

# ‘The Bridge’ Public Consultation



*Feedback and Responses – May 2016*

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## Introduction

The purpose of this report is to consider the feedback from the consultation with service users, carers, voluntary sector partners and the public on the proposal not to renew or retender services currently provided by Rethink Mental Illness at The Bridge.

The proposal for consideration was to transfer all Care Act eligible service users to the Council's Wiseworks run Mental Health Day Service, or other services in Harrow and find alternative venues for groups and services running from the centre.

The feedback from the consultation and high level of community activity throughout the process shows anxiety, distress and concern by local Residents and in particular the vulnerable service users at The Bridge who value the service and have developed a sense of community at the centre.

## Background and Context

Following a Commissioning Panel process which considered budget proposals relating to 2015/16 to 2018/19 a Draft Revenue Budget 2016/17 and Medium Term Financial Strategy 2016/17 to 2019/20 was approved by Cabinet on the 10<sup>th</sup> December. This was based on savings and efficiencies identified to enable the Council to manage unprecedented funding pressures which have arisen principally from reductions in Local Authority Revenue Support Grant and spending pressures, including general inflationary pressures and levy costs.

These pressures have contributed to a forecast overall funding gap of £83million and a savings target for this amount being required for the period 2015/16 to 2018/19 across the Council. All departments in the Council had put forward proposals for savings to contribute to the savings target.

The Adults saving target for this period was £18.077m out of a £54.4m (around 33%) controllable budget; this was against a backdrop of more than £28million savings delivered through efficiencies and innovation in Adults since 2007/2008.

As the Bridge was commissioned as a Community provision focused on preventative services this was one of the many difficult proposals put forward to Members.

## The Bridge Service

The Bridge was commissioned as a mixed use community space for people with mental ill health located in the Marlborough Ward of Harrow. It hosts a number of managed and peer led groups for people with enduring mental health needs, it also aims to support people to build sustainable coping strategies, break social isolation and promote social inclusion through meaningful activities that build networks and training that may lead onto employment.

The Service was commissioned in 2013, following the closure of Marlborough Hill day centre, with the intention to 'implement a hub resource and mixed use community space' the service specification was designed by a Day Services Steering Group, which had been operational since 2010 and included members of the Council, Central and North West London NHS Foundation Trust (CNWL), service users, carers and representatives from the voluntary sector.

Until 2010/11 Marlborough Hill Day Centre and the Bridge were partly funded by NHS Harrow, however this funding was terminated as part of earlier savings rounds. In order to meet statutory obligations of the time, and in line with Department of Health Best Practice guidelines for "commissioning guidance on day services with mental health problems" a hub model was designed which would:

- Promote recovery
- Focus on community participation
- Reduce social isolation
- Offer opportunities for people with mental health problems to provide support to each other and to run their own services
- Maximise choice and self- determination
- Meet the needs of diverse groups
- Ensure that services are accessible to people who are more seriously disabled by their mental health problems
- Involve users and carers
- Increase diversity of provision
- Improve cross-sector working

With the knowledge that the demand on mental health services would increase, (At the time 2.5% increase expected until 2015) and that personal budgets would soon become commonplace for mental health service uses, the service was designed to; improve value for money, establish evidence based models of service, focus on recovery outcomes, improve care pathways and improve equity and access to the most vulnerable. Due to the difficulties with access at Marlborough Hill it was decided to close the centre and accommodate the service users at the newly designed Bridge Day Centre.

The Steering group met and designed a service specification which was put out to the market and awarded to Rethink Mental Illness, a national charity. It was expected that the centre would run; an open/drop in service, activities and structured programmes, peer support and professional support.

In addition, Harrow Council invested around £40k into the building's Café with the intention that Rethink would open this Café to the public; this would offer potential for work opportunities and revenue income. There was also an expectation that the service would be delivered more flexibly than an office hour's arrangement.

The Contract took effect from 1<sup>st</sup> June 2013, for a 3 year period following the mobilisation and transition to Rethink mental illness. The service was made available to service users who registered with Rethink Mental Illness. In addition, the service remained open 5 days/ week between 9am and 4pm and late opening on a Thursday, with groups renting the space after hours and on weekends from time to time. There was an expectation that the 'gymnasium type room' at the Bridge would allow for increased options around physical health focused sessions such as Tai Chi, Zumba, Reflexology and meditation.

At present, there are approximately 164 people registered and supported at The Bridge and an average monthly attendance (over the last 6 months) of 1391, with in the region of 28 groups running from the centre, including; Art Classes, Breaking Social Isolation, Depression Management, Increasing Self-confidence, Self-harm support group, women's groups, gardening group, lunch club, art groups, smoking cessation, basic living skills, support for parents, News group, Café group, More than just a choir, BiPolar Support group, Guitar group, widowed friends, music group, Harrow Support Group, Choir Yoga, WhyFi, toastmasters, guitar group, Recovery Support Group, Needlecraft, Quiz Group, Jewelry group, Café outings, Mind PB Art Group, Mind Creative Writing Group (PB), Dawn – Asian Women's group, Restorative Yoga, Kundalini Yoga, Massage, Carers Support Group (ASAP), ASAP 1:1 Consultations, Hair Dresser, Toastmasters and more groups/ activities on a cyclical basis (eg: Tambala Drums).

These groups are a mixture of; contribution funded, Personal Budget funded, free services and peer led.

## Consultation

As part of ongoing commitments to involve residents in the decisions made by the Council a 6 week targeted consultation began on Wednesday 3<sup>rd</sup> February 2016 and closed on Wednesday 16<sup>th</sup> March 2016. The purpose of this was to support decision makers to fully understand the impacts of not renewing or retendering for services provided at The Bridge in Harrow and going ahead with the plans to close the service.

In addition to the consultation, a series of multi-agency steering group meetings (22/02/16, 21/03/16 and 31/03/16) were held, where representatives from Central North West London Mental Health Trust (CNWL), the Clinical Commissioning Group (Harrow CCG) voluntary sector organisations, service users and carers were invited to input into the equalities impact assessment to ensure that the decision makers would have a full understanding of the broad range of impacts should the proposal go ahead.

There was an excellent response rate to this consultation, and the Council would like to take this opportunity to thank everybody who took the time to complete the consultation documents, attend the meetings and give their feedback on the proposal. We would also like to thank the multi-agency group for giving their time and commitment to ensure feedback was provided to the consultation and helping to identify key impacts of the proposed changes for Residents.

