

# Public Relations, Consultation and Engagement



## **‘Supporting People’ 2017 Consultation**

**Final Report v2.6  
19 October 2017**

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## **Executive Summary**

### **Supporting People consultation**

The Supporting People budget currently funds a range of different housing-related services which help vulnerable people to live independently. These include:

- supported accommodation for people with mental health issues or a learning difficulty;
- sheltered housing;
- advice services; and
- 'floating support' that supports people in their own homes.

The Supporting People consultation proposed four options for how to deliver support services with an annual budget reduced by £1.8m. These options are described in section 1.3 of this report and in more detail in the [Supporting People consultation booklet](#).

The proposals are in the context of the £62.199m of budget savings which were considered by Full Council on 21 February 2017. The Supporting People consultation sought views from the public, service users and providers before final decisions on implementation are made.

The Supporting People consultation was open between 13 June and 5 September 2017. The consultation comprised an on-line survey ([bristol.citizenspace.com/people/reductions-to-supporting-people-budgets](http://bristol.citizenspace.com/people/reductions-to-supporting-people-budgets)), face-to-face consultation at eight public events, and 25 meetings with service providers, users and other stakeholders. Paper copies of the survey and alternative accessible formats were available on request and at the consultation meetings. Paper copies of the survey were also available in all libraries. Comments, requests and suggestions received in letters and emails during the consultation were reviewed and considered alongside the survey results and face-to-face feedback.

### **Scope and purpose of this report**

This report describes the methodology and presents the findings of the Supporting People consultation including:

- Quantitative data from 732 survey responses received by 5 September 2017;
- Analysis of free text answers/comments for the 732 survey responses which were received by 5 September 2017;
- Comments and suggestions received at eight public meetings which were held between 29 June and 24 July 2017 and attended by 437 members of the public;
- Issues raised at other meetings with service providers, users and other stakeholders held during the consultation period ending 5 September 2017.
- Other correspondence received by 5 September 2017.

This report is intended to inform the service about the public feedback on the 'Supporting People' proposals, so the service can take the feedback into account as it develops final proposals for decision by Cabinet. This consultation report will also be considered by Cabinet in making its decisions.

## Key findings

### Response rate

732 responses were received to the Supporting People survey, via the online and paper-based surveys, including alternative formats. 144 (20%) respondents completed the survey on paper (including large print and easy read formats), and the remaining 588 (80%) completed it online.

424 (58%) respondents indicated that they use or live in one or more of the Supporting People services. Of these, 26 respondents reported that they use more than one service.

82 (11%) respondents stated that they are a carer for someone who uses one of the services.

176 (24%) respondents indicated that they work for one of the Supporting People service providers.

A map of response rate by ward is presented in section 3.2 along with the details of age profile, gender and other respondent characteristics.

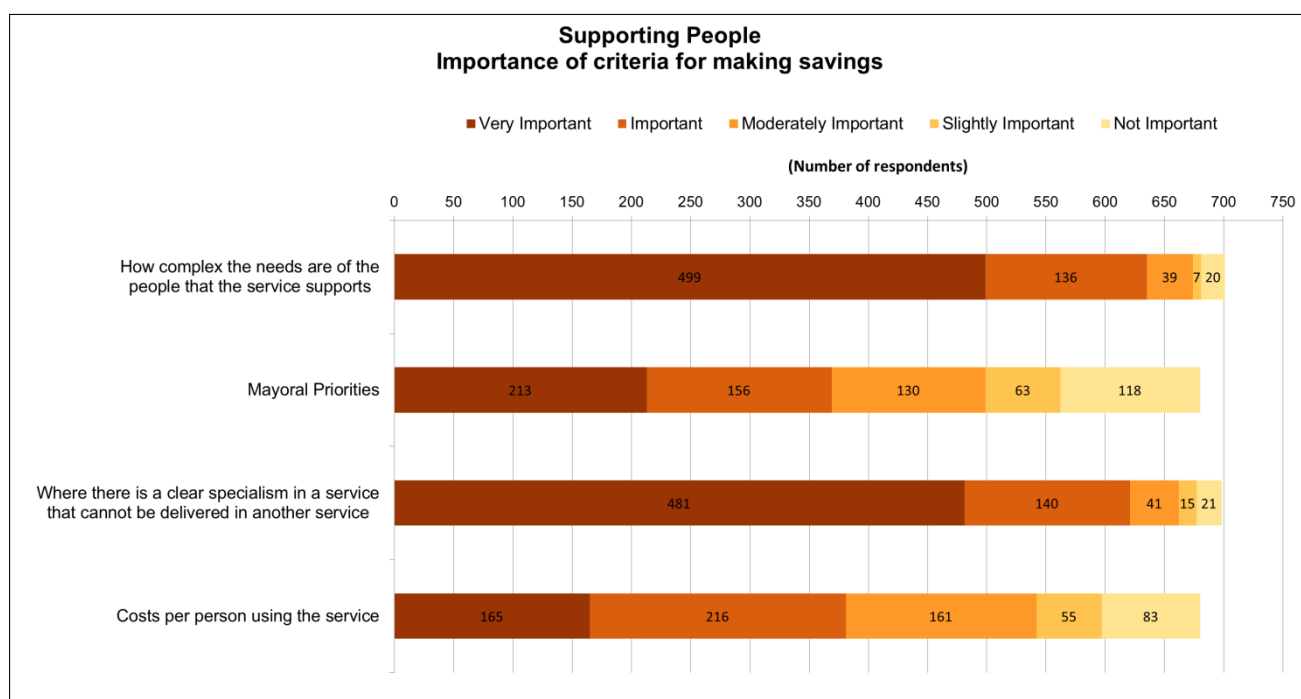
### Criteria for making savings to Supporting People services

Of the four criteria which the council identified could help it decide how to make savings to the Supporting People budget, respondents considered two criteria to be significantly more important than the others:

- 'How complex the needs are of the people that the service supports' was viewed as important or very important by 635 (87%) of the respondents;
- 'Where there is a clear specialism in a service that cannot be delivered in another service' was stated as important or very important by 621 (85%) of the respondents.

Figure ES 1 shows the importance survey respondents placed on each criterion.

**Figure ES 1: Importance attributed to each criterion for making savings**



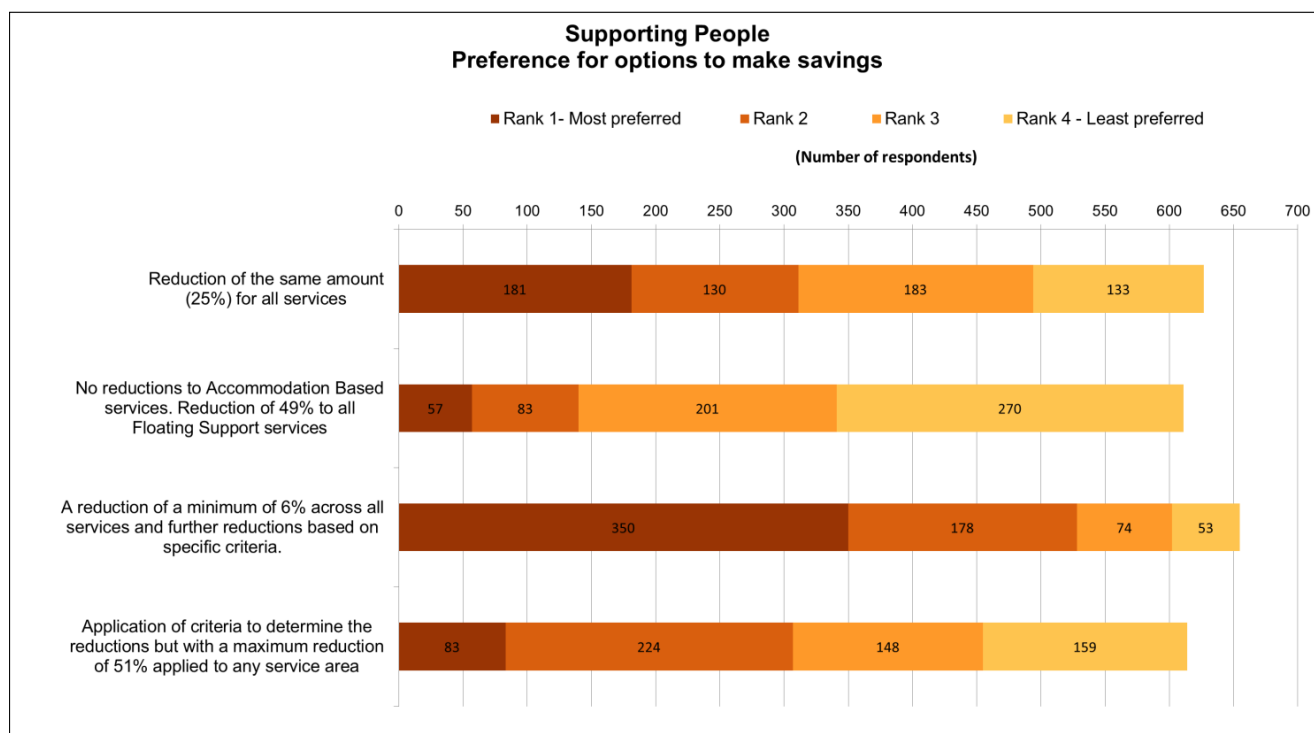
## Options for making the savings

Of the four proposed options for how the savings to the Supporting People budget could be achieved, respondents expressed the strongest preference for **Option C**: a reduction of no less than 6% across all services and further reductions based on specific criteria. (48% of respondents ranked this as their most preferred option, with a further 24% as their second preference.)

The option supported by fewest respondents was Option B: no reductions to Accommodation Based services; reduction of 49% to all Floating Support services. (8% of respondents ranked this as their preferred option, with 11% as their second preference). Note there were fewer responses from Accommodation Based users/providers than Floating Support (section 4.1.2).

Figure ES 2 shows respondents' preference for each of the four proposed options.

**Figure ES 2: preference for each of the four proposed options for making savings**



## Volunteering and social action

168 (23%) respondents stated that they are interested in volunteering/social action, with respondents providing 491 offers of how they could help out. 564 (77%) were not interested.

Helping a neighbour was the most cited option (with 23% of the 491 offers), closely followed by volunteering for local groups and charities (22%) and helping out during/after a major incident (20%). Volunteering in leisure centres and sports groups (4%) was the least cited option. A breakdown of areas of interest is provided in chapter 5.

## How the report will be used

The consultation results, along with the Equalities Impact Assessment, will be taken into consideration in developing a set of final proposals that will be put to the Mayor and Cabinet to make a final decision, and also by the Mayor and Cabinet when they take those decisions.

The council's decisions on these services will be made at public meetings of Cabinet later in 2017 or early 2018. These dates will be published as part of the Council's forward plan ([www.bristol.gov.uk/forwardplan](http://www.bristol.gov.uk/forwardplan)), which will give 28 days' notice of the meeting at which the decisions will be made. Results will be published through normal procedures for Cabinet decisions.

# 1 Introduction

## 1.1 Context

On 21 February 2017 Full Council agreed savings of £33.068m for the 2017/18 financial year and noted proposals for some £29.130m of additional savings for the period 2018/19 to 2021/22.

Of the savings proposals considered by Full Council in February 2017, many can be achieved by business efficiencies, or were consulted on as part of the Corporate Strategy 2017 – 2022 consultation from 13 October 2016 until 5 January 2017. Further consultation is not being undertaken for these changes.

For other savings proposals, including the Supporting People proposals described in this report, further consultation has been undertaken during 2017 to seek views from the public, service users and providers before final decisions on implementation are made. For a number of other savings proposals, further consultation will be undertaken at a later date.

## 1.2 Scope of this report

This report describes the methodology and results of the consultation on proposed changes to **Supporting People Services**, which would achieve annual savings of £1.8 million if approved.

The Supporting People consultation was open between 13 June and 5 September 2017.

This consultation report summarises and quantifies the views expressed in the consultation survey, at meetings with the public and other stakeholders, and in written correspondence received between 13 June and 5 September 2017. It does not contain the council's assessment of the feasibility of any of the suggestions received nor the council's proposals for the delivery of future services, having considered the consultation feedback.

This report deals only with the responses to the consultation between 13 June and 5 September. Other information and views provided to the council outside this consultation will be taken into account as appropriate.

## 1.3 Description of the Supporting People consultation proposals

### 1.3.1 Supporting People Services

The Supporting People programme comprises a range of housing-related services which help vulnerable people to live independently. These include:

- supported accommodation for people with mental health issues or a learning difficulty;
- sheltered housing;
- advice services; and
- 'floating support' that supports people in their own homes.

The council works in partnership with other organisations to offer this support.

The Supporting People consultation proposed the following four options for how to deliver support services with an annual budget reduced by £1.8m.

- **Option A:** Reduction of 25% for all services. All services will need to reduce either the number of people they help, or the level of support they can offer. They will probably have to reduce staff numbers as well.
- **Option B:** No reductions to Accommodation Based services and some low level Mental Health and Advice support. Reduction of 49% to all Floating Support services. This will mean there is no reduction to accommodation places and the service would protect people with high levels of need. But there would be significant reductions in the Floating Support services on offer.
- **Option C:** A reduction of no less than 6% across all services and further reductions based on specific criteria. These criteria include: how complex the needs are of the people that the service supports, mayoral priorities, highly specialist services, and cost per service user. This option allows more targeted reductions.
- **Option D:** Application of criteria to determine the reductions but with a maximum reduction of 51% applied to any service area. This means that we will apply the same criteria as described in Option C, but ensure that no one service area will have reductions greater than 51%. This will mean some services will need to take a higher level of reduction than in Option C.

### 1.3.2 Further information

Further information on the proposals that went out to consultation is available at [bristol.citizenspace.com/people/reductions-to-supporting-people-budgets](https://bristol.citizenspace.com/people/reductions-to-supporting-people-budgets).

## 1.4 Structure of this report

Chapter 2 of this report describes the consultation methodology.

Chapters 3 to 5 present the consultation results:

- Chapter 3 presents the survey response rate and respondent characteristics.
- Chapter 4 describes feedback on the Supporting People proposals, received in the survey responses plus feedback from public events, service-led stakeholder meetings and other correspondence.
- Chapter 5 includes respondents' views on social action and volunteering as revealed in the survey.

Chapter 6 describes how this report will be used and how to keep updated on the decision-making process.



## **2 Methodology**

### **2.1 Survey**

#### **2.1.1 Online survey**

An online survey was available on the city council's Consultation Hub ([www.bristol.gov.uk/consultationhub](http://www.bristol.gov.uk/consultationhub)) between 13 June and 5 September 2017. The online survey pages contained:

- an overview of the proposed changes to Supporting People services;
- links to additional information, the survey questions and Equalities Impact Assessment;
- downloadable alternative formats (Large Print, Easy Read and British Sign Language);
- details of eight public events.

The survey questions included three sections:

- 'About you' - this section requested respondents' postcode, reason for interest in the consultation, which services they use or work for and equalities monitoring questions. Completion was required by all respondents.
- Supporting People proposals. This included questions on:
  - the criteria underpinning the proposed savings measures;
  - preference for four savings options;
  - other ideas for making savings; and
  - how respondents could help support people affected by the proposed changes.
- 'Next steps' - questions on social action and volunteering and respondents' use of other local services which were being consulted on over the same period<sup>1</sup>.

Respondents could choose to answer some or all of the questions in any order and save and return to the survey later.

#### **2.1.2 Paper copies**

The following three documents were produced which together provided all the information that was available online:

- Reductions to the Supporting People budget - Information Booklet;
- Supporting People Survey Booklet (a questionnaire) ;
- Supporting People Equalities Impact Assessment.

Paper copies of the three documents were made available with Freepost return envelopes in all libraries, at public meetings and meetings with service users and providers, and on request by email and telephone.

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<sup>1</sup> The 'Your Neighbourhood' consultations were open for the same 12-week period and comprised consultations on proposals for five services; Bristol Community Links, Libraries, Public Toilets, School Crossing Patrols and Withdrawal of Funding for Neighbourhood Partnerships.

### 2.1.3 Alternative formats

The following alternative formats were made available on request:

- Braille;
- Large Print;
- Easy Read;
- Audio file;
- British Sign Language (BSL) videos;
- Translation to other languages. (No translations were directly requested by citizens).

Large Print and Braille were available at all the public meetings and the availability of these formats on request was publicised at service-led meetings.

Large Print, Easy Read and BSL formats were also available at the survey webpages.

Large Print copies were made available in libraries and were sent out when requested by service providers and members of the public.

## 2.2 Public Meetings

Eight public meetings were held as part of the 'Your Neighbourhood' consultations<sup>2</sup> which were also open between 13 June and 5 September 2017. These events provided an opportunity for face-to-face discussions with the public on the Supporting People proposals.

