

PSSRU



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PSSRU User Experience Survey for Younger Adults with Physical and Sensory Impairments, 2007

This report contains the Local Authority Feedback from the PSSRU and further detailed analysis by Performance Management & ICT, of each question used in the survey.

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Please note that section one has been prepared by the Personal Social Services Research Unit (PSSRU). Section Two has been prepared by Gateshead Council - Performance Management Team, within Community Based Services, and does not form part of the original report completed by the PSSRU.

The PSSRU have not endorsed the analysis in section two.

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PSSRU User Experience Survey for Younger Adults with Physical and Sensory Impairments, 2007

Confidential Local Authority Feedback Summary of Results for Gateshead Metropolitan Borough Council

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Discussion Paper 2501~2 (Gateshead Metropolitan Borough Council)
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Introduction

The mandate for conducting surveys of user's experiences and satisfaction with services was first given in the white paper *Modern Local Government: in Touch with the People* (Department for Transport Local Government and the Regions, 1998). For some time now councils with social service responsibilities (CSSRs) have been required to conduct a user experience survey (UES) for at least one client group. Since 2002/3 the UES has alternated on a triennial basis such that in 2002/3 the survey was for older people, in 2003/4 it was for adults aged 18 to 64 with physical and sensory impairments and in 2004/5 it was for children.

In 2002 the Office of National Statistics (ONS) and SPRU developed a set of questionnaires for various client groups for this purpose (Qureshi and Rowlands, 2004). Subsequent national surveys, including the 2003/4 survey for adults with physical and sensory impairments (PSI) using social services in the community or receiving direct payments have drawn on this work to identify a set of compulsory questions for each round. However, results from the 2003/4 UES indicated that there were several shortcomings and anecdotal evidence from CSSRs suggested that there was little subsequent reflection or change in service delivery. Results from the UES for older people receiving home care services conducted in 2002/3, on the other hand, demonstrated that useful information could be collected (see for example (Netten et al., 2004). There continues to be strong policy support for surveys as a means to gathering the views of service users and the public and a pilot of a revised version of the questionnaire was carried out in early 2006 with a view to carrying it out nationally in 2006/7 if judged to be successful.

As part of the pilot work, PSSRU at Kent developed an extended version of the questionnaire that included questions focusing on themes of quality identified as important by users (Malley et al., 2006). It was intended that this questionnaire would be used in an extension study to the national UES for younger adults. However, since the pilot survey identified non-response as a significant issue affecting the confidence in the statistics generated and therefore their performance as a performance indicator (PI), the Information Centre for Health and Social Care (IC) and DH decided not to go ahead with the survey. There is, however, still strong interest in conducting a survey and a desire to collect information on users' views to feed into the performance review process. The DH, CSCI and IC have therefore asked PSSRU to conduct a survey using the extended questionnaire with a view to exploring non-response in more detail and looking at alternative approaches to developing a PI that can be confidently applied to this client group and possesses the desired characteristics.

Structure and purpose of this report

This report is one of a series of confidential reports written for councils participating in the PSSRU User Experience Survey for younger adults (aged 18 to 64) with physical and sensory impairments receiving support to help them live at home. The study is itself one of a series of studies undertaken by the PSSRU at Kent aimed at enhancing our

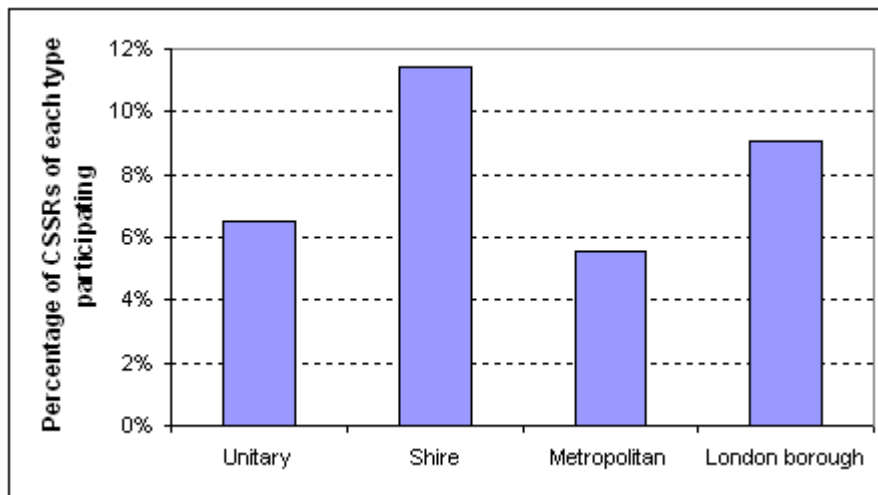
understanding of and developing measures of quality and outcomes in social care (see for example (Netten et al., 2004; Malley et al., 2007)). The measures being developed aim to build on and feed into routine sources of data wherever possible, so a key element of the work is to draw on and feed into national surveys of service users' experiences. This report therefore accompanies the output from the programme and should be understood in the context of the wider research programme. Please visit our website for more details of the PSSRU programme of research in this area (www.pssru.ac.uk).

In this report we aim to provide each participating council with an overview of their performance against other participating councils on those items included in the UES. These items form the basis of the benchmarking exercise. We have also included some comparative information about service and user characteristics as well as non-response for context. We have also included a brief overview of the method, including some analysis of the extent to which methods varied across those participating in the study.

Method

In 2006, all CSSRs were approached to see if they would like to participate in what was at the time a proposed extension to the 2007 survey, following initial contact made by the IC on behalf of the DH. However, following the decision taken by the DH to not go ahead with the national survey, the survey was described as a study by PSSRU. In total 12 councils took part, although only results for 11 were available for this analysis. There was representation from all authority types and from all Government Office Regions except Yorkshire and the South West (see Figure 1).

Figure 1: Proportion of each authority type participating in the survey

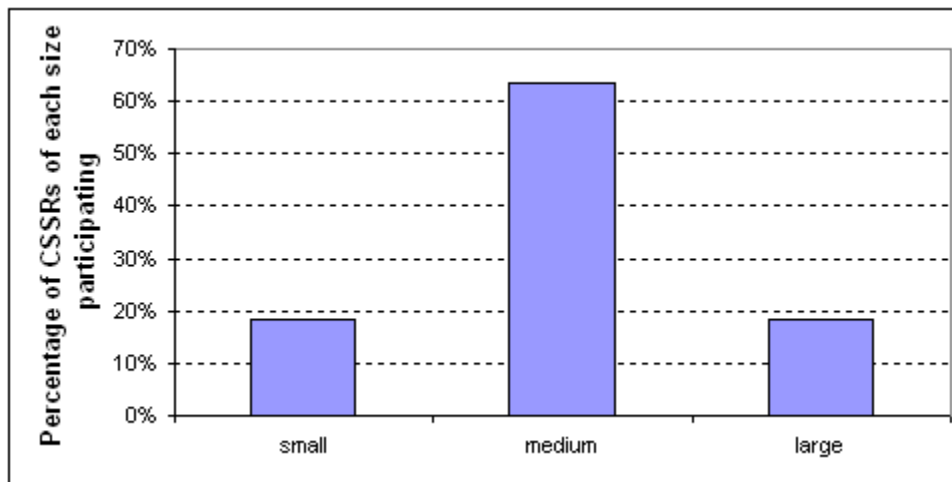


Participating authorities all agreed to use the same questionnaire, which had been developed during 2006 (Malley et al., 2006). Guidance was sent to all participating CSSRs and this was based on the guidance sent out by the IC for the 2006 older people's home care UES with some amendments (Information Centre, 2005). The guidance covered sampling, data collection and data management issues.

