

**Summary report of
Engagement on the
proposed decommission of
the Probation Health
Trainers service in
Leicestershire**

2024

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Acknowledgements

We would like to take this opportunity to express our gratitude and sincere thanks to everyone who has taken the time to provide their views and feedback as part of the engagement process.

Purpose of this report

This document provides a summary of the findings of engagement undertaken between Tuesday 7 May and Friday 28 June 2024, on the proposed decommission of the probation health trainer service commissioned by Leicestershire County Council's Public Health Department. This report reflects the findings of the surveys received during the engagement period.

Background

Since 2019 Leicestershire County Council has commissioned a Probation Health Trainer Service that supports adult offenders on community orders or on licence following release from prison to make changes towards a healthier lifestyle.

The service comprises of:

- Individual assistance to help clients access various health and wellbeing services, which includes GP and dental care.
- One to one work with clients to assess health and lifestyle which are developed into Personal Health Plans.
- Provide ongoing support for sustained behaviour change towards improved wellbeing.

The current contract for the service is due to end March 2025.

Leicestershire County Council (LCC) is facing growing financial pressure alongside increasing demand, so there is a need to look at all non-statutory spending.

The proposal is to stop funding the Probation Health Trainer Service.

Engagement method

The engagement ran from Tuesday 7 May to Friday 28 June 2024 seeking views from service users and stakeholders on the proposed model.

The engagement invited service users both past and present; staff within the service and probation staff who refer into the service to provide their views on the proposed decommission. An online survey was available via a link. The link was distributed to the provider and other stakeholders.

A telephone line and email address were provided to enable service users and stakeholders to ask questions about the engagement if they needed to.

Thirty hard copies of the survey were provided to the provider to support staff to engage with service users.

Staff from the service were allocated the task of cold calling both previous and current service users to complete the survey with them should they wish to do so. A separate inputter link was provided to allow for multiple entries on one computer with a specific link for those individuals.

Overview of the Survey

The survey asked for people's views on:

- the extent to which they agreed with the proposal to decommission
- the impact/s of the proposal
- access to other sources of support
- alternative suggestions to the proposal

Survey responses

In total, 49 responses were received (47 online and 2 paper/postal responses):

- 13 responses were received from Ingeus staff members
- 18 from service users (both current and previous)
- 13 from probation staff who refer into the service.

Results have been reported based on those who provided a valid response, i.e., excluding the 'don't know' responses and no replies from the calculation of the percentages, where applicable.

It was requested that surveys were shared with those working and using the County contract only. However, there were a number of responses received who stated location as City which included staff and service users. It is possible that some were completed by those who are based in the City but are working on the County contract and that some service users previously resided in the City prior to accessing the contract.

Additional consultation feedback – Health and Overview Scrutiny Committee

The Health Overview and Scrutiny Committee noted the engagement and proposal to decommission the service in June 2024.

The Health and Overview Scrutiny Committee supported the proposal to decommission the Probation Health Trainer Service, but the Director of Public Health was requested to note the Committee's desire for some support for the health needs of offenders to remain in place.

Thematic summary of the consultation

The following comments were received via the surveys.

- **Capacity with the probation service:** respondents had assumed that the probation service would be taking on delivery of the current offer and comments received stated that workload would be an issue, increased pressure on the probation staff, there would be a rushed offer and they would not have time to deliver the health offer.
- **The decommission will leave the cohort without a service:** comments received believed that there would be a limited offer without the Probation Health Trainers service, no specific offer for this cohort of individuals or a belief that GPs would be the only offer. It was said that the homeless cohort would suffer most and wider services such as RECONNECT

are not used. Where there were other offers it was believed that the service users would not know who they were or how to contact them.

- **Impact on service users:** it was widely commented that ending the service would have a negative impact on service users and that they will miss out on the vital support that is needed. Women were added as one cohort that would potentially be impacted.
- **Positive feedback for the probation health trainer service:** Feedback was positive around the staff and the service, stating that the service is invaluable to service users and probation, adding that the service is an exceptional standalone service. Additional comments added that if it were to end, it would be a great loss and there were concerns that it is being considered at all.
- **Unique service, with knowledge and experience of the probation health trainers:** The comments stated that the service is unique, bespoke and is delivered in an informal way that is ideal for the service users. The staff have specific knowledge and lived experience that gives them a valuable insight which can support to ensure that any barriers to engagement are squashed which makes a big difference. That expert knowledge supports the service users including with their mental health.

