



Bristol City Council

Information, Advice and Guidance Service

Final Consultation Report

September 2018

Introduction

Between 28th June 2018 and 9th August 2018 Bristol City Council has been carrying out a consultation on the draft plan for the re-design of the Information, Advice and Guidance (IAG) Service provision.

Services across Bristol City Council have adopted a three tier model to focus service provision in a much more strategic/systematic way and to support Bristol Citizens to get the right support at the right time. (Although, it is important to note that citizen could access all three levels at once for different issues):

- Tier 1: help to help yourself
- Tier 2: help or a service when you need it.
- Tier 3: help to live your life – more intensive support or services where they are needed most

The IAG Service helps us fulfil our statutory duties in relation to:-

- establishing and maintaining a service that provide people in its area with information and advice relating to care and support for adults and support for carers;
- make provision for a Health and Social Care Information Centre and to provide information relating to health or social care matters;
- provide advisory services for the homeless;
- make available to young persons and relevant young adults for whom it is responsible, information, advice and guidance including careers information;
- provide information, advice and assistance for parents;
- make information available for children and young people who have special educational needs or a disability and their parents and carers.

This document summarises the feedback we received from stakeholders.

Methodology

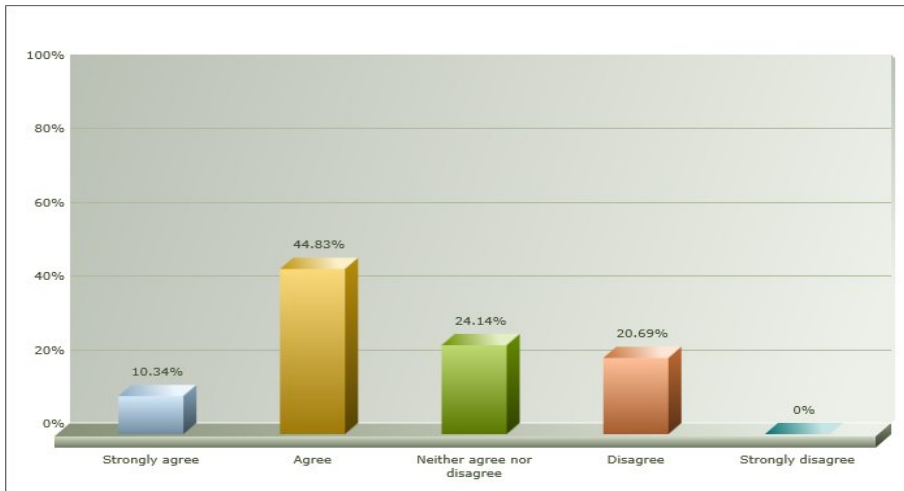
During the six weeks consultation, we invited people to give us their views on the draft plan through the following methods:

- An electronic survey on Consultation Finder
- 6 Consultation events were held of which, 3 were targeted towards market providers, 2 briefing sessions for members and 1 internal event for BCC staff.
- Email to promote the consultation was sent to advice providers, Bristol Impact funded agencies, voluntary and community sector groups, health watch and other interested parties including BCC staff with the link to the electronic survey.

