



Strategic Care Partner for Learning Disabilities and Autism Consultation Final Report

August 2024

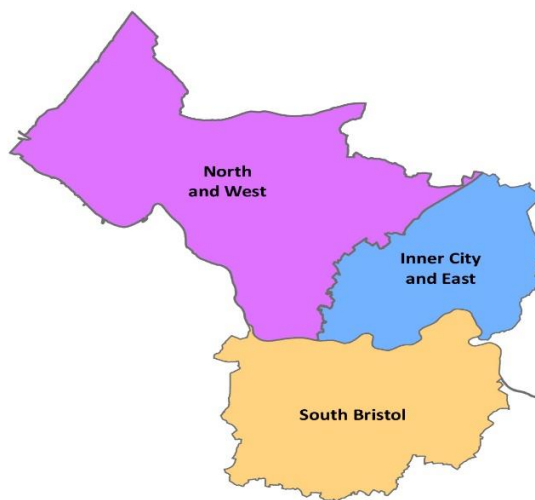
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1 Introduction

Bristol City Council is proposing to buy services for disabled people with learning disabilities and autistic people differently. Our proposal is that we could work with a defined list of main care providers in each of the three localities in Bristol (map below). The hope is that this will ensure that the right services are available in the right places. It will also mean that Bristol City Council will be able to buy more services from them in advance. We think this way could be a better use of resources and could give service users more choice.



2 Pre-consultation engagement

Before the consultation we carried out the following engagement activities with community groups and providers. The purpose of these were to share the proposals and to seek views and answer questions.

- 16/01/24, Bristol City Council Adult Social Care Providers Forum
- 06/02/24 SendaWelcome Parents and carer, Parents and Carers group promoting inclusion for young Disabled people with Autism.
- 07/02/24: Equalities Forum
- 12/02/24: Autism Independence, Parents and Carers group promoting inclusion for young Disabled people with Autism from the Somali, Asian and Polish communities.

- 28/02/24: Mencap My Community Bristol meeting, Bishopston Library, Bristol North Baths, Gloucester Rd, Bristol BS7 8BN,
- 13/03/24, North Somerset People First, Self-advocacy group for adults with Learning Disabilities.
- 19/03/24, Bristol City Council Adult Social Care Providers Forum

3 Publicity and Events

3.1 Public engagement events

We hosted 3 engagement events in each Locality in Bristol whilst the Consultation was live which was for individuals to come along and find out more about the consultation and ask any questions and discuss the consultation.

- 29/04/24, Bristol Community Links South, Langhill Avenue, Avon, Bristol BS4 1TN
- 15/04/24, The Vassall Centre, Gill Ave, Bristol BS16 2QQ
- 15/05/24, Bristol Community Links North, Lanercost Rd, Southmead, Bristol BS10 6HZ

We have combined discussion points and feedback given from those events below:

What makes a good provider?

- Appropriately trained staff
- Supported to meet outcomes e.g. Job retention.
- Trustworthy
- Person Centred in their way of working.
- Listen to my choices.
- Company and 24-hour provision.

What's important to you?

- Finding a job- support and help with doing this
- Respite
- Services being local to me
- Having Education close by
- Accessible/Wheelchair appropriate services
- Work experience/apprenticeships
- Feeling safe

What will be important for the future?

- Flow into work to enable space in other services.
- Building on my skills such as money management, confidence building
- Signposting
- Working closely with social workers

What would improve your life?

- Moving towards independence
- Ability to move where I want
- Paid work
- My cultural needs being met such as food I like, choice where I live.

3.2 Engagement with providers of Adult Social Care services

- 09/05/24, online Bristol City Council provider engagement event
- 15/05/24, online Bristol City Council provider engagement event
- 24/05/24, online Bristol City Council provider engagement event

3.3 Engagement with Bristol City Council social care staff

Communication announcing the launch of the public consultation was sent to all Bristol City Council Adult Social Care practitioners via an internal mailing system and newsletter.

3.4 Engagement with Changing Futures

Changing Futures Bristol is a government funded programme, dedicated to improving local services for adults who face multiple disadvantages.

An engagement session was held on 07/05/2024 with the Changing Futures team and people with a lived experience about Adult Social Care's plans for a Strategic Partner to deliver care and support for Disabled people with Learning difficulties and/or Autism.

Respondents had several questions about how the Strategic Partner model of delivery would be implemented and whether guidance or mapping could support providers to work together, share data and measure outcomes.

Another theme emerging from this feedback was around improving person centred, flexible support, the role of advocacy, approaches such as Trauma Informed support and the importance of maintaining individual's support networks could be included.

The group also asked how the learning from the Changing Futures, issues of Multiple Disadvantage and approaches like My team Around Me could be incorporated into the Strategic Partnership e.g. by ensuring KPI's consider the intersectionality between multiple disadvantages and Disabled people with Learning Disabilities and autism.

There were several observations about possible barriers to accessing services and respondents observed that not having a formal diagnosis and drug and alcohol use could prevent access to services. Respondents also thought prison leavers, some of whom may also be Disabled people with learning disabilities or autism, who experience "being bounced back and forth" between services.

4 Consultation Methodology

The primary objective was to engage residents, communities, and stakeholders across the city in decisions on the proposal.

The Strategic Partner consultation was available on the council's Consultation and Engagement Hub (www.ask.bristol.gov.uk) between 11th March 2024 and 3rd June 2024.

It was publicised by posts on Bristol City Council's social media channels (X, Facebook). A stakeholder matrix exercise was completed, and those stakeholders were contacted by email to publicise the Strategic Partner consultation.

The consultation was available in Easy Read format on the Consultation and Engagement Hub. Paper copies and translations into other languages have been available on request.

5 Survey responses

5.1 Consultation Questions

We asked:

- 1. To what extent do you agree or disagree with our proposal to work with a defined list of Strategic Partners to deliver social care services for people with learning disabilities and autistic people more locally in Bristol, rather than a range of providers.**
- 2. Please tell us why you have chosen the answer above, using the text box below. We also welcome your thoughts and what you would like to see as part of the proposed model (and what you would not like to see as part of it).**

5.2 Survey respondent characteristics

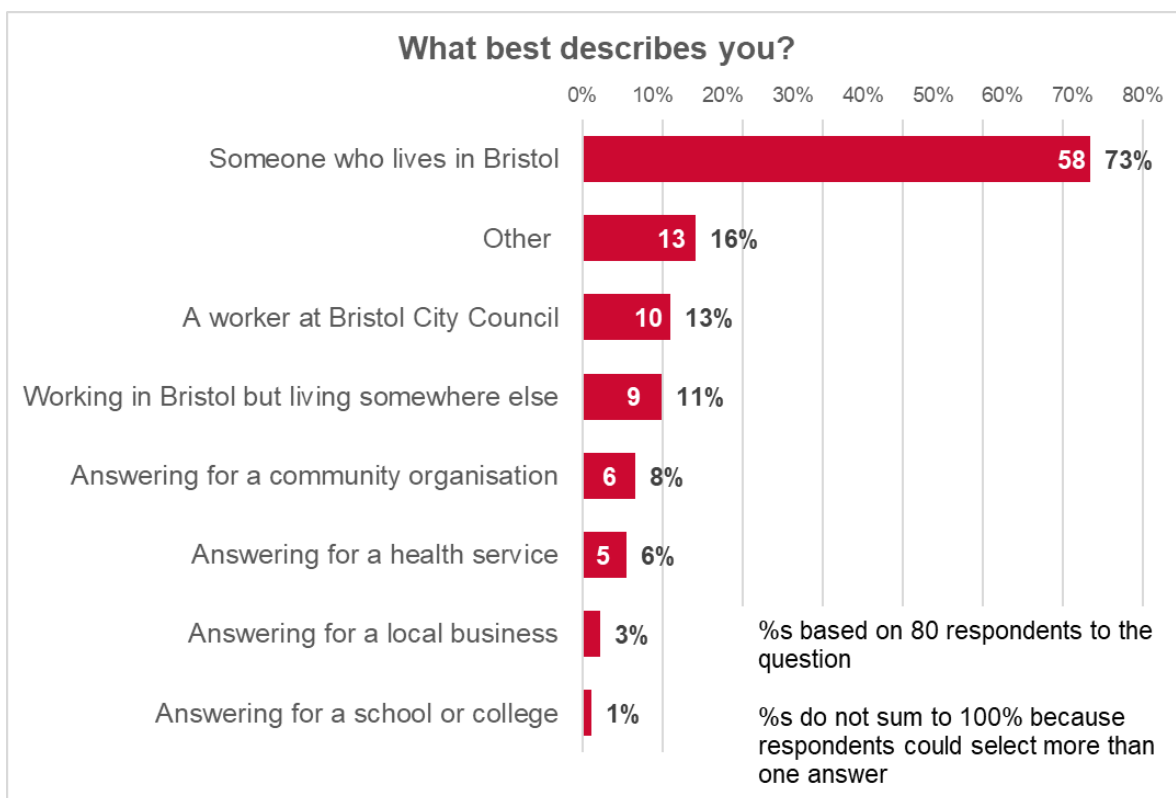
The 'About you' section requested information which helps the council to check if the responses are representative of people across the city who may have different needs.

