Leicester
City Council

SECOND DESPATCH

MEETING OF THE ADULT SOCIAL CARE SCRUTINY COMMISSION

TUESDAY, 24 JANUARY 2017

Further to the agenda for the above meeting which has already been circulated, please find attached the following:-

ITEM 10: OUTCOME OF THE MENTAL HEALTH RECOVERY HUB CONSULTATION

The Commission will receive an update from the Leicester City Clinical Commissioning Group on the outcome of the Mental Health Recovery Hub Consultation.

Members will be asked to receive the update in the form of the following report:

Re-Procurement of Mental Health Preventative Services

The Strategic Director submits a report entitled Re-Procurement of Mental Health Preventative Services, which provides the Adult Social Care Scrutiny Commission with a summary of the outcome of the consultation exercise, which proposes to create a number of Recovery and Resilience Hubs across Leicester, Leicestershire and Rutland (LLR). The outcome of the consultation exercise is summarised at Appendix 1.

The Adult Social Care Scrutiny Commission is asked to note the outcome of the consultation exercise and to provide feedback.

Officer contacts

Tel: 0116 454 6357 e-mail: julie.harget@leicester.gov.uk

Appendix Ca

Leicester
City Council

SECOND DESPATCH

Adult Social Care Scrutiny Commission

19 January 2017

Further to the agenda for the above meeting which has already been circulated, please find attached the following report, relating to agenda Item 10. The update relating to the outcome of the consultation will take the form of a report, which the Chair has agreed to accept as urgent.

Agenda Item 10: Outcome of the Mental Health Recovery Hub Consultation:

Report - Re-Procurement of Mental Health Preventative Services

The Strategic Director submits a report entitled Re-Procurement of Mental Health Preventative Services, which provides the Adult Social Care Scrutiny Commission with a summary of the outcome of the consultation exercise, which proposes to create a number of Recovery and Resilience Hubs across Leicester, Leicestershire and Rutland (LLR). The outcome of the consultation exercise is summarised at Appendix 1.

The Adult Social Care Scrutiny Commission is asked to note the outcome of the consultation exercise and to provide feedback.

Thank you.

Julie Harget
Democratic Support Officer
Tel: 0116 454 6357

Email: Julie.harget@leicester.gov.uk

Cb

Adult Social Care Scrutiny Commission Briefing

Re-Procurement of Mental Health Preventative Services

Date: 24th January 2017

Lead Director: Steven Forbes

Useful information

■ Ward(s) affected: All

- Report author: Tracie Rees
- Author contact details: 454 2373
- Report version number: 1.0

1. Purpose of report

1.1 To provide the Adult Social Care Scrutiny Commission with a summary of the outcome of the consultation exercise, which proposes to create a number of Recovery and Resilience Hubs across Leicester, Leicestershire and Rutland (LLR) to provide non clinical mental health preventative services.

2. Summary

2.1 Non-clinical mental health services across LLR are currently funded by the Local Authorthies and Clincial Commissioning Groups (CCG's) and provided by a range of different organisations . This has led to a fragmented range of services, which service users find difficult to navigate and access.

2.2 Therefore, it is proposed that a number of Recovery and Resilience Hubs are created across LLR to provide a coordinated response to non-clinical mental health preventative services.

2.3 In order to understand the views of services users and interested stakeholders a formal consultation exercise was undertaken across LLR between 3rd October and 4th December 2016.

2.4 The outcome of the consultation exercise is summarised at Appendix 1.

3. Recommendations

3.1 The Adult Social Care Scrutiny Commission is asked to note the outcome of the consultation exercise and to provide feedback.

4. Report/Supporting information

Introduction

4.1 The consultation exercised detailed a proposal to bring together a range of fragmented services currently funded by both health and social care, into a single coordinated model across Leicester, Leicestershire and Rutland (LLR) to provide consistent and responsive local services embedded in local communities.

4.2 It was proposed that there would be a total of 7 hubs covering the whole of LLR, with 4 in Leicestershire County, 2 in Leicester City and 1 in Rutland. Each hub could be delivered by a different organisation, but with the aim of ensuring a range

of providers across LLR, it was also proposed that any potential single provider could be limited to 2 areas. Each hub will be responsible for providing three service elements to their local community:

1. Information: information about mental health and related issues for everyone, which could be provided via drop-ins, or a website, or the telephone;
2. Advice and navigation: help to navigate other systems and identify the right places to seek support, and link people to them (e.g. the right health service or housing service, social groups or leisure activities);
3. Community recovery support: support for small groups or individuals to regain and sustain confidence to engage in everyday activities.

4.3 The consultation exercise proposed 7 hubs across LLR to ensure consistency, but whilst there may be one physical hub in any given area, the intention is that this should not be the only place that services can be accessed, but rather services should be provided in a variety of settings and locations to meet identified need.

Consultation Approach

4.4 A number of press releases were made in the local media to publicise the consultation exercise and a questionnaire was distributed widely across Leicester, Leicestershire and Rutland via Leicester City Council's website or as a paper copy upon request. Also a series of engagement events and face to face meetings took place during the consultation period for people using existing services, carers and other stakeholders and interested parties.

4.5 Consultation and engagement activity was primarily targeted towards:

- Individuals who currently use mental health services and their carers and families
- Individuals who may use mental health services in the future
- Organisations and providers of mental health services or those who work with service users
- Identified interested individuals and groups

4.6 A full list of engagement activity can be found at Appendix 1 of the attached summary consultation report.

4.7 Particular attention was paid to equality issues with the aim of ensuring a mixture of views. A breakdown of the demographics of respondents to the questionnaire is attached at Appendix 2 of the attached summary consultation report.

4.8 The consultation proposals and the questionnaire were also made available in a number of formats on request (i.e. language translations, large format, easy read and audio versions) and paper copies were made available at all events and meetings attended by joint commissioning representatives.

4.9 Local organisations, from both the voluntary and community sectors, were encouraged to share the proposals and to inform their service users. Mental health organisations and providers and other stakeholders were targeted directly and were encouraged to arrange face to face meetings with their service users and to attend the

public meetings.

4.10 Feedback from the consultation endorsed the proposed model and its constituent parts.

Next Steps

4.11 The next steps include:

Formal agreement from the relevant goverance bodies	Early February 2017
Procurement-Invitation to bid	Late February - early April 2017
Evaluation and decision making	Late April - June 2017
Contract mobilisation	July- September 2017
Contract start date	1st October 2017

4.12 New contracts will be for 3 years, with a 2 year extension facility if required.

5. Financial, legal and other implications

5.1 Financial implications

5.1.1 awaiting information.

5.2 Legal implications

5.2.1.awaiting information

5.3 Climate Change and Carbon Reduction implications

5.3.1.awaiting information

5.4 Equalities Implications

5.4.1. awaiting information

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

Leicester City Council | Leicestershire County Council | Rutland County Council | NHS Leicester City Clinical Commissioning Group | NHS East Leicestershire and Rutland Clinical Commissioning Group | NHS West Leicestershire Clinical Commissioning Group

Summary Report of Public Consultation and Engagement:
Have your say on proposed changes to mental health support services

1. Purpose of this report

This document provides a summary of the findings of a public consultation and engagement exercise undertaken between October and December 2016, which proposes changes to the way mental health services currently provided by health and social care are delivered to local people living in Leicester, Leicestershire and Rutland.

The document reflects the findings of both the formal consultation questionnaire, and a series of engagement events, meetings and briefings undertaken during the engagement period.

2. Background

Improving mental health services for individuals is a priority because of the many risks associated with poor mental health. The diagnosis of common mental health problems is increasing and there are high levels of people needing crisis support services. It is recognised nationally that through working together, health and social care can achieve better outcomes for individuals and make the most effective use of available resources.

To help people with mental health difficulties to stay well, or to recover if they do become unwell, the Local Councils and Clinical Commissioning Groups (CCG's) across Leicester, Leicestershire and Rutland (LLR) are proposing to jointly develop a set of local 'hubs' (Resilience and Recovery Hubs), to support mental health in local communities and help individuals with a range of mental health support needs.

These hubs will be part of the whole local approach to help people to stay well, rather than treating ill health. That means giving people the information, power and control to stay healthy, manage their condition and choose what treatments they receive. It was envisaged that hubs would not be provided out of just one place but would be overarching mechanisms to deliver the services to local people, which could include both a local base and other venues where services can be delivered.

It is proposed that money currently spent on non-clinical mental health services commissioned by the Local Authorities and the CCGs across LLR could be combined. Commissioners want to ensure that services are not duplicated, and that any gaps in service can be met through the new hubs, by working together to achieve a more efficient service and make some savings.

This will affect people using current services, as there will be a different model of service and there may be a different provider.

If the proposals are agreed, the changes will happen from 1st October 2017.

3. Acknowledgements

We would like to take this opportunity to express our gratitude and to sincerely thank everyone who has taken the time to speak to us and provide their views and feedback as part of the consultation process.

4. Our approach

Our purpose is to make sure the service user voice is at the heart of any decisions we make in planning and buying mental health services so it is critical that they are involved in the future plans.

As public bodies the Local Authorities and CCG's have a duty and a commitment to listen and engage with service users and members of the public to ensure we understand their views on health and social care, the areas of care about which they are satisfied or dissatisfied, and how they would like to be engaged or informed going forward.

Between 3 October and 4 December 2016 a range of consultation and engagement exercises was undertaken, to ensure that the views and needs of people who use current services are taken into account before any changes to services happen. It was agreed by the Local Authorities and the CCGs that a 9 week consultation exercise would take place to seek the views of people who need support, carers and other stakeholders on the proposals.

Consultation and Engagement Methods

A number of press releases were made in the local media to publicise the consultation exercise and a questionnaire was distributed widely across Leicester, Leicestershire and Rutland via Leicester City Council's website or as a paper copy upon request, Also a series of engagement events and face to face meetings took place during the consultation period for people using existing services, carers and other stakeholders and interested parties..

Consultation and engagement activity was primarily targeted towards:

- Individuals who currently use mental health services and their carers and families
- Individuals who may use mental health services in the future
- Organisations and providers of mental health services or those who work with service users
- Identified interested individuals and groups

.

A full list of engagement activity can be found at Appendix 1.

Particular attention was paid to equality issues with the aim of ensuring a mixture of views. A breakdown of the demographics of respondents to the questionnaire is attached at Appendix 2.

The consultation proposals and the questionnaire were also made available in a number of formats on request (i.e. language translations, large format, easy read and audio versions) and paper copies were made available at all events and meetings attended by joint commissioning representatives.

Local organisations, from both the voluntary and community sectors, were encouraged to share the proposals and to inform their service users. Mental health organisations and providers and other stakeholders were targeted directly and were encouraged to arrange face to face meetings with their service users and to attend the public meetings.

The consultation opened on the 3rd October 2016 and closed at midnight on the 4th December 2016.

5. Consultation Proposal

The consultation exercised detailed a proposal to bring together a range of fragmented services currently funded by both health and social care, into a single coordinated model across Leicester, Leicestershire and Rutland to provide consistent and responsive local service embedded in local communities..

It was proposed that there would be a total of 7 hubs covering the whole of LLR, with 4 in Leicestershire County, 2 in Leicester City and 1 in Rutland. Each hub could be delivered by a different organisation, but with the aim of ensuring a range of providers across LLR, it was also proposed that any potential single provider could be limited to 2 areas. Each hub will be responsible for providing three service elements to their local community:

1. Information: information about mental health and related issues for everyone, which could be provided via drop-ins, or a website, or the telephone
2. Advice and navigation: help to navigate other systems and identify the right places to seek support, and link people to them (e.g. the right health service or housing service, social groups or leisure activities)
3. Community recovery support: support for small groups or individuals to regain and sustain confidence to engage in everyday activities.

The consultation exercise proposed 7 hubs across LLR to ensure consistency, but whilst there may be one physical hub in any given area, the intention is that this should not be the only place that services can be

accessed, but rather services should be provided in a variety of settings and locations to meet identified need.

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6. Summary overview of responses and key themes from overall feedback received

There were a total of 299 responses received to the questionnaire (a detailed analysis of the responses is attached at Appendix 3) and 450 individuals attended 25 engagement events (some people attended more than one event). (Appendix 1 includes details of the events). The key themes that emerged in relation to each question within the questionnaire are detailed below. This is followed by a section reflecting the additional issues which emerged from the face to face meetings and events.