The eight public meetings comprised one daytime and one evening meeting in each of four geographical areas across the city based on parliamentary boundaries. Details of the meetings and the number of members of the public attending are shown in Table 1. In total 499 people registered to attend an event and 437 attended. Of those who registered to attend, 214 pre-submitted a question or comment to be considered for discussion.

**Table 1: Details of public meetings**

Date	Location	Number of attendees
29 June 2017, 12.30-14.00	Greenway Centre, Southmead (north)	60
10 July 2017, 18.30-20.00	City Hall, (central)	111
11 July 2017, 12.30-14.00	The Vassall Centre, Fishponds (east)	37
12 July 2017, 12.30-14.00	Broadmead Baptist Church (central)	46
13 July 2017, 18.30-20.00	The Park, Knowle (south)	31
19 July 2017, 18.30-20.00	The Vassall Centre, Fishponds (east)	41
24 July 2017, 12.30-14.00	The Park, Knowle (south)	33
24 July 2017, 18.30-20.00	Shirehampton Public Hall (south)	78
	Total	437

<sup>2</sup> 'Your Neighbourhood' consultations included proposals for five services; Bristol Community Links, Libraries, Public Toilets, School Crossing Patrols and Withdrawal of Funding for Neighbourhood Partnerships

The meetings were facilitated by an independent host and attended by Mayor Marvin Rees, Deputy Mayors Councillor Craig Cheney and Councillor Asher Craig, plus other members of the Cabinet, and supported by officers with detailed knowledge of the services being consulted upon.

All the meetings were free to attend and could be booked online or by telephone. They were publicised on the survey webpages and via the media, social media and hard copy posters.

The format of each of the eight public meetings was as follows:

- Introduction to the 'Your Neighbourhood' and 'Supporting People' budget savings proposals described by the independent host, plus statement by the Mayor (approximately 10 minutes);
- Question and answer (Q&A) session with a panel of the Mayor, Deputy Mayors and Cabinet members facilitated by the independent host. The independent host selected questions submitted in advance by members of the public, with additional questions from attendees as discussion developed (approx. 40-50 minutes);
- Facilitated roundtable discussions to explore issues of concern, alternative ways to reconfigure services and/or deliver services with reduced council budgets and possible ways to mitigate negative impacts of the proposed changes (approx. 30-40 minutes).

The points raised in the Q&A sessions, roundtable discussions and suggestions boxes were recorded and those which relate to the 'Supporting People' service are summarised in section 4.2.

## 2.3 Service-led meetings

The Supporting People service held 25 meetings targeted at specific service providers and service users or other stakeholders. The meetings are summarised in Table 2 and were in addition to the eight public meetings.

**Table 2: Meetings with Supporting People stakeholders**

Date	Location	Group(s) consulted
28 June 2017, 13.00 - 15.00	City Hall - UGP21	Provider (Sheltered Housing/Alarm Only)
4 July 2017, 10.00 - 12.00	City Hall - 1P01	Provider (MH/LD/HIV FS)
4 July 2017, 13.00 - 15.00	City Hall - 1D01	Provider (Long Term FS)
5 July 2017, 13.00 - 15.00	City Hall - 2D01	Provider (Older People FS)
13 July 2017, 10.00 - 12.00	City Hall - UGP21	Provider (Supported Living)
19 July 2017, 15.00 - 16.30	Temple St - 4N8	Provider - Advice Services
20 July 2017, 11.30 - 12.30	City Hall	Provider - Places for People - Older People FS
24 July 2017, 10.00 - 11.00	City Hall	Provider - Places for People – MH FS
26 July 2017, 13.00 - 14.00	City Hall	Provider - Sensory Support
27 July 2017, 13.30 - 2.30	City Hall	Provider - Buckley Court
1 Aug 2017, 10.30 - 11.30	Roshni Ghar	Service Users - Roshni Ghar

Date	Location	Group(s) consulted
2 Aug 2017, 18.30	Barton Hill Settlement	Service Users - Long Term FS - Keyring
2 Aug 2017, 11.00 - 13.00	City Hall	Service User - FS – Brigstowe
10 Aug 2017, 10.30 - 11.30	Broadmead Baptist Church	Bristol Older People's Forum
10 Aug 2017, 18.00 - 19.30	5 Queen Square	Service Users - Missing Link
16 Aug 2017, 18.30 - 20.30	Brunswick Sq	BEING ( diversity group)
16 Aug 2017, 12.00 - 13.00	City Hall	Provider - Knightstone Housing
17 Aug 2017, 10.00- 11.00	Westbury-on-Trym	Service Users - Cintre
23 Aug 2017, Evening	Soundwell	Service Users - Manor Community
25 Aug 2017, 13.00 - 15.00	City Hall	Provider - Sanctuary Housing
29 Aug 2017, 10.00-11.30	RNIB	Service Users - Sensory Support
30 Aug 2017, 10.00-11.30	Buckley Court	Service Users - Sensory Support
31 Aug 2017, 11.00-13.00	RNIB	Service Users - Community Support Team
1 Sept 2017, 14.00-16.30	New Street	Service Users - St Mungo's
5 Sept 2017, 14.00-16.00	ReTHINK - St Pauls	Service Users - ReTHINK

Abbreviations: FS – Floating Support; MH – Mental Health; LD – Learning Difficulty

## 2.4 Other correspondence

Emails and letters were logged by the service throughout the consultation and are summarised with the feedback from service-led meetings in Tables 13 to 23 in section 4.3.

This feedback will be considered in formulating final proposals.

## 2.5 Input by ward councillors

Members were engaged in the 'Your Neighbourhood' consultations in the following ways.

- Contents of the consultation were shared with all Members prior to launch (13 June 2017).
- Information was shared via Party Group Leaders and Party Group Offices (12 June 2017).
- A short publicity toolkit was provided (22 June) to assist Members with promoting the Supporting People consultation where appropriate and relevant (for example, providing sample posts for social media or printable posters for display).
- Members had advance opportunity to book to attend public events via Eventbrite.

## **2.6 Publicity and briefings**

### **2.6.1 Objective**

The following programme of activity was undertaken to publicise and explain the Supporting People consultation. The primary objective was to ensure that information was shared across a wide range of channels, reaching as broad a range of audiences as possible.

### **2.6.2 Media relations**

Press releases were linked to all milestones including general reminders to participate. These included:

- Announcement of drop-in events;
- Four weeks to go;
- 'Time running out' reminder (one week to go);

Other media activities comprised:

- Council publication features including Our City News;
- Radio phone-ins with the Mayor on Radio Bristol and BCFM;
- Responding to media enquiries throughout.

### **2.6.3 Voluntary and community sector consultation**

Continuing direct communication was undertaken with a variety of equalities groups and contacts within the city. This included requesting assistance with promoting the consultation (including internal Staff Organised Groups). Meetings/events included:

- Two of the public events at Vassall Centre focussed on facilitating access to deaf community;
- Attendance at Older People's Forum AGM on 29 June and a second meeting on 10 August.

### **2.6.4 Service-led publicity**

Service-led publicity included the following.

- 13 June 2017 - the consultation documents and a letter explaining the consultation were emailed to all 42 service providers for distribution via their networks to their service users and to other stakeholders.
- 13th to 21 June 2017 – an email was sent to stakeholders notifying them of the consultation, with link to online survey.
- 14 July 2017 – a link to the Easy Read version of the consultation documents was sent to all service providers and stakeholders.
- 20 and 21 June 2017 – emails were sent to all providers inviting them to targeted provider group meetings. During the week of each provider meeting, reminder emails were sent to providers who had not already booked to attend.
- Hard copies of materials were taken to all meetings with service users.

## 2.6.5 Other promotional activity

Other promotional activity included:

- social media promotion across multiple channels and events, including targeting of influencers to disseminate messages and encourage participation in surveys;
- promotion on corporate social media accounts to encourage attendance at eight public events held in June and July 2017;
- promotion on corporate social media accounts to encourage members of the public to visit libraries in North and South Bristol where help was provided with filling in the consultation survey;
- a sponsored post using the corporate Facebook account targeting groups of residents who were particularly under-represented in the responses already received;
- 6 Facebook posts (in addition to the sponsored post) which reached 6,970 people and garnered 311 link clicks which went to the 'Your Neighbourhood' section<sup>3</sup> on the BCC website and the Consultation Hub;
- almost 60 Tweets sent from the corporate Twitter account, resulting in 79 Re-Tweets, 157 clicks on URLs going to the 'Your Neighbourhood' section on the BCC website and the Consultation Hub, 28 Likes for our Tweets with 136,384 impressions;
- notification of the Supporting People consultation was included in the Consultation E-bulletin which was sent weekly to more than 1,100 subscribers. Details were also included in the Ask Bristol bulletin which was sent out monthly to more than 12,300 subscribers.
- the publicity toolkit was sent to all providers and stakeholders and they were encouraged to use this via their channels.
- a reference hard copy of the consultation documents was provided in each Library.

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<sup>3</sup> The 'Your Neighbourhood' webpage included links to both the 'Your Neighbourhood' and 'Supporting People' consultations.

### 3 Survey response rate and respondent characteristics

#### 3.1 Response rate to Supporting People Survey

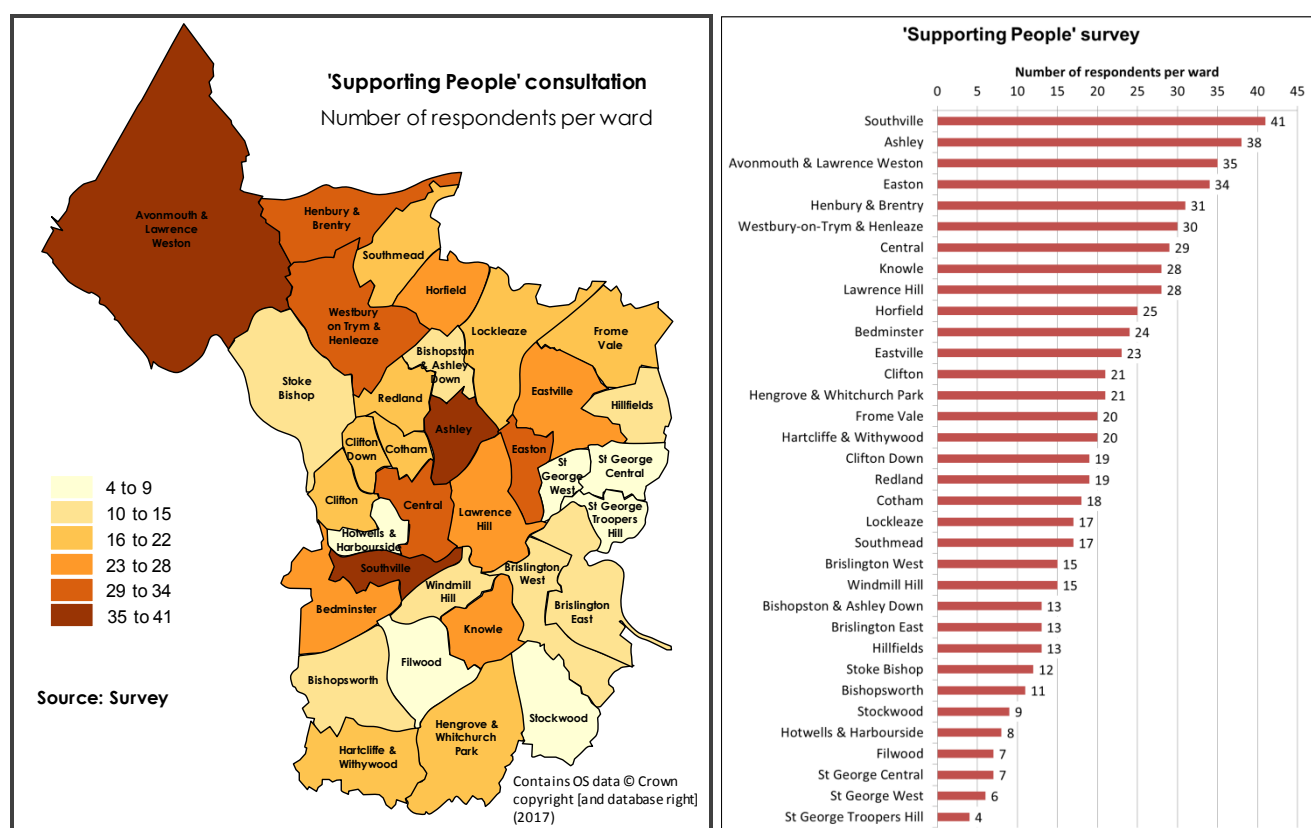
732 responses were received to the Supporting People survey, via the online and paper-based surveys, including alternative formats. 144 (20%) respondents completed the survey on paper (including large print and easy read formats), and the remaining 588 (80%) completed it online.

#### 3.2 Geographic distribution of responses

671 responses (92%) were received from postcodes within the Bristol City Council area, 23 (3%) were from North Somerset, Bath & North East Somerset (B&NES) or South Gloucestershire and 38 (5%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses from within Bristol is shown in Figure 1.

**Figure 1: geographic distribution of Supporting People responses in Bristol**



#### 3.3 Characteristics of respondents

700 (96%) people answered the question "I am interested in the budget consultations because I am a ..." Of these:

- 478 (65% of the total 732 respondents to the survey) identified that they are residents;
- 83 (11%) work for Bristol City Council;
- 76 (10%) identified themselves as members of the Voluntary / Community Sector;
- 64 (9%) are health / social care providers;
- 23 (3%) represent a housing association;
- 169 (23%) identified an 'other' interest, of which 'service user' is the largest category with 88 (12%).



(The number of people identifying as each category adds up to more than the number of respondents to the consultation because respondents could tick all categories that apply).

Two of the categories of 'other' respondents, are 'NHS or other healthcare professional' (1%) and 'other service provider' (2%). These could be added to the category 'Health/social care provider' (9%), which was one of the categories specified in the survey question.

The most common age of respondents is 45-64 years (37%), followed by 25-44 (27%). The proportion of responses in the age categories 45-64 years, 65-74 and over 75 are higher than these age groups' proportion of the population in Bristol. Survey responses from children (under 18), young people aged 18-24 and, to a lesser extent, people aged 25-44 are under-represented.

59% of responses were from women and 35% were from men.

The ethnicity and religion of respondents broadly match Bristol's population, with the exception of 'Other White' and 'Asian/Asian British' respondents and people who identify as Muslim who are under-represented.

Supporting People services target support to people with a range of disabilities and the proportion of disabled respondents is more than twice the proportion of disabled people living in Bristol<sup>4</sup>.

A full breakdown of respondent characteristics is found in Table 3 and Figure 2.

