

# **INFORMATION ADVICE AND GUIDANCE REVIEW**

## **1. Executive Summary**

As part of the ongoing process of Growth and Reform across the Council this business case proposes a course of action to realise £200K savings from the Information Advice and Guidance budget. The changes proposed involve a partial restructure of the service and a targeted offer of voluntary redundancy.

## **2. Case for Change**

The review of Information Advice and Guidance (IAG) in 2015 consolidated the service. The Advice element of IAG was aligned to the Library service with Library staff providing the initial contact and where appropriate referral on to Advice staff situated within the library. This work was completed in early 2017 when Advice in Reddish moved from Houldsworth Square into Reddish Library. By having Library staff as the first point of contact it enables people to take advantage of the support to access digital advice they offer and in so doing, is reducing demand on the Advice staff.

In addition to in-house advice the Council commission's general advice and a telephone help line from Stockport Citizens Advice Agency (CAB). Currently the CAB provides advice from Fred Perry House, Marple (Hollins House) and Cheadle (adjacent to Cheadle Library). There is no Council in-house advice provision at these locations. The Council asked Stockport CAB to start during 2017 to work towards providing an outreach service which was more widely available across the borough but aligned to the Library Service. This included alignment to the Library Service in Marple by moving out of Hollins House.

To comply with the Councils procurement regulations the commissioned advice contract must be re-tended. It was planned to do this as part of a joint exercise with other GM Authorities from April 18, however due to factors outside of Stockport Councils control this has now been postponed to April 2019. As an interim measure a 12 month extension with some variations to the existing contract will be sought.

The consolidation of the IAG service has to date both enabled savings and resulted in a more efficient service with a reduced waiting time for appointments. As the Councils digital offer grows and other services evolve a further review of IAG presents an opportunity to both make savings and further shape the service for future demands. In addition the recommissioning of the commissioned element of IAG offers the potential to review the scope of the commissioned service.

The distribution of Advice provision across the borough was established many years ago and has not been subject to consideration in previous reviews. With reduced resource it is important to ensure that locality based Advice is situated in the right places and appropriately targeted to ensure the benefits of the service are realised to best effect.

## **3. Project / Programme Proposal**

### **3.1 Project / Programme Vision**

The vision is for the Advice element of IAG to become fully integrate with the information provision which is delivered by the Libraries service. This will provide an integrated locality based provision for face to face level 2 and 3 advice, with a single management team, alongside Fred Perry House the Library Service will be

viewed as the place to go for information and Advice. For some people this will be accessed online, for others it will be the place to access face-to-face support, either at “information” level provided by Library staff or at “Advice” level; as quick advice or during an appointment. The provision of Information and Advice would be provided by a blend of in-house and commissioned advice.

The library team are trained and able to give a wide range of information; they are also skilled in supporting people to access more in-depth information using on-line provision. By channelling access to Advice through the Library service it will enable people to take full advantage of the service and support the Library are able to provide. This will maximise the number of people who are able to access on-line services. This in turn will ensure the service is able to offer easy access to face to face Advice level services for the most vulnerable and those with the more complex enquiries.

Delivering Advice in a way which is fully integrated with the Library Service will enable the service to evolve alongside changes to digital and library provision. The re tendering of the commissioned element of IAG which is currently delivered by the Citizens Advice Bureau provides the opportunity to commission provision which allows for greater flexibility in the proportion of Advice services delivered by the commissioned body with potential to move more services to the commissioned body as staffing numbers change due to natural wastage.

Integrated delivery will ensure that access to face-to-face advice is targeted at the most vulnerable residents across the borough, including the specialist services such as consumer advice which are provided by Stockport Citizens Advice and not by the Councils in-house advice staff. These specialist services are currently only available at the current three locations.

The level of provision at individual locations will vary according to need and fluctuating demand with higher levels of quick advice available in priority areas. It is proposed that some quick advice sessions will still be available at selected locations outside of the priority areas, including Marple and Cheadle, but that the service will move to a more appointment based service. A home visiting service will continue for people who are unable to access office based services.

Contact centre provision would remain with the Council as would specialist face to face Revenues and Benefits Advice delivered from Fred Perry House.

Although for many people digital has become the primary means of interacting with the Council it is vitally important to maintain access for people who are unable to use digital services. The first option for such people is often the telephone and so it is proposed that at this stage further resources shouldn't be taken out of the call handling function in the contact centre as it would be detrimental. This means call handling falls outside of the scope of this project.

The vision for the service is for Fred Perry House to act as a hub with a full IAG service available during the office opening hours. The service will comprise of telephone access via the contact centre, specialist revenues and benefits advice delivered by an in-house team supported by digital support officers and specialist caseworkers offering help with benefit appeals and debt advice. In addition a commissioned service will provide Advice from Fred Perry House.

## 3.2 Scope

### 3.2.1 Approach

The model has been designed to address the immediate requirements of the Council both in terms of provision of IAG and budget savings. It also establishes a way of working which could more easily adapted if requirements change in the future.

By moving to a model where a greater proportion of IAG services are commissioned and the commissioned body delivers a service more widely across the borough, it will open access to the wider range of services offered by commissioned advice delivered by the CAB to wider parts of the borough.

It is proposed to bring about the change through a partial restructure of the in-house team and, in the short term, a variation to the existing contract for commissioned service. Offers of voluntary redundancy will be made targeted at specific areas of the service. This will reduce the overall head count for the service but most significantly will streamline and reduce the size of the management team.

