Choosing who should run our Rough Sleeping Services

What do you think?
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Introduction

Bristol City Council are looking at how we choose who should run our Rough Sleeping Services.

Rough Sleeping is when people sleep outside overnight because they have nowhere else to go.

Bristol City Council pays certain organisations to work with homeless people and people who are rough sleeping.

We want to change some of the things that these services do.

This document explains the changes we are suggesting.
Before we make any decisions we want to know what you think.

Please read through our ideas and answer the questions that start on page 6.

We need your answers by Friday, 31 January 2020.

We would like to hear from all different groups of people. We are very interested to hear from people who have:

- Experience of rough sleeping
- Been involved with rough sleeping services
The main services

We are suggesting that we have 2 main rough sleeping services.

These would be:

1. A service that would:
   - Help to stop people having to rough sleep
   - Work with people who have just started rough sleeping

2. A service for people who have:
   - Been rough sleeping for a long time
   - Recently gone back to rough sleeping after having had somewhere to live
We want these 2 services to be run by 2 different organisations.

We think that 2 organisations would bring different ideas and more ways to help people who are rough sleeping.

**Question 1a.** Do you agree or disagree with this idea? Please tick just 1.

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

**Question 1b:** What are the good things about this idea? What could the problems be?
Specialist Support Services

As well as the 2 main services, we want some smaller services to provide extra support for people who need more help.

These include:

- Support to settle into a new place
- Support to understand how to pay the rent and other bills so they can stay living in their new place
- Navigators. They help people who are rough sleeping to deal with the different services for benefits, housing and health
- Education and training. This is help for people to get the skills they need to get a good job
- Peer support. This is where people who used to rough sleep help others who are rough sleeping today
• Volunteering and Employment Services. This is help for people to get the experience they need to get a good job

• A service to help people get **Welfare Benefits** and look after money

A welfare benefit is money paid by the Government to people who need extra support.

• Mental health and **wellbeing**

Wellbeing is about feeling happy and healthy in your body and mind.

• Support with **physical health**

Physical health is the health of your body.

• Services just for women

• Services for people who have left prison
Question 2a. Which of these specialist support services do you think are most important? Tick all the ones that you think are important.

- Support to settle in a new place, and ongoing help to stay there
- Navigators
- Education and training
- Peer support
- Volunteering and help to get a job
- Help to get the right benefits and look after your money
- Mental health and wellbeing
- Physical health
- Services just for women
- Services for people who have left prison
Peer support

It really helps people who rough sleep to get support from people who have been through the same problems.

We would like more people who have had to rough sleep in the past, to help the people who are rough sleeping today.

**Question 3.** Have you got any ideas about how we can do this?
Navigators

Many people who rough sleep find it difficult to deal with the different services for benefits, housing and health.

A navigator can help people to deal with these services.

We want to have more navigators.

**Question 4a.** What do you think would be the best way for us to manage navigators?

☐ One team of navigators who are managed by an independent organisation

☐ One team of navigators managed by Bristol City Council

☐ Separate navigators working in all the different support services. They would be managed by one of the 2 main service organisations
Question 4b. How should navigators work?

- The navigator works independently with the person who rough sleeps. They work with the person to make all the main decisions

- The navigator works together with a housing service to make the main decisions

- The navigator works for a housing service. The housing service makes the main decisions

- Other - please say what
**Question 4c.** Which people should navigators focus on? Please tick just 3.

- [ ] People who have been rough sleeping for a long time
- [ ] People who are new to rough sleeping
- [ ] People who are likely to start rough sleeping soon
- [ ] People who are ready to move into their own place
- [ ] Navigators should work with all these groups of people

**Question 4d.** Do you have any other comments about how navigators should work?
We want to change the way we pay for housing and shelter for people who are rough sleeping.

In the past we have bought services from a few different organisations, as and when we need them.

We think it would be better to have just one organisation that works to provide the right housing for people who have been sleeping rough.

**Question 5ai.** Do you agree or disagree with having just one service who provide housing and shelter?

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree
Question 5a(i). Why do you think this?

Question 5b. Do you think that this housing and shelter service should be provided by:

- An independent organisation
- Bristol City Council
- An independent organisation and Bristol City Council, working together
Question 5c. Do you have any suggestions for ways to provide more housing for people rough sleeping now or in the future?
Working better together

**Question 6a.** We want to make sure that the different services for homeless people and rough sleepers work together. Have you any ideas for ways that we can do this?

