



Arden and Greater East Midlands  
Commissioning Support Unit

## **Consultation Report on proposed changes to the substance misuse support services in Leicester, Leicestershire and Rutland**

## 1. Executive summary

### 1.1 Introduction

Substance misuse support services are currently commissioned as separate services by Leicester, Leicestershire and Rutland councils. Current provision ends in July 2016, therefore the opportunity to look at a more integrated service has arisen. During 2014-2015 each council reviewed a number of substance misuse services to inform the next approach to service provision. Feed back from this review has informed and shaped proposals for a more integrated service and led to the proposal for Leicester, Leicestershire, Rutland councils and the Office of the Police and Crime Commission to put in place one substance misuse support service which would cover Leicester, Leicestershire and Rutland from July 2016.

A public consultation took place from July 13 2015 to August 16 2015 to gather feedback about the proposal from staff, service users, stakeholders and members of the public. Respondents totaled 202. All feedback has been analysed and the report below formulated to help commissioners better understand how the new proposed model of service could affect people and how to make changes work best for all concerned. This executive summary headlines findings from the consultation.

### 1.2 Engagement and Distribution

A questionnaire was widely distributed to staff, stakeholders, all council members, residents, service users and the media (please see the questionnaire at Appendix A). An easy read version of the questionnaire was also available for all outreach engagement activity and also on request.

Staff events took place where staff were encouraged to attend to ask any questions and give additional feedback other than fed back via the consultation. A programme of outreach activity was undertaken to engage with service users to encourage completion of the questionnaire and to collect any additional feed back to be included in this report

### 1.3 Responses and results of the pre-consultation engagement

202 people responded to the survey. There was also a detailed written response from UNITE Community Membership.

Responses to questions 1 and 2 demonstrate a wide reaching response to the questionnaire from a wide range of service providers, service users and others.

Questions 3 and 4 asked about the new proposed service model, the majority of respondents either strongly agreed (61%) or tended to agree (23.8%) with the new proposals. Respondents could see the benefit of the provision of a high quality, well integrated, effective and efficient service that was well co-ordinated and gave easy access. Concerns were raised however around venues, location and staff resource when it came to delivering the service, those that strongly disagreed were particularly concerned about young people accessing services in the same venues and locations as adult service users.

Questions 5 and 6 inform that the new model proposes to provide substance misuse support services for both adults and young people. Again most people agree with this proposal (45.1%) saying they strongly agree and 27.2% saying they tend to agree. The highest level of concern was about young service users. We see here again anxiety around young people accessing services at the same venue and locality as adults. This concern is reverberated throughout the report as questions ask for more detailed feedback on specific components of the service.

Question 7 and 8 informs respondents that the new service proposes to provide a service to adults and young people in the criminal justice system (e.g. court ordered treatment) as well as all other users. In question 8 respondents are asked to qualify their level of agreement or disagreement.

General agreement again is fed back as 41.6% of respondents strongly agree and 28.1% of respondents tend to agree. Headline concerns include concern for young people accessing services and voluntary service users in the same venue and locality as those in the Criminal Justice system. There is also a strong request for mental health service support for substance misuse services.

Questions 9 and 10 asks overall, on balance, to what extent do you agree or disagree with our new model of service? In answer to this question, the highest number of respondents tend to agree (38.9%). This is interesting as so far in the question responses up to this point most people have strongly agreed with the new proposal. This indicates a level of reservation in strongly agreeing to the new service model proposed that also comes through in many of the written comments in response to other questions.

When explaining further why respondents chose their level of agreement with the new proposals if we look at the highest level of agreement, tend to agree, we see the same concerns emerging including the need for young people to be seen separately to adults; lack of clarity over where and how the service will be delivered; concern over frequency of re-procuring the contract to deliver services.

Question 11 asks for feed back on alternative ideas for how we should provide substance misuse support services. Headline answers include Partnership working; longer time period to be allowed to support people; support at locations attended by those who need substance misuse support; combining mental health support services and substance misuse support services; family/Carer support.

Question 12 asks for any other comments. Headline answers again relate to Partnership working leading to a more holistic approach; combining mental health services with support services for substance misuse; comments around cost effectiveness of the proposed new model.

The response from UNITE reiterated many of the points in the answers to the questionnaire, and particularly emphasised the importance of services being welcoming and including social elements such as a café and activities, of support for mental health issues, of the need to ensure the service is appropriately funded and of the need for flexibility in the way service users are helped.

