

# Derbyshire County Council

## Derbyshire Citizens' Panel Have Your Say - February 2016

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 68% of you who responded to the last County Council survey undertaken in February 2015, including the 27% 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/CitizensPanelFeb15](http://www.derbyshire.gov.uk/CitizensPanelFeb15)

We're facing financial pressures like never before as we prepare to enter the seventh year of Government austerity cuts to local council budgets. By 2020, the funding we get from central government is expected to be more than a third lower than in 2010. 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](http://www.derbyshire.gov.uk/challenge)

Details of all consultation carried out by the Council and how to take part are available: [www.derbyshire.gov.uk/council/have\\_your\\_say](http://www.derbyshire.gov.uk/council/have_your_say)

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County Council  
Improving life for local people

## About Your Household

Questions were asked about your household and your household budget. They were designed to help us understand financial challenges facing residents.

- 53% of respondents said they lived in a two person household;
- 42% did not have anyone aged 65 and over, 87% did not have any children aged 16 and under;
- 70% owned their property outright;
- 18% had someone in the household who had been unemployed in the last 12 months;
- 51% had few concerns about managing the household budget;
- 56% felt that rising energy bills were a very big/fairly big problem;
- 43% would know where to access advice about entitlement to benefits, 41% for debt advice, and 37% on affordable warmth or energy;
- 27% have donated to a food bank in the last 12 months.

The feedback from Panel members has been used in anti-poverty work being carried out by the County Council.

## Community Safety Partnerships

Community Safety Partnerships exist across Derbyshire on district council areas. These partnerships involve the County Council, district/borough councils, the Police, Health, Fire Service, Substance Misuse Commissioning Team, Youth Offending Services, Probation Service, and the business and voluntary sectors. The February 2015 Citizens' Panel survey included questions designed to monitor how residents in Derbyshire feel about crime and disorder.

- 92% were worried about crime in their local area, a similar figure to 2014;
- 11% said they had been victims of Domestic Abuse but only 2% had reported it;
- increase of 10% in people being aware of the Stop Hate UK logo since 2014 (24%).

Results from the Citizens' Panel have been used as evidence when:

- working with the Police and Crime Commissioner to develop specialist services for victims of domestic, sexual abuse and hate crime to compliment the Commissioner's Generic Victim Service which commences on 1<sup>st</sup> April 2016;
- re-procuring community based outreach services, children's services and refuge accommodation services for victims of domestic abuse;
- developing a Hate Crime Communication Strategy with partners, and identifying options for provision of support for victims and raising awareness with partners and the public, including increasing the awareness of the Stop Hate UK logo and telephone helpline;
- delivering bespoke training programmes in Derbyshire schools to challenge behaviours and attitudes towards crime and awareness raising sessions to prevent violent extremism;
- delivering a comprehensive package of training relating to community safety priorities including child sexual exploitation, domestic abuse, hate crime and extremism awareness for multi-agency professionals, including third sector partners/providers;
- undertaking general clean ups and graffiti removal across a range of sites in Derbyshire, thereby improving the quality of life for our communities and reducing the fear of crime;
- providing additional streetlights in those locations in Derbyshire experiencing higher levels of crime and anti-social behaviour therefore impacting on communities fear of crime and safety;
- improving the Safer Derbyshire website, [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk), to make it more accessible and easier to navigate, at the same time providing lots of information about community safety and how to stay safe.

## Substance Misuse Commissioning Team

The Substance Misuse Commissioning Team, formerly 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 2015 Panel were designed to help the partnership target Public Health and Community Safety related activity to improve the quality of life of Derbyshire residents.

- 66%, said they knew where to get information about managing drinking levels, and 61% said they knew where they could get support;
- 78% said that they would contact a GP if they wanted to find a contact for alcohol/drug treatment and support services compared to 75% in 2014;
- 32% would not seek help for drug or alcohol issues because they did not want people to know their business- much lower than in 2014 when the figure was 44%;
- 31% feared the stigma of being labelled/judged, a decrease from 43% in 2014.

Encouraged that 66% of people felt they had sufficient information about alcohol, and nearly as many would know where to get support if needed, the Identification and Brief Advice training for frontline health staff has been expanded to include GPs, practice managers, dentists, and community safety workers. This means more people are able to give brief advice and inform people where to access ongoing or longer-term support. Work continues with GPs to make them aware of the services available in Derbyshire. Many services are delivered at GP surgeries or through joint-working between treatment staff and GPs under “shared care” arrangements. We have refreshed our web pages on [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk) to make sure the most up-to-date information is available.

