

Social Welfare Advice Consultation

Analysis Report



26th October 2017



Leicester
City Council

1. Background to the consultation

- 1.1 The Council currently funds social welfare advice (SWA) through five external Voluntary and Community Sector (VCS) contracts and also through the internal Welfare Rights Service (WRS).
- 1.2 As the VCS contracts are due to end at the end of March 2018, this provided an opportunity to review how advice is currently delivered and accessed.
- 1.3 The consultation ran for 10 weeks from 31st July 2017 to 6th October 2107. Responses were accepted up to 16th October to allow for postage delays.

2. Purpose of the consultation

2.1 The purpose of the consultation was to obtain views on a number of proposals which would result in a new model of advice provision.

2.2 Also, to identify if there is a potential to make savings through the development of a co-ordinated advice offer.

2.3 The main proposals included:-

- Advice provision through a partnership, with one organisation taking the lead;
- Locating the city-based advice provision in the Customer Service Centre;
- Basing the outreach advice service in the council centres / hubs; and
- Encouraging people to help themselves, if they are able to.

2.4 The consultation asked respondents to identify any gaps in current advice provision, the potential impact on advice clients, suggestions for improving the proposals and potential ways for the Council to save money.

2.5 Respondents were asked to prioritise the seven categories of advice, in order of importance to them and also to tell us if they have either accessed any of the advice categories or if they thought they may do so in the future.

2.6 The consultation also provided a number of statements about what good advice includes and respondents were asked to prioritise these.

3. Consultation methods

3.1 Communication and promotion

3.1.1 The consultation was promoted using a range of communication channels:-

- Targeted emails to Members, Council Directors, Heads of Service, staff, 25 advice providers, key statutory and VCS partners with a request to promote the consultation to all staff, volunteers and clients. This also included all Council employee groups;
- Posters and copies of the leaflets and the survey (5000) were distributed to a range of Council, agency and community facilities including 16 libraries, 22 children's centres, 3 housing offices, 3 food banks, 62 GP surgeries, 27 RSLs, 27 advice providers, 3 Customer Service Centres and 17 community buildings;

- Use of social and digital media including Facebook, Twitter, FACE, Hot News (Revs and Customer Support), Your Leicester, Social Welfare Advice Partnership and Landlord Forum e-bulletins;
- The Project Team offered to attend Council team/service meetings and also external partner/stakeholder meetings. Feedback from these meetings has been included in the main consultation feedback.

3.2 Survey

3.2.1 The survey was undertaken using the Council's Consultation Hub. 4,500 paper copies of the survey were also distributed to a range of Council, partner agency and community buildings as in 3.1.1 above and also provided to Members. Additional paper copies were available upon request.

3.2.2 Partner advice agencies and Council staff assisted clients who required language support. One request was received through the CSC for language assistance to complete the survey. One paper survey was returned in Gujarati and this was translated into English and the content recorded.

3.2.3 Large print copies were also available upon request. 1 client asked for this assistance.

3.2.4 Mosaic staff supported the We Think (the Disability Advocacy Group) to complete the survey.

3.2.5 A copy of the survey appears in Appendix A.

3.3 Engagement

3.3.1 Fourteen meetings were held or attended as part of the consultation which included contracted advice providers, contract managers, Social Welfare Advice Partnership, CSC Managers, Library Managers and the We Think Disability Advocacy Group. The Director of Adult Social Care met with the Welfare Rights Service on three occasions. Full details are listed in Appendix B.

3.3.2 The Project Team asked the advice sector to help facilitate focus groups, which they were happy to attend. A small number of focus groups were held by providers in response to this request and the project team were invited to attend 1 client focus group. Very few agencies responded to the request for the project team to meet with their clients.

3.3.3 The Project Team held sixteen sessions in the Customer Service Centre in Granby Street to support customers to complete the survey and to answer questions in relation to the proposals. One session was also held at the Leicester Adult Education Centre.

3.3.4 Individual meetings were held with the five VCS advice providers, in scope, and separate meetings were held with their contract managers.

3.3.5 The Director of Adult Social Care met with the Welfare Rights Team on three occasions during the consultation.

3.3.6 Regular updates have been provided to the advice sector through the Social Welfare Advice Partnership and also the Social Welfare Advice Network.

3.3.7 The Project Team offered to meet with individual non-funded advice providers and other agencies however no requests were received.

