

**Appendix A  
2013 -2015  
Financial Planning  
and Budget  
Process**



North Tyneside Council



# 2013-2015 Financial Planning and Budget Process:

Addendum Report Budget Engagement  
Strategy 2013-2014

**January – February 2013**

**horizons**<sup>.widening</sup>

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## **Introduction**

1. This addendum report relates to the 2013-15 Financial Planning and Budget Process Report to Council 7 February 2013 Annex 1 Section 2 which provided information on the outcomes from Budget engagement until January 2013. This report identifies the key messages from engagement between the 28 January 2013 and the end of budget engagement on 12 February 2013.
2. In addition to carrying out engagement through out the year, the Authority carries out focussed budget engagement. The engagement for the 2013-14 Budget has involved two phases. Over three weeks in October 2012 people were able to contribute their views through a number of different ways, including through email and Facebook, through talking to Authority staff and partners out and about in the borough and through questionnaires on the North Tyneside Council website. Information from this phase fed into Cabinet's initial proposals which were reported to Cabinet on 26 November 2012.
3. The next phase started following the agreement of Cabinet's initial proposals on 26 November 2012 and finished on 12 February 2013. It has involved a web exercise and sessions with key interest groups such as the business community on aspects of the budget. Appendix 1 provides a list of the engagement events for phase 2.
4. Between October 2012 and February 2013 Authority staff and partners have been out and about in the borough on over 130 occasions, have spoken to over 5,500 people and over 2,400 questionnaires have been completed. There have been 2,362 hits on the website, with 15 comments submitted via that route.

## **Key messages from budget engagement**

5. The budget engagement has focussed on the three Change, Efficiency and Improvement Programme themes of:
  - Choices for our people,
  - Choices for services,
  - Choice for places.

### **Choices for our people**

6. The Choices for our People theme included proposals for Adult Social Care and Children Young People and Learning.
7. Engagement on the proposals for Adult Social Care has taken place through out the whole budget engagement period. Since October 2012 we have met with over 500 people at 40 different events to talk through budget proposals for the coming year and to listen to feedback.
8. Some service users, their carers and other partners requested specific events and meetings about individual proposals. Other people wanted to know about the full range of proposals being considered.
9. Three recurring themes have emerged throughout the consultation:
  - managing change;
  - personal budgets;
  - welfare reform.

Brief information is provided on these below.

### **Managing change**

10. Often people understood the rationale for change but were concerned about what this meant for them, a relative or friend.
11. It was clear that the scale and pace of change is in parts significant. The Authority do not underestimate the potential anxiety that this can bring to those who use care and support services. However, as many people have said, the need for change in many areas is clear and taking no action is not an option. What we can do, is put every effort possible into making sure that we manage these changes in the best way possible.
12. Where proposals are approved, this is only the start of the process. We will be establishing a wide range of project groups and forums that will help the Authority manage the change effectively but more importantly, that will ensure we involve our customers and carers and be guided by them.

### **Personal Budgets**

13. Views on Personal Budgets were mixed; from those who were keen to express how they have transformed their lives for the better, to those who still do not understand what Personal Budgets are and are therefore concerned that there will be insufficient money to buy services that adequately meet their needs.
14. The Authority will need to continue to focus on explaining what Personal Budgets are, but also be clear about what things have not changed. For example the Authority's policy on Fair Access to Care Services (FACS) has not changed.