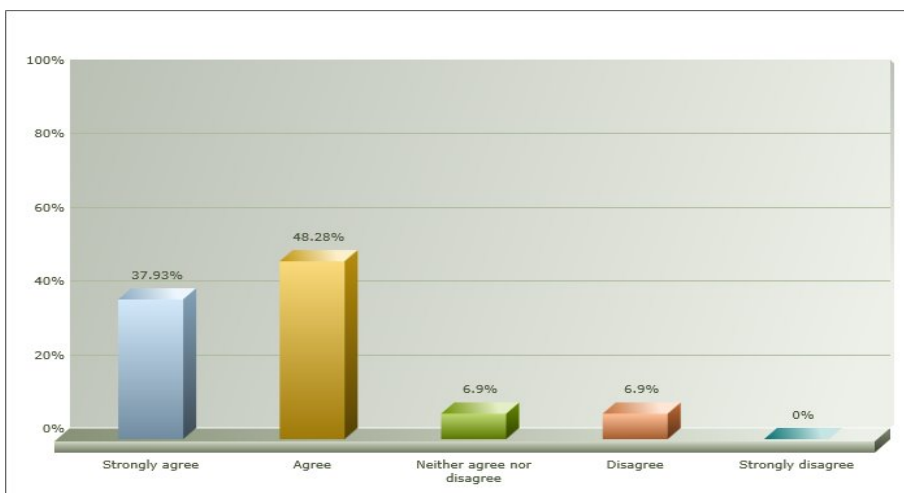
Survey Results

This survey was open from the 28th June 2018 and 9th August 2018. We have received 31 responses. The outcomes of the consultation are as follows:-

Q1 Do you agree with the aims and approaches of our funding plan?



Q2 Do you agree these are the outcomes we should prioritise by the way we use funding?



Overwhelming 86.21% or 25 responders either strongly agree or agree with the outcomes that should be prioritised whilst 6.90 (2 responders) neither agree nor disagree, 6.90% (2 responders) disagree and 2 decided not to respond to this question.

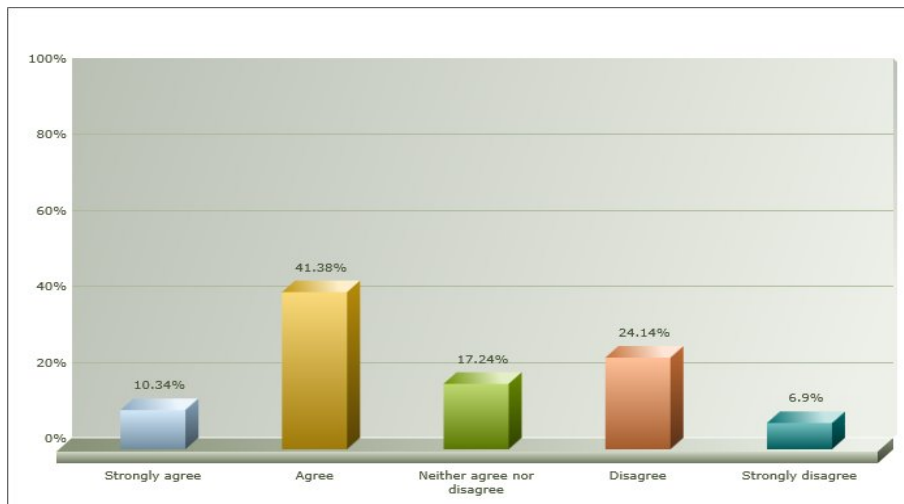
Q3 Do you feel that there are other outcomes we should be prioritising instead? Please state which outcomes and why

Key themes that are beginning to emerge from the consultation are:-

- The exclusion of immigration advice and broader Welfare Rights work ignores some of the key needs in the city
- Supporting the vulnerable to be more included in society
- Universal credit
- Children living on or under the poverty line
- Giving more help to pensioners
- High quality advocacy Choices
- Higher levels of contact within local communities.
- Access needs to be quicker
- Employment for disabled people
- An outcomes framework needs to be agreed, that is aligned with existing outcomes framework
- Support to clients with mental health issues
- Supporting people to maintain/manage owner-occupied accommodation

