

# Have your say on the council's draft vision and strategy for communities & wellbeing 2016-2020

Providing less: supporting more



Tell us how this might affect you -

[www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)

For general enquiries or comments about this consultation  
phone **0116 305 1058** or email **CWStrategy@leics.gov.uk**

Public consultation: the consultation runs from 8 February 2016.  
Submit your views by 2 May 2016

# What is the communities & wellbeing service?

The communities & wellbeing service provides a range of services, including:

**Libraries** – Provides books and other information sources for reference or borrowing as well as facilities and activities relating to the provision of books and information.

**Museums & heritage sites and collections** – Preserves and provides access to collections which relate to the history, culture and people of Leicestershire.

**Records Office of Leicestershire, Leicester and Rutland** - Preserves and provides access to resources for researching the history and culture of Leicestershire, Leicester and Rutland.

**Care Online** - Provides help to vulnerable adults in the community to use computers and the internet.

**Creative Leicestershire** – Supports the development and sustainability of creative industries and artists in Leicestershire, Leicester and Rutland in partnership with other organisations.

**Creative learning services** - Provides a range of educational resources and expertise to schools and colleges via a paid for subscription.

**Leicestershire adult learning service** - Delivers accredited and non-accredited adult education courses in over 130 community venues.

**The service employs 471 staff and is supported by 300 volunteers.**

**The service spends £6.8 million on staff and £2.9 million on running costs. The service also receives £4.0 million of income to give an annual budget of £5.7 million.**

## Why change?

Leicestershire County Council has saved more than £100 million over the last five years and is having to save a further £78 million over the next four. It is becoming clear we have to make savings across all areas of the council's work. For the communities & wellbeing service this will mean that by 2018 funding will reduce by over 30% to £3.9 million. This means we will have to deliver or enable access to libraries, heritage and learning services differently in the future.

We also need to make sure that these services reflect what is happening in the world around them. This means taking account of social, technological and cultural changes. For example, the internet makes it easy for those with the right skills and technology to download a book or find out information on anything they choose.

## What are we consulting on?

The County Council has developed a draft strategy for the communities & wellbeing service. This strategy will inform changes to our libraries, heritage and learning services and create new cultural and learning opportunities for the future.

We have developed a new approach for libraries, heritage and learning services in the county. This would allow us to meet our statutory and legal requirements, the challenge of decreasing resources and the changing expectations of those using these services.

The strategy will build on work with local libraries and independent museums to support communities to manage and make use of resources and collections held by the council, use resources to make communities more resilient and self-supporting and work with partners to enhance and improve health and social care, economic development, learning and skills.

We have described some ideas for how we can deliver the new strategy and we want to know your views on these and how we can turn them into more detailed plans. The feedback you provide will be used to inform the services we provide in the future.

**Further information about the proposals can be found in the draft communities & wellbeing strategy [www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)**

## Who would this affect?

- Local communities, councils and businesses
- Other providers of cultural, health, tourism, social care and learning services
- All Leicestershire residents, including council tax payers who pay for community and wellbeing services
- People who use community and wellbeing services now, and those who might use them in the future

# Our principles

The draft strategy introduces five “principles”. The principles are statements about the way we plan to work – our aims and goals. The principles are summarised below:

## 1. The right person/the right community

We will support communities to develop services for everyone and target specific services to those who have need of them the most.

## 2. The right time

Services will be available at times and in ways that allow people to continue to use them.

## 3. The right place

Services can be accessed at an appropriate and cost effective location taking into account the needs of different people and communities.

## 4. The right support

People and communities will be provided with the right support to use services and are supported to develop the capacity to deliver services for themselves and others.

## 5. The right partners

We will work with other organisations to identify and deliver services that could benefit specific groups and communities. We will have to do this in a way that makes the best use of the budget that is available.





## Our proposals in detail

The draft strategy explains the approach that will be used to enable and deliver services. The strategy describes the three ways this will be done, which are summarised below:

- **Enabling and supporting communities**

Building on the work to support communities to manage their local library, we will develop support services for communities so that they can support themselves and co-design and co-develop services as equal partners with the council and other stakeholders.