Overarching themes:

- The proposed model and its constituent parts, i.e. information, advice and navigation, and community recovery support were endorsed.

- There was an emphasis on ensuring a range of options and methods for all elements of support, to be delivered by skilled and trained staff. This should include personal contact for ongoing support, and opportunities to engage with peers.

- People welcomed the proposed locality model, but felt that to have only 4 “hubs” in Leicestershire would cause difficulties for some people in accessing support. This may be in part due to a misconception about hubs being a single physical place to access services – whilst there may be one physical hub in a given area, the intention is that this should not be the only place that services can be accessed, but that they should be provided in a variety of settings and locations to meet identified need.

- There was also some concern about the resources available to deliver the proposed model, and its achievability in relation to budget constraints.

- Some concerns were expressed by “specialist” groups and existing organisations and providers about the apparent lack of dedicated support. They felt that this could result in language and cultural barriers for specific groups of people. This was also linked to a more general fear of change and the potential impact this might have on people’s mental health.

Responses to specific questions:

Q1a In what role are you responding to this consultation?

Of the 299 respondents to the questionnaire, 199 were current or past users of mental health services, or their carers – 66.5% of the total. Users of all the currently commissioned services named in the consultation were represented. The remainder of the responses were split across public sector staff, interested residents and providers. Of the 450 attendances at consultation events and meetings, 201 (45%) were by service users, 62 (14%) by carers and 94 (21%) by providers.

Questions 1b, 1c and 1d asked for details of organization represented, services used and post code. Analysis of responses indicated that there were responses from across the whole of Leicester, Leicestershire and Rutland, and all current providers were represented.

Q1e Areas commented upon

Respondents could choose to comment upon more than one area (ie Leicester, Leicestershire, Rutland) and sixteen percent (16%) did so.
There were 151 people who commented in relation to Leicestershire County only, 115 who commented in relation to Leicester City only, and just 3 responses which commented only on Rutland.

Q2 Do you think locally based Mental Health Resilience and Recovery Hubs is the right model?

Forty-five percent (45%) of respondents stated they think this is the right model, while 23% felt it is not. Of the 32% (95 people) who said they do not know, only 16 gave a reason for their answer. The main issues raised were that they needed more information, or were concerned about the loss of their current service and impact upon that service provider.

"I am a little confused about the hub and what exactly it will provide. And how it is going to replace all services that will be shut down"

Feedback at engagement events in general supported the model once it was explained and better understood, however there were concerns expressed about its deliverability in relation to the indicative potential budget information. People felt that there would be potential for a single point of access, with easy to find information and support more local to them.
"Will help to deliver equitable services across the city and county. Also individuals will not have to go to lots of different places to access support."

Q3a Do you agree with the three proposed service elements?

Responses demonstrated clear support for all three proposed service elements, and this was echoed at engagement events but concerns about deliverability were expressed again.

Q3a 1 Information: 75% agreed

Suggestions and comments included the need for a range of methods available to access information such as website, drop ins, a free phone telephone number, face to face discussions, libraries, signs and dedicated professional support in GPs surgeries, and the provision of information in a variety of formats to meet a range of needs. There were several comments that emphasised the need for face to face information provision, because of fears or difficulties in using telephones or the internet.

"Navigating the services available is the most complicated step"

Q3a 2 Advice and Navigation 79% agreed

"Think this would be very helpful"

The main emphasis of comments was around the need for personalised advice and help to access other sources of support, providing routes into other services such as housing, benefits and leisure opportunities, and making use of existing local community assets.

"I would want the hub to make referral to other organizations for me. I don't want more leaflets."

Q3a 3 Community Recovery Support: 75% agreed

It is clear from the comments that people believe the staff who will deliver this will be critical to its success – they need to be experienced, professional and pro-active to offer both individual and group support appropriate to individual needs.

"All staff that would be used should have the necessary qualifications and not anyone who does not have the experience or knowledge to do this extremely important work".

There was an emphasis regarding this element on the need for services to be able to reach out to individuals who cannot access offices/meeting places and also to offer social-type groups to build confidence and develop peer support, although it was also said that it should "*be made clear that it is not 'forever' support and …expectations that when they are able, they will do things for and by themselves*".*"It*

would be wonderful if groups like this could be formed again, maybe through a new hub".

Q3b Is there anything else that should be included?

In relation to the question asking if there is anything else that should be included, people offered a range of suggestions encompassing social activity, education and employment-related support (including training and volunteering) and specific recovery/mental health topics. Many of the comments also related to issues around clinical services in both primary and secondary care, specifically continuity of, and timely access to, specialist professional support.

Q4. If we develop local hubs, do you agree or disagree with the proposal to have four hubs within Leicestershire County

There was no clear outcome in terms of agreement or disagreement with the proposal to have four hubs in Leicestershire from the analysis of questionnaires:

Agree	39%
Disagree	33%
Don't know	12%

However it was clear from analysis of the comments and the feedback received at engagement events that many people were concerned that some of the areas were too large, and there would be insufficient service provision across them. This raised concerns too about public transport and travel, leading people to question how accessible the service provision would be.

"Melton and Harborough is a ridiculously large area. Public transport is none existent, some stuff can be done by phone etc. but if anyone wants a face to face meeting the proposals do not work. In area it's not far off half the County".

"People have problems with travelling, how will people get to places by themselves especially people suffering with MH, having 4 hubs are not enough and more hubs are needed".

Q5. If we develop local hubs, do you agree or disagree with the proposal to have a separate hub for Rutland?

Forty-one percent (41%) of questionnaire respondents agreed that Rutland should have a separate hub. Only 12% disagreed with the proposal, whilst a further 41% either had no opinion or did not know.

"As you look at the map, most of the hubs are in Leicester City and towards the west. Rutland definitely needs a hub."

"Travel from Rutland to Leicestershire County or the City is not simple either for public transport or for someone struggling with their mental health. Close to home is best."

"There should be five hubs for the whole of the region, that have trained staff, interesting things for the people to do, not boring things like the same things each week to encourage people to come along and meet new people and do not overwhelm them because they are new or they will not want to come again."

Q6. If we develop local hubs please tell us if you agree or disagree that within Leicester City there should be two hubs.

Opinion amongst those who expressed a view regarding the proposal to have two hubs in Leicester City was divided, with 36% agreeing and 28% disagreeing.

Generally, the people who agreed felt that two hubs should be sufficient, given the size of the geographic area but an opposite view was presented by those who disagreed, citing the diversity of neighbourhoods and the levels of deprivation and mental health need as a reason to have more than two hubs. One alternative put forward by several people was for main hubs to have "satellites" in partnership with other organizations, to increase accessibility across the city and optimise use of pre-existing assets.

"I think there should be at least 4 based on the level of population in the city compared with the County. Leicester as a city also has high levels of deprivation and there are many people who fall into various categories that might be more susceptible to mental health issues."

Q7. If we develop local hubs, we are proposing to limit the number that one provider can deliver, to no more than two. Do you agree or disagree with this proposal?

One of the key issues emerging from engagement sessions in relation to this question was a misunderstanding that this would mean only two hubs across the whole area. Views emerging from the engagement were clear in that users of services and informal carers do not see this as a key issue, they are more concerned that services are accessible, available and of good quality.

The questionnaire responses returned 31% of respondents agreeing with this proposal, whilst 30% disagreed and 22% had no opinion.

Q8. The services offered by each Hub could be provided in various ways, including face-to-face at various venues within the local area. Which, if any, of the following would you feel comfortable using/visiting for different types of support?

A variety of potential delivery venues/methodologies was presented as options, and results were as follow:

Website: Half of the respondents would be comfortable with use of a website to access information, advice and navigation support, whilst one third would also do so for community recovery support.

Telephone: Just under half of those who answered felt that a telephone service could deliver information, advice and navigation, with 37% stating that community recovery support could also be delivered by phone.

Local health centre/GP surgery: A majority of respondents felt that information (60%), advice and navigation (56%) and community recovery support (53%) could be delivered within a local health centre or GP surgery.

Voluntary organization building: This was the second most popular option for service delivery: 62% said this would be suitable for information, 61% for advice and navigation, and 61% for community recovery support service delivery.

Community venue/centre: This was the preferred overall choice of a majority of respondents for delivery of all three service elements:

- Information 64%
- Advice and navigation 61%
- Community recovery support 62%

Council office/service shop: A clear difference in views emerged in the response to this suggested venue, with a significantly lower proportion of service users and carers feeling it would be suitable than did other stakeholders:

	Service users and carers	%	Other stakeholders	%
Total number of respondents	***199***		***100***	
Information	58	29%	54	54%
Advice and Navigation	59	30%	61	61%

Community Recovery Support	47	24%	36	36%

Library: Approximately half of those who responded felt that information, advice and navigation could be delivered in a library setting, however only 36% felt it would be an appropriate venue for the delivery of community recovery support.

Q9. How do you think these changes will affect you or anyone you support?

Of the 242 responses to the written questionnaire, 31% felt the proposals would have a positive impact, 33% a negative impact and 12% did not know. The remaining 24% had used this section to comment about current service provision rather than the anticipated effect of the proposed new model.

In relation to positive impact, people commented that this integrated model would deliver a more timely, local service and better information, and would be more accessible to a greater number of people.

"My confidence would be increased considerably if I knew my family members of all ages were able to easily access these services locally so potential problems are picked up early. "

"Trying to find services for yourself using the internet and current websites is not easy. A hub that has all the information to hand is a great idea as long as it is not exclusive."

The main concern of people who felt that the model would have a negative impact was around the change and possible reduction in levels of support currently received, and how this would impact upon individual mental wellbeing. Also cited were issues around travel (however this did relate to a misunderstanding of the model), language and cultural needs, and a fear that loss of current services could lead to isolation.

"I think many people will lose support, as the changes will cause more anxiety. It makes people give up hope with massive changes and they're more likely to stay at home."

"It will change the important one to one relationship I have been used to. I think it will isolate me sometimes. I don't have the motivation to go out or telephone and I only have limited internet access. I think it will cause service users to be isolated."

Q10. Please add any other comments and/or suggestions that you may have about these principles

There were 163 responses to this question, and many comments reiterated the views expressed in question 9 about the impact upon current users of services. The consistent themes that emerged from other comments were the value placed on current services and the wish for them to continue, the need for more support in the community, and the importance of ensuring that people are informed about what is happening.

"We are happy with the present system. We would like to be informed on all changes as soon as possible"

Issues raised at face to face meetings

There were 450 attendances at 25 engagement events (some people attended more than one event). *(Appendix 1 includes details of events)*

In addition to the issues relating to specific questions in the consultation which are reflected above, the following were identified as important to stakeholders:

- A key point that emerged in the majority of face to face settings was the importance of the service provider understanding the social, economic and cultural needs of the local population.

- All stakeholders expressed concern about the potential funding available, and the deliverability of the service model within those resources.

- It was clear that "hub" as a term had caused some confusion and required clarification in relation to the intentions for the proposed service, as it was widely understood to mean one single physical location in each defined geographic area.

7. Key Themes Emerging

The information gathered during this consultation will be used to inform the way forward. The key issues which the Commissioners have identified are:-

- There is general support for the proposed model but that there appears to be some confusion resulting from the use of the word 'Hubs'. Further discussions will be had with service users regarding alternative name options.

- Concerns remain about the geographical spread particularly in the County area. The proposed 4 hubs in the County are seen as not sufficient and consideration will need to be given to the implications of having additional hubs, possibly 7 (one for each district council area);

- Concerns regarding the specific issues facing rural areas, particularly Melton and Harborough, will need to be addressed as part of the resource allocation and service specification;

- Concerns about the funding available and the viability of the model in the event of future funding reductions need to be addressed;

- Given the support for the model, the procurement of the new service could be done through a single tendering exercise;

- The number of 'hubs' any provider can bid for would not be restricted in the light of people's desire to have the best possible provider in their locality, regardless of how many other contracts that provider was awarded.

These issues will be considered by the relevant governance structures in each of the commissioning organisations.