Appendices

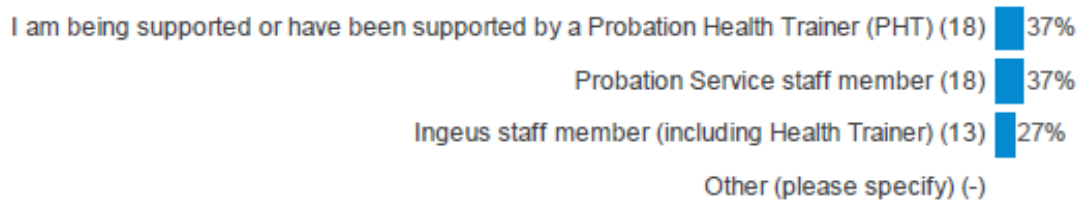
Appendix A – Survey Summary Engagement Report

Probation Health Trainer Service

This report was generated on 3 July 2024 and provides a summary of results to the quantitative questions. Overall 49 respondents completed this questionnaire. Results have been reported based on those who provided a valid response, excluding the 'don't know' responses and no replies from the calculation of percentages, where applicable.

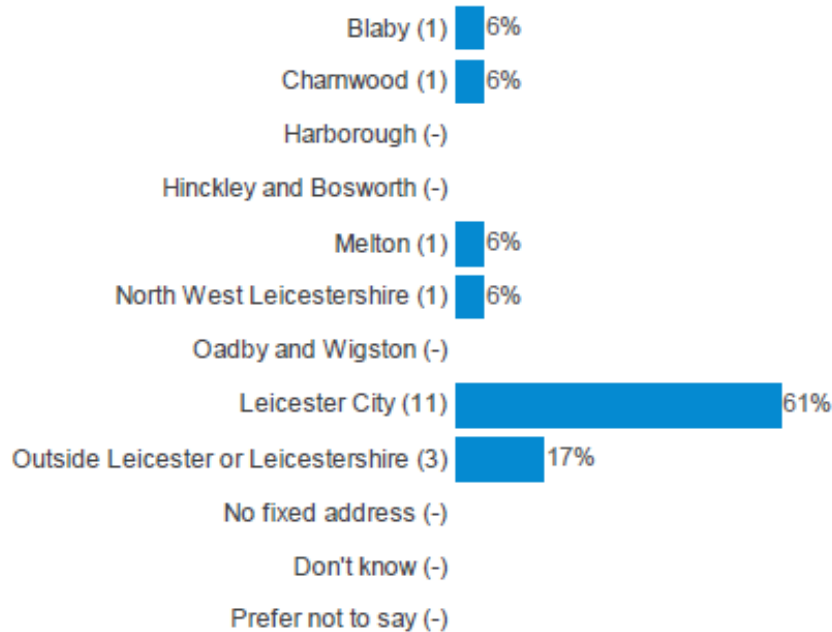
Your role

In what role are you responding to this survey? Please select one option only.



Service users

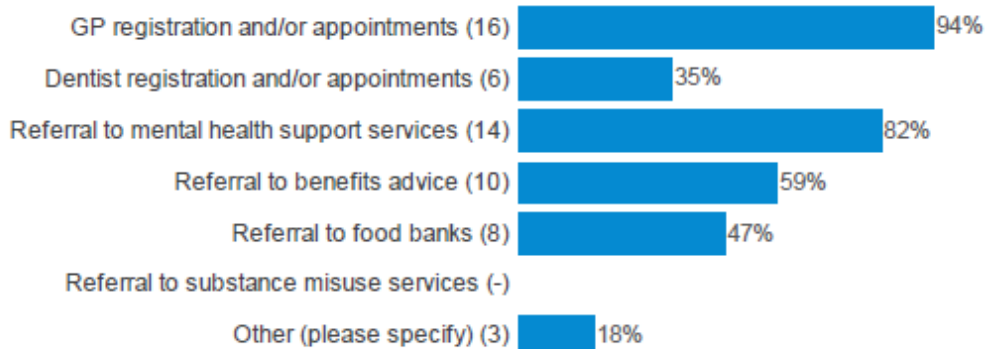
Which area do you live in? Please select one option only.