### **Welfare reform**

15. Participants were concerned about the wider welfare reform agenda and the cumulative impact on people.
16. During this consultation, we have made sure that we have consulted on our proposals with as wide a range of people possible; not just those directly receiving services. This helps us to consider the potential impact across all of the proposals and from a wide range of views.
17. In addition to this, the Authority overall has been looking at the potential impact of the changes from welfare reform since early 2012, and has established an authority wide project board that has been assessing these changes and their potential impact, as well as a cross party, cross partner Task and Finish Group led by the Elected Mayor.
18. The Authority is also seeking to make the most of the opportunities offered by the transfer of Public Health into the Authority in the coming year. This means not only the transfer of money to improve health and wellbeing but also the transfer of unique knowledge and expertise that the Public Health team will bring. This provides an ongoing opportunity to understand the cumulative impact that proposals are making and adjust our services accordingly.
19. Other key issues raised include the following:
  - Carers and customers within learning disability services were keen to state that there is still a requirement for some people to use residential based respite services. Whilst there was understanding that people are beginning to make other choices for services with their Personal Budgets, there were questions about the ability of the market to respond to this emerging need in a timely way.
  - Some customers and carers had very positive experiences of the existing services managed by the Authority and had built up positive and trusted relationships with the staff teams there, whilst others felt that more choice and more modern services were needed.

- People were pleased that the Authority was continuing to support access and pathways into employment and volunteering opportunities.
- A number of customers thought the wellbeing charge in Extra Care Schemes shouldn't be implemented. Others thought the principle of applying the charge was fair and were prepared to pay for peace of mind but thought that the charge should be set at a reasonable level.
- Providers expressed concerns about any service change and what this meant for existing contracts and the impact on small organisations. They would prefer to reduce capacity as opposed to the Authority decommissioning services and were keen to express their willingness to work with the Authority to identify how this could be done with the least possible impact.

#### **North East Chamber of Commerce and North Tyneside Strategic Partnership**

- A similar issue as the one raised by providers (above) was raised by the North East Chamber of Commerce (NECC) and North Tyneside Strategic Partnership (NTSP). They were keen to see the Authority engage with business, particularly providers of services commissioned by the Authority as early as possible so that they can work with the Authority to look at ways of providing services more efficiently. Adult Social Care hold regular Provider Forums and are working with the business community and the NTSP to help them understand the ongoing work with providers.

More detailed information on the outcomes of the engagement by Adult Social Care is available in the **Adult Social Care Budget and Service Planning 2013/14 – feedback from consultation** (Hyperlink - [http://www.northtyneside.gov.uk/pls/portal/NTC\\_PSCM.PSCM\\_Web.download?p\\_ID=542621](http://www.northtyneside.gov.uk/pls/portal/NTC_PSCM.PSCM_Web.download?p_ID=542621))

20. The Children, Young People and Learning Directorate meet with the Schools Forum and hold Headteacher Briefings and School Governor Briefings throughout the year. Between the end of January and Mid February there has been a Headteacher briefing and a meeting of the Schools Forum.
21. The Headteacher briefing considered the proposed reshaping of Prevention and Early Intervention Services, including the single door approach to accessing services for 0-25 year olds. The Headteachers acknowledged the complexity of the current referral system and the delays it can cause when seeking support. They understood the importance of their role and were reassured to hear that the most vulnerable children and families will continue to be a focus of resources for the Authority.
22. The Schools Forum received updates on the Elected Mayor and Cabinet's Budget proposals and the outcomes of school funding reform in relation to

maintained mainstream school allocations. The Forum understood the limited options available in new national school funding arrangements for 2013/14 and that these would lead to a change in funding for some individual schools. Although there was broad agreement that the funding review undertaken by the Local Authority over the last year has been conducted efficiently and effectively.

23. On non school budget proposals the Schools Forum understood the proposals and sought reassurance that the Authority would continue to provide the required support to schools without raising charges to schools unreasonably.

