



Easy
Read



Help When You Need It

What do you think?



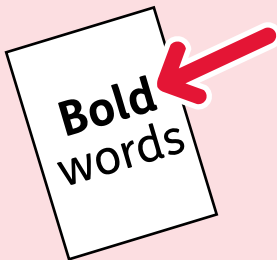
Easy Read



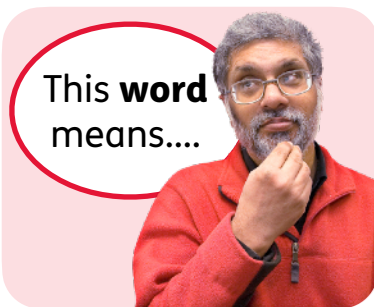
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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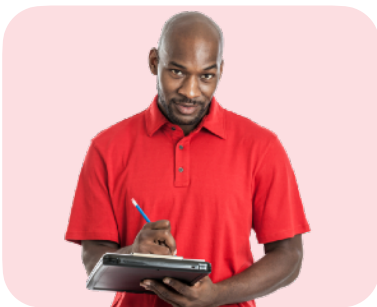
About this survey



This is a survey from Bristol City Council about the **Help When You Need It** service.



The **Help When You Need It** service gives support to adults who need support for a short time.



We are looking at what services we need now and in the future.



We want to know what you think about our plans for the Help When You Need It service.



Please read the information and answer the questions to tell us what you think.

About the service

Help When You Need It supports adults to:



- Learn more skills to help them live on their own.



- Do the things they want to do in life.

The Help When You Need It is made up of lots of different services that help people with things like:



- Keeping a home or finding a new place to live.



- Helping them to use the health services that they need.

Help When You Need It also has services that help people with things like:



- Making sure they are getting all of the **benefits** they need and helping them to pay bills.

Benefits is money the Government gives to some people to help pay for the things they need to live.



- Taking part in activities in their local area so they do not feel lonely.



- Helping them to get training, learn new skills or find a job.



The council pays other organisations to provide this service.



We spend nearly £3 million on the Help When You Need It service every year.

We need to make sure:



- That it is spending its money in the best way it can.



- The services it pays for are right for the people of Bristol.



- That any organisation that wants to apply to provide the service gets the chance to.

Possible changes to this service



Not enough

Bristol City Council does not have enough money to pay for all of the services it provides.



More

We think we will spend more on Adult Social Care than we have available to spend between April 2024 and April 2025.



So we need to find out how we could save money.

The council is planning to change how the Help When You Need It service is run so that:



- People in Bristol get a better service.



- The council can save money on the service.



We are asking people what they think about these changes before we do anything.

Questions for you to answer



Question 1: Are you...

Please tick all boxes that apply to you.

- Someone who lives in Bristol
- Someone who has been supported by the Help When You Need It service now or in the past
- A carer for someone who has been supported by the Help When You Need It service now or in the past
- A friend or family member of someone who has been supported by the Help When You Need It service now or in the past

There are more answers on the next page.

- A professional who has worked for the Help When You Need It service now or in the past
- A social worker or social care professional
- Someone who works for the NHS or health services
- Someone who works in housing
- Someone who works in Public Health
- Other - please tell us:

Questions about saving money



We need to save up to £200,000 on the Help When You Need It services by changing how they are run.



We have thought about different ideas that would mean we do not have to save this money.



But we cannot keep running these services without spending less money on them.



We have some different ideas about ways that we can save money.



Please tell us how much you agree or disagree with each idea.



Idea 1: Lowering the amount we spend on the Help When You Need It services by up to £200,000.



We would stop some of the Help When You Need It services that we provide to save money.



We will ask you which services we should stop in the next questions.



This idea would help us to make sure we do not spend more money than we have.



But it might mean we stop providing some services or cannot provide as much support with some services.



Question 2: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Idea 2: Stop the Sheltered Housing Framework service.



The **Sheltered Housing Framework** service provides support for about 500 people living in **sheltered housing**.



Sheltered housing is where people who need more support live in the same building, usually in their own flats.