Consultation has been carried out with staff in relation to the staffing Business case and with the general public to establish public opinion about the provision of advice. The information gathered through the consultation will be used to inform the deployment of advice across the borough. Staff turnover means that in the future gradual transfer to a commissioned service could be possible if provision is built into the tender for a flexible agreement. It is anticipated that commissioned advice could be procured at a lower cost than through in house provision and so this could enable further savings in the longer term.

### 3.2.2 Services and Budget

Service Budget	2017/18 Current Budget (before reductions) £m
Contact Centre	0.893
Welfare Rights/ Debt Advice	0.365
Advice	0.761
Total	2.019

### 3.2.3 Staff

The table below provides information about the staff in scope of this project:

Service area	Headcount	No of FTEs
Information Advice and Guidance staff in scope	28	25.13
Total	28	25.13

## 3.3 Proposed Delivery Model

It is proposed to release the required saving by making redundant targeted posts in scope of the project. This can be achieved through voluntary redundancy.

Members of staff who carry out Advice level IAG would then be transferred to the Libraries structure where they would be managed as an integrated service with the Library function. There is capacity within the Library Service to enable management responsibility for this function to be absorbed into the structure.

The remaining service will be restructured with responsibility for Fred Perry Reception merged with the management of the contact centre. This will enable the team's capacity to be more flexibly deployed across the two aspects of work; this will help to address peaks and troughs in demand during the course of the day. This will enable a reduction and streamlining of the management structure of the IAG service, which will account for a significant proportion of the savings made.

The in-house Help with Benefit Appeals and Debt Advice team will reduce in size. This will be achieved in part through the deletion of a vacant post and by reductions through voluntary redundancy.

The existing contract with Stockport Citizens Advice will be extended for 12 months until a combined procurement exercise with other GM authorities takes place from April 19 facilitated by STaR procurement. Variation to the contract will be sought to enable the wider range of services offered by the Citizens Advice to be made available at a greater number of locations across the borough.

The retendered service from April 2019 will include provision for further work to be passed to the commissioned service if opportunity arises through subsequent vacancy management and any related changes such as to the library service, depending on business needs at the time.

A public survey about Information, Advice and Guidance provision showed that there was support for Advice appointments and quick advice sessions to be available both in Fred Perry house and at selected community locations. This was consistent across the results from people filling in the survey online and those completed in the libraries. Also consistent were the results showing that the preferred locations for both appointments and quick advice were in the Councils priority areas. People were asked where they had access Information and Advice in the last 12 months. The results showed higher numbers had done so in Adswood/Bridgehall and Reddish than at other locations across the borough.

A schedule for delivery of advice in the neighbourhoods will be developed which ensures access to appointment based advice across the borough and quick advice sessions at key locations across the borough. In response to consultation a schedule will be drawn up which gives access to information across the borough through the library network, quick advice sessions will be prioritised in the Councils Priority areas but provision will be made at other locations according to need. However the access to quick advice is likely to be reduced from current levels in locations outside the priority areas. Appointment-based services will be available across the borough. Provision will be agreed through contract extension negotiations with the CAB.

## **4. Objectives and Benefits**

### **4.1 What do we want to achieve?**

To maintain a level of IAG provision which meets the needs of residents, including those who are unable to use the digital services, but is delivered at a reduced cost to the Council. Access to face-to-face advice to be

targeted at the most vulnerable residents and flexible enough to respond to future changes in demand and business need.

#### 4.2 How will we know whether we've achieved this?

When savings are released but residents retain access to appropriate Information, Advice and Guidance.

#### 4.3 How will we measure this?

Through performance statistics for waiting times for appointments and home visits both from in-house provision and from commissioned providers. Also through contract monitoring of the commissioned service.

#### 4.4 When will we achieve this?

The realigned service would be in place by April 18

### 5. Cash Limit Budget Analysis

	2017/18 £000	2018/19 £000	2019/20 £000	2020/21 £000
<b>Net Cash Limit Budget</b>	<b>2,019</b>	<b>1,985</b>	<b>1,819</b>	<b>1,819</b>
<b>Cost of Change</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Financial Savings</b>	<b>0</b>	<b>(200)</b>	<b>0</b>	<b>0</b>
<b>Transitional Funding</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New Net Cash Limit Budget</b>	<b>2,019</b>	<b>2,019</b>	<b>1,819</b>	<b>1,819</b>
<b>Cumulative Net Savings</b>	<b>0</b>	<b>200</b>	<b>200</b>	<b>200</b>

### 6. Key Timescales

Milestone Description	Date Expected	Output at Milestone
Daft Business case submitted	July 17	Report considered at Cabinet
New model agreed for consultation	September 17	Consultation document
Public consultation start date	6 October 17	Consultation live
Consultation end date	10 November 17	Output report
CRMG	5 December	Committee report

Milestone Description	Date Expected	Output at Milestone
Cabinet	19 December	Committee report
New advice contract start	April 18	New service in place
Staff reductions	April 18	Consolidated service operating, further reductions as opportunity arises.