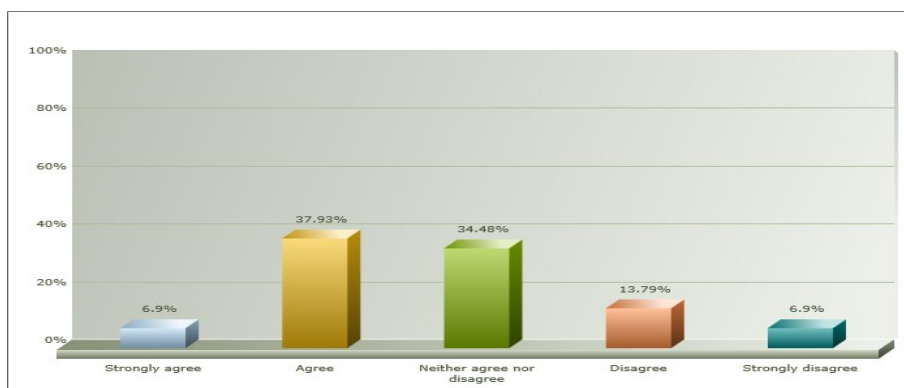
- Outcomes expanded to include health and safeguarding
- Reduce system failure
- Reduce hospital admission
- Increase child wellbeing (especially in regards to immigration)
- Increase outreach provision

Q4 Do you agree model 2 (Coalition or joint or partnership consortium with four separate funding agreements) is the preferred funding model?



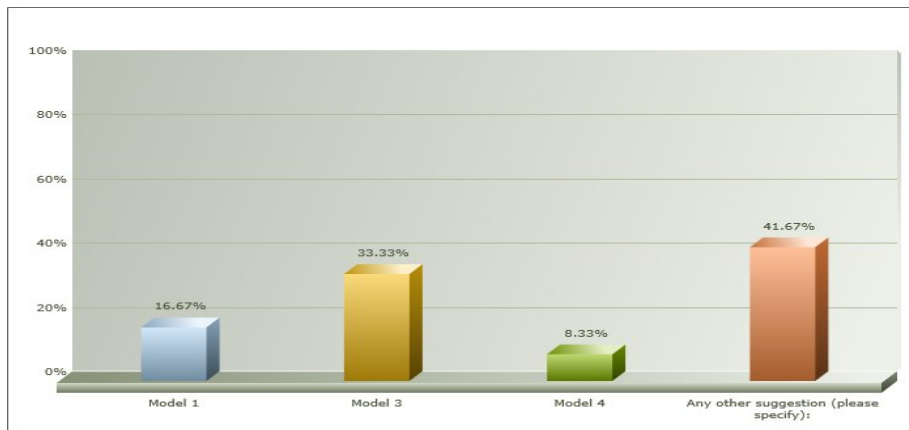
Whilst 51.72% (15 responders) strongly agree or agree to model 2 being the preferred model, 31.04% (9 responders) either disagree or strongly disagree.

Q5 Do you agree that our proposed funding model (model 2) can support the sector to deliver more joined up ways of working (as shown in the RAG rating)?



There are some 44.83% (13 responders) either strongly agree or agree with model 2 supporting the sector to deliver a more joined up ways of working whilst, 20.69% (6 responders) disagrees or strongly disagree.

Q6 If you disagree or strongly disagree, which is your preferred model?



There are some 41.67% or 5 responders who have made other suggestions. Overall, specifies that BCC need to be open to alternatives and that an alternative Model 5 has been submitted.