Have you received support from a Probation Health Trainer (PHT) in the last 12 months?
Please select one option only.

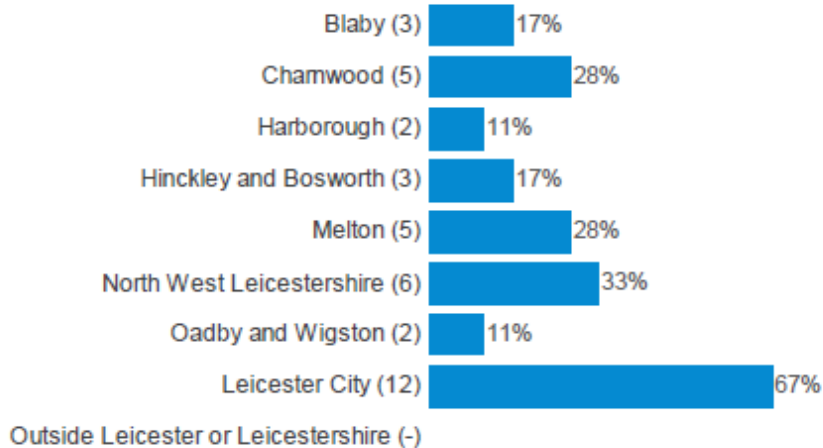


What help and support did you receive from the Probation Health Trainer (PHT) service?
Please select all that apply.

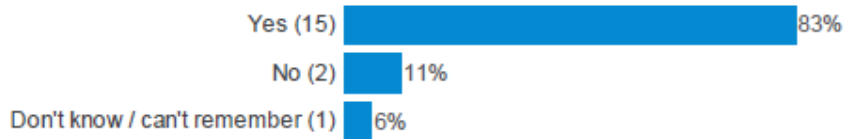


Probation Service staff

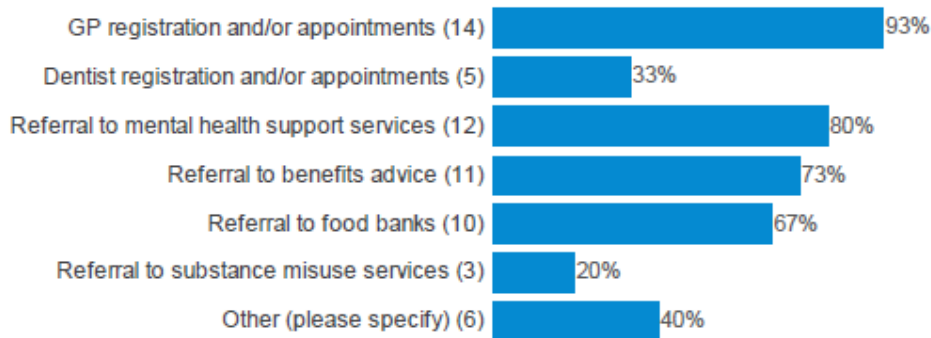
Which area(s) do you work in? Please select all that apply.



Have you referred people to the Probation Health Trainer service in the last 12 months?
Please select one option only.

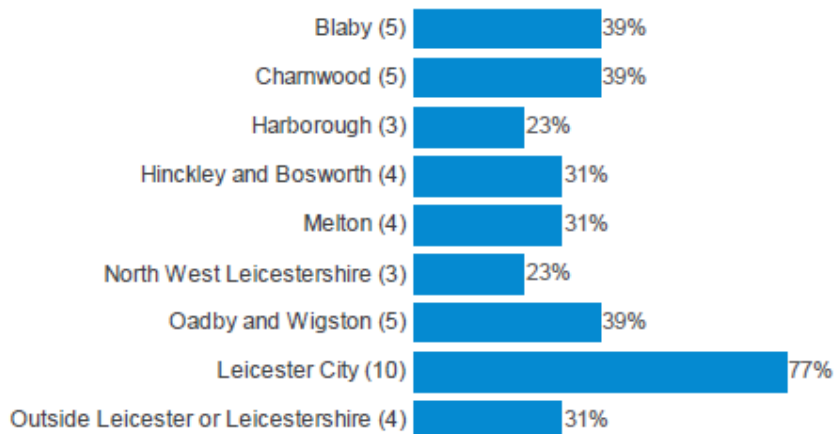


What additional support have you requested / required for clients you have referred to the Probation Health Trainer service? Please select all that apply.