## 7. Consultation and Engagement

A public consultation exercise was carried out across the borough to establish public opinion this ran from 6<sup>th</sup> October to the 10<sup>th</sup> November. In addition staffing consultation has been carried out in relation to the proposed changes to structures. The consultation report is attached at appendix 2. In addition to the statistical responses people were given opportunity for comments the responses were many and very varied but the main themes arising from the comments made were:

- The need for face-to-face contact – with some people suggesting conversations over the phone / email / video advice out of hours would be a helpful alternative;
- The need for local information – e.g. ease of access for vulnerable people across the whole of the borough rather than centralised services (although there was one suggestion to end face-to-face communication and outsource all Greater Manchester calls to a centralised call centre and one suggestion for an entirely independent service);
- The need for this vital service;
- That digital is difficult in many ways – e.g. the suggestion that the present digital service is of poor quality; there is a lack of ease of use of the present offer (both in design and for specific groups of people); the difficulty understanding the information accessed; the lack of access to digital for older / vulnerable / poor / disabled people;
- That more services are required not less.

Overall the responses to the consultation showed support for the proposals.

## 8. Interdependencies, Constraints and Risk

Risk Description	Risk Owner	Broad Risk Response	H/M/L
Insufficient interest in Voluntary Redundancy	AMB	Initial applications for Redundancy have been sufficient to meet requirements but if necessary bumping to other areas of the business could be carried out. This however may require retraining and potential impact on the performance of other teams.	L
The service includes income from a number of commissioned services, in some cases this funding is at risk and may end in the short to medium term.	AMB	Broadly speaking commissioned services are for specific pieces of work which would end if the funding ended and staffing would need to be reduced accordingly. This would minimize the impact on the overall service but may require overall team structural changes if the reductions were significant.	M
That the commissioned service cannot be reshaped to meet the changed requirements for 18/19	AMB	The current providers of the commissioned service have been engaged with changing their service model during 17/18 to align delivery to the proposed changes. It is proposed to stagger the reductions in the Help with Benefit Appeals Team to give time for the commissioned service to establish provision for their extended role.	
That the resized IAG team is unable to cope with demand	AMB	In the short term, access to Advice and HWBA/DA can be regulated by raising the bar to access services/ extent of services if necessary. The delay in retendering the commissioned service provides an opportunity to monitor capacity during the first year. This will inform the shape and scope of service commissioned from April 19.	

## 9. Recommendations

9.1 That members agree the proposals.

### BACKGROUND PAPERS

There are none

Anyone wishing to inspect the above background papers or requiring further information should contact Alison Blount on Tel: 0161 474 5107 or by email on [alison.blount@stockport.gov.uk](mailto:alison.blount@stockport.gov.uk)

**EQUALITY IMPACT ASSESSMENT**

<b>Title:</b>  <b>Information Advice and Guidance Review Phase III</b>	<b>Date: 3<sup>rd</sup> July 2017</b>
	<b>Stage: Final</b>
	<b>Lead Officer: Alison Blount</b>

**Stage 1: Do you need to complete an Equality Impact Assessment (EIA)?**

It will be necessary to complete an EIA. An EIA will be undertaken as this project will impact on the way that core IAG services are provided and will directly affect residents and how they contact the Council. This will include groups of people covered by the Equality Act and it will be necessary to ensure all equality issues have been addressed.

It is anticipated that, based on initial assumptions, the project will impact on groups of people with the following Protected Characteristics as defined in the Equality Act 2010:

- Age (in relation to older people accessing services);
- Disability (in relation to people with physical/learning disabilities accessing services);
- Race (in relation to people whose first language is not English accessing services).

As well as the protected characteristics outlined above the following group has also been identified as potentially being impacted upon due to the implementation of a new integrated service:

- Socio-economic (in relation to client demographics) - Professional assumptions understand that social deprivation and low income cuts across a number of protected characteristics, for example women are proportionally more likely to be in part-time or low paid work.

Potential impact on the above protected characteristics will be considered and inform the development of the Project.

This EIA will require further development to analyse the impact on key groups as the proposals are further developed.

**Stage 2: What do you know?**

Information is collected about users of the Information Advice and Guidance service.

The figures do not include services delivered through the contact centre or at Fred Perry House. It will also not include casual visitors to the Information and Advice Office who did not engage with an officer.

Because the service is delivered in part by in-house services and in part through a service commissioned by the CAB the figures are presented separately.



## Stage 2: What do you know?

### IAG Analysis by Disability.

2016/17	Advice and Information	
	No.	%age
Cognitive Impairment	37	0.37%
Learning Disability	396	3.9%
Long Standing Health Condition	1379	13.75%
Mental Health Condition	869	8.67%
Physical Impairment	938	9.35%
Sensory Impairment	65	0.64%
Other	301	3%
Not Disabled	1576	15.72%
Unknown	4461	44.51%
	<b>10022</b>	

It shows that of the 10,022 people who attended an Advice and Information Office just under 40% had some form of disability or impairment.

Customers who were not in need of additional support would be encouraged to self-serve using the range of on-line services. Support for this group would be available through the Assisted Digital provision available in the Libraries and through other support channels.

Overall, 1576 or 15.72% of service users were classed as not disabled and there were a further 4461 (44.51%) where it was not known from the information provided, if they were disabled or not. Many people with disabilities will still be able to use the on-line services; equally there will be people without a disability who need supported services for other reasons.

### IAG Analysis by age

2016/17	Advice and Information	
0 -15	209	2.07%
16 -17	31	0.32%
18 - 24	401	3.98%
25 - 59	5065	50.34%
60 - 70	2142	21.3%
80 +	530	5.26%%
Unknown	1683	16.72%
	<b>10061</b>	

Just over half (50.34%) the clients engaging with the Council's IAG Team were in the age group 25-59, whilst 26.6% of users were aged 60 or older.

## Stage 2: What do you know?

### Citizens Advice Stockport

The classifications used by Citizens Advice differ slightly from those used by the by in house services but they can be roughly aligned.