The problem with this service is that it only helps some people - we cannot give this service to everyone who needs it.



We are planning to provide other services to support people who use the Sheltered Housing Framework.



Save £200,000

By stopping this service we can save £200,000 to spend on other services, like support for mental health.



We could also use around £200,000 to spend on other services, like support for mental health.



But the support that people get from the Sheltered Housing Framework will not be provided.



Question 3: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree

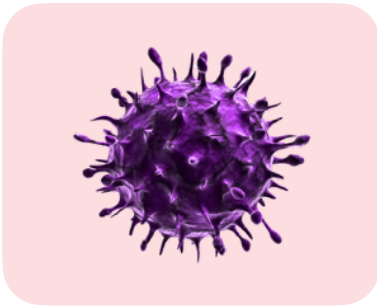


Disagree a lot





Idea 3: Stop the service that provides support for people who live in their own homes and have health needs to do with their body or HIV.



HIV is a virus that makes you more likely to become seriously ill from other diseases.



This service is used by the lowest number of people of all of our services.



If we stopped this service we could use the money for the services which more people need.



We could put almost £80,000 into other services if we stopped this one.



People who use this service could be supported by other services, depending on what support they need.



But there would be less support for people with health needs to do with their body or HIV.



Question 4: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Idea 4: Take some money away from the Learning Disability, Autism, and Mental Health services. We would keep some money just for services for people with learning disabilities.



A quarter

The Learning Disability, Autism, and Mental Health services get about a quarter of the Help When You Need It money at the moment.



Less than a quarter

But those services are needed by less than a quarter of people who use Help When You Need It services.



Too much

So at the moment, too much money is going into those services.



Other services

We would like to take some of the money and give it to other Help When You Need It services that need the money.



This would mean there is more money to help people other people.



But the support services for people with learning disabilities might not be able to help as many people.



Question 5: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Question 6: If you would like to tell us anything else about these ideas, please write down what you think here:

A large, empty rectangular area with a red border, intended for writing a response to Question 6.

Questions about how we spend money on services



There are some services that a lot of people need.



Some people have needs that we cannot support because we do not have the right services yet.



We have some ideas for changing how much we spend on our services.



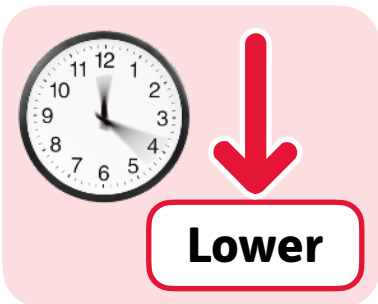
Idea 1: Give more money to services that support people with mental health issues in their local area.



A lot of people need our mental health services but the services do not get enough money.



This means that people have to wait a long time to get the support they need.



Giving more money to mental health services would lower the time people have to wait.



Idea 2: Give more money to services that support older people living in their own homes.



A lot of older people need these services but the services do not get enough money.



This means that people have to wait a long time to get the support they need.



We expect the number of older people in Bristol to go up by 6000 in the next 20 years.



Giving more money to these services would lower the amount of time people have to wait for support.



Idea 3: Set up a new support service for people who are neurodivergent.



Neurodivergent means your brain works in a different way to most people.



At the moment there aren't any Help When You Need It services to support people with **ADHD** and other types of neurodivergence.



ADHD (Attention Deficit Hyperactivity Disorder) is a condition where you find it hard to focus on 1 thing, and may also find it hard to keep still or be quiet.



More people are asking for support with ADHD than before.



Having a special service for these people would help to provide support for other neurodivergent people.



It would also help staff to learn more skills in how to support neurodivergent people.



Idea 4: Set up a new service to support people with Hoarding Behaviours.



Hoarding Behaviours are when someone has too many things in their home and cannot use their home well.



A lot of people need support with Hoarding Behaviours.



So there is a long wait for people to get the support they need.

The long wait means that:

- People's health gets worse.



- The council has to spend more money on other services to support them.



A new service would help to:

- Lower the waiting time for support.



- Make sure people get the support they need.