Q7 Please say why:-

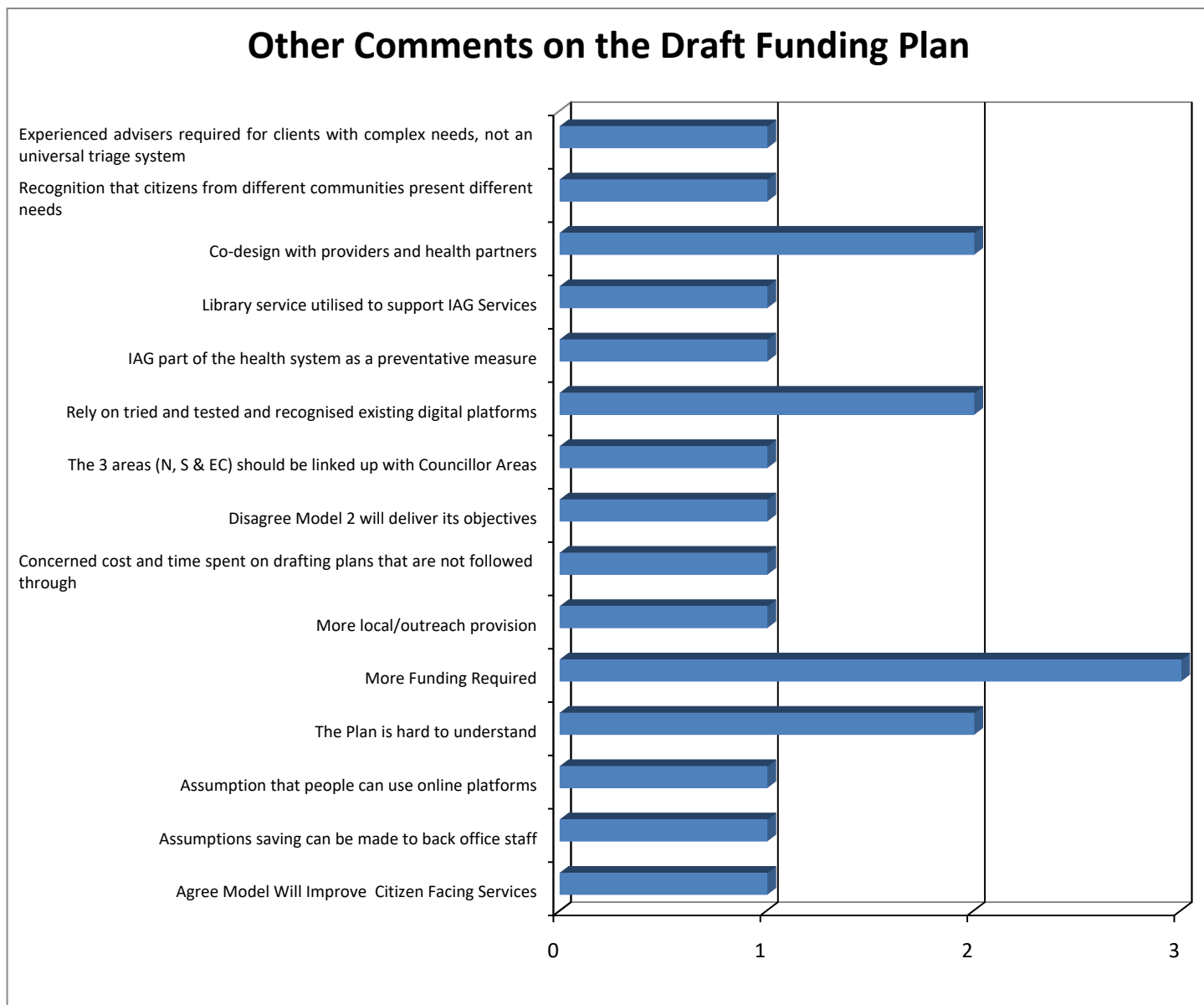
Of the 22.73% who disagrees with model 2, the majority 42.86% (3 responders) preferred model 3, 28.57% (2 responders) preferred model 1, 14.29% (1 responder) preferred model 4 and another 14.29% (1 responder) proposed another model which will be submitted.

