Community support services are changing - Have your say

We have produced a draft plan for Community Support Services and would like to hear what you have to say about the potential changes.

Community Support Services are delivered within different community settings or to help people in their home.

The proposals explain how in future support will be based on:

- helping you do the things that you would like (outcomes based commissioning)
- making sure that all the services are of a good quality standard
- clear information about how much the service will cost and what this will pay for

We are asking you to let us know what you think about our proposals to make sure:

- that this can work well and meet people's needs, and
- that we can provide high quality community support services for those people who need it, at the right time and in the right place.

Please read the 'Draft Community Support Services Strategy' before completing this survey.

1. Are you responding as a...?

- ☐ Current CSS service user
- ☐ Current carer of a CSS service user
- ☐ Previous CSS service user
- ☐ Previous carer of a CSS service user
- ☐ Potential CSS service user
- ☐ Potential carer of a CSS service user
- ☐ Current provider
- ☐ Current provider - employee/support worker
- ☐ Prospective provider
- ☐ Member of the public
- ☐ Organisational partner
- ☐ Bristol City Council employee
- ☐ Bristol City Council councillor
- ☐ Other (please specify):

If you are responding on behalf of or work for an organisation related to Community Support Services, please state the name of the organisation.

2. What area of Bristol do you live in?

3. Is it ok for us to contact you if we would like to find out more information relating to your comments in this survey?

- ☐ Yes
- ☐ No

4. If you are willing for us to contact you, please provide your contact details:

Name	
Email address	
Telephone number	

4. Principles of the commissioning process

To underpin this commissioning process, we have developed and aim to follow these principles:

1. Right outcomes, right support, right place, right time, right cost
2. Quality support that meet needs and agreed Service User outcomes
3. Satisfied Service Users and their Carers
4. Maximised use of community facilities & infrastructure (social capital)
5. Meaningful relationships & engagement with key stakeholders
6. Effective contract management and well-informed quality assurance
7. Diverse market of providers
8. Adaptable, flexible services that can meet changing needs
9. Value for money (economic, efficient and effective services
10. Consistent price of support
11. Price linked to need and agreed outcomes

5. Do you agree or disagree with these principles?

☐ Agree

☐ Disagree

Do you have any other comments for example are there any other principles that should be included?

5. Gaps in current provision

We have identified a number of gaps in our current provision of Community Support Services, particularly in;

• Provision across a range of needs
• Accommodation
• Different types of provision
Read more about this on page 16 of the strategy.

6. Do you feel there are any additional gaps in current provision of Commuity Support Services?

☐ Yes

☐ No

If yes, what other gaps should be included?

6. What we are trying to achieve

Read about what we are trying to achieve on page 20 of the strategy.

7. We want to improve the quality of services whilst also achieving value for money. How do you feel this could be best achieved?

[ ]

7. Outcomes focussed support

You can read more about outcomes focussed support on pages 21,22 and 23 of the strategy.

8. Do you agree or disagree with the principle of providers of Community Support Services having a greater role in the setting of Service User milestones and activities?

☐ Agree

☐ Disagree

Do you have any comments e.g. should providers be involved in a different way?

[ ]

In line with our commitment to working towards outcomes focussed support, we propose a number of key Service User and Carer outcomes.

Service users and their carers want to (be):
1. Live daily life with dignity and feel respect
2. Have the social contact they would like
3. Have access to education, training and employment, where appropriate
4. Have access to transport to enable independent living
5. Safe and feel safe
6. Maximise wellbeing
7. Able to make their own decisions while managing risks and responsibilities
8. Enabled to become independent of the need for support services, where appropriate
9. Satisfied with the services they receive

9. Service Users and Carers have told us that these are the key outcomes that matter to them.

Are there any other service user and carer outcomes that should be added?

[ ]

8. Quality

The need for quality Community Support Services is critical in this commissioning exercise. It is important that services are delivered in a caring and empathetic way, with dignity and respect. The aim is for quality Community Support Services that move people onto independence, where appropriate. You can read more about quality on page 24 of the strategy.

10. We believe the list below are the key measures of quality service. Please rank these in order of importance to you, with 1 being the most important and 5 being the least important.
Feel free to add additional measures in 'other' if appropriate.

Consistency of service ☐
Reliability of service ☐
Dignity, respect and care shown by support staff ☐
Person-centred support ☐
Other ☐

If other, please state

[ ]

9. Value for money

Bristol City Council is experiencing pressures on its budgets. As are Local Authorities across the country. Therefore we need to maximise value for money in this commissioning exercise.

In order to tackle this challenge and commission these services more efficiently, we propose to review our approach to the way we cost and commission Community Support Services.
Read more about value for money on page 25 of the strategy.

11. Do you agree or disagree that establishing a consistent unit cost will deliver improved value for money?

☐ Agree

☐ Disagree

How else could value for money be achieved?

[ ]

12. Do you agree or disagree that working towards an outcomes focussed approach will safely reduce overall demand for support?

☐ Agree

☐ Disagree

Do you have any other comments? e.g. how else could we safely reduce overall demand for support?

[ ]

10. Changing the way we buy support from the market

Bristol City Council propose to change the way that we buy support from the market in future. We would like to have a vibrant marketplace of quality providers who can deliver outcomes in a value for money way. You can read more about how we propose to buy Community Support Services in the future on page 26 and 27 of the strategy.

13. We feel that our approach will create a dynamic and diverse market place for the provision of Community Support Services in Bristol?
Do you agree or disagree?

☐ Agree

☐ Disagree

Do you have any other comments? e.g. If not, how can a dynamic and diverse market place be achieved?

11. Equalities monitoring

Equalities monitoring enables the Council to check that everyone in the city is accessing the services to which they are entitled and that no-one is discriminated against unlawfully. Information provided will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly. All questions are voluntary and it will not make any difference to the service you receive if you do not answer them. However, by answering the questions you will help us to ensure that our services are fair and accessible to all.

14. What is your age group?

- [ ] 15 or under
- [ ] 16 to 24
- [ ] 25 to 49
- [ ] 50 to 64
- [ ] 75 and over
- [ ] Prefer not to say

15. What is your gender?

- [ ] Female
- [ ] Male
- [ ] Prefer not to say

16. What is your ethnicity?

- [ ] White British background
- [ ] Other White background
- [ ] Black and minority ethnic background (British and other)
- [ ] Prefer not to say

17. Do you have a religion or belief?

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

18. Are you disabled?

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

19. What is your sexual orientation?

- [ ] Lesbian, gay or bisexual

☐ Heterosexual (straight)
☐ Prefer not to say

20. Transgender (Is your gender identity different from that which you were assigned at birth?)

☐ Yes
☐ No
☐ Prefer not to say

Thank you for taking the time to complete this survey.

Please return to the following *Freepost* address by 7 January 2016. You will not need a stamp.

Freepost RTKJ-SGBZ-ULSH
Adult Commissioning (Parkview)
CSS Commissioning
Bristol City Council
PO Box 3176
Bristol
BS3 9FS