### **Choices for our services**

24. There have been nine “drop in” sessions relating to Cultural Services provision with service users and residents at sport and leisure and library facilities across the borough since late January 2013. The aim of the consultation was to gather service users’ views on the overall Cultural Services budget proposals and a more focussed piece of consultation was carried out to inform and shape the strand “a rolling review of all Library Provision following the opening of new facilities”.
25. The sessions were very successful, particularly the focussed library consultation which resulted in over one thousand questionnaires being completed. A detailed analysis of the results is currently being undertaken and these will help shape proposals for future library provision.
26. Key feedback from these sessions is set out below:
- The library service remains a very valued service in the community;
  - On the whole respondents agreed with the proposal to review the library provision as new facilities are opened as long as people could continue to access the services they enjoy without travelling a greater distance and where charges apply, services remain affordable for people living on a low income;
  - Respondents expressed within the context of overall service provision, a desire to see the opening hours of the libraries extended to after 5.30pm and full day opening on Saturdays and Sundays at the main libraries; and
  - Respondents also expressed an interest in making better/ more use of the mobile library service, the book drop scheme and being able to access more services online.

## **Choices for places**

27. Since late January 2013 the Authority has held nine events with residents and staff, where views have been sought on trialling a pilot scheme in some areas of the borough where lights would be dimmed during the early hours of the morning. Authority staff spoke to 1,244 people and 73 feedback cards were completed.

28. Key feedback from these events is set out below:

- The responses indicated broad public support for a pilot scheme for lighting dimming with 874 people saying yes and 85 saying no.
- Residents used the feedback cards to share their views on the approach the Authority could take with street lighting and other aspects of the budget.



## Appendix 1: List of Phase 2 Budget Engagement Events

### November 2012

Day	Date	Event
Fri	30 Nov	<b>Tynemouth residents and business owners</b> Meeting on replacement planting scheme for Tynemouth Village Green
Fri	30 Nov	<b>Headteacher Briefing</b> Langdale, 9.30am – 11.30am

### December 2012

Day	Date	Event
Tues	4 Dec	<b>Adult Social Care</b> Learning Disability Provider Forum The Riverside Centre, 10am - 12pm
Tues	4 Dec	<b>School Governor Briefing</b> Langdale, 6pm-8pm
Wed	5 Dec	<b>Adult Social Care</b> Carers' Personalisation Reference Group LDF Wallsend 1pm - 3pm.
Fri	7 Dec	<b>Cultural Services Staff Forum</b> The Rising Sun Country Park, 10am – 12pm
Mon	10 Dec	<b>Adult Social Care</b> Leadership Team Langdale, 2pm-4pm
Tues	11 Dec	<b>Cultural Services</b> Whitley Bay Library, 10am-1pm
Tues	11 Dec	<b>Adult Social Care</b> Specific Event for Carers of People with Learning Disabilities Oxford Centre, 6pm - 8pm
Wed	12 Dec	<b>Adult Social Care</b> Learning Disability Commissioning Board Quadrant, 12.00pm - 2.30pm
Wed	12 Dec	<b>Schools Forum</b> Langdale, 12.30pm-2.30pm
Thurs	13 Dec	<b>Adult Social Care</b> Specific Event for Carers of People with Learning Disabilities Langdale, 10am -12pm.
Thurs	13 Dec	<b>Housing</b> Involved tenants meeting to discuss housing budget. Quadrant East, 1pm.
Thurs	13 Dec	<b>Cultural Services</b> Wallsend Library, 1pm – 4pm
Fri	14 Dec	<b>Cultural Services</b> The Parks Sports Centre, North Shields, 1pm – 4pm
Fri	14 Dec	<b>Adult Social Care</b> Mental Health Partners Northumberland Tyne and Wear Quadrant, 1-4pm

<b>Day</b>	<b>Date</b>	<b>Event</b>
Mon	17 Dec	<b>Cultural Services</b> White Swan Centre, Killingworth, 10am-1pm
Mon	17 Dec	<b>Adult Social Care</b> Mental Health Commissioning Board - Wider Meeting- Commissioners, Carers, Providers, Users Wallsend Town Hall, 3pm to 5pm.
Tues	18 Dec	<b>Adult Social Care</b> Specific Event for Carers of People with Learning Disabilities Langdale, 4pm-6pm (Date revised from 14 Dec.)
Wed	19 Dec	<b>Adult Social Care</b> Housing related support providers North Tyneside Council Quadrant East Commencing 7.01.13 (ongoing)
Wed	19 Dec	<b>Adult Social Care</b> Support Worker Staff in Community Mental Health Teams and POAS North Tyneside Council Quadrant, 2pm-3.30pm
Thurs	20 Dec	<b>Adult Social Care</b> Specific Event for Carers of People with Learning Disabilities Langdale, 10am - 12.00pm.