Appendix 1: Engagement activity

Mental Health R&R Hubs Consultation
ENGAGEMENT LOG

Date	Group/meeting	Venue
10/10/2016	African/ Caribbean Health Fair event	African Caribbean Centre, Highfield, Leicester
12/10/2016	ADHAR world mental health day event	Belgrave Neigbourhhod Centre, Leicester
19/10/2016	Richmond Fellowship MH Drop In	Blaby Social Centre
20/10/2016	Richmond Fellowship MH Drop In	Melton Conservative Club
21/10/2016	Richmond Fellowship MH Drop In	Hinckley Baptist Church
24/10/2016	Richmond Fellowship MH Drop In	John Storer House (BME Group)
26/10/2016	Provider Engagement	County Hall, Glenfield
27/10/2016	Richmond Fellowship MH Drop In	Harborough Innovation Centre
28/10/2016	NWL District Council	Council Offices, Coalville
02/11/2016	Open Consultation Event	City Hall, Leicester
08/11/2016	Open Consultation Event	City Hall, Leicester
09/11/2016	Peoples Forum	Vulcan House, Leicester
09/11/2016	ADHAR service user group	Peepuls Centre, Belgrave, Leicester
17/11/2016	Harborough Health & Wellbeing Partnership	Council Offices, Harborough
17/11/2016	Open Consultation Event	City Hall, Leicester
22/11/2016	LCCCG Patient & Community Engagement Group	The Race Equality Centre, Leicester
22/11/2016	NWL District Council (councillors)	Council Offices Coalville
30/11/2016	Richmond Fellowship MH Drop In	Coalville
25/11/2016	Richmond Fellowship MH Drop In	Wigston
25/11/2016	Richmond Fellowship MH Drop In	Market Harborough
28/11/2016	Richmond Fellowship MH Drop In	Blaby Drop in Centre
29/11/2016	Richmond Fellowship MH Drop In	Loughborough
29/11/2016	Open Consultation Event	City Hall, Leicester
30/11/2016	Golden Fellowship Group	African- Caribbean Centre, Leicester
01/12/2016	Charnwood Mental Health Network	Charnwood BC offices, Loughborough

World Mental Health Day events where there was a consultation presence		
08/10/2016	Peepul Centre Open Day	Adhar Project
10/10/2016	Involvement Centre, Bradgate Unit	Leicestershire Partnership NHS Trust
10/10/2016	World Mental Health Day	African Caribbean Centre + Healthwatch Leicester
10/10/2016	World Mental Health Day	Highcross Leicester
11/10/2016	Information Annual Gathering	Recovery Assistance Dogs
12/10/2016	Involvement Centre, Bradgate Unit	Leicestershire Partnership NHS Trust

14/10/2016	Social Media Café	LCIL + LAMP
14/10/2016	Speak Up Mental Health	Genesis Project (LAMP

Other engagement	
Action Deafness	
Age UK	
Clinical Commissioning Groups	All staff
Federation of Muslim Organizations	
GP's, Practice Managers and GP practice staff	
Healthwatch Leicester	
Healthwatch Leicestershire	
LCIL (Leicester Centre for Integrated Living)	
Leicester City CCG Patient and Community Engagement Group	
Leicester City Council	Deputy Mayor, Executive, All staff
Leicester Council of Faiths	
Leicestershire Aids Support Service (LASS)	
Leicestershire Borough and District Councils	Health Improvement Leads
Leicestershire County Council	Cabinet, Lead Member ASC, All staff
LGBT Centre	
Network for Change	
Richmond Fellowship	Management, staff and service users
Social care providers	Leicestershire Provider Forum
St Philips Centre	
The Gypsy and Traveller Service	
Vista	
Voluntary Action Leicestershire	

Communications
Local media: Leicester Mercury, Radio Leicester, Hermitage FM
Social media: Facebook, Twitter
Internet: all commissioning partner websites
MP and Councillor briefings
Letters and emails to providers, service users, partners

Appendix 2: Summary equality monitoring data

Mental Health Resilience and Recovery Hubs				
Consultation Response Demographics				
Gender				
Female	210	70%		Only one person identified themselves as having changed gender since birth.
Male	89	30%		
	299			3 people were pregnant.
Age Profile				
Age 16-24	9	3%		
Age 25 - 34	28	9%		
Age 35 - 59	139	46%		
Age 60 - 75	94	31%		
Age 76+	8	3%		
Not answered/prefer not to say	21	7%		
	299			
Ethnic Origin				
White (British, European and other)	193	65%		
Asian/Asian british	70	23%		Of these, 16 were men
Black/Black British	10	3%		Of these, only 4 were men
Dual Heritage	5	2%		
Other	2	1%		
Not answered/prefer not to say	19	6%		
	299			
Relationship status				
Married/civil partnership	114	38%		
Partnered/living with partner	25	8%		
Separated, divorced, single or widowed	105	35%		
Not answered/prefer not to say	55	18%		
	299			
Disability	104	35%		People identifying themselves as having a disability, of whom 54 have a physical disability
Poor health	48	16%		Self identified as in poor health
Sexual Orientation (Preference)				
Bisexual	5	2%		
Gay	1	0%		
Heterosexual	198	66%		
Lesbian	5	2%		
Not answered/prefer not to say	90	30%		
	299			

Appendix 3: Full analysis of consultation responses

Please note this analysis report was produced by Leicester City Council on behalf of all commissioning partners, and includes results for Leicester City, Leicestershire County and Rutland.

Mental health support services: Summary report

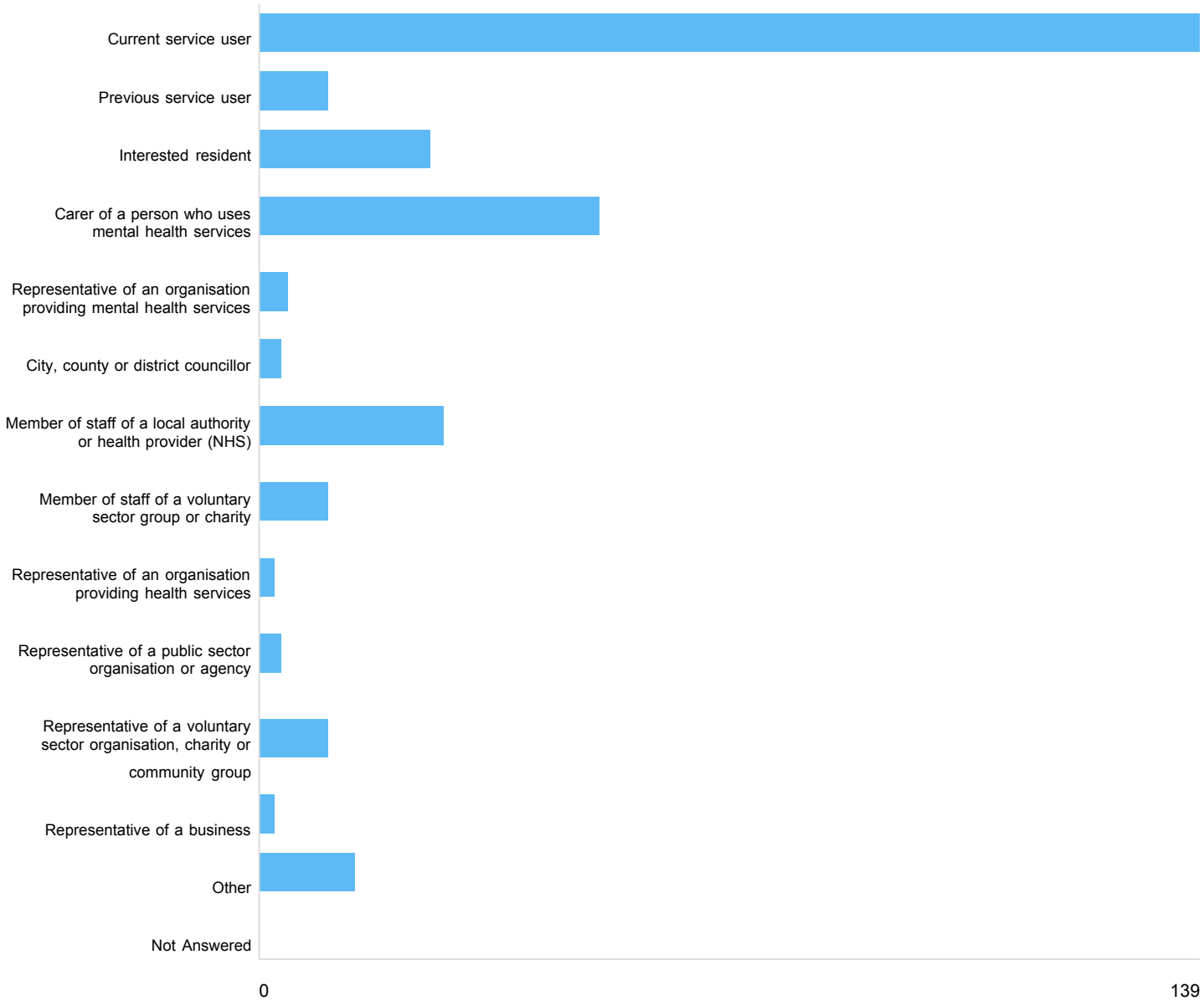
This report was created on Wednesday 04 January 2017 at 12:33.

The consultation ran from 03/10/2016 to 11/12/2016.

Contents

Question : In what role are you responding to this consultation? (Please tick the one which best describes your role)

Status



Option	Total	Percent
Current service user	139	46.49%
Previous service user	10	3.34%
Interested resident	25	8.36%
Carer of a person who uses mental health services	50	16.72%
Representative of an organisation providing mental health services	4	1.34%
City, county or district councillor	3	1.00%
Member of staff of a local authority or health provider (NHS)	27	9.03%
Member of staff of a voluntary sector group or charity	10	3.34%
Representative of an organisation providing health services	2	0.67%
Representative of a public sector organisation or agency	3	1.00%
Representative of a voluntary sector organisation, charity or community group	10	3.34%
Representative of a business	2	0.67%
Other	14	4.68%
Not Answered	0	0%

Status Other

There were **21** responses to this part of the question.

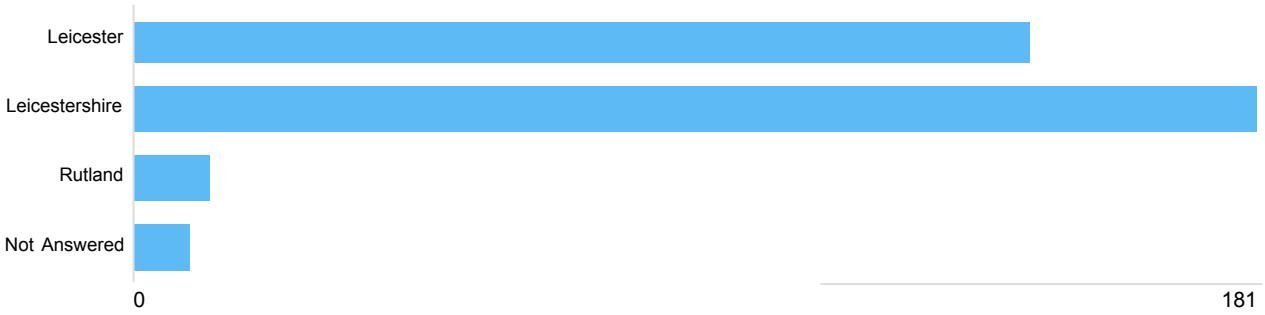
Question : What is your post code?

Post code

There were **270** responses to this part of the question.

Question : Which area(s) would you like to comment on? (Please tick all that are appropriate)

Area



Option	Total	Percent
Leicester	144	48.16%
Leicestershire	181	60.54%
Rutland	12	4.01%
Not Answered	9	3.01%

Question : Please provide details of your organisation/business.

Name

There were **19** responses to this part of the question.