- **Access to services**

We will review our network of funded venues, explore the use of technology to increase self-service at some venues and develop more virtual and digital services to improve access.

- **Support key strategies in preventing and reducing need**

We will work with partners to identify and evidence the types of services that are needed and consult with communities about these services. We will review and reduce our current targeted services that are funded solely by the council.

We have published our draft Communities & Wellbeing Strategy for 2016-2020 'Providing less: Supporting more'. The strategy can be accessed via [www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)

## How we can deliver our strategy

To turn the strategy into new ways of working we have some ideas for what we can do to make this happen. We would like your views on these initial ideas and if you think there is anything else you think we should consider.

### Enabling and supporting communities

Our initial ideas for enabling and supporting communities are:

- Reshape the service to improve support to communities in order for them to design and create their own cultural activity
- Enable future services to be co-designed and co-developed with local communities and stakeholders

### Access to services

In order to meet the future budget our initial ideas for planning access to services are:

- Reduce the number of libraries that are fully funded by the county council
- Reduce the number of county council funded museum & heritage venues
- Reduce opening hours across communities & wellbeing venues
- Develop more virtual and digital/online services (such as making more museum and heritage collections available online 24/7)
- Introduce self-service technology to allow access to library venues
- Introduce charges for more of our services
- To work with other organisations to deliver services and activities.

## Supporting key strategies in preventing and reducing need

The communities & wellbeing service provides a range of targeted services to help improve outcomes for individuals and communities. In the future there will not be the resources to continue to provide all of these. Our initial ideas are to work with strategic partners to identify and evidence the services that contribute most to wider aims and objectives and look at joint commissioning solutions. Below is a list of the outcomes that the service currently contributes to, with examples of how we do this. We would like your feedback about their importance to preventing and reducing people's need for access to and/or support from other public services.

Outcome	Examples of how we do this
Supporting children's learning	<ul style="list-style-type: none"> <li>• Wiggly Readers (reading sessions for babies and children aged 0-4)</li> <li>• Summer reading challenge for children and young people</li> <li>• Curriculum based, interactive activities at museums and heritage sites</li> </ul>
Supporting vulnerable people	<ul style="list-style-type: none"> <li>• Targeted adult learning opportunities for people with learning disabilities and difficulties</li> <li>• Targeted volunteering opportunities for people from particular groups or with particular disabilities</li> <li>• Home library service</li> <li>• Care Online which supports vulnerable people with IT</li> </ul>
Promoting, preserving and accessing Leicestershire's history	<ul style="list-style-type: none"> <li>• Exhibitions, talks and events about local and family history</li> <li>• Green Plaque Awards Scheme</li> </ul>
Development of digital services	<ul style="list-style-type: none"> <li>• Providing IT skills training and taster sessions</li> <li>• Providing help to vulnerable adults in their own homes to use computers and the internet</li> </ul>
Supporting better health and wellbeing	<ul style="list-style-type: none"> <li>• Reading Well - books on prescription collection that supports people in using self-help reading</li> <li>• Services that support dementia</li> </ul>
Promoting the value of reading	<ul style="list-style-type: none"> <li>• Summer Reading Challenge for children and young people</li> <li>• Exhibitions and talks about authors and/or types of books</li> </ul>
Contributing to the local economy	<ul style="list-style-type: none"> <li>• Providing museums and heritage sites which contribute to the tourist and visitor economy</li> <li>• Supporting the creative industries in Leicestershire, Leicester and Rutland through Creative Leicestershire</li> </ul>
Enabling access to information	<ul style="list-style-type: none"> <li>• Signposting to other local services and organisations</li> </ul>
Supporting learning in the community	<ul style="list-style-type: none"> <li>• Supported learning in libraries and museums</li> <li>• Leicestershire Adult Learning Service (LALS)</li> </ul>

## How the consultation will work

**The consultation will begin on 8 February 2016 and will end at midnight on 2 May 2016**

During this period, we will be holding workshops and meetings for those people most affected by the changes. Further information about these events can be found at [www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)

To submit your views please fill out the consultation questionnaire and make sure it reaches us by midnight 2 May 2016 at the latest.