3.3.8 A report was presented to the Neighbourhood Services and Community Involvement Scrutiny Commission and issues identified have been incorporated into the consultation analysis.

3.4 **Written submissions received**

3.4.1 The Council received five written submissions in response to the consultation from Age UK, Unite Community, The Race Equality Centre, Advice Leicester Partnership and Unison. A Freedom of Information request was received from Unison.

4. **Overview of consultation responses**

4.1 There were 649 responses to the consultation comprising of 273 (42%) online responses and 376 (58%) paper responses.

4.2 The main demographic characteristics appear below. Full details appear in Appendix C.

a) Ethnicity

Largest ethnic group - White British at 32.82%, followed by Asian or Asian British - Indian (22.65%).

b) Age

23.57% of respondents were aged between 45-54 years and 20.65% were aged between 55-64 years.

c) Gender

47.3% of respondents were female, 34.67% were male.

d) Religion

Main religions identified - Christian 19.5%, Muslim 16.95%, Hindu 10.17% and no religion 12.94%.

e) Disability

51.31% of respondents stated that did not have a disability, with 21.11% stating they did.

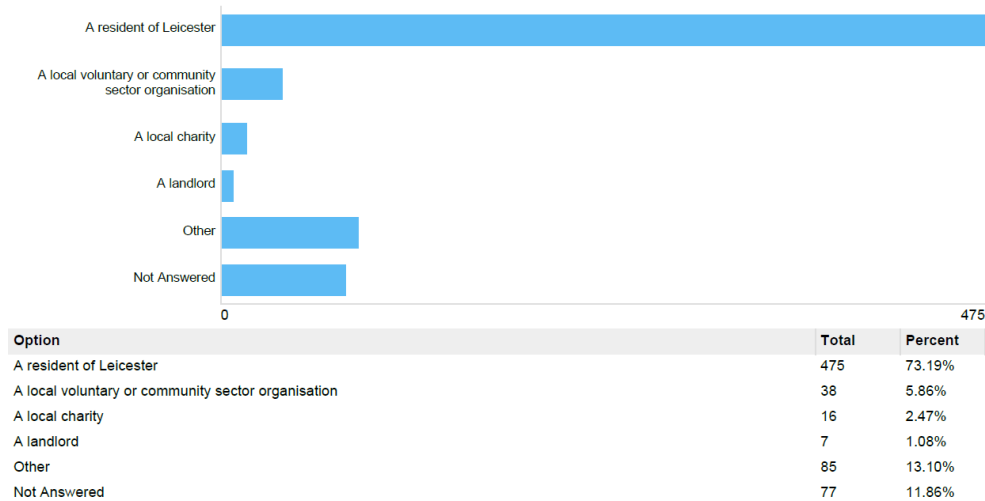
f) Sexual orientation

60.71% of respondents identified as heterosexual. 20.18% preferred not to answer.

4.3 Respondents were asked to say in what role they were responding. 73.19% responded as a Leicester resident and 5.86% as a VCS organisation. 11.86% did not answer this question.

Question 11: About you

About you



5. Summary of the consultation findings and key headlines

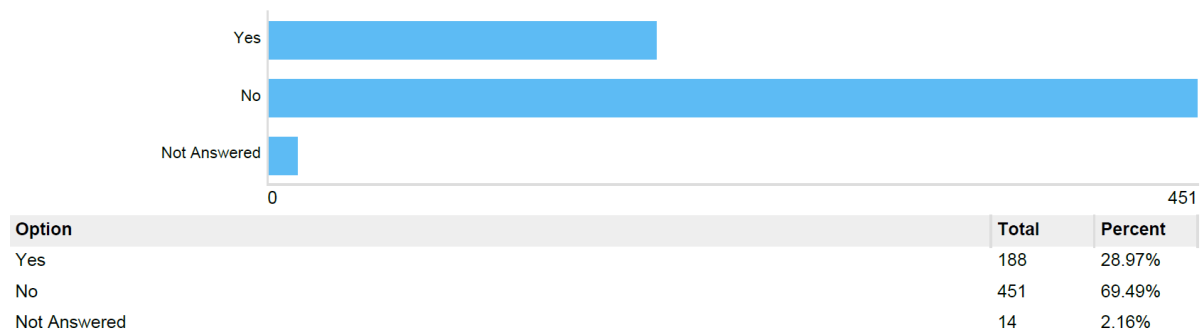
- 5.1 The majority 69.49% (451) of respondents did not support the partnership proposal and of these 68% provided a rationale for this.
- 5.2 The majority 57.01% (370) of respondents did not support the location proposal and of these 68.1% provided a rationale for this.
- 5.3 A small majority 48.84% (317) of respondents supported the outreach proposal and of these 64.9% provided a rationale for this.
- 5.4 There was a fairly even split between those supporting 46.84% (304) and not supporting 44.53% (289) the proposal to help those to help themselves. 66.7% provided a narrative rationale.
- 5.5 Evaluation of the consultation responses has primarily been based on the rationale (narrative answers) provided for each of the questions.