Sampling

The guidance requested CSSRs to select a random sample of eligible service users aged between 18 and 64 from their records, where eligibility was defined as having a physical and/or sensory impairment, receiving support from social services to enable them to live in their own homes and being between 18 and 64 at 1st February 2007. Prior to selection, records of users were checked for accuracy. The size of the eligible population varied by authority as shown by Figure 2, where small means fewer than 300, medium between 300 and 800 and large means greater than 800.

Figure 2: Size of eligible population for participating CSSRs



Questionnaires were distributed in the field between February and May 2007. Although 1 February 2007 was suggested a starting date authorities chose a variety of starting dates. The earliest start date chosen was 31 January 2007 and the latest was 14 March 2007. This meant that the field research for each authority took place over slightly different periods.

Guidance for calculating sample size was also provided and this followed the Best Value requirement to achieve a margin of error of no more than $\pm 4\%$ (Information Centre, 2005). An Excel spreadsheet was given to councils to calculate the number of completed questionnaires necessary to meet this requirement. This spreadsheet also contained calculations to enable CSSRs to over-sample to ensure that in the event of non-response the margin of error was still achieved and CSSRs were encouraged to over-sample by 60 per cent to increase response.

Data collection and management

The guidance recommended that the majority of the questionnaires be self-completed to avoid response bias although suggests that alternative methods, such as face-to-face interviews or telephone interviews, should be used where necessary to improve response

rates from harder to reach groups. Additional guidance was given on the assistance that should be offered to black and minority ethnic service users, such as questionnaire translation or help to complete the questionnaire if the service user had limited literacy skills in their own language (Information Centre, 2005). A number of authorities used several modes to collect the data. Table 1 shows the variety of methods used by CSSRs to contact service users. The primary method was postal questionnaires.

Table 1: Variations in mode of survey administration

<i>Mode of administration</i>	<i>Number of CSSRs using mode</i>	<i>Percentage of service users responding by mode</i>
Post	11	94.6
Telephone interview	7	3.8
Face-to-face interview	4	1.5
Other*	3	0.2

* Other includes Braille, email and audiotape

It was also recommended that each selected service user have a unique serial number in order to be able to track non-respondents. CSSRs were advised to plan to send out a maximum of two reminder letters with questionnaires to these service users and one reminder letter without a questionnaire following the initial mail out. A system for booking returned questionnaires was also suggested. Once returned, CSSRs were required to enter anonymous data onto a specially designed database for return to PSSRU for analysis.

Table 2 collates for each authority the number of reminders sent and the overall response rate for the authority. Reminders were generally sent by post, although one authority chose to remind people via telephone and send a questionnaire if requested by the user. A number of authorities also took several steps to improve response rates and these are included in the table. Unfortunately due to the diversity of activities the sample size was not great enough to explore these findings statistically. However, it can be seen from the table that the poorest response rates were generally achieved by those authorities that took none or relatively few steps to improve response rates and that better response rates were achieved by those that took many and diverse (e.g. publicity, offer of various formats, help and so on) steps to improve response rates, although this was not the case across the board. It is also possible that previous experiences with surveys and other consultation events may affect users' willingness to cooperate.

Table 2: Use of reminders and other activities to increase response rates and response rates

<i>CSSR</i>	<i>Initial mail out</i>	<i>Reminder without questionnaire</i>	<i>First reminder with questionnaire</i>	<i>Second reminder with questionnaire</i>	<i>Other activities</i>	<i>Response rate</i>
1	12/02/2007	26/02/2007	12/03/2007		Covering letter explains benefits to the council	50%
2	15/02/2007	01/03/2007			One-to-one interview with a selection of non-respondents at a day centre	64%
3	05/02/2007	19/02/2007	07/03/2007		Advance publicity in press Various formats offered Service users with visual impairment were sent large print and asked for consent to be contacted by telephone Covering letter makes clear that all users will receive a summary of the findings	60%
4	19/02/2007	05/03/2007	26/03/2007		Advance publicity in press Briefed QA managers who cascaded information to staff Briefed call centre Mailed some questionnaires directly to carer at suggestion of key worker	60%
5	12/02/2007		08/03/2007		Letters were personalised	54%
6	08/02/2007	26/02/2007	19/03/2007	30/04/2007	Covering letter offered help to complete Prize draw for £50 worth of shopping vouchers	44%
7	16/02/2007	01/03/2007	14/03/2007		Covering letters specified help was available from a helpline and that telephone or one-to-one interviews could be requested	44%
8	05/02/2007	23/02/2007	05/03/2007		None specified	30%
9	31/01/2007	13/02/2007	20/02/2007		Advance publicity within the homecare newsletter Letters sent to relatives Facility to fill in form on the internet Telephone calls made to all those that had not responded Option given for help with filling in the form by phone & face-to-face	77%
10	26/02/2007	22/03/2007			None	54%
11	14/03/2007	16/04/2007	04/05/2007		Publicised and communicated within the division Detailed briefings to relevant teams and briefed to help users fill in surveys Publicised at all social care events and carers briefed to help users fill in surveys	40%

Analysis

Prior to analysis all data were checked for accuracy and missing data. Any inaccuracies were checked with CSSRs and amended as necessary. Analysis for non-response consisted of developing a model to predict non-respondents using the auxiliary data variables (those collected from the authority's records e.g. gender, ethnicity, receipt of services and so on). In this report we show how auxiliary variables vary by respondent type (non-respondent or respondent) for each CSSR. We have also included the results for the whole sample as these demonstrate the value of collecting the auxiliary variables.

The majority of the report is dedicated to analysis of differences between CSSRs for each of the survey variables. For this analysis we have used a statistical comparison technique to identify where respondents were more or less happy than respondents in other authorities with that aspect of the quality of their services¹. We have also used the same technique to identify differences between authorities in service and user characteristics for contextual purposes. The results of these analyses are reported below.

Results

Councils are asked to treat the results presented here with caution. In-depth analysis exploring patterns of response and other issues have yet to be carried out and will form part of the second stage of analysis planned for late autumn 2007. The results of that stage will be written up in a final report and a summary of findings will be available for download from our website, www.pssru.ac.uk.