**Table 3: respondent characteristics**

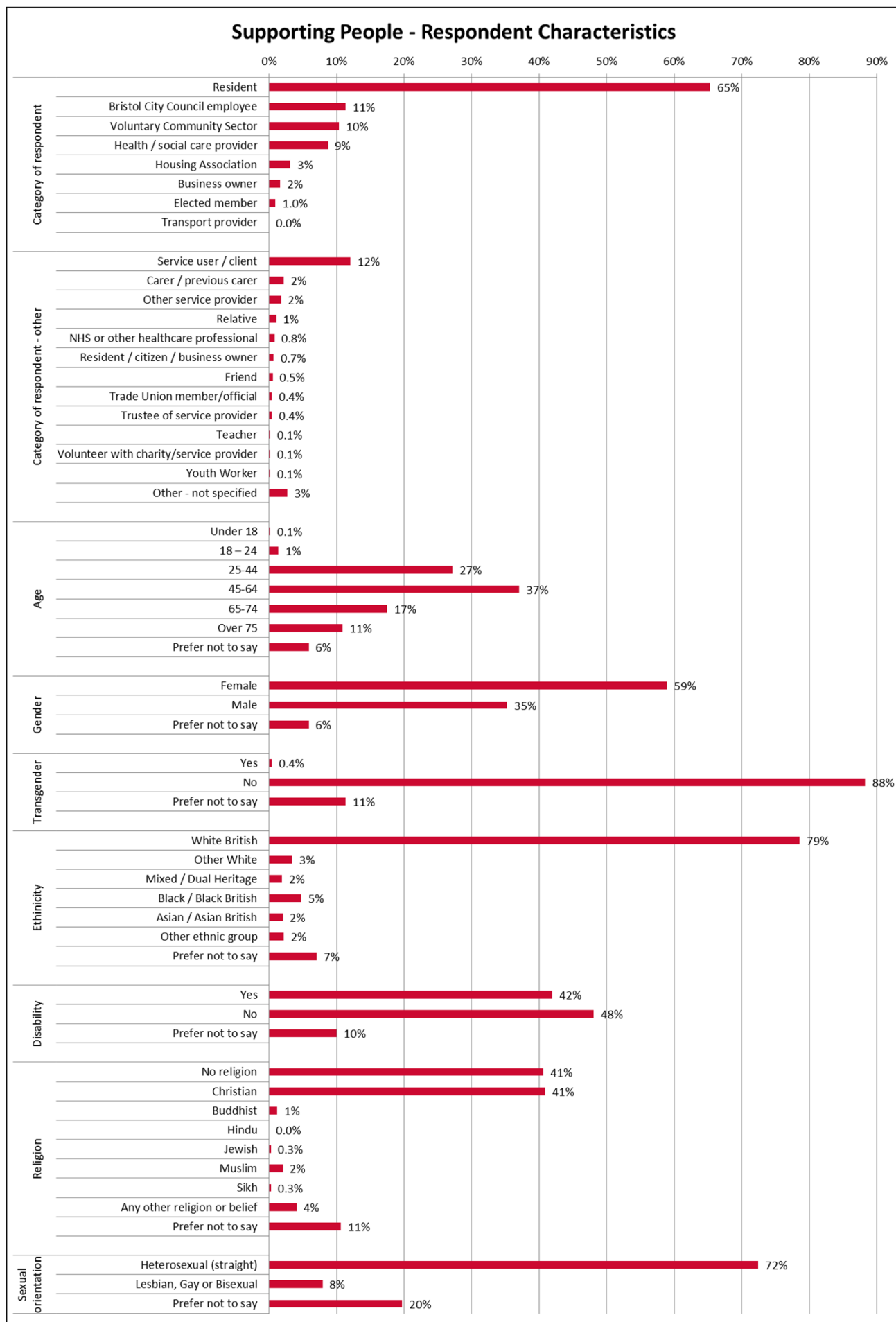
	<b>Respondent characteristic</b>	<b>Number of respondents</b>	<b>% respondents</b>
Category of respondent	Resident	478	65%
	Bristol City Council employee	83	11%
	Voluntary Community Sector	76	10%
	Health / social care provider	64	9%
	Housing Association	23	3%
	Business owner	12	2%
	Elected member	7	1%
	Transport provider	0	0%
Category of respondent - other	Service user / client	88	12%
	Carer / previous carer	16	2%
	Other service provider	13	2%
	Relative	8	1%
	NHS or other healthcare professional	6	1%
	Resident / citizen / business owner	5	1%
	Friend	4	1%
	Trade Union member/official	3	<0.5%
	Trustee of service provider	3	<0.5%
	Teacher	1	<0.5%
	Volunteer with charity/service provider	1	<0.5%
	Youth Worker	1	<0.5%
	Other - not specified	20	3%

<sup>4</sup> Data on disability rates in the Bristol population are based on people who identified in the 2011 Census that their day-to-day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months.



	<b>Respondent characteristic</b>	<b>Number of respondents</b>	<b>% respondents</b>
Age	Under 18	1	0%
	18 – 24	10	1%
	25-44	199	27%
	45-64	271	37%
	65-74	128	17%
	Over 75	80	11%
	Prefer not to say	43	6%
Gender	Female	431	59%
	Male	258	35%
	Prefer not to say	43	6%
Transgender	Yes	3	0%
	No	646	88%
	Prefer not to say	83	11%
Ethnicity	White British	575	79%
	Other White	25	3%
	Mixed / Dual Heritage	14	2%
	Black / Black British	35	5%
	Asian / Asian British	15	2%
	Other ethnic group	16	2%
	Prefer not to say	52	7%
Disability	Yes	307	42%
	No	352	48%
	Prefer not to say	73	10%
Religion	No religion	297	41%
	Christian	299	41%
	Buddhist	9	1%
	Hindu	0	0%
	Jewish	2	0%
	Muslim	15	2%
	Sikh	2	0%
	Any other religion or belief	30	4%
	Prefer not to say	78	11%
Sexual orientation	Heterosexual (straight)	530	72%
	Lesbian, Gay or Bisexual	58	8%
	Prefer not to say	144	20%

**Figure 2: Characteristics of respondents**



### 3.4 Respondents' use of Supporting People services

#### 3.4.1 Survey question

The survey asked respondents to indicate if they:

- use/live in one of the Supporting People services; or
- care for someone else who uses/lives in one of the Supporting People services; or
- work for one of the Supporting People services; or
- are an 'other stakeholder'.

#### 3.4.2 Service users and carers

Of the 732 respondents to the Supporting People survey, 424 (58%) indicated that they use or live in one or more of the Supporting People services. Of these, 26 (4%) respondents reported that they use more than one service.

82 (11%) respondents stated that they are a carer for someone who uses the services.

The 424 service users and 82 carers include 25 (3%) respondents who stated that they use/live in *and* care for someone who uses/lives in one of the services (section 3.4.5).

Table 4 and Figure 3 show the number of respondents who use each service and the number who support someone else to use each service.

18 (30%) of the 61 Supporting People services had no survey responses from service users. 36 (59%) of the Supporting People services had no survey responses from carers of users. However, feedback was received from providers via meetings and other correspondence.

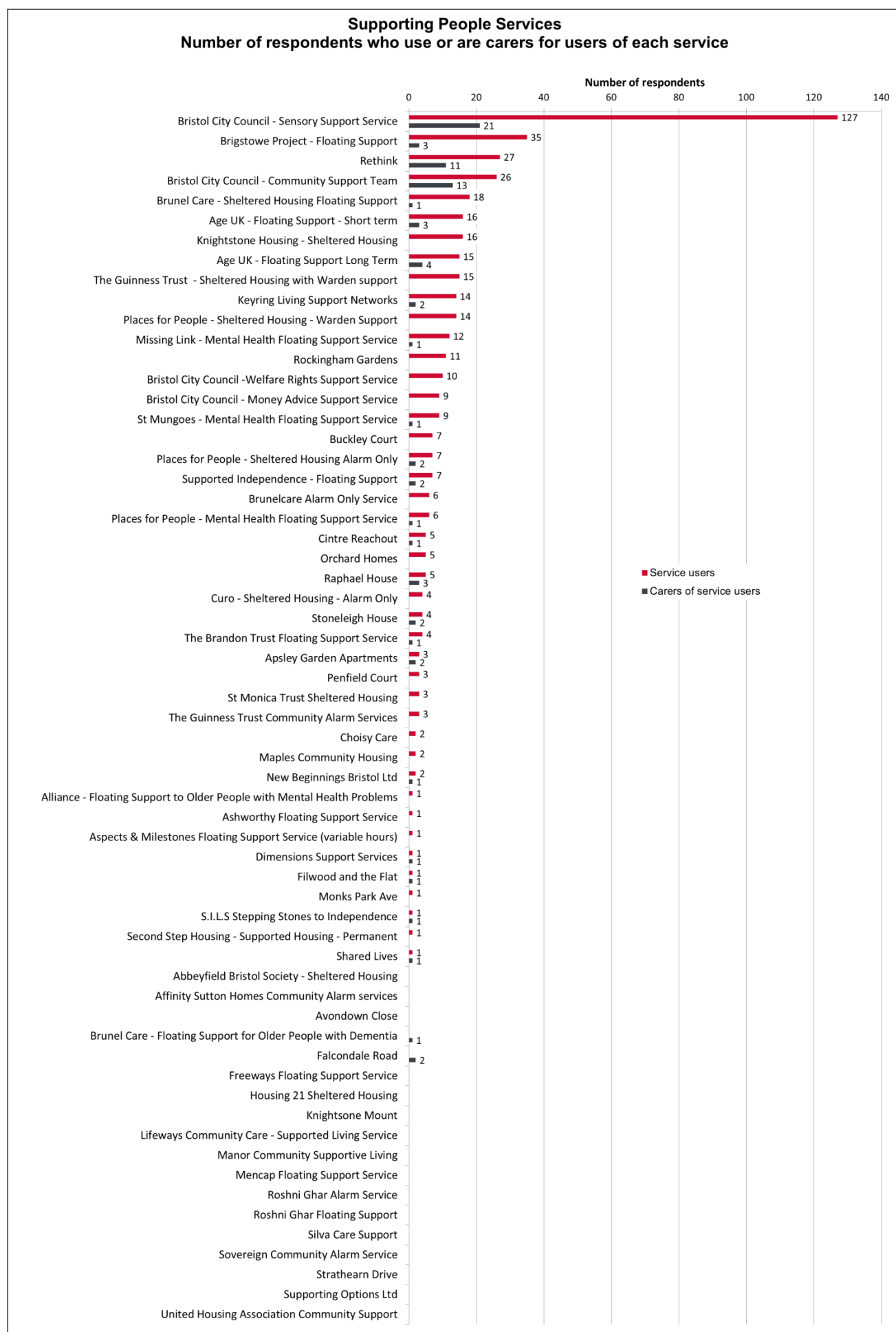
**Table 4: Number of respondents who use or are carers of users of each service**

<b>Service</b>	<b>Number of respondents who use or live in each service</b>	<b>Number of respondents who are carers for service users</b>
Bristol City Council - Sensory Support Service	127	21
Brigstowe Project - Floating Support	35	3
Rethink	27	11
Bristol City Council - Community Support Team	26	13
Brunel Care - Sheltered Housing Floating Support	18	1
Age UK - Floating Support - Short term	16	3
Knightstone Housing - Sheltered Housing	16	0
Age UK - Floating Support Long Term	15	4
The Guinness Trust - Sheltered Housing with Warden support	15	0
Keyring Living Support Networks	14	2
Places for People - Sheltered Housing - Warden Support	14	0
Missing Link - Mental Health Floating Support Service	12	1
Rockingham Gardens	11	0
Bristol City Council -Welfare Rights Support Service	10	0
Bristol City Council - Money Advice Support Service	9	0
St Mungoes - Mental Health Floating Support Service	9	1
Buckley Court	7	0
Places for People - Sheltered Housing Alarm Only	7	2
Supported Independence - Floating Support	7	2
Brunelcare Alarm Only Service	6	0

<b>Service</b>	<b>Number of respondents who use or live in each service</b>	<b>Number of respondents who are carers for service users</b>
Places for People - Mental Health Floating Support Service	6	1
Cintre Reachout	5	1
Orchard Homes	5	0
Raphael House	5	3
Curo - Sheltered Housing - Alarm Only	4	0
Stoneleigh House	4	2
The Brandon Trust Floating Support Service	4	1
Apsley Garden Apartments	3	2
Penfield Court	3	0
St Monica Trust Sheltered Housing	3	0
The Guinness Trust Community Alarm Services	3	0
Choisy Care	2	0
Maples Community Housing	2	0
New Beginnings Bristol Ltd	2	1
Alliance - Floating Support to Older People with Mental Health Problems	1	0
Ashworthy Floating Support Service	1	0
Aspects & Milestones Floating Support Service (variable hours)	1	0
Dimensions Support Services	1	1
Filwood and the Flat	1	1
Monks Park Ave	1	0
S.I.L.S Stepping Stones to Independence	1	1
Second Step Housing - Supported Housing - Permanent	1	0
Shared Lives	1	1
Abbeyfield Bristol Society - Sheltered Housing	0	0
Affinity Sutton Homes Community Alarm services	0	0
Avondown Close	0	0
Brunel Care - Floating Support for Older People with Dementia	0	1
Falcondale Road	0	2
Freeways Floating Support Service	0	0
Housing 21 Sheltered Housing	0	0
Knightsone Mount	0	0
Lifeways Community Care - Supported Living Service	0	0
Manor Community Supportive Living	0	0
Mencap Floating Support Service	0	0
Roshni Ghar Alarm Service	0	0
Roshni Ghar Floating Support	0	0
Silva Care Support	0	0
Sovereign Community Alarm Service	0	0
Strathearn Drive	0	0
Supporting Options Ltd	0	0
United Housing Association Community Support	0	0
<b>Total</b>	<b>461*</b>	<b>82</b>

\* The total (461) exceeds the number of respondents (424) because 26 respondents use more than one service.

**Figure 3: Number of respondents who use or are carers of users of each service**

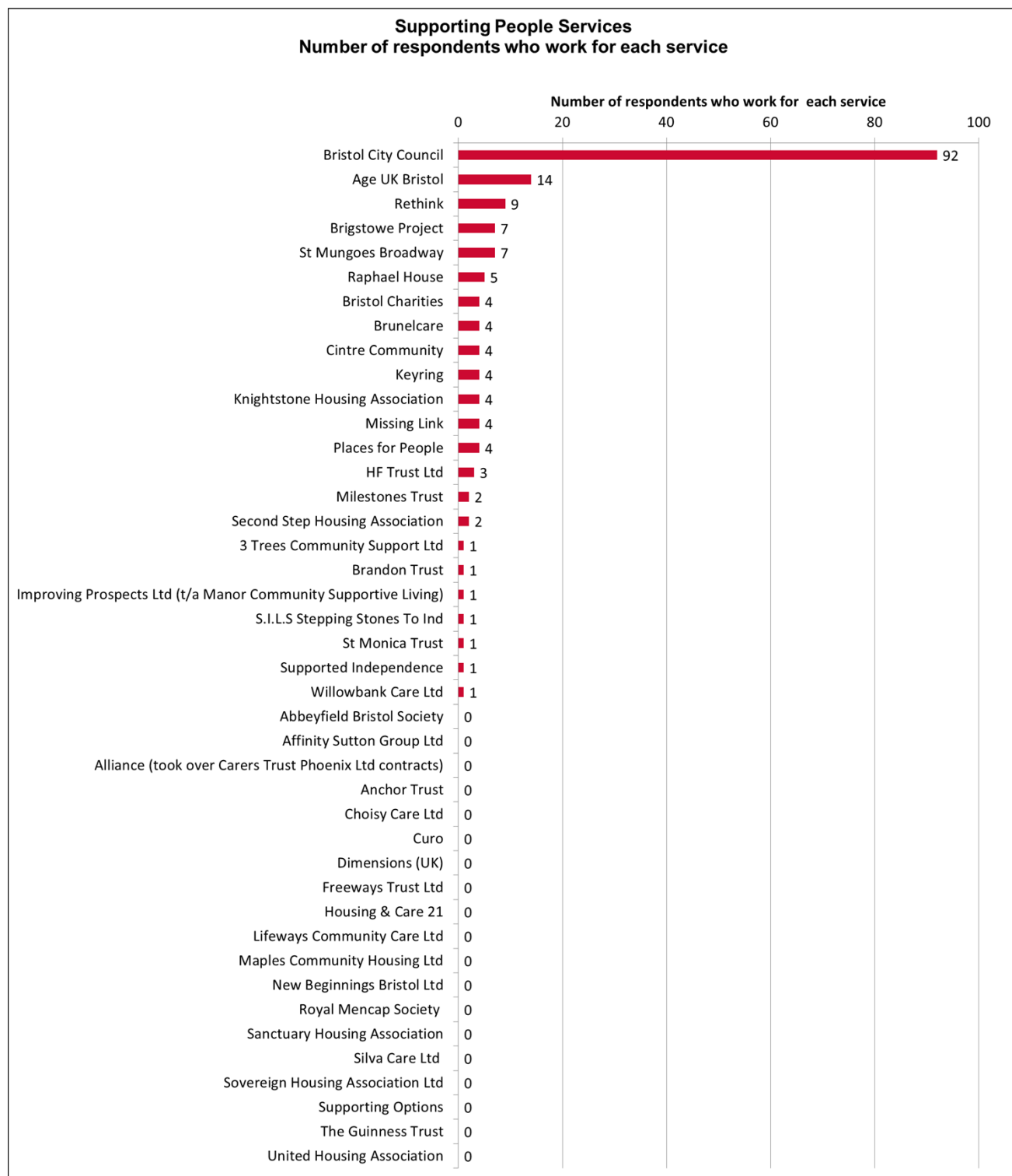


### 3.4.3 Staff who work for the services

Of the 732 respondents to the Supporting People survey , 176 (24%) indicated that they work for one of the Supporting People service providers. The numbers of these staff for each provider is shown in Figure 4 and Table 5.