### **Consultation Activity**

A variety of consultation mechanisms were used to ensure that people impacted by the proposals were given the opportunity to make their views known. The consultation methods used to engage people included:

- 3<sup>rd</sup> February 2016** – Bridge Event for Service Users, Carers and Rethink Staff
- 4<sup>th</sup> February 2016** – Public Event hosted at Harrow Civic Centre, for the Public
- 11<sup>th</sup> February 2016** – Public Event hosted at Harrow Civic Centre, for the Public – with mental health providers exhibiting the services they provide (Including EACH Counselling – Project Stride, Mind in Harrow, SWISH, Radiate Harrow, CNWL Personal Budget Team, Harrow Shared Lives, Wiseworks and information available from many other providers include SANE, Women’s Centre, Samaritans and more) to showcase the other services available for people with mental illness and their carers.
- The survey was available online from **3<sup>rd</sup> February 2016, until 16<sup>th</sup> March 2016**.
- The survey could be completed by telephone, using the telephone number advertised in the pack from **3<sup>rd</sup> February 2016, until 16<sup>th</sup> March 2016**.
- 15<sup>th</sup> March 2016** - drop in session was held at the Bridge where Council Officers supported users to fill in the survey
- Survey made available in hard copy at The Bridge and other mental health specific services across the Borough – including an Easy Read version and alternative languages available on request. The stocks of these hard copy packs were refilled on a weekly basis, and upon request.

At the Consultation events, Officers delivered a presentation outlining the proposal including the transfer of eligible service users to Wiseworks and alternative venues to allow both Personal Budget and non-Personal Budget funded groups to continue, while also explaining the financial pressures facing the Council. The majority of time was given to allow people to ask questions. The event turnout was very high with around 150 people present for each session.

Following the initial events, a ‘Savethebridge’ campaign was launched, which attracted a large following. With interviews of Council Members, Service Users, Group Leaders and Carers broadcast

on the Freeview Channel 'London Live'. The story also featured week on week in Local Press. The campaign group were very active around the Council Members meetings – hosting organised singing protests outside Council Offices before each organised meeting. In addition, mental health campaigner Jonny Benjamin produced a blog video and Social Media interest in the cause. He is now looking at doing a feature documentary about the centre.

Two petitions were presented to Council Members, both at Cabinet and Full Council. The outcome of this presentation was; that they would be presented to the Corporate Director for People Services Chris Spencer to be factored into the decision making process.

## Your Feedback and Responses

*Responses included:*

- 150 number of Paper Surveys
- 15 number of Online Surveys
- Over 100 people at each of the three events turnout at 3 events
- 2 Petitions

## Consultation Event Feedback

All three events hosted by Harrow Council Officers were well attended; with support provided by Rethink Mental Illness staff should clients become distressed or anxious upon hearing the outline proposals. As expected, all three events were met with anxiety, concern and worry about the future of the service, and level of support people could expect should it go ahead. At each of the three events, lists were provided for people to sign up to the Equalities subgroup, a tour/ taster session at Wiseworks.

Following feedback from clients that they were unaware of other mental health services in the Borough Mental health service providers were invited to showcase the support they offer to clients. Two events were also scheduled to allow current Bridge Clients to visit Wiseworks for tours and taster sessions.

Some of the feedback, representative of the key themes raised at the events included;

*“The proposal is short sighted and will result on higher pressures on the NHS – made up of Hospital admissions and people self-harming”*

### Response

Prior to 2010/11 the service, along with Marlborough Hill was part funded by Health, but this funding was withdrawn as part of previous savings rounds. The CCG have been involved in this consultation, and their feedback is included below.

The mental health commissioner for the CCG responded to concerns about the pressures on the NHS that the proposal may cause, and committed to working together with the Council on supporting mental health clients for the future should this proposal go ahead.

*“The Café provides the only hot meal people get. There is nothing like it anywhere else in the Borough, people’s health and nutritional needs will suffer as a result”*

Response

There is a small kitchen facility at Wiseworks currently serving hot drinks and cold snacks. Wiseworks are also looking at a new café in the wiseacre grounds. Officers assured people that other cafés serving hot food did exist within the Borough, but accepted that they were not specific to mental health clients.

*Ideas put forward as part of this consultation included;*

- Looking at external investment in the café
- Expanding the commercial nature of the café (looking at franchise options, ie; Costa/ Starbucks – similar to the approach taken in Universities, Colleges and Canteens)
- Training, qualifications, and service user employment within the Café
- 24/7 ‘drop in’ café, with support from local organisations who work around suicide prevention, and social isolation ‘after hours’

*“I never get to see my Care Co-Ordinator, the only support I receive is from the Key workers here. I think I have been discharged back to my GP”*

Response

The consultation has highlighted the role The Bridge currently plays in facilitating discharge or in the transfer of clients from CNWL Social Care services to their GP. This point was echoed at many of the events.

The future of mental health services need to be better co-ordinated and more joined up. The consultation clearly demonstrates that there is a ‘whole systems’ issue around mental health provision that needs to be addressed.

*“The consultation is a waste of time, the decision has already been made, the process is just a ‘tick box’ exercise”*

Response

The timelines for consultation, and decision were all explained in detail to show that the process was open and transparent and that no predeterminations had been made. The budget setting process was all done ‘subject to consultation’ and made clear that the proposals remained proposals until a final decision was reached by those delegated to make them. For this particular proposal, it was the

Corporate Director for People Services in consultation with the Portfolio Holder for Adults & Older People.

One of the main concerns was that the staff at the Centre had been served notice on their employment contract. Concerns were raised that this indicated that the Council had already informed Rethink of the outcome of the consultation. However, it was explained that Rethink as an organisation were acting in their statutory and contractual capacity in serving notice on their staff. They were aware that the Contract was coming to its natural end in May 2016 and that there was no guarantee the contract would be renewed.

*“The Wiseworks facility is excellent, and a brilliant service but it cannot possibly support the numbers of people supported at The Bridge as well as their own clients. The building simply is not big enough”*

#### Response

In order to support the additional demand and commercialisation plans for the Wiseworks Day Centre, the Council have agreed to build a mixed use space at Wiseworks, this space would have allowed the groups currently running at The Bridge to continue running there instead. It would also expand capacity in classes currently running at Wiseworks and create additional commercialisation opportunities.

The Wiseworks manager (Simon Potter) attended three events and explained the additional provisions in place at Wiseworks to cope with anticipated demand if the proposal is accepted; recommending that people attended one of the tours and signed up for one of the taster sessions for classes at Wiseworks.

*“The strength of The Bridge, is not just the building itself – it is the friendships that have built up there, the atmosphere and welcoming nature of the community there. This will all be lost if this proposal goes ahead”*

#### Response

It was hoped, that by creating the space at Wiseworks, the community feel of the Bridge would not be lost. The Bridge focusses more on therapeutic goals and acts as a step down into the community from hospital for a lot of people, where Wiseworks is more employment focussed.

The concerns raised stated that Wiseworks was for people who were much further on in their recovery journey than The Bridge users and that for this reason it would be unsafe in many circumstances for people attending The Bridge to attend Wiseworks.