The survey is available online at [www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)

Paper copies or easy read copies of the questionnaire are available on request by calling **0116 305 1058**

If you are able to, please complete the questionnaire online as it will save us money.

You can send your completed questionnaire to the following freepost address

Communities and Wellbeing Consultation  
Leicestershire County Council  
Have Your Say  
FREEPOST NAT 18685  
Leicester  
LE3 8XR

If you need help to complete the questionnaire or have any questions about the consultation, please call **0116 305 1058**

## What happens next?

When the consultation closes in May 2016, we will report the results back to the council's Cabinet in June 2016, together with an implementation plan which takes into account the consultation feedback and ask for their approval to implement these strategies.

This information is also available in Easy Read format



Call **0116 305 1058**  
or email  
[CWStrategy@leics.gov.uk](mailto:CWStrategy@leics.gov.uk)



## You can view the latest information in a number of ways

Visit us online [www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)

Our web pages will be kept up-to-date with the latest information and developments.

You'll also be able to access the survey at [www.leicestershire.gov.uk/communities-and-wellbeing-consultation](http://www.leicestershire.gov.uk/communities-and-wellbeing-consultation)

Send an email to [comms@leics.gov.uk](mailto:comms@leics.gov.uk) to register for the latest news and updates



Follow us [@leicscountyhall](https://twitter.com/leicscountyhall) for general updates from the council, including the developments on the budget.

Alternatively, you can telephone **0116 305 1058** to ask for information in printed or alternative formats.

ਜੇ ਆਪ ਆ ਮਾਹਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ ਈਝਰਾਂ ਡੋ ਨੋ 0116 305 1058 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰਥੋ ਅਨੇ ਅਮੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਆਵਰਥਾ ਕਰੀਥੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 1058 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 1058 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں 0116 305 1058 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 1058，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 1058, a my Ci pomożemy.

# Have your say on the council's draft vision and strategy for communities & wellbeing 2016-2020

## Providing less: supporting more

### Introduction

The Communities & Wellbeing Service provides a range of services, including libraries, museum & heritage sites, learning and creative services.

Planned budget reductions of 30% mean we will have to deliver or enable access to these services differently in the future. We also need to make sure that these services reflect what is happening in the world around them.

The County Council has developed a draft strategy for the Community & Wellbeing Service. This strategy will inform changes to our libraries, museums, heritage and learning services and create new cultural and learning opportunities for the future. We would like your views on our draft strategy.

We have also described some ideas for how we can deliver the new strategy and we want to know your views on these and how we can turn them into more detailed plans. The feedback you provide will be use to inform the services we provide in the future.

Further information on the proposals can be found in the draft vision and strategy for communities and wellbeing. Please read the supporting information provided before completing the questionnaire.

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Please note: Your responses to the main part of the survey (Q1 to Q12, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Q1 In what role are you responding to this consultation? Please tick one option only.

- Resident
- Member of staff in the communities and wellbeing service
- Volunteer in the communities and wellbeing service
- County, district or parish/town councillor
- Representative of a voluntary sector organisation, charity or community group
- Representative of a school/other education establishment
- Representative of a business
- Other (please specify below)

Other (please specify)

Q2 If you indicated that you represent an organisation, business, community group, school/other education establishment, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Q3 How often do you use the following communities and wellbeing services?  
Please tick one per row.

	Every week	Every month	Every 2-3 months	Once every 6 months	Once a year	Less often	Never
Adult Learning Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bosworth Battlefield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Century Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charnwood Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creative Learning Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creative Leicestershire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Donington le Heath Manor House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harborough Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Melton Carnegie Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Records Office of Leicestershire, Leicester and Rutland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 How much, if at all, do you value the following communities and wellbeing services?  
Please tick one per row.