Question 7: Which idea do you think we should give money to?

Please tick only 1 box.

- Idea 1: Give more money to services that support people with mental health issues in their local area.

- Idea 2: Give more money to services that support older people living in their own homes.

- Idea 3: Set up a new support service for people who are neurodivergent.

- Idea 4: Set up a new service to support people with Hoarding Behaviours.



Question 8: If you would like to tell us anything else about these ideas, please write down what you think here:

A large, empty rectangular area with a red border, intended for writing a response to Question 8.

Questions about how our services work



One of the main issues we need to deal with is long waiting times for our services.



There are long waiting times because lots of people need to use our services.



But another reason for long waiting times is how the services work and are managed.



We have some ideas for how we can change the way services work to lower waiting times.



Idea 1: Moving all of our different mental health services into 1 main mental health service.

Having 1 main mental health service would mean that we can:



- Share out the support we can provide.



- Lower the waiting times.



- Give everyone the same level of support.



The service might save money by having lower costs for running the service.



But there would be less choice for people about which service they want to use.



Question 9: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree

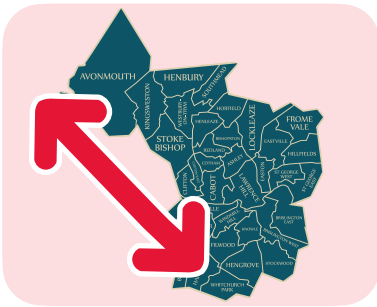


Disagree a lot





Idea 2: Ask all services to offer support around the city instead of just in their local area.



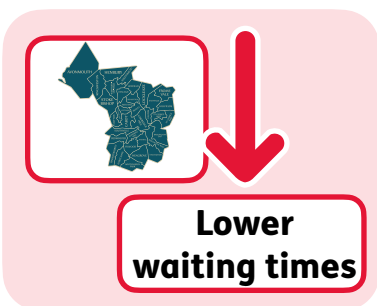
Some services are run across the city.



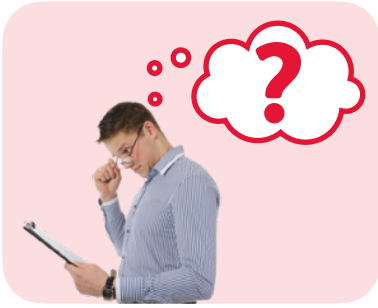
Other services are only for certain areas of the city.



When there are lots of small services just for certain areas, it means some people might be waiting longer in some areas than others.



Having services for the whole city means waiting times might be lower across the city.



But if the service is for the whole city, professionals might know less about certain areas of the city.



Question 10: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Idea 3: People should only be able to get support from a service for 6 months at most.



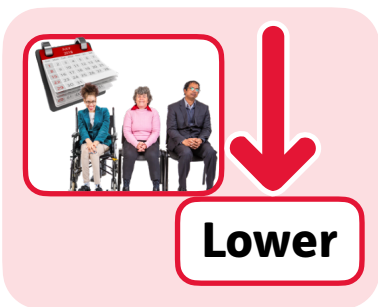
At the moment there is no time limit on how long someone can use a service.



But the Help When You Need It service is only supposed to support people for a short time.



When people use a service for a long time, it means that others have to wait longer to get support.



Expecting people to only use the Help When You Need It service for a short time will help to lower the amount of time people have to wait for support.



But some people may need to use the service for longer than 6 months.



Question 10: How much do you agree or disagree with this idea?

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Question 11: If you would like to tell us anything else about these ideas, please write down what you think here:

A large, empty rectangular area with a red border, intended for writing a response to Question 11.

Questions about you



We want to make sure we hear from as many different people as possible.



Please answer these questions about you to help us make sure we are hearing from different groups of people.



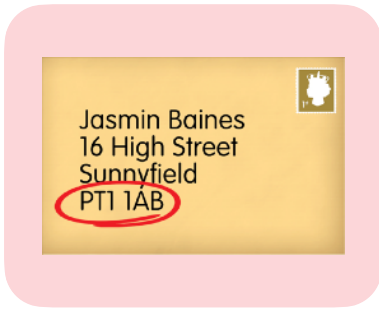
You do not have to answer any of these questions if you do not want to.



