately 5 years and is linked to the other work we are doing as a council to develop alternatives to residential care, such as working with partners to develop care-ready housing, Extra care or providing more support to enable people to live independently at home for longer.

This report sets out the council's plan for the next 5 years, up to 2025 so it is likely that a further review of services will be required in 2025.

### **What if more problems are identified when you start the work will you then decide to close the home rather than refurbish it?**

As with any major project, we won't know the true extent of the work until contractors get inside and do a full assessment. If there is significantly more work required this may need to be reviewed but we do not envisage this at the moment.

### **Why haven't safety visits been put in over the years to avoid the situation we are now in?**

We regularly inspect all of the council's buildings, including care homes, and any essential maintenance is undertaken as soon as possible. The electrical installations are inspected every 5 years and this was last carried out in

September 2019. Unfortunately, the extent of the work needed to address the concerns cannot be done through routine maintenance and needs to be carried out immediately to ensure the continued safety of all our residents.

**Has the emotional distress on the residents been taken into consideration?**

Please be assured that we are doing everything we can to support our residents during this time and their care will not be compromised in any way.

Depending on the outcome of the consultation and any decisions ultimately taken by our Cabinet, we'd carry out an individual full assessment of all our residents' needs and ensure they and their relatives and carers would be fully supported to make the best choices for their future.

We understand this is upsetting for everyone involved and deeply regret that we find ourselves in the position of having to consult on the potential closure of 7 homes and the refurbishment of 3 others.

**What happens if a care home resident doesn't want to accept the choices that have been given to them for alternative care? Will they be forcibly moved?**

If, following consultation, a decision is made to close a home then it will close according to the timetable determined, provided that suitable accommodation has been identified for each individual resident in a timely manner.

However suitable alternative accommodation will be identified only after a detailed assessment process has taken place.

We would work with residents and their families to help them make the best choices for their future.

**So does that mean my relative will be able to remain in the home until you can find somewhere suitable for them?**

Yes, they would be able to remain at the care home until we can find an alternative that is suitable.

**If the care home can remain open for people who can't get a place in an alternative care home, why can't it remain open for everyone?**

If, following consultation, a decision is made to close any home, our primary focus would be to ensure that people were supported to find and move to appropriate alternative accommodation of their choice.



While we would not want to put a predetermined time limit on how long an individual could remain in the home that was being closed while an alternative was sought, we recognise that the period could not be open-ended, not least because we would need to manage the impact on an individual's emotional health and wellbeing that would be caused by living in a large residential care home environment either on their own or in a significantly smaller group as well as recognise that the service would at some point become unserviceable as increasing numbers of staff moved on to new jobs.

**What happens if a resident moves and doesn't like their new accommodation?**

All care home placements are reviewed on a regular basis and a review can be requested by residents and their families at any time.

**There are 113 people that would not be able to be housed in a county council care home. How are you going to house those 113 people?**

We will need to ensure there is sufficient alternative provision before people are required to move.

**Have you sought a second opinion on the cost of work?**

We commissioned a well-respected, independent company called Faithful and Gould to carry out the original surveys on all of our older care homes and we are confident that the figures, which are based on a visual inspection, are accurate and up-to-date.

These estimates for the cost of work have been included as guidance for the council in order to assist in decision-making to plan for the best way forward.

However they are estimates only and the actual costs where homes are being refurbished may vary from those estimates.

**How has the county council managed to squirrel away £30m? Is this through underspends?**

The council has set aside £30m to support the programme of work described in the Cabinet report. This is comprised of previous underspend in the adult care budget from previous financial years and capital funding from reserves.

**Why has the council stopped admissions to the homes?**

We remain concerned about the need for comprehensive rewiring and the potential risk of a fire or failure of the electrical system. As this might lead to the need to evacuate the building at short notice there has been a temporary



pause in permanent admissions to the homes which require rewiring to ensure everyone's safety.

**Why is the council currently spending money on things like new fencing, doors, windows, furniture and carpets in homes where the proposal is to close?**

No decision has been made about the future of any of the homes. We are currently asking Derbyshire residents for their views which will be taken into consideration in a further report to Cabinet. In the meantime, we have a duty to ensure that essential works are carried out, particularly if these have an element of health and safety.

**Why has the council changed its position on its promise to build more care homes?**

The council remains committed to providing high-quality care in buildings fit for the 21st century. Our new £10m care centre, incorporating a library, in Belper which has been designed to the latest dementia-friendly specification to care for older people with increasingly complex needs is due to open soon. We have also been granted planning permission for a second new care home in Cotmanhay.

**What will happen to the community support beds that you provide for the NHS in your care homes proposed for closure or refurbishment?**

If, following the consultation and a further report to Cabinet, a decision is taken to go ahead with the proposals we would of course continue to work with the NHS to find suitable alternatives should this be necessary.

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank