|  |
| --- |
|  |
| Community Mental Health  Support Services Consultation NCCT 40400 |
| Norfolk County Council has been reviewing its community support services for people with mental health problems in Norfolk. |
| The contracts we have for these services are ending soon and we have developed a new service specification (what the services will do). We will be using this to set up the new contracts.  We would like to hear your views about the specification and would be grateful if you could complete this questionnaire. |
|  |
|  |

|  |
| --- |
|  |

**Housing Related Floating Support Services for People with Mental Health Needs in Norfolk**

Norfolk County Council, in partnership with health and district councils, funds housing related floating support services to support adults with mental health needs in Norfolk to live independently in their own homes. Floating support services are services which are provided to the person wherever they live. They can move with the person if they move home and are not attached to a property.

At the moment, there are three services that provide a broad range of support that helps people to live in their own homes and help make sure that they do not lose their homes. These are:

* A Floating Support (FS) Service that provides housing related support to people in their own home for on average up to 2 years. Housing related support helps people develop independent living skills, keep safe and well, provides advice and information about paying bills and looking after the home and helps people to get involved in the local communities.
* A number of Hospital Link Workers who support people who are in the acute wards in mental health hospitals or with the Norfolk and Suffolk Foundation Trust (NSFT) Crisis Response and Home Treatment teams. They provide housing related support to help make sure that people do not lose their home when they are in hospital and that they have the right benefits. This provides short term input of up to 3 months on average, with service users who need longer term support and problem resolution being passed to the floating support service.
* A Norwich only service (Active Outreach) which works alongside the NSFT assertive outreach service to meet the needs of people who don’t engage with health and social care services and who often have a dual diagnosis. Service users remain with the service for significant periods of time.

The contracts for these services are coming to an end and the plan is to re-model these and ask organisations to apply to run the new services. The new services will be in place early in 2014.

1. **We are planning to remodel these services into two separate but related services operating across Norfolk**

The first service will provide a low level housing related support service to help people to be independent in their own homes or move on to greater independence. This service will support each person for up to two years.

The second service will provide a housing related support service for people with more complex needs and/or who need intensive support. The level of service will vary in line with people’s needs and the service will work closely with NSFT staff. This service will include the work of the Hospital Link Workers and the Active Outreach Service.

Both services will be available in all parts of Norfolk and will support people with mental health needs.

## To what extent do you agree that these two services will meet the needs of people with mental health problems? (Tick ONE box only)

|  |  |
| --- | --- |
| Strongly Agree | Neither agree nor disagree |
| Agree | Disagree |
| Strongly Disagree | Unsure/don’t know |

# Please tell us why you feel this way:

* 1. **Do you have any recommendations that could make things better for services users in this type of service?**

1. **We are planning to make both services available for some time in the early evening and at the weekends. To what extent do you agree with this plan?** (Tick ONE box only)

|  |  |
| --- | --- |
| Strongly Agree | Neither agree nor disagree |
| Agree | Disagree |
| Strongly Disagree | Unsure/don’t know |

# 2.1 Please tell us why you feel this way:

1. **We are planning to ask the new providers to develop peer support as part of the new services. This means people who have had personal experience of mental health problems will provide some of the support to service users. To what extent do you agree with this plan?** (Tick ONE box only)

|  |  |
| --- | --- |
| Strongly Agree | Neither agree nor disagree |
| Agree | Disagree |
| Strongly Disagree | Unsure/don’t know |

# 3.1 Please tell us why you feel this way:

1. **At the moment, people can only self-refer into the floating support service if they have used the service in the previous 12 months.** (Tick ONE box only)

|  |
| --- |
| Should we keep it as it is |
| Let more people self-refer |
| Not let anyone self-refer |

# 4.1 Please tell us why you feel this way:

1. **We are planning to ask the new services to provide some of the service through group sessions or drop-in sessions. To what extent do you agree with this plan?** (Tick ONE box only)

|  |  |
| --- | --- |
| Strongly Agree | Neither agree nor disagree |
| Agree | Disagree |
| Strongly Disagree | Unsure/don’t know |

# 5.1 Please tell us why you feel this way:

1. **We are planning to ask the providers to use different technologies to help provide the new services for example social media, Skype, text. To what extent do you agree that is appropriate for these services?** (Tick ONE box only)

|  |  |
| --- | --- |
| Strongly Agree | Neither agree nor disagree |
| Agree | Disagree |
| Strongly Disagree | Unsure/don’t know |

# Please tell us why you feel this way:

|  |
| --- |
| **Any other comments** |

# Please write in here any other comments you have:

1. **Please tell us if you are responding as an:**

|  |  |
| --- | --- |
| Individual | Organization  (if yes please go to question 9) |

1. **Please state the name of your organization**

**10. What services do you provide?** (Tick all that apply)

|  |  |
| --- | --- |
| Alcohol/drug service | Social Services |
| Debt/ financial service | Mental Health Trust |
| Homeless advice services | Housing Provider |
| Mental health support provider | Housing Authority |
| Mental Health advice service | District Council |
| Probation | General health e.g. GP |
| Housing support provider | Other |

If other please specify

**Please return by 15th July 2013.**

**Paper questionnaires can be posted to: (You do not need stamp)**

FREEPOST RLZE-CLEJ-GKSL  
FAO: Lorraine Brown  
Adult Community Services, Norfolk County Council,

Norwich, NR1 2SQ

If you would like a paper copy of this questionnaire please phone Lorraine Brown on:

Tel: 01603 224174

You can also email comments to: [angliacsu.centralcommissioners@nhs.net](mailto:angliacsu.centralcommissioners@nhs.net)