

Appendix B

SP - Co-design Engagement Report

August 2018

Introduction

We engaged with approximately 100 service users receiving services from the budget called “Supporting People” between July and August 2018 as part of the Co-Design process. Service user feedback surveys were sent out online and via providers. An Easy Read version was also provided. A service user engagement event was also held on 6 July 2018.

Feedback rate

- Survey 1 was completed by 27 service users. 75% of these service users had help with filling in the survey. The large majority of respondents received a Community Support Team Service, but also included responses from Mental Health services and other Floating Support services.
- Survey 2 was completed by 18 service users. The large majority of respondents received a Community Support Team Service, but also included responses from HIV support services and accommodation based services.
- The Easy Read survey was completed by 5 service users.
- 25 service users attended the service user engagement event, which included 1-1 interviews and group discussions. Service users came from a range of accommodation based services and floating support services. Feedback from this event has been incorporated in the findings below.

The full results of the surveys are attached as Appendix 1

Summary of Feedback

Meeting Needs

- The large majority of service users feel services are meeting their needs and making a positive difference to their lives. All respondents to Survey 1 said the service was either meeting their needs extremely well (59%) or very well (49%).
- 96% of respondents to Survey 1 felt services were making a positive difference to their lives.
- 82% of respondents to Survey 2 either strongly agreed or agreed that the service helped them keep their home. One service user commented: *‘I was going to be evicted due to rent arrears. My support worker helped me get my housing benefit and ESA back in place and negotiate paying off the arrears. I could not have done this on my own.’*

- The overwhelming majority of respondents to Survey 2 (87%) either agreed or strongly agreed that the service helps them to keep their home: *'I was going to be evicted due to rent arrears. My support worker helped me get my housing benefit and ESA back in place and negotiate paying off the arrears.'*
- The overwhelming majority of respondents to Survey 2 (78%) either agreed or strongly agreed that the service was helping them live more independently: *'I am able to live in my flat and manage my benefits and bills.'*
- The overwhelming majority of respondents to Survey 2 (83%) either strongly agreed or agreed that the service helps them cope: *'Without them I truly believe I would not be here today.'*
- 65% of respondents to Survey 2 either strongly agreed or agreed that the service helps them improve their confidence.
- The overwhelming majority of respondents to Survey 2 (78%) either strongly agreed or agreed that the service gives them good advice: *'My support worker is knowledgeable especially with the benefits system.'*
- 83% of respondents either strongly agreed or agreed that the service helps them when they need it.

How services could be improved

- 30% of respondents in Survey 1 felt that the service could help them in a better way. Respondents would like staff to be able to spend more time with them. Respondents would like staff to be able to do more things that are not 'housing related'.
- Only 56% of respondents agreed that the service helps them access the community. This suggests service users would like more help in this area.
- Some services users had to wait for a long time to access services and did not always know what services were available to them.
- Service users highlighted the need for better move-on options and the difficulty with accessing appropriate housing in Bristol.
- Service users would like more activities in sheltered housing and concerns were raised about what services may be available when people's needs increase. The design of older people's housing needs to be reviewed for future generations.
- Respondents said that they didn't want services to be reduced any further.

Conclusion

It is clear that the large majority of service users feel “supporting people” funded services are meeting their needs. There is high satisfaction, particularly with the areas of sustaining tenancy, remaining independent, help to ‘cope’, and help ‘when they need it.’

Service users highlighted the benefit of a consistent staff team who are well trained and who they can trust. Respondents clearly valued support to access the community and other services, but would like more of these. It was clear that service users feel support interventions are preventing problems becoming more acute, and maintaining their independence.

Respondents were particularly clear that services were supporting them with access to Income Support, PIP, and other benefits. Help with filling in forms, and attending appointments, were particularly highlighted.

