

## Appendix G – Consultation Results 2019

### Commissioning Community Support – Consultation Results 2019

3.1 A breakdown of the responses is set out below: 159 people engaged with the consultation

- 83 responses to the questionnaire
- 7 separate written responses
- 28 people attended 2 stakeholder workshops
- 19 people attended 1 service user workshop
- 22 people attended service user focus groups relating to:
  - Rent bond guarantee scheme
  - Supported accommodation – Offender
  - Supported accommodation – Young People
  - Domestic abuse

3.2 Overall, respondents to the consultation indicated disagreement with the proposals to reduce funding to any of the service areas and felt that reducing funding would have a negative impact on providers and service users with 23% thinking it would make no difference to members of the public. This result was not unexpected as reducing funding tends to meet with a negative response. However when the new model was explained, there was support for commissioning services differently.

3.3 The survey results from the questionnaire followed the wider feeling that the Council should not reduce funding to any of the services and that doing so would have a negative impact on providers and service users however, whilst two thirds disagree or strongly disagree with the proposal to separate the Refuge and Outreach service, one third either agree or strongly agree with the proposal.

3.4 And whilst two thirds of respondents disagree or strongly disagree with the proposal to stop funding offender accommodation, one third either agreed or strongly agreed with the proposal.

3.5 Opinions relating to the proposal to combine funding for domestic abuse and sexual violence counselling services was split with 51% disagreeing or strongly disagreeing with the proposal and 49% agreeing or strongly agreeing with it.

3.6 The qualitative element of the consultation via workshops, focus groups, drop-ins and stakeholder events provided some rich feedback on the proposed commissioning model. This included the following by way of strengths, weaknesses, opportunities and threats:

#### 3.7 Strengths

- Whole system approach should mean that we are all aware of what each other do, encouraging collaboration/Partnership working
- More holistic approach– Person centred
- Much easier to use the system/More affective signposting
- Reduced waiting times into/across services
- Much needed resources into assertive outreach

- Address multiple needs and better coordination/assessment service - Because it's all in one area (core offer)
- More support
- Appropriate specialism and services seem to fit in well within protect and support contract i.e. BME – Safeguarding women of BME background (Female Genital Mutilation etc.)
- Recognition of needs for core groups/specialisms in accommodation contract e.g. Veterans, Young People
- Good established local providers – Very reliable
- Better relationships/Joint working
- Less duplication
- Better understanding of the service user
- Standardisation and consistency (delivery of service)
- Formalised pathways and partnerships
- Faster and efficient
- Prevents 'cherry picking'

### 3.8 Weaknesses

- The core offer/delivery model is still not clear
- TUPE
- Shortage of time to develop partnership approach
- Outreach should not just be specialist
- Too many questions could be asked in the first assessment
- Constant monitoring
- Statutory services still not picking up what they should be
- Specialist services only offer six weeks services (too short)
- Isolation of perpetrators – losing specialism. Who deals with it – accountability?
- Trauma informed is more than an intervention, the whole service need to be TI
- Crisis – out of hours potential loss
- Complex needs can't access refuge
- Removal of funding for Offenders
- Specialist supported accommodation 'labels' people – drugs, offenders

### 3.9 Opportunities

- Collaborative/Enhanced partnership working
- Access to funds that would assist a customer via the personalisation fund – specific criteria (community support awards, no recourse to public funds, travel costs, translation services)
- Sub-contracting opportunities/Partnership opportunities
- Remodel provision and explore options – Caseloads, managing need and having the right level/type of accommodation
- To integrate if done well/carefully
- Support from non-specialist organisations to give wrap around support to client – Speak, advocate on behalf of client on rent arrears and such
- Up skilling within teams/core services

- Information sharing
- Access services quicker
- Prevents services being played off against each other
- Early intervention before social care are involved
- Dispersed properties as an alternative to refuge – with intensive support to help sustain and maintain a tenancy
- To move to dispersed model
- To have a unisex service for DV/SV

### 3.10 Threats

- One size fits all – Removes choice for the service user
- Larger (non-local) organisations swooping in to claim contracts that don't have the specialism or knowledge, but good at writing bids
- Smaller organisations elbowed out of opportunities – grass roots have limited resources – niche
- Lack of perpetrator work – Whole system approach? – Responsibility on victim to manage their risk and attacks from a Perpetrator who could have changed
- Logistics/Hub – Ease of access for Service User, if not accessible may mean lack of engagement
- Resources taken out of frontline provision
- Core offer only one contract
- Individuals may fall through gap
- RBGS – Lack of support for landlords when taking on tenants with offending/substance misuse
- Understanding the model
- Increase in DHR's and honour based incidents if savings are made
- Waiting lists could rise
- Responsibility/accountability
- Lack of male only housing provision
- Lack consistency

A total of 83 questionnaires were completed along with 7 separate written responses.

#### **Of the 7 written responses the general themes were:**

- Keep Domestic Violence and Sexual Violence counselling services separate so that service users are not deterred from accessing services that they feel are not appropriate for them i.e. Sexual Violence survivor may not want to access a Domestic Violence service
- Don't cut Domestic and Sexual Violence budgets
- Need more detail on the 'Core Offer' and 'Contract 3'
- How will 'Core Offer' fit with other single points of access i.e. Local Authority Safeguarding and Social Care
- Consider links with CCG and interface with CHC team
- Concern about consultation timescale being too short. Particularly in relation to pulling together service user groups
- How will offender accommodation and support be met?
- Can providers see needs assessments?