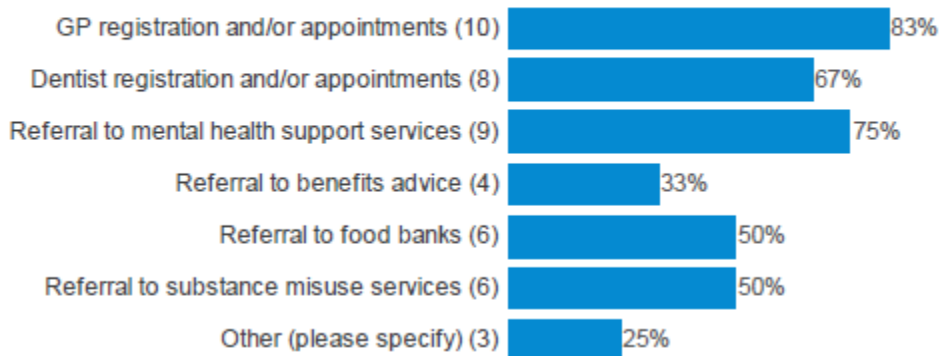


Ingeus staff

Which area(s) do you work in? Please select all that apply.

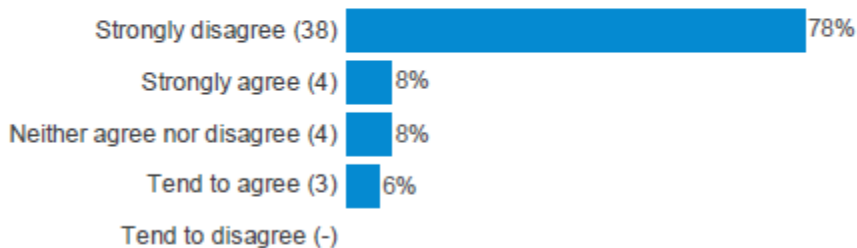


What support have you requested / actioned for your clients as part of the Probation Health Trainer service? Please select all that apply.



Proposal

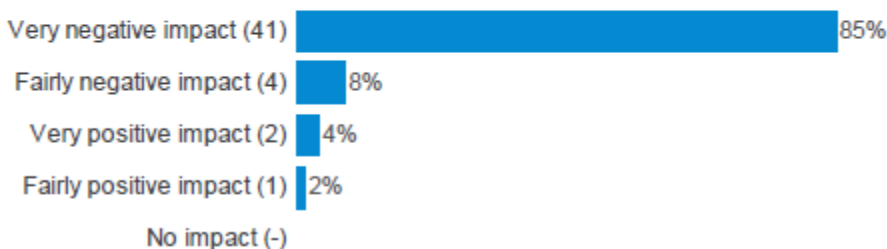
To what extent do you agree or disagree with this proposal?



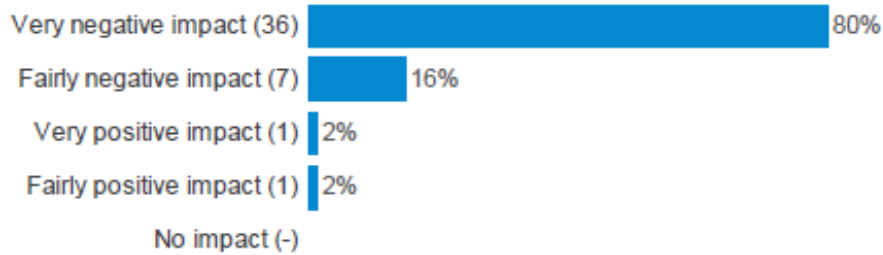
Why do you say this?