#### Analysis by disability

2016/17	Stockport	Cheadle	Marple	Totals
Disabled	96 (3%)	30 (1%)	41 (7%)	<b>167 (4.24%)</b>
Long-term health condition	839 (29%)	162 (29%)	159 (29%)	<b>1160 (29.26%)</b>
Not disabled/no health problems	1936 (67%)	357 (65%)	344 (63%)	<b>2637 (66.5%)</b>
<b>Total</b>	<b>2871</b>	<b>549</b>	<b>544</b>	<b>3964</b>

167 (4%) of CA clients reported they had a disability but a further 1,160 (29.26%) of clients said they had a long term health condition. This suggests that a lower percentage of people using IAG services in Marple, Cheadle and Fred Perry House Citizens Advice (33.5%) had a disability or long term health condition when compared to service users in the rest of the borough (40%)

#### Analysis by age

2016/17	Stockport	Cheadle	Marple	Totals
12-17	10 (0%)	1 (0%)	2 (0%)	<b>13 (0.2%)</b>
18-24	299 (9%)	33 (4%)	32 (4%)	<b>364 (8.20%)</b>
25-34	727 (24%)	119 (15%)	87 (13%)	<b>933 (21.0%)</b>
35-44	615 (20%)	120 (15%)	102 (15%)	<b>837 (18.90%)</b>
45-54	533 (17%)	151 (19%)	125 (19%)	<b>809 (18.20%)</b>
55-64	454 (15%)	147 (19%)	118 (18%)	<b>719 (16.20%)</b>
65-74	239 (7%)	115 (14%)	97 (14%)	<b>451 (10.10%)</b>
75 years or older	120 (4%)	87 (11%)	90 (13%)	<b>297 (6.70%)</b>
<b>Total</b>	<b>2997</b>	<b>773</b>	<b>653</b>	<b>4423</b>

## Stage 2: What do you know?

Similar to the Councils IAG provision, Citizens Advice have the highest percentage of clients of working age.

There isn't exact correlation between the age bands used for in-house and commissioned services and so exact comparison isn't possible. However it would appear that the percentage of older people using the service in Marple and Cheadle is higher than the average for the rest of the borough although the overall numbers of users in these two areas are low for the available house of service when compared to the rest of the borough.

### Location / Service Provider number of Advice customers during 2016/17

2016/17	Information, Advice and Guidance	
Bramhall	20	0.01%
Bredbury	740	6.75%
Brinnington	1056	9.64%
Adswood/Bridgehall	1031	9.41%
<b>Cheadle (Citizens Advice)</b>	537	4.90%
Cheadle Hulme	505	4.61%
Hazel Grove	575	5.25%
Heald Green	20	0.01%
<b>Marple (Citizens Advice)</b>	576	5.26%
Offerton	249	2.27%
Reddish	3004	27.43%
<b>Stockport (Fred Perry) (Citizens Advice)</b>	2637	24.08%
<b>Total</b>	<b>10,950</b>	

This shows that the greatest demand comes from Stockport Central, the Heaton's and Reddish areas, with the Reddish Advice Service seeing the majority of clients from both North and South Reddish, as well as Heaton's North. The next highest demand is in the Adswood/ Bridgehall Area and Brinnington. The service is not available for the same length of time in all locations. Resources for the in-house delivered services are provided in response to demand by offering appointments as requested.

## Stage 2a: Further Data and Consultation

A public consultation exercise has been carried out to establish views on the provision of IAG. Consultation showed strong support for the provision of IAG both in Fred Perry House and in locations across the borough.

Support for service the locations where service should be delivered from was strongest for the Councils priority areas of Adswood/ Bridgehall, Brinnington and Reddish plus Fred Perry House. This supports the analysis of data at 2 as these are the same locations where there is greatest demand.

### **Stage 2a: Further Data and Consultation**

The analysis of the survey findings coupled with the data above indicates that there is demand and desire for IAG in the localities although at a lower level to that required in the Councils Priority areas.

More information on the consultation can be found in the Consultation report.

### **Stage 3: Results and Measures**

The results suggest that access to IAG should be provided in localities across the borough to ensure there is easy access to support for people who were vulnerable either as a result of their illness or disability or for other reasons.

By distributing available resource across the borough at appropriate levels it will ensure the best use is made of available resources.

By continuing to monitor levels of demand and demographics of service users the service can be delivered flexibly and responsively.

### **Stage 4: Decision Stage**

This EIA is a live document and will accompany the decision at all points throughout the process.

**Information, Advice and Guidance Consultation Results**

**November 2017**

**Executive Summary**

The findings show that there is demand for an advice service which is available in community locations both for quick drop in advice and appointments for face to face advice. In all cases the findings were that the preferred location to deliver this advice was in the Council's priority areas. There was however support for access to advice at all the current locations.

**Background**

The Council has to reduce the amount it spends on Information Advice and Guidance (IAG) by £200K in 2018/19. The council needs to save money while continuing to meet current and future demand for advice by changing the way services are delivered across the borough.

