

Feedback on
Consultation with seldom-heard groups

BSP Board
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Taking the Positives

- The individual priorities were accepted in all the districts
- Residents like where they live and want you to succeed
- The impact of the voluntary organisations can be life changing, and when they disappear it hurts
- Celebrate the successes whenever they take place



The Challenges Ahead

- Residents see service providers as being more accountable to external authorities than to them. At the same time residents are feeling less empowered in being able to affect change.
- For some, social isolation is a real issue. Perhaps we only were able to talk to some of the 'luckier' residents?
- People see their priorities in terms of local issues. The term 'local local' is becoming more relevant to people's lives.
- There is a huge scepticism about how local service providers will be able to work together with them to deliver the priorities. Making the objectives broader offers less accountability and makes their delivery harder to measure.



Factors Driving Isolation

- Economic hardship
 - Asking for help is a skill which needs to be learnt, for older people learning it is very tough
 - Poorer health or a disability
 - Lack of relatives living close by
 - No private transport
 - Death of a partner
- All affect the levels of self confidence and ability to cope
- The voluntary organisations do their best but...