6. Consultation findings

6.1 Proposed advice partnership, with a lead provider

Question 1: Proposed advice partnership

Do you support proposal - advice partnership with lead organisation



- a) 69.49 % (451) of respondents did not support this proposal
- b) 68% (437) provided narrative responses

6.1.1 Key issues identified by those **not** supporting the partnership proposal and these have been ranked in order of importance:-

Retain the Welfare Rights Service in-house at LCC
Leave the advice offer as it is
Current lead provider negativity (CitAL)
The model will not work / concerns about lead provider capacity
Reduced choice for clients
One phone line won't work
This is about cutting services and will lead to job losses
Loss of places to access services
Will result in the loss of specialisms
Qualifications and experience will be lost
There will be a conflict of interest when clients are seeking advice about a Council decision
Vulnerability access
LCC should be the lead provider
The quality of advice will not be maintained
There will be more people accessing services, resulting in longer queues for phones, computers and appointments
Reliance on volunteers
Increased footfall – will one organisation cope?
You need to increase provision

6.1.2 Additional issues identified in engagement sessions:-

- Clients will need to travel further and many are not able to afford to pay for transport;
- Will not meet the needs of vulnerable people e.g. those with mental health issues;
- People with learning disabilities need routine in terms of location and staffing and are not able to go to new locations alone and find changing rules difficult. Also, concern about people getting lost in a generic assessment process;
- Concern about the provision of appropriate communication for specialist groups;
- People with learning disabilities are not able to articulate their needs immediately.

6.1.3 Key issues identified by those supporting the partnership proposal:-

Easier to have one central point of contact
Services duplicated for too long
Clear to customers
The model leads to efficiencies and higher effectiveness
Council can ensure all organisations are well co-ordinated
Simpler to obtain information
Stream-lines and joined up, cohesive approach
Will lead to an overall saving
Right advice at the right time for clients
Less confusing for service users and professionals
Easier with services all under one roof

6.1.4 Additional issues identified in engagement sessions:-

- There will be more effective communication;
- Duplication will be reduced through a one-stop shop / not multiple agencies;
- Better client journey through one point of access;
- Support the proposal but maintain home visits;
- The Council will be able to manage the Partnership.

6.2. Location of the main advice provision in the Customer Service Centre.

Option	Total	Percent
Yes	232	35.75%
No	370	57.01%
Not Answered	51	7.86%

Question 2: Location of main advice provision

Do you support proposal - locate main advice in CSC



Option	Total	Percent
Yes	232	35.75%
No	370	57.01%
Not Answered	51	7.86%

- a) 57.01 % (370) of respondents did not support this proposal
- b) 68% (410) provided narrative responses

6.2.1 Key issues identified by those **not** supporting the location proposal:-

Not everyone can access Customer Service Centre
The Customer Service Centre (CSC) is already busy
Difficult for those with mental health issues – anxious/worried
Advice should be local and based in communities
It is already overcrowded
Waiting times will get longer (already 15-30 minutes)
Not enough space/too small
Issue of advice service being viewed as independent from LCC
Overwhelming/Intimidating
Not accessible for disabled (physical)
Isolated/vulnerable/disabled outside city cannot access the centre
Most vulnerable (sick/elderly) will not be able to either afford to come into town
Heavy handed culture of channel shift in Customer Service Centre

6.2.2 Additional issues identified in engagement sessions

- Risk management and health and safety issues;
- Safeguarding issues when mixing client groups;
- Lack of trained and knowledgeable staff;
- There will be a lack of services for the most vulnerable e.g. mental health;
- Some clients do not trust official buildings and so will not use them;
- It is not a good environment for people to talk about their issues;
- Lack of language support available;
- Advice should be provided in communities;
- The service should be located elsewhere;
- Cost of reconfiguration – who will pay for this?