Services that we are considering to make these savings are:

- The Advice service delivered through libraries at:
  - Adswood and Bridgehall - Siddington Road , Bridgehall
  - Bramhall - Bramhall lane South , Bramhall
  - Bredbury - George lane Bredbury
  - Brinnington – First House , Brinnington
  - Cheadle Hulme - Mellor Road, Cheadle Hulme
  - Hazel Grove – Beech Avenue, Hazel Grove
  - Heald Green – Finney Lane, Heald Green
  - Offerton – Mallowdale Road, Offerton
  - Reddish – Gorton Road ReddishAlso
- Commissioned Advice currently provided by Stockport Citizens Advice at:
  - Cheadle Library - Ashfield Road , Cheadle
  - Fred Perry House, Stockport
  - Marple – Memorial Park , Marple

Specialist Council Tax, Housing Benefits, Help With Benefit Appeals and Debt advice are also services that make up Information, Advice and Guidance but will not be considered as part of this consultation.

With the exception of advice commissioned from Stockport Citizens Advice the Advice service is delivered by Council staff and is primarily delivered in libraries. Library staff assist people in accessing advice but also support and encourage people to use on-line services themselves. Where additional support is needed library staff will sign-post people to the help they need.

Advice services are delivered through a mix of drop-in quick advice sessions and pre booked appointments for more complex cases. A home visiting service is also available for people who are unable to access a library or Fred Perry House.

The commissioned service, delivered via Stockport Citizens Advice, operates a triage where clients receive an initial 20-30 minute session, which may lead to a further appointment with the Citizens Advice or a referral to other specialist services.

Since the review of Information Advice and Guidance provision two years ago and improvements in the Council's digital services, demand for face to face Advice has fallen across Stockport. Many people are now able to self-serve either at home or in supported environments such as the local Library, where people are on hand to offer assistance. Advice sessions are available daily, Monday to Friday, at different locations across Stockport for quick advice or on an appointment basis.

The proposal is to retain quick advice through drop in sessions and to continue to offer appointments, but to review the numbers delivered in each location to ensure current and future demand can be met and that the available resource is distributed appropriately across the borough. This will include reducing the number of drop in sessions in some areas and prioritising areas with higher demand such as the Council's Priority areas of Adswold, Bridgehall, Brinnington, central Stockport, Offerton and Reddish.

## **Methodology**

The survey was made available on line and promoted as part of the Council's corporate consultation process. In addition standpoint machines / tablets were made available in libraries across the borough with Library staff available to help people to use the machines. Advice staff also encourages service users to complete the survey. The consultation was communicated via press releases, social media messages and posters in various community locations.

There were 284 responses online and 91 responses from the standpoint machines, giving an overall response of 375.

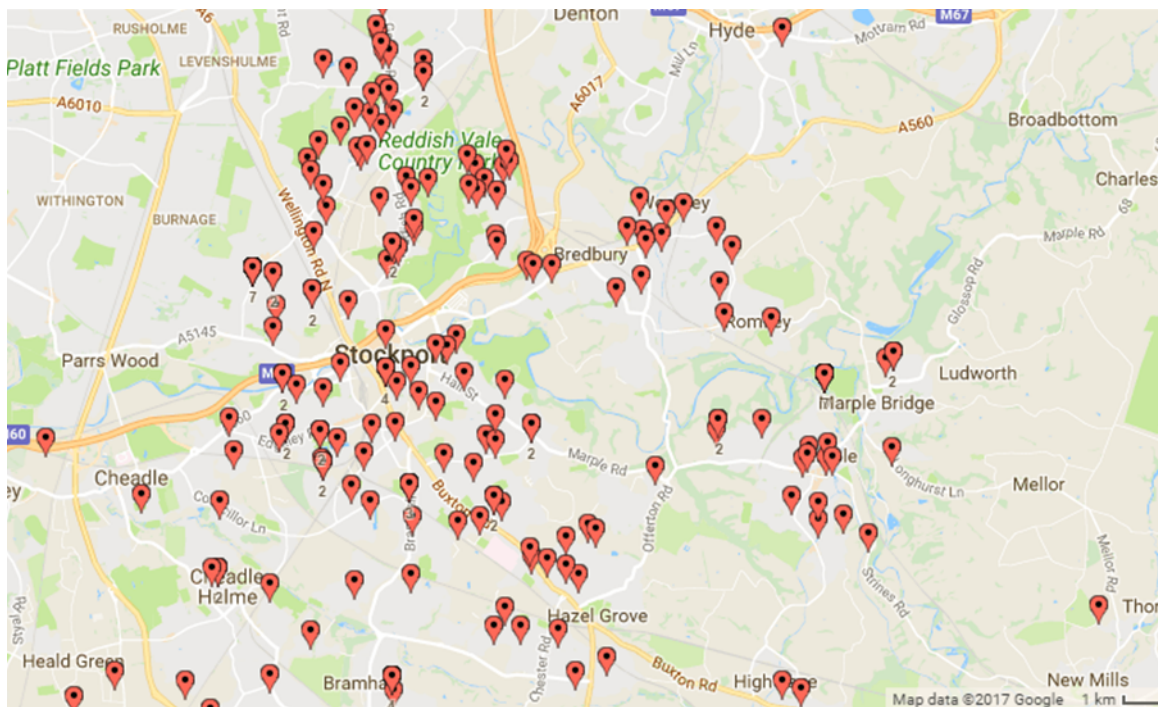
Of those that gave a response to the question, 80 respondents were male, 240 respondents were female and 23 preferred not to answer.

87 respondents stated that they considered themselves to have a disability or a limiting long-term illness, 225 said they did not and 32 preferred not to answer.

When asked about ethnicity the following results were given by those who responded, White 285, Mixed 11, Asian or Asian British 3, Other 8 and 31 preferred not to answer.