Response rates and missing data

As expected from the pilot study non-response was a significant problem. The overall response rate across authorities was on average 52% (range: 30% to 77%). This is 10% higher than that for the pilot 42% (range: 36% to 47%) (Information Centre, 2006), but is still significantly lower than the response rate for the 2006 older people's survey (58%, range from 32% to 82%). However, it should be noted that the range for the older people's and the younger adult's surveys were quite similar. Using the auxiliary data provided by authorities we have explored this variation. The variables shown in Table 3 vary with response rates.

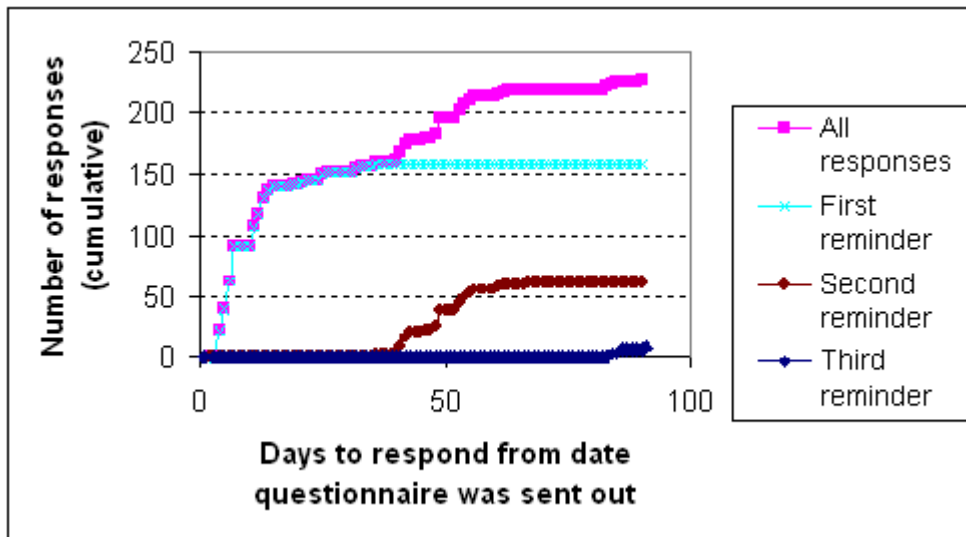
¹ For this analysis we have used an analysis of variance test to identify where respondents responses were different to those for the other authorities. Differences were reported if they were found to be significant at the 10% level or lower. For categorical responses (for example to the direct payments question and the majority of the socio-demographic data) we used a chi-squared test to identify differences. Statistical significance was gauged using the standardised residuals. Those that were two standard deviations away from the response proportions for the other authorities (equivalent to a test at the 5% significance level) were identified as being better or worse depending on the direction of the difference.

Table 3: Relationship between auxiliary variables and response status of the sample case

<i>Variable</i>	<i>Relationship with response Respondents are...</i>
Authority	More likely to be in certain authorities
Age	Older
Gender	No relationship
Ethnicity	More likely to be white and less likely to be 'other'
Primary client group	More likely to be physically impaired and less likely to be sensorily impaired
Secondary client group	Less likely to have mental health problems or learning difficulties
Receipt of home care	More likely to receive home care
Receipt of direct payments	More likely to receive direct payments
Receipt of meals	No relationship
Receipt of day care	No relationship
Receipt of overnight respite	No relationship
Receipt of short-term residential	No relationship
Receipt of professional support	No relationship
Receipt of equipment and adaptations	More likely to receive equipment and adaptations
Receipt of other services	No relationship
Hours of home care per week	More likely to receive more hours of care per week
Amount (£s) of direct payments per week	More likely to receive more direct payments money per week
Type of home care provider	More likely to have in-house provision
Number of home care providers	More likely to have fewer (including no) providers

The response rate for your authority was below average at 44%. Figure 3 below shows the cumulative response for the time period of the survey and demonstrates the effectiveness of the reminders in improving response rates.

Figure 3: Trajectory of responses to survey



Results from survey

We have compared the results from your survey with the results of all the other authorities. As we noted above, the results should be treated with some caution since at this stage we have not analysed the full data set in any depth so particular issues about individual questions may yet arise that might affect interpretation of the results. Moreover we would like you to use this opportunity to check whether any of the results we report for your authority do not ring true. Let us know if this is the case and we can discuss how to address the problem. Clearly other councils may identify problems with questions that will affect the overall sample results, although given the size of the sample results should be fairly robust to any inaccuracies.

The results for your authority for each of the questionnaire items are collated and compared to the whole sample in the Appendix to this report. The sections below summarise these results, drawing out those areas of weakness or excellence for your authority.

Characteristics of the service and the service users

The purpose of this section is to provide some context to enable you to interpret the results. Table 4 shows for all of the service and user characteristics items where your authority is significantly different to the others in the sample².

Table 4: Differences from other LAs in the characteristics of users and the service

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² The amount of direct payments has not been adjusted to account for differences in the economic circumstances of the area.

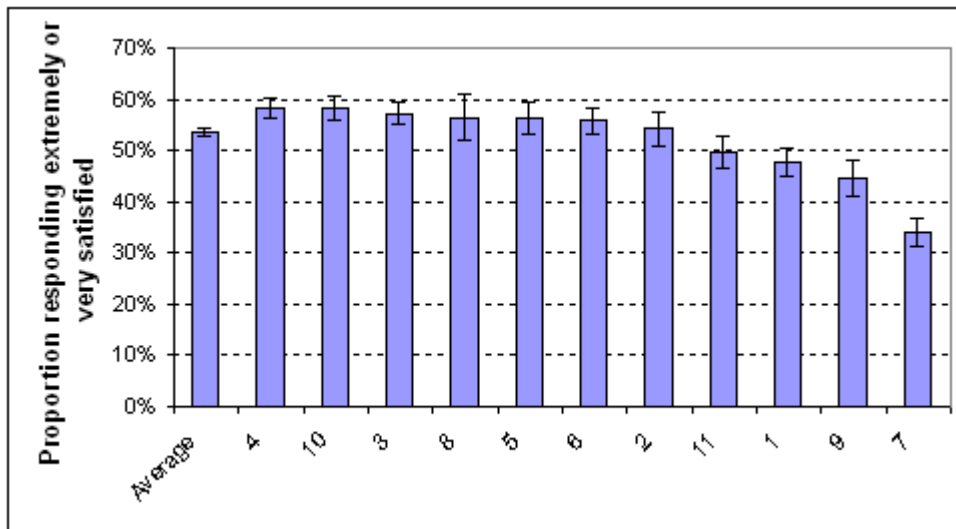
<i>Variable</i>	<i>Differences from other LAs Your LA has</i>
Gender	more males
Age	younger users
Ethnicity	more White fewer Mixed fewer Asian fewer Black fewer Other
Secondary client group*	more LD fewer other more none
Receipt of home care	fewer receive service
Receipt of day care	no significant difference
Receipt of meals	fewer receive service
Receipt of direct payments	fewer receive service
Receipt of short-term residential*	no significant difference
Receipt of overnight respite*	more receive service
Receipt of professional support*	more receive service
Receipt of equipment and adaptations*	no significant difference
Receipt of other services*	fewer receive service
Length of time in receipt of services	more time in receipt
Type of home care provider	fewer independent more in-house more both/other
Planned home care hours*	more hours
Planned amount of direct payments*	smaller amount of payment
Planned day care sessions*	more sessions
Number of home care providers*	no significant difference
Practical help	no significant difference
Perceived health	more reporting very good health
Help to get dressed	no significant difference
Help to transfer bed/chair	no significant difference
Help to wash face/hands	no significant difference
Help to prepare hot meals	no significant difference

*Data was not available for all authorities

Quality of the service

There was variation across authorities in performance. Had the satisfaction variable been used as a performance indicator as it has been in previous surveys, then according to the values used by the CSCI for the 2006 older people's survey your authority would have been in band three (55.55 to 59.47). The average for all participating authorities was band two (51.48 to 55.55). Figure 3 shows the variation in the value of the PI for satisfaction for the whole sample including confidence intervals³. Your authority is number 6 on the graph.