### January 2013

<b>Day</b>	<b>Date</b>	<b>Event</b>
Mon	7th Jan	<b>Adult Social Care</b> Community and Health Care Forums Public Sessions YMCA, Church Way, North Shields. 2pm to 4pm
Tues	8th Jan	<b>Adult Social Care</b> North Tyneside Commissioning Executive – Health and Social Care Commissioners North Tyneside Council, Quadrant, 2.30pm - 4.30pm
Wed	9th Jan	<b>Adult Social Care</b> Learning Disability Commissioning Board - wider meeting- Commissioners, Carers, Providers, Users Riverside, 10am - 12noon,
Wed	9th Jan	<b>Adult Social Care</b> Community and Health Care Forums Public Sessions. St John's Methodist Church, 3pm to 5pm.
Wed	9th Jan	<b>Adult Social Care</b> Carers of people with a learning disability. The Cornerstone Café, Whitely Bay, 6pm - 8pm.
Thurs	10 Jan	<b>North East Chamber of Commerce (NECC)</b> North Tyneside Council Quadrant, 10.00am
Mon	14 Jan	<b>Adult Social Care</b> Team briefings - Langdale Centre, Primary Care room, 9.30am - 11.30am.

<b>Day</b>	<b>Date</b>	<b>Event</b>
Tues	15 Jan	<b>Adult Social Care</b> Voluntary Sector Forum - Community and Voluntary Sector organisations representing carers The Linkskill Centre, 12.30pm to 3pm
Tues	15 Jan	<b>Adult Social Care</b> Clinical Leads at Psychiatry of Old Age Services North Tyneside General Hospital, 4.30-6pm
Wed	16th Jan	<b>Adult Social Care</b> Specific Event for People with Learning Disabilities. YMCA, North Shields, 10am - 3pm
Wed	16 Jan	<b>Adult Social Care</b> Team briefings - Riverside Kingfisher room, 3pm - 5pm.
Mon	21 Jan	<b>Adult Social Care</b> Thomas Ferguson Court - Extra care tenants Housing related support 10am - 12pm
Tues	22Jan	<b>Adult Social Care</b> Team briefings -Langdale Centre, Primary Care room, 1pm - 3pm.
Tues	22 Jan	<b>Adult Social Care</b> British Sign language Group Wallsend Town Hall, 6pm
Thurs	24 Jan	<b>Adult Social Care</b> Mental Health Provider meeting- providers, users, carers Wallsend People's Centre, 10am - 12noon.
Thurs	24 Jan	<b>Adult Social Care</b> Community and Health Care Forums Public Sessions Howdon Community Centre, 3.30pm to 5.30pm.
Fri	25 Jan	<b>Adult Social Care</b> British Sign language Group Wallsend Town Hall, 10am
Fri	25 Jan	<b>Adult Social Care</b> Fontburn Court - Extra care tenants Housing related support, 11am - 1pm
Fri	25 Jan	<b>Adult Social Care</b> Team briefings -The Parks, Terrace room, 4pm - 6pm.
Mon	28 Jan	<b>Environmental Services</b> Morrison's Supermarket 10am-12pm
Mon	28 Jan	<b>Adult Social Care</b> Linkskill Park - extra care tenants Housing related support, 10am - 12pm
Mon	28 Jan	<b>Adult Social Care</b> Rowancroft- extra care tenants Housing related Support, 2pm-4pm
Wed	28 Jan	<b>Adult Social Care</b> Sandringham Court - Extra care tenants Housing related support, 6pm - 8pm
Tues	29 Jan	<b>Adult Social Care</b> Linkskill park – extra care tenants Housing related support, 6pm -8pm

