

Adult Social Care Community Support Services Plan

Have your say

What are Community Support Services?

We want to know your views about Community Support Services (CSS).

These services are:

- **Accommodation based support** – things like supported living.
- **Day services** – such as social activities, training and leisure services.
- **Community outreach** – this helps people to be more independent in the community.
- **Care sitting services** – services that give carers a chance to take a break.
- They are for adults aged over 18.

What we want to do

- Make sure you have a range of good quality services to choose from.
- Make sure that everyone has the care they need when they need it.
- Help you do what you want to do.
- Work more closely with health services and other services.

Why we want you to fill in this survey

We want you to let us know what you think about our plans so that we can make sure:

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

Please read the 'Plain English CSS Consultation Commissioning Strategy' before completing this survey. To view the strategy please visit the CSS Consultation webpage www.bristol.gov.uk/csscommissioning or call **0117 922 4399** to request a paper copy.



Who are you?

1. If you are happy to let us know, are you a:

- Current CSS service user
- Carer of a current CSS service user
- Previous CSS Service User
- Carer of a previous CSS service user
- Potential CSS service user
- Potential carer of CSS service user
- Current CSS provider
- Current CSS provider employee or support worker
- Potential CSS provider
- Member of the public
- Bristol City Council Employee
- Do not wish to answer

Other (please let us know)

Our idea

We want your services to be based on the following:

- The right support, in the right place, at the right time
- Good quality services that meet your needs
- We want you to be happy with your services
- Getting the best out of everything in your community
- Our plan is for everyone who provides your services to work together
- We will check the people who provide your services for good quality
- To have a choice of services
- We would like your services to adapt if your needs change
- Good value for money on the services we pay for
- Making sure that all services offer value for money

2. Do you agree or disagree with our idea above?

Agree

Disagree

Is there anything we have not included?

Where are the gaps in our services?

We think we have the following gaps in our services:

- **Helping people with different needs**

Different services to help people with challenging behaviour.

Different services for people who need a small amount of help.

More help for young people who need support for the first time as an adult.

- **Supported living**

Making sure there are different types of supported living homes to meet the different needs of the people who use our services.

Types of supported living: such as our council housing (social housing), flats or private housing with support.

- **Different types of services**

Flexible services, seven days a week

3. Do you feel there are any other gaps in your current services?

Yes

No

If yes, please let us know what these are:

What are we trying to achieve?

- **Improved service user outcomes based**

In the future we want support to focus on your needs not just on an activity. The people who provide our services will have to work in this way.

- **Quality**

we want to work closely with you to improve quality. We want to have a quality standard that all services follow.

- **Value for money**

In the future we will show clearly how much services cost. The people who provide our services will be paid based on the delivery of outcomes of each person who uses that service.

4. We want to make sure we have good quality services without the costs going up.

How can we do this?



What does outcomes focussed mean?

Outcomes focussed means looking at the end result. We will look at the big picture and the things you want to achieve to keep you independent and feeling well.

You, the council and the people who provide our services will work closely together to plan what you need.

We will put together a plan which is broken down into smaller steps.

We will check how you are doing against your plan. This will be shared with our social workers.

What are the benefits?

- The plan will be just for you and focus on the results you want to achieve.
- Because you help us to put together the plan, you will have more choice and control.
- The plan can be flexible if your needs change in the future.

The outcomes pyramid

Outcomes: The results you want to achieve. These are set by you and the council.

Milestones: The steps in your plan to help you reach your outcomes. These are set by you and the people who provide your services.

Your activities: The activities that will be funded after your plan has been agreed. These are set by you and the people who provide your services.

5. The council expects the people who provide your services to be more involved. We want them to work with you and the council to agree milestones and activities.

Do you agree or disagree?

Agree

Disagree

Should the people who provide your services be involved differently?

What results would we like you to achieve?

We have put together a list of the types of things that could be in the outcomes of your plan.

- To be safe and feel safe
- Live life with dignity and respect
- Talk to family and friends
- Make your own decisions
- Have access to learning and job opportunities
- Have access to transport so you can be more independent
- Be satisfied with the services you receive
- To not always need to rely on support services

6. This list relates to what the people who use our services told us are important. Is there anything that is important to you that is missing from this list?

Quality of services

We want our services to be of good quality and in a way that shows care and respect to you. Our aim is for you to move on to being as independent as possible.

We want to have a clear idea when a service is not performing as it should. We will have a quality standard for all people who provide your services.

The quality standards that we set will be created with help from people who use our services, people who provide our services and partners.

We are looking at how we give contracts to the people who provide your services and quality will be at the heart of this process.

We will ask a range of different people to check the quality of your services once you have a plan in place.