Figure 4: Percentage responding extremely or very satisfied for all participating authorities



There was also variation in the responses to items asking about aspects of the quality of the service received. Table 5 below shows the questions where respondents in your survey reported statistically significantly different experiences of the quality of their care service compared to other participating authorities. In interpreting the results you may find it helpful to refer to the variations in characteristics of the service and service users as these may help to explain differences in performance.

³ Confidence intervals have been calculated using the finite population correction $(N-n)/(N-1)$ where N is the population size and n the size of the sample (respondent sample).

Table 5: Differences in quality between Gateshead and other sample authorities

<i>Variable</i>	<i>Differences from other LAs* Users in your LA are ...</i>
Overall satisfaction	no significant difference
Requires help with feeling in control	less likely to have services help
Requires help with personal care	less likely to have services help
Requires help with meals	less likely to have services help
Requires help with housework	less likely to have services help
Requires help with shopping	less likely to have services help
Requires help to feel safe	no significant difference
Requires help to socialise	no significant difference
Requires help to engage in activities	no significant difference
Requires help for employment/occupation	no significant difference
Requires help to care for others	no significant difference
Requires help for managing household	no significant difference
Requires help for other tasks	no significant difference
Control over daily life	no significant difference
Personal care	no significant difference
Meals and nutrition	no significant difference
Accommodation cleanliness and comfort	more likely to have cleaner and more comfortable accommodation
Safety	no significant difference
Social participation and involvement	no significant difference
Employment and occupation	no significant difference
Role support	less likely to be able to support others
How well is your home designed	more likely to have home that meet needs
Able to get to all places in local area I want	no significant difference
Feel opinions and preference are taken into account when decisions are taken	no significant difference
Feel people from SS understand situation	no significant difference
How social services respond to queries	more likely to find worse response to queries
Easy to find out about services that might help me	less likely to agree
Informed about direct payments	no significant difference
Come at times that suit	no significant difference
In a rush	more likely to find carers in a rush
Arrive on time	less likely to report that carers arrive on time
Do things you want done	no significant difference
Do things their way	no significant difference
Careless	no significant difference
Treat with dignity and respect	no significant difference
Understand how condition affects you	more likely to understand how condition affects them
Describe relationship	more likely to have a good relationship with carers
Professional and do a good job	more likely to think carers are professional
See same care workers	no significant difference
Hours as needed	no significant difference
Informed about day to day changes	more likely to be informed

*Differences are reported at the 10% significance level or lower

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PSSRU User Experience Survey for Younger Adults
with Physical and Sensory Impairments, 2007.

Local Authority Analysis & Recommendations

Analysis of data collected by Gateshead Council and recommendations based on the results of the User Experience Survey 2007.

Gary Lewis, Performance Management & Research Officer
Performance Management and ICT
Business Strategy and Support

Please note that the following section has been prepared by PM & ICT, and does not form part of the original report completed by the PSSRU.

The PSSRU have not endorsed the analysis in the following section.

Introduction

The aims of this survey were to provide better information about the experience of adult social care users that will help commissioners and providers to deliver services that are personal and sensitive to an individual's needs, and designed to be responsive to their lifestyles and aspirations. It will also help to strengthen users ability to shape their local health and adult social care services, and improve their overall experience of services.

In addition, the outcome from the survey report will also inform and feed into the decisions on eligibility criteria and user/population expectations as expressed through the Joint Strategic Needs Assessments, which will act to ensure that commissioning meets the various levels of need of the local population.

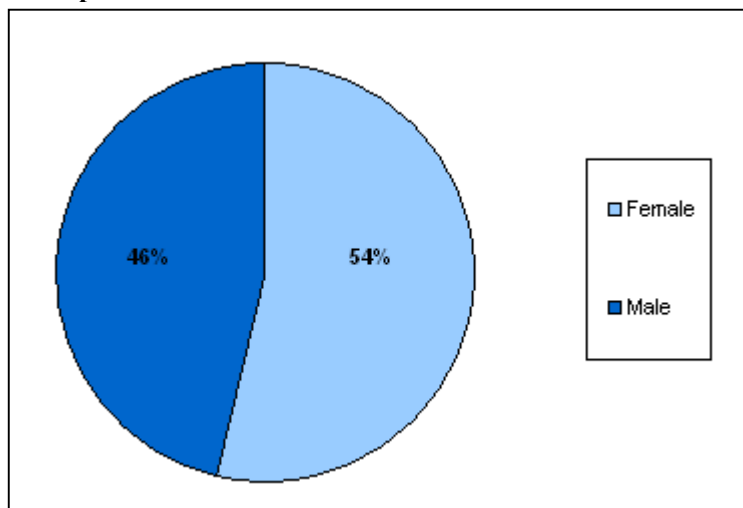
The analysis will help to present and compare the findings of the User Survey with the ten other Local Authorities that have participated in this exercise. Further comparison will be undertaken if the Health & Information Centre publish the results of the wider survey required of all local authorities. It has also been possible to compare some of the results from the UES carried out in 2003/04, which surveyed the same client group, with the hope of demonstrating improvements in user satisfaction.

Finally, the recommendations suggested at the end of this section have been included to help with the delivery of future surveys, and has drawn upon both personal experiences in conducting the survey, and from information that has been shared by the PSSRU and other participating Local Authorities.

Sample Group

The initial survey was undertaken during February 2007, with the final results being collated and passed to the PSSRU on the 31st May 2007. In total, **522** questionnaires were issued to the sample group and out of this **227** replied, giving an overall response rate of **44%**. Some simple analysis shows that the gender split of the respondents was fairly well balanced with **102 male** and **122 female** respondents, illustrated in Graph A.