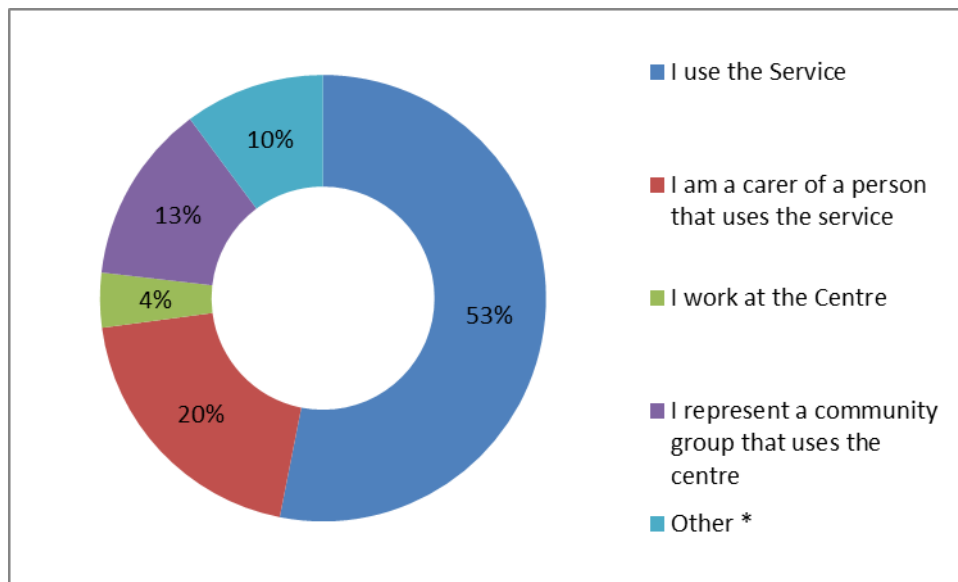


## Survey Feedback and Responses (online and hard copy)

This Section goes through each question asked in both the online and paper copy survey and summarises the key themes from each question. The full details of the consultation are included at Appendix A.

### Question 1: What is your interest in the Bridge Day Centre?

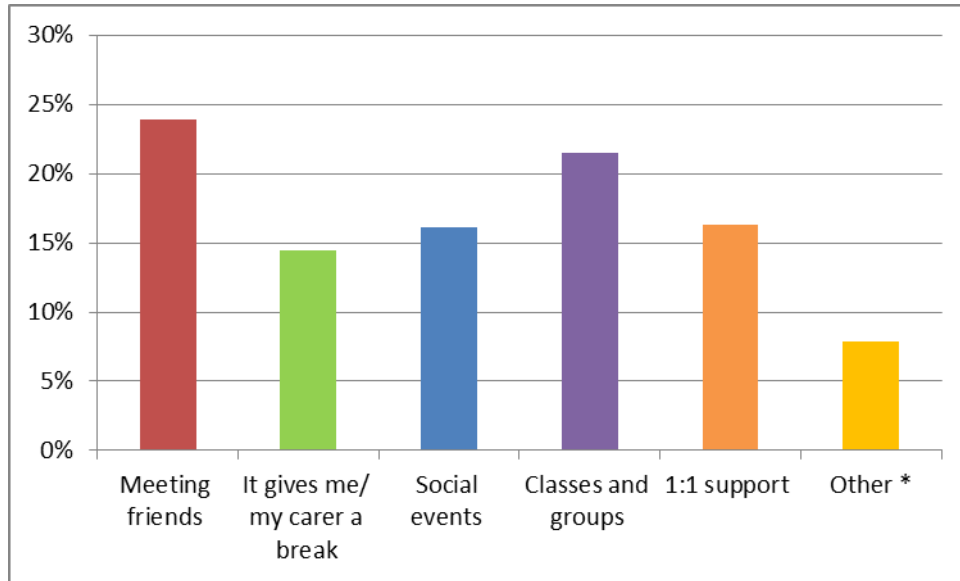
This consultation was a targeted consultation and aimed at getting a full and detailed understanding of the impacts of closing the service on the people that use the service. 53% of the responses to the consultation were received from people who use this service, and 20% of responses were from carers. This is a positive and shows that the targeted nature of the consultation was successful. The remaining 27% of responses were from staff, advocates, Choir members and ex users of the service. We are confident therefore, that the opinions and views expressed in the consultation responses are representative of the service users and carers at the Bridge.



### Question 2: What do you or the person you care for like about attending the Bridge?

The purpose of this question was to fully understand the reasons people attend the Bridge. The most popular responses were ‘meeting friends’, groups and 1:1 support.

This responses echo the points put forward during the consultation events, where users and carers valued the social aspect of the centre, giving them an opportunity to break social isolation and meet friends who ‘understand’ what they are going through. Many people have referred to the Bridge as a ‘family atmosphere’ and that they found this vital in their recovery.



Some of the key points from this question are the ‘other’ responses, this question allowed respondents to write the points they enjoyed the most about attending The Bridge. The most common response included; The Choir, The Café, The Art Group, Support Provided by Keyworkers and the Therapeutic Groups.

**Question 2 b): What do you feel is missing from the Bridge that could be provided elsewhere?**

This question was criticised by many respondents, people felt it was a leading question and many declined to answer or stated that nothing was missing. The purpose of this question was to understand where the gaps in the market for mental health support existed. This was going to help us design and improve services at Wiseworks, with a view to create commercial opportunities and provide service reflective of the needs of service users.

“The Bridge is too specific on groups and sometimes clients do not want to do the groups but feel if they don't they feel they will be penalised.”

“More key working, more space, more activities, yoga classes, pottery and woodwork classes, drop in, groups and support in a time of crisis”

“No more waiting list”

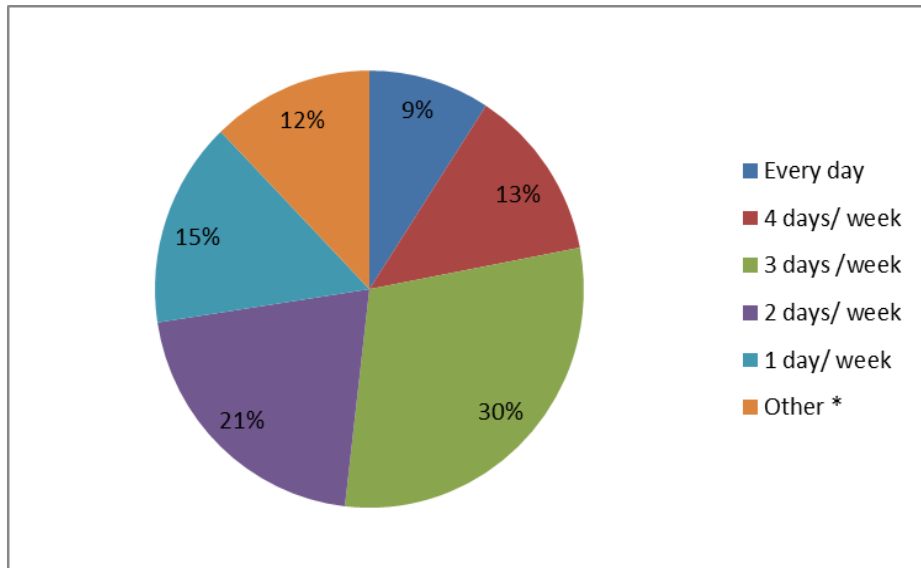
“Someone to help fill in forms”

“Numeracy and evening classes”

“There could be more activities going on in the evenings and at weekends, run by volunteers, users and other groups both in the mental health sector or outside it - because the facilities are very good”

**Question 3: How often to you, or the person you care for attend the Bridge?**

This question was designed to help decision makers understand how frequently people used the service, was it made up of people who attended once a week; or is the trend that people attend on a daily basis? The results showed:



This question showed a split between all options, with the majority (30%) of people attending for 3 days a week. It shows that the respondents to the consultation attended on a regular basis, and similarly to question 1 it therefore shows that the respondents to the consultation were those that would be most affected by the proposals should they go ahead.