Role

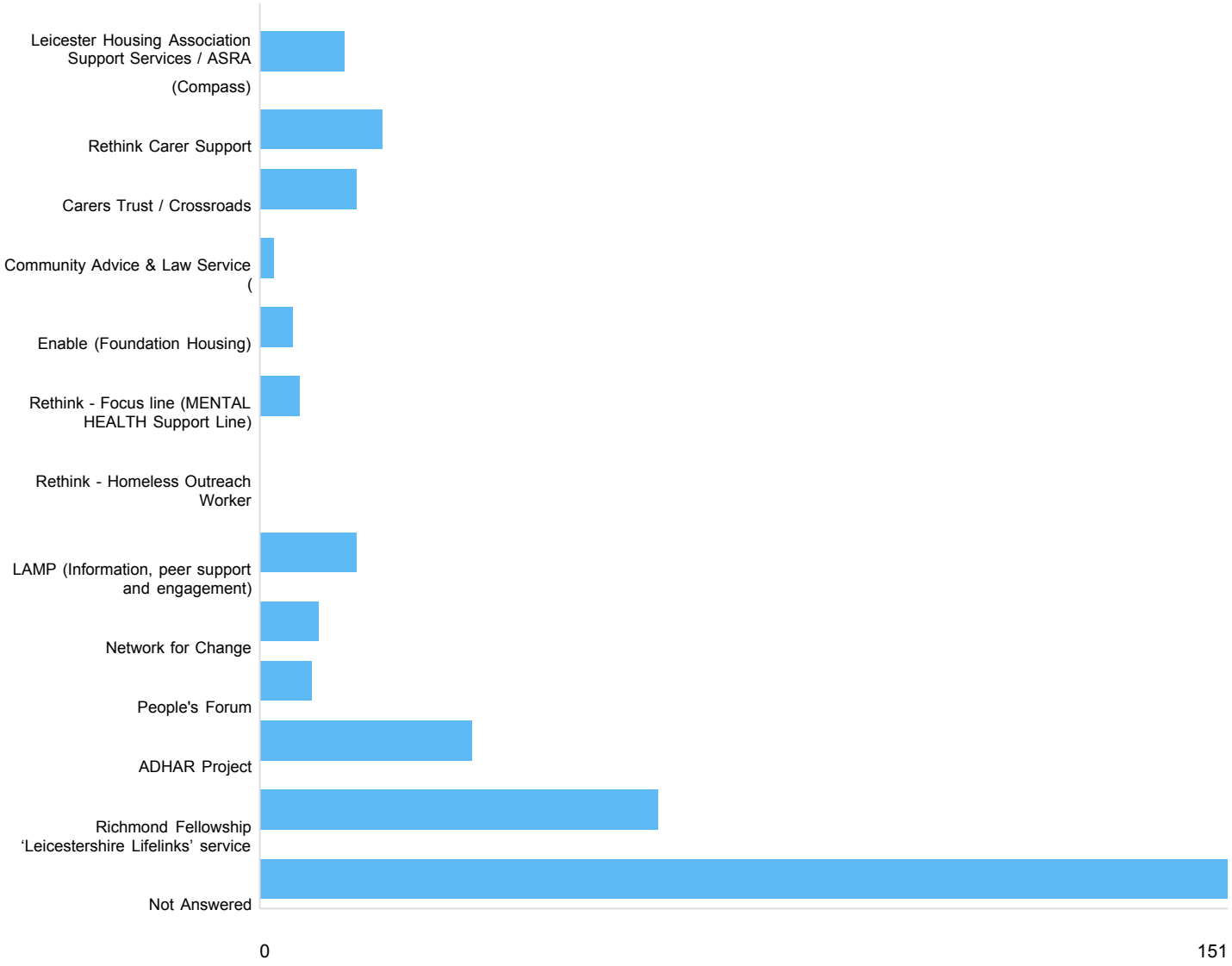
There were **19** responses to this part of the question.

Org name

There were **19** responses to this part of the question.

Question : Please tell us which of the following services you currently access or have accessed in the past six months. (Please tick all that apply)

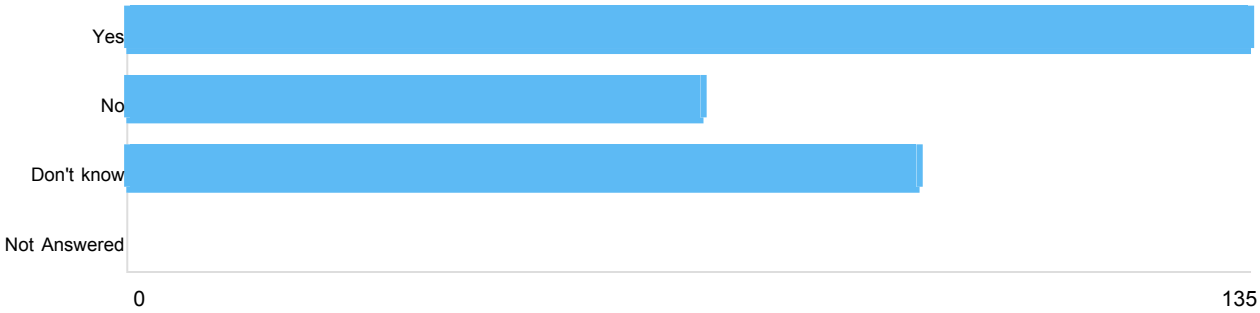
Services used



Option	Total	Percent
Leicester Housing Association Support Services / ASRA (Compass)	13	4.35%
Rethink Carer Support	19	6.35%
Carers Trust / Crossroads	15	5.02%
Community Advice & Law Service (	2	0.67%
Enable (Foundation Housing)	5	1.67%
Rethink - Focus line (MENTAL HEALTH Support Line)	6	2.01%
Rethink - Homeless Outreach Worker	0	0%
LAMP (Information, peer support and engagement)	15	5.02%
Network for Change	9	3.01%
People's Forum	8	2.68%
ADHAR Project	33	11.04%
Richmond Fellowship 'Leicestershire Lifelinks' service	62	20.74%
Not Answered	151	50.50%

Question : We are proposing locally based mental health resilience and recovery hubs. Do you think this is the right model?

Hub question



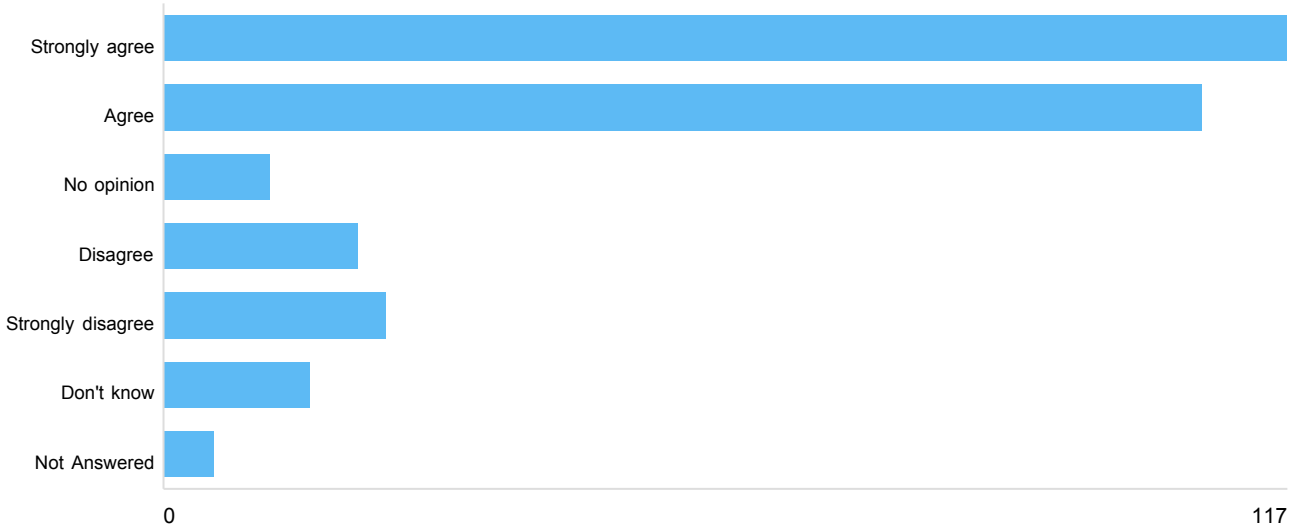
Option	Total	Percent
Yes	135	45.15%
No	69	23.08%
Don't know	95	31.77%
Not Answered	0	0%

Hub comments

There were **232** responses to this part of the question.

Question : If we develop local hubs, do you agree or disagree with the three elements of the service to be offered by them?

Information element

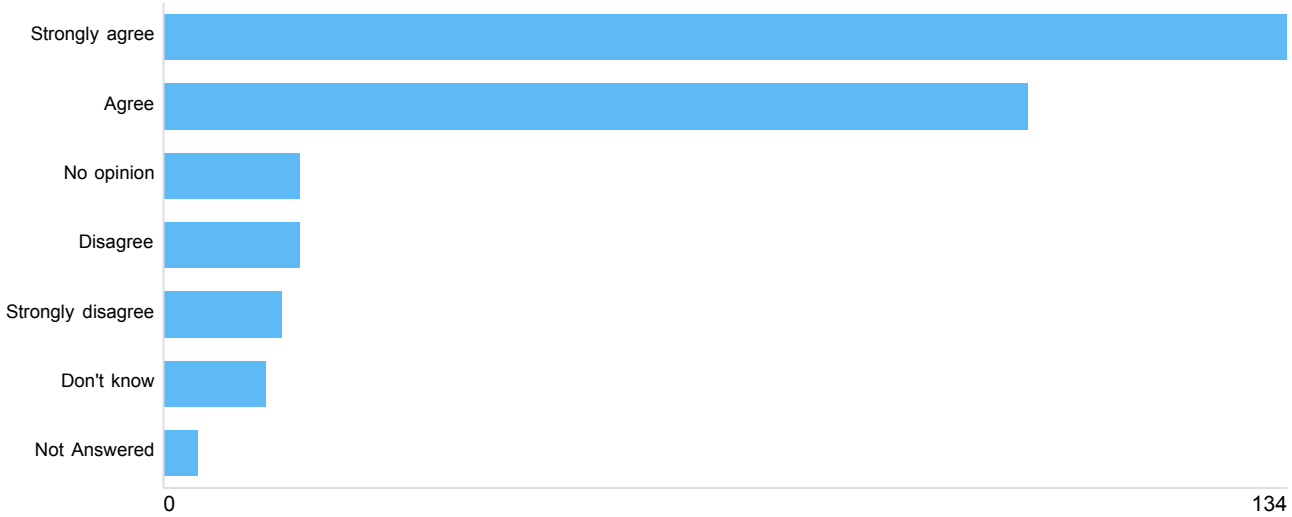


Option	Total	Percent
Strongly agree	117	39.13%
Agree	108	36.12%
No opinion	11	3.68%
Disagree	20	6.69%
Strongly disagree	23	7.69%
Don't know	15	5.02%
Not Answered	5	1.67%

Information comments

There were **120** responses to this part of the question.

Advice element

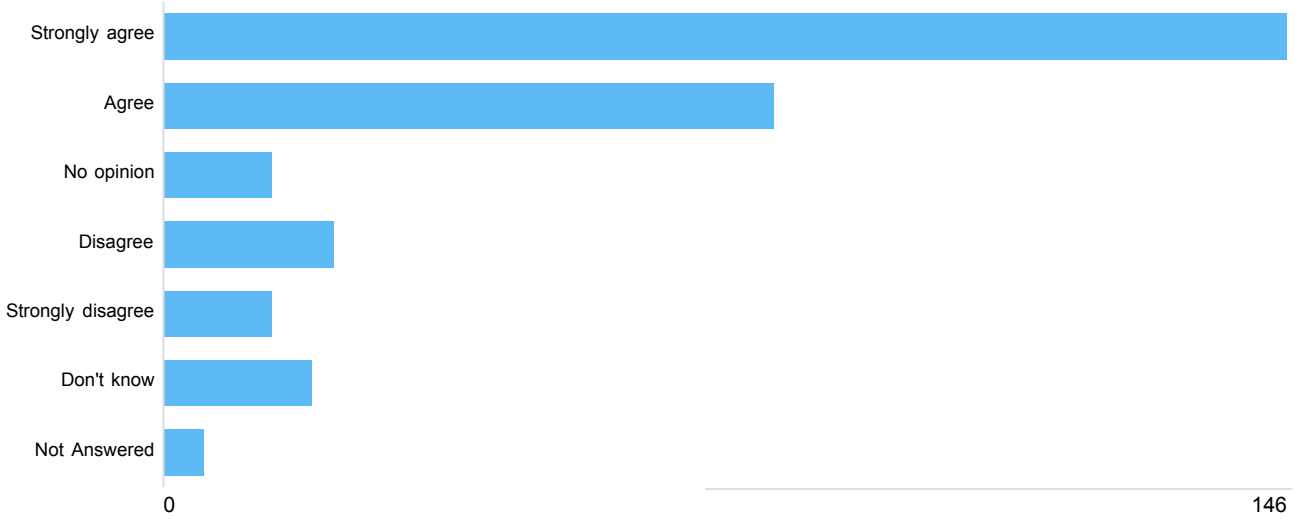


Option	Total	Percent
Strongly agree	134	44.82%
Agree	103	34.45%
No opinion	16	5.35%
Disagree	16	5.35%
Strongly disagree	14	4.68%
Don't know	12	4.01%
Not Answered	4	1.34%

Advice comments

There were **104** responses to this part of the question.