- Respondents' postcode – this identifies if any parts of the city are under-represented in responding to the consultation and it can show if people from more deprived areas of the city have different views compared to people living in less deprived areas.
- Equalities monitoring information – this enables the council to check if people with specific protected characteristics under the Equality Act 2010 are under-represented in the responses.

5.2 Response rate to the survey

The consultation received 80 responses, of which 32 were received via an online Easy Read version of the consultation. A small number of paper responses were received and the data from these were added to the online form by the project team and are therefore included in this total number of responses.

5.3 Respondents to the survey ‘What best describes you?’



5.4 Geographic distribution of responses

59.2% responses were received from postcodes within the Bristol City Council area, 10% responses were from South Gloucestershire, 2.5% were from North Somerset. A further 11% were from unspecified locations within the four West of England authorities, 1.3% were from unspecified locations outside of the four West of England authorities. 16% did not provide a postcode.

Figure 1: Geographic distribution of responses

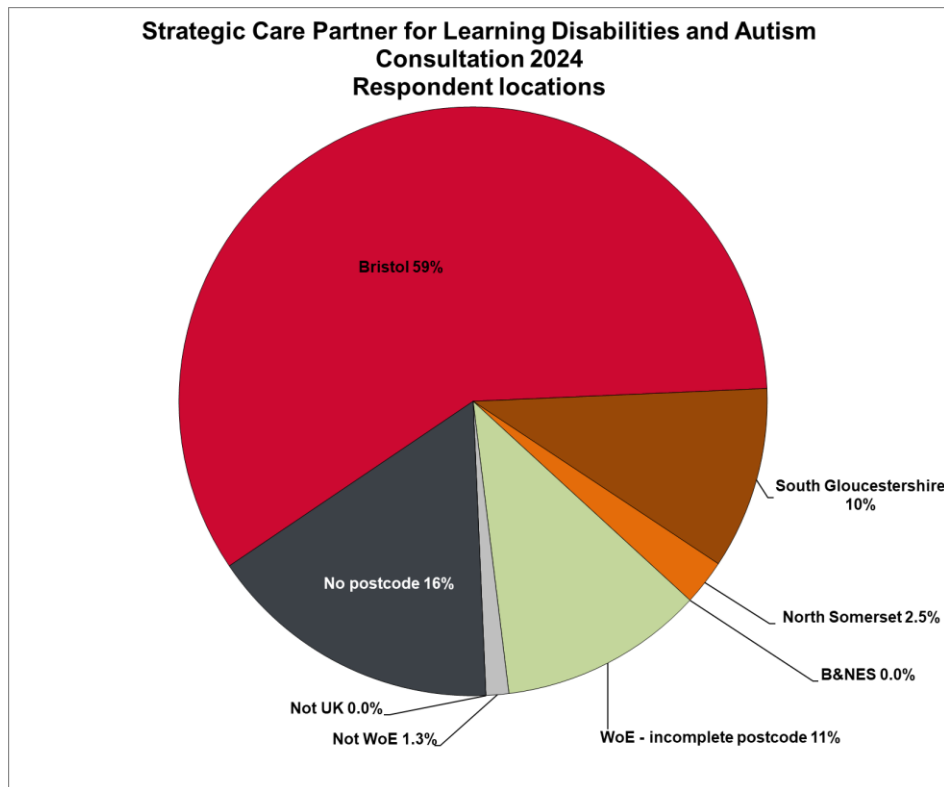


Figure 2 and 3: Geographic distribution of responses in Bristol

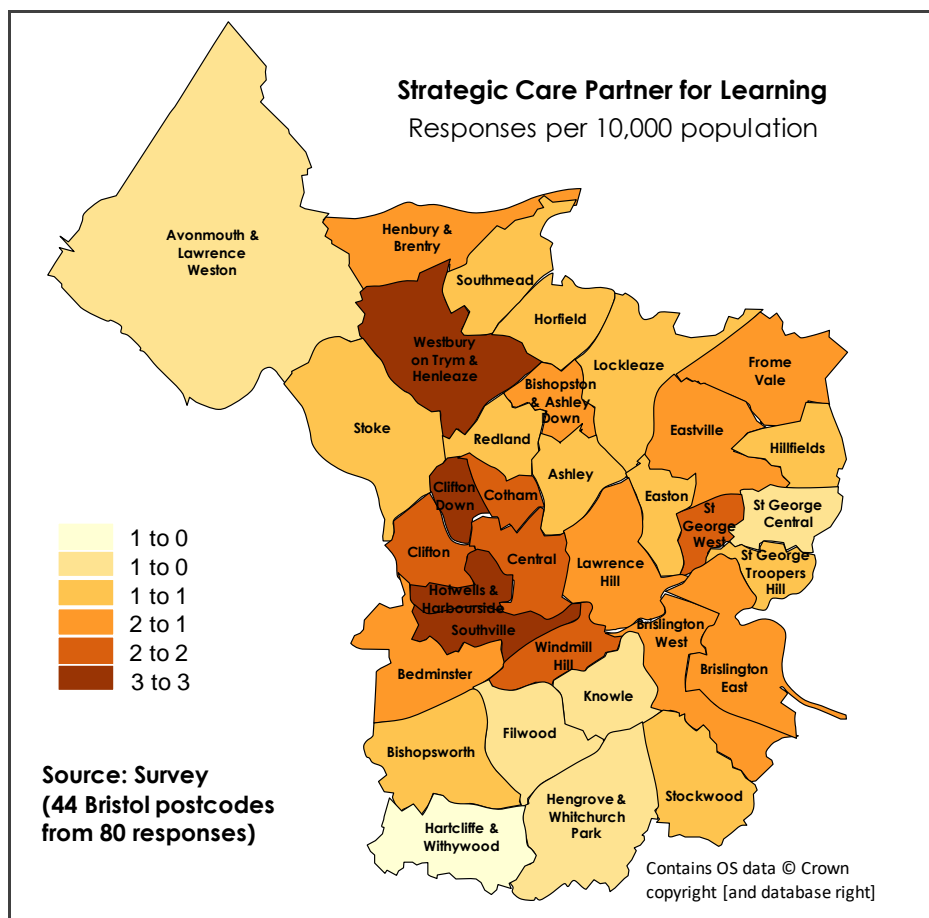
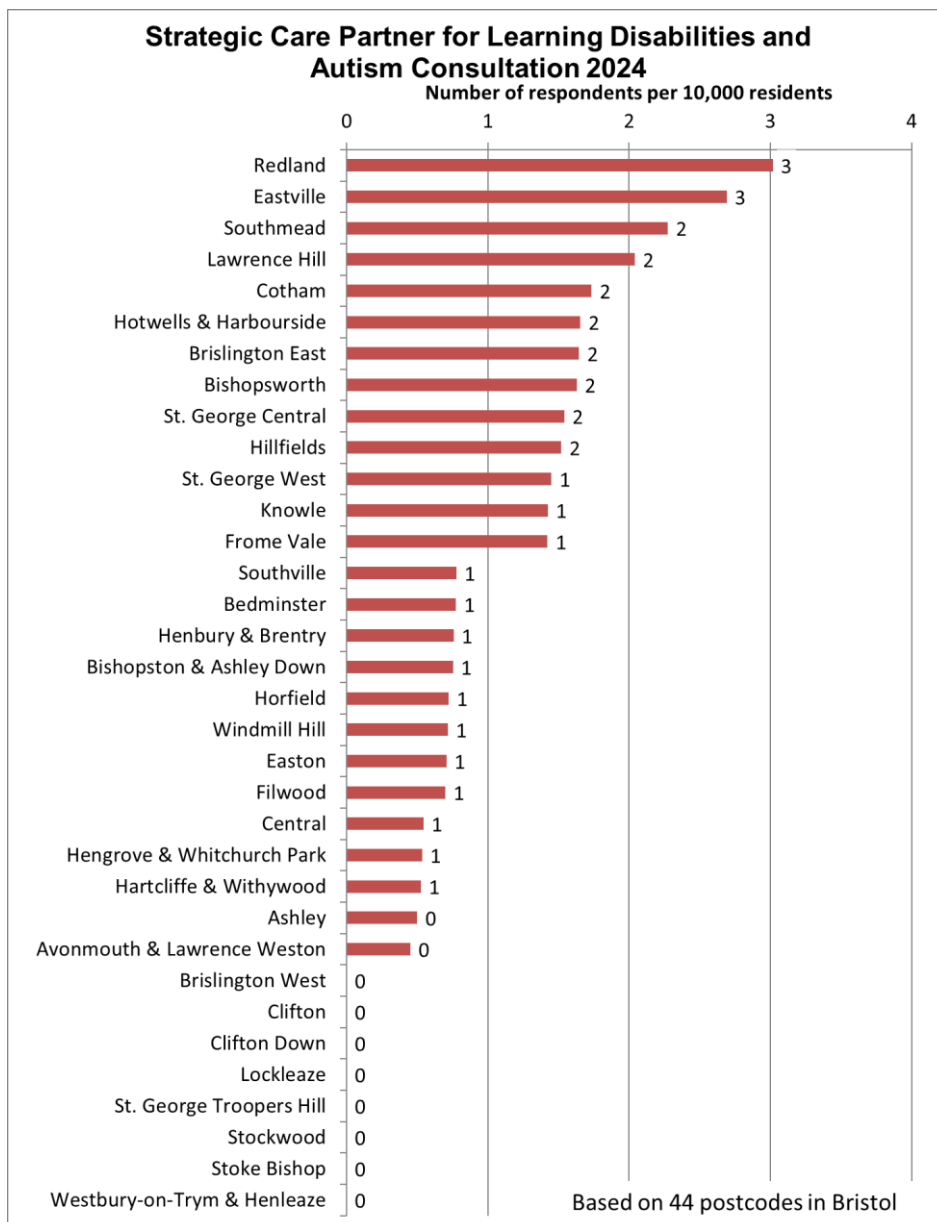