We will follow the law about keeping your information safe and private.

You can read more about how we keep your information safe on our website:

www.bristol.gov.uk/privacypolicy



Question 12: What is your postcode?

Write your answer in the box below.

If you are answering for an organisation, please write their postcode.



Question 13: How old are you?

- 0 to 10
- 11 to 15
- 16 to 17
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over
- I do not want to say



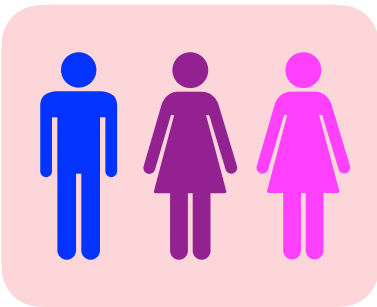
Question 14: Are you Disabled?

Only tick 1 box.

Yes

No

I do not want to say



Question 15: What is your sex?

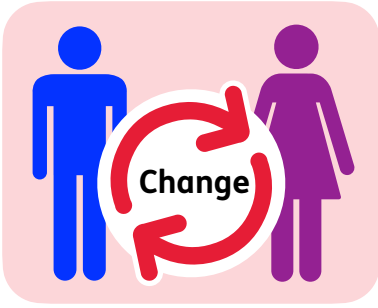
Only tick 1 box.

Female

Male

I do not want to say

Other - please tell us:



Question 16: Have you changed your **gender** or do you plan to?

Only tick 1 box.

Gender is whether you are a man, a woman or something else.

Yes

No

I do not want to say



Question 17: What is your **ethnic group**? *Only tick 1 box.*

Your **ethnic group** means your race, background or the country you or your family comes from.

- White British
- White Irish
- White Other
- Black, African, Caribbean or Black British
- Asian or Asian British
- More than 1 ethnic background
- Gypsy, Roma or Irish Traveller
- I do not want to say
- Any other ethnic background - please tell us:



Question 18: Are you...

Only tick 1 box.

- Bisexual - you are attracted to both men and women
- A Gay Man - you are a man who is attracted to men
- A Gay Woman or Lesbian - you are a woman who is attracted to women
- Heterosexual or Straight - you are attracted to people who are the opposite gender to you
- I do not want to say
- Other - please tell us:



Question 19: What is your religion?

Only tick 1 box.

- No religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Pagan
- Sikh
- I do not want to say
- Any other religion - please tell us:



Question 20: Are you pregnant or do you have a new baby?

Only tick 1 box.

Yes

No

I do not want to say



Question 21: Are you a carer?

Only tick 1 box.

Yes

No

I do not want to say



Question 22: Are you a **refugee or asylum seeker?** *Only tick 1 box.*

A refugee or asylum seeker is someone who has left their own country for their safety and asks to live in a new country.

Yes

No

I do not want to say



Question 23: Do you think you will be affected by our plans because of who you are? Like your sex or ethnicity.

Only tick 1 box.

I would be affected in a very bad way

I would be affected in a bad way

I would not be affected

I would be affected in a good way

I would be affected in a very good way

If you think you would be affected, please tell us how:

Sending the survey back to us



Please send this survey to:

Private and Confidential
FAO Community Based Care Team
Adult Commissioning (CH)
Bristol City Council
PO Box 3399
Bristol
BS1 9NE

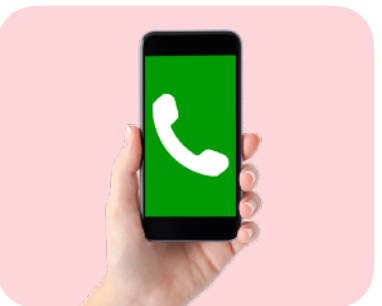


Please send the form back to us by
Tuesday 17 September 2024.



If you would like this survey in a
different way, like large print or braille,
you can contact us by:

- Email:
adultcommissioning@bristol.gov.uk



- Phone: 0117 92 22945

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