

**Summary report for LECG**

The purpose of this report is to provide LECG with an overview of the consultation exercises that have taken place over the last 12 months, a summary of key findings, and to provide an opportunity for LECG members to consider making recommendations and raise questions.

During this timeframe, a new online engagement platform called Social Pinpoint has been trailed. This platform has multiple functions and has been widely used across services, with the most popular function being the mapping tool and ideas wall. This has been used in conjunction with surveys and stakeholder events to strengthen the Council’s approach to consultation and to provide a wider range of engagement methodologies.

**Consultations include:**

<b>Consultation</b>	<b>Dates</b>	<b>Summary</b>	<b>Methods Used</b>	<b>Number of responses</b>	<b>Key learning points</b>	<b>Cabinet Outcomes &amp; “You said, LCC officers did”</b>
Leicester, Leicestershire, and Rutland Joint Dementia Strategy LECG Link – 21/7/23	17 <sup>th</sup> July to 22 <sup>nd</sup> September 2023	Supporting and helping those living with dementia and their carers remains a priority for Leicester, Leicestershire, and Rutland’s (LLR) health and social care organisations. The strategy is for everyone affected by dementia – people with a diagnosis of dementia, their families and carers, and people and organisations who	A city-led online survey using CitizenSpace platform	358 online responses, 206 for Leicestershire, 91 for Leicester and 61 for Rutland	communication between organisations to be improved. More planning earlier in the project.	Scheduled for Cabinet in November 23  Following the points raised by LECG members, LCC officers carried out 4 face-to-face group meetings where their views were explored, and feedback was received from the Alzheimer’s Society and Dementia UK. This consultation was also shared by Leon with the Council of Faith and this was followed up by the team to forward plan on how they can work collaboratively in the future. Sharon also contacted the secretary of the Deaf

		work to support them. LLR was seeking views on the draft Living Well with Dementia Strategy (2023-2028) to help develop their detailed action plans which will support this strategy.				community, and she is happy to meet with the team. Assessments have been improved to enable quicker diagnosis and more clinics available for aftercare, inc. weekends.
Homeless Support Service Review LECG link – 8/9/23	28 <sup>th</sup> June to 3 <sup>rd</sup> September 2023	Following a review of the current service and financial challenges facing the county council, the council is proposing to change the way we provide support to individuals who are facing homelessness or who are homeless. The proposal is for the county council to cease funding a dedicated homeless support service and instead provide support via the council's existing	SNAP Survey Online meetings for service users and Professionals face-to-face meetings with service users pre-engagement with service users	251 in total 202 online survey 47 paper copies 2 responses via a separate Falcon Link	How to meaningfully engage with stakeholders/service users. How to manage and effectively run an online meeting. How to manage and effectively run a face-to-face meeting. How to manage difficult conversations/challenges. Working closely with Comms to provide responses to social media posts.	Scheduled for Cabinet in November 23 with a post-consultation proposal for approval  Following the points raised by LECG members, LCC officers explored peoples' views on the proposal, and overall experience of homelessness via face-to-face meetings. Pending approval of the proposal the shared responsibilities, access concerns, and signposting will be addressed as part of the new offer.

		Public Health First Contact Plus service.				
Local Flood Risk Management Strategy LECG Link – 19/05/23	5 <sup>th</sup> June to 13 <sup>th</sup> August 2023	The County Council must produce and maintain a Local Flood Risk Management Strategy for Leicestershire. The Strategy was developed to understand and manage local flood risk within the county, by creating better knowledge of our risks, better cooperation between organisations involved in flood risk management, and better communication with the public.	SNAP Survey	254	Liaise with the resilience team for live updates on flood risks and issues. utilise internal comms to enhance knowledge and strengthen our approach.	Scheduled for Cabinet in November 23  When the consultation launched, we believe that due to the adverse weather conditions, it is likely to have prompted an increase in responses as it was a live issue people were dealing with at the time.
Street Lighting Service Charges LECG Link – 21/7/23	6 <sup>th</sup> July to 3 <sup>rd</sup> August 2023	The county council continues to face significant challenges with the authority's budget gap set to rise to nearly £90m by	Social Pinpoint SNAP Survey	707		Scheduled for Cabinet in December 23  LECG comments will be explored in the Cabinet report.

		<p>2026. Currently all streetlights are lit to various levels across the county, some of which gradually dim through the nights. Leicestershire County Council are seeking people's views on dimming the majority of streetlights in the county, to levels of 30% after 8pm.</p>				
Sexual Health Services Review	16 <sup>th</sup> January to 12 <sup>th</sup> March	<p>Both the Integrated Sexual Health Service (ISHS) and Community Based Services (CBS) contracts end on 31 March 2024. As a result, Leicestershire and Rutland need to set up new contracts for these services. Leicestershire County Council were seeking views from residents, service users, sexual health services staff and</p>	SNAP Survey	119 (117 online and 2 paper copies)	<p>How to reach the seldom-heard groups (young people). Utilising internal teams for a wider reach. Difficulty accessing ISHS and GPs for sexual health services currently. Limitations for certain sexual health services</p>	<p>Approved by Cabinet in May 23</p> <p>Key themes: Preference for local services with availability of appointments outside of working hours. Ease of navigation of services is currently poor due to lack of information available and ISHS website being difficult to use. There is a willingness to travel for specialist support. Preference for different options to access services to account for differing needs.</p>