Community element



Option	Total	Percent
Strongly agree	146	48.83%
Agree	79	26.42%
No opinion	14	4.68%
Disagree	22	7.36%
Strongly disagree	14	4.68%
Don't know	19	6.35%
Not Answered	5	1.67%

Community comments

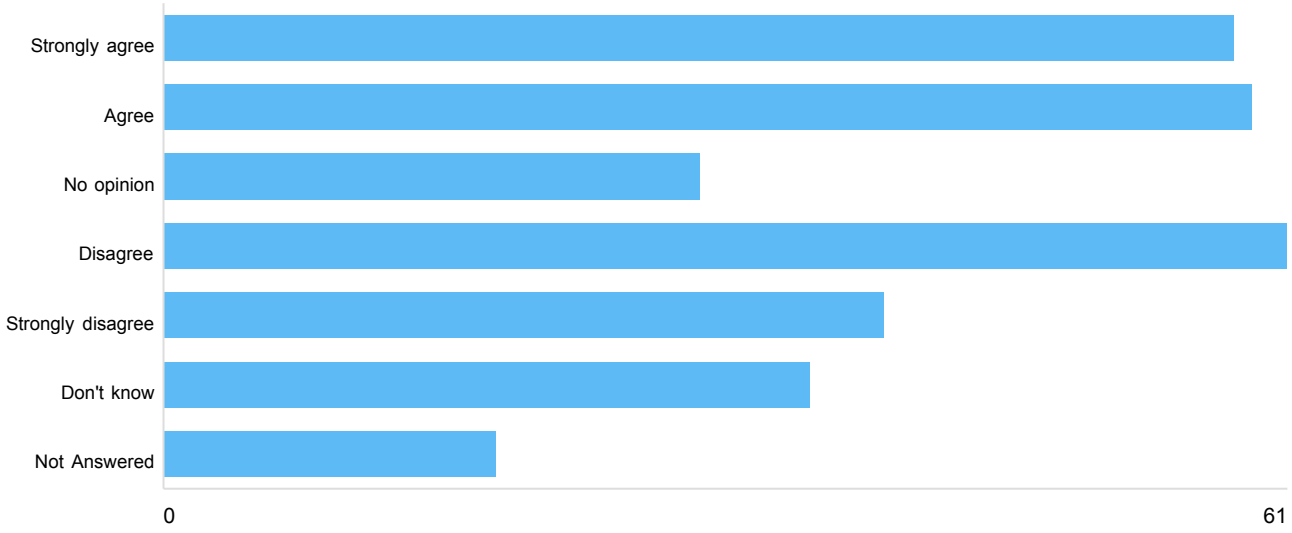
There were **120** responses to this part of the question.

Extra element comments

There were **156** responses to this part of the question.

Question : If we develop local hubs, do you agree or disagree with the proposal to have four hubs within Leicestershire County?

Leics hubs



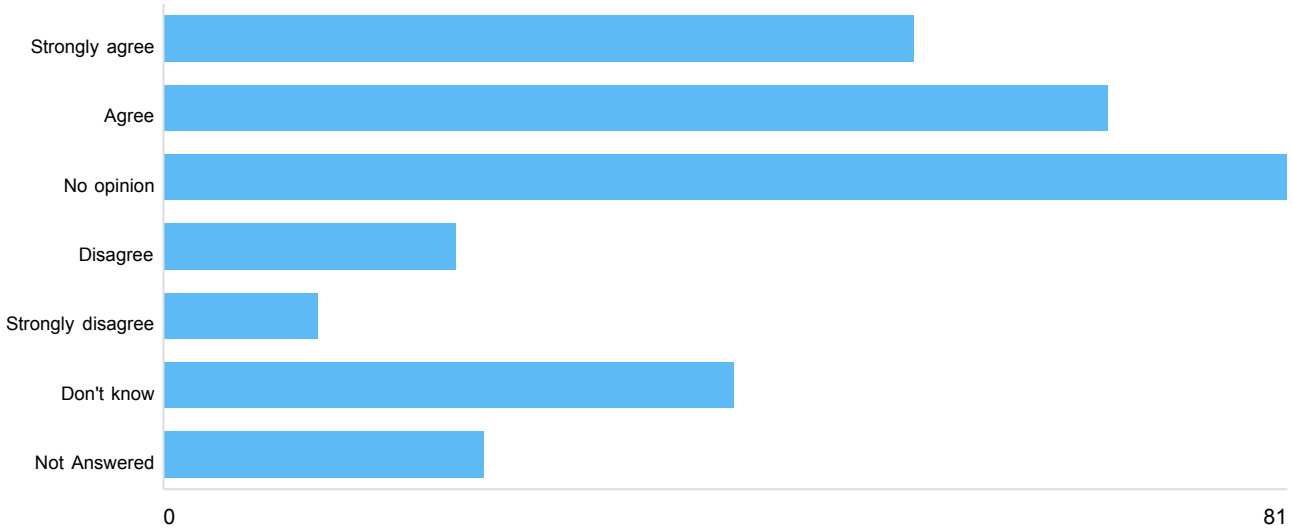
Option	Total	Percent
Strongly agree	58	19.40%
Agree	59	19.73%
No opinion	29	9.70%
Disagree	61	20.40%
Strongly disagree	39	13.04%
Don't know	35	11.71%
Not Answered	18	6.02%

Leics hubs comments

There were **177** responses to this part of the question.

Question : If we develop local hubs, do you agree or disagree with the proposal to have a separate hub for Rutland?

Rutland hubs



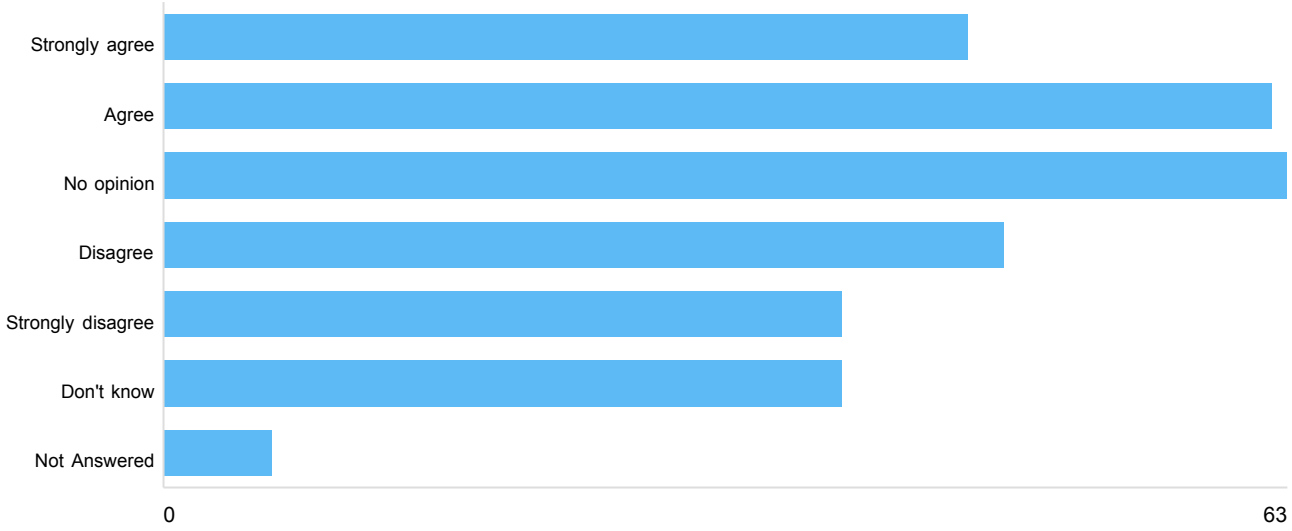
Option	Total	Percent
Strongly agree	54	18.06%
Agree	68	22.74%
No opinion	81	27.09%
Disagree	21	7.02%
Strongly disagree	11	3.68%
Don't know	41	13.71%
Not Answered	23	7.69%

Rutland hubs comments

There were **108** responses to this part of the question.

Question : If we develop local hubs please tell us if you agree or disagree that within Leicester city there should be two hubs?

City hubs



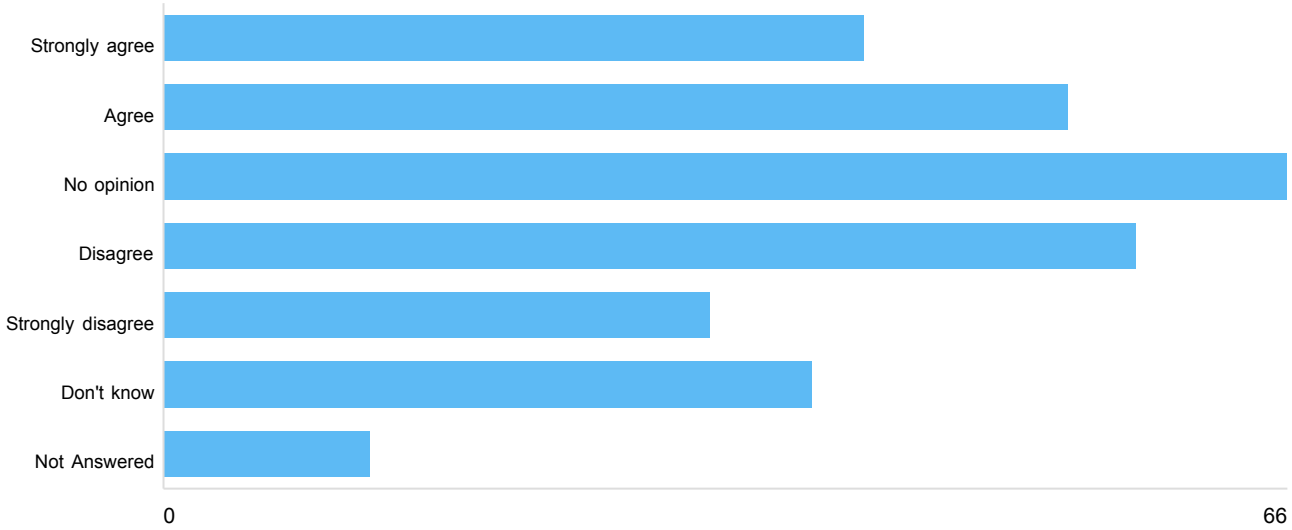
Option	Total	Percent
Strongly agree	45	15.05%
Agree	62	20.74%
No opinion	63	21.07%
Disagree	47	15.72%
Strongly disagree	38	12.71%
Don't know	38	12.71%
Not Answered	6	2.01%

City hubs comments

There were **134** responses to this part of the question.

Question : If we develop local hubs, we are proposing to limit the number that one provider can deliver to no more than two. Do you agree or disagree with this proposal?

Local hubs



Option	Total	Percent
Strongly agree	41	13.71%
Agree	53	17.73%
No opinion	66	22.07%
Disagree	57	19.06%
Strongly disagree	32	10.70%
Don't know	38	12.71%
Not Answered	12	4.01%

Local hubs comments

There were **158** responses to this part of the question.

Question : The services offered by each Hub could be provided in various ways (including face-to-face at various venues within the local area). Which, if any, of the following would you feel comfortable using / visiting for the different types of support listed below? Please tick all that apply in each column.