7. We think that the list below is important for a good quality service. Please rank the statements below from 1-5 in order of how important you think they are, with 1 being most important.

1 2 3 4 5 Everyone gets the same quality of service.

1 2 3 4 5 Services meet your needs at the right time and right place.

1 2 3 4 5 Staff show you care and respect.

1 2 3 4 5 You are at the heart of any decisions.

1 2 3 4 5 Other

Value for money

Sometimes we don't achieve value for money when we buy your services.

- These services can be priced higher than other care services.
- Costs can vary between the people who provide your services.
- The cost of a service doesn't always mean it will meet your needs.

Pricing

- We will make sure your services are cost effective and meet your needs.
- The system will look at your needs and what we will need the people who provide your services to do.
- This will give a clear plan of how much the council will spend.

Everyone is different so your plan will not be the same as anyone else.

The contracts we give to the people who provide your services could be for short one off things or over a longer period of time.

8. Do you agree or disagree that value for money will be achieved if we pay the people who provide your services at the same/similar rate?

Agree

Disagree

How else can we achieve value for money?

9. Do you agree or disagree that working towards an outcome you want to achieve will safely reduce demand on services?

Agree

Disagree

How else can we safely reduce demand for support?

How will we pay for your services in the future?

We want to change the way we buy your services. We want a wide range of providers who will be able to provide you with good quality services. The providers who provide your services will have to meet your needs and provide value for money.

- The people who provide your services will have to apply to be on our list.
- They will have to meet agreed quality standards.
- They will find out about your needs through our computer system.
- If they are able to provide a package of care for you, they must then tell us how they will meet your needs and give us a cost.
- The successful provider will be put in touch with you.
- Together you will work out the milestones and activities that will meet your needs.
- We will all agree the final plan.

This will give you more choice and control over your services. We will be able to cater for more needs. If you use direct payments you can be sure you are using your budget on good quality services.

10. Do you agree or disagree that the approach above will give you more choice and control over your services?

Agree

Disagree

If you disagree, how can we give you more choice and control?

Equalities Monitoring

When we ask the general public for their views on our plans, we collect information about them. We do this so we can monitor who in the community has engaged in the consultation and to help us get better at engaging with those who don't.

It also helps us check that everyone in the city is accessing the services to which they are entitled to and that no-one is discriminated against unlawfully.

Information you give to us will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly.

You do not have to answer these questions 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.

11. What is your age group?

- | | | |
|--------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> 15 or under | <input type="checkbox"/> 16 - 24 | <input type="checkbox"/> 25 - 49 |
| <input type="checkbox"/> 50 - 64 | <input type="checkbox"/> 75 and over | <input type="checkbox"/> Do not want to answer |

12. What is your gender?

- | | | |
|-------------------------------|---------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Do not want to answer |
|-------------------------------|---------------------------------|--|

13. What is your ethnicity?

- | | |
|---|---|
| <input type="checkbox"/> White British background | <input type="checkbox"/> Other White background |
| <input type="checkbox"/> Black and minority ethnic background | <input type="checkbox"/> Do not want to answer |

14. Do you have a religion or belief?

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Do not want to answer |
|------------------------------|-----------------------------|--|

15. Are you disabled?

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Do not want to answer |
|------------------------------|-----------------------------|--|

16. What is your sexual orientation?

- | | |
|--|--|
| <input type="checkbox"/> Lesbian, Gay, Bisexual | <input type="checkbox"/> Do not want to answer |
| <input type="checkbox"/> Heterosexual (straight) | |

17. Transgender (Is your gender identity different now from when you were born)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Do not want to answer |
|------------------------------|-----------------------------|--|

End of survey

Thank you for taking the time to complete this survey.

We will publish a 'You Said, We Did' document after the consultation where you will be able to see how all comments have been considered when we write our final plan

Data protection

Data you supply on this form will be held and used in accordance with the Data Protection Act 1998. It will be considered by the council as part of this consultation. Any personal information you supply on the form is confidential. The council will only publish aggregate or summary results from the consultation, which will not identify individuals. Information will be stored securely in a database and only accessed by members of the council's Consultation Team and the internal team who are responsible for this consultation. It will be stored for two years after the consultation closes and will then be deleted.

Storage of data

The information that you supply on this form is being collected using software called "Survey Monkey". Survey Monkey stores data on secure servers in the United States and comply with the European Safe Harbour standards. Survey Monkey's privacy policies and practices can be viewed at: www.surveymonkey.com/mp/policy/privacy-policy and are independently validated by TRUSTe.

Documents available in other formats:

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact: www.bristol.gov.uk/csscommissioning or call 0117 922 4399