- Can providers see SWOT from provider consultation event in November?
- Further clarity re substance misuse and how this fits into commissioning model
- Split feelings on positive and negative impacts on service users and service providers

**Of the 82 questionnaires 50 people left comments which have been summarised below:**

- 42% (N=21) of comments were from Service Providers
- 22% (N=11) of comments were from Service Users
- 20% (N= 10) of comments were from Members of the Public
- 16% (N= 8) of comments were from Partners Organisations
  
- 50% (N=25) of comments were against the cuts/proposals\*
- 20% (N=10) of comments were general comments (neither for or against the cuts/proposals)
- 16% (N=8) of comments were mixed views with elements for and against the cuts/proposals
- 14% (N=7) of comments were in favour of the cuts/proposals

\*24% (N=12) of all comments were from people who had either worked for or used the Rent Bond Guarantee Scheme, all were against the cuts/proposals

**General themes from the written comments section were:**

- Keep Domestic Violence and Sexual Violence counselling services separate so that service users are not deterred from accessing services that they feel are not appropriate for them i.e. Sexual Violence survivor may not want to access a Domestic Violence service
- Don't cut any of these services
- Don't cut the specialist BME service as demand is increasing
- Don't cut the Rent Bond Guarantee Scheme (also known as 'key project' or 'humankind') as they offer so much more than just a rent bond. They also offer support with benefits, furniture and ongoing support.
- Timescales on the consultation are tight and concern that there is not enough time to consider how partners could work together
- Feeling that positive changes need to be made to commissioning in order to encourage providers to work more collaboratively to support the service user more effectively
- Referral pathways need to be streamlined
- Proposals re supported accommodation for people with offending history is a good idea however, need to ensure partners will provide support to the new model
- Concern that a large provider may take over resulting in the loss of smaller providers
- It is important to be certain that there is provision for men who come forward to seek support to change their behaviour (perpetrator programme)

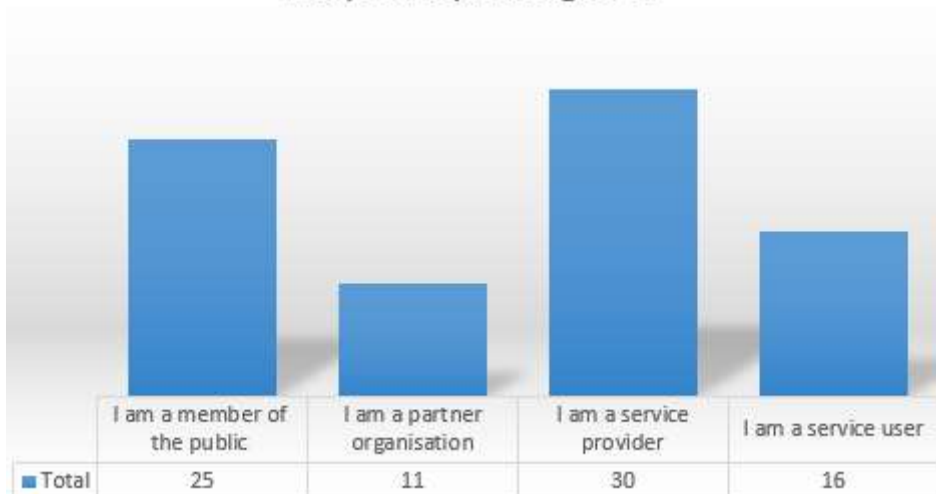
**Alternative proposals**

- Reduce the nightly rate to temporary accommodation providers
- Rent bond guarantee scheme to be linked to floating support

- Specialist services could offer drop in sessions to support engagement and reduce those not accessing services therefore reducing time lost on missed appointments
- Remove the independent living worker post from the Local Authority
- Reduce funding for supported accommodation, service users should be required to pay top-up to gain some responsibility in preparation for independent living
- Stop funding Hastings (Hardwick) House and get funding from SAFFA/Royal British Legion
- Increase Council Tax
- Cut highly paid management across Council Departments
- Funding should be shared equally per head of clients being seen and helped
- Homeless panel approach worked well previously but was cut in previous council savings
- Local Authority to make the savings elsewhere
- Duty to provide homelessness provision should remain with the Local Authority and not be contracted out
- Consider alternative perpetrator provision