19 (45%) of the 42 Supporting People service providers had no surveys responses from staff. However, feedback was received from providers at meetings and in other correspondence

**Figure 4: Number of respondents who work for each service provider**



**Table 5: Number of respondents who work for each service provider**

<b>Service</b>	<b>Number of respondents who work for each service</b>
Bristol City Council	92
Age UK Bristol	14
Rethink	9
Brigstowe Project	7
St Mungoes Broadway	7
Raphael House	5
Bristol Charities	4
Brunelcare	4
Cintre Community	4
Keyring	4
Knightstone Housing Association	4
Missing Link	4
Places for People	4
HF Trust Ltd	3
Milestones Trust	2
Second Step Housing Association	2
3 Trees Community Support Ltd	1
Brandon Trust	1
Improving Prospects Ltd (t/a Manor Community Supportive Living)	1
S.I.L.S Stepping Stones To Ind	1
St Monica Trust	1
Supported Independence	1
Willowbank Care Ltd	1
Abbeyfield Bristol Society	0
Affinity Sutton Group Ltd	0
Alliance (took over Carers Trust Phoenix Ltd contracts)	0
Anchor Trust	0
Choisy Care Ltd	0
Curo	0
Dimensions (UK)	0
Freeways Trust Ltd	0
Housing & Care 21	0
Lifeways Community Care Ltd	0
Maples Community Housing Ltd	0
New Beginnings Bristol Ltd	0
Royal Mencap Society	0
Sanctuary Housing Association	0
Silva Care Ltd	0
Sovereign Housing Association Ltd	0
Supporting Options	0
The Guinness Trust	0
United Housing Association	0
<b>Total</b>	<b>176</b>

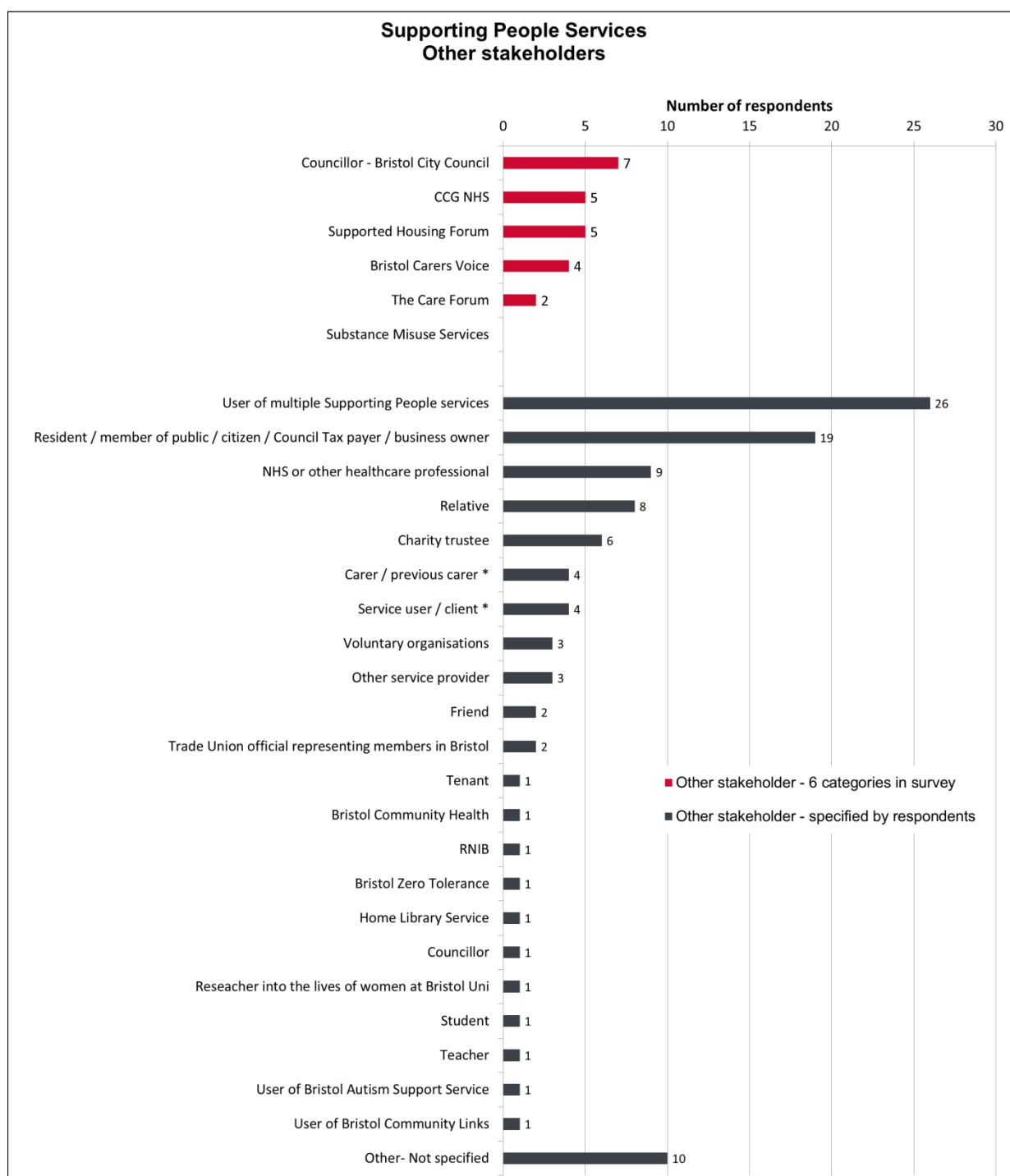
### 3.4.4 Other stakeholders

Of 732 respondents to the Supporting People survey , 23 (3%) identified themselves as 'other stakeholders' from a list of six stakeholder categories provided in the question.

A further 160 (22%) respondents identified themselves as 'other stakeholders' with an 'other' organisation or role. Of these, 97 specified the 'other' organisation they represented or role they held and ten provided no further details. A further 53 restated, or provided specific information about, their role as a service user (20), carer (eight) or someone who works for a Supporting People service (25), having already indicated this in a previous question. For example, three respondents who stated they work for Bristol City Council specified that they are BSL interpreters who work for the Sensory Support Service.

Figure 5 shows the "other stakeholders", excluding the 53 who had defined this in previous questions.

**Figure 5: Other stakeholders**





### 3.4.5 Respondents who have multiple roles with Supporting People services

Of the 732 respondents to the Supporting People survey, 91 (12%) identified that they have multiple roles with Supporting People services, as follows:

- 35 (5%) respondents stated that they **use/live in** one of the services *and* **work for** one of the services;
- 25 (3%) respondents stated that they **use/live in** one of the services *and* are **a carer** for someone who uses/lives in one of the services;
- 7 (1%) respondents stated that they **work for** one of the services *and* are **a carer** for someone who uses/lives in one of the services;
- 24 (3%) respondents stated that they **use/live in and work for** one of the services *and* **are a carer** for someone who uses/lives in one of the services.

### 3.5 Respondents' use of local services affected by other budget savings

The survey asked respondents to indicate if they use, or support someone else who uses, other local services which would be affected by the budget savings proposed in the 'Your Neighbourhood' consultations (if implemented).

Of the 732 respondents who completed the Supporting People survey, 476 (65%) indicated that they used and/or supported someone else to use one or more of the five 'Your Neighbourhood' services. 431 (59%) respondents indicated that they used at least one of the 'Your Neighbourhood' services themselves and 291 (40%) respondents indicated that they use two or more of the services themselves.

Table 6 shows the number of respondents who use each service and the number who support someone else to use each service, with corresponding percentages of the total (732) respondents to the Supporting People survey.

**Table 6: respondents' use of other services affected by 'Your Neighbourhood' consultations**

Service	I use	I support someone else who uses
Bristol Community Links	58 (8%)	75 (10%)
Libraries	324 (44%)	85 (12%)
Public Toilets	327 (45%)	67 (9%)
School Crossing Patrols	59 (8%)	46 (6%)
Neighbourhood Partnerships	83 (11%)	38 (5%)

## 4 Supporting People Proposals – consultation feedback

### 4.1 Supporting People survey results

#### 4.1.1 Criteria for making savings to Supporting People services

The survey presented four criteria which the council identified could help it decide how to make savings to the Supporting People budget. The criteria are shown in Table 7.

**Table 7: Criteria for making savings to Supporting People services**

Criteria	Explanation
How complex the needs are of the people that the service supports	Some of these services support people who otherwise would quickly develop care needs that the council would need to provide for. Other services, whilst providing a preventative service, support people whose needs are at a lower level.
Mayoral Priorities	The Mayor has stated that making sure that there are support services for people with mental health issues is very important.
Where there is a clear specialism in a service that cannot be delivered in another service	An example of this is the Sensory Support Service which has workers qualified to a very high level in British Sign Language. This is a unique language and it is difficult for service users to discuss complex or unusual issues if the person that they are speaking to is not fluent in their language.
Costs per person using the service	Some services have high unit costs. This means that when you consider the actual cost per person using the service the amount spent is high. In some cases this is justified but we think that people may be able to get what they need in alternative and cheaper ways.

The survey asked respondents to say how important each of four criteria is to them.

Of 732 respondents to the Supporting People survey, 714 (98%) responded to this question, with slightly different numbers providing their views on each criterion.

Two criteria were considered, by a clear margin, to be the most important. These were:

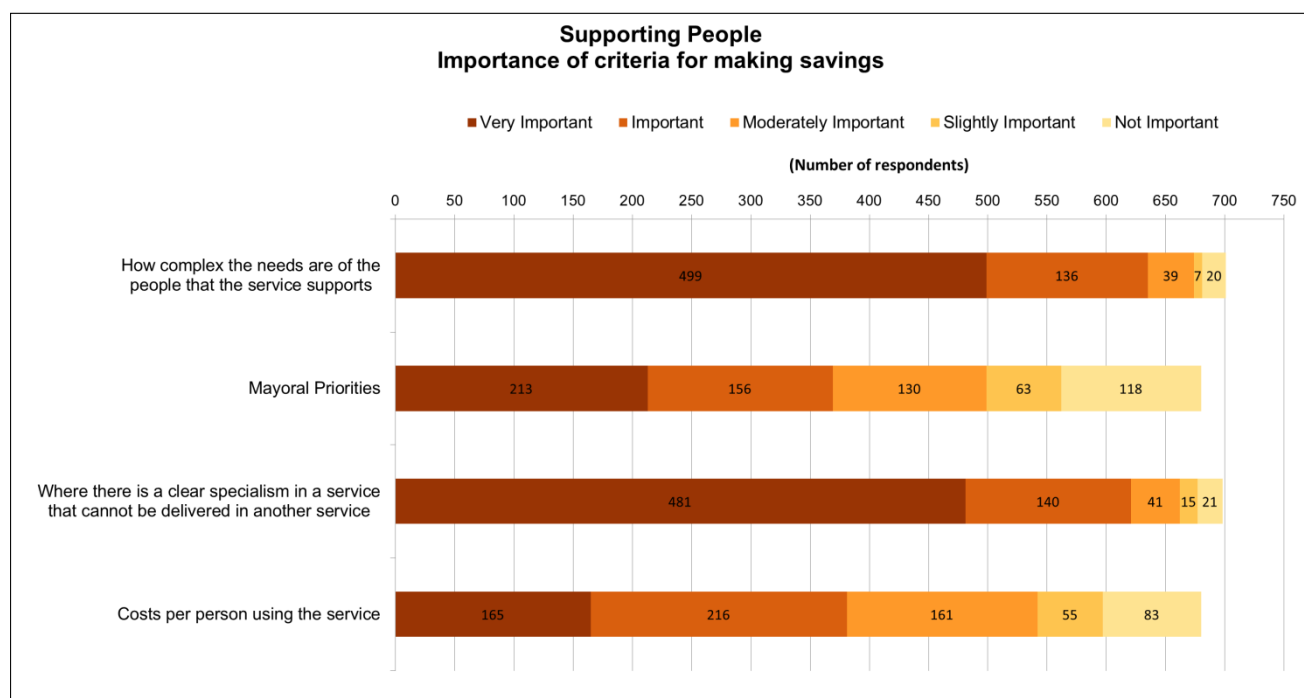
- 'How complex the needs are of the people that the service supports' was viewed as important or very important by 635 (87%) of the respondents.
- 'Where there is a clear specialism in a service that cannot be delivered in another service' was stated as important or very important by 621 (85%) of the respondents.

The other two criteria were thought to be of lower importance, as follows.

- 'Costs per person using the service' was viewed as important or very important by 381 (52%) of the respondents.
- 'Mayoral Priorities' was viewed as important or very important by 369 (50%) of the respondents

Table 8 and Figure 6 present the results for each criterion.

**Figure 6: Importance of each criterion for making savings**



**Table 8: Importance of each criterion for making savings (% of 732 respondents<sup>5</sup>)**

Criterion	Very Important	Important	Moderately Important	Slightly Important	Not Important	Not Answered
How complex the needs are of the people that the service supports	68%	19%	5%	1%	3%	4%
Mayoral Priorities	29%	21%	18%	9%	16%	7%
Where there is a clear specialism in a service that cannot be delivered in another service	66%	19%	6%	2%	3%	5%
Costs per person using the service	23%	30%	22%	8%	11%	7%

<sup>5</sup> Totals may exceed 100% due to rounding

## **Other criteria suggested by respondents**

The survey also asked respondents for any suggested criteria of their own that could be applied across all the services. There were 234 free text responses for this question, which are categorised below<sup>6</sup> and in Figure 7.

### ***Criteria for prioritising Supporting People budgets***

57 (24%) comments stated that the service should prioritise early preventative care to prevent untreated needs escalating and causing higher downstream costs and harm to users.

49 (21%) stated that individual needs/risk assessments are important to prioritise services to people who need them most. Two recurrent sub-themes were that service users should be involved in identifying what help they need and that the needs assessments should be undertaken without delay.

45 (19%) comments requested prioritising services for specific categories of need. Of these:

- 13 (6%) recommended prioritising mental health needs;
- 9 (4%) advocated prioritising specialist support for HIV, stating that the complex needs of people with HIV are often not fully appreciated;
- 6 (3%) recommended prioritising interventions which would prevent homelessness;
- 6 (3%) requested protecting sensory support services;
- 3 (1%) recommended priority for complex needs;
- 3 (1%) would prioritise acute needs;
- 2 (1%) wanted to prioritise services for people with learning difficulties;
- 2 (1%) wanted to prioritise support for older people;
- 2 (1%) advocated prioritising support for families with children.

21 (9%) respondents recommended using the quality of services and the effectiveness of outcomes (rather than cost) as a criterion for prioritising funding services.

14 (6%) comments recommended protecting specialist services where there is no alternative or where there is reducing provision from other agencies.

8 (3%) suggested rationalisation of services run by Bristol City Council and other agencies and/or other services taking over some council services.

8 (3%) respondents commented that there should be equality of access to services.

7 (3%) suggested means testing so that service users who can afford to contribute financially would help to fund services for the people who cannot afford to pay.

5 (2%) stated that services should be targeted to fulfil the council's legal requirements, statutory duties and corporate responsibilities.

2 (1%) commented that the impacts of the budget changes on service providers should be a criterion for where to make the savings;

1 (0.4%) person commented that user demand and waiting lists should inform where funds are prioritised.

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<sup>6</sup> The number of categorised comments is more than the 234 free text responses because some responses included comments in more than one category. Percentages are expressed as percentages of the 234 free text responses about criteria.

### ***Suggestions for ways to make savings/generate income***

Respondents also made 39 (17%) suggestions for ways the council could save money or generate additional income. These included:

- 7 (3%) suggesting that cuts should be made to other projects and services, instead of Supporting People;
- 7 (3%) stating the council should reduce the number of senior managers and/or their salaries and 2 (1%) recommending cutting funds spent on councillors and the three mayors (West of England Mayor, elected Mayor of Bristol and ceremonial mayor);
- 6 (3%) suggested co-locating council and other public sector services;
- 3 (1%) identified ways to reduce waste;
- 2 (1%) suggested a drop-in service for generic advice and web-based advice, rather than separate specialist services;
- 1 (0.4%) suggested greater use of the voluntary sector to deliver services and 1 (0.4%) suggested that the council could deliver services more efficiently than the current contracted out approach.
- There were 10 (4%) other suggestions including more homeworking, cutting all services by one day per week, upskilling staff to provide general advice, risk assessments to minimise litigation costs, helping services to become financially viable social enterprises (without council funding), privatising other public services and selling advertising space on council buildings,

