

peoplefirst



An Introduction to People First



Rutland
County Council

Introduction



Question and answer

Some of the key things you need to know about People First

Q: Why is the council only focussing on some of the services you provide?

A: We are always looking to deliver services in the best way that we can across the whole organisation. We have to start somewhere and this review covers services that account for nearly half of all council spending.

Q: Is People First just about saving money?

First and foremost, we aim to deliver council services in the best way possible to those who need them most. The way people access services is changing and it's important we keep up with that. Of course we will still balance the books and part of the People First work is also exploring how we can extend work with partners.

Q: How quickly will this review take place?

The project will be completed by September but it will take longer to implement any decisions and undertake any further consultation required.

Q: Is there any particular reason why people are using council services more than they did in the past?

Yes, Rutland has changed a great deal in recent years and all of the evidence suggests it will continue to do so. The number of people living in the county is increasing, and our elderly population is expected to grow by 70% in the next 15 years. All of this places a greater demand on council services and we need to make sure we can cope practically and financially in the future.

Q: What opportunities are there for people to have their say on the plans?

We are going out of our way to make sure everyone can get involved. You can let us know what you think by completing our survey (online form on the council website), or by attending one of the drop-in events or public meetings that take place in May and June to let us know your views. Consultation finishes on Friday 13 June.

Q: What work has already taken place prior to these proposals being published?

Earlier this year, a thorough piece of work took place at the council documenting the work that we do. This information provided us with an accurate position upon which to make a number of recommendations.

Q: Are the proposals set in stone and already starting to be implemented?

Not at all. No decisions have been taken and the results of the consultation will be the biggest factor in deciding what happens next. Further consultation with individual services will take place before decisions are implemented.

Q: How do I find out more information?

To make things easier, we have set up a micro-site within the council website. You can also contact the council or speak to your Councillors if you wish to raise specific points about the project.

Understanding our services

There are three main departments at Rutland County Council - People, Places and Resources.

People

Services targeted at the individual including our most vulnerable residents including:

- ◆ Safeguarding
- ◆ Health
- ◆ Vulnerable adults & children
- ◆ Community safety
- ◆ Inclusion
- ◆ Learning & Schools

Places

There are many services that everyone who lives in Rutland uses on a day-to-day basis including:

- ◆ Planning
- ◆ Highways, Road Safety & Parking
- ◆ Waste & Recycling
- ◆ Public transport
- ◆ Culture and Leisure
- ◆ Business Support

Resources

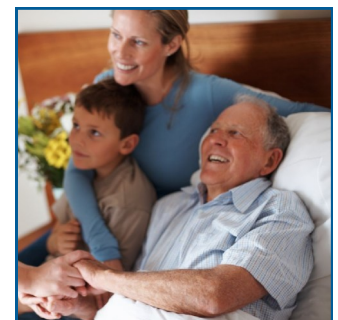
These mainly office based services ensure the smooth running of the council including:

- ◆ Democratic Services
- ◆ Council Tax billing
- ◆ Finance
- ◆ Revenues and Benefits information
- ◆ Customer Services
- ◆ ICT Services

What do 'People' services actually cost...

Services delivered by the 'People' Directorate account for nearly half (£13.8m) of the overall council budget (£30.4m). This is expected to increase by a further £2m in the coming years.

| | |
|----------------------------|--------|
| Stronger Families | £1.71m |
| Inclusion | £3.46m |
| Lifelong Learning | £0.26m |
| Vulnerable People | £5.10m |
| Children and Customer Care | £2.10m |
| Other | £1.17m |



| | |
|---|--------------------------|
| Providing specialist equipment for older or disabled people in Rutland | £74-80,000 per year |
| Arranging short breaks and activities for young people with complex needs | £158,000 per year |
| Children's centres used by 1,260 families during the last 12 months | £320,000 |
| Some of our residential placements for someone with learning disabilities | up to £2,000 per week |
| Home to School Transport for children with special educational needs | £8,000 p/child each year |

The financial pressure...



Rutland County Council will spend approximately £13.8m during 2014/15 on 'People' services - roughly 45% of the overall council budget.

Council funding has reduced significantly in recent years and it's clear that we need to find further savings of £1.5m by 2018/19.

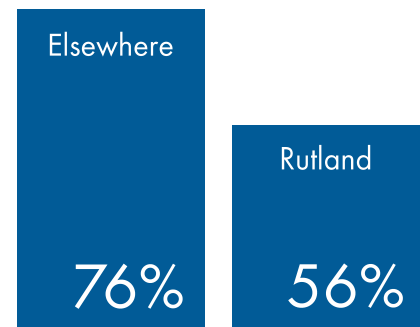
People First is primarily about making sure our services are delivered in the right way to the right people.

However, we need to be sure that any decisions taken are affordable and provide value for money.

Costs increase as funding goes down



Funding % of overall budget



A growing problem..

The amount of money the council receives from central government is reducing by 10.4% in 2014/15 and 11.1% in 2015/16.

Did you know?

The average unitary council receives government funding for 76% of their budget. In Rutland, we receive 56%!

Did you know?

The average cost of residential care for 1 year is £20,000

It can often cost up to £24,000 to foster a child for just one year

Mental health support costs £1,280 for each person per year

People First Vision

How we think we can all work together..

