

Derbyshire County Council

Derbyshire Citizens' Panel Have Your Say - February 2015

Welcome to the Derbyshire Citizens' Panel Newsletter. It aims to bring you up to date on how Derbyshire County Council is responding to the issues you raise when you complete Panel questionnaires.

Thank you to the 44% of you who responded to the last County Council survey undertaken in February 2014, including the 25% of respondents who completed the survey online.

The headline findings from the survey are included in this Newsletter along with details of how we have used some of the results. Further results are available at: www.derbyshire.gov.uk/CitizensPanelFeb14

You may be aware that the Council is facing massive budget pressures. By 2018 we need to cut £157m from our budgets due to reductions in Government grants, inflation and greater demands on areas of the budget for adult social care and vulnerable children. Over the coming months we will be consulting on a range of proposals for reducing our budget, details will be publicised using local media and also on the County Council's website: www.derbyshire.gov.uk/challenge

Details of all consultation carried out by the Council and how to take part are available: http://www.derbyshire.gov.uk/council/have_your_say

Please tell us if you need this information in large print

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Derbyshire Mobile Library Service 2014

In 2014 mobile libraries were identified by the Council as a possible area for budget reductions, . Consultation on mobile libraries took place during 2014 with Panel members, library users, other residents and partner organisations.

- 50% of you had used branch libraries and 6% had used mobile libraries in the previous year;
- 52% said the existence of mobile libraries in local neighbourhoods was important;
- 6% said that the withdrawal of service in their community would have a major effect on them or someone in their household;
- respondents said that the withdrawal of service would have an adverse impact on users with limited mobility;
- of several suggestions put forward for achieving the required savings, the retention of two vehicles was the top ranking option among respondents.

As a result of information provided by Panel members and many others – especially regular service users – the Council decided:

- to implement a revised service using two vehicles serving around 150 communities on a four-weekly basis;
- to prioritise service in those communities with highest levels of usage and/or levels of deprivation;
- to offer Home Library deliveries to individuals with disabilities for whom the removal of the mobile library locally would mean they were unable to use branch libraries further away, the additional cost being supported by Public Health;
- the community management of alternative local services was unviable due to very limited expressions of interest and building availability.

Community Safety Partnerships

Community Safety Partnerships have been established across Derbyshire on district council areas. These partnerships involve the County Council and district/borough councils, the Police, Health, Fire Service, Drug and Alcohol Action Teams, Youth Offending Services, Probation Service, and the business and voluntary sectors. The February 2014 Citizens' Panel survey included questions designed to monitor how residents in Derbyshire feel about crime and disorder.

- 90% were worried about crime in their local area, a similar figure to 2013;
- 31% said people not treating other people with respect and consideration was a very/fairly big problem, compared to 35% in 2013;
- 37% said rubbish or litter lying around was a very/fairly big problem, the same percentage as in 2013.

The information Panel members provide is an important input to the Annual Countywide Strategic Risk Assessment for Derbyshire. The findings are also included in the annual Risk and Threat process used by Derbyshire County Council and the Police which identifies the crime priorities for the forthcoming 12 months and also key areas of work for the Health and Communities Service Plan. Without this information Derbyshire would be unable to support a range of activities to reduce crime, disorder and the fear of crime.

Recent activities include:

- community engagement events aimed at raising awareness and highlighting ways of making members of the public feel safer and letting them know how to secure their valuables;
- house to house visits in areas of high levels of crime;

- the distribution of equipment to mark valuables in high crime areas and in areas where fear of crime is high, but crime levels are low;
- ensuring that areas where the part-time night-lighting initiative has been implemented are not areas of high crime, and increased street lighting in areas where there is high crime or fear of crime;
- 5,000 sensor bulbs have been distributed through the 'Get Switched Onto Safety' Scheme, to make people feel safer, reduce domestic burglaries and reduce trips and falls in the home;
- workshops in secondary schools to explore issues including bullying, alcohol misuse and child sexual exploitation;
- work with the National Probation Service to carry out clean-up activities in areas where members of the public have been worried about fly-tipping and graffiti;
- promotion of the 24 hour helplines for both Hate Crime and Domestic Abuse.

Drug & Alcohol Action Team

The Drug and Alcohol Action Team (DAAT) is a partnership of agencies within Derbyshire that work together to reduce the harm caused by drug and alcohol misuse throughout the county. Questions on the February 2014 Panel were designed to help the partnership target Public Health and Community Safety related activity to improve the quality of life of Derbyshire residents.

- 75% said that they would contact a GP if they wanted to find a contact for alcohol/drug treatment and support services compared to only 70% in 2013;
- 44% would not seek help for drug or alcohol issues because they did not want people to know their business much higher than in 2013 when the figure was 34%;
- 43% feared the stigma of being labelled/judged, an increase from 35% in 2013;
- in the past year only 7% have seen discarded needles, the same figure as in 2013.

Derbyshire drug service has reprinted its leaflet to ensure that people know they will work with all drugs that people misuse and not just Class A substances. The website has been updated so that people can know where in Derbyshire the services operate and what they offer. All the providers offer a confidential service, and you can access them by telephone, and in some cases online. The first Derbyshire Recovery Walk in September 2014 raised awareness and reduced the stigma that people can and do recover from drug and alcohol use. Numbers of discarded needles remain low across the county, and the Needle Exchange is currently being re-procured.

Physical Activity

Derbyshire Sport asked questions on the February 2014 Citizens' Panel to monitor Derbyshire resident's involvement in sport and physical activity in order to improve sporting opportunities across the county.