6.2.3 Key issues identified by those supporting the location proposal:-

Easier access
Central location
Easy for service users to locate
A range of services under one roof
City centre location
Easy communication with council services
Saves money /costs minimised
One stop shop
Other services already located there
Easier to refer

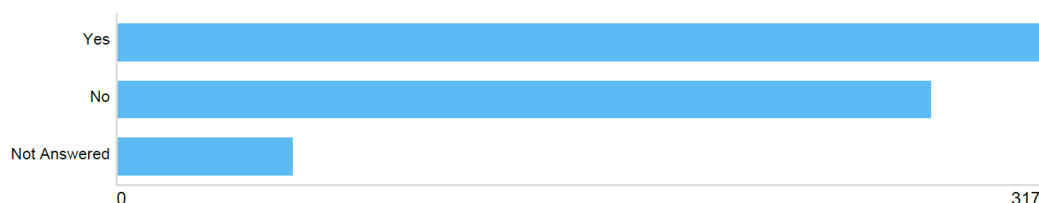
6.2.4 Additional issues identified in engagement sessions:-

- Good transport links to the city centre;
- Options for self-service.

6.3 Outreach advice provision in 8 Council buildings

Question 3: Outreach advice

Do you support proposal - locate outreach advice in council buildings



Option	Total	Percent
Yes	317	48.84%
No	279	42.99%
Not Answered	60	9.24%

- a) The responses were fairly evenly split however 48.84% agreed with the outreach proposal.
- b) 65% (387) of all respondents provided narrative responses.

6.3.1 Key issues identified by those supporting the outreach proposal:-

Beneficial for those who can't get into town easily
Easier access for local community
Advice in community locations will make it easier to access advice
Geographical location covers all city
Travelling into town will be avoided
No transport costs

6.3.2 Key issues identified by those **not** supporting the outreach proposal:-

Longer to travel
Difficult to access
Need more resources and staff
Reducing provision will make services less accessible for those with mobility and access needs
Libraries are losing their original purpose
Need advice services in Highfields
Clients may not be able to access new venues as they are not in localities where people can access
Keep home visits
None in my area
Do not reduce current provision/locations
No explanation to why reducing to eight and which two are reduced
Need more provision with the impact of Universal Credit

1.3.3 Additional issues identified in engagement sessions:-

- Need advice in other locations and community facilities not just using existing Council buildings;
- More pressure on library staff;
- Library staff need upskilling;
- This isn't outreach; it is just delivering from existing premises. Outreach is delivered from where people are, not where the Council offices are;
- Current outreach is not well publicised.

6.4 Helping people to help themselves

Question 4: Helping people to help themselves

Do you support proposal - encourage people to help themselves



Option	Total	Percent
Yes	304	46.84%
No	289	44.53%
Not Answered	60	9.24%

a) The responses were fairly evenly split however 46.84% (304) agreed with the proposal to help people to help themselves.

b) 67% (396) provided narrative responses.

6.4.1 Key issues identified by those supporting the proposal to help people to help themselves:-

Face to face advice will be reserved for most vulnerable
There are people who can help themselves
Will promote self-sufficiency and empowerment
Promotes independence
Disabled need focused support
Prevents dependency
Will free up resources
Elderly need focused support
New arrivals need focused support
Less costs when focusing resources on the most vulnerable

6.4.2 Additional issues identified in engagement sessions

- This will ensure that vulnerable people are looked after;
- Help those who need it most, especially with digital support;
- This will ensure cases are closed;
- Those that can help themselves, should;
- Ensure language support is available;
- As long as face to face advice is available for those who need it.

6.4.3 Key issues identified by those **not** supporting the proposal to help people to help themselves:-

Lack of digital skills / capability
People are already helping themselves
Lack of access to computers and the internet and long queues to use them
Prefer face to face
Vulnerable groups will be disadvantaged e.g. elderly, disabled, those with mental health
Too complex for vulnerable clients
Complex issues cannot be self-helped
Welfare benefits is complex
Language barriers will prevent those from accessing online services

6.4 4 Additional issues identified in engagement sessions:-

- How do you identify who is vulnerable;
- Those who are signposted may make mistakes with severe consequences.