Key reasons for preferring an alternative to model 2 are:-

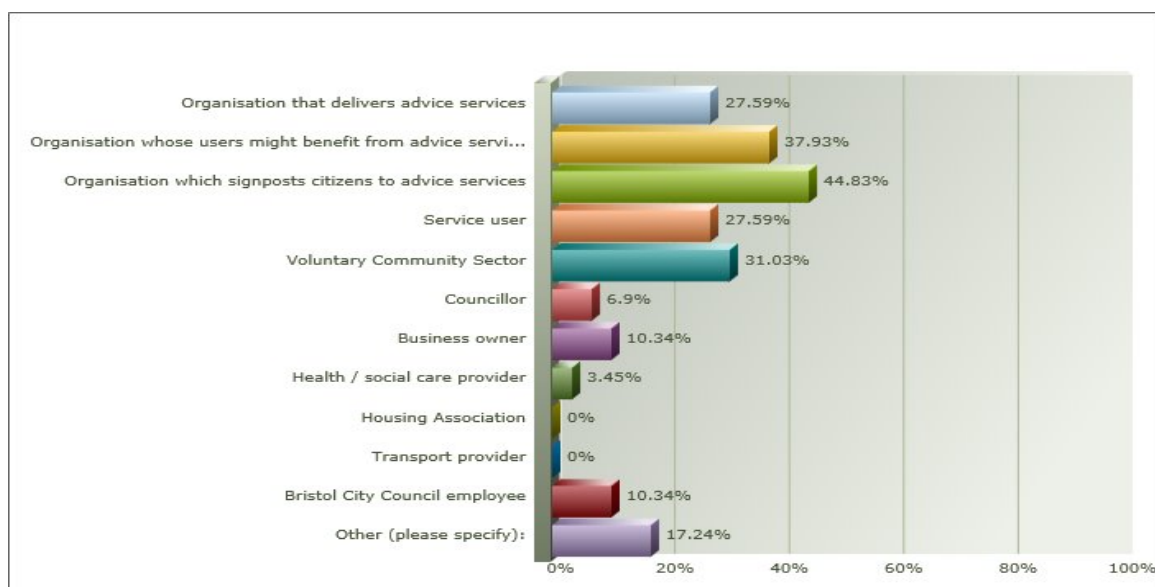
- Model 1 – may lead to a dominant market provider which could cause friction whilst Model 4 seems the most democratic but not the most cost effective.
- Model 1 – is the only way to achieve consistency of standards of advice and efficiency across the agencies.
- Model 3 – reflects positive partnership working to gain shared results.
- A model that combines elements of 1 and 2 would be preferable.
- Model 4 - may lead to organisations working in isolation and adds additional admin and contract management time for the council.
- New models are expensive and will stretch resources.
- There is insufficient time in the proposed timescale to develop services as proposed.
- No change needed as there are already joint outcomes with little duplication.
- The model to be submitted will maximise co-ordinated collaborative working whilst respecting the autonomous status of the agencies and their charitable constitutions, and offers a stronger partnership approach under a single contract.
- Should spend some time post consultation working with providers on a co-designed model.
- Rather than the council concluding a preferred funding model before opening the bidding process, should allow prospective bidders to propose alternatives to the 4 models included in the plan.
- Alternative Model 5: Lead organisation consortium with fixed funding and delivery arrangements for consortium partners. This is a model that combines both models 1 and 2.

Q8 Are there any other comments you would like to make about our draft grant funding plan?

The table below shows both the complete and incomplete responses.



Q9 I am interested in these proposals because I am / I represent a (tick all that apply):