**Question 4: How did you originally access The Bridge?**

This question was designed to understand how people came to be users at The Bridge. The purpose of this was to fully appreciate the impact the proposal would have on other services and the wider support systems across the Borough.

With the feedback from the consultation events highlighting a ‘whole systems’ issue around referring, and the role of the Bridge in wider support systems this question becomes even more important, people were very concerned that if the Bridge is no longer available, organisations like CNWL and the GPs may struggle to find suitable services for people with mental health needs.

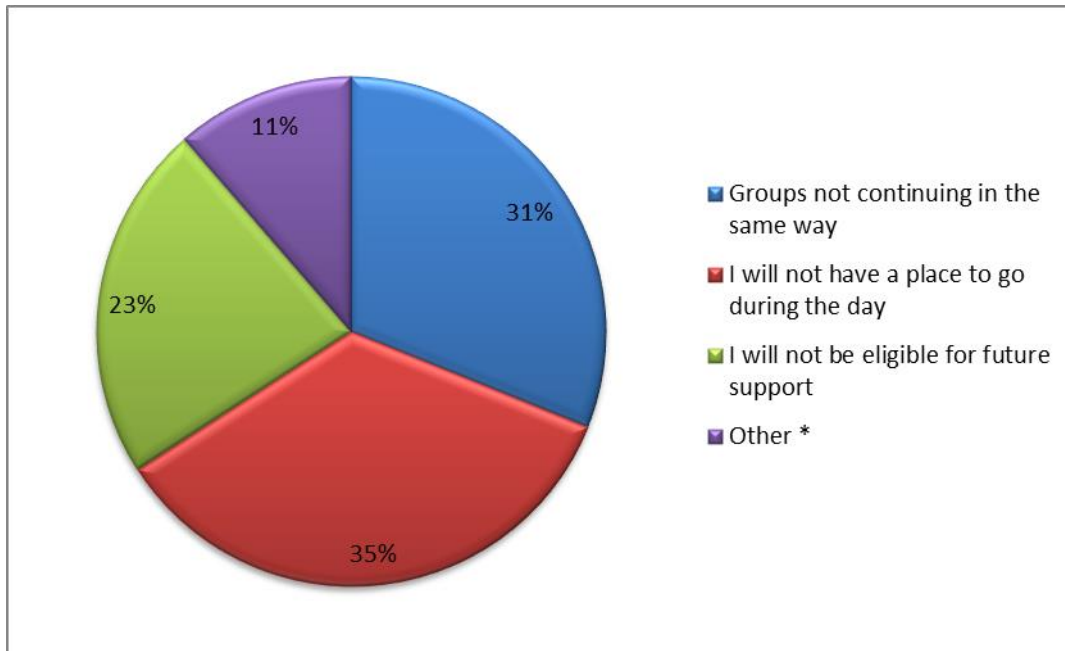
The majority of referrals came from external organisations (70%) with the most common organisations being;

- CNWL: Psychiatrists, Link Workers, Atkins House, Honeypot Lane
- Marlborough Hill transfer
- Northwick Park Hospital
- GPs
- Other Rethink Services (eg Recovery House)
- Community Choir

**Question 5: What are you concerned about if the service provided at the Bridge does not continue?**

This question is one of the key questions of the survey, and was one of the main questions Officers asked at the consultation events, it was designed to ensure that the most valuable and most critical services delivered at The Bridge could continue/ be replicated should the proposal go ahead.

The in-depth understanding gathered by the responses to this question echoes the concerns raised by service users and carers throughout the course of the consultation which is; that people are very worried about the threat of social isolation.



35% of consultation respondents were concerned that they would not have a place to go during the day, this was followed closely by 31% of people being concerned that the groups would not continue in the same way. Some of the key themes from the free text include:

- “Loss of community feel at the Bridge”
- “My mental health will really suffer, I am scared I will become ill again”
- “I am scared that the choir will not continue at all without The Bridge”
- “Without the Bridge, I will have no support at all because I do not have a Personal Budget”
- “I won’t have anywhere to go that is safe for me”

**Question 6: How do you think services available at other locations across the Borough will be able to meet your needs?**

This question was designed to understand the level of dependency and reliance on the Bridge service, 74% of respondents said that their needs could not be met at all across the Borough. It is clear from the responses to this question, and the consultation events as a whole that people showed clear, genuine anxiety around the prospect of the service closing. Only 5% of respondents felt that their needs could be met elsewhere in the Borough.

This question is important, and coincides with the messages from the early consultation events that people may not know what other services are available within the Borough. This is where the theme of ‘whole systems’ has really stemmed from. People are unaware of services open to them or provided across the Borough for those with mental health needs but also for those who do not but may be able to join into group activities.

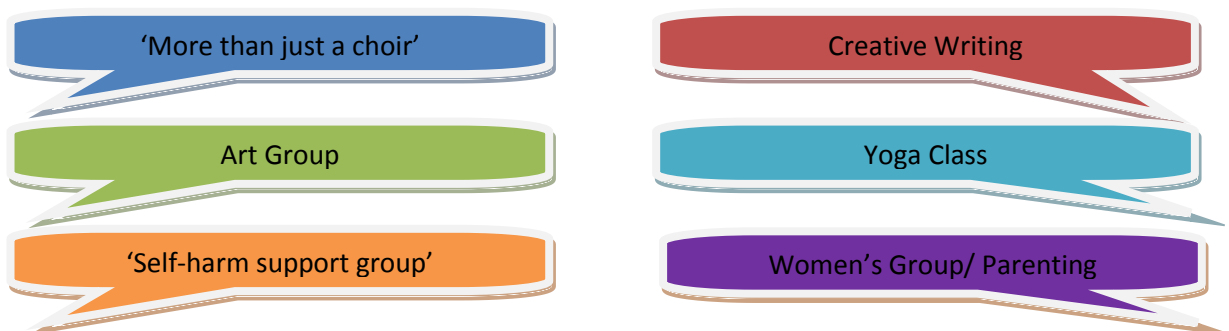
“Some of the activities and services which already exist or could be created in other locations around the Borough may be a substitute for some of those currently at The Bridge but the Bridge is much more than a sum of its parts and the loss of this cohesive combination of services will be irreplaceable.”

**Question 7a): Do you or the person you care for attend any of the groups or clubs that meet at the Bridge?**

85% of respondents said that they or the person they care for did attend the groups or clubs meeting at the Bridge. The key part of the Bridge is the running of groups and clubs, many of these clubs have a strong rehabilitation and recovery focus and becoming peer leaders/ volunteering is also a big part of people’s recovery journey. It is clear from this question that they are the main reason people attend the service and in connection with the question 9 below they are also a very valued service provided at the centre. While Officers attempted to assure users and carers that these groups for the most part would be able to continue at Wiseworks, people were concerned about them running at unsuitable locations or that attendance figures would suffer as a result of the move.