Figure 3



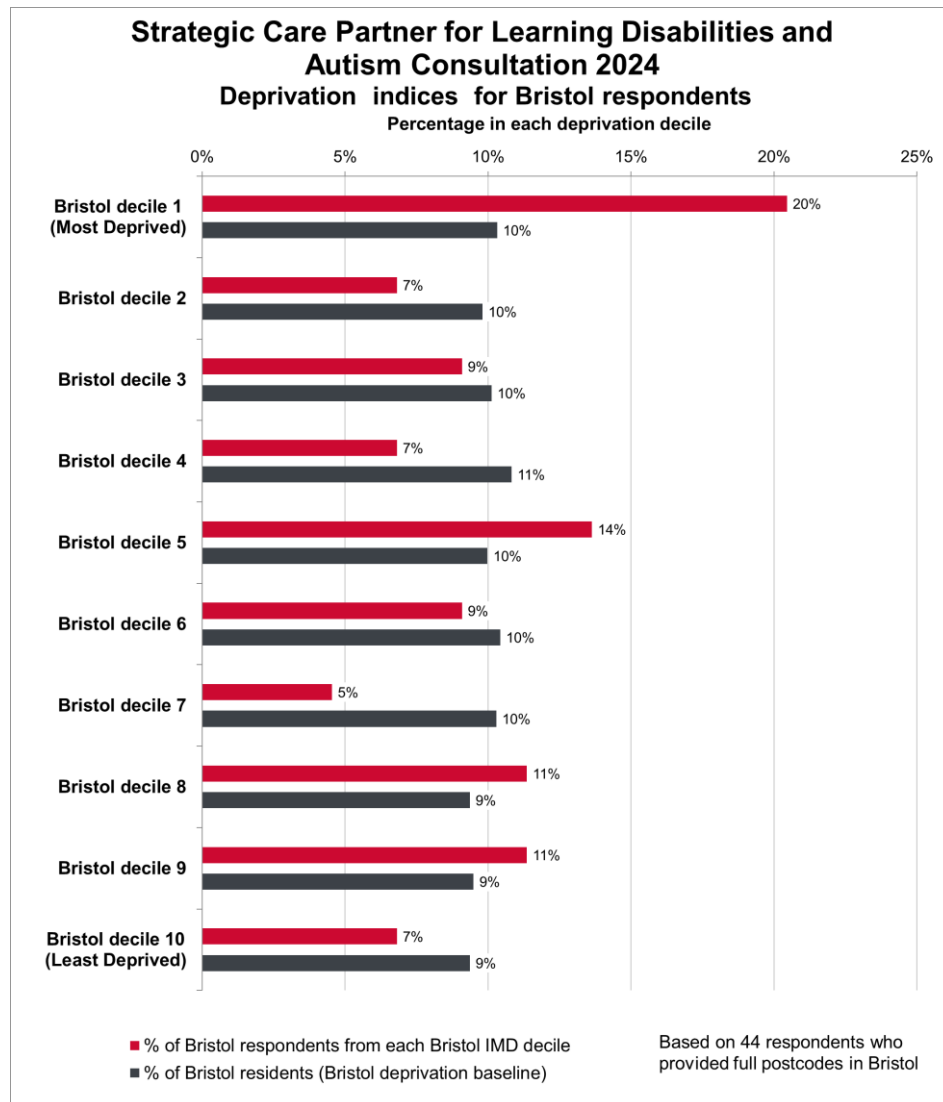
5.5 Response rate from areas of high and low deprivation

In the analysis, the home location of respondents in Bristol was compared with nationally published information on levels of deprivation across the city¹ to review if the responses received include a cross-section of people living in more deprived and less deprived areas. This helps the council to know if the views of citizens in more deprived areas differ from people living in less deprived areas.

¹ The Office for National Statistics (ONS) publishes information about deprivation for 32,844 small areas - known as 'Lower Super Output Areas' (LSOAs) - throughout England. For each LSOA, a measure of deprivation is published called 'Indices of Multiple Deprivation' (IMD), which takes account of 37 aspects of each area that cover income, employment, education, health, crime, barriers to housing and services, and living environment. The postcodes provided by respondents enabled each to be matched to one of the 263 Lower Super Output Areas in the Bristol City Council area and thus to one of the deprivation deciles. Note: postcodes provide approximate locations; they are not used to identify individuals or specific addresses.

The comparison looked at levels of deprivation in 10 bands (known as ‘deciles’) from decile 1 (most deprived) to decile 10 (least deprived). Figure 3 compares the percentage of Bristol respondents living in each of the deprivation deciles (red bars) to the percentage of all Bristol citizens who live in each decile (grey bars).

Figure 4: Comparison of response rate from areas of high and low deprivation



There was over-representation of responses from the most deprived 10% of the city (decile 1) also in deciles 5, 8 and 9. Response rates from deciles 2, 3, 4, 6, 7 and 10 were under-represented.

5.6 Characteristics of respondents

80 people answered one or more of the equalities monitoring questions. Respondent characteristics are summarised below. The charts compare:

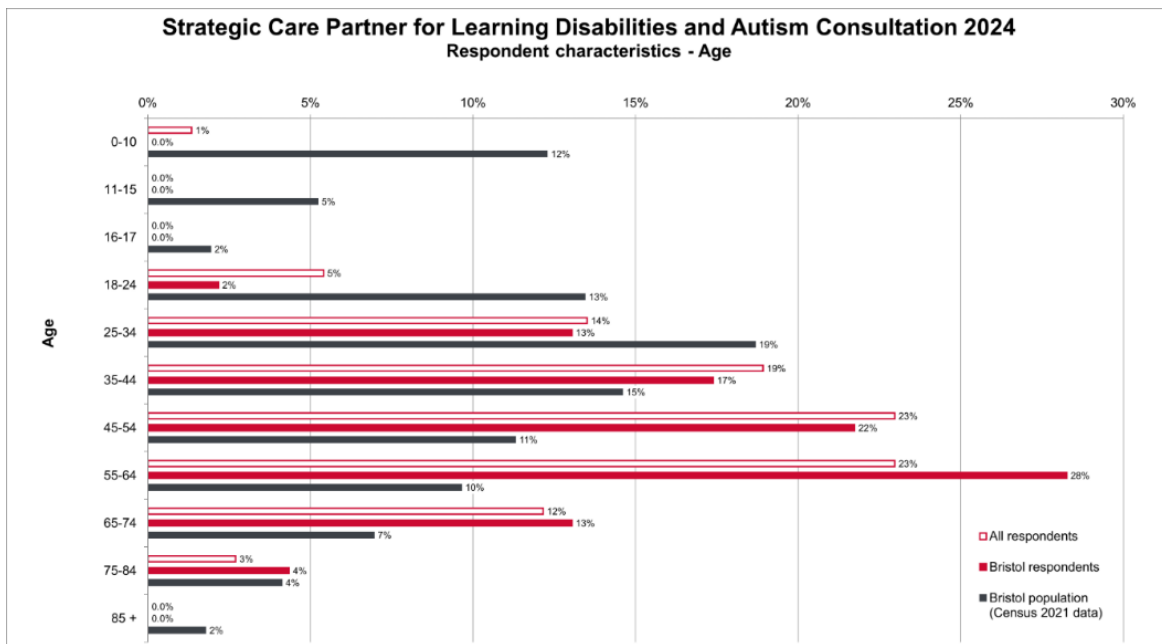
Characteristics for all respondents who answered the equalities questions and characteristics of Bristol’s citizens for protected characteristics for which population data is available from the 2021 Census.