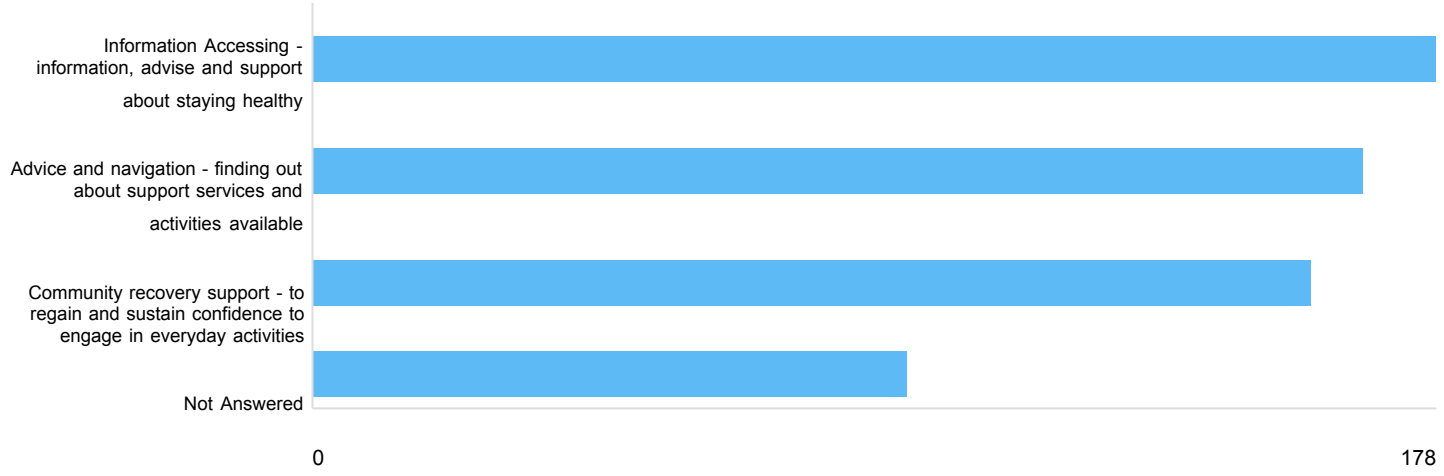
Hub access matrix - Website

Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	153	51.17%
Advice and navigation - finding out about support services and activities available	151	50.50%
Community recovery support - to regain and sustain confidence to engage in everyday activities	100	33.44%
Not Answered	130	43.48%

Hub access matrix - Phone

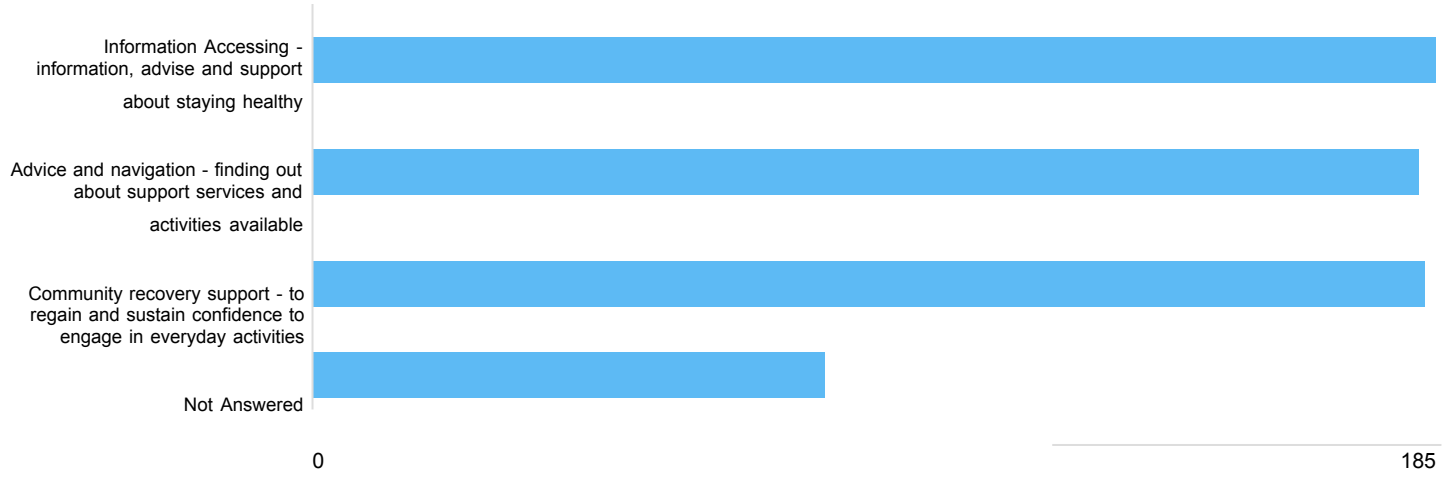
Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	142	47.49%
Advice and navigation - finding out about support services and activities available	148	49.50%
Community recovery support - to regain and sustain confidence to engage in everyday activities	114	38.13%
Not Answered	123	41.14%

Hub access matrix - Local health centre / GP surgey



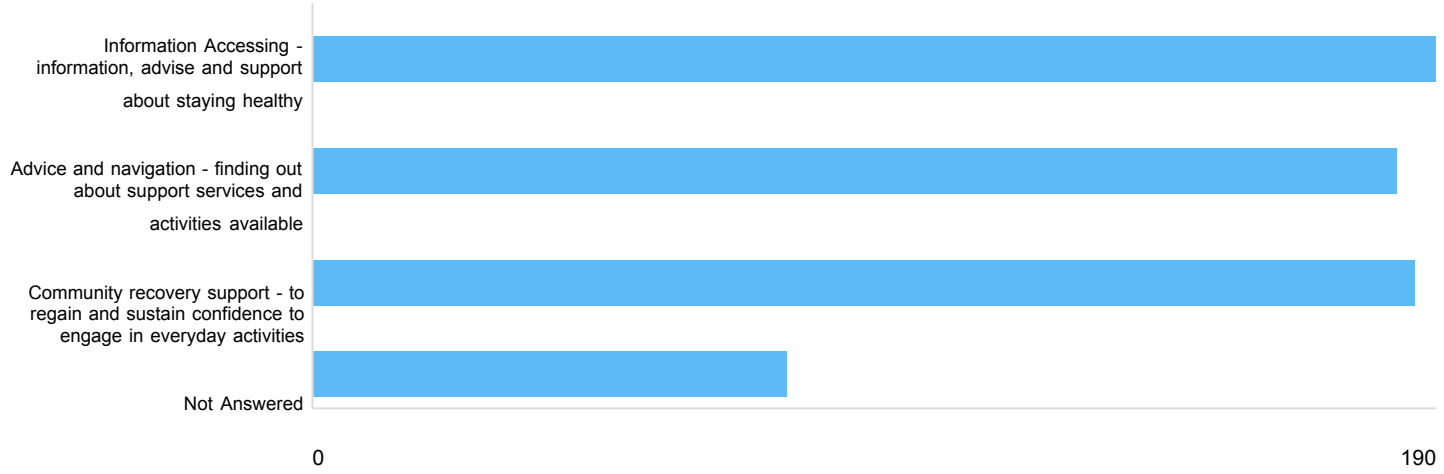
Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	178	59.53%
Advice and navigation - finding out about support services and activities available	166	55.52%
Community recovery support - to regain and sustain confidence to engage in everyday activities	158	52.84%
Not Answered	94	31.44%

Hub access matrix - Voluntary organisation building



Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	185	61.87%
Advice and navigation - finding out about support services and activities available	182	60.87%
Community recovery support - to regain and sustain confidence to engage in everyday activities	183	61.20%
Not Answered	84	28.09%

Hub access matrix - Community venue / centre



Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	190	63.55%
Advice and navigation - finding out about support services and activities available	183	61.20%
Community recovery support - to regain and sustain confidence to engage in everyday activities	186	62.21%
Not Answered	80	26.76%

Hub access matrix - Council office / service shop

Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	112	37.46%
Advice and navigation - finding out about support services and activities available	120	40.13%
Community recovery support - to regain and sustain confidence to engage in everyday activities	83	27.76%
Not Answered	157	52.51%

Hub access matrix - Library

Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	153	51.17%
Advice and navigation - finding out about support services and activities available	139	46.49%
Community recovery support - to regain and sustain confidence to engage in everyday activities	109	36.45%
Not Answered	121	40.47%

Hub access matrix - None

Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	13	4.35%
Advice and navigation - finding out about support services and activities available	15	5.02%
Community recovery support - to regain and sustain confidence to engage in everyday activities	13	4.35%
Not Answered	283	94.65%

Hub access matrix - Don't know

Option	Total	Percent
Information Accessing - information, advise and support about staying healthy	14	4.68%
Advice and navigation - finding out about support services and activities available	13	4.35%
Community recovery support - to regain and sustain confidence to engage in everyday activities	19	6.35%
Not Answered	277	92.64%

Are there any other ways of accessing services, including types of venue/location, that you think we should consider?

There were **94** responses to this part of the question.

Question : How do you think these changes will affect you or anyone you support?

Affected comments

There were **242** responses to this part of the question.

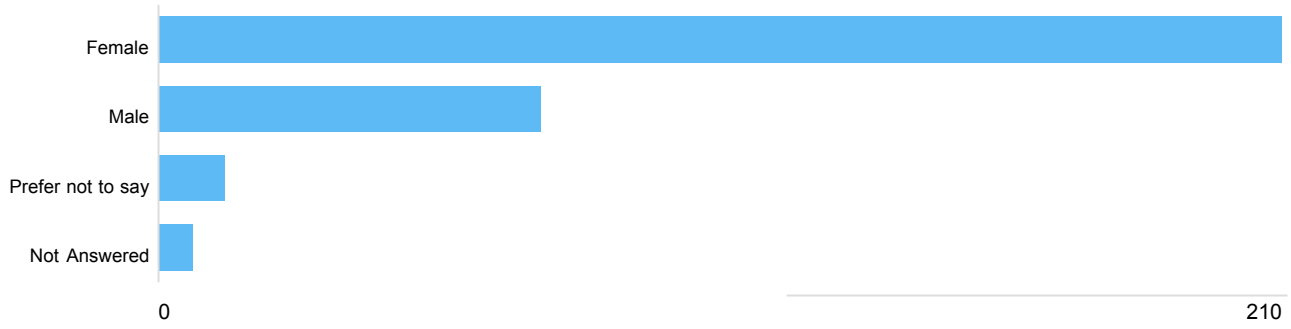
Question : Please add any other comments and/or suggestions that you may have about these proposals.

Other suggestions

There were **163** responses to this part of the question.

Question : What is your gender?

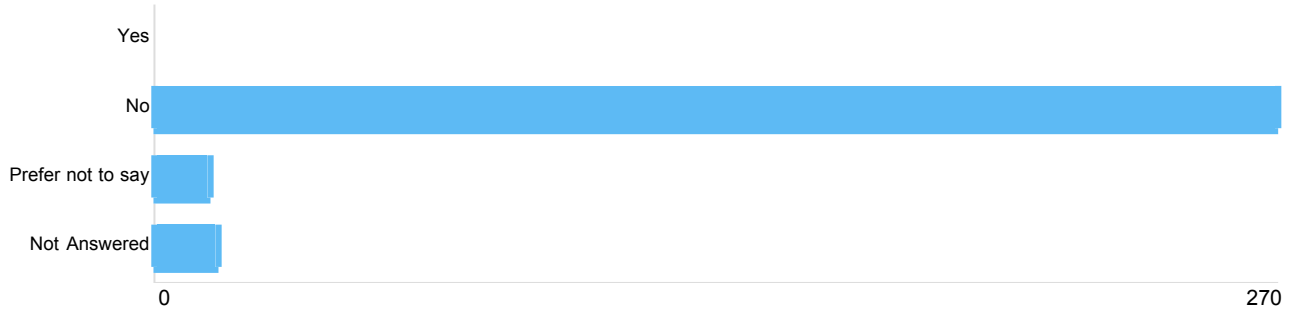
gender



Option	Total	Percent
Female	210	70.23%
Male	71	23.75%
Prefer not to say	12	4.01%
Not Answered	6	2.01%

Question : Has your gender (sex) changed since birth?