**Question 7b): If so, which groups or clubs?**

The Bridge runs around 28 groups at any one time, with many groups operating on a 6 week basis before being refreshed. Some of the most common groups highlighted in the consultation were:



**Question 8 a): Do you or the person you care for attend any other groups or centres in Harrow or elsewhere?**

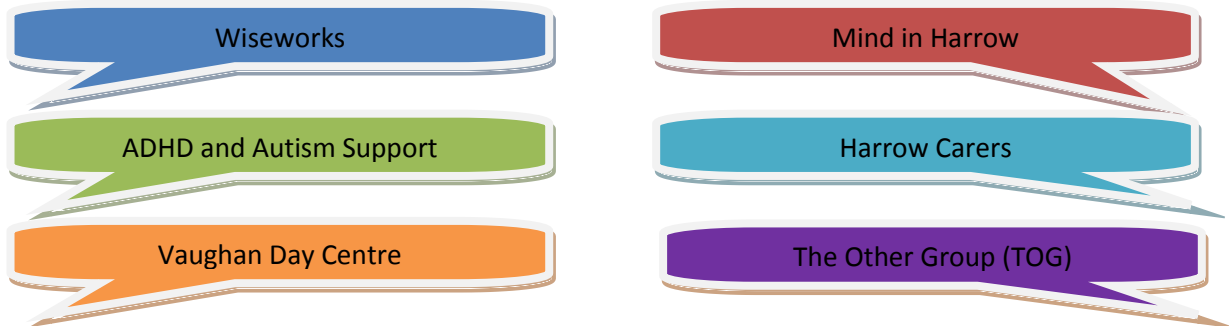
This question was designed to help Officers understand whether the ‘community feel’ would truly be lost if the proposal was to go ahead. If it could be seen from the consultation that other services allowed similar/ the same groups of people to mix, additional market scoping work would have been undertaken to understand the types of groups’ people attend and the groups’ people wanted more

of. Information sharing and advertising of these services could therefore be carried out to ensure that people were fully aware of services accessible to them.

69% of people responding to the consultation do not attend groups or centres elsewhere in Harrow. Throughout the process of the consultation, Officers had discussed with providers and service users the idea of a community networking event to allow different providers to demonstrate the services they offer should the proposal go ahead and the centre close.

**Question 8 b): If so, which groups or centres?**

Some of the most common responses to this question include:



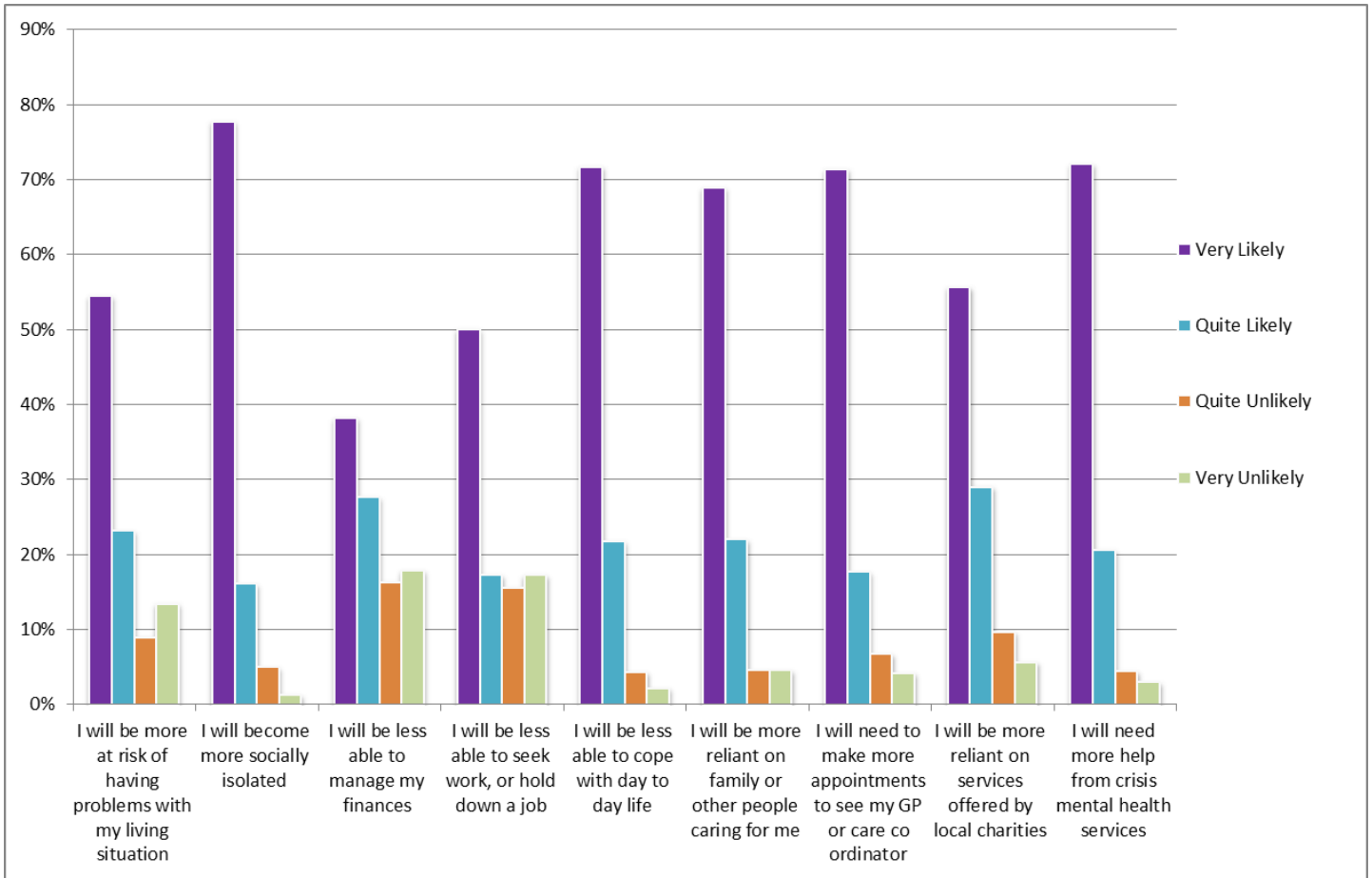
**Question 9: Is there any particular service currently running at the Bridge that you are concerned will not be available elsewhere?**

32% of people expressed concerns that if the proposal was to go ahead that the groups would not be available elsewhere. This was articulated clearly at the consultation events and with subsequent conversations with service users, carers and group leaders. People expressed concerns about the support available to clients and group leaders should there be any sort of an incident. The Bridge currently uses a ‘panic button’ system and people were worried this would not be replicated at alternative venues. This was closely followed by 30% of people expressing concerns that the 1:1 support would not be available elsewhere. This was echoed by people concerned about the loss of their keyworkers.

**Question 9b: If any of these are not available following the implementation of these proposals what will the impact be on you or the person you care for?**

This question allowed respondents to tick their concerns should this proposal go ahead. This was one of the questions co-designed with mental health service providers in Harrow.