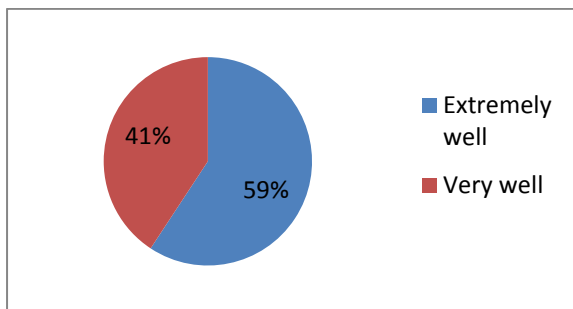
In sheltered housing, access to staff and the security of the alarm service were highlighted as important.

Appendix 1 – Full Survey Results

Survey 1

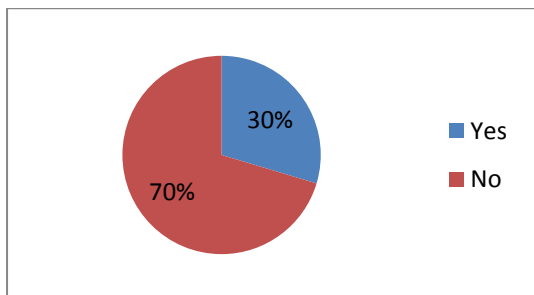
The majority of respondents receive a service from the BCC Community Support Team service (floating support).

1) How well does the service help you meet your needs?



The majority of service users felt the service meet their needs extremely well or very well.

2) Could the service help you in a better way?

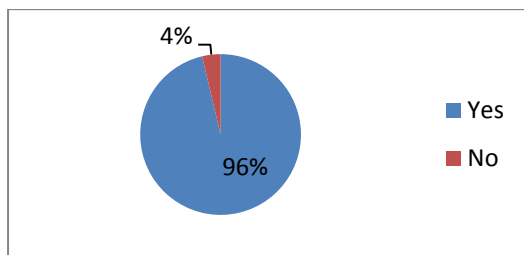


Only 30% felt that the service could help them in a better way.

Summary of Comments

- *I would like my support worker to do things that are not housing related*
- *A full time support worker who could have better oversight and control of anti-social behaviour, issues arising out of more vulnerable residents being cared for in their home, rather than being either in hospital or a care home.*
- *More time for individual issues*
- *I could not have been helped any better, I would be on the phone and get help straight away*
- *I am better off now having had the support I have now compare to where I was before.*

3) Has the service made a positive difference to your life?



96% of respondents felt the service had made a positive difference to their lives.

Summary of Comments

Stops small issues becoming bigger ones.

It is reassuring for me to speak to staff during the morning call round. I can tell them if I am feeling poorly or need to request a visit. I can ring the staff anytime to speak to them.

I am happy and glad to be with my carer. I love her so much.

They have basically supported my whole life out, by helping me with my debts and benefits so many other parts of my life have come into place

Financially I was in a mess before help, now I get more support with Income Support and PIP.

Increased my income, supported with housing and now in a better environment.

4) Do you have any other feedback?

Summary of Comments

Glad it's a service from a named and known person who I have time to get to know and who has the time to get to know me.

Don't want services to be reduced any further. My health is not as good as it was and I rely on others to assist me.

It has been very positive. I have been able to look after myself properly. It has always been there when I might have otherwise given up.

Without my support worker, I would not been able to handle my finances with moving to a new tenancy.

It took a lot of courage to open the door and to use the phone. I had help to sort out my medication and issues. Without my medication I'm a different person.

Survey 2

1) My Service helps me keep my home

- The majority of respondents felt the service helped them keep their home.
- 64% of service users strongly agreed that the service helped them keep their home, while 23% agreed. Only 4% disagreed.

Summary of Comments

I was going to be evicted due to rent arrears. My support worker helped me get my housing benefit and ESA back in place and negotiate paying off the arrears. I could not have done this on my own.

My support worker helps me with applying for home choice and bidding enabling me to live more independently.

2) My Service helps me to live more independently

56% of respondents strongly agreed that the service helps them live more independently, while 22% agreed.

Summary of Comments

The services enable me to remain in sheltered accommodation following acute stroke.

I am able to live in my flat and manage my benefits and bills with the support and systems set up by my support worker. I could not have done this on my own.

