

# Delivering Wellbeing and Opportunity in Leicestershire

Adults and Communities Department  
Ambitions and Strategy for 2020 – 2024

## CONSULTATION REPORT



# Contents

Page



## Introduction

3



## Listening to people

4



## What people said at meetings

6



## What people said in the questionnaire

12



## For more information

13

# Introduction



Leicestershire County Council asked people what they thought about our plans to improve our services for adults and communities.



About 400 people came to meetings to talk about our plans.



61 people completed our questionnaire.



This report explains what people said.

# Listening to people



We asked you to tell us what you think by:

- completing a questionnaire



- meeting with our staff.

## Meetings

We had meetings with many different groups including:

- carers groups



- the Learning Disability Partnership Board



- groups and organisations that provide care and support services



- people who run community libraries, community arts and play schemes.



We also had meetings with:

- **Healthwatch.**  
**Healthwatch** speaks up for people who use health services



- hospitals and health services



- local and parish councils.



# What people said at the meetings



## General comments

Overall, people liked the plans.



People said that:



- care services and community groups should work together more

- the council should listen to people and provide clear information



- we need more information about what organisations have to do when they are working together



- we need to know if there will be enough money to make the plans work



- when we share information, we need to keep people's personal information private.



## Social care services

Social care is the support you need to live independently.

People said that:



- there should be plenty of good, interesting activities for people to do



- the council should do more to stop bad attitudes towards disabled people and others



- some carers don't feel listened to, when the council is deciding what services they need



- it's difficult for service users when their support staff and social workers change



- it is hard to make a complaint. It takes too long. So people don't bother



- small care organisations need more support than the larger ones



- council services need to be more flexible. They should look at what each individual person needs



- the council should check that services are working properly



- some services think that the council doesn't understand how hard they work



- it's difficult to find new support and care workers. Maybe some older people will have to have younger support and care workers



- health services need to get better at working with other organisations.





## Community and wellbeing services

Wellbeing is feeling good about yourself. It is having good mental health.



People said that:

- libraries and museums could become places where people meet up and do more things together



- the council should have better plans for how social care services work with libraries and museums



- the council should give some money to help organisations that use volunteers.

## Transport and access



People said that:

- it's hard to get services if you live in the countryside, because there are not enough local buses
- there are not enough disabled parking spaces near to services.



## Housing

People said that:

- the council is doing good work to help people who need extra care housing
- there is not enough affordable housing
- housing should be suitable for people of all ages
- communities should have people from all ages living close by each other.



# Online

People said that:



- some people can't use computers and the internet very well. We need to have other ways to communicate with them



- communicating using mobile phones may be better for some people



- the council could work with other organisations to provide more services online



- computers and phones should not be used instead of personal support, but they can help.

# What people said in the questionnaire



People said that:

- they liked the plans



- staff will need more training



- there needs to be better plans for volunteers



- there needs to be better plans for mental health in the community



- there needs to be plans for people who use personal assistants and direct payments.

# For more information

If you need more information please contact us by:



Telephone: **0116 305 0232**



Email: **ASCengage@leics.gov.uk**



Post:

**Leicestershire County Council  
County Hall  
Glenfield  
Leicester  
LE3 8RA**

Easy Read by **easy-read-online.co.uk**