To reduce the stigma of drug and alcohol misuse, we have been working to raise the profile of recovery organisations who offer support to people to improve their employability, housing, relationships and leisure-time so that people who no longer use substances or have problems with alcohol can play a full part in society again. The second Derbyshire Recovery Walk in September 2015 saw 200 people from all walks of life coming together to celebrate recovery from drug and alcohol abuse.

## Physical Activity

Derbyshire Sport asked questions on the February 2015 Citizens' Panel to monitor Derbyshire resident's involvement in sport and physical activity and to understand how to improve sporting opportunities across the county.

- 50% had taken part in exercise or organised sport in the last 12 months;
- the main reasons given for not exercising/taking part in sport, each with 22% were lack of time, don't think they are fit enough, and not interested;
- of those that had exercised or taken part in sport, 53% did so to slow down the ageing process, and 46% to help with weight loss;
- as a result of exercise/sport, 73% felt fitter, 73% healthier and 50% more energetic, all slightly higher than 2014;
- 38% said if they wanted to start exercising/take part in sport they would look at their local leisure centre, 32% in local newspapers/magazines, and 25% from family/friends.

The information provided by Panel members has been used by Derbyshire Sport to help understand what stops a person becoming active, to inform the new Strategy for Sport and Physical Activity in Derbyshire, and as part of evidence to apply for funding. New and innovative approaches have been put in place aimed at getting people active through the Physical Inactivity Fund. A series of Workplace Challenges have been undertaken linking into the Summer of Cycling, Walking, Breast Cancer Awareness Month and Male Cancers Awareness Month. The Active Derbyshire website, [www.derbyshiresport.gov.uk](http://www.derbyshiresport.gov.uk), continues to be improved and now includes inspiring stories of sport and physical activity.

## Heart of Derbyshire Campaign

Questions were included on the February 2015 questionnaire asking Panel members about their awareness of the 'Heart of Derbyshire' campaign which was launched by the County Council in September 2014.

- 97% of respondents considered healthy eating to be very/fairly important;
- 63% were not aware that local food businesses participating in the scheme offer healthier meal choices;
- 20% said that they were more likely to choose a food business that is promoting healthier meal choices through the 'Heart of Derbyshire' scheme.

Following feedback from Panel members more publicity has been carried out to promote the scheme with members of the public and to encourage more local businesses to take part.

## Waste

The February 2015 Citizens' Panel questionnaire included questions on how residents manage various types of waste and about waste schemes.

- 68% were very/fairly confident that recycling is turned into new materials;
- 60% home composted garden waste and 52% home composted food waste;
- 50% used a food waste collection service provided by their local district/borough council;
- 57% had not heard of the Love Food Hate Waste campaign;
- 51% felt they did not regularly waste food;
- 86% had not heard of the 'Wasting food - It's bananas' campaign; Of those that had heard of the campaign, 50% had done so through the Council magazine, 59% had taken steps to reduce food waste as a result of the campaign.



Results from the survey are used to measure how people's behaviour on waste has changed and inform the planning of promotional campaigns. Looking at how people deal with different types of waste, (e.g. garden and food waste) will help develop waste awareness campaigns encouraging people to reduce what they throw away.

## Adult Care

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

- 73% 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;
- 71% said ideally they would want to find the information in their GP surgery, 36% had used the Internet;
- of those that had tried to find information in the last year, 9% had found it very/fairly difficult.

Adult Care are reviewing and re-designing the ways in which information is made available about care services following 27% of Panel members saying that they had difficulty finding out about services available. The information about "unmet needs" has been used as evidence to apply for funding from the County Treasurer to provide Adult Care services.

## Health and Wellbeing

The February 2015 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.

- 41% of people said that poor physical, mental or emotional health affected their wellbeing or that of a family member;
- 19% said living independently was important to their wellbeing;
- 15% said they were affected by poor economic wellbeing;
- 50% had received help from the NHS/GP/ Health Visitor, 33% from a friend/neighbour or family, and 16% from a paid personal assistant;
- 7% had received help from social services, and 3% have from the Handy Van Scheme.

The results of the Citizens' Panel were used by the Health and Wellbeing Partnership to help develop their priorities for action in 2016/17. The Derbyshire Director of Public Health Annual Report in 2015 was titled A Happier, Healthier Derbyshire and focussed on simple actions that Derbyshire residents could take to improve their wellbeing. The actions were based on the five ways to wellbeing: Connect, Be Active, Take Notice, Keep Learning and Give.