Graph A – Gender Split



Overall User Satisfaction

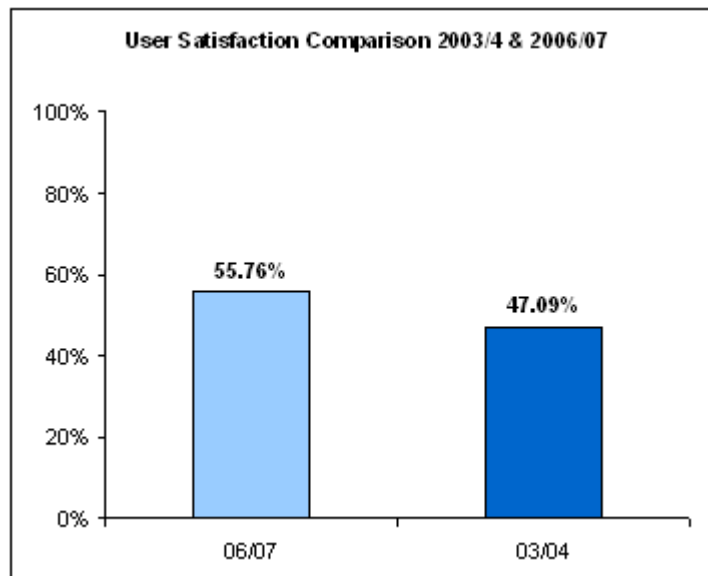
User perceptions of services they receive are very important, and by measuring these perceptions we can gain insight into how well our services are received by the users.

The table below shows the number of people who responded that they were either 'very' or 'extremely' satisfied with the help they have received from Social Services, for both 2006/07 and 2003/04. The table also shows the response of all 11 participating authorities for the 2006/07 survey, showing that the response from Gateshead is slightly higher than the combined total from all participating users.

Response	2006/07 (Gateshead)	2006/07 (All participants)	2003/04 (Gateshead)
Extremely Satisfied	54	463	37
Very Satisfied	67	689	44
Total (%)	55.76	53.50	47.09
Total Responses	217	2153	172

Graph B shows the comparison of these responses, and shows a marked improvement made on the previous survey carried out in 2003/04.

Graph B - User Satisfaction



The next part of this report looks at each question that was asked in the survey, and presents the responses in a graphical format, together with a brief description and breakdown of the results

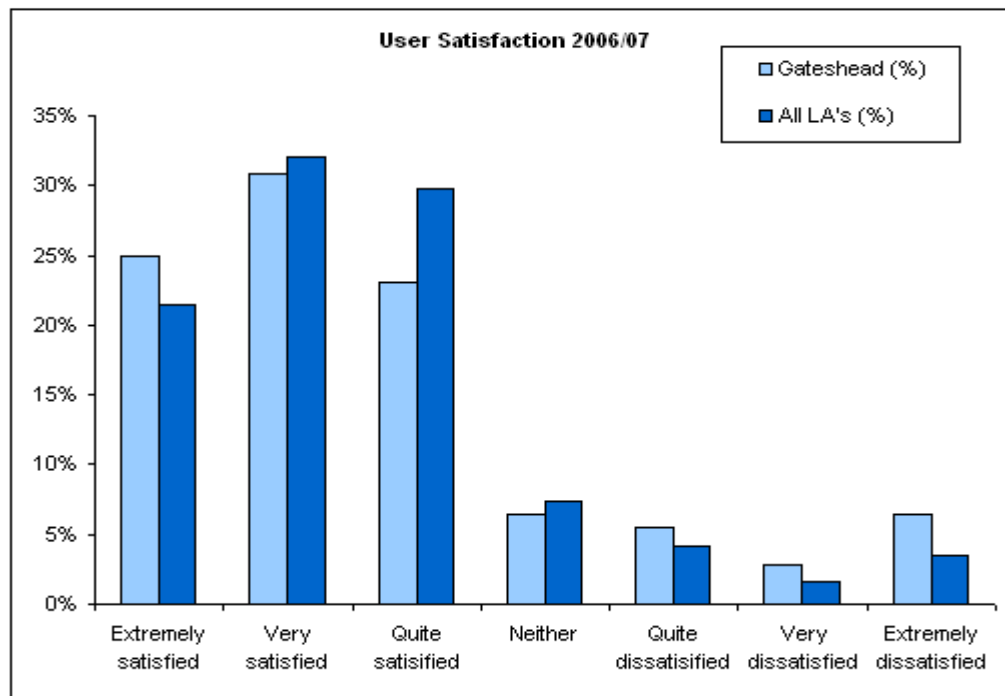
1. Overall, how satisfied are you with the help you have received from Social Services in the past year?

The number of users who said that they were extremely or very satisfied was 55.76%, which is higher than the national average of 53.51%, and also exceeds the percentage (47.09%) set in 2003/04. One example of positive user satisfaction is reflected in the following comment:

“Very happy with Social Services can quote examples where staff have perhaps gone above and beyond duty and out of their way to help”.

9.22% (20 people) from the Gateshead response felt either very dissatisfied or extremely dissatisfied, in comparison to 5.11% (110) from all participating authorities.

Graph 1 - User Satisfaction

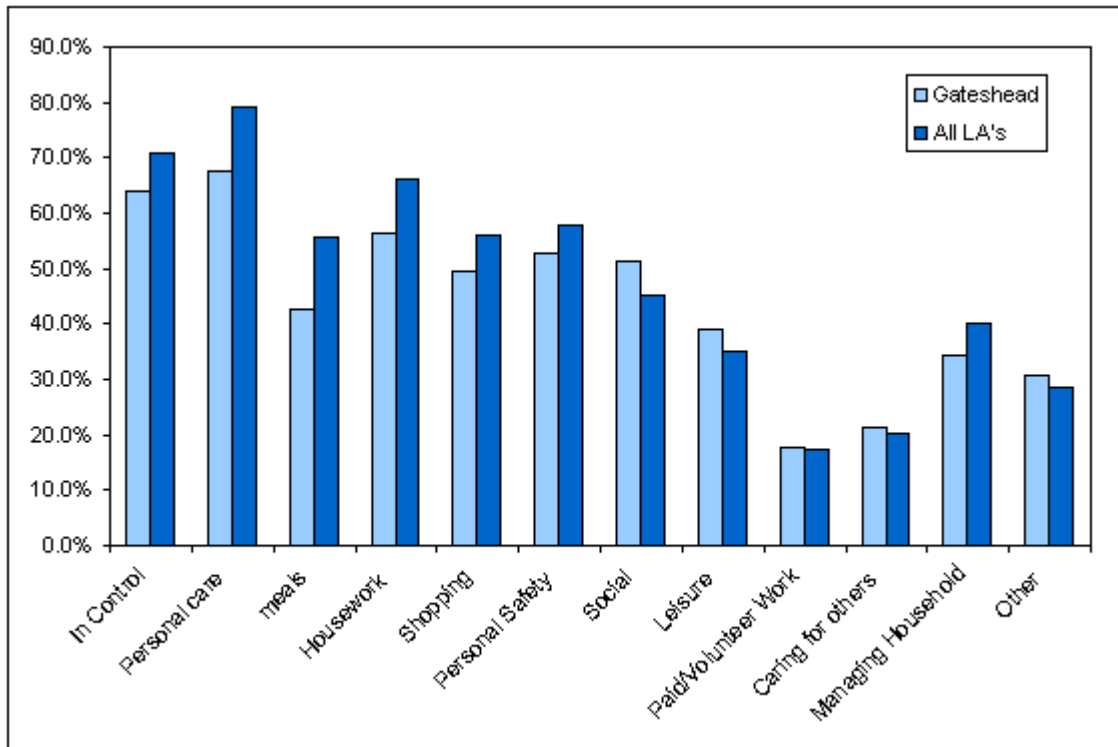


The type of help you receive

2. Which areas of life have your Direct Payments or Social Services helped you with in the past year?

Of the clients who answered this question 67.7% feel that Gateshead Social Services or Direct Payments have helped them with Personal Care, and 79.0% of users in all participating authorities felt the same. This is the area where clients feel that they have benefited most from Direct Payments or Social services help. Graph 2 compares the responses for Gateshead users and all participating users.

