

## **8 User views on existing services**

Service provision and uptake were discussed in [section 7](#). It is also important to obtain the views of service users to ensure that the quality of the services and what they actually provide reflects user expectation or desire. This section outlines results from a range of surveys and studies assessing user views.

### **8.1 Annual residents survey**

A 2006 survey of residents found that the majority of people thought that health services had neither improved nor declined in quality over the last three years. 27% were satisfied with Gateshead council services but 6% were dissatisfied.

### **8.2 Home care user survey**

A questionnaire was posted to 714 home care users aged 65 or over in January 2009. The response rate was 69% (489 returns). Key findings ([Annex 5.2](#).) were as follows:

- 61% of respondents were either 'extremely' or 'very' satisfied with the overall service they were receiving from Social Services, an increase on the previous survey (2005/06) and above the England average of 58%.
- 89% indicated that their carers always or usually came at suitable times (a slight increase on the previous survey and higher than the England average).
- 92% said their care workers do the things they wanted done (similar to the England average and an increase on the previous survey).
- 64% said their care workers never spent less time with them than they were supposed to (better than the England average but a decrease from the previous survey's 74%).
- 77% indicated that they were happy with the way their care workers treated them (higher than the England average 67% but a slight decrease from the previous survey's 78%).

### **8.3 Support Time and Recovery Worker Service**

A 2006 survey, with questionnaires sent to 190 users and 37 workers, looked at the understanding and satisfaction of Gateshead's Support Time and Recovery (STR) Worker Service. 82% of service users said their experience of having an STR worker was positive, compared to 6% who said they had had a negative experience.

### **8.4 User Experience Survey of younger adults with physical and/or sensory impairment**

During February 2007, 522 questionnaires were sent to randomly selected clients within the sample frame population and an overall response rate of 44% was achieved. Key

points of the [PSSRU User Experience Survey of younger adults with physical and sensory impairment](#) (and [Annex 5.2](#)) include:

- 68% of respondents stated that they were receiving help with personal care.
- 40% of respondents reported feelings of loneliness or social isolation.
- 51% of respondents had used or heard of Direct Payments, whereas 25% were unaware of them.

### **8.5 User Experience Survey of people using community equipment and minor adaptations funded by Social Services**

During February 2008, 545 questionnaires were sent to randomly selected clients within the sample frame population and an overall response rate of 69% was achieved. Key points of the [PSSRU User Experience Survey of people using community equipment and minor adaptations funded by Social Services 2007/08](#) (and [Annex 5.2](#)) include:

- 90% of respondents were happy with the help that they had received.
- 81% were satisfied with their assessment process.
- 68% did not find the waiting time a problem; 27% did, to some extent.

### **8.6 Survey of Gateshead Carers**

Questionnaires were sent out to 4,000 people, including 2,530 registered as carers. Key findings included:

- Carers provide a wide range of support;
- Almost a third of respondents wanted a Carers Assessment.
- Breaks both with and without the carer and/or family are required.
- Almost half of carers wanted to return to work.

### **8.7 Place Survey**

The [Place Survey](#), as well as looking at how people view their area (see section 4.12), asks questions about how people perceive local services and helps to measure how well Government's priorities, as set out in the Comprehensive Spending Review, are being delivered by local government and local government partnerships.

Key findings were:

- 11% have been involved in decisions that affect the local area in the last 12 months, below the national average of 15%;
- 31% agree that they can influence decisions in their local area, higher than the national average of 29% and one of the better performing local authorities;
- 32% agree that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area, above the national and regional averages;

- 32% agree that the police and other local public services seek people's views about anti-social behaviour and crime in their local area (England average 25%);
- 39% think that older people in their local area get the help and support they need to continue to live at home for as long as they want to, as compared to only 30% nationally and 35% in the region;

It is hoped to capture trend data after the next Place Survey in 2010/11 has taken place, to enable us to see whether the many measures we take to address concerns are having an effect.

### ***8.8 Childcare sufficiency assessment***

The Childcare Sufficiency strategy was written as a 3-year strategic plan in 2008, identifying both our vision and key objectives. It was developed following an audit of the supply and demand for childcare across Gateshead and in consultation with childcare providers, children's centres, schools, parents and partner agencies. It found that overall, Central Neighbourhood Management Area (NMA) has the highest number of places of the five neighbourhood areas and East Neighbourhood Management Area the lowest. Across all of the NMA areas, demand is highest for after school provision. A new childcare sufficiency assessment is currently underway.

### ***8.9 Health service experience of the lesbian, gay, bisexual and transgender (LGBT) population***

Older lesbian, gay and bisexual people report having little faith in health and social care staff. Although the LGBT population use mental health services more than the general population, 30% of young men, 25% of bisexuals and 40% of lesbians report meeting negative or mixed reactions when (if) they disclose their sexual orientation to a mental health professional. Gay and bisexual men are less likely to be registered with a GP than other men and, of those that are registered, less than a third disclose their sexuality to their GP. ([See annex section 3.91.](#))