**Question 6b.** Have you any other comments?
About you

Please answer these questions about you. Your answers will help us to make sure that we are being fair to everyone.

We will keep your personal information private and safe. You can find out more about how we look after your information at:

www.bristol.citizenspace.com/privacy_policy

**Question 7.** What is your postcode?

[ ]

**Question 8.** How old are you?

[ ] 0 - 10    [ ] 11 - 15

[ ] 16 - 17    [ ] 18 - 24

[ ] 25 - 34    [ ] 35 - 44

[ ] 45 - 54    [ ] 55 - 64

[ ] 65 - 74    [ ] 75 - 84

[ ] 85 or over

[ ] Prefer not to say
Question 9. Are you disabled?

- Yes
- No
- Prefer not to say

Question 10. Are you...

- Female
- Male
- Prefer not to say
- Other - please say

Question 11. Is your gender different to the one you were given when you were born?

- Yes
- No
- Prefer not to say
Question 12. What is your ethnic group?

☐ White British

☐ White Irish

☐ Other White background

☐ Asian

☐ Black, African, Caribbean or Black British

☐ Mixed

☐ Gypsy, Roma or Irish Traveller

☐ Prefer not to say

☐ Any other ethnic background - please say

☐
Question 13. Are you...

☐ Bisexual - attracted to men and women

☐ Gay man - a man attracted to men

☐ Gay woman or lesbian - a woman attracted to women

☐ Heterosexual or straight - attracted to the opposite sex

☐ Prefer not to say

☐ Other - please say
Question 14. What is your religion or faith?

☐ No religion
☐ Buddhist
☐ Christian
☐ Hindu
☐ Jewish
☐ Muslim
☐ Pagan
☐ Sikh
☐ Prefer not to say
☐ Any other religion or belief - please say

Question 15. Are you pregnant or have you given birth in the last 26 weeks?

☐ Yes
☐ No
☐ Prefer not to say
Question 16. Are you a refugee or asylum seeker?

☐ Yes
☐ No
☐ Prefer not to say

Question 17. How did you hear about this questionnaire?

☐ Poster
☐ Postcard or flyer
☐ It was posted to me
☐ Email
☐ Letter
☐ A council officer told me
☐ At an event
☐ Facebook
☐ Twitter
☐ NextDoor
☐ Instagram
☐ Snapchat
☐ I heard from Ask Bristol
☐ I heard at a Citizens’ Panel
I heard at the Voice and Influence Partnership
I heard from a group I belong to
I heard from an organisation I belong to
I heard from my trade organisation
I heard from my local councillor
From my Member of Parliament (MP)
The Radio or TV
A newspaper
Library
I heard from a Citizen Service Point
Someone else told me
Other please say

If you ticked an organisation, a group or an event, please say which one

Question 18. What is your housing situation?
I’m staying with friends
Rough sleeping
In a hostel for asylum seekers
Council housing
Hostel
Housing association
I own my own home
I am renting from a private landlord
A shared house
A temporary place to live
Other - please say

Question 19. Are you...
Answering for an organisation for asylum seekers
A worker for Bristol City Council
Living in Bristol
Part of a religious group
Working for a Health service
Working for a housing advocacy service
A rough sleeper
Running your own business
Answering for an organisation that provides services to homeless people and people who are rough sleeping
A local councillor

Working for a local newspaper, TV or radio

Work for the Government

A landlord

Working at the University

Working for a community group

Other - please say

Please also say what organisation you are answering for

Question 20. Are you homeless now, or have you been in the past?

I’m homeless at the moment

I have been homeless in the past

None of these

Question 21. Are you...

Rough sleeping at the moment

Likely to start rough sleeping soon

Have been rough sleeping in the past

None of these
Thank you

Thank you for telling us what you think.

Please now send your answers back by:

Email: homelessness.contracts@bristol.gov.uk

Post:
Contracts and Commissioning Team
Bristol City Council
100 Temple Street
PO Box 3399
Bristol
BS1 9NE

We need your answers by Friday, 31 January 2020.
For more information

If you need more information please contact us by:

Email: homelessness.contracts@bristol.gov.uk

Phone: 0117 3521558

Post:
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Bristol City Council
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