6.5 Suggestions for improving our proposals

Question 5: Do you have any suggestions to improve our proposals for advice?

Suggestions to improve proposals



Option	Total	Percent
Yes	316	48.69%
No	239	36.83%
Not Answered	96	14.79%

a) 48.69% (316) of respondents agreed with the proposal to help people to help themselves.

b) 60.9% (338) of all respondents provided narrative responses.

6.5.1 Suggestions for improving the proposals:-

Keep the current model as it is
WRS expanded as they are already skilled
More advisors available and more face to face provision
Service needs to be locally based
Language Support
Further Training for CSC workers
Leave the LCC provision as it is
Some people need face to face advice
Help and support those who need it
Clear advertisement/easily readable
Delay until you see Universal Credit effects
Support built in for those who have physical and mental disabilities
Don't have a lead organisation but working in co-operation
CitAL cannot lead as they don't help
Foster a consortium approach for smaller organisations to be retained

6.5.2 Additional issues identified in engagement sessions:-

- Need to increase specialist advice;
- Need more and telephones;
- Suggest one core agency to work with working age and one to work with elderly;
- Locally based services;
- More training for people to increase their skills;
- Fund existing agencies;
- Develop a partnership for Tier 1;
- Need clear advertising and information;
- Increase home visits;

- Council advice service submitted an alternative proposal.

6.6 Potential impact on people who need advice service arising from the proposals

6.6.1 Potential Positive impact

Increased and effective communication
Vulnerable people can benefit
People in need can help themselves
One stop shop
Better service
Specialist advice
Efficiency
More accessible local services
Easy access to information
Increased language support

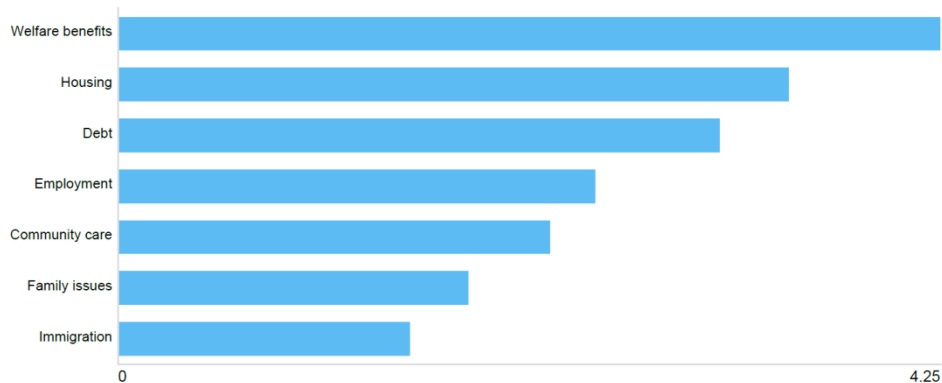
6.6.2 Potential Negative impact

Vulnerable clients will not be able to access services if there are no specialist services
Disabled people suffer
Poor individuals will lose out
Long queues – inconvenience
Communication will be affected
Less access to services in city centre
Language barriers
Money is not being spent on all services; just a few
The roll out of Universal Credit will result in the need for more help for clients
'Cuts' will reduce support for clients
Elderly people will be disadvantaged by the need to use digital services

6.7 Categories of advice

Question 7: Categories of advice

Ranking of 'Ranking advice categories in order of importance'



6.7.1 Many people did not answer this question, only prioritised a few options or rated them all as equally important.

6.7.2 The most currently used advice category was identified as welfare benefits, followed by housing, debt and community care.

