

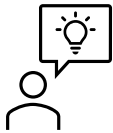


# Homelessness Supported Accommodation Pathways

## Introduction:



Bristol City Council funds around **850 units** of supported accommodation for **single adults or couples aged 22 or older** who are homeless or threatened with homelessness.



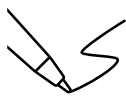
The existing contracts we have for this accommodation **run out in October 2024**. This provides a great opportunity for us to review our offer of accommodation to ensure it **best meets the needs and hopes of adults** who find themselves homeless in Bristol.



The Council has drafted a **Commissioning Plan** setting out our proposals for how we will continue to fund this supported accommodation from October 2024. This plan is available online at: <https://bit.ly/3vzjV19>



We have made this survey as **we want to hear whether people agree or disagree with the proposals** we've made in our draft Commissioning Plan. The feedback we receive will be used for shaping our final Commissioning Plan and the services we fund from October 2024.



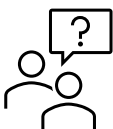
This survey is for individuals who have **experienced homelessness and/or have lived in supported accommodation**. You can answer the questions by yourself or ask your support worker for help.



If you would prefer to complete this survey **online**, please visit: [www.ask.bristol.gov.uk/homelessness-supported-accommodation](http://www.ask.bristol.gov.uk/homelessness-supported-accommodation)



The survey **closes at midnight on Monday 19<sup>th</sup> February**. To return your survey, please hand it to your support worker, scan/photo it and email it to [homelessness.contracts@bristol.gov.uk](mailto:homelessness.contracts@bristol.gov.uk) or post it to Andrew Linton, 100 Temple Street, Bristol BS1 6AG.



If you have any further questions about this survey or the Commissioning Plan, or if you need support to complete this survey, please email [homelessness.contracts@bristol.gov.uk](mailto:homelessness.contracts@bristol.gov.uk) or call Andrew Linton on **07785 691 568**.

## Questions:



Currently, supported accommodation for homeless adults is organised into 4 'Levels' of support. Level 1 services have 24/7 staffing on-site. Level 2 services have staff on site 9am-5pm from Monday to Friday. Levels 3 and 4 services have visiting staff. Clients typically move through one or more of these levels before moving into their own unsupported accommodation.



We propose increasing the number of Level 2 beds, as we currently have the fewest number of these beds. This is a problem, as it means that people can be waiting for a long time in Level 1 services before a Level 2 bed becomes available.



To fund an increase the number of Level 2 beds, it is likely that we will have to reduce the number of Level 3 and/or 4 beds. This may reduce the overall number of supported accommodation beds available.

1. Do you agree or disagree with the following statement: "We should increase the number of Level 2 beds, even if this means the overall number of beds may decrease"
  - Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree

2. Do you have any further comments on this proposal?



**We propose combining Levels 3 and 4. In practice, there is limited difference in these services, and we want to reduce the number of times an individual needs to move before moving into their own unsupported accommodation.**

3. Do you agree or disagree with the proposal to combine Levels 3 and 4?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

4. Do you have any further comments on this proposal?



**Bristol City Council currently commissions a Resettlement Service to provide support to individuals who are moving out of supported accommodation and into their own unsupported accommodation.**



**We propose stopping this as a separate service. Instead, we would require supported accommodation providers to offer temporary support to residents when moving on into unsupported accommodation. We think this would be beneficial for allowing clients to continue receiving support from the same support worker/ organisation when moving into their own property, rather than requiring clients to start working with a new 'Resettlement Worker'.**

5. Do you agree or disagree with this proposal?

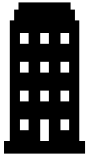
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

6. How long should resettlement support be offered to a client who has moved onto independent accommodation?

7. How should resettlement support be offered?

- Remotely (via phone/ email)
- Face-to-face
- Mixture of remote and face-to-face
- Other (please specify): \_\_\_\_\_

8. Do you have any other comments on this proposal?



**Bristol City Council is aware that some individuals who are homeless don't want to go into very large homeless hostels. In the future, Bristol City Council would like to replace larger hostels with smaller buildings, however this is unlikely to happen quickly due to a challenging housing market within which to find suitable buildings. We are therefore looking to take action in the short term to make larger hostels better places to live for individuals who are homeless.**

9. What actions can we take to make larger hostels better places to live for individuals who are homeless?



**We have a limited number of self-contained properties within our supported accommodation pathways.**

10. Who should be prioritised for self-contained properties (i.e. what are the circumstances that would make shared accommodation unsuitable for an individual)?



**Sometimes individuals end up staying in self-contained properties for a very long time, even though supported accommodation is supposed to be temporary. This is a problem as we have lots of people waiting to move into supported accommodation who are unable to do so.**

11. What measures can we put in place to reduce the amount of time that individuals end up staying in self-contained supported housing?