Graph 2 - Help received



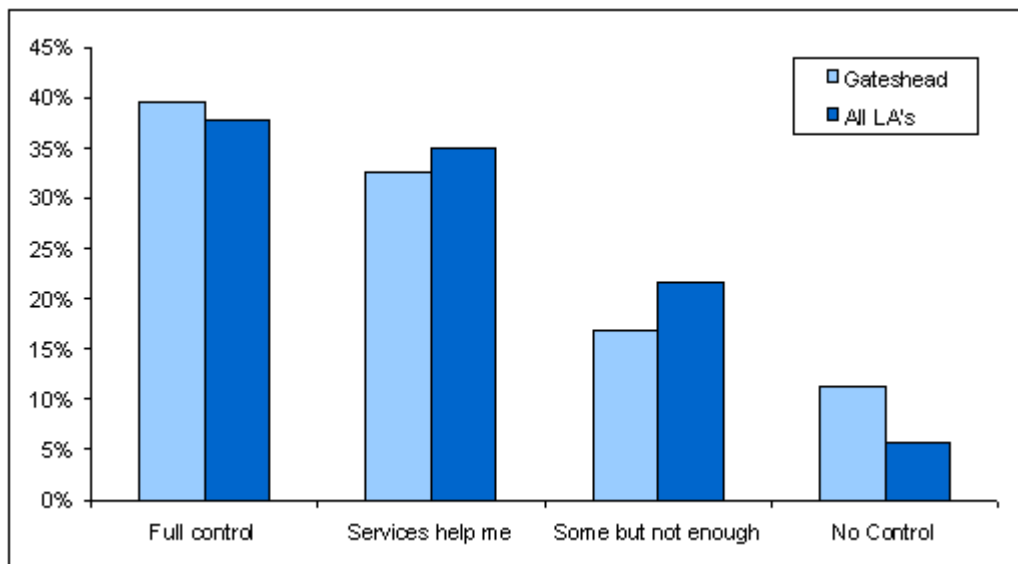
About your lifestyle and daily life

The following set of questions relate to how the client feels about aspects of their life and home.

3. Which of the following statements best describes your present situation?

By 'control over daily life' the survey refers to doing what the client wants, when they want to, and the graph below shows response to this question. 39.5% of Gateshead respondents feel in full control, compared with 37.8% of all participating authorities. 11.2% of Gateshead respondents (24 people) feel that they have no control, compared to 5.6% of the total participants.

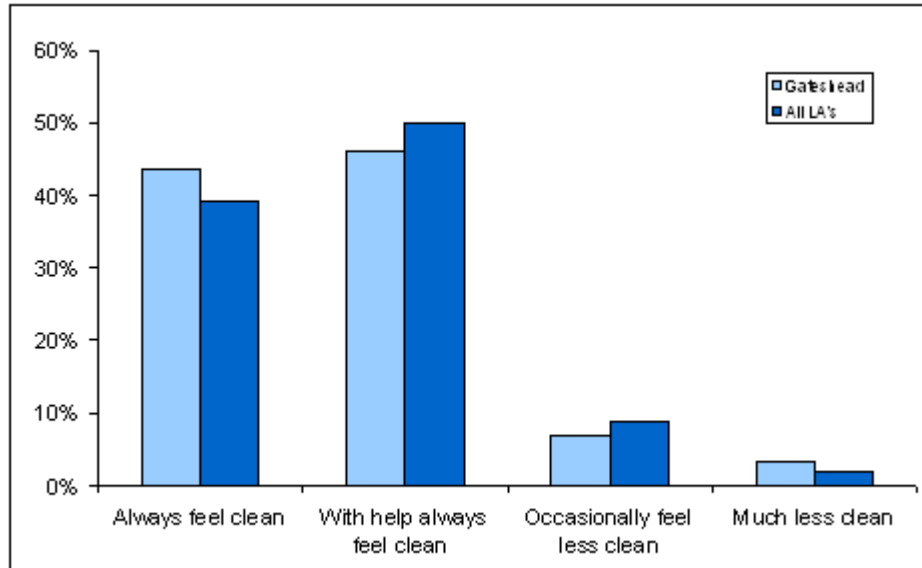
Graph 3 - Feeling in Control



4. Thinking about the way you look and feel, which of the following statements best describes your present situation?

43.7% (93 respondents) always feel clean, and 46.0% (98) said that with help they always feel clean. The comparative figures for all participating authorities were in line with these percentages, with 39.2% feeling clean and 49.9% feeling clean with help.

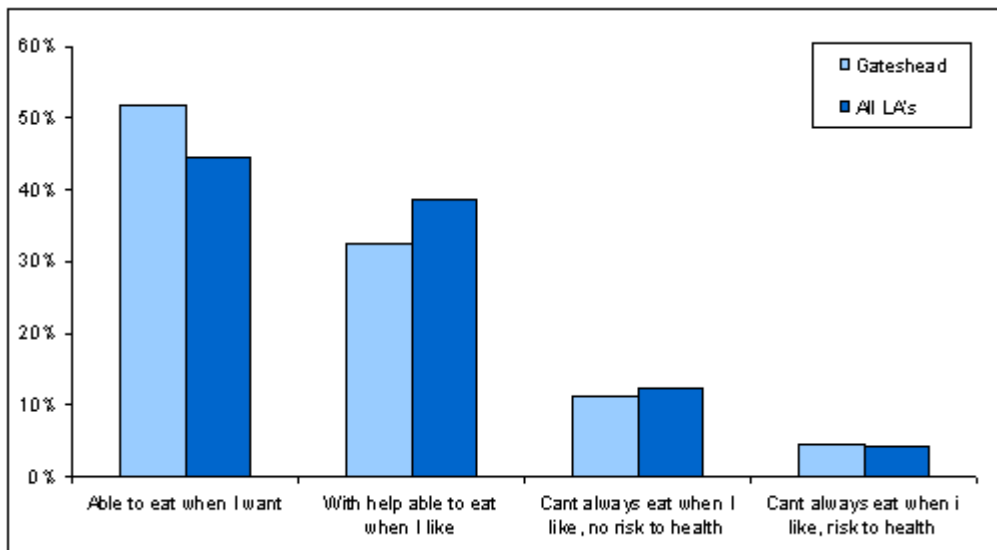
Graph 4 - Cleanliness



5. Thinking about the meals you eat, which of the following statements best describes your present situation?

112 people (51.9%) feel that they can eat the meals that they like when they want, compared with 943 (44.6%) of the total client sample.