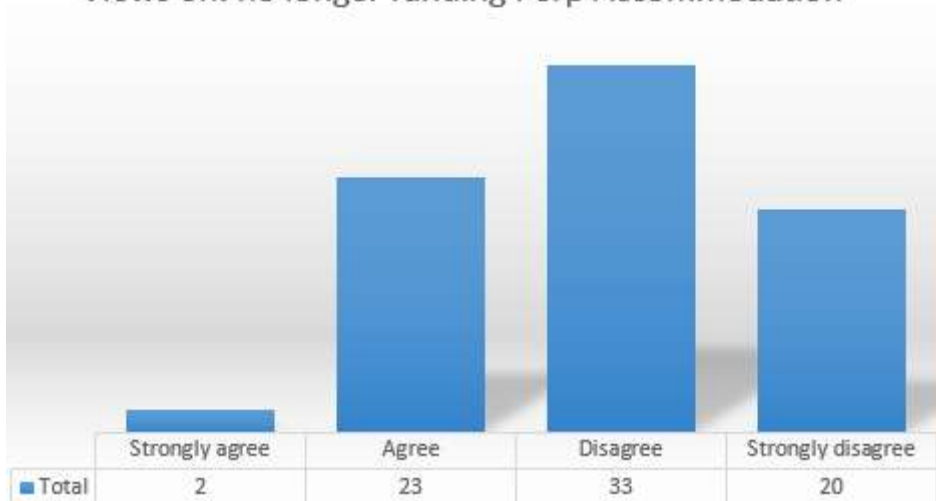
## Qualitative Analysis

Are you responding as a:



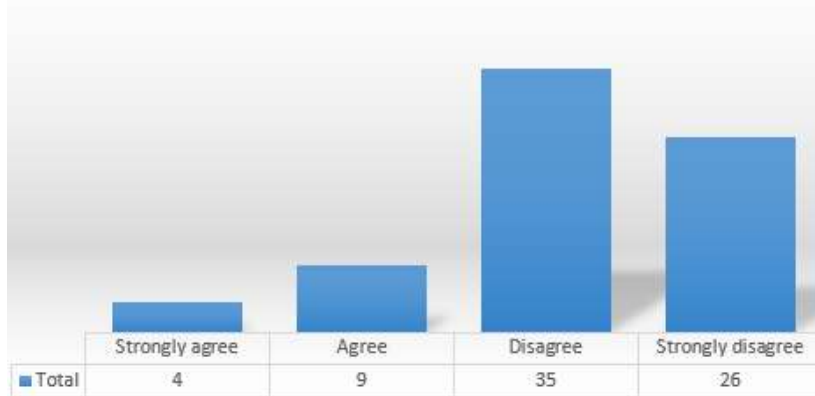
Of the 82 respondents; 36.6% were from a Provider Service, 30.5% were members of the public, 19.5% were Service Users and 13.4% were Partner Organisations.

Views on: no longer funding Perp Accommodation



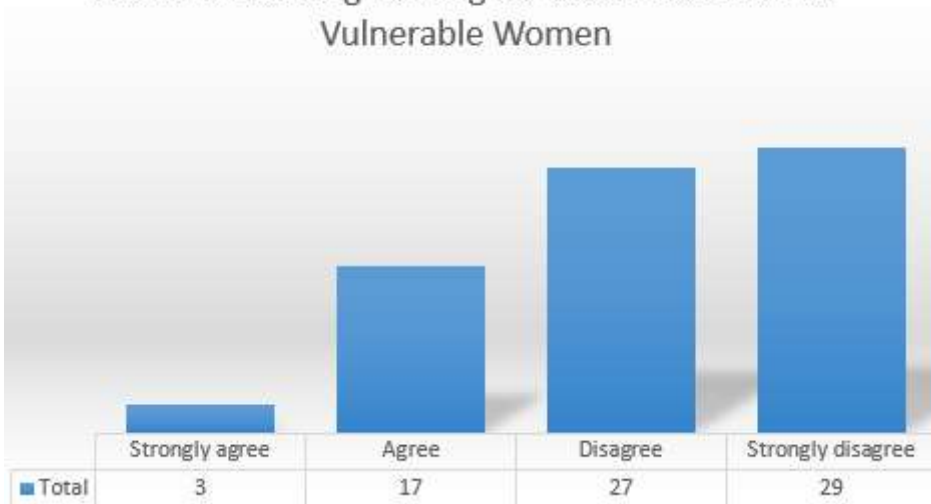
Of the 78 respondents; 68.0% either 'Disagree' or 'Strongly Disagree' with the proposal to no longer fund perpetrator accommodation. Of those that either 'Agree' or 'Strongly Agree', almost all are representatives of service providers.

Views on: no longer providing Rent Bond Guarantee



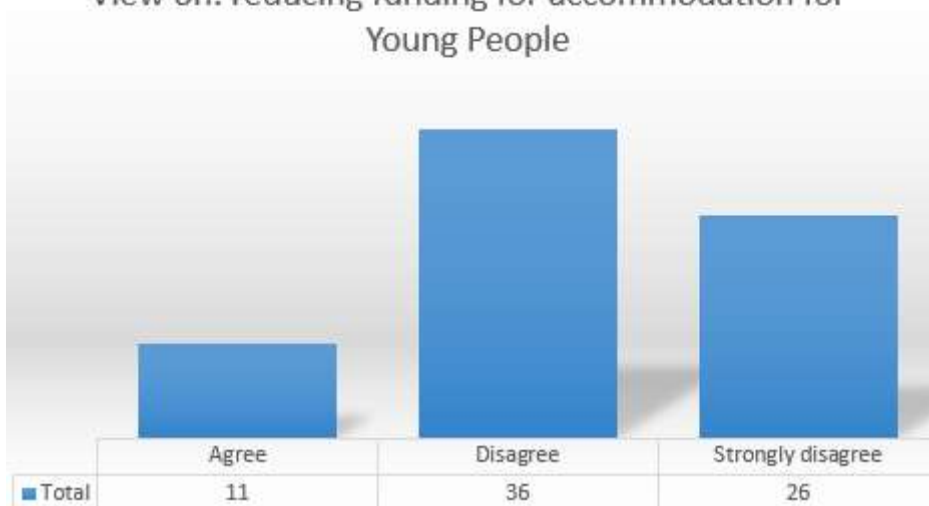
Of the 74 respondents; 82.4% either 'Disagree' or 'Strongly Disagree' with the proposal to no longer provide rent bond guarantees.