3) My Service helps me to manage my money

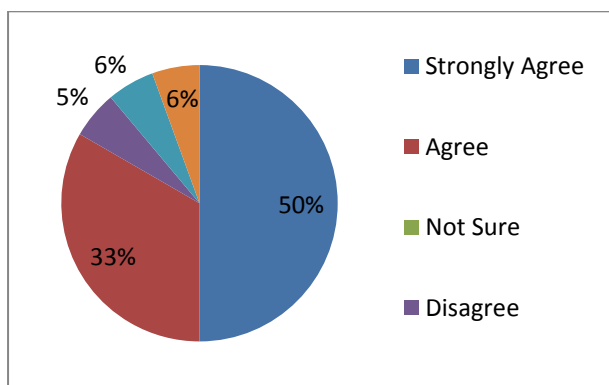
50% of respondents either strongly agreed or agreed that service helps them manage their money, 28% were not sure. However we know that many respondents have been clear that services help them access benefits.

Summary of Comments

I was in debt until my support worker helped me set up direct debits and learn to budget my money. No I am up to date with all my bills.

Helps me to keep on top of paperwork.

4) My service helps me to cope



83% of service users either strongly agreed or agreed that the service helps them cope.

Summary of Comments

They are there to talk to. I met them when I was at my darkest. Without them I truly believe I would not be here today.

I can't cope without support.

5) My service helps me to be healthy

47% of respondents agreed that the service helps them to be healthy, but 29% were not sure.

Summary of Comments

My carers help me with tasks which leave me energy to tackle other things for myself and maintain some independence.

I would not bother seeing my GP if my support worker did not encourage me to go. My mental health has improved since I've had support.

6) My Service helps me to be part of my community

56% of service users either strongly agreed or agreed that the service helps them be part of their community.

Summary of Comments

We have a large lounge where we can chat and be together.

My support worker encourages me to go out, attend appointments, see friends. Otherwise I may stay at home feeling low.

7) My Service helps me to improve my confidence

65% of respondents either strongly agreed or agreed that the service helps them improve their confidence.

Summary of Comments

I get confused easily but my support worker explains things to me so I can understand. I feel more in control and know what I am doing.

My confidence is improving.

8) My service gives me good advice

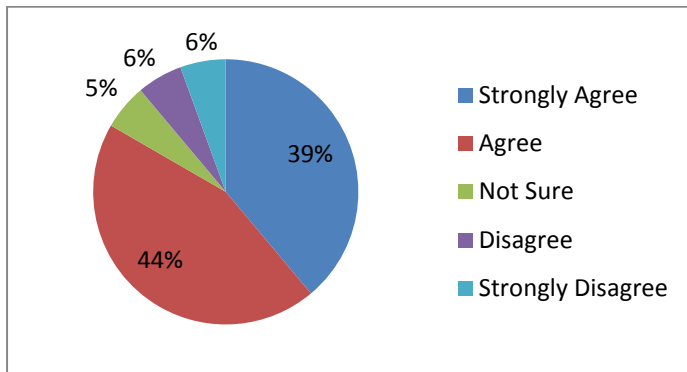
56% of respondents strongly agreed and 22% agreed that services gave them good advice.

Summary of Comments

My support worker is knowledgeable especially with the benefits system. I can phone the support team for any advice or problems.

My support worker has helped me claim all the benefits I am entitled to and sorted out my debts. He helped get me this tenancy.

9) My service helps me when I need it



83% of respondents either strongly agreed for agreed that the service helps them when they need it.

Summary of Comments

I call my support worker if I am unsure about anything

I do not have to worry about repairs

10) Do you have any other feedback about the service you receive?

Summary of Comments

As well as supporting people services I rely on community services to maintain my health such as carers. Physiotherapists, neurology service, general health services.

The home alarm system needs to be re-introduced at a lower price. I had a system but had to return it as too expensive for something I didn't use. But now I am thinking I need it again.

I don't know what I would have done without this support. I could not have claimed benefits or sorted my debts on my own. Helpful and non-judgmental.

I'm so much more sorted now I've had support. I have the tenancy of my flat. I have money in the bank and I'm up to date with my bills. I love living here.

LD Easy Read

My service helps me keep my home.