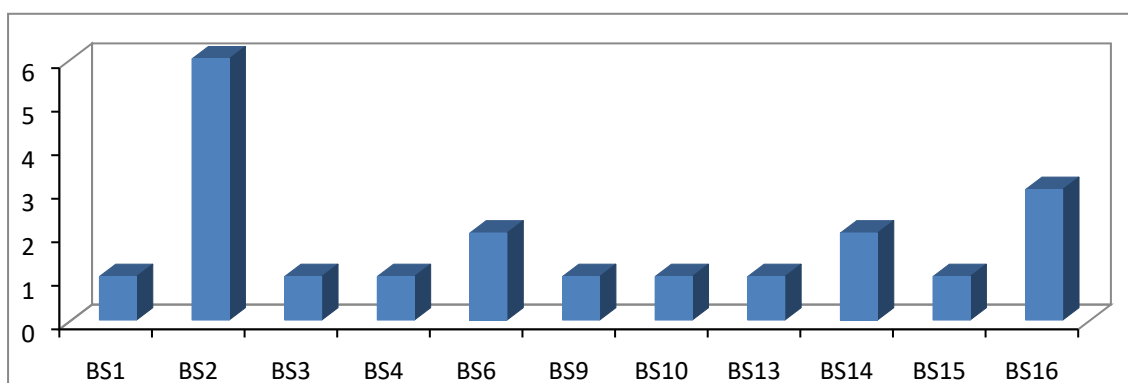


27.59% of responders are service users, 10.34 are BCC employees and 17.24% other described themselves as Bristol resident and citizen, Avon & Bristol Law Centre and an umbrella membership organisation representing advice agencies.

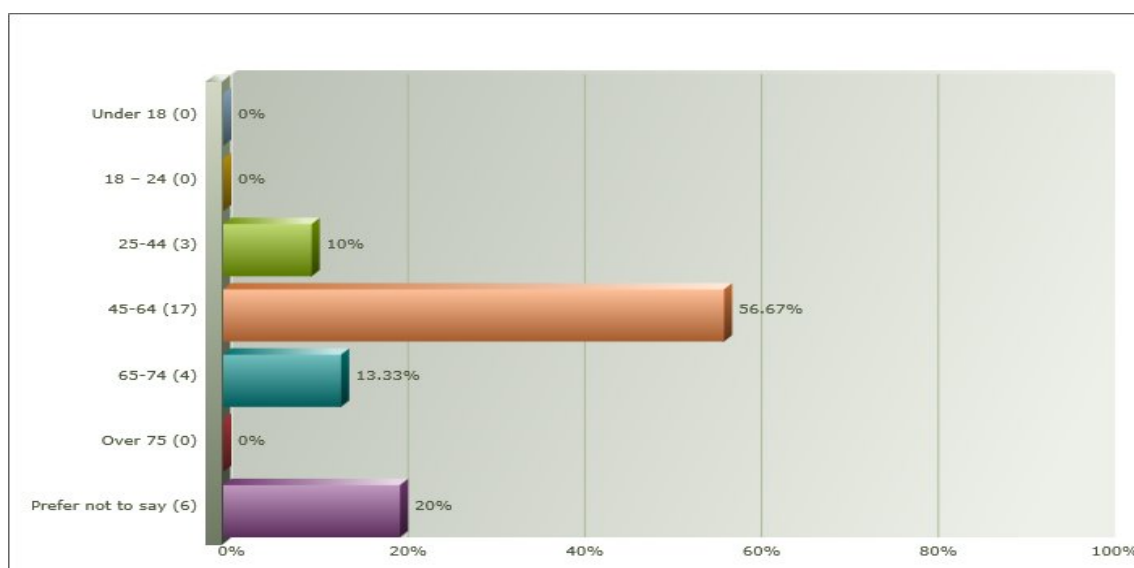
Q10 If you are responding on behalf of an organisation (professional or voluntary), please state which organisation:

- LGBT Bristol
- CAB
- Bristol Refugee Rights
- Citizens Advice Bristol
- HWV
- The Care Forum
- St Pauls Advice Centre (SPAC)
- Avon and Bristol Law Centre
- Shelter
- ACFA: The Advice Network

Q11 What is your full postcode (for organisations, please provide the postcode of the organisation)?



Q12 What is your age group?