View on: reducing funding for accommodation for Vulnerable Women



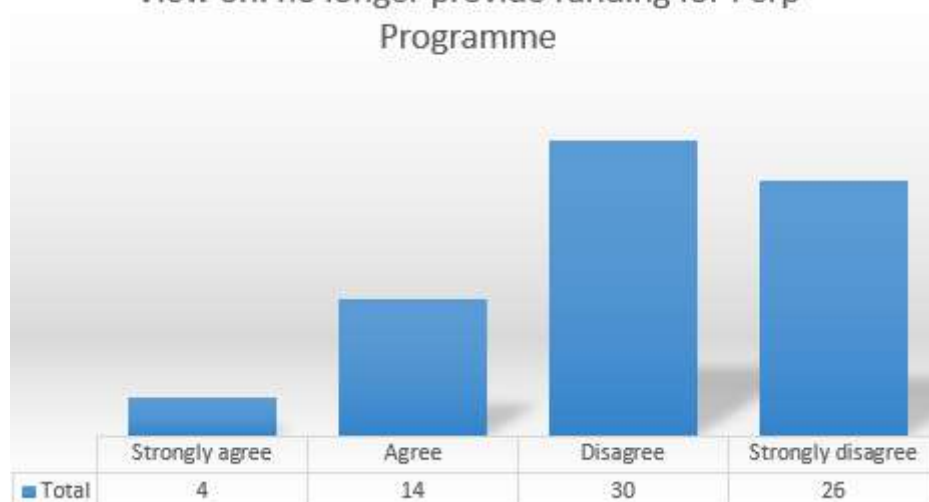
Of the 76 respondents; 73.7% either 'Disagree' or 'Strongly Disagree' with the proposal to reduce funding of and redesigning the accommodation for Vulnerable Women. 26.3% either 'Agree' or 'Strongly Agree' with the proposal.

### View on: reducing funding for accommodation for Young People



Of the 73 respondents; 84.9% either 'Disagree' or 'Strongly Disagree' with the proposal to reduce funding of young people's accommodation services, 15.1% agreed. No respondents strongly agreed with the proposal.

### View on: no longer provide funding for Perp Programme



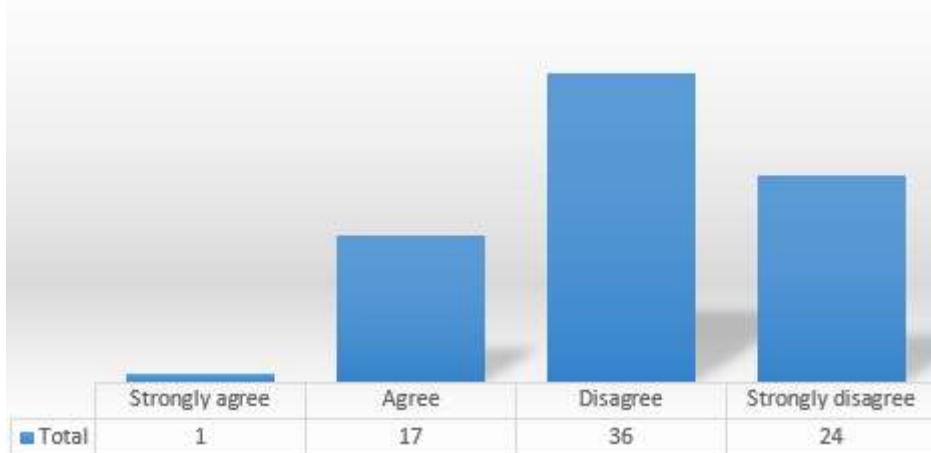
Of the 74 respondents; 75.7% either 'Disagree' or 'Strongly Disagree' with the proposal to no longer fund the Perpetrator programme, 24.3% either 'Agree' or 'Strongly Agree'.