120 respondents stated that they had no religion, 153 were Christian, 1 Muslim, 1 Buddhist, 1 Jewish, 8 respondents stated other and 52 preferred not to say.

The following map shows a good mix of responses from those postcodes provided:



## Results

**How far do you agree or disagree that advice drop in sessions should be available at Fred Perry House on weekdays from 9.30 to 4.30pm ?**

78.2% of people agreed or tended to agree that advice drop in sessions should be available in Fred Perry House. The level of support was consistent between those who filled in the form on line and those who completed the survey in a Library.

**How far do you agree or disagree that advice drop in sessions should be available in selected community locations?**

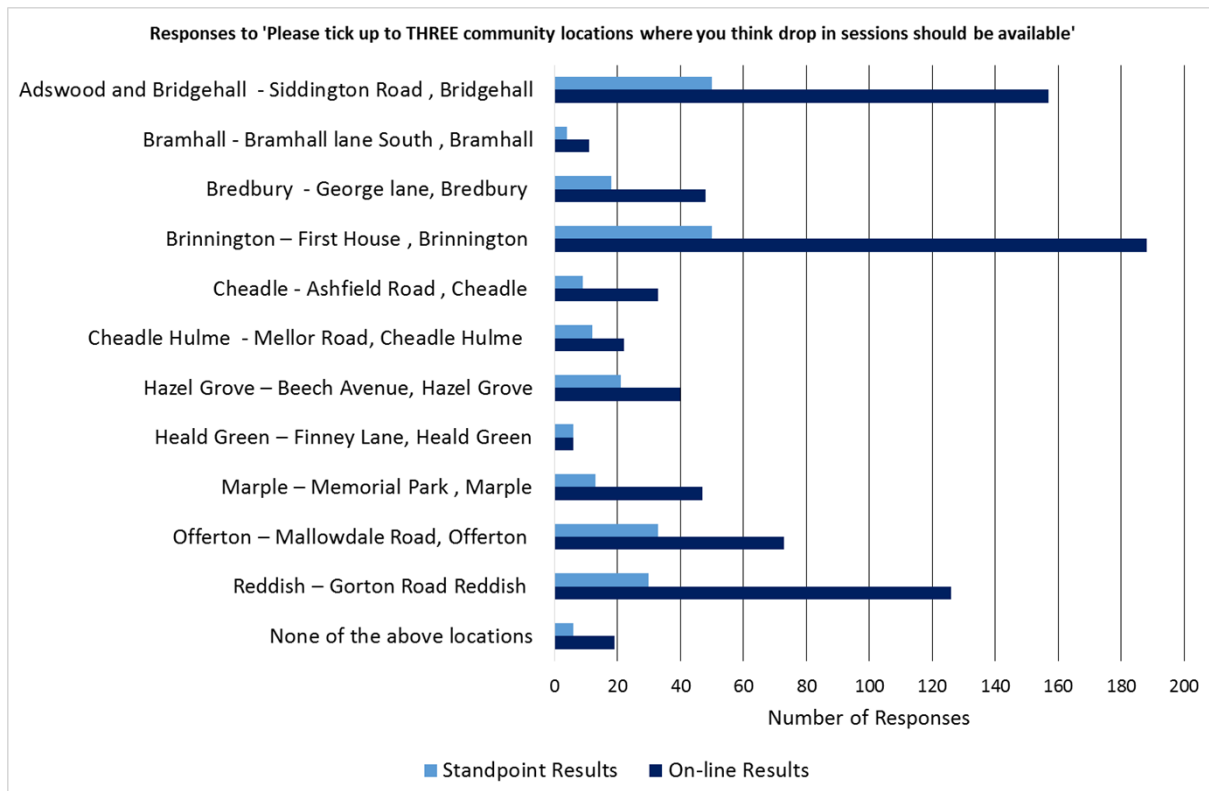
A total of 88% of people who responded strongly agreed or tended to agree that drop in sessions should be available in selected community locations. The supporting percentage was higher at 91.3% amongst those filling in the survey in the library.

Comments were made that Fred Perry was not easy for people who are elderly or had disabilities to travel to and that the cost of travel to the centre would be prohibitive for some.

**The survey then asked respondents to pick up to three community locations where they thought drop in sessions should be available?**

There was a spread of response about where drop-in advice should be available, however Adswood and Bridgehall received 22.25% of the overall number of responses, Brinnington 23.29% and Reddish 15.26% the next most popular being Offerton 10.37% and Bredbury 6.46%.

The results were more or less consistent between the online and Library responses but for those filling in in the Library the differences were less marked and Hazel Grove was more popular than Bredbury