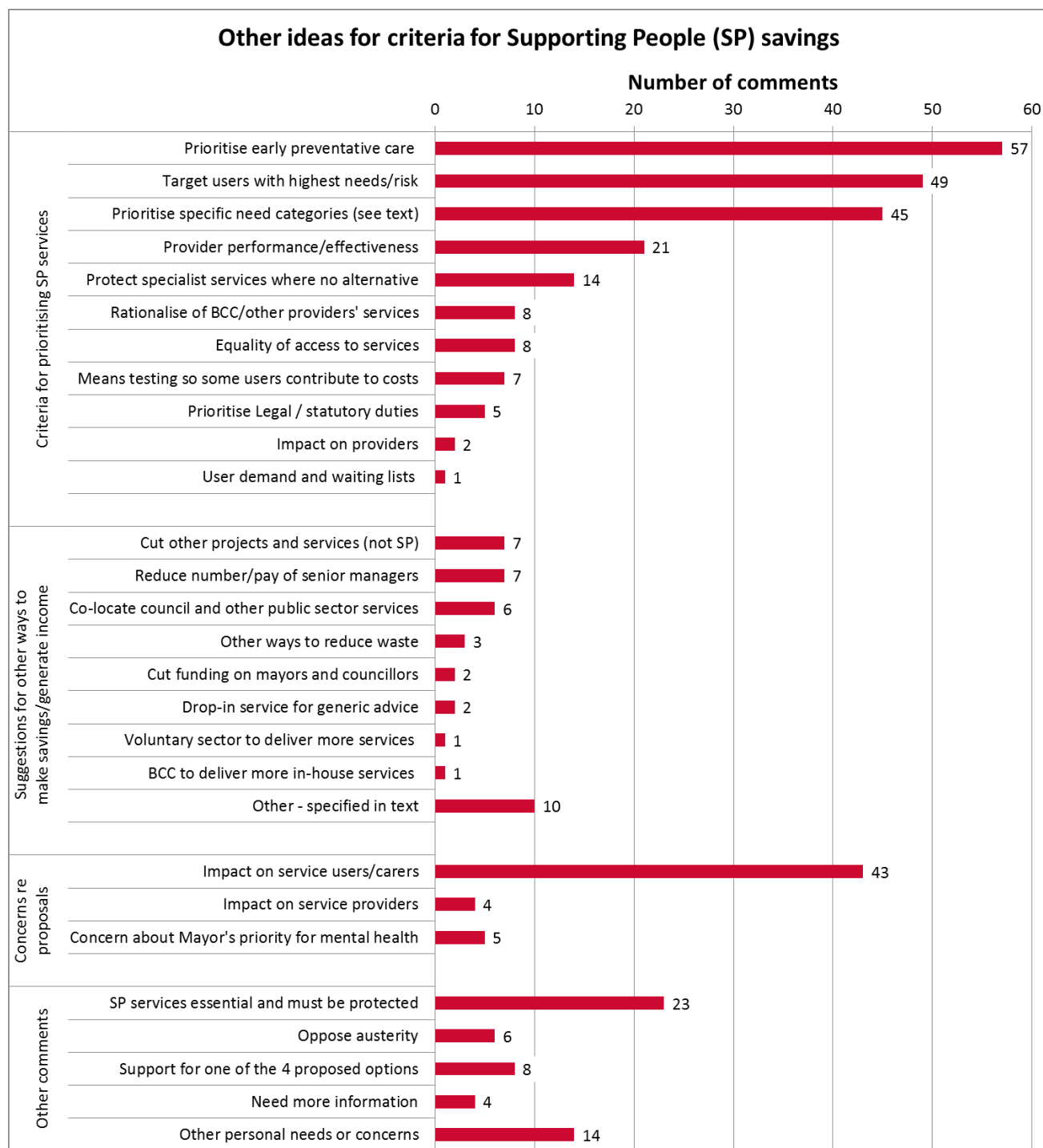
### **Concerns about the proposals**

- 43 (18%) of the comments were concerns about the impact of service reductions on users and/or carers.
- 4 (2%) comments were concerns about the impact of funding reductions on service providers; both those affected directly by reductions to their budgets and providers which are impacted indirectly by the additional demands of users who are displaced from withdrawn or reduced services.
- 5 (2%) comments were concerned that focus on the mayoral priority for mental health provision may lead to greater cuts to other important services.

### **Other comments**

- 23 (10%) of comments stated that Supporting People services are essential and should be protected. 6 (3%) respondents called on the council to oppose central government austerity.
- 8 (3%) respondents stated their support for one or other of the four proposed options (described in section 4.1.2);
- 4 (2%) respondents identified a need for more information.
- There were 14 (6%) other comments which mainly qualified personal needs or concerns about the proposals.

**Figure 7: Other suggestions for criteria and concerns about proposed criteria**



## 4.1.2 Options for making savings

The survey presented four alternative proposed options for how the savings to the Supporting People budget could be achieved. These options are shown in Table 9.

**Table 9: Proposed options for making savings**

No.	Option	Description
A	Reduction of 25% for all services.	All services will need to reduce either the number of people they help, or the level of support they can offer. They will probably have to reduce staff numbers as well.
B	No reductions to Accommodation Based services and some low level Mental Health and Advice support. Reduction of 49% to all Floating Support services.	This will mean there is no reduction to accommodation places and would protect people with high levels of need. But there would be significant reductions in the floating support services on offer.
C	A reduction of no less than 6% across all services and further reductions based on specific criteria.	These criteria include: how complex the needs are of the people that the service supports, mayoral priorities, highly specialist services, cost per service user. This option allows more targeted reductions.
D	Application of criteria to determine the reductions but with a maximum reduction of 51% applied to any service area.	This means that we will apply the same criteria as described in Option C, but ensure that no one service area will have reductions greater than 51%. This will mean some services will need to take a higher level of reduction than in Option C.

The survey asked respondents to rank the four options in order of preference (1, 2, 3, 4) with 1 being most preferred and 4 being least preferred.

Of 732 respondents to the Supporting People survey, 714 (98%) responded to this question, with slightly different numbers providing their views on each option.

Figure 8 and Table 10 show respondents' preference for each of the four proposed options.

The option with the strongest preference was Option C: a reduction of no less than 6% across all services and further reductions based on specific criteria. 48% of respondents ranked this as their most preferred option, with a further 24% as their second preference.

The option with support among fewest respondents was Option B: no reductions to Accommodation Based services; reduction of 49% to all Floating Support services. 8% of respondents ranked this as their most preferred option, with 11% as their second preference.

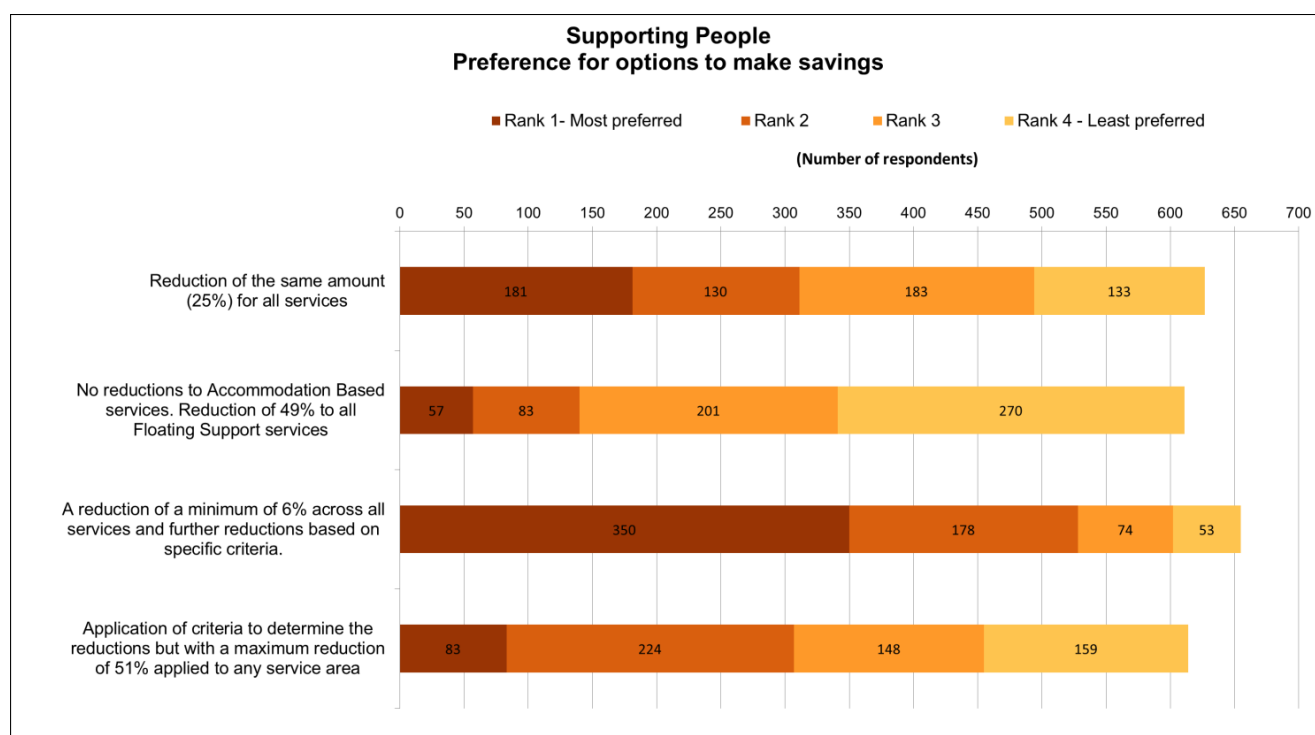
To put the low level of support for Option B in context, it is noted that more responses were received from people who use or work for Floating Support services (Option B would reduce the budget for Floating Support) than from respondents who use or work for Accommodation Based Services. (Option B would maintain Accommodation Based services.)

- 424 respondents stated that they use or live in 461 services. Of the 461 services, 350 (76%) were Floating Support services and 111 (24%) were Accommodation Based.
- Of 82 respondents who care for someone who uses the services, 67% (82%) care for Floating Support users and 15 (18%) care for users of Accommodation Based services.
- Of 176 respondents who work for Supporting People service providers, 57 (32%) work for Floating Support providers, 22 (13%) work for providers of Accommodation Based services, and 97 (55%) work for providers who deliver both Floating Support and Accommodation Based services.



The survey response rate from users of these services differs from the actual proportions of people who use Floating Support and Accommodation Based services - there are currently fewer services users (1,547) of Floating Support services than the 1,785 service users in Accommodation Based services.

**Figure 8: preference for each of the four proposed options for making savings**



**Table 10: preference for each of the four proposed options (% of 732 respondents)**

Option to achieve savings	Rank 1 Most preferred	Rank 2	Rank 3	Rank 4 Least preferred	Not Answered
Reduction of the same amount (25%) for all services	25%	18%	25%	18%	14%
No reductions to Accommodation Based services. Reduction of 49% to all Floating Support services	8%	11%	27%	37%	17%
A reduction of a minimum of 6% across all services and further reductions based on specific criteria	48%	24%	10%	7%	11%
Application of criteria to determine the reductions but with a maximum reduction of 51% applied to any service area	11%	31%	20%	22%	16%



## **Other ideas for how to make savings from the Supporting People budget**

The survey asked respondents if they had any other ideas for how the council could make the savings from the Supporting People budget. There were 233 free text responses for this question (32% of respondents to the survey) which are categorised below<sup>7</sup> and in Figure 9.

### ***Opposition to the proposed savings***

51 (22%) of respondents stated that the council should oppose austerity and not make cuts to Supporting People services.

17 (7%) respondents stated that they thought the proposed savings were a false economy, and that the council should protect the preventative services provided by Supporting People, otherwise there would be escalation of users' unmet needs and displacement of costs to other council and public sector functions.

5 (2%) highlighted their concerns about the impacts of service reductions on users.

### ***Prioritising Supporting People services to achieve savings***

15 (6%) thought that budgets should be targeted to people with the highest need and of these 6 (3%) advocated a needs re-assessment of service users to see if their current support is still appropriate and still required.

11 (5%) asked that remaining funds should protect mental health services, with respondents highlighting that this aligns with government policy and would prevent larger more costly needs developing.

9 (4%) requested that funds should be targeted to specialist services, because there is no alternative. Of these 5 (2%) specifically requested that the Sensory Support service is maintained and 2 (1%) wanted to protect HIV support services.

8 (3%) recommended a commissioning review of all services to understand supply and demand for support and to assess the impact of changes to provision.

7 (3%) advocated linking funding to provider performance and effectiveness of outcomes for users.

4 (2%) stated that they could not prioritise one service over another because all are vital. 10 (4%) stated that they did not have enough information or knowledge to prioritise one service over another and 4 (2%) said they thought that all four proposed savings options were flawed.

2 (1%) respondents recommended reducing funding across all Supporting People services, to minimise the impact on all.

2 (1%) recommended more floating support for housing and savings from reducing long-term residential care.

### ***Ways to reduce costs within the Supporting People service***

18 (8%) respondents recommended improving collaboration between council services and partner organisations to reduce duplication, co-locate and share facilities, coordinate management of provision and resolve wasteful ways of working. It was identified that this would make it easier for users and providers to navigate the services available. 2 (1%) respondents suggested setting up multi agency hubs where users could drop-in for advice and to access services.

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<sup>7</sup> The number of categorised comments is more than the 233 free text responses because some responses included comments in more than one category. Percentages are expressed as percentages of the 233 free text responses about ways to make savings.

14 (6%) suggested ways to reduce staffing costs; 13 of these recommended involving charities and volunteers and one person suggested using people on probation. 2 (1%) stated that volunteers cannot deliver the skilled support roles currently delivered by trained staff.

12 (5%) suggested that service users should pay towards their support if they could afford to.

One person suggested that some services could be delivered more efficiently by council staff, because of access to co-located skills and services, than by out-sourcing the service.

### ***Other ways to reduce costs to avoid reducing Supporting People budgets***

103 (44%) comments suggested other things the council and others should cut to avoid reducing Supporting people budgets. Of these 57 (24%) focussed on pay and overheads and 46 (20%) focussed on reducing spending on other council or national activities.

The 57 comments on reducing pay and overheads included the following.

- 30 (13%) recommended cutting the number and pay levels of management staff in order to preserve frontline staff. 7 (3%) recommended cutting the pay, pensions, expenses and/or number of other staff.
- 11 (5%) advocated reducing the number and salaries of mayors for Bristol, 2 (1%) wanted to cut the number or costs of elected councillors and 2 (1%) wanted a pay cut for central government.
- 5 (2%) suggested reducing the costs of council buildings by moving to cheaper premises, hot-desking and more homeworking.

The 46 suggestions for reducing spending on other activities included the following.

- 22 (9%) recommended reducing spending on transport and public realm projects, including MetroBus, cycling provision and road maintenance.
- 7 (3%) thought there are other unspecified projects that should be cut.
- 4 (2%) wanted to divert funding from the arena.
- The remaining 15 comments suggested cutting funding for festivals (2 comments), art (2 comments), other undefined sources (2 comments) and one comment for each of museums, parks, housing, school crossing patrols, free school meals, people in prison, travellers, free Wi-Fi and defence spending.

### ***Ways to raise funds to avoid reducing Supporting People budgets***

11 (5%) respondents advocated increasing Council Tax to fund Supporting People and 8 (3%) called for increases in central government taxation (in particular those on businesses and high earners) and reducing tax avoidance.

3 (1%) comments suggested the council should sell redundant council properties or use them productively for housing.

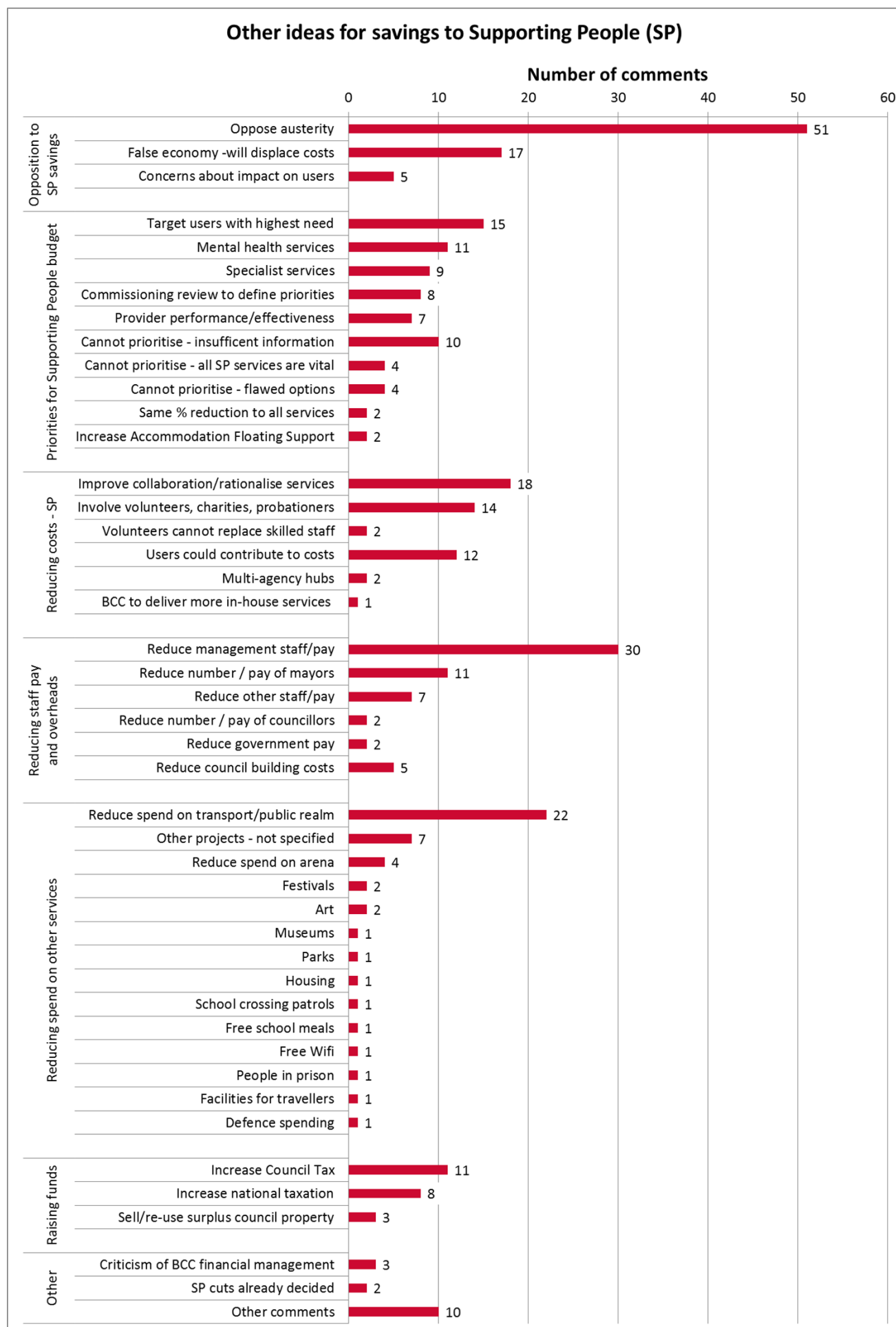
### ***Other comments***

3 (1%) comments criticised the council's financial management.