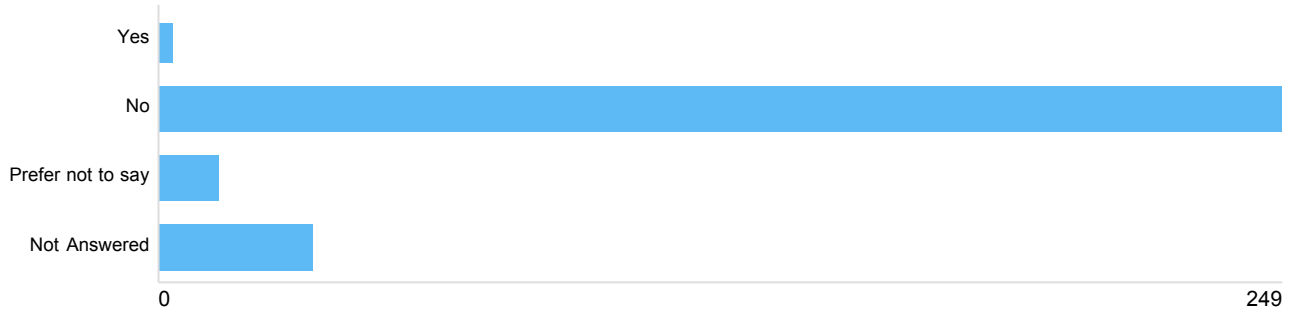
gender change



Option	Total	Percent
Yes	1	0.33%
No	270	90.30%
Prefer not to say	13	4.35%
Not Answered	15	5.02%

Question : Are you pregnant, or have you given birth in the last 26 weeks?

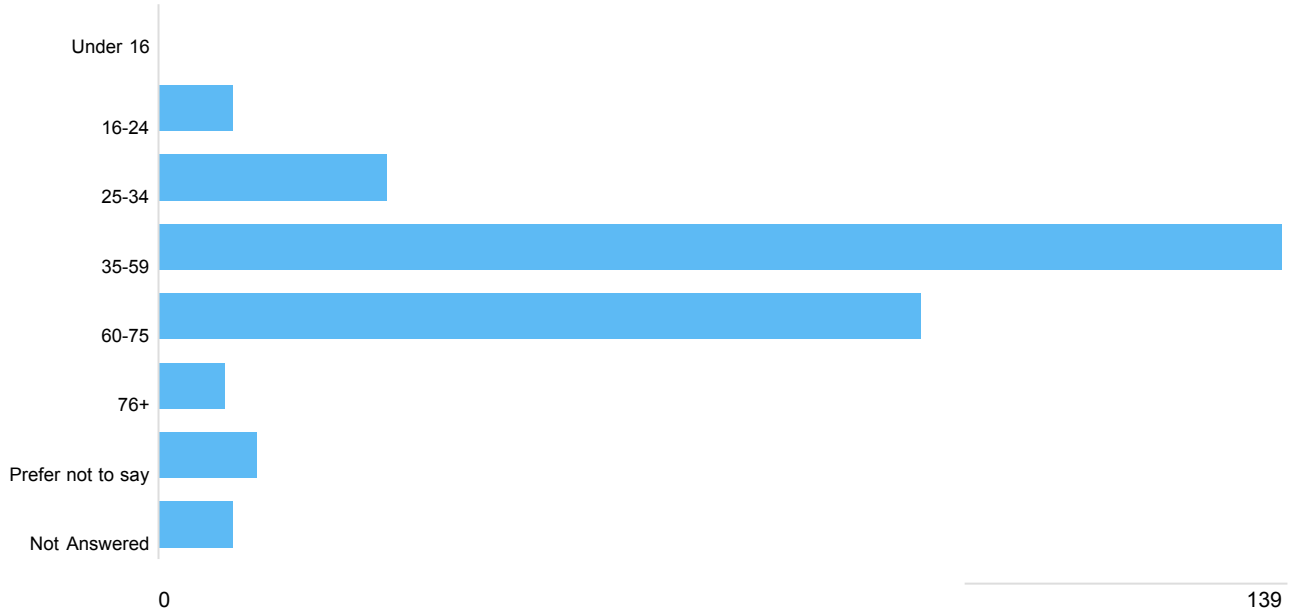
pregnant



Option	Total	Percent
Yes	3	1.00%
No	249	83.28%
Prefer not to say	13	4.35%
Not Answered	34	11.37%

Question : What is your age?

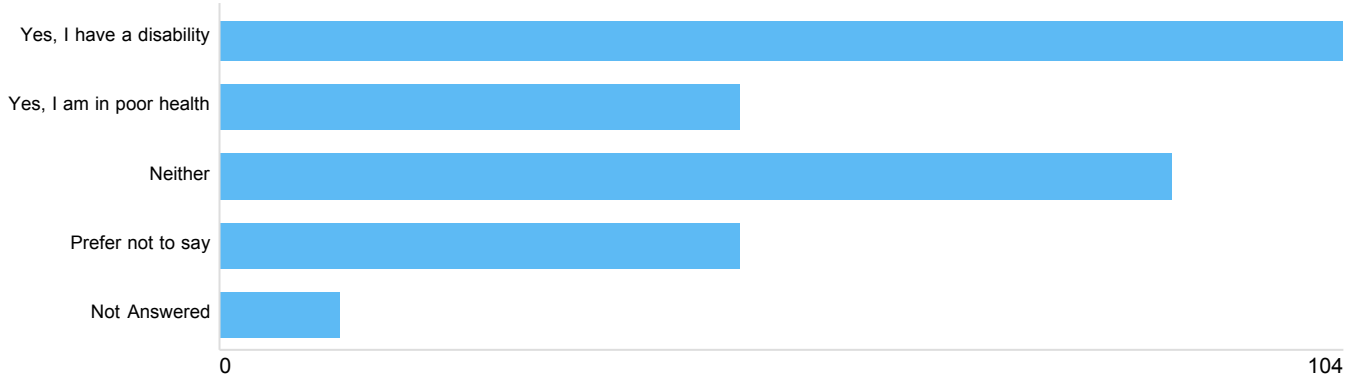
Age



Option	Total	Percent
Under 16	0	0%
16-24	9	3.01%
25-34	28	9.36%
35-59	139	46.49%
60-75	94	31.44%
76+	8	2.68%
Prefer not to say	12	4.01%
Not Answered	9	3.01%

Question : Do you consider yourself to have a disability or suffer from poor health?

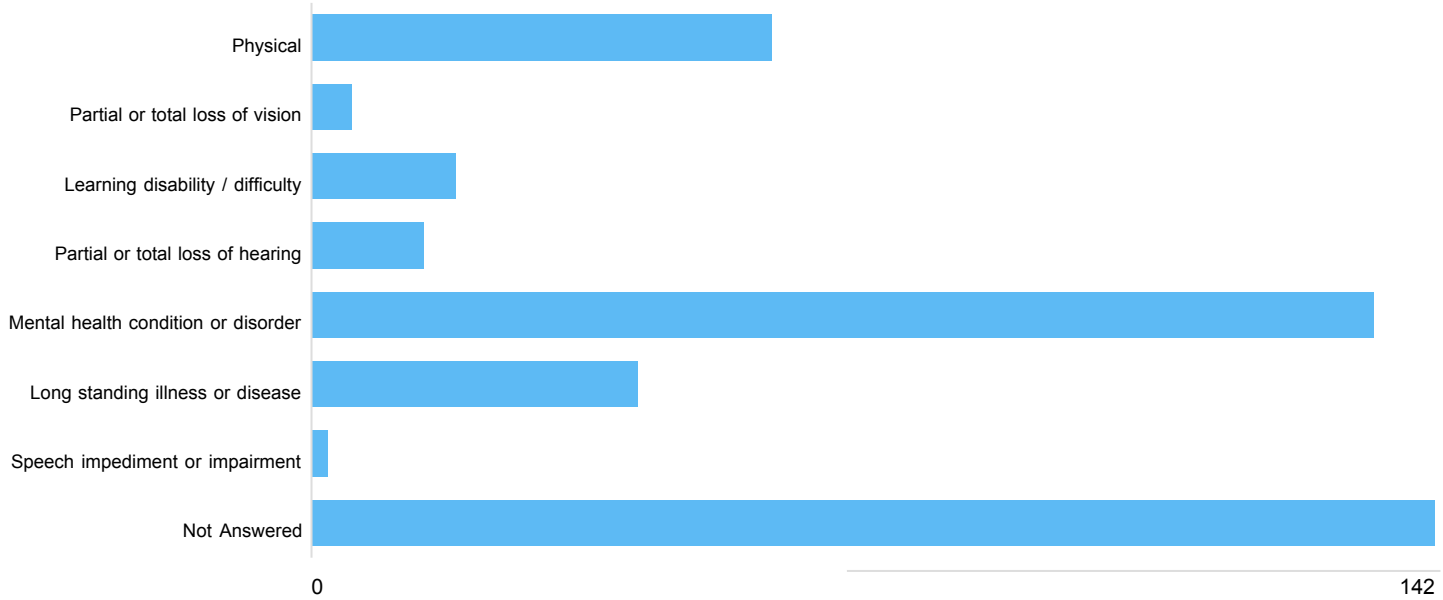
disability



Option	Total	Percent
Yes, I have a disability	104	34.78%
Yes, I am in poor health	48	16.05%
Neither	88	29.43%
Prefer not to say	48	16.05%
Not Answered	11	3.68%

Question : If you have selected Yes for the question above, please tell us which condition (please tick all that apply)

condition



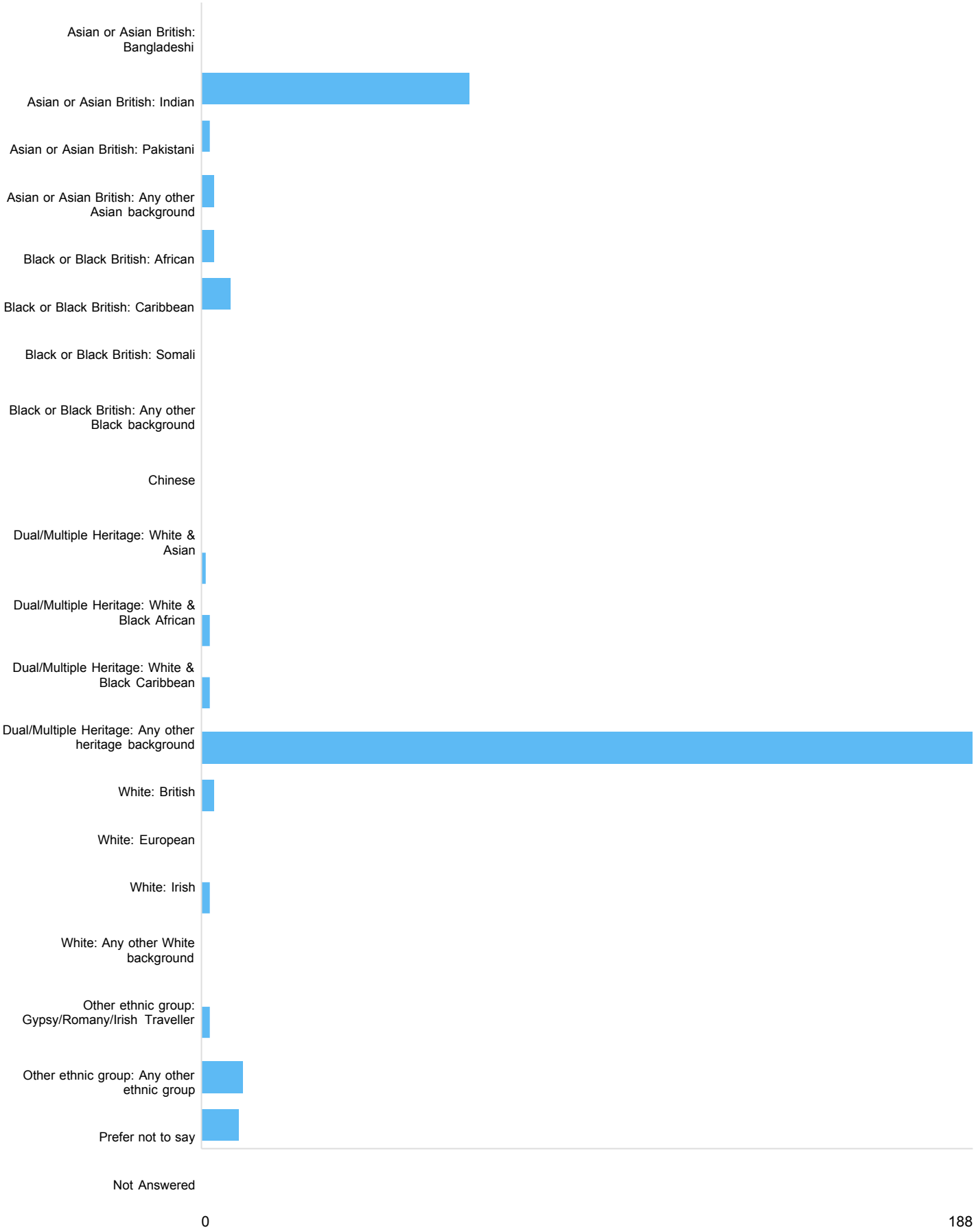
Option	Total	Percent
Physical	58	19.40%
Partial or total loss of vision	5	1.67%
Learning disability / difficulty	18	6.02%
Partial or total loss of hearing	14	4.68%
Mental health condition or disorder	134	44.82%
Long standing illness or disease	41	13.71%
Speech impediment or impairment	2	0.67%
Not Answered	142	47.49%

Other condition

There were **11** responses to this part of the question.