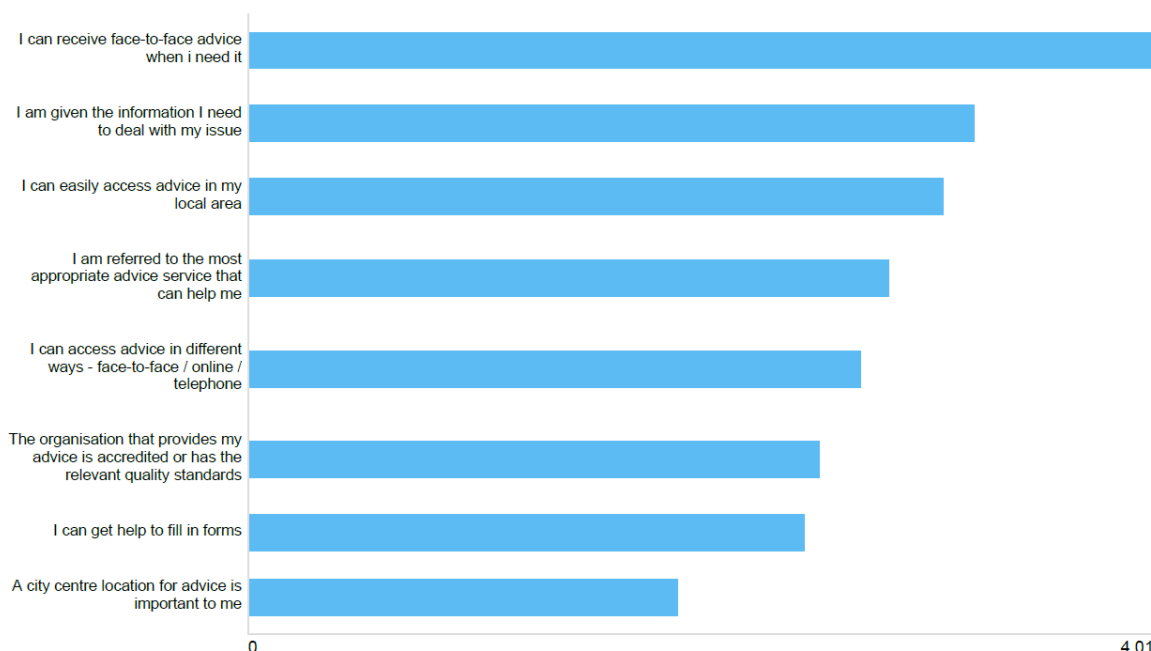
6.7.3 Respondents identified the potential future use of welfare benefits, followed by housing, debt, employment and community care.

Category of advice	Used in the last year %	May use in the future %	Not answered %
Welfare Benefits	44.84	42.06	43.61
Housing	30.05	27.89	57.16
Debt	22.03	27.12	65.02
Community Care	18.49	25.73	67.8
Employment	18.34	26.81	65.02
Family Issues	12.17	22.5	73.5
Immigration	12.02	16.33	78.12

6.8 Important factors for good advice

Question 8: Important factors for good advice services

Ranking of 'Ranking statements about advice in order of importance'



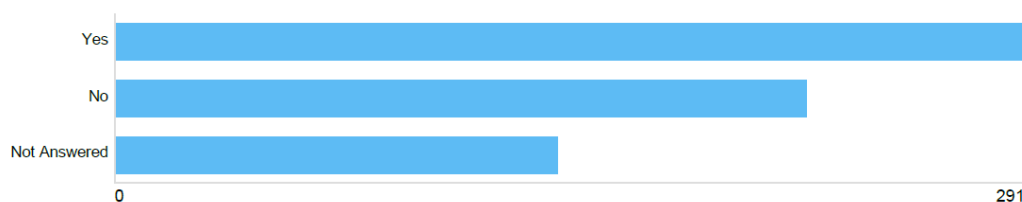
6.8.1 The top three factors in relation to advice provision included:-

- Face to face advice, when I need it 27.58% (179)
- Given the information I need to deal with my issue 15.25% (99)
- Advice is available in my area 10.79% (70)

6.9 Gaps identified in relation to current advice provision.

Question 9: Do you think there are any gaps in current advice services?

Gaps in current advice services



6.9.1 There were 300 (58.6%) narrative responses to this question.

6.9.2 Gaps identified:-

More specialist Housing advice/advisors
More specialist Welfare Rights advisors/services
Mental health advice not comprehensive
Form filling help
Retain and increase locations for specialist advice e.g. Food Banks/GP surgeries
Need more specialist debt advisors
More staff
Discrimination advice services
Advice is underfunded
Improved Immigration advice services
Wait times too long to utilise services

6.9.3 Additional issues identified in engagement sessions:-

- The existing provision of SWA is inadequate – this includes form-filling to representation at Courts and Tribunals;
- Cumulative impact of cuts is reducing available provision;
- Demand is being driven by the increased complexity of legislation;
- Consumer advice and discrimination advice is missing;
- Form-filling;
- Gaps in the provision of publicly funded and accredited advice services are being filled by services which have no remit or expertise in social welfare law;
- Support individuals with the introduction of UC;
- There is an increasing demand from older people for good quality advice and information;
- New arrivals face language barriers, stigma and discrimination, whilst coming to terms with a new way of life in the UK. They need a service that includes translation, advocacy and crisis management;
- Immigration at Tier 2;
- Specialist employment advice’
- Mental health advice is not comprehensive;
- More specialist debt advisors;

- Increase outreach locations to include GP surgeries, food banks etc.