#### Views on cutting Perp Programme

|                             | Strongly agree | Agree | Disagree | Strongly disagree | Grand Total |
|-----------------------------|----------------|-------|----------|-------------------|-------------|
| I am a service provider     | 8.7%           | 4.3%  | 43.5%    | 43.5%             | 37.8%       |
| I am a member of the public | 0.0%           | 30.0% | 40.0%    | 30.0%             | 31.1%       |
| I am a service user         | 3.6%           | 35.7% | 21.4%    | 39.3%             | 17.6%       |
| I am a partner organisation | 7.7%           | 0.0%  | 76.9%    | 15.4%             | 13.5%       |
| <b>Grand Total</b>          | 5.4%           | 18.9% | 40.5%    | 35.1%             | 100.0%      |

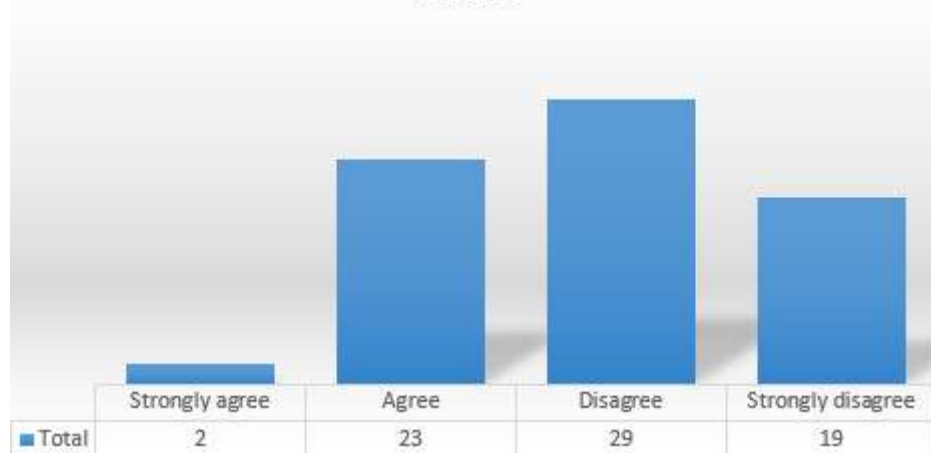


View on: reducing funding for Specialist BME Service



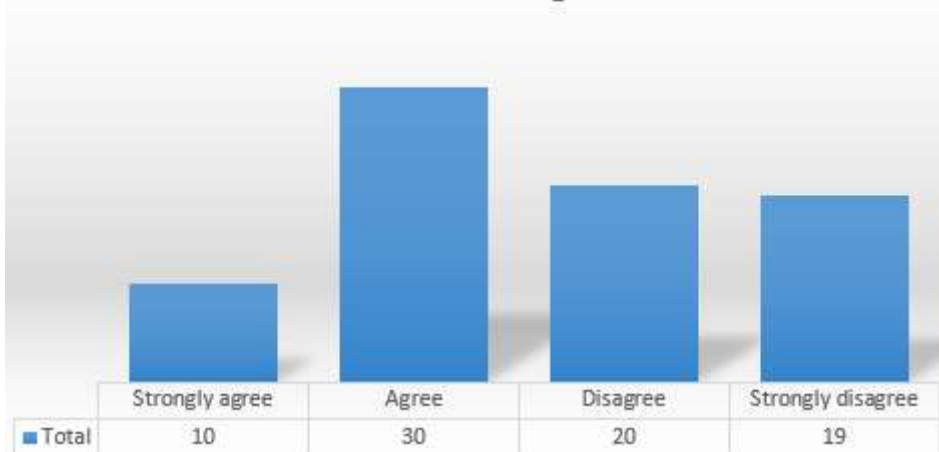
Of the 78 respondents; 76.9% either 'Disagree' or 'Strongly Disagree' with the proposal to reduce funding of Specialist BME Services, 23.1% either 'Agree or 'Strongly Agree'.

View on: separating the Refuge and Outreach Service



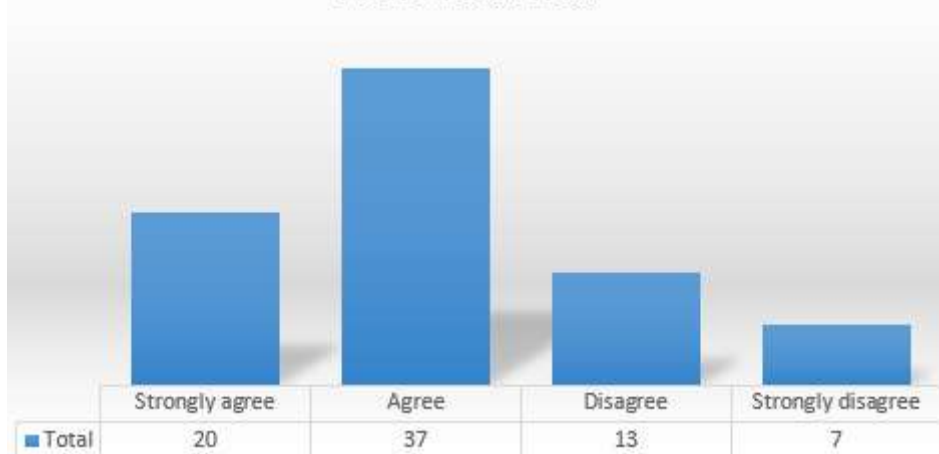
Of the 73 respondents; 65.8% either 'Disagree' or 'Strongly Disagree' with the proposal to separate the Refuge and Outreach Service. 34.2% 'Agree' or 'Strongly Agrees' with the proposal.