[Please see main report for summary of responses]

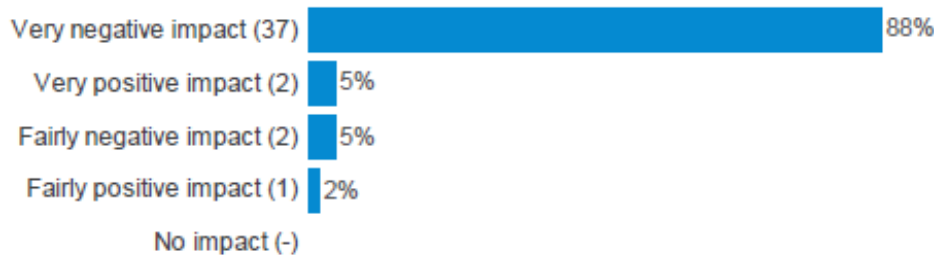
What impact, if at all, do you think this proposal would have on... (...People who use the Probation Health Trainer service?)



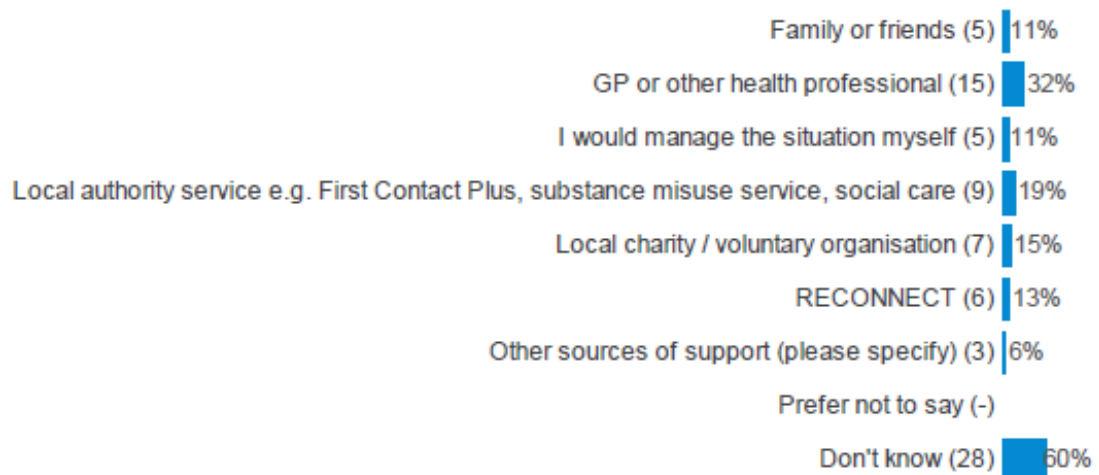
What impact, if at all, do you think this proposal would have on... (...Probation Service staff?)



What impact, if at all, do you think this proposal would have on... (...Ingeus staff?)



If the Probation Health Trainer service commissioned by the county council was not available, what other sources of support would you consider? Please select all that apply.



Please could you provide reasons for your answers above?

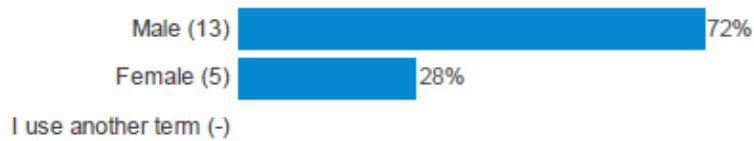
[Please see main report for summary of responses]

Do you have any other comments or suggestions about the proposal?

[Please see main report for summary of responses]

About you

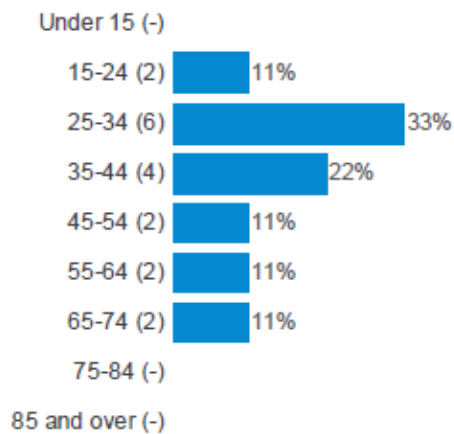
What is your gender?



Is the gender you identify with the same as your sex registered at birth?