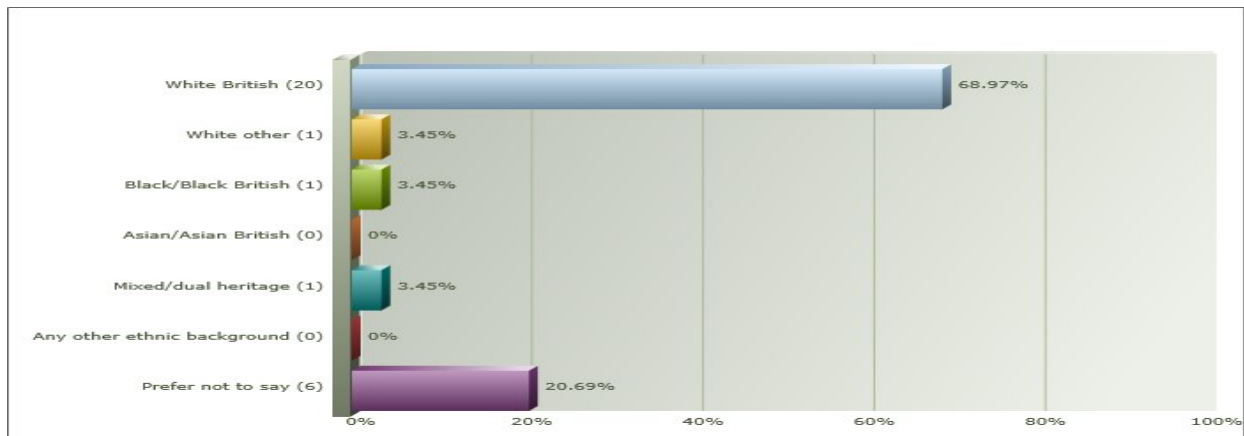


Question 13	Results	
What is your gender?	Female	58.62% (17)
	Male	24.14% (7)
	Prefer not to say	17.24% (5)

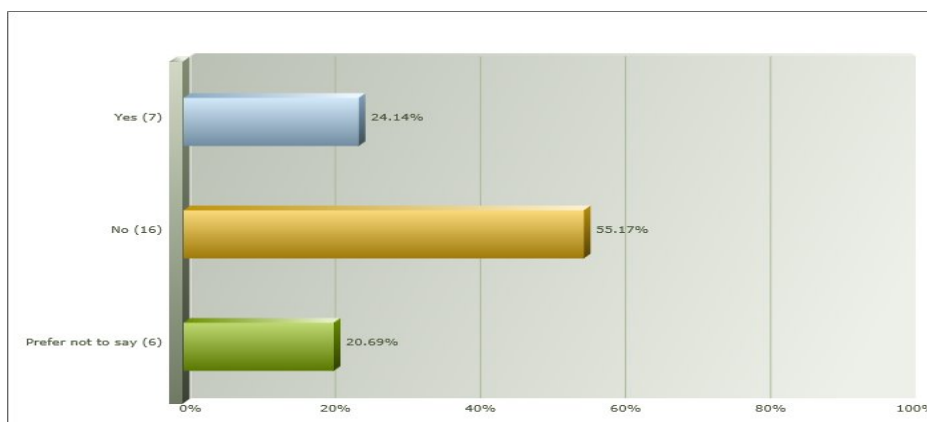
Question 14	Results	
Are you transgender?	Yes	0%
	No	72.41% (21)
	Prefer not to say	27.59% (8)

Question 15	Results	
What is your sexual orientation?	Lesbian, gay or bisexual	3.45% (1)
	Heterosexual (straight)	65.52% (19)
	Prefer not to say (7 responses)	31.03% (9)