## 1.4 Executive summary conclusion

In responding to all questions asking for agreement or not with the new proposed model for substance misuse support services the majority of respondents are in agreement, even when asked about particular components of the service concerning adult, young people and criminal justice services being brought together. However, even where agreement is high, concerns and requests for components of the support service to be further considered resound loud and clear,. The main headlines are:

- Consideration of how the service is provided for young people the need to incorporate mental health services into substance misuse support services.
- Concern about people who are voluntary users of the service accessing services in tandem with people within the Criminal Justice system (e.g. those attending as a result of a court order). Respondents felt that voluntary service users in this situation could be vulnerable, possibly at risk and could feel very uncomfortable accessing services at the same venue/locations as those with a conviction.
- Partnership working to give a holistic approach is also raised throughout.
- Staff concerns about the effects of constant change brought about by the length of contracts and the possible impact on stability and on quality of service.
- The continuing need for specialists for the different strands of work - some staff and also some service users felt that although the service was combined, it should still contain specialist staff to deal with what were seen as the different needs of young people, older people, and people in the Criminal Justice system
- The treatment regime should be as flexible as each service user needs it to be, with significant input from peer mentors into how this is more likely to get results from those coming in 'off of the street'. People need long term support rather than a swift in and out treatment, with a functioning and vibrant recovery community at the core of the service itself. Above all, the availability of good quality recovery and community integration is more than a discussion of service costs, but a matter of life and death.

Respondents to this questionnaire have been generous with the high level of detail in their responses which as a result has provided rich, high quality data sourced from wide reaching experience.

## 1.5 Appendices

### **Appendix A: Consultation document and questionnaire (separate attachment)**

# Have your say on proposed changes to the substance misuse support services in Leicester, Leicestershire and Rutland.



Tell us how this might affect you - Leicestershire County Council:  
**[www.leics.gov.uk/haveyoursay/substancemisuse](http://www.leics.gov.uk/haveyoursay/substancemisuse)**

Leicester City Council: **<http://consultations.leicester.gov.uk>**

Rutland County Council:  
**[www.rutland.gov.uk/substancemisuse](http://www.rutland.gov.uk/substancemisuse)**

For general enquiries or comments about this consultation  
phone **0116 305 0705** or email **[phbookings@leics.gov.uk](mailto:phbookings@leics.gov.uk)**

Public consultation: Submit your views by midnight 16 August 2015



## Why change?

Currently, Leicester, Leicestershire and Rutland councils each commission their own substance misuse support services. Current provision comes to an end in June 2016 which has provided an opportunity to review our services and look at how we can work together and share resources. This will help us to provide more integrated services and make it easier for people to access the support they need.

During 2014-2015 as individual councils we undertook initial consultation and reviewed a number of our substance misuse services. The feedback and results from this initial work helped to shape our current proposals.

Leicester, Leicestershire, and Rutland councils and the Office of the Police and Crime Commissioner are now proposing to put in place one substance misuse service which would cover Leicester, Leicestershire and Rutland from July 2016.

We are now in a position to progress together and jointly develop more detailed plans about future substance misuse services.

Over the next few weeks you will have the opportunity to tell us what you think of the proposal for one substance misuse service. Your feedback will help to further shape the model of delivery.

We are consulting the public on this proposal from 13 July 2015 until midnight on 16 August 2015.

**Your views are important to us so that we can better understand how the proposals could affect you and how we can make these changes work best for you.**

## What is the current service?

Across Leicester, Leicestershire and Rutland, we currently have a number of specialist substance misuse services which vary in size and geographic area; six of the services are identified below:

1. Leicester, Leicestershire and Rutland wide criminal justice services
2. Leicester city only - adults
3. Leicester city only - young people - criminal justice and non-criminal justice
4. Leicestershire and Rutland combined adults and young people
5. Leicestershire only - young people in criminal justice services
6. Leicester, Leicestershire and Rutland hospital-based alcohol liaison service

## Our proposals in detail – the new model

The new service would combine the six specialist services listed above into one single service which serves Leicester, Leicestershire and Rutland. This will make it easier to access support across the three authorities and reduce areas of duplication and running costs.

The service model would include a focus on:

- supporting individuals into recovery
- providing support services including treatment and harm reduction programmes
- providing services appropriate to the age of the user
- services that would be available at locations across Leicester, Leicestershire and Rutland to ensure they are accessible to all
- referrals from the criminal justice system for both young people and adults (for example on arrest, at court and through community sentences)
- joined-up working with health, social care, criminal justice services and those that support vulnerable individuals and families.