### View on: combining Domestic Abuse and Sexual Violence Counselling Service



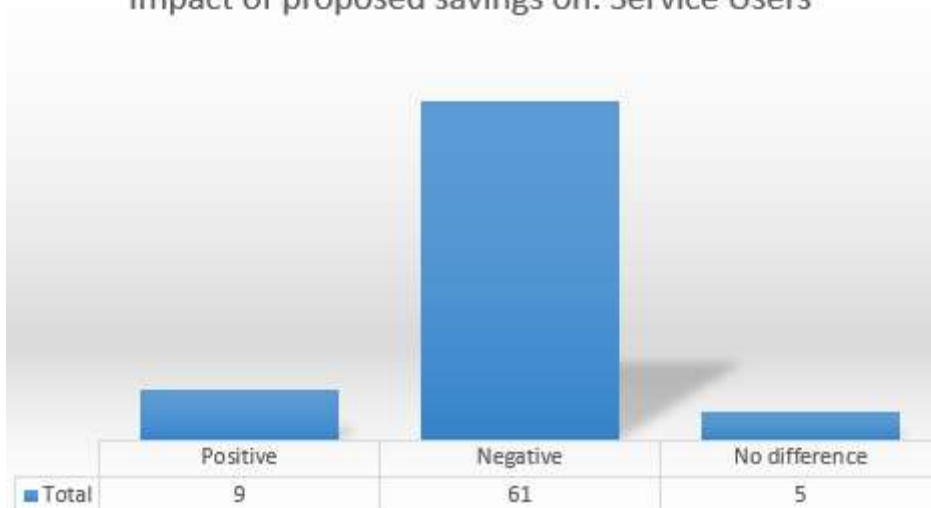
Of the 79 respondents; 50.6% either 'Agree' or 'Strongly Agree' with the proposal to combine Domestic Abuse and Sexual Violence counselling services. 49.4% either 'Disagree' or 'Strongly Disagree' with the proposal.

### View on: increase funding for Domestic Abuse Advisors Services



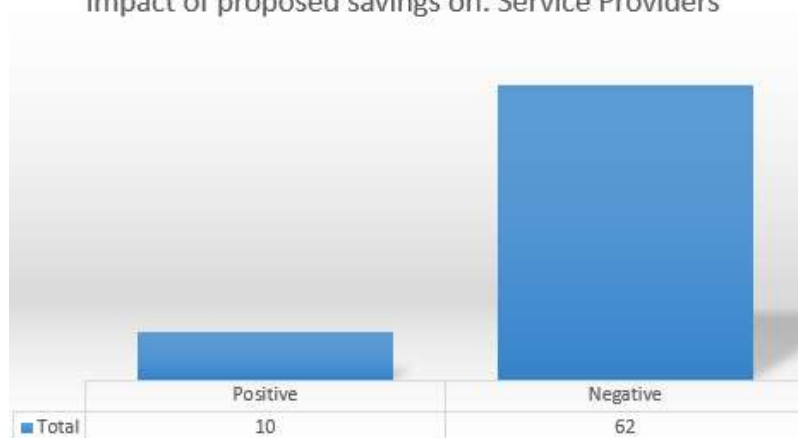
Of the 77 respondents; 74.0% either 'Agree' or 'Strongly Agree' with the proposal to increase funding for the Independent Domestic Abuse Advisor Services. 26.0% either 'Disagree' or 'Strongly Disagree' with the proposal.

### Impact of proposed savings on: Service Users



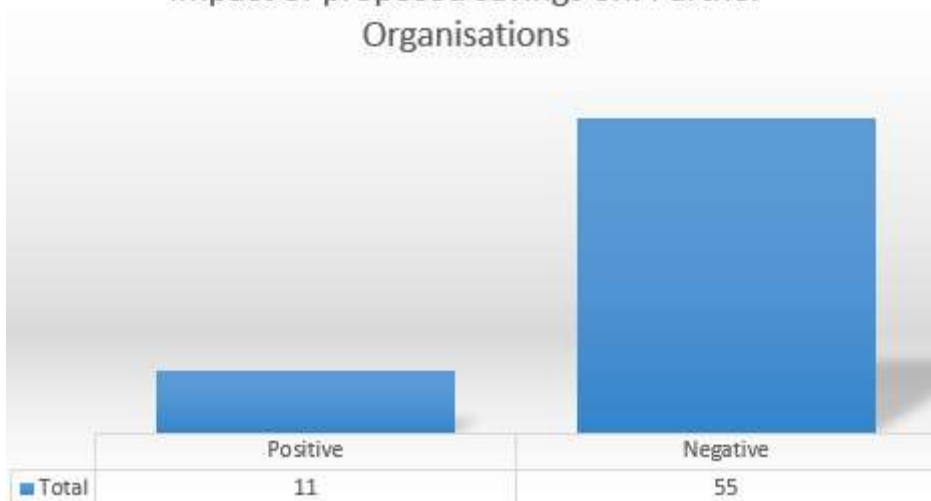
Of the 75 respondents; 81.3% thought that the impact of these proposed savings on Service Users would be 'Negative'. 12.0% thought the impact would be 'Positive'.