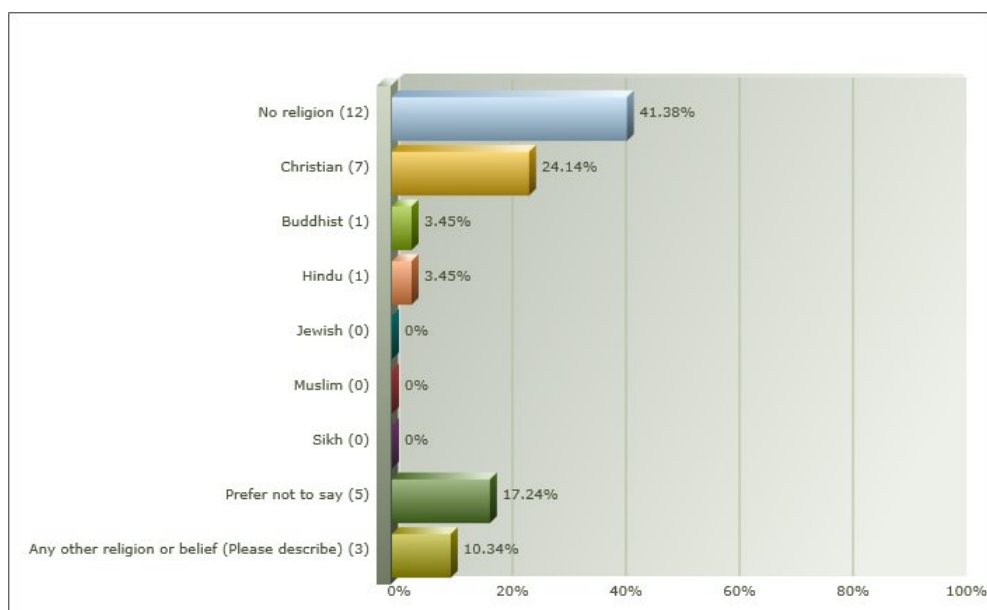
Q16 What is your ethnicity?



Q17 Are you disabled?



Q18 What is your religion?



Consultation Events

Six consultation events were held during the 6 week consultation period.

Key themes emerging from the consultation events were:

- Clarity between what is currently being provided and model 2.
- Capacity and cost of the co-ordinator.
- Timeframe and capacity to identify partners and build consortia/collaborative relationship.
- Model 2 limited to 4 organisations, not recognising smaller specialised organisations
- Responsibility of a lead body taking on financial burden.
- Pathway between Model 2 and the wider information, advice and guidance services.
- Impact of immigration advice due to the reduction of funding to immigration advice services.
- Competent workers needed to identify underlying issues and refer on.
- Focus on communities with higher needs by geographical area.
- Use of social media – Facebook.
- Link up with organisations that have a wealth of advice on local and national websites rather than wasting resources recreating online advice resources.
- Triage best done by experienced workers due to the complex needs of clients.
- Assumption there is duplication between providers in back-room functions whilst recent research has proved otherwise.
- Proposal of model 2 need to be clear as to whether looking to merge existing providers.
- Spare capacity is needed to meet the demands of online referral pathways between funded agencies.
- The funding plan excludes current advice partners not funded by BCC.

You Said, We Did

The table below shows how we have responded to the consultation.

You Said	We Did
Immigration advice is some of the key needs of the City.	Immigration advice has now been added to the IAG draft funding plan.
Ensuring outcomes contributes to other issues ie health.	Liaison with public health colleagues will take place as part of defining outcomes.
Support should be offered to help people maintain/manage owner-occupied accommodation.	Change has been addressed in the Plan under preventing homelessness regardless of tenancy ownership.
Prospective bidders should be able to propose alternatives to the 4 models included in the plan.	As an outcome of suggestions from the consultation, we will be adopting a new funding model that incorporates both Model 1 and 2 that were proposed in the draft funding plan. This newly proposed model will include a clearer role for specialist advice services organisations.
Should rely on already established, tried and tested digital platforms rather than wasting resources creating online advice resources.	We will be utilising existing advice WEB resources that are available within the City rather than building new WEB sites.
More funding is required to make IAG services sustainable as they are vital to health and wellbeing.	BCC recognises the important contribution made by IAG services in the City protecting the IAG budget from further savings at a time when other services are having budget cuts is a reflection of this.
IAG services outcome needs to be aligned with existing outcomes framework(s) ie ACFA outcomes framework.	BCC intend to work with grant funded services to develop a joint shared, agreed set of outcomes and systemised data collection.
Clarity between what is currently being provided and model 2.	The draft funding plan has been made clearer for readers to understand.
The structure of the funding excludes new smaller organisations .	Going forward we need to build strategic partnerships to allow smaller charities to influence local policy decisions.