6.10 Other comments

a) Not in support of the proposed model of provision:-

Council should be preparing for U.C
Need to retain/ increase advice provision
Council should utilise underspend to provide services
Proposals represent a false economy
You are dressing this up to disguise cuts
Increase welfare rights provision/funding
Need better inter-departmental working to save money and improve service
Advice services have important positive impact currently

b) Additional issues identified in engagement sessions

- Another thread of the safety net is being removed;
- The Council has thrown money at VCS organisations and this has not worked;
- Do not base your decision on the lowest bidder;
- WRS has access to Liquid Logic for Care Plans and O/T assessments;
- CSC is not the best place;
- Communication already takes place between advice agencies;
- Focus on the client;
- Adopt a consortia approach;
- Will need consistent training to maintain quality;
- ALP referral process still in place, use that;
- Lead provider will take all the funding and easy cases;
- You are underestimating how long it will take for clients to achieve channel shift;
- It will only be as good as the lead provider is;
- The importance of an effective and robust initial assessment is vital;
- The inclusion of WRS and reduced funding is a threat to access to justice;
- Loss of local community services.

c) Positive comments

A more rounded proposal
A more consistent approach
Retains home visits
Use one database
Managed by one service and one Contract Manager

6.11 Issues raised in written submissions

1) Partnership model

- Support the Partnership in principle but need more information;
- This is not a partnership but a contractual arrangement between the Council and the lead provider. Under this proposal the Council's legal power would only extend to the main provider;
- The model will not guarantee the existing specialist local provision is maintained with a loss of specialist knowledge and experience particularly for specific groups like refugees/racial minority communities;
- Concerns about the capacity of the lead provider to cope with increased demand, at a reduced contract price;
- Need to retain specialist services to meet the need of particular client groups;
- A single point of access will lead to long queues to access services, particularly for people who face barriers;
- Reducing the number of telephone lines will not work;
- The model will limit choice and will require a robust needs assessment to avoid clients being shunted between services;
- A single point of access reduces time available to listen to clients;
- Concerns about an conflict of interest particularly where two clients have a dispute and both could not be assisted by the same organisation;
- WRS is currently able to liaise with Social Services to access care and mobility assessments. This will be severed if they are included;
- Need clear monitoring requirements that the lead provider would have responsibility for;
- What happens when the lead provider fails and there is no alternative;
- No assurance of more or the same number of advisors;
- Retain specialist services for older people;
- Some people and communities find mainstream services problematic;
- How will the model work in practice and how will it meet local need?

2) Location of advice in CSC

- CSC is already busy with long queues;
- People with complex needs will be discouraged from accessing the service e.g. those with mental health issues and the elderly;
- Lack of space and adequate resources, to ensure privacy and confidentiality;
- Lack of independence and impartiality;
- Retain SWA city locations, people are used to them, particularly elderly people;
- Not a good environment for those who have mental health issues, elderly etc.;
- People will find it difficult to walk to the CSC if they have health issues which may result in them not accessing services;
- Self-serve options will not work;
- Advice and support needs need to be available where clients go already; e.g. food banks, Dr's surgeries;
- The Council's role as landlord and commissioner creates a potential conflict of interest.

3) Outreach provision

- Council buildings cannot meet the needs of all people who need SWA advice;
- Decrease in the number of venues will mean some people will not access services as they cannot travel to the designated buildings;
- Advice needs to be located where people already go to;
- A suitable venue should be identified in the Highfields area;
- The proposed locations are in the right place but should include access to phones and the internet.