Note that many of the respondents who did not provide postcodes may also live in the Bristol administrative area, but are not included in figures for ‘Bristol respondents’.

5.6.1 Age

The highest number of responses were from respondents aged 45-54 years (23%) and 55-64 years (23%), followed by 25-34 (21%). There were 0 responses from children (under 18), young people aged 18-24 and people aged 85 and older were under-represented.

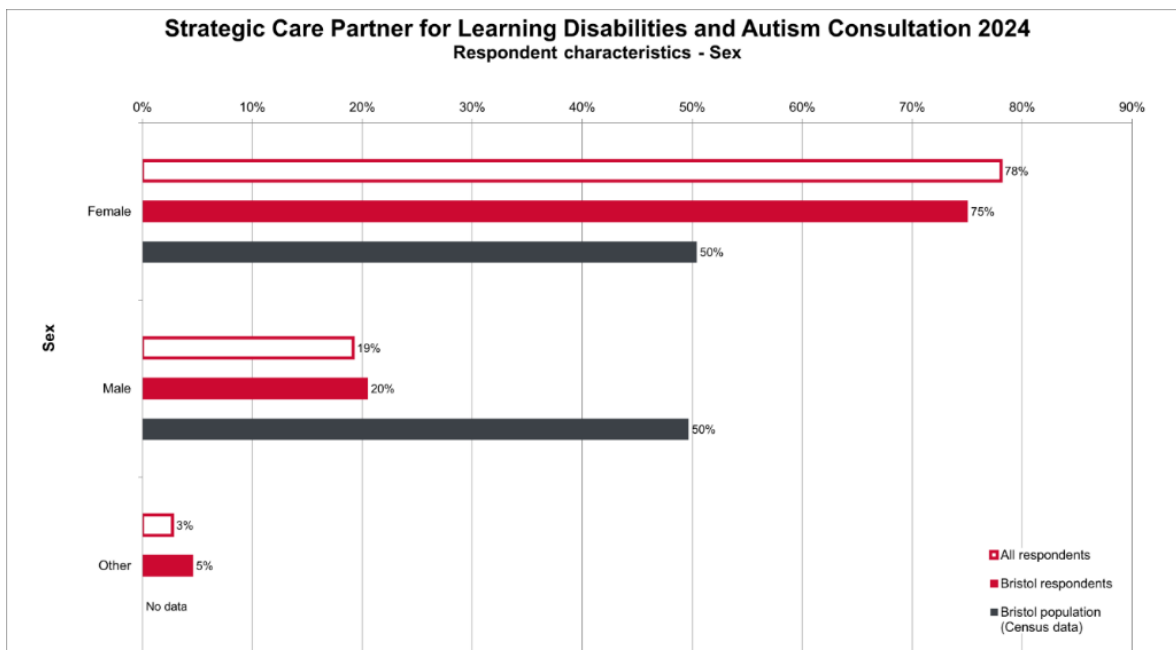
Figure 5: Age of respondents



5.6.2 Sex

78% of all responses were from women and 19% were from men. 3% were from people who identified as ‘other’.

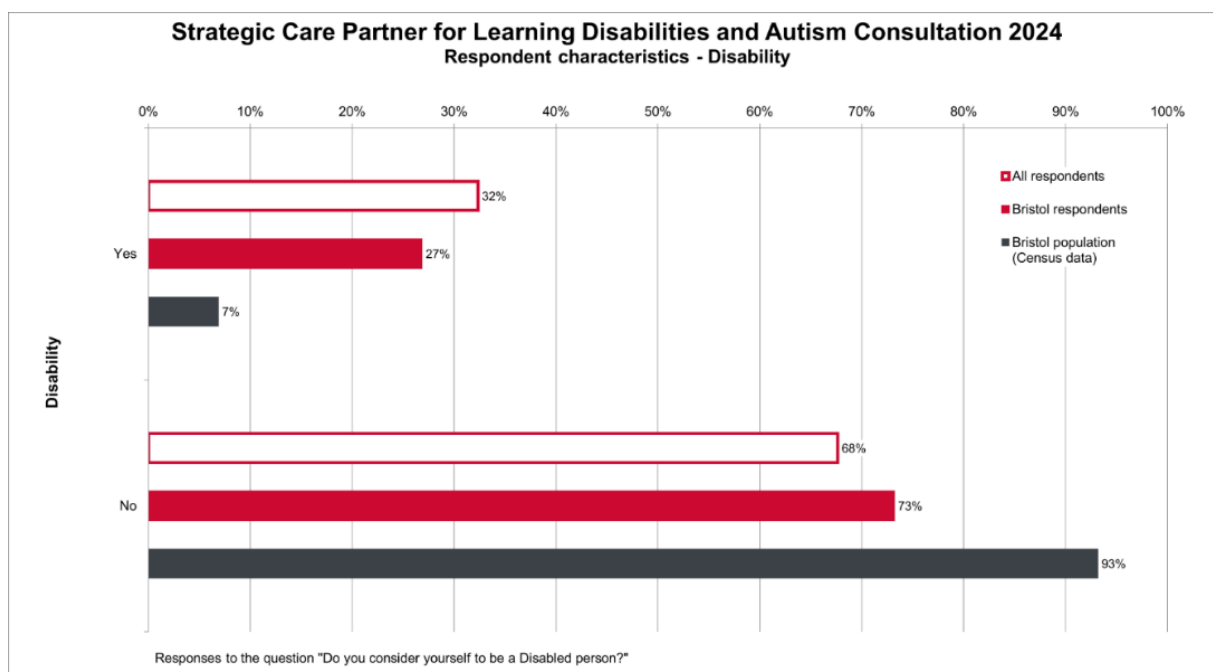
Figure 6: Sex of respondents



5.6.3 Disability

The proportion of Disabled respondents (32% of all respondents; 27% of Bristol respondents) was significantly over-represented when compared with the proportion of Disabled people living in Bristol (7%).

Figure 7: Disability



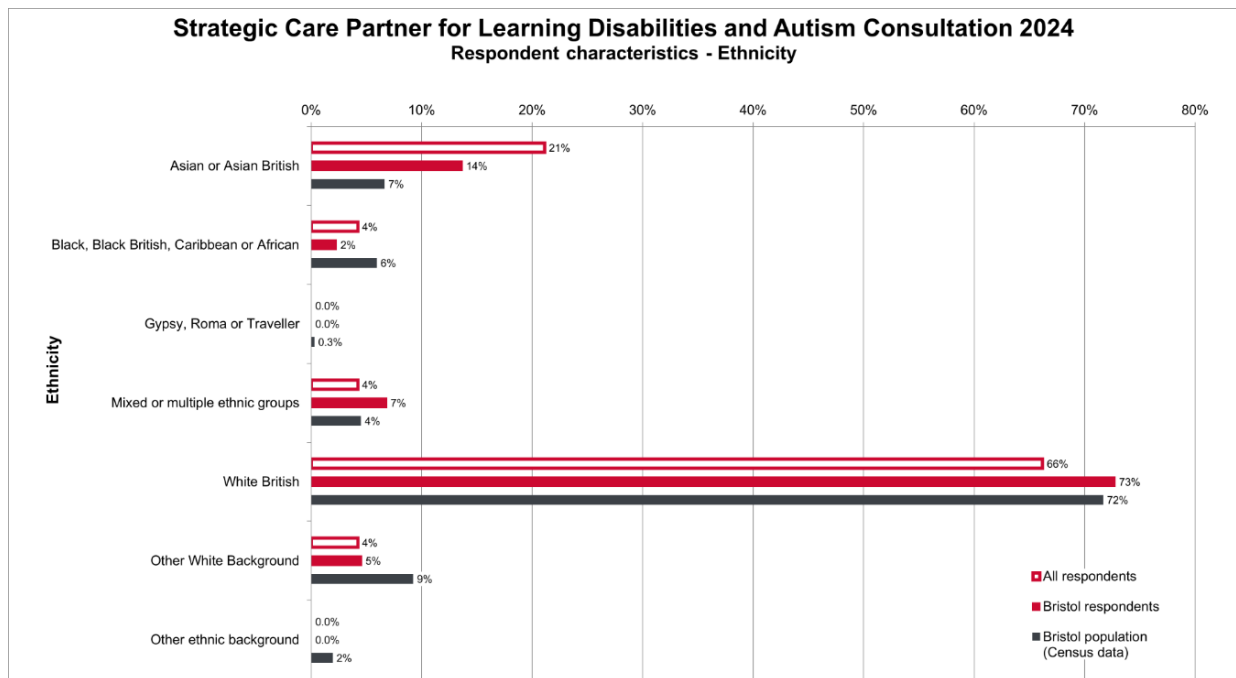
5.6.4 Ethnicity

The response rate from White British respondents (66%) is lower than the proportion of these citizens in the Bristol population.