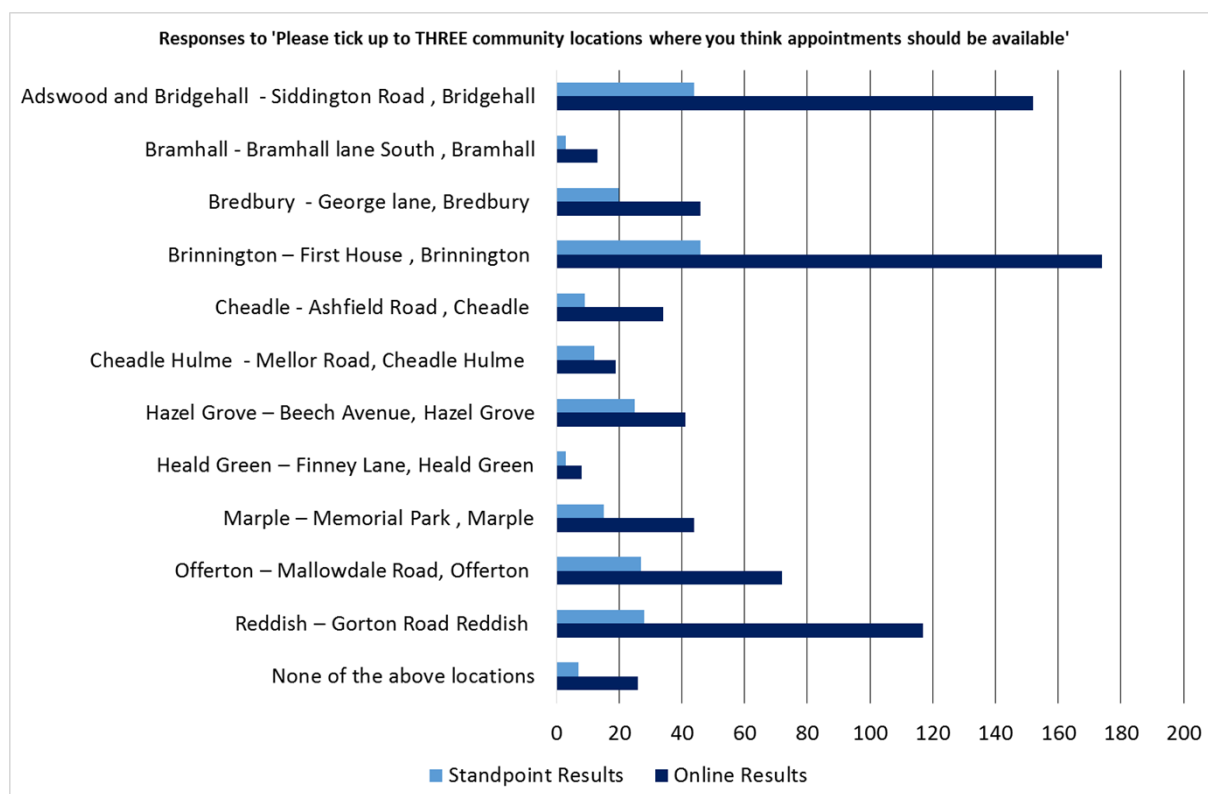
### **How far do you agree or disagree that appointments for more complex advice should be available in community locations?**

83.3% of people strongly agreed or tended to agree that appointments for more complex advice should be available in community locations.

Many commented to say that access to advice in community locations is very important to them. Some comments viewed access to digital advice as very welcome but highlighted that many people cannot access digital services and so rely on community advice.

### **Please pick up to three community locations where you think appointments sessions should be available?**





Preference was again shown for Adswood and Bridgehall 19.9%, Brinnington at 22.34% and Reddish at 14.72% with Offerton 10.05%, Hazel Grove and Bredbury both with 6.70% of the responses. For those filling in at the Libraries the top four most popular were the same with Hazel Grove slightly more popular than Bredbury.

**How far do you agree or disagree that face to face advice whether by appointment or drop-in session, should be most readily available in the Councils priority areas of Adswood, Bridgehall, Brinnington, Central Stockport, Offerton and Reddish?**

78.8% of people strongly agreed or tended to agree that that appointments and drop in should be most readily available in the Councils priority areas. However 11.7% of people either disagreed or strongly disagreed.

**How far do you agree or disagree that people who are able to self-serve using digital services should be encouraged to do so, enabling face to face services to be prioritised for the most vulnerable ?**

68.2% of people agreed or strongly agreed that people who are able to use digital services should be encouraged to do so. 18.6% disagreed or strongly disagreed with this statement.

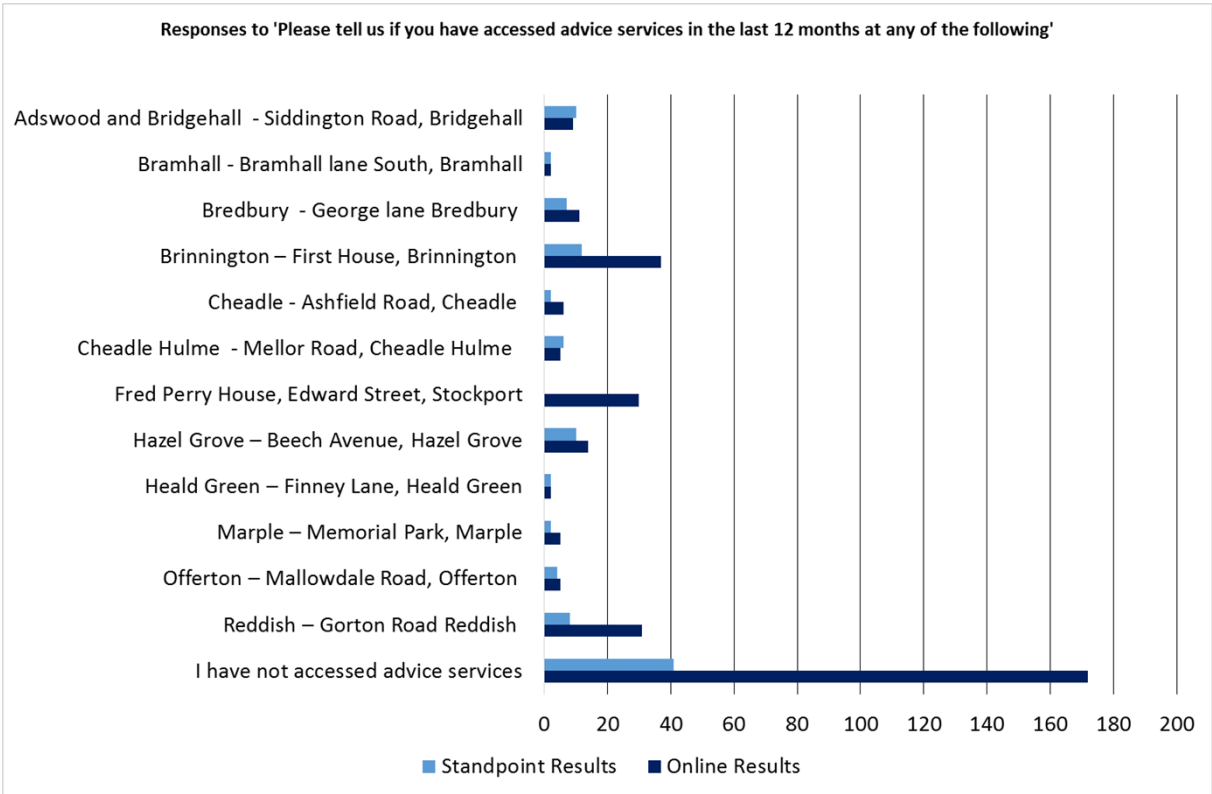
**How far do you agree or disagree that home visits should be available for people with a physical or mental health issue which prevents them from coming into Fred Perry House or a community location ?**