This question demonstrates, in line with the feedback received from the consultation as a whole, people were most concerned about the potential for social isolation, and the pressure the proposal would place on Care co-ordinators/ GPs and a pressure on crisis mental health services.



**Question 10: Do you or the person you care for have a Harrow Personal Budget?**

The proposal plans to move eligible service users to the Council run facility Wiseworks, the split between respondents with a personal budget and those without was 40% yes and 47 % no, with 13% not sure or not providing an answer.

Throughout the consultation, there was a lot of concern that the majority of people attending the Bridge would not be eligible for future support, and as demonstrated in the previous questions were unaware of other support available in the Borough for people without a Personal Budget.

Those with Personal Budgets will be supported to spend it in a different way/ move with the PB groups over to Wiseworks/ alternative locations. Those without Personal Budgets would be encouraged to access community support available from many of the third sector providers in Harrow supporting mental health clients; also, the peer led and non PB groups would be offered space at Wiseworks and able to continue. We wanted to make sure people understood that they would not be left without any support.

**Question 11: would you like to receive additional information about services available for people with mental health issues/ carers in Harrow? (Including applying for a personal budget and information and advice services in Harrow)**

This question was an opportunity for us to provide additional support, signposting and referral for clients who expressed fears that they would not have any support if the service were to close. Many respondents provided their contact information.

**Question 12: Please tell us any comments, suggestions or additional concerns about the proposal to not renew or retender the service at The Bridge**

This question gave the opportunity for respondents to write in a free text box their additional comments not covered by the rest of the survey.

Some of the comments, which represent the theme of the responses to this question, were:

“The whole process of the relatively short term proposal closure of the Bridge has caused great anxiety to me and many other people I have talked too who use the service. It has been very stressful and painful just thinking about and filling in the form itself. It has taken me weeks to be able to put pen to paper and try to complete it. The pain and anguish are still on-going. For me coming to The Bridge gave me hope and now I am devastated because there are so many uncertainties. I hope the person reading will convey my strong and passionate feelings and the situation I have been put in now it's seriously affecting my recovery.”

“It has a good café which should be open to the general public 7 days a week. If run on a commercial basis it would generate funds for The Bridge.”

“Attending the mood management course and mindfulness every week has stopped feelings of self-harm and reduced my anxiety. Attending the reading group has helped my concentration.”

It would be a terrible loss of a recovery foundation for the community, for service users and carers

My daughter can travel easily to services at The Bridge. Alternate providers may be more difficult for her to get to. I believe the cost long term of closing The Bridge will outweigh the savings. I appreciate you trying to relocate services but will that be enough?

These are a very vulnerable group of people the number of mental health clients is growing year on year affecting all ages as a carer both my wife and I find that looking and caring after a young person with depression and mental illness is extremely challenging. I noticed you mentioned needing to save £276k and that the Bridge is being duplicated I believe you will need more centres with growing numbers

I am in shock, this news is devastating, The Bridge saves lives - I do not know what I will do



The free text responses, comments, concerns and issues addressed in this question highlight similar concerns that have been brought to the attention of officers throughout the consultation process.

## Provider Feedback

At the request of our mental health partners, we circulated a provider's questionnaire; the focus of this questionnaire was to understand the impact the proposal would have on the other providers of mental health support in Harrow.

In addition to the questionnaire, a meeting was organised, with the providers invited to attend. We would like to thank all organisations who attended this meeting and submitted a response to the consultation.

One of the key themes, across all provider feedback is an appreciation of the *“challenging financial position that the council faces in the current climate and the difficult decisions that the council needs to make because of this situation”*.

Harrow Mencap provided a formal letter of response to the consultation and highlighted specific concerns around the preventative support provided by the Bridge; and the support provided to people with dual mental health and learning disability diagnoses. Their letter backed the concerns raised throughout the consultation about the additional costs to the NHS and adult social care.

The knock on effect was further highlighted by the group meeting, where concerns about the step down from Primary Care into the community were raised; it was felt that the Bridge was helping people to transition, by providing therapeutic, recovery based services.

CNWL responded to the Provider Consultation questionnaire and expressed specific concerns about the pressure this proposal would put onto their services.

*“We envisage that there will be increased pressure on secondary mental health services as a result of this. This will be in the form of:*

- 1. More pressure on secondary care community teams/ workers due to the need to rework Personal Budget support plans.*
- 2. Increase visits required in primary and secondary care teams due to increased distress from clients*
- 3. Potential pressure on health budgets due to having to re-house the ‘health groups’ and re-provide office space for OT / PB team and the community workers who currently meet clients at Bridge for 1:1s and drop in clinics*
- 4. Increased pressure on the S75 budget as alternative private provision for day care/ groups tends to be more expensive”*

Harrow CCG also responded formally to the consultation, expressing *“Serious concerns regarding the closure as it is an essential part of community services providing not just engagement and support, but group work and recovery for people with mental health needs in Harrow”*

The CCG's response outlined the concerns of the GPs who stated *“Closure of the Bridge is a real retrograde step which will negatively impact on the mental health of our vulnerable patients. The patients benefit from having a key worker and a safe environment. It decreases isolation and*

*belonging to the groups/choir is very therapeutic. Resources where patients with mental health issues are limited so this closure seems short sighted and wrong.”*

Mind in Harrow expressed concerns about the number of people who will not receive any level of support if the proposal to close the Bridge goes ahead.

*“We believe that there will be several hundred people experiencing mental health problems impacted now or in the future if the Bridge closes, who are supported by Mind in Harrow or contact us for information about local day support services.”*

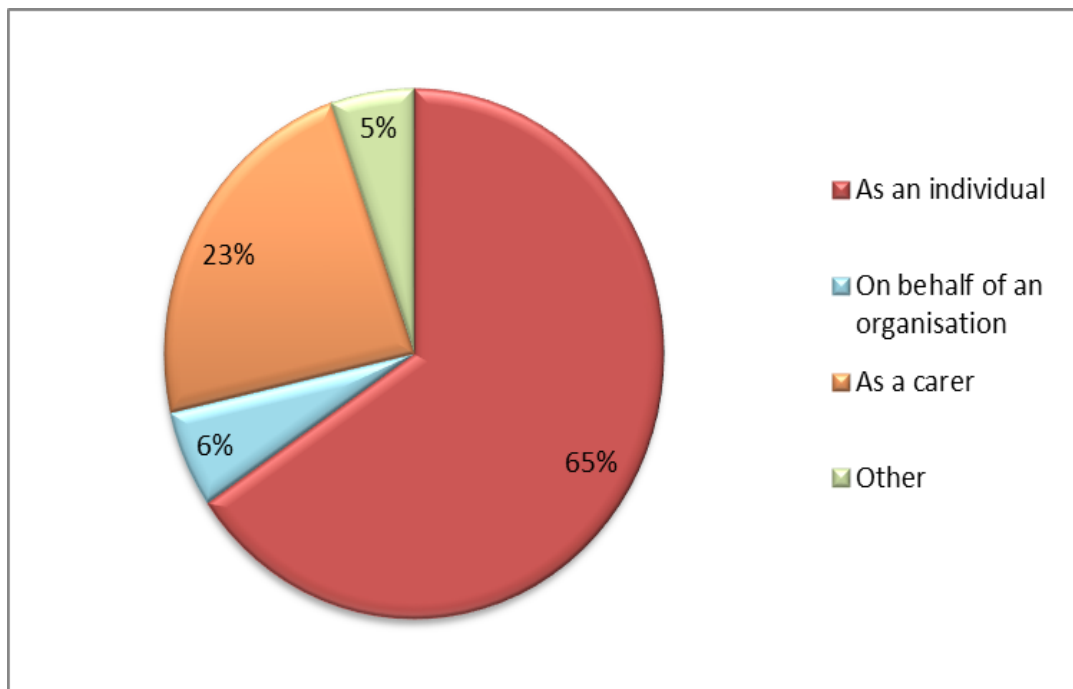
Mind in Harrow also expressed concerns about the cumulative impact of these proposals on people supported by the Voluntary Sector.