## How the consultation will work

**The consultation begins on 13 July 2015 and will end at midnight on 16 August 2015.**

To submit your views please fill out the consultation questionnaire and make sure it reaches us by midnight on 16 August 2015 at the latest. Leicester, Leicestershire and Rutland councils will make the questionnaire available online from 13 July 2015. The questionnaire is available at **[www.leics.gov.uk/haveyoursay/substancemisuse](http://www.leics.gov.uk/haveyoursay/substancemisuse)**

We will also be holding a series of meetings for those people most affected by the changes including service users and/or their family members, staff and carers. Support will be available as required to ensure that all service users have the opportunity to participate.

Paper copies of the questionnaire are available on request by calling 0116 305 0705.

If you are able to, please complete the questionnaire online as it will save us money.

You can send your completed questionnaire to the following freepost address:

Substance misuse consultation  
Leicestershire County Council  
Room 300B  
Have Your Say  
FREEPOST NAT 18685  
Leicester  
LE3 8XR

If you need help to complete this questionnaire or have any questions about the consultation, please call **0116 305 0705** or email **[phbookings@leics.gov.uk](mailto:phbookings@leics.gov.uk)**

**Your feedback will be used to inform the decisions about these proposals.**

This information  
is also available in  
Easy Read format



Call **0116 305 0705**  
or email  
**[phbookings@leics.gov.uk](mailto:phbookings@leics.gov.uk)**



## What happens next?

Your feedback will be incorporated with the other consultation feedback received. This information will then be presented for discussion with Executive Members at Rutland County Council and Leicester City Council. The Cabinet at Leicestershire County Council will also discuss these findings in September 2015. The results from the consultation will be published on the council websites in due course.

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## You can view the latest information in a number of ways

Visit us online [www.leics.gov.uk/haveyoursay/substancemisuse](http://www.leics.gov.uk/haveyoursay/substancemisuse)

Our web pages will be kept up-to-date with the latest information and developments.

You'll also be able to access the questionnaire at [www.leics.gov.uk/haveyoursay/substancemisuse](http://www.leics.gov.uk/haveyoursay/substancemisuse)

Send an email to [phbookings@leics.gov.uk](mailto:phbookings@leics.gov.uk) to register for the latest news and updates



Follow us @leicscountyhall for general updates from the council, including the developments on the budget.

Alternatively, you can telephone **0116 305 0705** to ask for information in printed or alternative formats.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ  
ઈચ્છતાં હો તો 0116 305 0705 નંબર પર ફોન કરશો અને  
અમે આપને મદદ કરવા યત્ન કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ  
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 0705 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ  
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন  
সাহায্যের প্রয়োজন হয়, তবে 0116 305 0705 এই নম্বরে  
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں  
0116 305 0705 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，  
請致電 0116 305 0705，我們會安排有關人員為你  
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji  
w Twoim języku, zadzwoń pod numer 0116 305 0705,  
a my Ci pomożemy.



# Have your say on proposed changes to the substance misuse support service

Please note: Your responses to the main part of the survey (Q1 to Q12, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'about you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Q1 In what role are you responding to this consultation? Please tick one only

- ☐ Service user
- ☐ Family member/carer of someone experiencing substance misuse
- ☐ Interested member of the public
- ☐ Member of council staff
- ☐ Work for a substance misuse provider
- ☐ Representative of a voluntary sector organisation or charity
- ☐ GP/pharmacist or other healthcare professional
- ☐ Other professional/stakeholder e.g. elected member, council representative, business etc.
- ☐ Other (please specify below)

Other (please specify)

Q2 If you are a representative of a service provider, voluntary organisation/charity, GP/pharmacist or other professional/stakeholder, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Q3 We propose that the new service provides convenient access points within Leicester, Leicestershire and Rutland. Users would be able to get to venues convenient to them wherever they live in Leicester city, Leicestershire or Rutland.

To what extent do you agree or disagree with this proposal? Please tick one only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Why do you say this?

Q5 We propose that the new model will provide substance misuse services for both adults and young people. The services would be tailored to meet individual need in a way that is appropriate for their age, e.g. young people, young adults or older people.

To what extent do you agree or disagree with this proposal? Please tick one only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Why do you say this?

Q7 We would like the new service to provide a service to adults and young people in the criminal justice system (e.g. court ordered treatment) as well as all other users.

To what extent do you agree or disagree with this proposal? Please tick one only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Why do you say this?