### Impact of proposed savings on: Service Providers

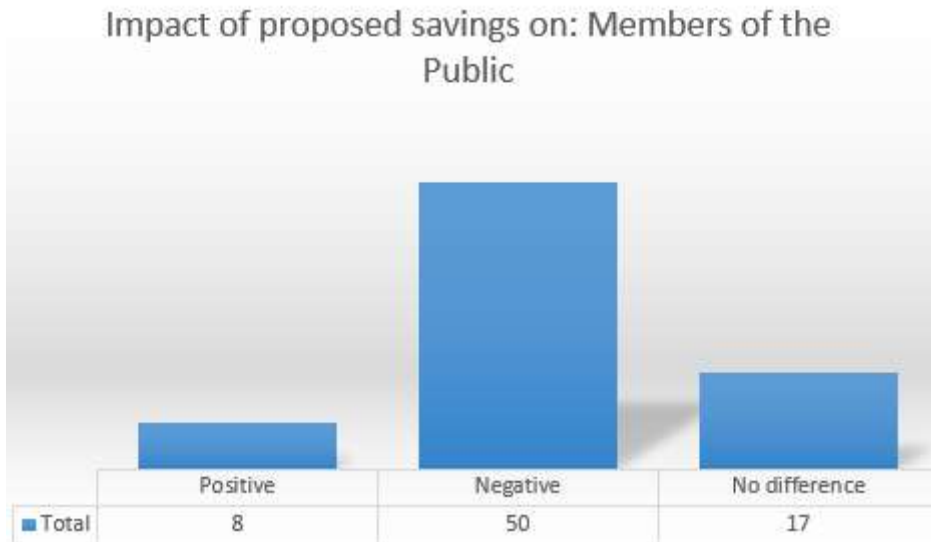


Of the 72 respondents; 86.1% thought that the impact of these proposed savings on Service Providers would be 'Negative'. 13.9% thought the impact would be 'Positive'.

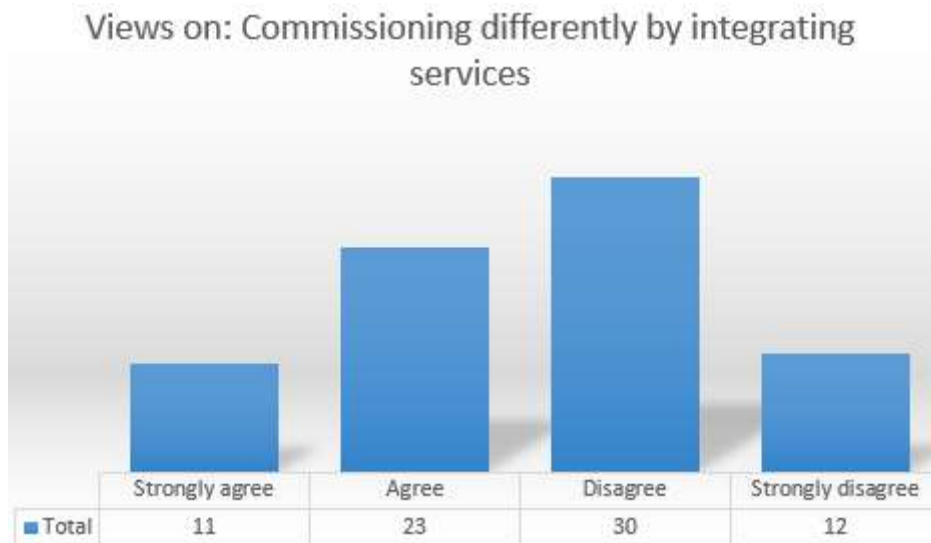
### Impact of proposed savings on: Partner Organisations



Of the 66 respondents; 83.3% thought that the impact of these proposed savings on Partner Organisations would be 'Negative'. 16.7% thought the impact would be 'Positive'.



Of the 75 respondents; 66.7% thought that the impact of these proposed savings on Members of the Public would be 'Negative'. 10.7% thought the impact would be 'Positive', with 22.7% saying that there would be 'No difference' to the public.

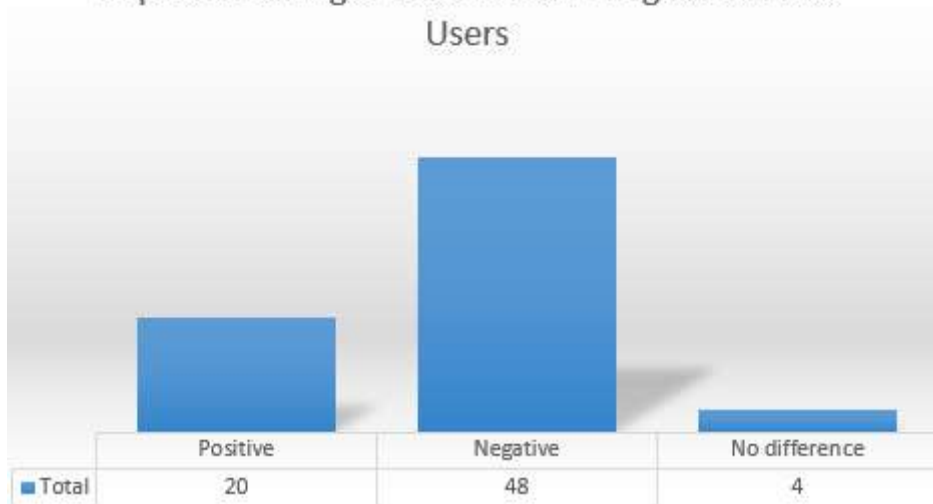


Of the 76 respondents; 55.3% either 'Disagree' or 'Strongly Disagree' with the proposal to commission service differently, by moving away from individual contracts, to a more integrated service. 44.7% either 'Agreed' or 'Strongly Agree'.