2 (1%) thought the decision on Supporting People was a fait accompli.

10 (4%) responses provided other comments about specific services or the council's wider activities.

**Figure 9: Other ideas for how to make savings from the Supporting People budget**



### 4.1.3 How communities could support the people affected by Supporting People changes

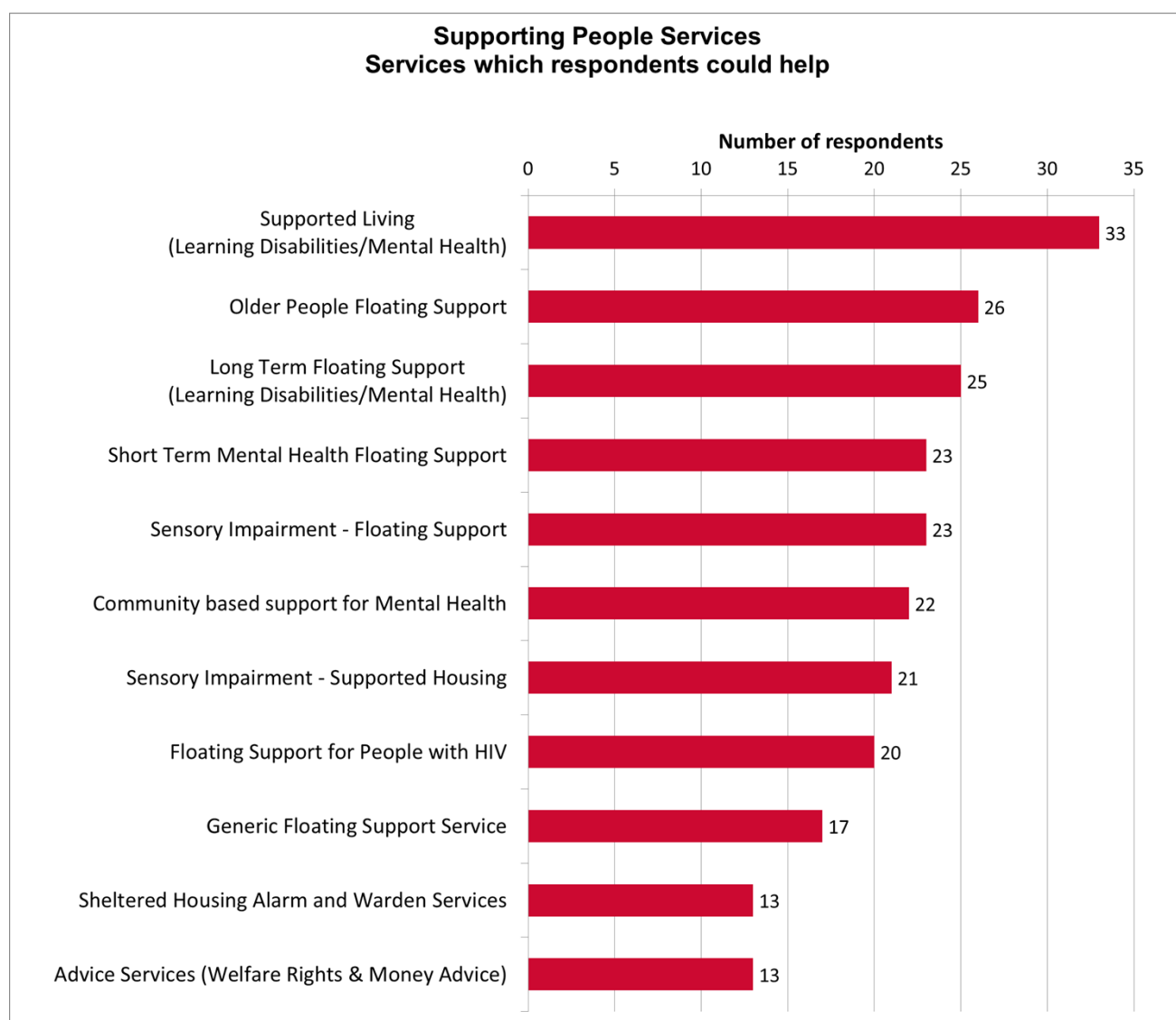
The survey asked respondents if they have skills or networks that could help some of our vulnerable citizens and, if so, which services from a list of 11 they could help.

Of 732 respondents to the survey, 113 (15%) respondents identified that they could help one or more of the 11 services. Of these, 42 indicated that they could help more than one of the services. (Figure 10.)

Of the 113 respondents who identified that they could help:

- 83 use or live in one of the services;
- 19 care for someone who uses the services;
- 34 work for one of the service providers<sup>8</sup>.

**Figure 10: Number of respondents who could help each service**



<sup>8</sup> The sum of services users, carers and providers who say they could help is greater than 113 respondents because 12% of respondents to the Supporting People survey identified that they have multiple roles.

## **Other ideas for how respondents could support people affected by the proposals**

Respondents were asked to describe how they could help. There were 140 free text responses for this question (19% of respondents to the survey) which are categorised below<sup>9</sup> and in Figure 11.

### ***Ability to help***

14 (10%) respondents stated that they could volunteer and gave examples of how, which are listed in the section below. 7 (5%) stated that they already volunteer and might be able to volunteer more.

47 (34%) respondents said that they could not volunteer, of whom:

- 22 (16%) explained they are too old or are disabled, have mental health issues, or need help themselves;
- 12 (9%) do not have spare time, of whom 5 (4%) stated they are carers;
- 11 (8%) did not specify a reason;
- 2 (1%) work for a Supporting People service and, while they might volunteer in other ways, would not do more of their day job as a volunteer.

In addition, 12 (9%) respondents stated already volunteer but could not do more.

### ***How volunteers might help***

There were 43 (31%) comments which suggested how respondents might help. Of these:

- 16 (11%) stated peer mentoring and support;
- 4 (3%) offered to assess people's needs and direct them to help when they need it;
- 4 (3%) suggested ways to support older people;
- 3 (2%) offered to volunteer with Floating Support;
- 3 (2%) addressed fundraising;
- 2 (1%) offered to help with travel needs;
- 2 (1%) service providers suggested they could explore setting up multi service drop-in hubs with other partners;
- There was 1 (1%) comment for each of the following ways respondents could offer help: coordinating existing volunteer groups, offering help to minority communities, providing guidance and sharing information (from a service provider), and recommending Supporting People services to others;
- There was 1 (1%) comment suggesting each of the following actions that *other organisations* could do to help service users: BCC to offer community learning courses, faith groups to contribute more to helping the most vulnerable in society, unspecified organisations to provide careers groups, music therapy, writing groups and art groups.

### ***Principle of volunteering***

18 (13%) of responses stated the nature of Supporting People services required skilled professionals, not volunteers, to deliver them.

There were 13 (9%) responses from providers who highlighted that they already provide the services that are needed as a funded service. Of these, 3 (2%) stated that they could do more if funded.

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<sup>9</sup> The number of categorised comments is more than the 140 free text responses because some responses included comments in more than one category. Percentages are expressed as percentages of the 140 free text responses about ways to help.

6 (4%) stated that it is a council or other public sector duty to provide the services.

A further 2 (1%) expressed other scepticism at the proposals to use volunteers more.

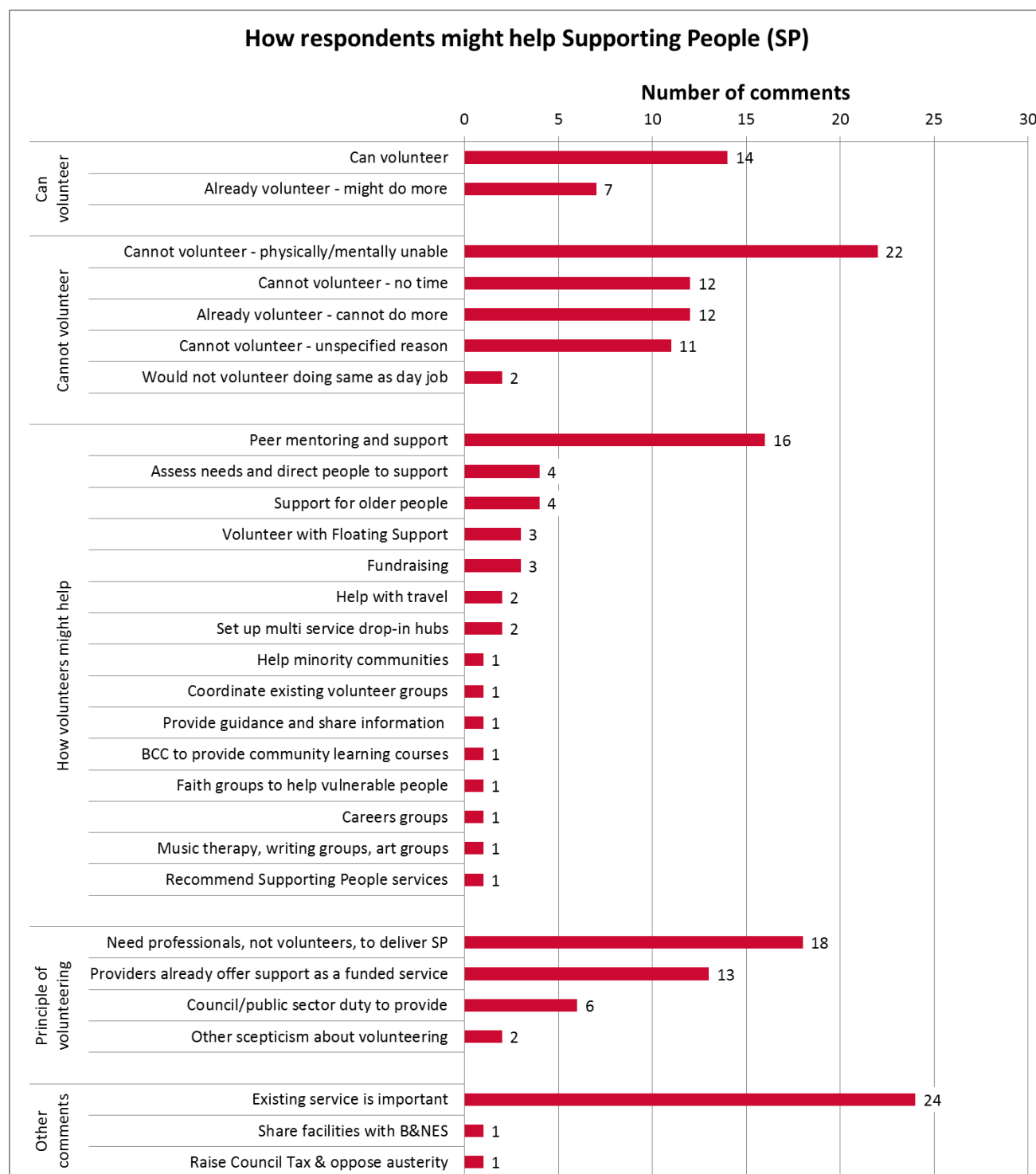
### Other comments

24 (17%) comments reiterated the importance of the existing support they provide or receive and/or worried about the impact on users of the proposed reductions in Supporting People services.

1 (1%) said Bristol should share facilities with Bath and North East Somerset (B&NES).

1 (1%) advocated raising Council Tax and taking a stand against austerity.

**Figure 11: How respondents say they could help with Supporting People services**



#### 4.1.4 Other specific comments about services and providers

The survey invited free text comments about individual services or providers. 412 free text responses were received from the 732 respondents to the Supporting People survey. The comments are categorised below<sup>10</sup>.

378 (92%) of the responses were positive about providers or services, of which 306 commented on specific providers, 67 commented on services and 5 were positive about undefined providers/services. The number of positive comments about each provider and service is shown in Table 11 and Figure 12.

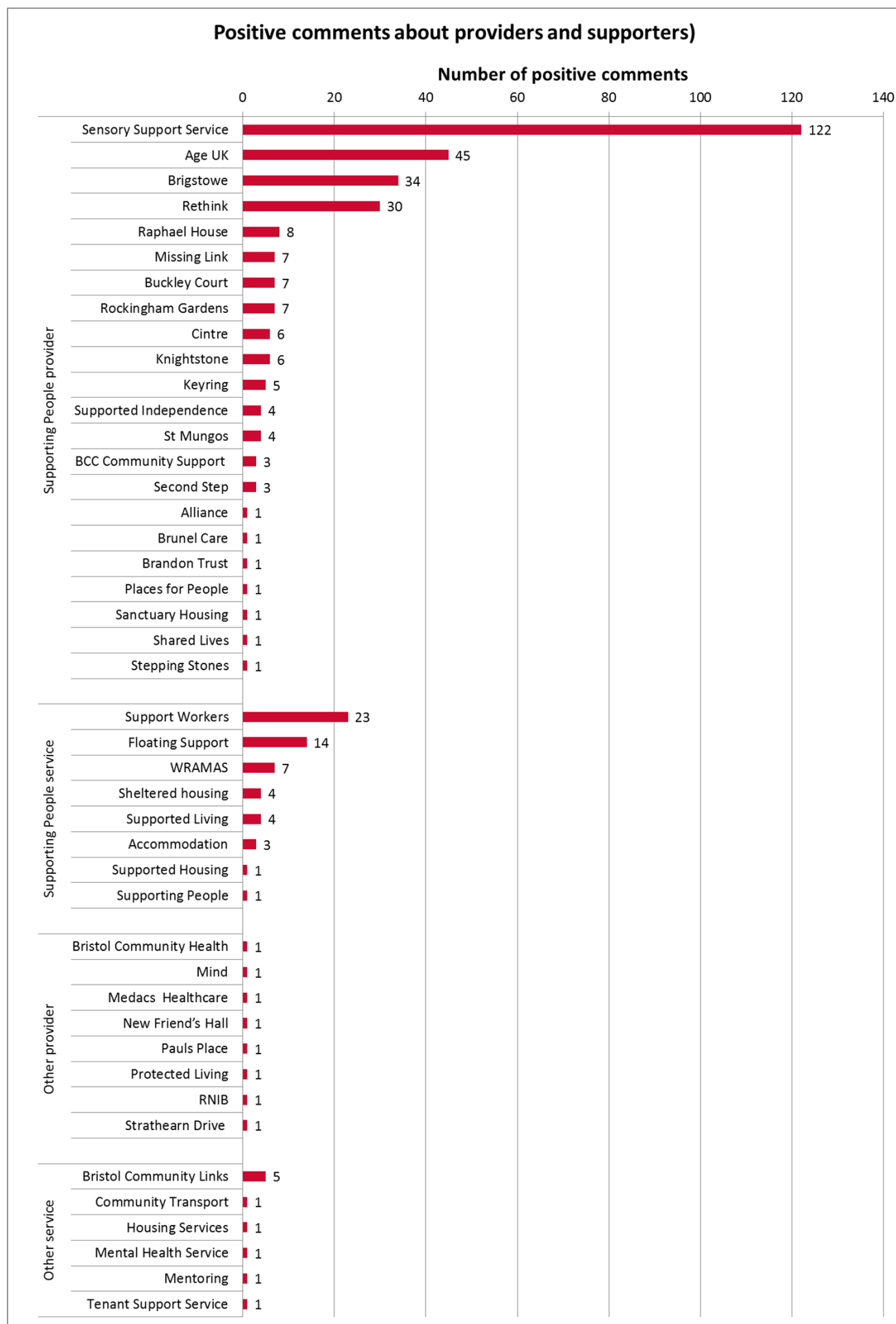
**Table 11 Number of positive comments about providers and services**

<b>Supporting People provider</b>	<b>Number (%) of positive comments</b>	<b>Other provider</b>	<b>Number (%) of positive comments</b>
Sensory Support Service	122 (30%)	Bristol Community Health	1 (0.2%)
Age UK	45 (11%)	Mind	1 (0.2%)
Brigstowe	34 (8%)	Medacs Healthcare	1 (0.2%)
Rethink	30 (7%)	New Friend's Hall	1 (0.2%)
Raphael House	8 (2%)	Pauls Place	1 (0.2%)
Missing Link	7 (2%)	Protected Living	1 (0.2%)
Buckley Court	7 (2%)	RNIB	1 (0.2%)
Rockingham Gardens	7 (2%)	Strathearn Drive	1 (0.2%)
Cintre	6 (1%)		
Knightstone	6 (1%)		
Keyring	5 (1%)		
Supported Independence	4 (1%)		
St Mungos	4 (1%)		
BCC Community Support	3 (1%)		
Second Step	3 (1%)		
Alliance	1 (0.2%)		
Brunel Care	1 (0.2%)		
Brandon Trust	1 (0.2%)		
Places for People	1 (0.2%)		
Sanctuary Housing	1 (0.2%)		
Shared Lives	1 (0.2%)		
Stepping Stones	1 (0.2%)		
<b>Supporting People service</b>		<b>Other service</b>	
Support Workers	23 (6%)	Bristol Community Links	5 (1%)
Floating Support	14 (3%)	Community Transport	1 (0.2%)
WRAMAS	7 (2%)	Housing Services	1 (0.2%)
Sheltered housing	4 (1%)	Mental Health Service	1 (0.2%)
Supported Living	4 (1%)	Mentoring	1 (0.2%)
Accommodation	3 (1%)	Tenant Support Service	1 (0.2%)
Supported Housing	1 (0.2%)		
Supporting People	1 (0.2%)	Unspecified provider/service	5 (1%)

<sup>10</sup> There are more than 412 comments because some responses included comments on several issues. Percentages are expressed as percentages of the 412 free text responses



**Figure 12: Number of positive comments about providers and services**





12 (3%) of the responses were negative about services (7 comments) or providers (5 comments). Table 12 shows the numbers for each provider/service.