**We want supported accommodation landlords to sign up to minimum accommodation standards to ensure that accommodation is of a good quality and available to individuals who need it.**

12. What are the key areas that landlords should focus on to ensure that their homes are great places to live in?



**Bristol City Council expects all support providers to have clients at the centre of what they do, including consulting clients in the design and running of support services. This is sometimes referred to as 'client involvement'. We would like to know whether it would be helpful to have a pot of money that can be used to facilitate client involvement opportunities across different support providers.**

13. Should there be a pot of money for client involvement opportunities across different support providers?

- Yes
- No
- Unsure

14. If you agree there should be a pot of money for client involvement, what should this funding be used for?

**Overall comments**

15. Please use the space below to outline any other feedback in relation to the Draft Commissioning Plan.

## About you

We want to hear from as many people as possible from all parts of Bristol, so we can understand all viewpoints.

It would be very helpful if you could complete the following 'About You' questions. **This will help us ensure that no-one is discriminated against unlawfully and will help us see if people in different parts of Bristol and different circumstances have different views.** The questions include each of the protected characteristics in the Equality Act 2010.

All questions are optional. **You can skip any questions you do not wish to answer.**

Information provided will be treated in the strictest confidence and in accordance with the UK General Data Protection Regulation (UK GDPR). Personal and sensitive information will be used solely for the purpose of equalities monitoring to ensure that everyone is treated fairly.

Our privacy policy, which explains how we will process your personal information, how long we will retain it and your rights as a data subject is available at [www.bristol.gov.uk/resources/privacy](http://www.bristol.gov.uk/resources/privacy)

Please answer the questions below by ticking the boxes that you feel best describe you.

### 16. What is your full postcode, e.g. BS13 9BC.

We are asking this to understand if citizens have different views in different parts of the city and to be sure we have heard from people in all areas of Bristol.

If you are responding on behalf of a business or other organisation, please provide the postcode of the organisation's premises in Bristol.

**17. What is your age?**

- 0-10
- 11-15
- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 +
- Prefer not to say

**18. Do you consider yourself to be a disabled person?**

- Yes
- No
- Prefer not to say

**(Bristol City Council uses the 'Social Model of Disability' which recognises the right to self-identify as a Disabled person and that people are Disabled by barriers in society such as lack of physical access and lack of accessible communication, not by their impairment (including mental, physical, sensory, health conditions, learning difficulties etc.)**

**19. What is your ethnic group? (please tick one box only)**

- Asian or Asian British
- Black, Black British, Caribbean or African
- Mixed or multiple ethnic groups
- White British
- Other White Background
- Gypsy, Roma or Traveller
- Prefer not to say
- Other (please specify):

**20. What is your religion/faith?**

- No religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Pagan
- Sikh
- Prefer not to say
- Other (please specify):

**21. What is your sex?**  
(If unsure you can use the sex recorded in your official documents.)

- Female
- Male
- Prefer not to say
- Other (please specify):

**22. Do you consider yourself to have a gender identity different from your sex recorded at birth?**

- Yes (e.g., trans or non-binary)
- No
- Prefer not to say

If 'Yes', please enter the term you use to describe your gender :

**23. What is your sexual orientation?**

- Bi
- Gay/Lesbian
- Heterosexual / Straight
- Prefer not to say
- I use another term (please specify):

**(‘Bi’ is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender. Bi people may use other terms e.g. bisexual, pan or pansexual.)**

**24. Are you pregnant or have you given birth in the last 26 weeks?**

- Yes
- No
- Prefer not to say

**25. Are you a carer?**

- Yes
- No
- Prefer not to say
- Other (please specify):

**(A carer is anyone who provides unpaid support for a family member or friend etc. who needs help with their day-to-day life because of illness, disability or other needs. A young carer might also provide support for other children/siblings.)**

**26. Are you a refugee or asylum seeker?**

- Yes
- No
- Prefer not to say

**27. Please tell us what effect, if any, the proposals would have on you because of your protected characteristics.**

**The protected characteristics defined in the Equality Act 2010 are: age gender reassignment being married or in a civil partnership being pregnant or on maternity leave disability race including colour, nationality, ethnic or national origin religion or belief sex sexual orientation**

- Very negative effect
- Slightly negative effect
- No effect
- Slightly positive effect
- Very positive effect

If you think the proposals would affect you because of your protected characteristics, please say how:

**28. We want to make sure our surveys are as good as possible.**

**Please tell us if you agree or disagree with the following statements:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
There is enough information for me to answer the questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The questions make it easy for me to give my views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The survey meets my accessibility needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you disagree or strongly disagree with any of these three statements, please tell us why:

**Thank you for completing this survey and helping to shape the future of supported accommodation for homeless adults in Bristol.**