The proportion of Gypsy / Roma / Traveller people, Black/African/Caribbean/Black British citizens, mixed/multi-ethnic citizens and citizens with an “other ethnic background” were under-represented in the response rates compared to the proportion of people in each of these ethnic groups living in Bristol.

The response rate for Asian or Asian British (21%) is significantly higher than the proportion of these citizens in the Bristol population.

Figure 8: Ethnicity of respondents

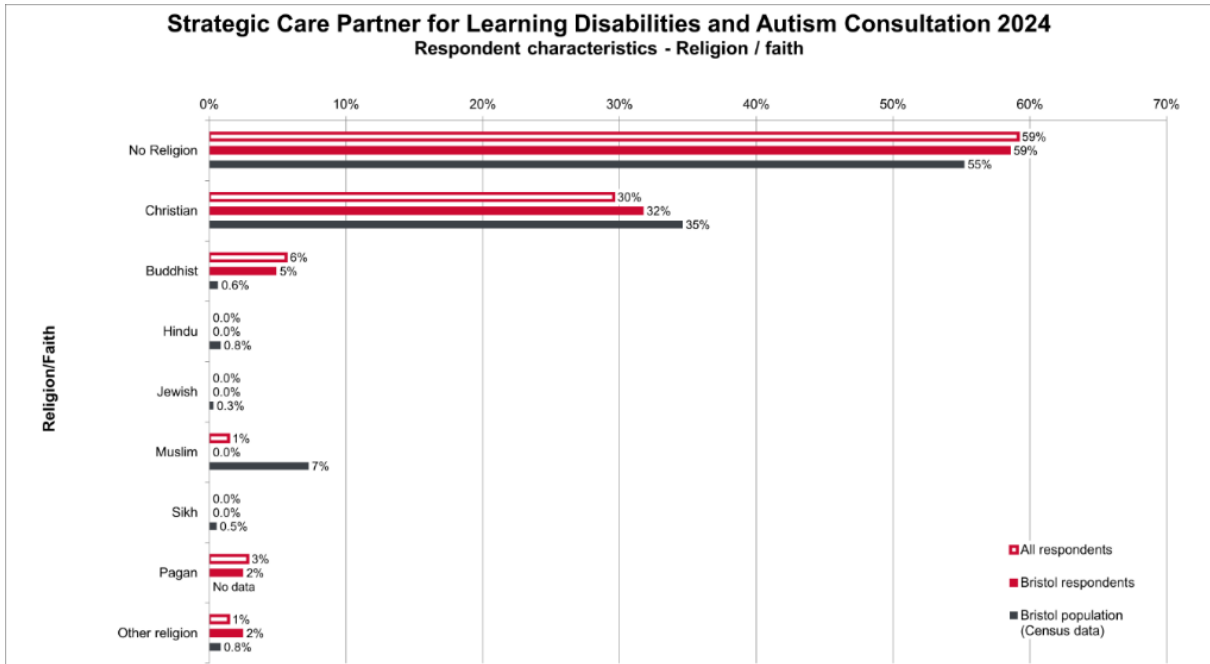


5.6.5 Religion/faith

People with no religion (59%) responded in higher proportion than people of no religion in Bristol’s population (55%). Buddhists (5%) and people with ‘Other religion’ (2%) also responded in greater numbers than the proportions of these faiths in Bristol.

Christians (30%), Muslims (1%), Hindus (0%) and Sikhs (0%) were under-represented compared to the proportions of these faiths living in Bristol.

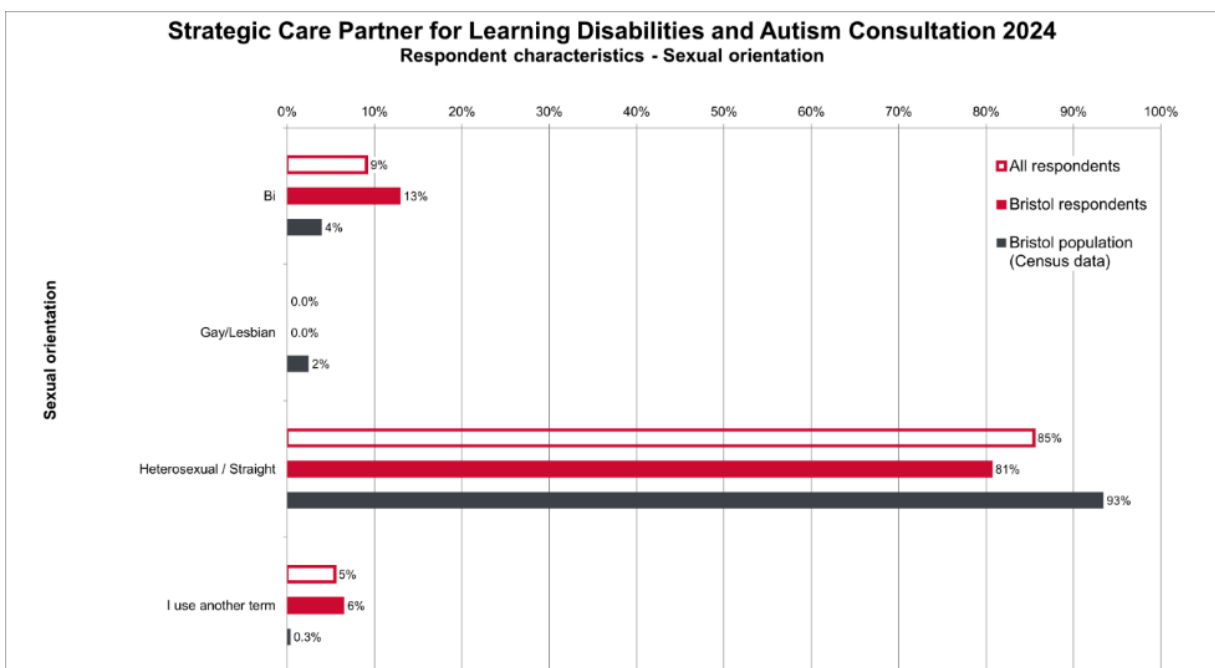
Figure 9: Religion/faith of respondents



5.6.6 Sexual orientation

Heterosexual people (85% of respondents) were under-represented compared with the proportion of heterosexual people living in Bristol. Bi-sexual people were over-represented. responded in higher proportion than people of any other sexual orientation in Bristol's population. The proportion of Gay/Lesbian people (0%) were underrepresented.

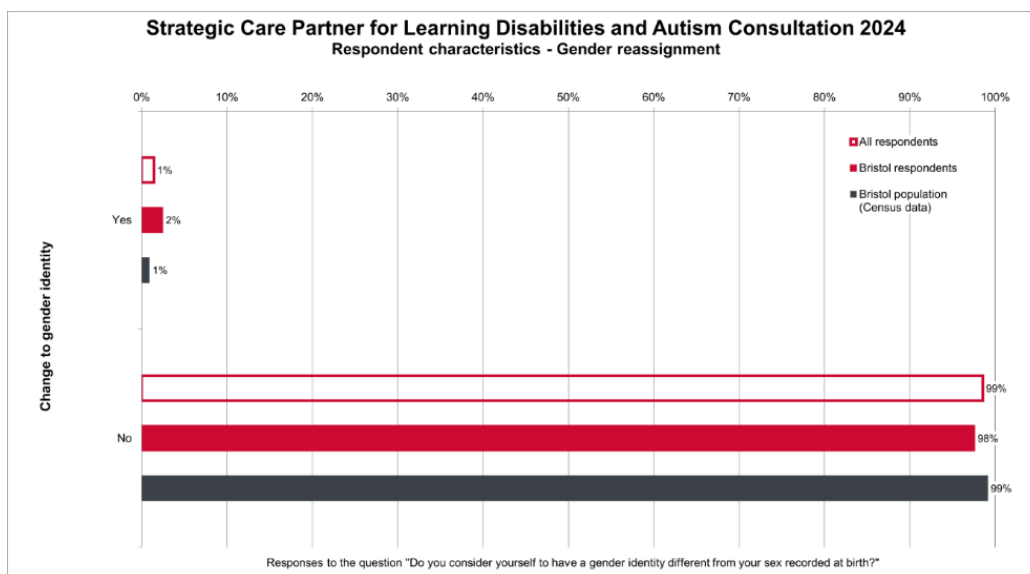
Figure 10: Sexual orientation



5.6.7 Gender reassignment

The number of respondents who had undergone gender reassignment was the same at those in the Bristol population (1%).