	A great deal	To some extent	Not very much	Not at all	Don't know
Adult Learning Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bosworth Battlefield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Century Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charnwood Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creative Learning Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creative Leicestershire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Donington le Heath Manor House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harborough Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Melton Carnegie Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and heritage services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Records Office of Leicestershire, Leicester and Rutland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Which of the following services do you consider to be most important overall?  
Please tick up to five only

- Adult Learning Services
- Care Online
- Creative Learning Service
- Creative Leicestershire
- Library services
- Museums and heritage services (including Century Theatre)
- Records Office of Leicestershire, Leicester and Rutland

## The way we will work (key design principles)

The draft Communities & Wellbeing Strategy has five principles. The principles are statements about the way we plan to work.

- The Right Person/The Right Community - we will support communities to develop services for everyone and target specific services to those who need them the most.
- The Right Time - services will be available at times and in ways that people can continue to use them.
- The Right Place - services can be accessed at an appropriate and cost effective location taking into account the needs of different people and communities.
- The Right Support - people and communities will be provided with the right support to use services and are supported to develop the capacity to deliver services for themselves and others.
- The Right Partners - we will work with other organisations to identify and deliver services that could benefit specific groups and communities. We will have to do this in a way that makes the best use of the budget that is available.

Q6 To what extent do you agree or disagree with our proposed principles?  
Please tick one option only.

Strongly  
agree

Tend to  
agree

Neither  
agree nor  
disagree

Tend to  
disagree

Strongly  
disagree

Don't know

Why do you say this? Is there anything else you think we should consider?

# Our strategic approach

The draft Communities & Wellbeing Strategy explains the approach that will be used to enable and deliver services. The strategy describes the three ways this will be done:

Enabling and Supporting Communities - We will develop support services for communities so that they can support themselves and co-design and co-develop services as equal partners with the council and other stakeholders.

Access to Services - We will review our network of funded venues, explore the use of technology to increase self-service at some venues and develop more virtual and digital services to improve access.

Supporting key strategies in preventing and reducing need - We will work with partners to identify/evidence the types of services that are needed and consult with communities about these services. We will review and reduce our current targeted service provision that is funded solely by the Service.

Further information on the proposed approach can be found in the draft strategy.

Q7 To what extent do you agree or disagree with our proposed approach?  
Please tick one option only.

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you say this? Is there anything else you think we should consider?

# How we plan to achieve our vision

To turn the strategy into new ways of working, we have some ideas for what we can do to make this happen. We would like your views on these initial ideas.

## 1. Enabling and supporting communities

How it works now:

- Local communities have support for developing creative businesses and independent museums
- Work is underway to enable local communities to manage their local library
- Communities are used to direct service provision

In four years time:

- Communities will be empowered to design and create their own cultural activity
- Communities will play a partnership role in developing cultural, creative and information services with the council: co-designed, co-delivered

Our initial ideas for enabling and supporting communities are:

- Reshape the service to improve support to communities in order for them to design and create their own cultural activity
- Enable future services to be co-designed and co-developed with local communities and stakeholders

Q8 To what extent do you agree or disagree with our ideas for **enabling and supporting communities**? Please tick one option only.

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

Why do you say this? Is there anything else you think we should consider?

## 2. Access to services

How it works now:

- We have a large network of venues
- People rely on services to be provided for them
- Most services are provided physically and are reliant on staff to maintain opening hours

In four years time:

- Technology will be used more flexibly to improve access to our services
- More services will be available digitally and online, and people will be helped to access them
- Local communities will manage, sustain and control smaller venues

We will:

- Further review our network of fully funded venues
- Explore the use of technology to increase self-service at some venues
- Develop more virtual and digital services to improve access 24/7

Q9 In order to meet the future budget, to what extent do you agree or disagree with the following options that we could explore in relation to access to services? Please tick one per row.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Reduce the number of libraries that are fully funded by the county council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce the number of county council funded museum and heritage venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce opening hours across communities and wellbeing venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop more virtual and digital/online services (such as making more museum and heritage collections available online 24/7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce self-service technology to allow access to library venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce charges for more of our services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with other organisations to deliver services and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on these options? Is there anything else we should consider?