<b>Day</b>	<b>Date</b>	<b>Event</b>
Wed	30 Jan	<b>Cultural Services</b> Shiremoor Library, 9.30am -12.00pm
Wed	30 Jan	<b>Environmental Services</b> The Parks, 9.30am-12.30pm
Wed	30 Jan	<b>Adult Social Care</b> Rowancroft - Extra care tenants Housing related support, 6pm-8pm.
Thurs	31 Jan	<b>Adult Social Care</b> Thomas Ferguson Court – extra care tenants Housing related support, 10am-12pm
Thurs	31 Jan	<b>Cultural Services</b> North Shields Library, North Shields 2pm -6.30pm
Thurs	31 Jan	<b>Adult Social Care</b> Adult Social Care Health and Wellbeing Sub Committee Council scrutiny committee - Elected Members Quadrant, 6pm - 8pm.

## February 2013

<b>Day</b>	<b>Date</b>	<b>Event</b>
Fri	1 Feb	<b>North East Chamber of Commerce (NECC)</b> Quadrant, 8.00am
Fri	1 Feb	<b>Headteacher Briefing</b> Langdale 9.30 am– 11.30am
Fri	1 <sup>st</sup> Feb	<b>Adult Social Care</b> Fontburn Court – extra care tenants Housing related support, 10am-12am
Fri	1 Feb	<b>Environmental Services</b> Sainsbury's Supermarket Monkseaton, 10am -2pm
Fri	1 Feb	<b>Adult Social Care</b> Sandringham Court – extra care tenants Housing related support, 3.30pm-4.30pm
Sat	2 Feb	<b>Cultural Services</b> Whitley Bay Library, Whitley Bay. 10.30am - 3.30pm
Mon	4 Feb	<b>Cultural Services</b> White Swan Centre, Killingworth. 12pm - 3pm
Mon	4 Feb	<b>North Tyneside Strategic Partnership (NTSP) Executive</b> North Tyneside Council Quadrant, 1pm-2pm
Mon	4 Feb	<b>Adult Social Care</b> Thomas Ferguson Court-extra care tenants Housing related support, 6.00pm -8.00pm
Tues	5 Feb	<b>Cultural Services</b> Tynemouth Pool, Tynemouth. 2pm - 6pm
Tues	5 Feb	<b>Environmental Services</b> Tynemouth Pool, Tynemouth. 2pm - 6pm
Tues	5 Feb	<b>Cultural Services</b> Howdon Library, 2pm-6pm

<b>Day</b>	<b>Date</b>	<b>Event</b>
Tues	5 Feb	<b>Environmental Services</b> Whitley Bay Area Housing Forum, 5pm-6pm
Wed	6 Feb	<b>Environmental Services</b> SIGN Meeting Independent Advocacy North Shields 10am – 12noon
Wed	6 Feb	<b>Cultural Services</b> Lakeside Centre, Killingworth. 4pm - 8pm
Wed	6 Feb	<b>Environmental Services</b> Lakeside Centre, Killingworth, 4pm - 8pm
Thurs	7 Feb	<b>Environmental Services</b> Wallsend Shopping Centre, 10am -2pm
Thurs	7 Feb	<b>Environmental Services</b> Sainsbury's Supermarket Monkseaton, 10am -2pm
Thurs	7 Feb	<b>Cultural Services</b> Wallsend Library, Wallsend, 2pm - 6pm
Thurs	7 Feb	<b>Adult Social Care</b> British Sign Language Interpreters North Tyneside Council Quadrant East, 6pm – 7pm
Sat	9 Feb	<b>Cultural Services</b> Oxford Centre ,2pm-3pm
Wed	13 Feb	<b>Schools Forum</b> Langdale, 12.30pm-2.30pm