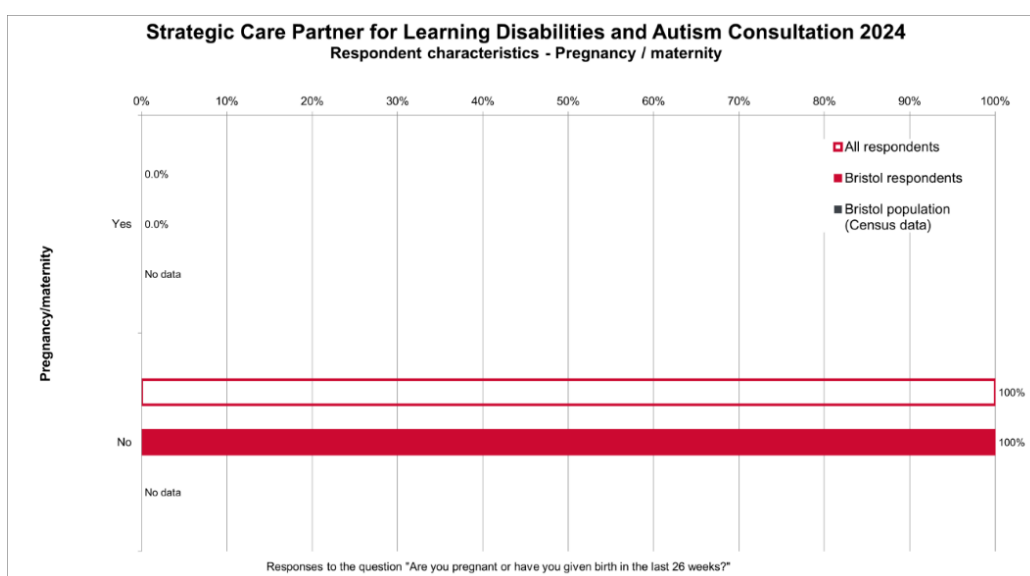
Figure 11: Gender reassignment



5.6.8 Pregnancy / Maternity

Respondents who were pregnant or had given birth in the last 26 weeks was 0%.

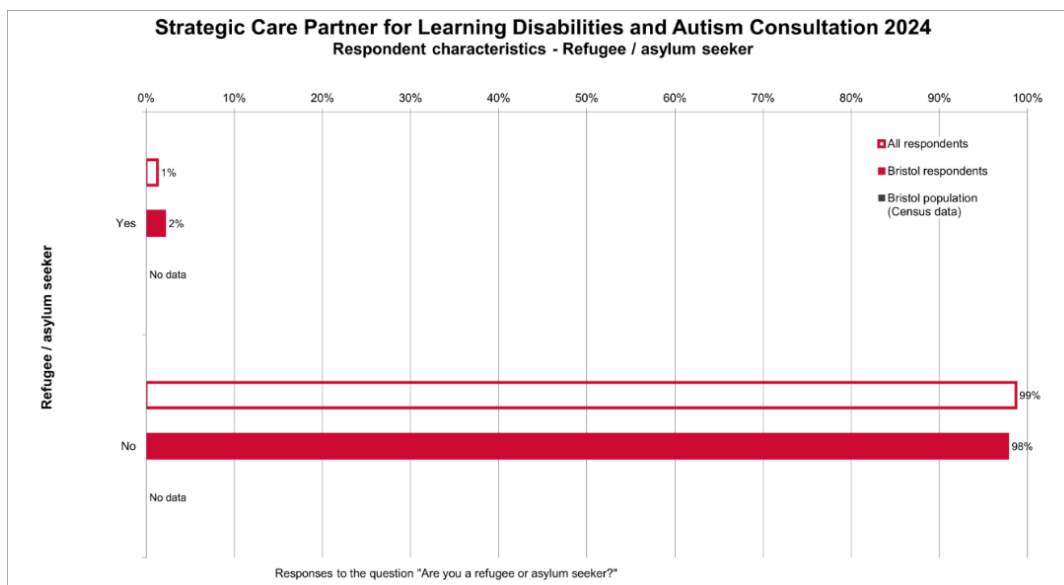
Figure 12: Pregnancy/Maternity



5.6.9 Refugee or asylum seeker

1% of all respondents and 2% of Bristol respondents answered 'yes' to being a refugee or asylum seeker.

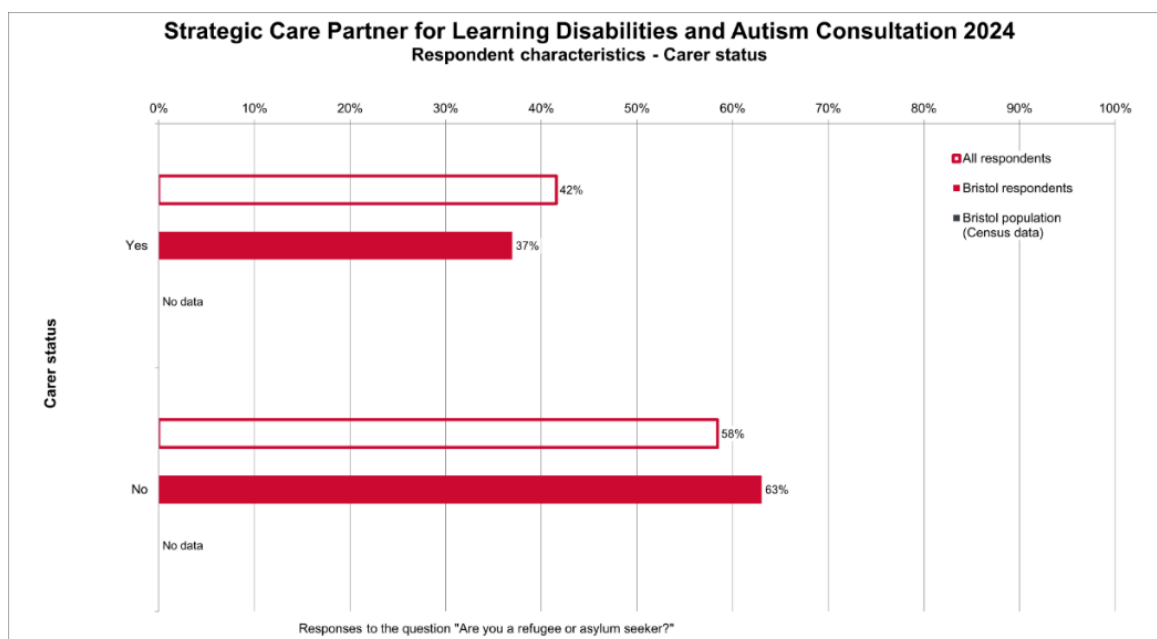
Figure 13: Refugee or asylum seeker



5.6.10 Carer Status

42% of all respondents and 37% of Bristol respondents answered ‘yes’ to being a carer.

Figure 14: Carer status



5.6.11 Impact of proposals on protected characteristics

Respondents were asked whether they thought any of the proposals would have any impact on themselves because of a protected characteristic.