**Views on; Commissioning Differently by Integrating Services**

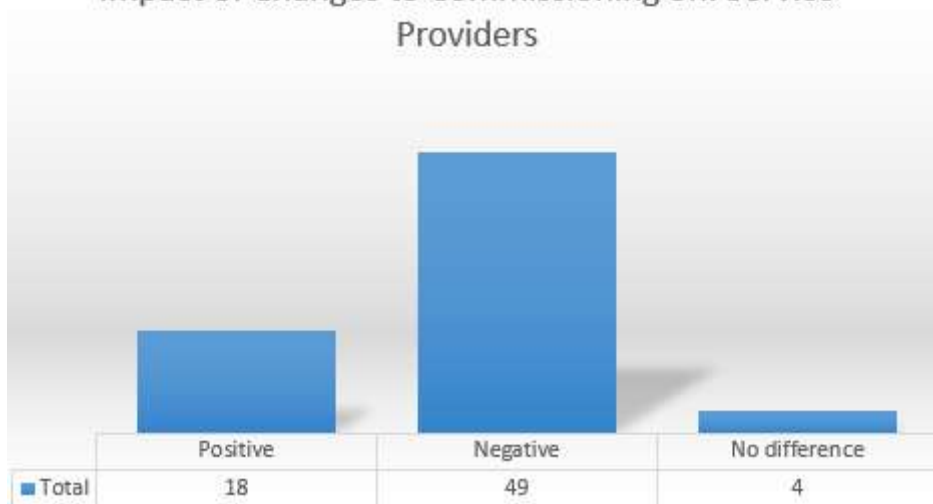
|                             | Strongly agree | Agree        | Disagree     | Strongly disagree | Grand Total   |
|-----------------------------|----------------|--------------|--------------|-------------------|---------------|
| I am a service provider     | 14.3%          | 38.1%        | 33.3%        | 14.3%             | 38.2%         |
| I am a member of the public | 18.2%          | 18.2%        | 54.5%        | 9.1%              | 27.6%         |
| I am a service user         | 17.2%          | 41.4%        | 20.7%        | 20.7%             | 19.7%         |
| I am a partner organisation | 6.7%           | 6.7%         | 73.3%        | 13.3%             | 14.5%         |
| <b>Grand Total</b>          | <b>14.5%</b>   | <b>30.3%</b> | <b>39.5%</b> | <b>15.8%</b>      | <b>100.0%</b> |

### Impact of Changes to Commissioning on: Service Users



Of the 72 respondents; 66.7% think that the proposed commissioning changes will have a 'Negative' impact on service users, 27.8% think it will have a 'Positive' impact.

### Impact of Changes to Commissioning on: Service Providers



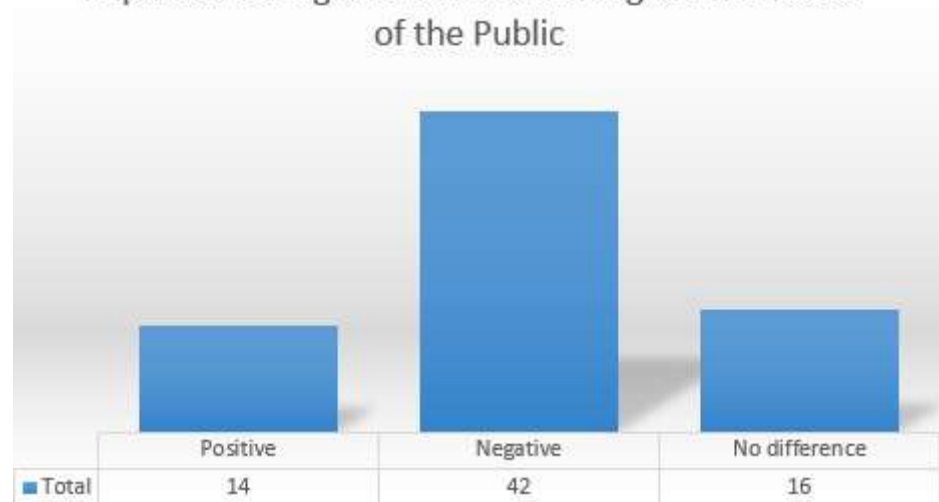
Of the 71 respondents; 69.0% think that the proposed commissioning changes will have a 'Negative' impact on service providers, 25.4% think it will have a 'Positive' impact.

### Impact of Changes to Commissioning on: Partner Organisations



Of the 69 respondents; 63.8% think that the proposed commissioning changes will have a 'Negative' impact on partner organisations, 26.1% think it will have a 'Positive' impact.

### Impact of Changes to Commissioning on: Members of the Public



Of the 72 respondents; 58.3% think that the proposed commissioning changes will have a 'Negative' impact on members of the public, 19.4 % think it will have a 'Positive' impact, with 22.2% saying there will be no difference.