**Table 12: Number of negative comments about providers and services**

<b>Supporting People Provider</b>	<b>Number (%) of negative comments</b>	<b>Other Service</b>	<b>Number (%) of negative comments</b>
Curo	1 (0.2%)	Mental health services	2 (0.5%)
Terrence Higgins Trust	1 (0.2%)	Elderly care services	2 (0.5%)
Brunel Care	1 (0.2%)	Interface between BCC and NHS	1 (0.2%)
Missing Link Floating Support*	1 (0.2%)	NHS Mental Health services	1 (0.2%)
Guinness Trust Sheltered Housing	1 (0.2%)	Unspecified service	1 (0.2%)

\* The comment about Missing Links stated that the service was helpful but was only available for six months and there was no longer term support available.

There were 50 (12%) other comments as follows:

- 19 (5%) commented that there should not be cuts to Supporting People services;
- 9 (2%) expressed concern about the impact of service changes on users;
- 3 (1%) recommended needs assessments of individuals to identify if support could be reduced;
- 2 (0.5%) stated that services were better when run directly by the council.
- 2 (0.5%) were about the negative impact of closing area Customer Service Points in April 2017
- 10 (2%) made other comments relating to specific details of services, how people should be assessed and coordination of Supporting People support and services run by other agencies.
- 5 (1%) commented on other council activities unrelated to Supporting People.

## **4.2 Comments about Supporting People services at the public meetings**

### **4.2.1 Q&A discussion**

Of the 214 questions and comments submitted for the eight public events, 16 (7%) related to the proposals for Supporting People. These covered the following issues:

- 7 submissions asked what the impact would be on staff and the service users.
- 2 asked whether working with partners could provide a solution.
- 2 asked whether access needs had been considered.
- 3 offered solutions about how the services could be saved, including referring to other countries and local authorities to find out how they run their services sustainably.
- 2 had questions about how the proposals would affect sheltered housing in the city.

## 4.2.2 Roundtable discussions

There were a total of 48 comments on Supporting People from the roundtable sessions across all of the eight public events.

- 17 (35%) comments were concerned about the long-term impacts of the cuts.
- 9 (19%) comments were about issues the participants had with the consultation.
- 6 (13%) comments were proposals for other ways of funding/saving the money and providing support.
- 5 (10%) comments were queries for people working in the Supporting People service.
- 4 (8%) comments were specifics about service delivery.
- 4 (8%) comments detailed service provider issues.
- 1 (2%) comment said that the service users would not necessarily be able to work.

## 4.2.3 Suggestions boxes

One suggestion/ comment was submitted which relates to Supporting People.

Event	Suggestion
Vassal Centre 11/07/2017	Add on £5 per year to council tax which is ring fenced for Supporting People.

## 4.3 Service-specific feedback received at service-led meetings and by letter and email

Tables 13 to 23 summarise the feedback about specific Supporting People services which was received at service-led meetings and in letters and emails. (This is additional to the feedback on Supporting People services received at the eight public events.)

**Table 13: Service-specific feedback - Advice Services (WRAMAS)**

Type of service	Number of service users at any one time
Advice Services, Welfare Rights and Money Advice Service (WRAMAS) (1 provider; 2 contracts)	134
<b>Provider :</b> <ul style="list-style-type: none"> <li>Bristol City Council – Welfare Rights and Money Advice services</li> </ul>	
<b>Feedback received via:</b> <ul style="list-style-type: none"> <li>1 x provider meeting</li> </ul>	
<b>Current provision – the way the service is provided</b> These are advice services provided by the Welfare Rights and Money Advice Service (WRAMAS), a service run by the council. They provide training, telephone support and information for support workers. They also take referrals for complex welfare benefits or debt cases and provide casework support for vulnerable people, particularly disabled people and full-time carers. The service supports people to maximise their income.	
<b>Consultation findings</b> A provider highlighted that it provides specialist support for highly complex cases and training to other agencies to improve the quality of advice given and case handling.  The provider stated that WRAMAS, directly and indirectly, plays a key role in ensuring that vulnerable households are receiving the benefits they are entitled to, thereby helping to combat poverty, including child poverty. The provider said that the supported families are then less likely to request/require social care and/or additional health care, and are far less likely to face homelessness and the generally costly and negative effects of homelessness.  The provider stated that cuts to WRAMAS' budgets are likely to result in: <ul style="list-style-type: none"> <li>an increase in household and child poverty for Bristol's lowest income and vulnerable citizens;</li> <li>greater demand for child and adult care services (inadequate income means that meeting physical and mental health needs, as well as good parenting and household emotional and wellbeing needs, are challenged);</li> <li>increased homelessness and thus higher expenditure for Housing Options, Children's and Families and Adult Social Care budgets in terms of officer involvement, the high costs of temporary and residential accommodation and the financial and other costs of securing appropriate affordable housing i.e. homelessness prevention;</li> <li>greater demand for services from other BCC and partner agency's services.</li> </ul>	

**Table 14: Service-specific feedback - Supported Living**

Type of service	Number of service users at any one time
Supported Living – Learning Difficulties (LD) and Mental Health (MH) (19 providers, 20 contracts)	340
<b>Providers:</b> <ul style="list-style-type: none"> <li>• 3 Trees Community Support Ltd</li> <li>• Brandon Trust</li> <li>• Bristol City Council</li> <li>• Choisy Care Ltd</li> <li>• Dimensions (UK)</li> <li>• Freeways Trust Ltd</li> <li>• HF Trust Ltd</li> <li>• Improving Prospects Ltd (t/a Manor Community Supportive Living)</li> <li>• Knightstone Housing Association</li> <li>• Lifeways Community Care Ltd</li> <li>• Maples Community Housing Ltd</li> <li>• Milestones Trust</li> <li>• New Beginnings Bristol Ltd</li> <li>• Raphael House</li> <li>• Royal Mencap Society</li> <li>• Sanctuary Housing Association</li> <li>• Second Step Housing Association</li> <li>• Silva Care Ltd</li> <li>• Willowbank Care Ltd</li> </ul>	
<b>Feedback received via:</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting <ul style="list-style-type: none"> <li>○ Attendees: <ul style="list-style-type: none"> <li>▪ Brandon Trust</li> <li>▪ Bristol City Council</li> <li>▪ Freeways Trust Ltd</li> <li>▪ Improving Prospects Ltd (t/a Manor Community Supportive Living)</li> <li>▪ Knightstone Housing Association</li> <li>▪ Maples Community Housing Ltd</li> <li>▪ Milestones Trust</li> <li>▪ Royal Mencap Society</li> <li>▪ Silva Care Ltd</li> </ul> </li> </ul> </li> <li>• 1 x individual provider meeting (Sanctuary Housing)</li> <li>• 1 x combined submission from Bristol Supported Housing Forum</li> <li>• 1 x item of correspondence from service user</li> </ul>	
<b>Current provision – the way the service is provided</b> <p>This service provides places to live with support available where they live for people with learning difficulties and for people with mental health needs. Most of the people who use these services have been living in their supported living homes for a long time. It is likely that most of the people living in this type of accommodation would have eligible care needs if they were assessed now.</p>	

### Consultation findings

- Service user highlighted that removal of services in supported living would make independent living unsafe and so lead to a costly care package.
- Comment about links between Supporting People (SP) and Community Support Services (CSS) core support. Service providers need to know what is going on with CSS core support to inform the SP work.
- Capacity of teams in the council has had an impact on the dialogue that happens - provider forums and partnership board has broken down.
- Siloed commissioning - does not help with creativity

**Table 15: Service-specific feedback - Long term Floating Support**

Type of service	Number of service users at any one time
Long term Floating Support (Learning Difficulties (LD) and Mental Health (MH)) (5 providers, 5 contracts)	72
<b>Providers:</b> <ul style="list-style-type: none"> <li>• Brandon Trust</li> <li>• Cintre Community</li> <li>• Keyring</li> <li>• S.I.L.S Stepping Stones To Ind</li> <li>• Supported Independence</li> </ul>	
<b>Feedback received via :</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting                             <ul style="list-style-type: none"> <li>○ Attendees:                                     <ul style="list-style-type: none"> <li>▪ Brandon Trust</li> <li>▪ Cintre Community</li> <li>▪ Keyring</li> <li>▪ Supported Independence</li> </ul> </li> </ul> </li> <li>• 2 x service users meetings (Keyring and Cintre)</li> </ul>	
<b>Current provision – the way the service is provided</b> This service helps people with mental health needs and/or learning disabilities to remain independent. This includes maintaining housing, support to manage physical and mental health, advice regarding welfare benefits, support with budgeting, managing debts and paying bills and help to access other services	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• Service users all expressed the views that they could not manage their lives if they did not have the few hours of support they receive from their support workers. Most of the service users receive only 1 or 2 hours of support per week. This low level of support prevents them from getting into debt, putting their tenancy at risk, social isolation and mental health problems.</li> <li>• Service users advised: Option B which protects Supported Living over other services seems the least fair. Options C and D cause feelings of uncertainty, as we do not know how each service will be affected.</li> <li>• Service users were asked if they had any ideas of how things could be done differently. The following ideas were raised by 1 or more service user: Look again at the financial eligibility criteria – a means tested approach may be fairer. Some 1 to 1 support could be replaced with drop-ins or hubs</li> </ul>	

**Table 16: Service-specific feedback - Short term Mental Health Floating Support**

Type of service	Number of service users at any one time
Short term Mental Health Floating Support (3 providers, 3 contracts)	260
<b>Providers:</b> <ul style="list-style-type: none"> <li>• Missing Link</li> <li>• Places for People</li> <li>• St Mungoes Broadway</li> </ul>	
<b>Feedback received via :</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting <ul style="list-style-type: none"> <li>○ Attendees: <ul style="list-style-type: none"> <li>▪ Brigstowe Project</li> <li>▪ Bristol City Council</li> <li>▪ Missing Link</li> <li>▪ Places for People</li> <li>▪ St Mungoes Broadway</li> <li>▪ ReTHINK</li> </ul> </li> </ul> </li> <li>• 2 x individual provider meetings (Places for People- 2 Meetings about different aspects of service)</li> <li>• 2 x service user meetings (Missing Link and St Mungoes)</li> <li>• combined response from Floating Support Network</li> <li>• 2 x correspondence from service users</li> <li>• 1 x written response from provider (Places for People)</li> <li>• 4 x case studies (Places for People)</li> </ul>	
<b>Current provision – the way the service is provided</b> <p>This service gives people with mental health issues help for a short time. This can be up to two years. It normally helps people who are having some sort of unexpected problem that means they need help to ensure that they don't lose their home. This includes maintaining housing, support to manage physical and mental health, advice regarding welfare benefits, support with budgeting, managing debts and paying bills and help to access other services.</p>	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• It was suggested subdividing the city in two, with providers commissioned to deliver services in different halves - with less resource it would cut down travel time.</li> <li>• All present at the provider group meeting stated Option B is not viable for this group.</li> <li>• Floating Support has the flexibility to be delivered anywhere in the community, wherever it is most effective. The provider also delivers a wide range of other cost effective interventions, for example, drop-ins and phone or email support.</li> <li>• Floating Support is person centred. Support is tailored to individual assessed needs. Support is decreased as objectives are achieved and skills are increased. Floating Support is dynamic, with no presumption of static, ongoing support. This enables Floating Support to focus on outcomes and successfully promote independence.</li> <li>• Floating Support is typically time limited: limited in duration and number of hours. This enables Floating Support to achieve high throughput and to support high numbers of vulnerable people.</li> <li>• One provider presented evidence demonstrating the percentage of service users without a phone or internet access who only engaged with services on home visits and did not engage with any other services.</li> </ul>	

- The service is founded on prevention and early intervention where possible to enable the customer to remain independent, maintain their tenancies and promote good mental wellbeing. Through engaging with the service customers develop the skills to manage their own Mental Health and live independent lives.
- One service user said they had tried to get help from the service from Brookland Hall - got no support at all from the mental health services.
- Comment that support from the Floating Support team has been vital and kept people alive.
- One service user raised concern about their future. They said that if they didn't get support they would not keep themselves clean and tidy, they would go downhill and their flat would be taken off them.

**Table 17: Service-specific feedback - Physical and sensory impairment supported housing**

Type of service	Number of service users at any one time
Physical and sensory impairment supported housing (1 provider – Bristol City Council , Buckley Court)	8
<b>Feedback received via :</b> <ul style="list-style-type: none"> <li>• 1 x meeting with provider</li> <li>• 1 x meeting with service users</li> <li>• 1 item of correspondence from service user</li> </ul>	
<b>Current provision – the way the service is provided</b> This service is provided directly by the council. The service accommodates eight people who have sensory disabilities. Buckley Court supports people from age 18 upwards. It is for people to be supported for a period of time and then move out and live independently elsewhere. Some people stay here for up to five years.	
<b>Consultation findings</b> Staff and tenants expressed concerns about the loss of services at Buckley Court. Some pointed to the skills learned to become more independent and being able to do more things, get housing and employment in the future – concerned that they might lose them. Below are some quotes:	
<ul style="list-style-type: none"> <li>• 'If Buckley Court were to close or you were to make any cuts then it would affect me and the tenants here; how would we learn new things about access, for example NGT and sign video? They have supported us with so many things, for example, accessing the internet and making our own phone calls through NGT so we can independently phone the gas company, for example. The tenants here need the support of the staff so I think you should not make any cuts.'</li> <li>• 'We need to learn from this service, cooking, gardening, which are important for our independence.'</li> <li>• 'Being able to talk to people, learn, and understand the processes of different things. That really helped me. Next stage now, I think for me to be able to live independently hopefully through social housing and Home Choice register - at moment, keeping eye open, to see an opening for me to have a flat through the council social housing. Because private sector v expensive - can't afford it, my disability in way of finding full time work - here, been able to successfully gain part time work, which I very much enjoy, and it been achieved through Buckley Court helping me and staff helping me prepare'.</li> </ul>	



**Table 18: Service-specific feedback - Sheltered Housing Alarm and Warden services**

Type of service	Number of service users at any one time
Sheltered Housing Alarm and Warden services (13 providers, 20 contracts)	1,593
<b>Providers:</b> <ul style="list-style-type: none"> <li>• Abbeyfield Bristol Society</li> <li>• Affinity Sutton Group Ltd</li> <li>• Anchor Trust</li> <li>• Bristol Charities</li> <li>• Brunelcare</li> <li>• Curo</li> <li>• Housing &amp; Care 21</li> <li>• Knightstone Housing Association</li> <li>• Places for People</li> <li>• Sovereign Housing Association Ltd</li> <li>• St Monica Trust</li> <li>• The Guinness Trust</li> <li>• United Housing Association</li> </ul>	
<b>Feedback received via:</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting <ul style="list-style-type: none"> <li>○ Attendees : <ul style="list-style-type: none"> <li>▪ Bristol Charities</li> <li>▪ Brunelcare</li> <li>▪ Curo</li> <li>▪ Knightstone Housing Association</li> <li>▪ Places for People</li> <li>▪ The Guinness Trust</li> <li>▪ United Housing Association</li> </ul> </li> </ul> </li> <li>• 1 x meeting with individual provider ( Knightstone Housing Assoc)</li> <li>• 1 x item of correspondence from service user</li> <li>• 1 x meeting with service users ( Roshni Ghar)</li> </ul>	
<b>Current provision – the way the service is provided</b> <p>This relates to sheltered housing for older people. Sometimes the only thing that is given is an alarm that people can use to get help if something goes wrong. In other places there is also a warden that comes to check that people are ok. This sort of service helps prevent future problems.</p>	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• This group identified Option C &amp; D as best for them. There was concern about the phrase 'complexity of needs'. Most in sheltered housing do not have the most complex needs - but if you miss supporting people earlier on you lose the prevention that is needed with increasing numbers of older people. It will hit hospitals and adult social care soon instead. Would prefer if it also said 'or the potential for future costs if this is taken away'.</li> <li>• Most Providers indicated that they are moving away from 'hard wired' alarms - so in future alarms could be provided on a 'need assessed' basis and also provided at a charge at service users' request.</li> <li>• Providers highlighted that although current older users may not be comfortable with using technology, greater use of SMART technology should be looked at for the future.</li> </ul>	



- Questions were asked about how we sell/explain sheltered housing – how do we get people to understand what sheltered housing is about now? It has modernised and helps people feel safe and well and prevents needing greater levels of care. It was suggested that we might be asking the wrong people at the wrong time – need to have choice for older people. Only 5% of housing available for older people – need to ensure this is kept.