- 82% of people had done more than 1 x 30 minutes of activity in the past week;
- 23% said a lack of time was the reason they hadn't exercised/taken part in sport;
- of those that had, 72% felt fitter, 71% felt more healthy and 49% felt more energetic;
- 18% recognised the Jog Derbyshire logo, compared to only 13% in 2013;



- 25% recognised the Active Derbyshire logo, an increase from 19% in 2013;
- 57% would find out more information about what activities they could do from their local leisure centre, 37% from a local newspaper and 29% from a friend;
- 47% were satisfied with local sports provision.

As a result of information provided by Panel members Derbyshire Sport have:

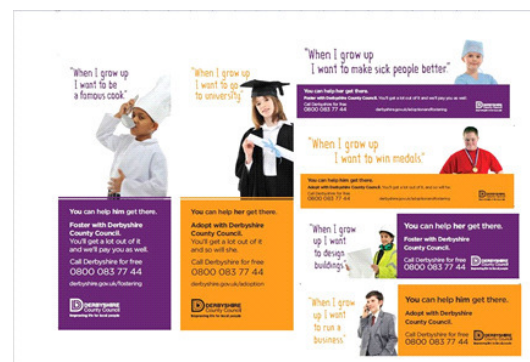
- worked with Derbyshire County Council's Public Health Division, and received funding to work with local authorities to get 3,500 people more active, per year for three years;
- continued to improve the Active Derbyshire website, providing details of activities as well as motivational messages through Facebook/Twitter;
- delivered three Active Derbyshire Workplace Challenges, engaging 1,500 employees who have logged 36,500 hours of activity <http://www.workplacechallenge.org.uk/derbyshire/>
- in consultation with partners, written a new Club and Volunteering Strategy, to support the development of clubs and informal sports activity.

Fostering and Adoption

As a county council we have always got lots of things we want to tell you and we run a variety of communications campaigns in order to do that. We included questions to get your views on whether they are working or not. In particular we asked questions designed to measure residents awareness of the current fostering and adoption campaign.

- 62% were not aware of the Derbyshire County Council fostering and adoption campaign;
- of those that were aware of the campaign 44% had seen it in a newspaper and 38% had seen it in a Derbyshire County Council publication;
- although, overall, there was a very low number of respondents fostering, 88% of those that do foster for Derbyshire County Council.

The fostering and adoption campaign was a two year project and the branding was part of that project. Your responses were used as part of the evaluation work to measure the effectiveness of the marketing, and as a way of helping the County Council to decide whether or not to continue with it. Recommendations from the evaluation report are currently being considered.



Waste

The February 2014 Citizens' Panel questionnaire included questions on how residents manage certain types of waste.

- 87% said they were satisfied with doorstep recycling;
- 82% were satisfied with local tips/household waste recycling centres;
- 60% were satisfied with keeping public land clear of litter and refuse;
- 99% of everyday items are recycled either always or most of the time;
- 57% have not heard of the Love Food Hate Waste campaign;
- 51% feel they do not regularly waste food, but where there was food waste it was bread, vegetables and salad.



Results from the survey are used to measure how people's behaviour on waste has changed and in the planning of promotional campaigns. Looking at what types of food is thrown away helps us plan what recipe cards we produce based on bread, fruit and vegetables etc. to help people reduce what they throw away.

Adult Care

The County Council's Adult Care Information Team included questions designed to understand what information residents need about adult care and how they like to access information.

- 83% said they would find information from their GP surgery if they or a family member was becoming frail or starting to struggle with day to day activities;
- 83% said ideally, this was where they would want to find the information;
- of those that had tried to find information in the last year, 18% had found it difficult.

Based on the Panel responses, all GPs have been contacted and asked to hold Adult Care information leaflets. Surgeries are being visited and provided with information on the work of the team. A poster detailing all the places where Adult Care information can be obtained is now displayed in Adult Care reception areas, and the number of 'health and wellbeing zones' in libraries and other places where Adult Care information is available have been increased.

Health and Wellbeing

The February 2014 Citizens' Panel questionnaire included questions on wellbeing. Wellbeing is about feeling good about your life. It can be affected by things such as worries about money, work, your home, the people around you and the place that you live in. Wellbeing is also affected by whether or not you feel in control of your life, feel involved with people and communities as well as feelings of anxiety and isolation.

- 48% of people said that poor physical, mental or emotional health most affects their wellbeing;
- 30% said living independently was important ;
- 25% said they were affected by poor economic wellbeing;
- 57% had received help from the NHS/GP/ Health Visitor;
- 49% had received help from a friend/neighbour or family;
- 9% had received help from social services, and only

Results from the survey support and reinforce findings from other Adult Care research, that show there are significantly more people with social care needs in the community than who come forward and seek help to our department ("unmet need"). The survey also helps us understand the likely number of people in the community who are in danger of isolation and who would benefit from be-friending services. We have invested £294,000 extra into befriending schemes across all Derbyshire districts.

Your responses suggest that we need to better promote "wellbeing" generally. Significant funding to independent sector providers was made on the basis of the information provided by the Citizens' Panel Survey, e.g. we were able to better target Handy Van Scheme promotion.

Take Part Now

You can take part in other consultation:

Derbyshire & Derby City Pharmaceutical Needs Assessment

22 January 2015– 5 March 2015

The Derbyshire and Derby City Health & Wellbeing Boards are required to produce a Pharmaceutical Needs Assessment (PNA) by 1 April 2015, we would welcome your views on the draft Assessment at: www.derbyshire.gov.uk/pharmacyservices

Details of all consultation carried out by the Council and how to take part are available:

http://www.derbyshire.gov.uk/council/have_your_say