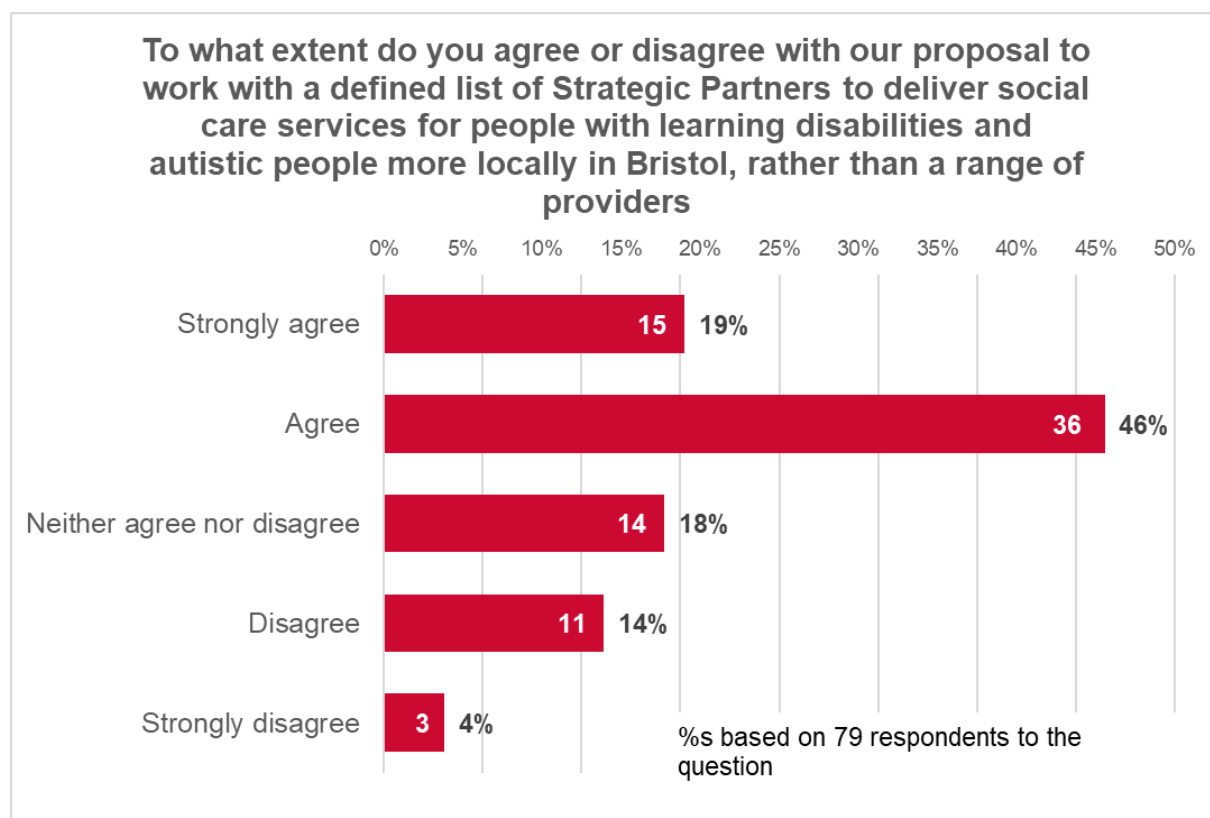
- 6% said proposals would have a very negative effect.
- 13% said proposals would have a slightly negative effect.
- 75% said proposals would have no effect.

In line with the Strategic Partner Equalities Impact Assessment, this consultation aimed to discover and reflect on the views of people living with a range of protected characteristics as identified in the Equalities Act, including carers and people experiencing Socio-Economic deprivation.

However, completion of the equalities questions was inconsistent and only reflects a small sample of the Bristol population. It is therefore difficult to draw conclusions.

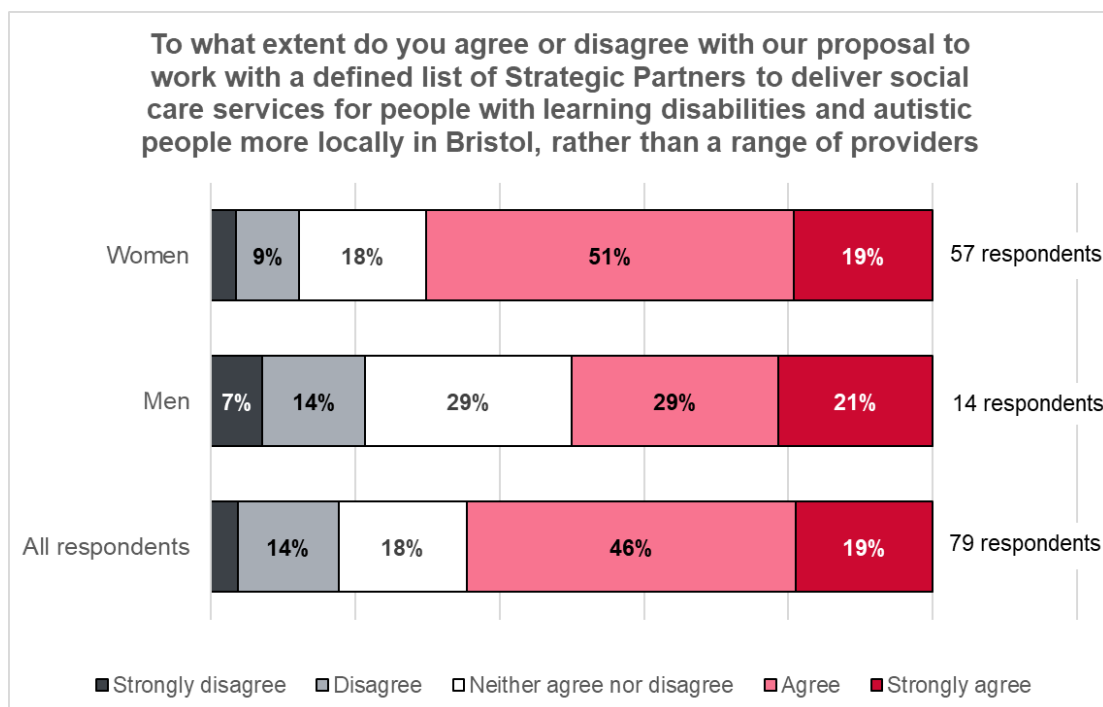
The difficulties around data quality will inform the service specification and the consultation report recommendations.

5.7 Question 1: To what extent do you agree or disagree with our proposal to work with a defined list of Strategic Partners to deliver social care services for people with learning disabilities and autistic people more locally in Bristol, rather than a range of providers?



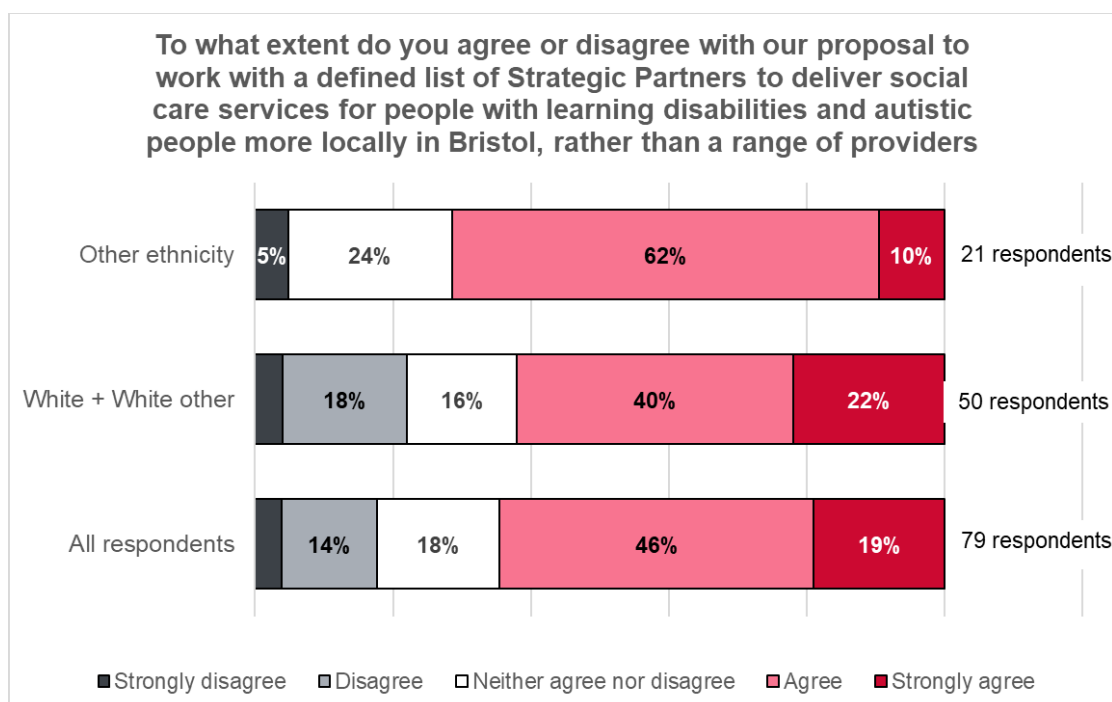
From these responses 65% of respondents either agreed or strongly agreed with the proposal with 18% disagreeing or disagreeing strongly.

