Appendix B

Engagement and Consultation report   May 2019 update

1:0   Engagement 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.

1:1   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.

1:2   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.

1:3   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.

1:4 Engagement conclusions

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.

2:0 Consultation introduction

The engagement and co-production work informed the development of a needs analysis and commissioning plan. The plan was published on the Council`s consultation hub on the City Councils website on 12th March 2019 and the formal consultation ran until 1st May 2019. The plan was published alongside an easy read version and the equality impact assessment.

The consultation asked people what they thought of the stated aims of the commissioning plan, if they agreed or disagreed with plans to `help people when they need it`, their views on outcomes that services should achieve and how we should buy this support in the future.

In addition to the information available online we ran a number of consultation events throughout the period, this included;

- Open public events in accessible City venues - north, south and central.
- Targeted focus groups with service user groups in sheltered housing, at Bristol Autistic Spectrum Service, the Sensory impairment service and floating support/community based services.

2:1 Feedback rate

- Online consultation survey was completed by 44 respondents
- Events and focus groups were attended by about 83 people

2:2   Summary of formal consultation feedback

- The majority of respondents agreed with the proposal to commission 'Help when you need it' services for older people and working age adults.

- The majority of respondents agreed with all the priorities for 'Help when you need it' services for working age adults with support needs, although there was more of a mix of views regarding whether services should be 'time limited'. Some respondents commented that services for people with Dementia and Learning Disabilities could not be time-limited and that people may be under pressure.

- The majority of respondents agreed with the outputs that should be used as measures of success for this commissioning plan.

- The majority of respondents agreed with the outcomes that should be used as measures of success for the commissioning plan. There were suggestions for other outcomes such as the difference enabled by interventions, the progress made at the time of ending support, and softer outcomes such as better able to use public transport/increased wellbeing.

- The majority of responders preferred the option to Purchase from an existing council framework (46.51%). This is closely followed by the option to create a `Help when you need it framework` with an open tender process (37.21%).

People also told us in the focus groups that:

- Some people will find it hard to find out about services and self-refer. There must be accessible information about services and accessible routes into services - and for people to come back again.
- Services must effectively work together to find the right help for people.
- Loneliness and isolation is a big issue for people.
- A `Peer Support` style of provision would provide additional social value to any service.
- Group – work interventions will not suit everybody.
- Services should be trying not to have waiting lists. They need to be more fluid and creative with how they offer support (i.e. use of Assistive Technology / Telephone s/ Skype).
- Having variable lengths of support on offer is important and people should not feel under pressure to meet outcomes.
- Outcome monitoring should be made easier.