

APPENDIX 20

CONSULTATION ON ISSUES AFFECTING ALL SERVICES

This appendix contains details of responses to consultation on issues impacting upon the delivery of services to all client groups.

**SUPPORTING PEOPLE STRATEGY 2005-10
NOTTINGHAM CITY**

STAKEHOLDER CONSULTATION PACK RESPONSES

The following is a **summary of the key points** from responses to the 5 Year Strategy stakeholder consultation pack distributed by the Supporting People Team during October 2004 and pertinent to the delivery of services to all client groups:

- There was a general view that diversity of providers is important as this encourages innovation, facilitates the development of specialist services and offer more choice to service users and commissioners alike. There was a contrary view that composition of the sector should be based on best value.
- The joint commissioning of services was viewed as an important mechanism for dealing with budget limitations and for providing more intensive holistic services.
- There was general support for the proposition that there are some general training requirements applicable to all provision including: cultural awareness, equal ops, health and safety, risk assessment, domestic violence, anti social behaviour, needs assessment, protection from abuse, drug awareness
- There was a mixed response to the principal of a central access point for floating support but a majority of respondents believed that this development would reduce service user choice.
- All respondents believed that specialist floating support services should be made available, although most believed that some generic services were also appropriate.
- A wide variety of needs currently unmet by the programme were presented including: the need for more resettlement support given the advent of choice based lettings; the need for dispersed self contained accommodation with integrated housing management across many client group areas; the need for services that are able to meet complex needs that cut across client group boundaries.
- Some providers thought that national standards on SP administrative requirements would be helpful.

SERVICE USER CONSULTATION RESPONSES

Direct Consultation

Questions that relate to all service provision were included in consultations with individual client group areas. Below is a brief summary of the main findings.

- Service users generally thought that diversity of provision was a good thing as it promoted service choice, but that it was the Councils' responsibility to ensure that there was adequate provision
- Most service users were in favour of a central access point for services believing that it would make simplify access. Some service users, however, expressed concerns as to whether they would be able to access provision if, for instance, they were excluded from that service. It is uncertain whether all service users were fully aware of the concept of a single point of access as a means of gate-keeping access to services or whether they believed it to mean an information point
- Most service users believed that support staff should undergo standardised appropriate training