		partner organisations.				<p>Preference for greater promotion of sexual health services within local settings/services. Greater focus needed on underserved cohorts. Greater focus needed on reducing stigma associated with sexual health services. Concerns over age</p> <p>This feedback was built into our service model planning and we went out to procure 3 services (Sexual Health Clinic, Online Service and Long Acting Reversible Contraception LARC (you will know as coils/implants) in the summer. Unfortunately we received no bids for the clinic service and bid received for the LARC service was unsuccessful this means we are now evaluating the provider market feedback with a view to going back out to procure the 2 services we didn't award next year. While agreeing continued service provision with the current providers for the coming year</p>
--	--	------------------------	--	--	--	---

Policy and Guidance on Trans and Non-Binary Service Users	3 <sup>rd</sup> November to 11 <sup>th</sup> December 2022	The Council has a strong commitment to equality, diversity, and inclusion in the services it delivers and the support it provides to the people of Leicestershire. We are seeking views on this policy and encouraged people to complete the survey to help the Council to deliver services which are accessible to all.	SNAP Survey	35	Consultation and engagement with individuals with lived experience and specialist agencies could have been improved. Wording of questions and questionnaire could have been checked for clarity and understanding. Definitions and glossary of key terms could have been clearer and agreed with specialist agencies and individuals with lived experience. In person engagement could have been used to supplement the online survey.	Noted at the Employment Committee meeting. No requirement for a Cabinet decision
Care Technology Service Offer	11 <sup>th</sup> November to 9 <sup>th</sup> December 2022	The Care Technology (CT) service was launched in April 2022. Adults who meet the criteria will receive support in respect of their care needs and this may include Care Technology. The Council are	SNAP Survey	49 (47 online and 2 paper copies)	Greater clarity was needed on the scope of the review and how it was communicated to service users. Clarity on the role of the different agencies and services involved in the review could have been clearer.	Approved by Cabinet

		proposing that requests for repairs and maintenance for legacy equipment are considered as part of a care and support assessment review. The consultation sought the views on what service users, carers, stakeholders and the public think the service offer could be going forward for people with legacy equipment that may need future maintenance, especially where people may not meet the eligibility criteria.			The accessibility of the survey methodology could have been better. It could have been clearer which agency was organising and facilitating the in person engagement activity.	
Provisional Medium-Term Financial Strategy 2023-2027	19 <sup>th</sup> December 2022 to 15 <sup>th</sup> January 2023	Leicestershire County Council's budget for next year is £512m. Our income is mainly from Council Tax, as well as government grants for specific projects. The four-	SNAP Survey Online stakeholder events Social Pinpoint	620		Approved by Cabinet Next steps: Consultations setting out more details about specific service reductions. These include: <ul style="list-style-type: none"> <li>• Street lighting</li> <li>• Homelessness review</li> <li>• Physical activity</li> </ul>

		<p>year budget plan every year, known as the medium-term financial strategy. It includes areas where investment is planned to meet increased demand. We sought views from residents, businesses, organisations, and staff on what they think about this year's budget proposals to help shape the final proposals.</p>				<ul style="list-style-type: none"> <li>• RHWS</li> <li>• Whole school approach to food</li> <li>• Transitional learning program – EHCP</li> </ul> <p>Please note – some of the above projects are still in the planning stage</p>
<p>Carers Strategy LECG Link – 10/08/22</p>	<p>6<sup>th</sup> June – 31<sup>st</sup> July</p>	<p>LLR Partnership work – LCC lead. Refresh of the council's carers strategy</p>	<p>SNAP Survey Face-to-face event Support groups</p>	<p>71 in total - 45 to the online survey, 26 to the easy read version.</p>	<p>Improved communication needed A need for ongoing engagement</p>	<p>In response to LECG recommendations/questions, the team advised that there is an organisation that offers support to carers, befriending services, and opportunities to connect. This is run by VASL. There is also a hospital discharge grant for carers (HDGfC) scheme, which supports carers following the care for being discharged from the hospital.</p>



						<p>Regarding the negative connotations the word “carer” may pose on some individuals – this is still being explored by the team and a wider discussion is to be held.</p> <p>A communications strategy is being developed to identify how best to communicate and engage carers</p>
--	--	--	--	--	--	---

**LECG links**

[10th August 2022 – Carers strategy](#)

[20th October 2022 – Draft Policy on Trans and Non-Binary Service Users](#)

[19th May 2023 – Flood risk management](#)

[21st July 2023 – Dementia, Street lighting & RHWS](#)

[8th September 2023 – Homelessness review](#)

Sacha Johnson  
Engagement & Consultation Manager  
LCC Chief Executives Department  
3.11.2023