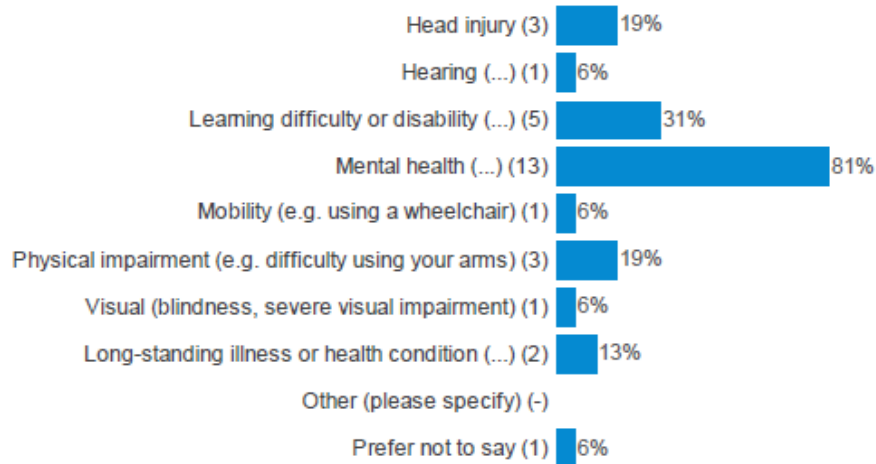
What was your age on your last birthday? (derived)



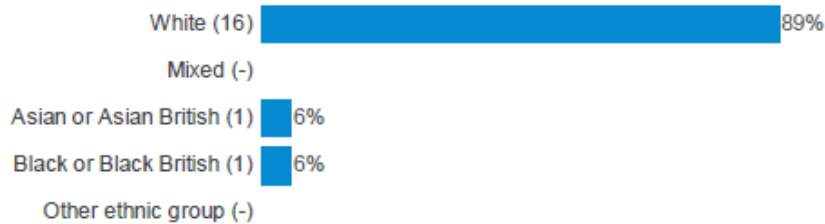
Do you have a long-standing illness, disability or infirmity?



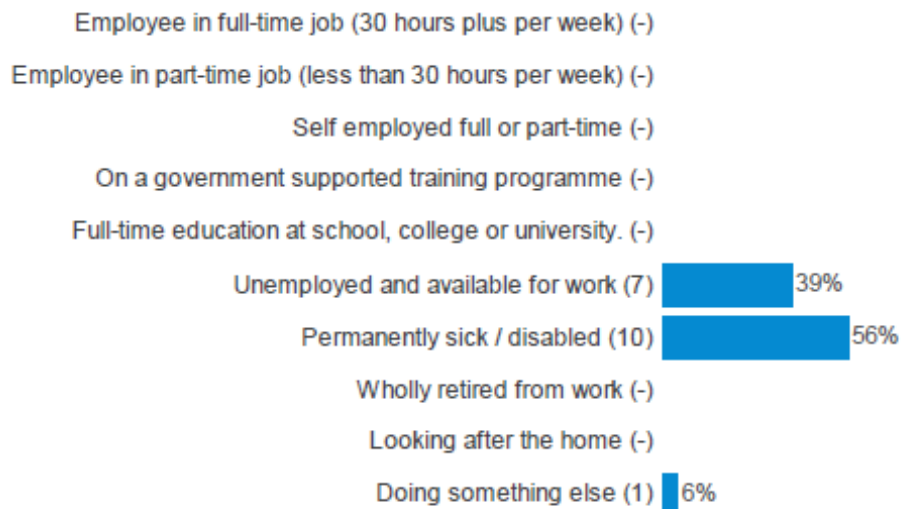
If you said you have a long-standing, disability or infirmity, please can you tell us what your long-standing illness, disability or health condition relates to?
Please select all that apply.



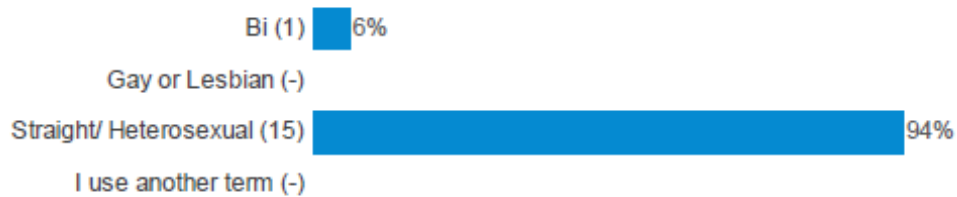
What is your ethnic group? Please tick one box only.



Which of these activities best describes what you are doing at present?



What is your sexual orientation?



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