### 3. Supporting key strategies in preventing and reducing need

How it works now:

- We provide a wide range of activities without always providing clear evidence of their value
- The service fully funds the majority of activities
- The service responds to most requests for activity/support
- Activities become part of business as usual

In four years time:

- Services will be targeted at specific groups and communities
- The council will co-commission time limited services depending on evidenced need
- Communities will be supported in deciding what services are offered
- The outcomes of the services will be reviewed to ensure that they contribute to wider strategic aims and objectives.

We will:

- Work with strategic partners to identify/evidence key commissioning areas
- Consult with communities about the service offer.
- Review and reduce our current targeted service provision that is currently funded solely by the council.

Q10 To what extent do you agree or disagree with our ideas for **supporting key strategies in preventing and reducing need**? Please tick one option only.

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you say this? Is there anything else you think we should consider?

Q11 What priority should we give to helping deliver the following types of activity?  
Please tick one per row.

	Very important	Somewhat important	Not very important	Not at all important	Don't know
Supporting children's learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting vulnerable people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting, preserving and accessing Leicestershire's history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of digital services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting better health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting the value of reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contributing to the local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enabling access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting learning in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Any other comments

Q12 Do you have any other comments?

## About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q13 Are you male or female? Please tick one option only.

Male       Female

Q14 Gender Identity: A person has an internal, deeply held sense of their own gender. For trans people, their own sense of who they are does not match the sex that society assigns to them when they are born.

Is your gender identity the same as the gender you were assigned at birth? Please tick one option only.

- Yes  No

Q15 What was your age on your last birthday? (Please enter your age in numbers not words)

Q16 What is your full postcode? This will tell us how far people are travelling to use our services. It will not identify your house.

Q17 Are you a parent or a carer of a young person aged 17 or under? Please tick one option only.

- Yes  No

Q18 If yes, what are the ages of the children in your care? Please tick all that apply

- 0-4  5-10  11-15  16-17

Q19 Are you a carer of a person aged 18 or over? Please tick one option only.

- Yes  No

Q20 Do you have a long-standing illness, disability or infirmity? Please tick one option only.

- Yes  No

Q21 What is your ethnic group? Please tick one option only.

- White  Asian or Asian British  Other ethnic group  
 Mixed  Black or Black British

Q22 What is your religion? Please tick one option only.

- No religion  Jewish  
 Christian (all denominations)  Muslim  
 Buddhist  Sikh  
 Hindu  Any other religion

Q23 Are you an employee of Leicestershire County Council? Please tick one option only.

- Yes  No

Q24 Which of these, if any, do you use? Please tick all that apply

- Broadband at home
- Internet via dial up at home,
- Internet at work, place of study or elsewhere (e.g. library or internet café)
- Internet via a smartphone
- Other
- None

Q25 Which of these activities best describes what you are doing at present? Please tick one option only.

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (less than 30 hours per week)
- Self employed full or part-time
- On a government supported training programme
- Full-time education at school, college or university.
- Unemployed and available for work
- Permanently sick / disabled
- Wholly retired from work
- Looking after the home
- Doing something else

Q26 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation. Please tick one option only.

- Bi-sexual
- Heterosexual / straight
- Other
- Gay
- Lesbian

Thank you for your assistance. Your views are important to us. When the consultation closes in May, we will report the results back to the council's cabinet in June 2016, together with the commissioning strategy developed from the consultation feedback and ask for their approval to implement these strategies.

Please send your completed questionnaire by 2nd May to the following freepost address:

Communities and Wellbeing Consultation, Leicestershire County Council, Have Your Say,  
FREEPOST NAT 18685, Leicester, LE3 8XR

**Data Protection:** Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000