

**DERBYSHIRE COUNTY COUNCIL**

**MEETING WITH CABINET MEMBER, HEALTH AND COMMUNITIES**

**26 July 2016**

**Report of the Director of Public Health**

**GRANT FOR THE PROVISION OF FOOTCARE SERVICES (TOOTSIES)**

**1. Purpose of the report:**

To seek Cabinet Member approval to provide a grant of £25,000 for 2016/17 to Age UK Derby and Derbyshire for the delivery of basic footcare services for older people in line with the proposals detailed in this report.

To seek Cabinet Member approval to increase the cost to users of the footcare service from 01 September 2016.

**2. Information and analysis:**

Overview of Existing Service

Foot problems cause pain and discomfort, which affects people's mobility, ability to manage everyday tasks and can result in loss of independence and self-confidence. Basic footcare is defined as a set of tasks which include; toenail cutting, skincare, advice and referrals. Early and regular footcare services can prevent more serious health problems from arising and enable older people to remain mobile and pain-free as long as possible. It can also help to prevent falls.

The basic footcare service provision is an enhancement to the existing NHS podiatry care pathway. It aims to provide low level, basic footcare to those individuals who do not meet the treatment threshold to access NHS podiatry and who are unable to manage basic footcare for themselves. NHS podiatry services are for specific groups of patients, who have medical conditions which place them at greater risk of foot complications.

Since 2011, a social model for the provision of footcare services has operated in venues in the County. These services were mainly in Amber Valley and South Derbyshire, with some provision in the High Peak and Dales. In March 2015, Cabinet provided approval for the provision of a grant to Age UK Derby and Derbyshire (AUKDD) for the provision of footcare services for older people. The grant was for a total of £125,000, with £75,000 in 2014/15 and £50,000 in 2015/16.

The provision of the grant funding by the Council enabled the service to be expanded across Derbyshire to a majority of the market towns (as detailed in Appendix 1) on a monthly basis (except for 2 venues that are bi-monthly due to lower numbers attending).

The most recent annual report for the period June 2014 – June 2015, shows that:

- There were 758 registered users, with around 600 using the service on a regular basis
- Customer feedback is very positive, with over 90% satisfied or very satisfied and 100% of those surveyed stating they would recommend the service to family and friends.
- The service is meeting most of its service development, delivery and quality objectives.

The one key objective that the service has not met, is that two-thirds of the venues should be self-sustaining within 2 years. Sustainability of the venues is influenced by a variety of factors, including its location and hire costs, local demographics, competition, price and crucially, volunteer recruitment. The social model that the service operates on, is based on a paid supervisor (who is appropriately trained and experienced) with volunteers to undertake most of the service. AUKDD can recruit volunteers to provide 'customer care' work within the service, but has struggled to recruit volunteers to actually undertake the footcare, resulting in AUKDD having to use paid members of staff.

#### Future Delivery of the Service

A review of the footcare service has shown that there is demand for a low cost, accessible footcare service that provides a social element. Satisfaction with the current service is high and it meets almost all service objectives. However, since the original grant funding was provided, the financial landscape for public health has changed with the grant allocation reduced by 2.24% in 2016/17 and a further cut of 2.47% 2017/18. In order to ensure that the public health budget is balanced, it has been necessary to reduce funding for some programmes and to seek further efficiencies as services are re-commissioned.

The available funding for a footcare service was reduced from £50,000 in 2015/16 to £25,000 in 2016/17. AUKDD have confirmed that the objective of two thirds of venues being self-sustaining will not be achieved given the difficulties in recruiting volunteers and that the service will continue to require an element of financial subsidy.

Discussions have been on-going with AUKDD to agree further efficiencies in service delivery. These include reducing the number of venues that the service is provided from and reducing the frequency of the service from monthly to six weekly. Appendix 1 identifies the proposed future locations of the services, based on consideration of a number of factors including:

- a) Geographical coverage – we have tried to ensure the service remains as accessible as possible for all residents across the County. However, given the reduced number of venues that can be supported, for some existing service users, the distance that they will need to travel to access the service will increase. AUKDD is exploring separately how services could be offered to communities that are not on the list of retained venues.
- b) Social deprivation – the venues chosen for the service to continue to be delivered, are located within the main areas of deprivation in Derbyshire. This will enable AUKDD to have a focus on engaging people in the more disadvantaged areas of the County and with groups, who are less likely to access mainstream footcare, contributing to reducing health inequalities. AUKDD will be asked to ensure that postcodes of users are routinely collected, to enable an analysis of service users and where they live.

The current price for the footcare service is £12 per session, which includes toe nail cutting, soak and removal of hard skin and the social element. Whilst the cost of footcare services varies significantly benchmarking suggests that the market cost of toe nail cutting is around £18-£20. The price has not altered since 2011 and the price of consumables and venue hire has increased, so AUKDD have proposed that price for users is increased to £13.00 to help with future sustainability of the service.

To further improve the sustainability of the service, Public Health is exploring with Adult Care colleagues the possibility of service delivery within Adult Care premises to reduce/eliminate costs of venue hire.

### **3. Financial considerations**

Provision has been made within the Public Health budget of £25,000 to fund the footcare service in 2016-17.

**4. Legal considerations**

A grant agreement shall be used to set out the terms and conditions for which the grant is made. As a recipient of a grant, Age UK Derby and Derbyshire are not contractually obliged to deliver the services, although the Council would seek to claw back the grant in appropriate circumstances were there to be significant non-performance.

**5. Other considerations:**

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

**6. Background papers:**

Report to Cabinet of 03 March 2015 – Provision of Sustainable Basic Footcare Services

**7. Key Decision:**

No

**8. Call-in:**

Is it required that call-in be waived for any decision on this report? No

**9. Officer's Recommendation:**

That the Cabinet Member approves a grant of £25,000 for 2016/17 to Age UK Derby and Derbyshire for the delivery of basic footcare services for older people in line with the proposals detailed in this Report.

That the cost to users of the footcare service is increased from £12 to £13 with effect from the 01 September 2016.

**Maureen Whittaker**  
**Interim Director of Public Health**

## Appendix 1 – Current and Future Venues for Delivery of Footcare Services

Current Venues	Future Location of Service
Alfreton	✓
Ashbourne	x
Bakewell	x
Belper	✓
Bolsover	✓
Buxton	✓
Chaddesden	x
Chapel	x
Chesterfield	✓
Clowne	✓
Eckington	x
Glossop	✓
Heanor	✓
Hope	x
Hulland Ward	x
Ilkeston	✓
Ironville	✓
New Mills	x
Ripley	✓
Sawley	x
Shirebrook	✓
Staveley	✓
Swadlincote	✓