Let us know what you think about our overall vision for People First:

- ◆ Targeting services at those who need them most
- ◆ Supporting the most vulnerable in the most appropriate way as well as promoting independence when possible
- ◆ Integrate Health and Social Care and make the most effective use of our joint resources
- ◆ Embed Public Health within the council and the department that deals with 'people' services
- ◆ Raise standards of educational and skills attainment
- ◆ A more business-like approach to our costs, charging, thresholds and levels of service.
- ◆ Commission services from the most appropriate provider
- ◆ Make the best use of the voluntary and community sector
- ◆ Develop a 'Citizens Charter' outlining what the council and local community can realistically expect of each other (see below)



[Complete our questionnaire to let us know what you think](#)



The Citizens Charter

One of the ideas to come out of our 'People First' vision is to develop a Citizens Charter which will establish what the Rutland community wants, what they can expect from the council, and of course what the council might ask of them in return.

You can let us know if you think this is a good idea by completing Question 3 of the survey.

Things we've identified

After analysing our services carefully, we'd like your view on some general principles

Reduced levels of service

We believe there are some services that we provide above the required levels and in excess of what is provided at other authorities.



Reducing our levels of service could mean some services being available for shorter periods of time or resources prioritised which could result in a slower response time. The savings generated by doing this could then be redistributed to other areas of council business.

Travel further to access services

At 16 miles wide, Rutland is only a small county and there be instances in the future where you are required to travel further to access services.

There may be a time when delivering a service from a certain location might be the only way it can survive.



You can comment on these 'principles' by completing our questionnaire

Working closely with partners



We already work closely with colleagues from other councils, health organisations and the voluntary sector.

Developing these links further could mean you receiving 'council' services from a different organisation and perhaps based in a different location.

Services not available for all

You may not be able to access some of the services you have previously as we will look to target resources at the most vulnerable and those who need them most.

Introduction of 'pay as you go'

The only way that some of our services will be able to continue is if those who receive them agree to contribute financially towards maintaining them.



A greater focus on achieving the best deals through contracts..

The council has a large number of contracts, many of great value, that are increasingly complex. We are proposing that resource is directed to this area to make sure that we always achieve the very best value during negotiations and subsequent renewals.

Focus on... Health and Social Care

We plan to work far more closely with the Health Sector.

We are keen to build on already good relationships with health colleagues as we work towards a Rutland health and social care team that is fully integrated and where appropriate co-located.

This work is in full support of the 'Better Care Fund' - a government initiative aimed at delivering a more co-ordinated and efficient health and social care system.

'Better Care' aims to take pressure off our hospitals and acute care in a number of ways including reducing emergency admissions and minimising delayed discharges.

Prevention is at the heart of this new way of working and support will be focussed on helping people self-manage, provide peer support and live independently wherever possible.

Our work will be delivered jointly between health and social care teams and those using the services will have more opportunity to make informed decisions around their own care.

There will also be greater support available for those with dementia and we anticipate that the local offer for people with learning disabilities will also be improved.



Focus on... The Voluntary Sector

We hope that most people in our community agree that a thriving voluntary and community sector is important.

In future years, there will be services currently delivered by the council that in time we may not be able to fund. This will provide opportunities for community organisations to deliver services and we welcome discussion on whether they can rise to the challenge.

There is an opportunity to harness for the good of the community the wealth of dedicated volunteers, the power of social capital, as well as the energy and diversity of the voluntary sector.

We will provide financial support to this sector – and by 2016 we will have completed an exercise to identify an organisation to undertake this important role.

We want to commission more from the sector and replace grants and service level agreements with contracts supported by a clear strategy where community and voluntary organisations are providing services in partnership with us or on our behalf.

The development of Social Enterprise is something that we see as important, particularly to support health and social care services.

The council also thinks that this new way of working will also boost our chances of attracting significant additional funding to the county.



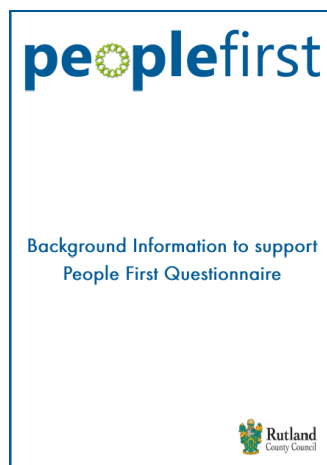
Contact and Summary

3 important documents for this consultation...



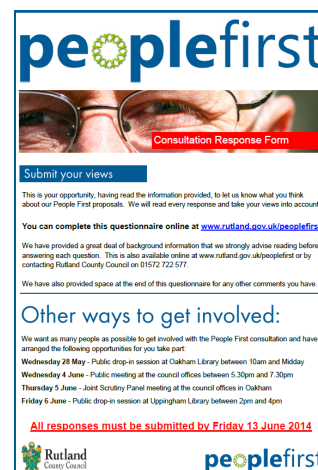
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Everything you need to know about People First clearly explained.



Background Information

Important information to read before you complete the questionnaire.



People First Survey Response Form

The questionnaire that you need to complete to let us know your views.

Consultation events taking place...

We want as many people as possible to get involved with the **People First consultation** and have arranged the following opportunities for you take part:

Wednesday 28 May - Public drop-in session at Oakham Library between 10am and Midday

Wednesday 4 June - Public meeting at the council offices in Oakham between 5.30pm and 7.30pm

Thursday 5 June - Joint Scrutiny Panel meeting at the council offices in Oakham at 7.00pm.

Friday 6 June - Public drop-in session at Uppingham Library between 2pm and 4pm



How to get in contact with us... **peoplefirst**

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