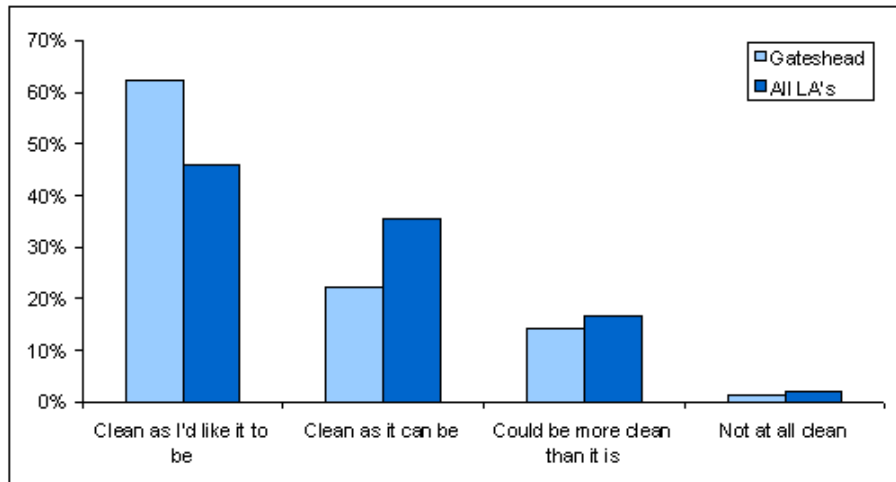
Graph 5 - Meals



6. Thinking about your home, which of the following statements best describes your present situation?

62.27% of all respondents in the Gateshead sample feel that their homes are as clean and comfortable as they would like them to be. This is significantly higher than the total for all participating authorities where 46.03% of respondents feel that their home is clean and comfortable.

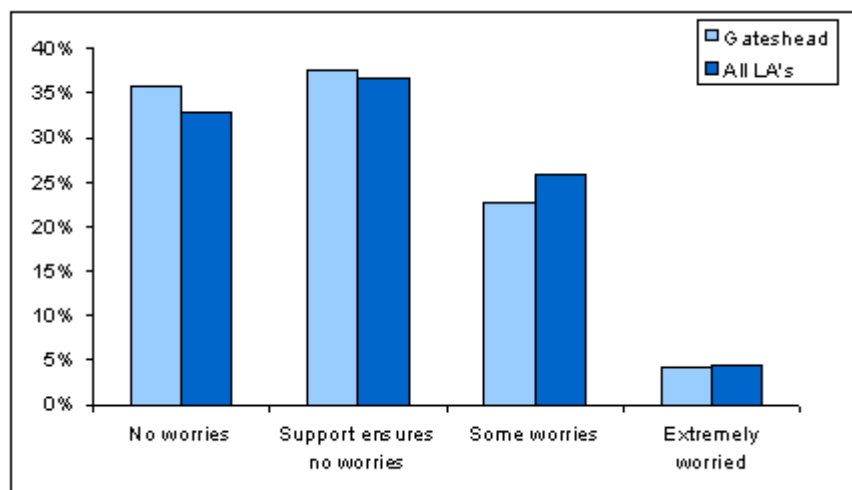
Graph 6 – Home Cleanliness



7. Which of the following statements best describes how safe you feel?

Feelings of safety could be due to fear or abuse, falling or other physical harm and fear of being attacked or robbed. 35.6% of Gateshead respondents said that they have no worries about personal safety, and a further 37.5% said that they have support to ensure that they have no worries. 22.69% (49 people) stated that they had **some** worries, while 4.17% (9 people) said that they were **extremely** worried about their personal safety. These were passed to relevant service areas to be followed up.

Graph 7 - Feeling Safe

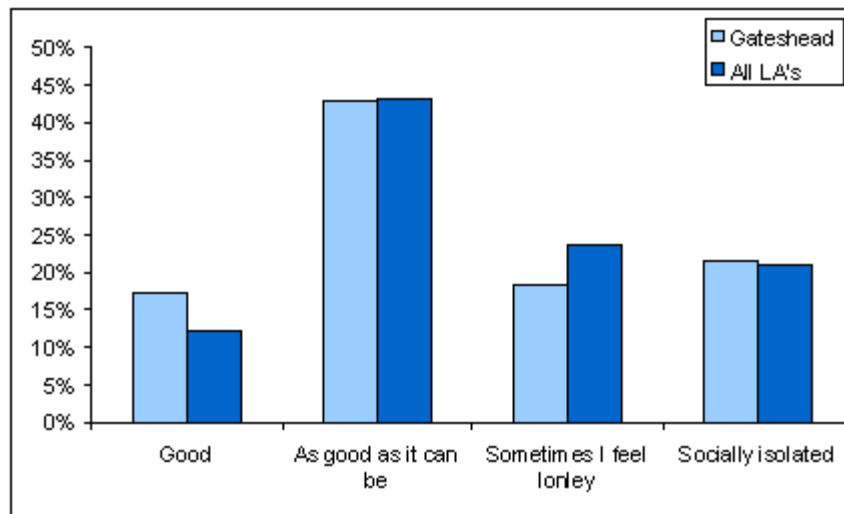


8. Which of the following statements best describes your present situation with respect to your social life?

17.29% of Gateshead respondents described their present situation with respect to their social life as **good**, compared to 12.24% of all participating authority respondents. The most common answer showed that people feel their social life is as **good as it can be**, with 42.99% of Gateshead respondents and 43.22% of all respondents answering to this. 39.72% of Gateshead respondents stated that **sometimes** they feel lonely or that they feel **socially isolated**.

“I am very happy with the service and support I receive, I live a full good quality life style.”

Graph 8 - Social Life

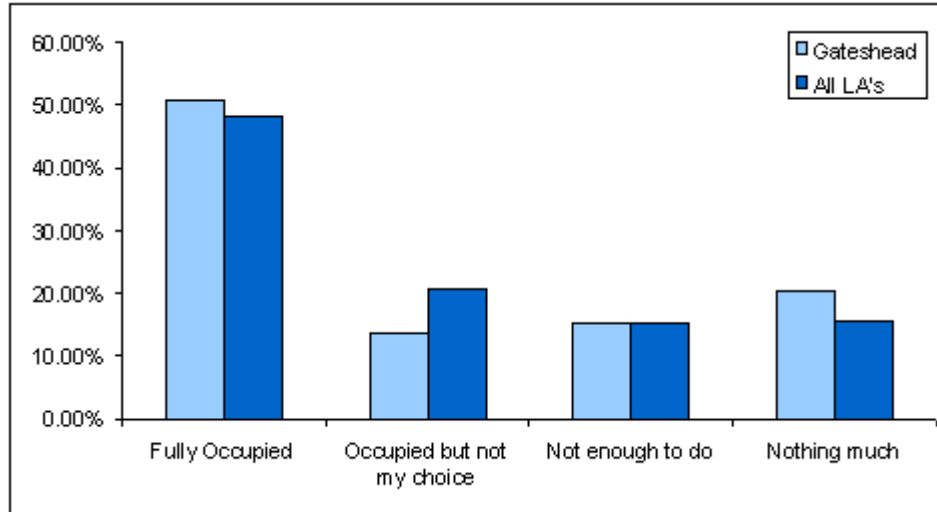


9. Which of the following statements best describes how involved you are in activities of your choice?

‘Activities’ can be anything that the client feels that keeps them occupied including formal employment, voluntary or unpaid work and leisure activities.