*“As the Council may propose to cut the Outcome based Grant and Adults funding to the voluntary and community sector 2016-17, this will undoubtedly further decrease Mind in Harrow’s capacity to take on the support of new service users from The Bridge”*

**Harrow Council would like to thank everybody who attended the; consultation events, Equalities sub group meetings, drop in sessions, Provider events, Cabinet and Council meetings and to those who took the time to fill in the consultation survey, submit alternative proposals, write letters, poems, songs and emails to Officers and Members throughout the consultation process.**

## Equalities Monitoring Data

**Question 1: Are you responding to this consultation? (As an individual, On behalf of an organisation, As a Carer, Other)**



The respondents to this question, shows that the majority of responses were individuals, this is to be expected due to the targeted nature of the consultation. This, and the responses to question 1 in the main survey show that the consultation respondents were mainly individual service users and carers.

**Question 2: Are you? (Male or Female)**

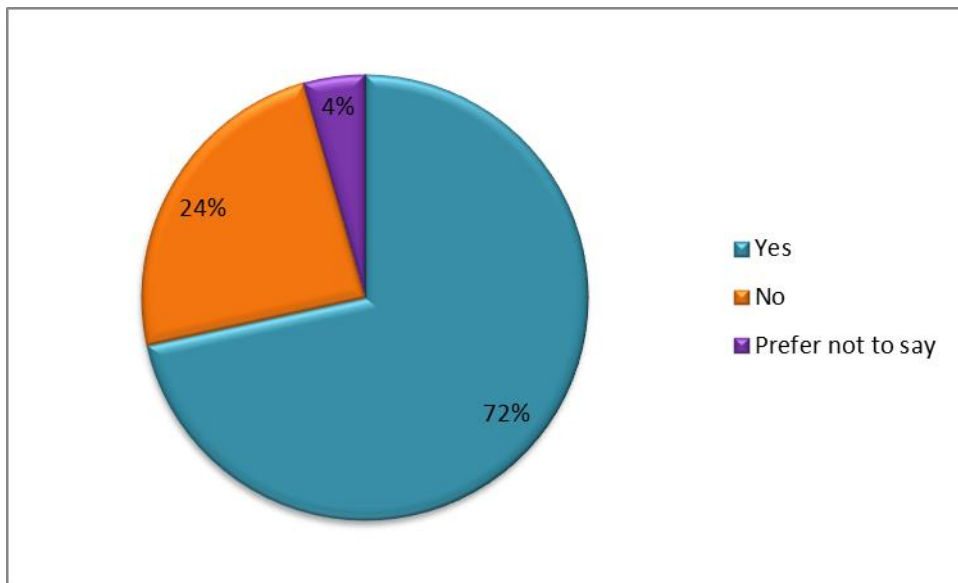
The majority of consultation respondents were Female, this is to be expected with many of the service users at The Bridge being female (approx 58%) in line with National Statistics 58 % of carers are also female. As this consultation was targeted directly at service users and carers at the service, these figures are expected.

<b>Male</b>	<b>36%</b>
<b>Female</b>	<b>61%</b>
<b>Prefer not to say</b>	<b>3%</b>

**Question 3: Does your gender differ from your birth gender?**

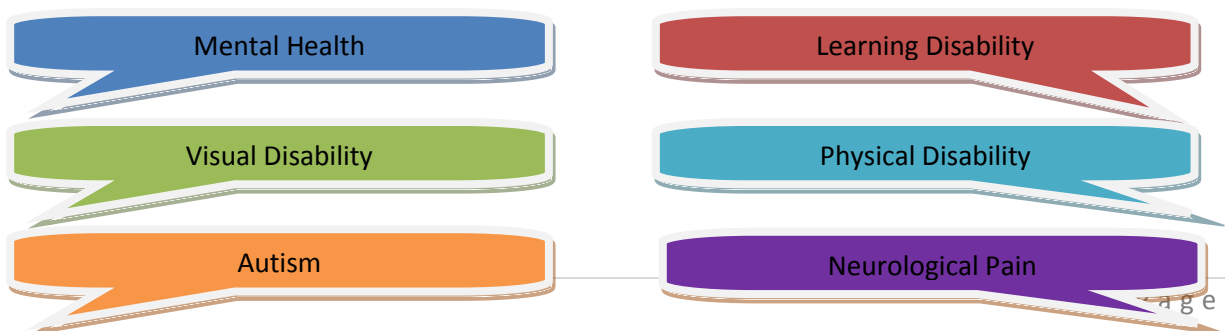
89% of respondents stated that their gender did not differ from their birth gender, 2 % stated that it did and 9% declined to answer the question.

**Question 4: Do you consider yourself to be disabled?**



The majority (72%) of consultation respondents did consider themselves to be disabled. This was to be expected, with the nature of the consultation and the service.