Q9 Overall, on balance, to what extent do you agree or disagree with our new model of service? Please tick one only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Why do you say this?

Q11 Do you have any alternative ideas for how we should provide substance misuse support services?

Q12 Do you have any other comments?

**Please CONTINUE if you are a service user, family member/carer of someone experiencing substance misuse or an interested member of the public.**

**Professionals and other stakeholders, thank you, you have now completed the questionnaire.**

## About you

The councils are committed to ensuring that their services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

To enable us to check that what we are providing is fair and effective, we would be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q13 Are you male or female? Please tick one only

☐ Male ☐ Female

Q14 Do you identify as transgender? For the purposes of this question 'transgender' is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth. Please tick one only

☐ Yes ☐ No

Q15 What was your age on your last birthday? Please tick one only

☐ Under 16 ☐ 25-34 ☐ 60-74  
☐ 16-24 ☐ 35-59 ☐ 75+

Q16 Which area do you live? Please tick one only

<input type="checkbox"/> Leicester City	<input type="checkbox"/> Leicestershire County - North West Leicestershire District
<input type="checkbox"/> Leicestershire County - Blaby District	<input type="checkbox"/> Leicestershire County - Oadby and Wigston Borough
<input type="checkbox"/> Leicestershire County - Charnwood Borough	<input type="checkbox"/> Rutland County
<input type="checkbox"/> Leicestershire County - Harborough District	<input type="checkbox"/> Don't know
<input type="checkbox"/> Leicestershire County - Hinckley and Bosworth Borough	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Leicestershire County - Melton Borough	

Other (please specify)

Q17 What is your full postcode? This will allow us to see how far people travel to use services

Q18 Are you a carer of a person aged 18 or over? Please tick one only

☐ Yes ☐ No

Q19 Do you have a long-standing illness, disability or infirmity? Please tick one only

☐ Yes ☐ No



Q20 What is your ethnic group? Please tick one only

- |  |  |
|--|--|
| <input type="checkbox"/> White - English/Welsh/Scottish/Northern Irish/British                     | <input type="checkbox"/> Asian or Asian British - Pakistani                                    |
| <input type="checkbox"/> White - Irish   | <input type="checkbox"/> Asian or Asian British - Bangladeshi                                  |
| <input type="checkbox"/> White - Gypsy or Irish Traveller  | <input type="checkbox"/> Asian or Asian British - Chinese                                      |
| <input type="checkbox"/> White - Any other White background  | <input type="checkbox"/> Asian or Asian British - Any other Asian background                   |
| <input type="checkbox"/> Mixed/multiple ethnic groups - White and Black Caribbean                  | <input type="checkbox"/> Black or Black British - African                                      |
| <input type="checkbox"/> Mixed/multiple ethnic groups - White and Black African                    | <input type="checkbox"/> Black or Black British - Caribbean                                    |
| <input type="checkbox"/> Mixed/multiple ethnic groups - White and Asian                            | <input type="checkbox"/> Black or Black British - Any other Black/African/Caribbean background |
| <input type="checkbox"/> Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background | <input type="checkbox"/> Other ethnic group - Arab   |
| <input type="checkbox"/> Asian or Asian British - Indian   | <input type="checkbox"/> Other ethnic group - Any other ethnic group                           |

Q21 What is your religion? Please tick one only

- |  |   |
|--|---|
| <input type="checkbox"/> No religion                   | <input type="checkbox"/> Jewish             |
| <input type="checkbox"/> Christian (all denominations) | <input type="checkbox"/> Muslim             |
| <input type="checkbox"/> Buddhist                      | <input type="checkbox"/> Sikh               |
| <input type="checkbox"/> Baha'i                        | <input type="checkbox"/> Any other religion |
| <input type="checkbox"/> Hindu                         |   |

Q22 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation. Please tick one only

- |  |                                  |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual               | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay                     | <input type="checkbox"/> Other   |
| <input type="checkbox"/> Heterosexual / straight |                                  |

Thank you for your assistance. Your views are important to us. This information will then be presented for discussion with Executive Members at Rutland County Council and Leicester City Council. The Cabinet at Leicestershire County Council will also discuss these findings in September 2015. The results from the consultation will be published on the council websites in due course.

Please return to: Substance misuse consultation, Leicestershire County Council, Room 300B, Have Your Say, FREEPOST NAT 18685, Leicester, LE3 8XR

No stamp is required

**Data Protection:** Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.