## Local Trust

Questions were included on the February 2015 Citizens' Panel questionnaire about local communities. These were asked to find out more about the networks that exist within neighbourhoods; the relationships that exist between friends, family and neighbours.

- 59% of respondents felt they could trust people living in their building or on their street to a large extent;
- 77% of respondents suggested that neighbourhood trust had remained the same for the past five years;
- respondents main groups of friends came from either their family or from the same neighbourhood or village, each with 49%.

The results from the Citizens' Panel were used alongside a range of other statistics to provide a snapshot of social capital within the county. This analysis helped inform the development of the Health and Wellbeing Board's [report on social capital](#). Social capital forms a key element of both NHS and County Council plans to better support people at home or in the local community. Social capital is about relationships, networks and trust which help people to support each other, build confidence, and create the opportunities to bring about change in their lives and communities. Health partners want to develop and support local networks, including family, friends and neighbours, to allow individuals to stay independent for longer as they become older or are in ill-health. The results from the Citizens' Panel allowed health partners in Derbyshire to understand more about the differences between communities with good and poor health.

## Local Decision Making and Helping Out

The February 2015 Citizens' Panel questionnaire included questions on local decision making and helping out, to understand how involved you felt in your local area.

- 57% felt that they were not able to influence decisions affecting their local area;
- 24% would like to get more involved in decision making locally, 63% said it would depend on the issue;
- 56% felt that by working together people in the neighbourhood could influence decisions
- 47% had given unpaid help to groups/clubs/organisations, 45% of these groups are located within the respondents' neighbourhood.



Analysis of these questions from the Citizens' Panel survey has helped inform the Derbyshire Customer Segmentation model in relation to a range of projects regarding community involvement, health and local engagement. This information will continue to help inform local work relating to Thriving Communities and social capital and similar questions appear in this year's survey in order to help us measure change over time.

## Digital Derbyshire

Since August 2013 Derbyshire County Council, together with its partner BT, has been extending superfast broadband coverage across the county. The responses to these questions will help us decide how best we help residents and business to access and use superfast broadband.

- 82% accessed the internet at home;
- of those that did not use the internet, 57% had no access to a computer;
- 77% had not heard of the Digital Derbyshire superfast broadband programme;
- 44% said they were very/fairly satisfied with their current home internet speed;
- 50% would use superfast broadband in the future.

As a result of Panel responses the Digital Derbyshire website: [www.digitalderbyshire.org.uk](http://www.digitalderbyshire.org.uk) has been redesigned, it contains up to date information and useful content for residents and businesses. In addition revised and ratified strategies have been produced: engagement strategy, which now focuses on active engagement with the public at a local level; communications strategy to ensure increased awareness of the programme and the website. We have also increased the use of social media, to communicate with the public and provide updates on the progress of the programme. Marketing material and merchandise has been redesigned, produced and distributed to increase awareness of the programme.

## Take Part Now

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](http://www.derbyshire.gov.uk/council/have_your_say).

You can currently take part in various consultations including:

### **Reducing funding for home to school transport** *28 January - 17 March 2016*

Proposals to reduce funding home to school transport for over 16s with special needs (SEND), under fives and some eight to 11-year-olds:

[www.derbyshire.gov.uk/schooltransport2016](http://www.derbyshire.gov.uk/schooltransport2016)

### **Aiming High Derbyshire Offer** *9 February - 29 March 2016*

Proposals to stop the short break service and only provide access to short break services following a formal assessment:

[www.derbyshire.gov.uk/shortbreaks](http://www.derbyshire.gov.uk/shortbreaks)

### **2016 Children's Centre consultation** *10 February - 14 April 2016*

In 2014 the County Council closed two children's centres following cuts to the Council's budget. Now, following further cuts, we're proposing to close up to 32 others across the county:

[www.derbyshire.gov.uk/childrenscentreconsultation](http://www.derbyshire.gov.uk/childrenscentreconsultation)

### **2016 Community Transport—Local Bus consultation** *17 February - 24 April 2016*

Proposals to remove all subsidised funding support for buses paid for by the Council from October 2017; withdraw funding for Dial-a-Bus community transport; provide limited Demand Responsive Transport; provide limited Door-to-Door Plus service:

[www.derbyshire.gov.uk/transportchanges](http://www.derbyshire.gov.uk/transportchanges)