**Table 19: Service-specific feedback - Older people Floating Support**

Type of service	Number of service users at any one time
Older people Floating Support (4 providers, 5 contracts)	156
<b>Providers:</b> <ul style="list-style-type: none"> <li>• Age UK Bristol</li> <li>• Alliance</li> <li>• Brunelcare</li> <li>• United Housing Association</li> </ul>	
<b>Feedback received via :</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting                             <ul style="list-style-type: none"> <li>○ Attendees:                                     <ul style="list-style-type: none"> <li>▪ Age UK Bristol</li> <li>▪ Alliance</li> <li>▪ Brunelcare</li> <li>▪ United Housing Association</li> </ul> </li> </ul> </li> <li>• 2 x case studies from provider</li> </ul>	
<b>Current provision – the way the service is provided</b> These are similar to other floating support services, providing a range of services to support older people to remain independent. This includes maintaining housing, support to manage physical and mental health, advice regarding welfare benefits, support with budgeting, managing debts and paying bills and help to access other services with some specific support also around managing issues related to alcohol.	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• Case studies highlight early intervention and knowledge of services provided by Health &amp; Well Being officers can prevent need for more costly care packages and prevent decline.</li> <li>• Service provider used as a preventative service - if people are not likely to get social care service - helps them stay independent.</li> <li>• 25% all round would be fairest and services would remain rather than disappearing.</li> <li>• Cost per service user - a good indicator but need to take into account throughput.</li> </ul>	

**Table 20: Service-specific feedback - Floating Support for people with HIV**

Type of service	Number of service users at any one time
Floating Support for people with HIV (1 provider – Brigstowe)	24
<b>Feedback received via:</b> <ul style="list-style-type: none"> <li>• 1 x group meeting with providers ( provider included in a group meeting for Floating Support)</li> <li>• 1 x service user meeting</li> <li>• 16 letters from service users and other stakeholders</li> <li>• 1 case study report from provider</li> <li>• 1 other item of correspondence from provider</li> <li>• 1 x combined response on impacts from Floating Support Network</li> </ul>	
<b>Current provision – the way the service is provided</b> The service provides similar services to other floating support services but specifically for people with HIV. This includes maintaining housing, support to manage physical and mental health, advice regarding welfare benefits, support with budgeting, managing debts and paying bills and help to access other services.	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• Discrimination against HIV status is alive. People have lost homes and been refused treatment as a result. Terence Higgins Trust has lost a lot of funding which compounds the problem.</li> <li>• People living with HIV have told the council that they need a specialist service that understands the condition and how it affects their lives. Most of Brigstowe's clients have had negative experiences of accessing non-specialist services and need a service they can trust. Brigstowe is now delivering HIV Awareness to professionals to increase knowledge &amp; understanding.</li> <li>• Several service users described suffering from depression and mental health problems. Community Mental Health teams are difficult to talk to. Confidentiality is still an issue. They don't seem to have a clue about HIV.</li> <li>• HIV clinic at Southmead just tell users to contact Brigstowe for their mental health support and advice after diagnosis.</li> <li>• One service user said 'coming to Brigstowe keeps me alive'</li> <li>• The council should calculate the cumulative costs for care, homelessness, mental health needs, compliance with medication, new infections if Brigstowe were not here.</li> </ul>	

**Table 21: Service-specific feedback - Physical and Sensory Impairment Floating Support**

Type of service	Number of service users at any one time
Physical and Sensory Impairment Floating Support (1 provider, Bristol City Council, Sensory Support Service )	55
<b>Feedback received via :</b> <ul style="list-style-type: none"> <li>• 1 x Meeting with provider</li> <li>• 1 x Meeting with service users</li> <li>• 10 x items of correspondence from service users ( including 8 video files in British Sign Language)</li> <li>• 1 x conversation with service user documented by service</li> <li>• 1 x Performance and Maximising income report from provider</li> <li>• 1 x Case study</li> </ul>	
<b>Current provision – the way the service is provided</b> <p>This service supports up to 55 people with a sensory impairment and is directly provided by the Council. A lot of the staff in this service speak fluent British Sign Language and some members of staff are deaf themselves. They support people to remain independent and help them with tasks such as filling in complex forms and applications. They also provide support for things such as maintaining housing, support to manage physical and mental health, advice regarding welfare benefits, support with budgeting, managing debts and paying bills and help to access other services.</p>	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• Service and service users highlighted that British Sign Language (BSL) is more than just another language and that fluent speakers are required in order to understand many deaf citizens issues and provide comprehensive explanations to them.</li> <li>• The service highlighted the specific issues of older deaf citizens who often have very poor levels of education and a culture of dependency which has been created for them.</li> <li>• Many standard official letters are very difficult for service users to understand and services very difficult to access due to language barrier and difficulty using phone (with only option of text speak service - which still has limitations around use of written English).</li> <li>• Service users identified critical nature of service and inability to obtain equivalent elsewhere – delays in booking interpreters - lack of funds to book interpreters.</li> </ul>	

**Table 22: Service-specific feedback – Generic Floating Support**

Type of service	Number of service users at any one time
Generic Floating Support (1 x Provider – Bristol City Council Community Support Teams)	280
<b>Feedback received via:</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting</li> <li>• 1 x service user meeting</li> <li>• 1 x combined response from Floating Support Network</li> <li>• 2 x reports ( Impact and Maximising Income ) from provider</li> <li>• 5 x case studies</li> <li>• 1 x other correspondence from provider</li> </ul>	
<b>Current provision – the way the service is provided</b> These are similar to other floating support services, providing a range of services to support people to remain independent. This includes maintaining housing, support to manage physical and mental health, advice regarding welfare benefits, support with budgeting, managing debts and paying bills and help to access other services. They are a service run by the council and are open to all people.	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• Flaws with the workbook - some organisations measured on throughput - some are measured on number of people they see - and some on the hours they do - should be a consistent measure on quality of service.</li> <li>• Example given of service provided:                         <ul style="list-style-type: none"> <li>○ G's illness had impacted on his ability to sustain his own finances, family relationships and home. At the point we assessed G, he had no income of his own as was no longer in work due to illness and had been unable to claim relevant benefits on his own. A team member from the Huntingtons Association, reported to have found G had tried to take a bite out of a frozen pizza as that was all the food he had to eat and was unable to cook it for himself. Income (weekly) at start of support - £0. At end of Floating Support it was £326.65 per week</li> <li>○ We have increased LS's main income by applying for relevant benefits he is entitled to. The application for Severe Disability Premium, once in payment, will mean he will have to make a higher contribution towards his care costs, which helps reduce the burden on the social care budget also.</li> </ul> </li> <li>• In the first seven months of 2017, the Community Support Team supported 124 people to increase their yearly equivalent incomes by a total of £600,838. Over twelve months, this would equate to over £1 million increase in incomes. Each £1 spent on the Community Support Team (CST) achieved around £1.70 increase in income to vulnerable people. The CST supported people to increase 14 different welfare benefits.</li> </ul>	

**Table 23: Service-specific feedback – Community Based support for Mental Health**

Type of service	Number of service users at any one time
Community based support for Mental Health (1 provider – Rethink)	451
<b>Feedback received via :</b> <ul style="list-style-type: none"> <li>• 1 x group provider meeting</li> <li>• 1 x service user meeting</li> <li>• 9 x correspondence from service users</li> <li>• 1 x combined response from Floating Support Network</li> </ul>	
<b>Current provision – the way the service is provided</b> The service provides support to improve mental health in the community. It does this through a variety of different approaches including 1:1 support, community outreach, group work, training, advocacy and carers support.	
<b>Consultation findings</b> <ul style="list-style-type: none"> <li>• The staff have a lot of knowledge and understanding. They help people in recovery and offer a holistic service. If you lose this speciality there will be difficulties.</li> <li>• They are bridging the gap between Primary and Secondary Care, often the first point of interface.</li> <li>• There are no other signposting services for people going through Mental Health. People would spiral out of control if the service was not there.</li> <li>• Highlighted focus on 3 Tier model.</li> <li>• Option B not viable for this group.</li> </ul>	

## 5 Social Action and Volunteering (survey responses)

The survey asked respondents if they are interested in social action and volunteering, and if they would be willing to help out in a range of specified ways.

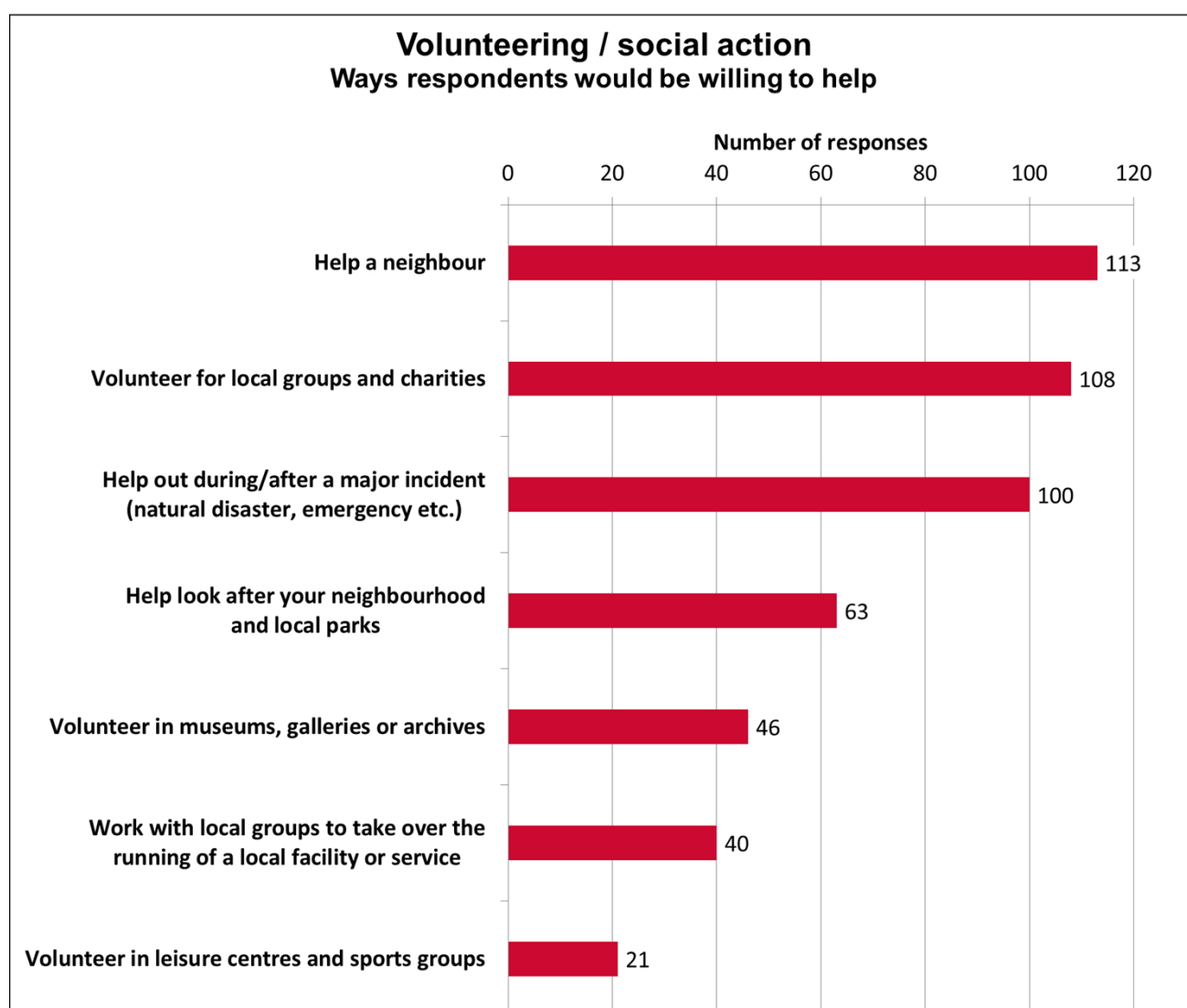
168 (23%) respondents stated that they are interested in volunteering/social action. 564 (77%) are not interested.

213 (29%) respondents suggested how they would be willing to help out with the seven specified activities. (Note: this is more people than the number who said they were interested in volunteering).

Helping a neighbour was the most popular option (with 23% of the options selected). Volunteering for local groups and charities (22%) and helping out during/after a major incident (20%) also received support. Volunteering in leisure centres and sports groups (4%) was the least popular.

Figure 13 shows which tasks people would help with<sup>11</sup>.

**Figure 13: Ways respondents would be willing to help**



<sup>11</sup> The total ways respondents said they could help exceeds the 213 people who completed the question because respondents could select all options that apply.

Respondents were also invited to specify other ways in which they might be willing to volunteer. 71 people (10%) provided a free text response. Of these:

- 45 people gave reasons why they could *not* volunteer (e.g. no time, too old/ ill/ disabled, already volunteer and cannot do more) or reiterated that they did not wish to volunteer;
- 13 respondents indicated that they already volunteer and might do more;
- 11 suggested other ways they might contribute, including fundraising, being a travel buddy, or advocating for services or service users;
- One said they had offered to volunteer, but their offer had not been taken up.
- One respondent used the free text to criticise the proposals.

Table 24 lists ideas for and barriers to volunteering identified in free text responses.

**Table 24: Free text responses about volunteering**

<b>Ways of volunteering</b>	<b>Number of respondents</b>	<b>% of free text responses</b>
I already volunteer (might to do more)	13	18%
Donate/crowdfund/pay more Council Tax	3	4%
Help run community music groups	2	3%
Travel buddy	1	1%
Recommend Sensory Support service	1	1%
Advocate for people living with HIV	1	1%
Help look after pets for people who are in hospital	1	1%
Reiterated 'yes' to volunteering	1	1%
'Other' (not specified)	1	1%
<b>Total</b>	<b>24</b>	<b>34%</b>

<b>Barriers to volunteering</b>	<b>Number of respondents</b>	<b>% of free text responses</b>
I already volunteer (cannot do more)	22	31%
Disabled / unwell / too old	13	18%
No time	5	7%
Reiterated 'no' to volunteering	3	4%
Interested in volunteering but don't know what to do	1	1%
Offered to volunteer for council but not taken up	1	1%
Cannot commit due to moving away	1	1%
<b>Total</b>	<b>46</b>	<b>65%</b>

## 6 How will this report be used?

The consultation results, along with our Equalities Impact Assessment, will be taken into consideration in developing a set of final proposals that will be put to the Mayor and Cabinet to make a final decision, and also by the Mayor and Cabinet when they take those decisions.

The council's decisions on these services will be made at public meetings of Cabinet later in 2017 or early 2018. These dates will be published as part of the Council's forward plan ([www.bristol.gov.uk/forwardplan](http://www.bristol.gov.uk/forwardplan)), which will give 28 days' notice of the meeting at which the decisions will be made, and results will be published through normal procedures for Cabinet decisions.

### How can I keep track?

You can always find the latest consultations online at [www.bristol.gov.uk/consultationhub](http://www.bristol.gov.uk/consultationhub), where you can also sign up to receive automated email notifications about consultations.

All decisions related to the proposals in this consultation will be made publicly at future Cabinet meetings.

You can find forthcoming meetings and their agenda at [democracy.bristol.gov.uk](http://democracy.bristol.gov.uk).

Any decisions made by Cabinet will also be shared at [news.bristol.gov.uk](http://news.bristol.gov.uk), on Twitter @BristolCouncil and with the local news media.