The highest level of support was shown for the availability of home visits where needed with 92.3% of people either strongly agreeing or tending to agree with the provision. The level of support for this was slightly higher amongst those who completed the form on-line compared to those completing in the Library

**Please tell us if you have accessed advice services in the last 12 months at any of the following locations ?**

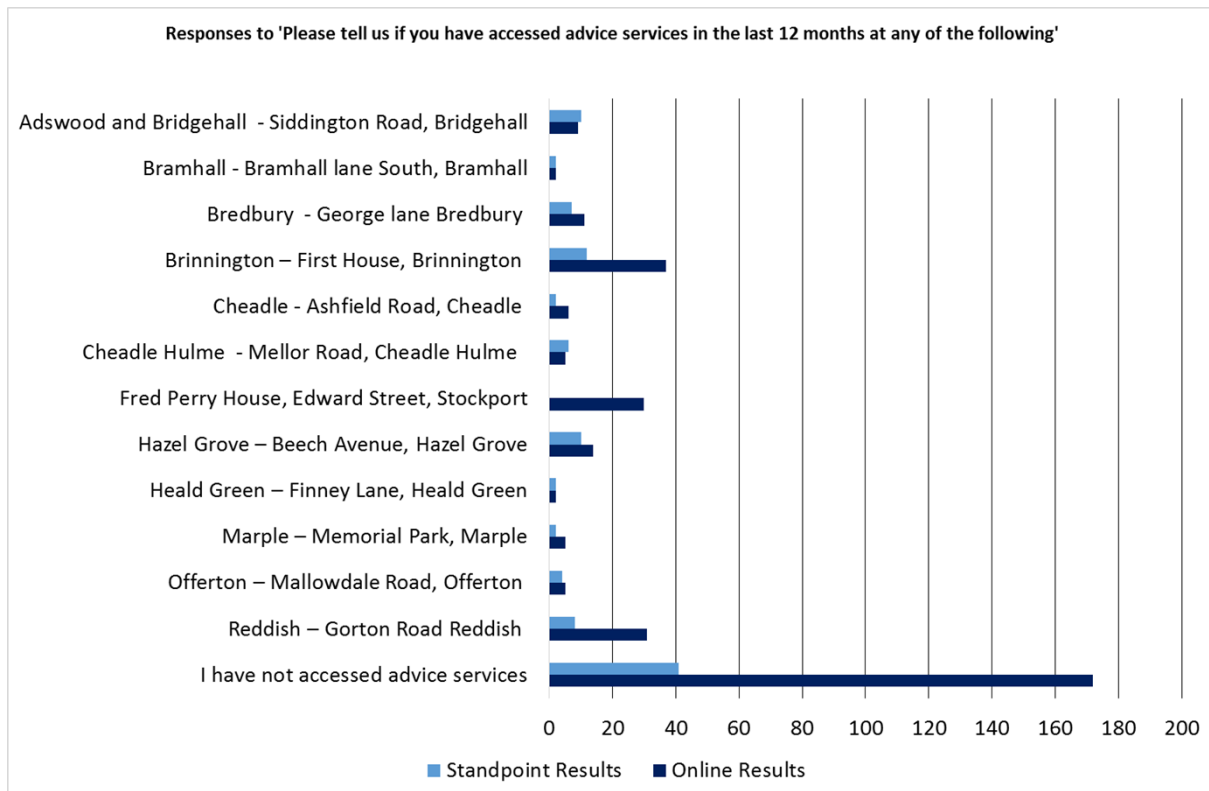
Most people completing the survey had accessed advice face to face in the last 12 months.

At 11.26% Brinnington was the most popular place to have done so followed by Reddish 8.97% and Fed Perry House with 6.90%



**Have you accessed advice or information online via the Councils website in the last 6 months?**

51.24% of people had accessed the Councils website in the last 12 months. Of these 54% were either satisfied or very satisfied with the experience. 20% were dissatisfied and a further 5% very dissatisfied.



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