NHS

Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group

Voluntary and Community Sector funding - engagement findings Leicester, Leicestershire and Rutland

The three NHS organisations that commission health services across Leicester, Leicestershire and Rutland are reviewing the funding they provide to voluntary and community sector organisations which support people with mental health needs.

This review was carried out as part of our work to implement the Better Care Together Five Year Strategy for mental health. This strategy recognises the extremely valuable role of the voluntary and community sector in supporting resilience and recovery of patients and in supporting carers. These organisations offer diverse services including counselling, advocacy, group support, advice on practical matters such as housing and finances and support with education and employment opportunities.

As part of this review, the three CCGs wanted to hear from patients and members of the public, to understand what aspects of voluntary and community sector care are most important to service users and carers.

The engagement period ran from 30th August to 2nd September 2015.

In total we received 77 responses to the survey which was circulated widely across the county. 45 of these responses were from city residents, 12 from the West and 11 from the East. 7 people skipped this question and 2 were out of area. An additional 5 surveys came in after the date, which have not been counted in the results.

The majority of responses came from service users, with a small number stating they were in residential care facilities. A total of 32 responders stated they had a mental health condition or disorder.

Responders were asked to answer each question by prioritising a list of services by ranking each with a number (1 being the most important and 8 being the least important). The findings have been listed by question, in the overall priority order from all of the results.

Q1. What type of services do you think the voluntary and community sector should provide to support people with mental health needs?

74 people answered this question, 3 people skipped

1. Providing one to one counselling support
2. Developing and supporting peer support groups
3. Providing drop-in support services
4. Providing advocacy (assistance) services
5. Providing welfare advice services (housing / financial)
6. Providing support group services

7. Providing support services to access education, employment and volunteering opportunities
8. Telephone support services

A total of 30 responders left other suggestions or comments to this question with the highlights identified as:

- Question was hard to rank as all responses are of equal importance
- It would depend on the person as people need different things at different times
- Advocacy and holistic support is important

Q2. Previous consultations indicate peer support networks are important to support people to recover. How can voluntary and community organisations develop peer support networks?

68 people answered this question, 9 people skipped.

1. Supporting volunteers to develop the skills to support individuals in one to one settings (either paid or unpaid)
2. Enabling volunteers to develop skills to become peer support workers (either paid or unpaid)
3. Supporting volunteers to develop the skills to support individuals in group settings (either paid or unpaid)
4. Having access to peer support workers of the same gender
5. Having access to peer support workers of a similar cultural background

A total of 14 responders left other suggestions or comments to this question with the highlights identified as:

- Training needs to be available to support peer workers
- Time out needed for peer workers as they have to deal with their own illnesses
- Peer support may exclude many by culture

Q3. Which of the following advice and support services are the most important to you?

71 people answered this question, 6 people skipped

1. Benefits (Welfare rights) advice
2. Support in employment/ volunteering
3. Housing advice
4. Money management advice
5. Support into education

A total of 17 responders left other suggestions or comments to this question with the highlights identified as:

- All are important
- It is dependent on who completes the survey as to what is important to them and their needs

- Many people will cross all of these issues and need support in all areas

Q4. We know that supporting carers is important. In what ways can the voluntary and community sector support carers to sustain their caring role for people with mental health needs?

64 people answered this question, 13 people skipped

1. Telephone support services for carers
2. Providing one to one counselling support for carers
3. Providing group carer support services
4. Developing and supporting carers peer support groups
5. Providing drop-in carer support services
6. Providing carer advocacy (assistance) services
7. Providing welfare advice services (housing / financial)
8. Providing support services to access education, employment and volunteering opportunities

A total of 17 responders left other suggestions or comments to this question with the highlights identified as:

- Advocacy is vital as the stress of understanding carers rights often frustrates and adds pressure
- Respite care is important so carers get a break
- Carers need professional support and back up

Q5. What are the most important times when you want support from voluntary and community organisations?

65 people answered this question, 12 people skipped

1. Weekdays 9am-5pm
2. Weekday evening
3. Weekends 9am – 5pm
4. Weekend evenings

A small number of respondents stated that it was hard to choose when an important time was as people could need support at any time. Others stated that weekends could be very long and isolating with limited support available.

Q6. Which of the following is important to you in the way voluntary and community organisations deliver services?

72 people answered this question, 5 people skipped

1. Locally based services
2. Services that are based centrally (i.e.in your local town or city)
3. Services that meet your cultural or language needs

A total of 10 responders left other suggestions or comments. The below quotes highlight the findings:

"All are important"

"Unless and until all statutory services are 24/7 it is difficult for require VCS organisations to work on this basis"

"excluding accessibility by culture, language excludes others. By placing those services in areas excludes many from using them if they are not in a neutral place"

Q7. What would we need to consider to make sure voluntary and community organisations deliver mental health services that meet your cultural and/or religious needs?

People were asked to leave their responses to this question in an open text box. A total of 36 people left comments, with 41 skipping the question.

The responses can be summarized as follows:

- Offer mental health support for the population as a whole, which considers all cultural and religious backgrounds rather than creating smaller specialist groups
- Offer training for staff on culture and diversity
- Consider supporting individuals as a whole rather than by their diversity strand

Equality monitoring information based on the 77 completed surveys

1.   Gender

26 Male
48 Female
1   Prefer not to say
2   Skipped question

2.   Pregnancy/Maternity

If you answered female: Are you currently pregnant or have you given birth in the last 26 weeks?

1   Yes
47 No
4   Prefer not to say
25 Skipped question

3.   Gender reassignment

Is your gender the same as that assigned at birth?

65 Yes
5   No
3   Prefer not to say
4   Skipped question

4.   Age group

0 Under 16
4 16 to 24
8 25 to 34
48 35 to 59
13 60 to 75
1 76+
1 Prefer not to say
2 Skipped question

5.   Religion and belief

29 No religion
0 Baha'i
0 Buddhist
28 Christian
2 Hindu
0 Jain
0 Jewish
3 Muslim
2 Sikh
6 Prefer not to say
3 Other (1 Roman Catholic, 1 Agnostic and 1 Animist)
7 Skipped question

6.   Ethnic group

58 White British
1 Irish
1 Gypsy/ Traveller
0 Polish
1 White and Black Caribbean
1 White and Black African
0 White and Asian
3 Indian
0 Pakistani
0 Bangladeshi
2 Caribbean
0 African
0 Somali
0 Chinese
0 Arab
6 Prefer not to say
7 Skipped question

7.   Sexual orientation

1 Bisexual
62 Heterosexual
2 Gay
0 Lesbian
9 Prefer not to say
3 Skipped question

8.   **Marital status**

26 Single
26 Married / Civil partnership
4 Separated
6 Partnered/living with partner
5 Divorced
3 Widowed / Surviving civil partner
4 Prefer not to say
3 Skipped question

9.   **Do you consider yourself to have a disability?**

41 Yes
30 No
0 Don't know
2 Prefer not to say
4 Skipped question

If yes, please tick all which apply

4 Physical
0 Partial or total loss of vision
3 Learning disability/ difficulty
1 Partial or total loss of hearing
32 Mental health condition or disorder
9 Long standing illness or disease
2 Speech impediment or impairment
2 Other medical condition or impairment