4) Helping people to help themselves

- People who can help themselves, don't use advice services;
- Self-help is not an option for people with SWA problems;
- People will be at risk of making mistakes particularly where they have complex issues;
- Access to information is limited by lack of proficiency in English, poor health etc.;
- Lack of access/skills to complete forms online;
- Face to face triage interview with an advisor is best to identify issues;
- Channel shift has increased number of people accessing Tier 1 support;
- More people are accessing advice agencies as council services close;
- What services will be left to refer to;
- Some advice agencies are helping clients to become more independent e.g. English and employment support;
- People can be signposted to the wrong information;
- New arrivals need intensive support to navigate the system;
- Services are needed for specific groups and they need venues that are familiar to them;
- Many elderly people are digitally excluded and need help to complete online forms, which often requires a home visit;
- Older people are supported to live independently such as learning digital skills, however many clients are becoming more frail, with complex issues and need face to face support;
- Many older people will not be able to help themselves and benefit from a holistic approach;
- Who will decide who is vulnerable and who has complex needs;
- Clients should be supported to support each other.

5) Suggestions to improve the proposals

- Reductions in funding to the WRS will impact on the availability of advice, casework assistance and representation for welfare benefits;
- Need to acknowledge the impact of the loss of funding and welfare reform (UC in particular) on the demand for advice services;
- Specialist advice in specialist venues;
- Leicester needs to provide advice to support the integration and resettlement of new arrivals/refugees;
- Leave advice services as they are;
- There should be more advice provision.

6) Potential impact on people who need advice services?

- Funding cuts will reduce provision, which will affect access to advice and will result in people not getting the help they need. This will impact on other services and is a false economy;
- People using advice services face barriers in accessing advice e.g. language, I.T. skills making it difficult to people to use on-line services;
- Those who will be most impacted include those people needing advice, learning difficulties, new arrivals, mental health and physical health issues, learning difficulties;
- Austerity and welfare reform has a disproportionate impact on the poorest people and has a disproportionate effect on racial minority communities;
- Roll-out of UC will impact just as a threatened collapse of advice provision is proposed;
- Services need to be tailored to meet need;
- Limited access to appropriate information;
- A reduction will restrict or deny access to justice for many people;
- WRS reports a 100% increase in the number of appeals, compared to 2016;
- Reduction in WRS funding compounds the losses of advice provision in the city.

7) Categories of advice

- Clients often have complex and multiple issues;
- Prioritisation may lead to the commissioning of services which lack the necessary remit and capacity to identify and tackle interlinked problems;
- Consumer advice and discrimination, harassment or bullying for reason of race, is absent;
- Welfare Benefits, Community Care, Housing and Debt.

8) Statements about advice services

- Good advice is legally accurate, timely and effective in resolving problem/s;
- Includes an assessment of the nature of problems and applicable remedies and the expected outcome;
- The statements focus on access rather than quality;
- Face to face advice when I need it; I can get help to fill in forms, city-centre location;
- Accredited services.

9) Gaps in advice provision

- Included in section 6.9.2 above.

10) Other Comments

- Proposed cuts will only exacerbate the impact of recent cuts to other frontline services;
- Further cuts will be a false economy and will impact on other services;
- Reduced provision will exacerbate the city's growing problems;
- Consultation documents provided little detail and background evidence;
- Existing services are struggling to meet demand;
- There will be a loss of jobs;
- Who will decide who needs advice most?
- Use money to maintain current advice provision and fill the gaps in specialist advice;
- Links to the ASC consultation have not been identified;

- Leicester is an Asylum Dispersal Area;
- Race inequalities still exist and are barriers for racial minority communities. Race discrimination has increased since BREXIT;
- The proposals do not explicable pay due regard to communities of interest that fall under the Equality Act 2010,
- Haven't explained why the current model is not working,
- People do not trust the Council, so invest in the VCS.

7 Issues identified during the consultation

7.1 Partners highlighted that the survey was complicated, difficult and took a long time to complete, especially for clients.

7.2 The consultation leaflet and survey was not easy to translate for clients.

7.3 In relation to the outreach question, it was felt a map showing the locations would have helped people to give a more informed answer.

7.4 The Project Team received 166 surveys on the last two days of the consultation period which were considered to be questionable as only the first question on the partnership model was answered, with no narrative comments. Of these 125 indicated that they did not support the proposal.

7.5 The graph below illustrates the responses received in relation to the partnership proposal, on a week by week basis. It clearly shows a shift in support for the proposal in the final week.