5.8 Survey responses by sex:



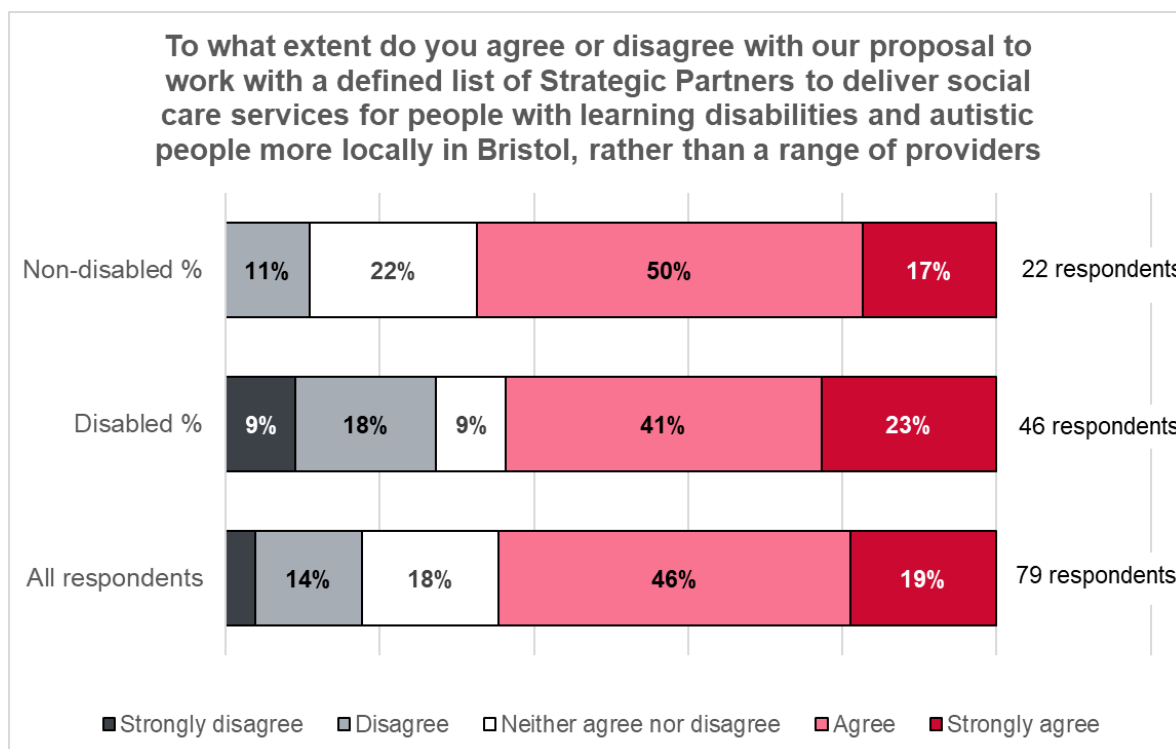
A higher proportion of female respondents agreed with the proposal than male, who were more likely to disagree or neither agree or disagree.

5.9 Survey responses by ethnicity:



A higher proportion of those from ‘other ethnicity’ agreed with the proposals compared with ‘white + white other’.

5.10 Survey responses by disability:



A higher proportion of ‘non-disabled’ people agreed with the proposals compared with ‘disabled’ respondents.

5.11 Q2. Please tell us why you chose your answer for question 1. We would like to know: What you think about our idea. What services you would like to see in your local area. What you would not like to see.

74 respondents responded to this question in total. Free text responses were categorised into themes.

- 21 (28%) of respondents made comments that were broadly in agreement with the proposal.
- 16 (22%) respondents made comments about what they thought good quality services should look like and include.
- 14 (19%) of respondents raised concerns about the impact this proposal may have on service user choice.
- 12 (16%) of respondents raised concerns about the impact this proposal may have on service quality.
- 11 (15%) of respondents commented about current gaps in services for people with Learning Disabilities and Autistic people.
- 9 (12%) of respondents raised concerns about the impact this proposal may have on small providers.

- 9 (12%) of respondents raised questions about how Bristol City Council will implement and manage a Strategic Partner model in practice.
- 8 (11%) of respondent were critical of Bristol City Council Adult Social Care services more broadly.
- 7 (9%) of respondents commented that they wanted more information about the proposal.
- 6 (8%) of respondents were concerned that Bristol City Council had financial motivations for this proposal.
- 6 (8%) of respondents made comments about the need for culturally appropriate service provision.
- 5 (7%) of respondents commented on the need for involvement of people with lived experience in the process of planning and delivering services.
- 5 (7%) of respondents were in agreement with a locality based approach to service delivery.
- 1 (1%) respondent queried the impact that this proposal would have on carers.
- 1 (1%) respondent raised a concern about the consultation process.

6 Key themes and findings from the survey

1. Impact on Smaller Providers

- Concerns: There is significant concern that the proposed model will favour larger providers, potentially driving smaller, niche providers out of business. Respondents fear this could reduce the diversity of available services and negatively impact the quality of care.

2. Impact on Choice and Control

- Concerns: The reduction in the number of providers is perceived as limiting choice and control for service users. There is a strong sentiment that a larger group of providers is necessary to meet a wide range of needs, especially for culturally specific services and highly specialised support.

3. Quality of Care

- Concerns: There is anxiety that the focus on strategic providers might prioritise profit over care quality, leading to reduced fees and lower standards of service. Respondents emphasised the need for person-centred, needs-led service provision.

4. General Dissatisfaction with Current Services

- Concerns: Many respondents expressed dissatisfaction with the current state of services, citing issues such as inadequate support, insufficient staff training, and a lack of person-centred care. There is scepticism about whether the proposed changes will address these issues.

5. Locality Model

- Support and Concerns: While there is some support for the idea of dividing Bristol into three areas with strategic partners providing a full range of services in each, questions remain about the practical implementation and the potential for increased administrative complexity.

6. Consultation Process

- Concerns: Respondents questioned the inclusivity and transparency of the consultation process, noting that key stakeholders, particularly people with Learning Disabilities and Autism and their carers, should have been more actively involved.

7. Requests for further information

- There was feedback received that more information was needed in order to understand the proposals.

8. The need for people with Lived Experience to be involved in service design and provision.

9. How the implementation of the proposal will work in practice

- Respondents had several questions about how a Strategic Partner model of delivery would be implemented. These included:
 - How will the services currently not available in Bristol be made available?
 - How the council would 'choose' their strategic providers?
 - How often will this arrangement be reviewed and what will be the protocol if a strategic provider begins to fail?

10. Gaps in existing services

- Respondents highlighted several gaps in current service provision for people with learning disabilities and autistic people:

11. Need for culturally appropriate services including partners who can speak other languages.

12. What people would like from services.

- There were also many comments about what people wanted to see from good quality services. These included:
 - well-trained staff
 - Support for people to be as independent as possible
 - Individualised support planning
 - Health services- like swimming, gym, walking services.
 - Social events, opportunities to meet new people.
 - Better transport to enable access to services and community activities

7 Conclusion and Recommendations

The consultation revealed a mixture of support, concerns and questions regarding the proposed Strategic Care Partner model.

What we've heard:	What we will do:
There are concerns about a negative impact on smaller providers	There will be options for consortium bids and subcontracting which will provide opportunities for smaller providers. Bristol City Council will support links between providers and will commit to this in the service specification for this contract. There will be a focus on partnership working to deliver a range of services within each locality.
There are concerns about a potential negative impact on service user choice	Individuals will still have their preferences taken into account when considering their care provision. At present choice is limited due to a lack of services in some areas. Gaps in current services were also a theme in the feedback received. The aspiration is that in taking a locality model approach there will be increased availability and range of services in local areas, supporting choice and control.
There are concerns about a potential negative impact on service quality	Bristol currently has an above average quality ratings for CQC registered services at 96% rated as good or higher compared with an England average of 86%. Working with a smaller number

	of Strategic Partners will enable closer quality monitoring, better oversight and improved contract management, leading to long term improvement in service quality.
People want to understand more about the model and how it will work	Information about the Strategic Partner model are detailed in the consultation briefing document. Care will be sourced in line with Care Act eligibility and choice will remain central to care provision. Service users in receipt of commissioned services can raise any questions they may have about their care directly with Adult Social Care and/or their care provider.
There is a need to involve service users and carers in service planning and implementation	Bristol City Council are committed to involving service users and carers in the design, implementation and delivery of services. Partnership working is planned for tender evaluations for the Strategic Partner contract and potential options around service user involvement in ongoing contract management is being explored.
There is a need for culturally appropriate services	The consultation feedback and equalities data has identified that there continues to be gaps in data. The Strategic Partner has a role to make sure that's better understood. The needs of each locality will differ and the service specification will require providers to look at place-based initiatives to address specific needs. Locality data will also be included in the service specification.
There are gaps in current service provision, including support into employment	This model of service delivery has been designed as a complete service provision to address known gaps. Support into employment will be included in the service specification as a key requirement of the Strategic Partner. This will

	also form part of ongoing monitoring in terms of quality and service user outcomes.
There is positivity about moving to a locality based model of service provision	We will continue to move towards a locality model and this will be included as a key element of the specification.

8 How can I keep track?

You can find the latest consultation and engagement surveys online at www.bristol.gov.uk/consultationhub where you can also sign up to receive automated email notifications about consultations and engagements.

You can find forthcoming meetings and their agendas at democracy.bristol.gov.uk.

Any decisions made by Full Council and Committee will also be shared at democracy.bristol.gov.uk.