Question : What is your ethnicity?

Ethnicity



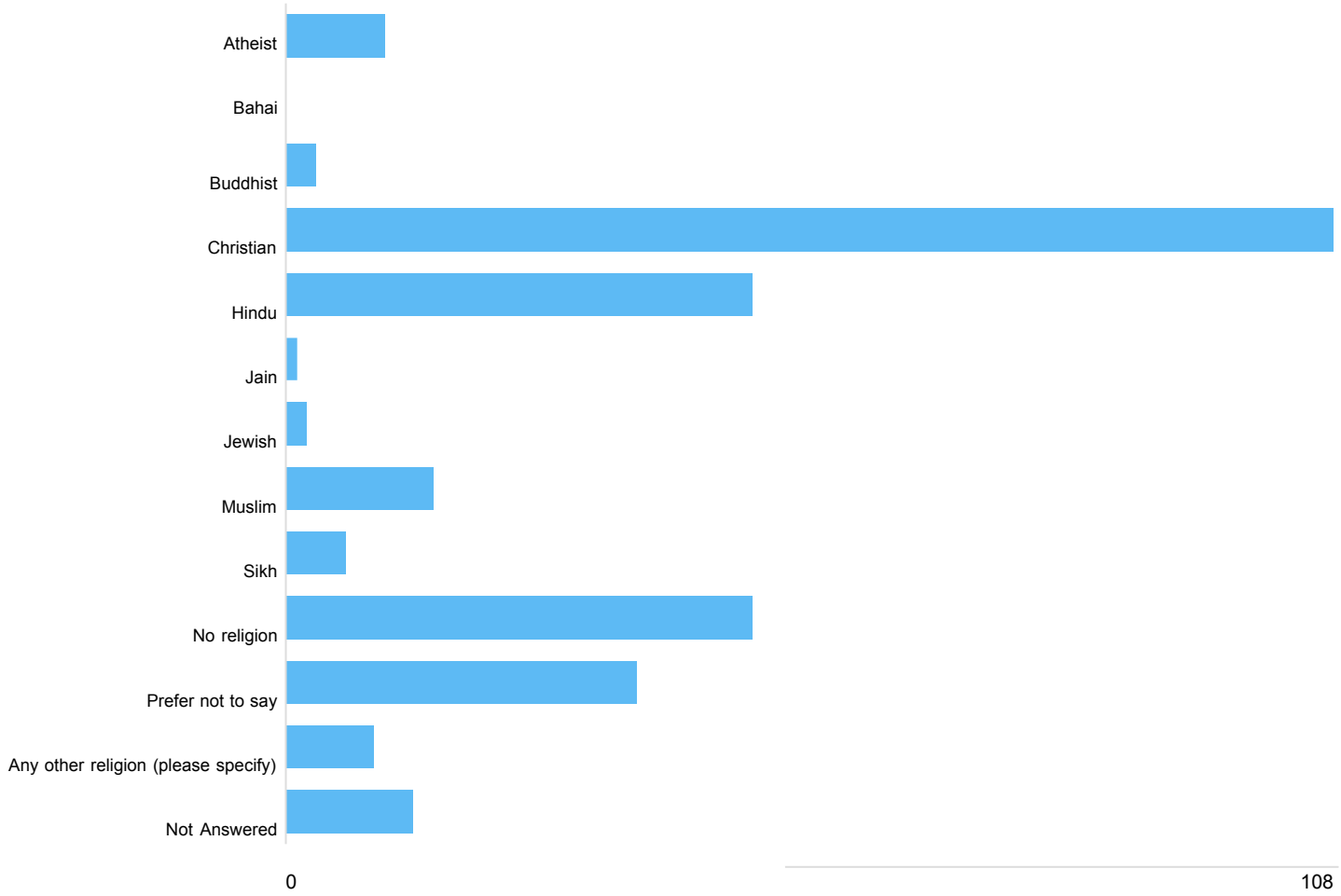
Option	Total	Percent
Asian or Asian British: Bangladeshi	0	0%
Asian or Asian British: Indian	65	21.74%
Asian or Asian British: Pakistani	2	0.67%
Asian or Asian British: Any other Asian background	3	1.00%
Black or Black British: African	3	1.00%
Black or Black British: Caribbean	7	2.34%
Black or Black British: Somali	0	0%
Black or Black British: Any other Black background	0	0%
Chinese	0	0%
Dual/Multiple Heritage: White & Asian	0	0%
Dual/Multiple Heritage: White & Black African	1	0.33%
Dual/Multiple Heritage: White & Black Caribbean	2	0.67%
Dual/Multiple Heritage: Any other heritage background	2	0.67%
White: British	188	62.88%
White: European	3	1.00%
White: Irish	0	0%
White: Any other White background	2	0.67%
Other ethnic group: Gypsy/Romany/Irish Traveller	0	0%
Other ethnic group: Any other ethnic group	2	0.67%
Prefer not to say	10	3.34%
Not Answered	9	3.01%

If you said your ethnic group was one of the 'Other' categories, please tell us what this is:

There were **5** responses to this part of the question.

Question : How would you define your religion or belief?

religion



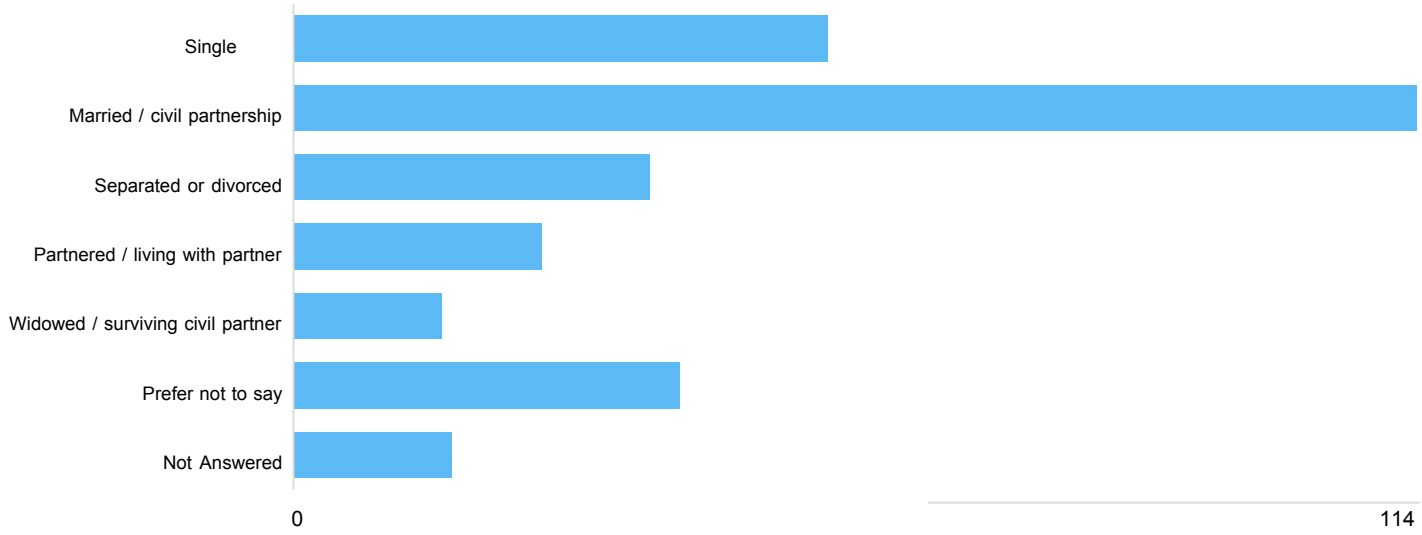
Option	Total	Percent
Atheist	10	3.34%
Bahai	0	0%
Buddhist	3	1.00%
Christian	108	36.12%
Hindu	48	16.05%
Jain	1	0.33%
Jewish	2	0.67%
Muslim	15	5.02%
Sikh	6	2.01%
No religion	48	16.05%
Prefer not to say	36	12.04%
Any other religion (please specify)	9	3.01%
Not Answered	13	4.35%

other religion

There were **11** responses to this part of the question.

Question : What is your relationship status?

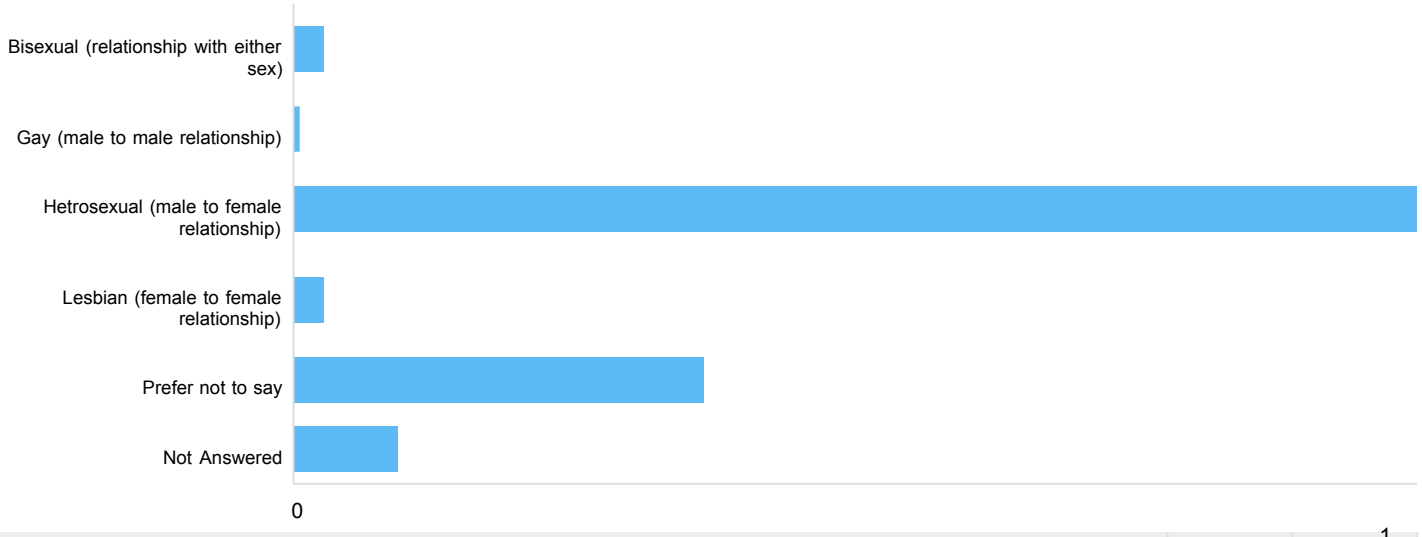
relationship



Option	Total	Percent
Single	54	18.06%
Married / civil partnership	114	38.13%
Separated or divorced	36	12.04%
Partnered / living with partner	25	8.36%
Widowed / surviving civil partner	15	5.02%
Prefer not to say	39	13.04%
Not Answered	16	5.35%

Question : What is your sexual orientation (preference)?

sex pref



Option	Total	Percent
Bisexual (relationship with either sex)	5	1.67%
Gay (male to male relationship)	1	0.33%
Hetrosexual (male to female relationship)	198	66.22%
Lesbian (female to female relationship)	5	1.67%
Prefer not to say	72	24.08%
Not Answered	18	6.02%