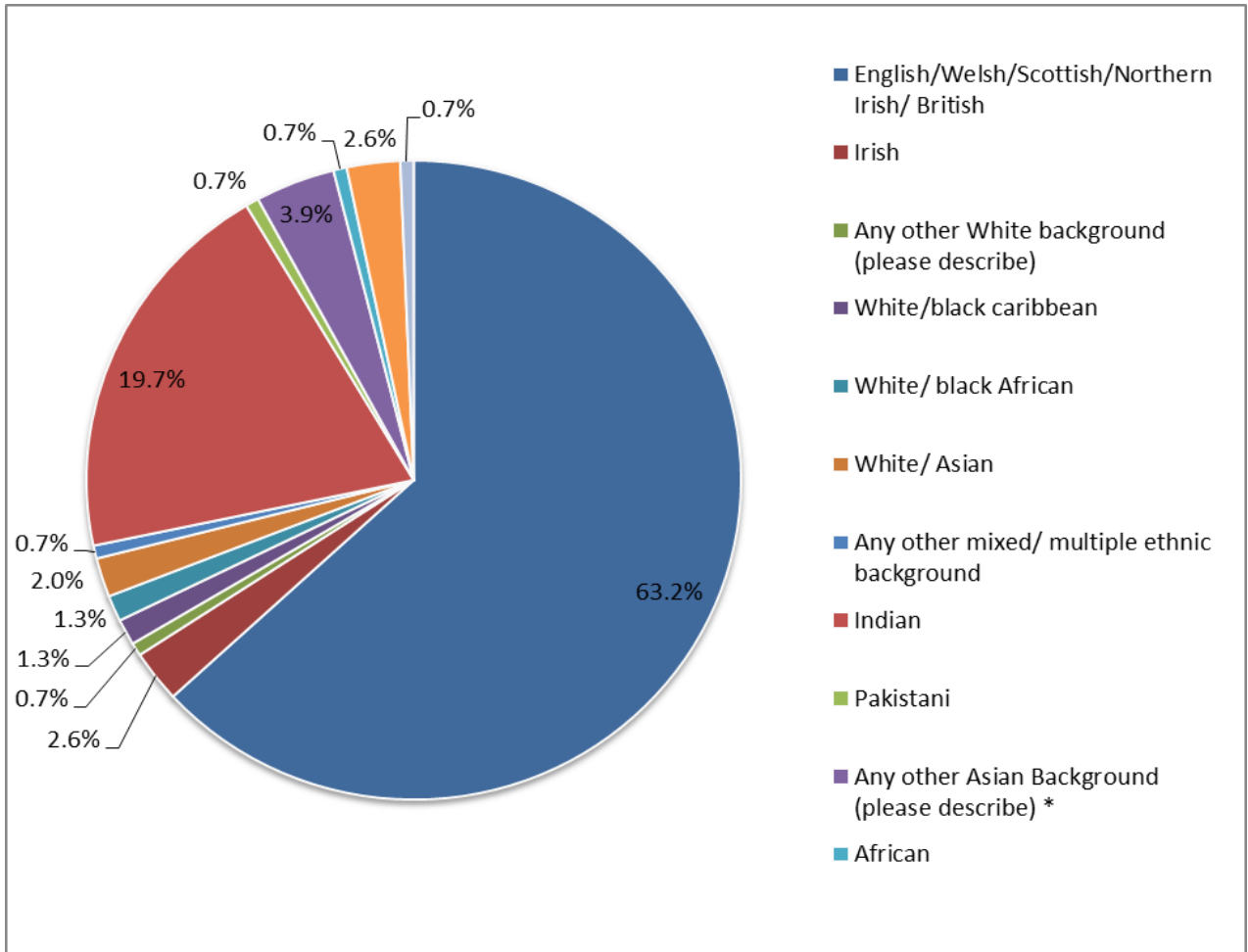
The most common disabilities listed were:



**Question 5: What is your ethnic group?**

The two most common ethnic group respondents were 'English' (63%) and 'Indian' (30%)

**Question 5: What is your ethnic group?**



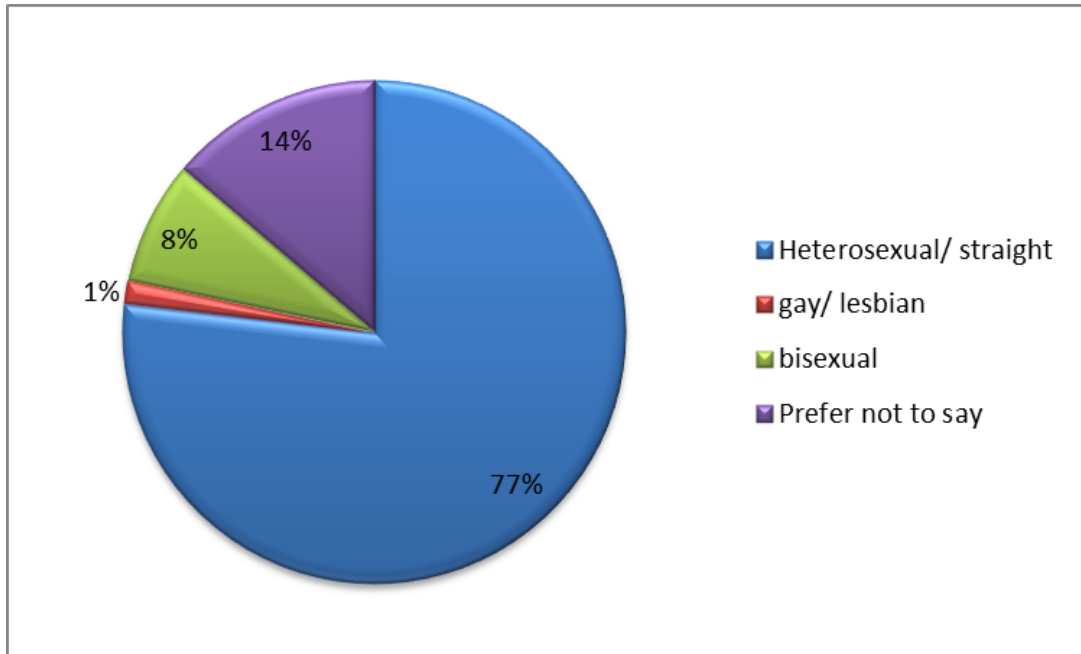
**Question 6: What is your religion/ belief?**

Religion/ Belief	%
No Religion	11%
Christian (all denominations)	41%
Buddhist	15%
Hindu	13%
Jewish	9%
Muslim	1%
Sikh	1%
Any other religion (please describe)	1%
Not stated	1%
Humanitarian	1%
Prefer not to say	5%

The most common religion/ belief of respondents is Christian at 41%.

**Question 7: What is your Sexual Orientation?**

The majority of respondents listed as ‘heterosexual/ straight’ (77%) with a large number of people declining to answer the question (14%)



**Conclusion: Key Findings and Themes**

The level of participation in this consultation has been strong, with a lot of community activity in the area evidencing the passion and commitment to the service by the Local Residents, made up of; service users, carers and interested people.

The feedback provided will be used following this consultation and in future commissioning exercises and activities undertaken by the Council. The results of the consultation show that the targeted nature of the process was successful with the majority of respondents being directly affected by the proposals.

There was a lot of feedback presented, and experiences of mental health services (good and bad) put forward by respondents and attendees at the consultation events. The consultation highlighted areas for significant improvement and areas of good practice at The Bridge and in Harrow as a whole. Some of the key themes included:

- ‘Whole Systems’ issue around support provision – many people do not feel the pathways in operation across all Statutory and Third Sector services meet their needs
- The Community Feel at The Bridge is very strong, and a lot of the support people receive is not from any formal support structure, group or staff it is instead from the peer support and community structure that has developed there.

- The Bridge is being used as a ‘step down’ from Hospital to community support services, and allows people to acclimatise to the community from a clinical environment
- The Service provides an opportunity for carers to meet and network, breaking social isolation for carers, when they know the person they care for is in a safe location.
- The Wiseworks service received a lot of praise, and there was a level of anxiety about its future. But people were worried that it did not have the capacity to deal with the added volume of clients coming forward to use it should the proposal go ahead.
- The 1:1 keyworker support provided by the recovery workers at The Bridge is highly valued and people were very scared at the prospect of losing this support.
- There is a lot of anxiety around the proposal not to renew or retender services provided at the Bridge, with a lot of very passionate people involved in campaigning to keep it open.