Over half of the Gateshead respondents (50.78%) said that they are fully occupied, 13.66% said that they are occupied but not by an activity of their choice, 15.12% (31 people) said that they do not have enough to do and (42 people) 20.49% said that they have nothing much to do. This is shown in Graph 9 on the following page.

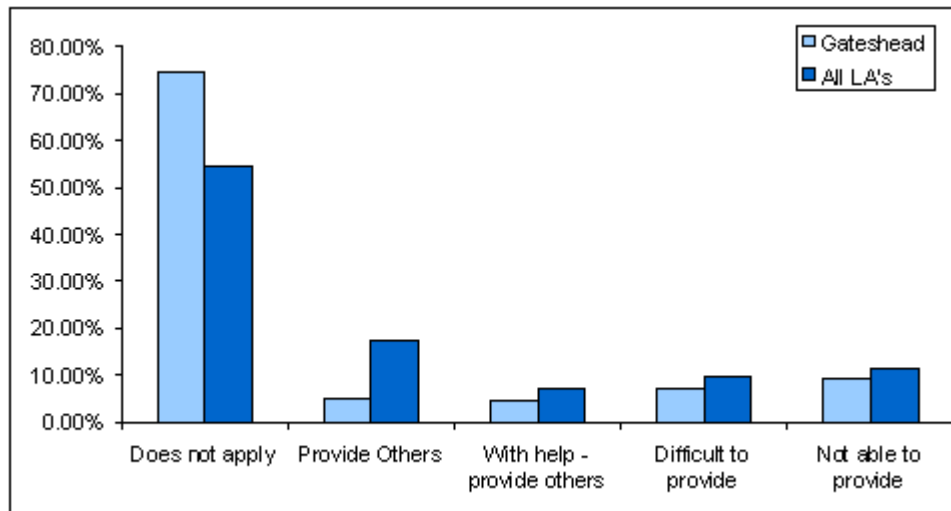
Graph 9 - Activities



10. Thinking about the care and support you provide to others, e.g. Children, Husband or Wife, Partner etc.

74.51% of all Gateshead responders felt that this question did not relate to them, as they do not have to support anyone. A similarly large proportion of all respondents felt the same with 54.47% saying that the question did not apply.

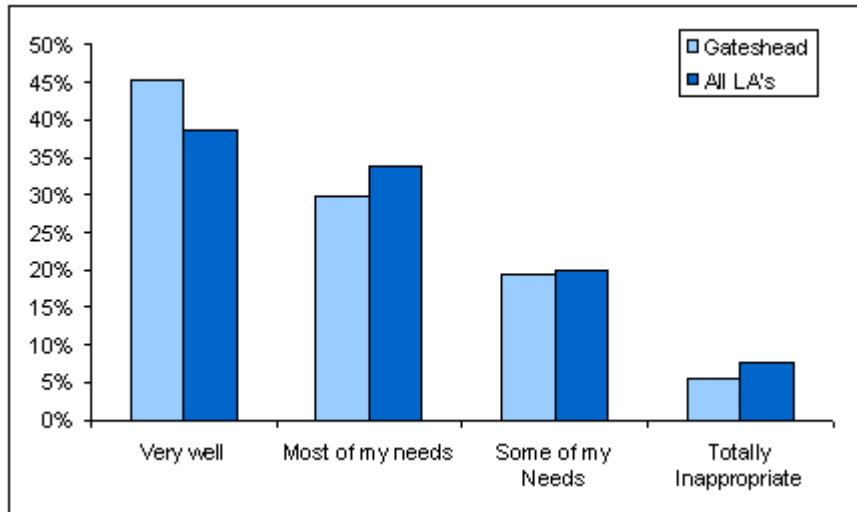
Graph 10 - Support to Others



11. How well do you think your home is designed to meet your needs?

The largest proportion of Gateshead respondents said that their home is designed to meet their needs very well, (45.41%). The second largest response was 29.82% saying that their home meets most of their needs. Next was 19.27% who said some of their needs were met, and then the remaining 5.5% (12 people) said that their home was totally inappropriate for their needs.

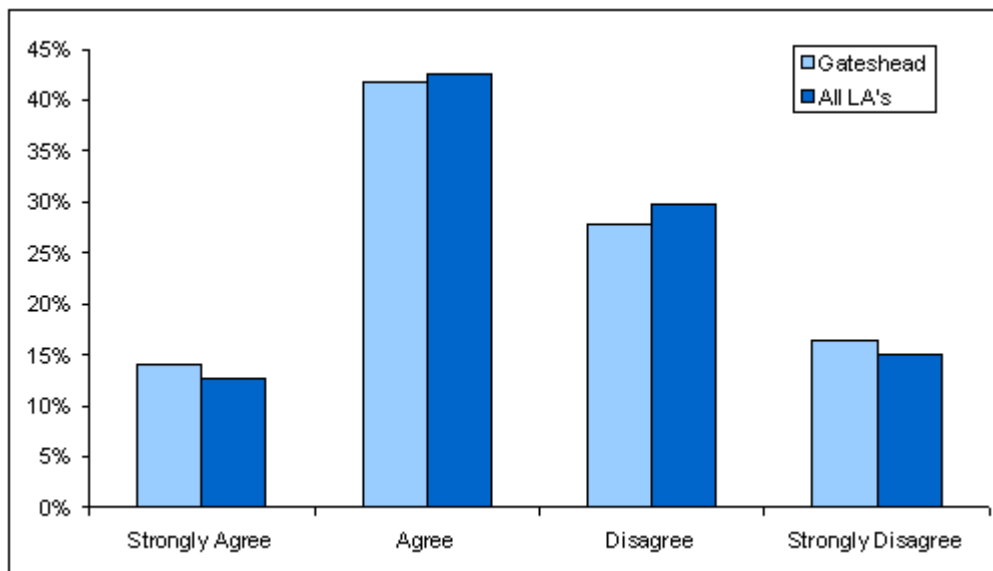
Graph 11 - Home Design



12. I am able to get to all the places in my local area that I want

14.08%, made up of 30 people from the Gateshead respondents, strongly agreed that they were able to get to all the places in their local area that they wanted. 41.78% (89 people) agreed, 27.70% (59 people) disagreed and 16.43% (35 people) strongly disagreed. These results were in line with those of all participating respondents.

Graph 12 - Getting around



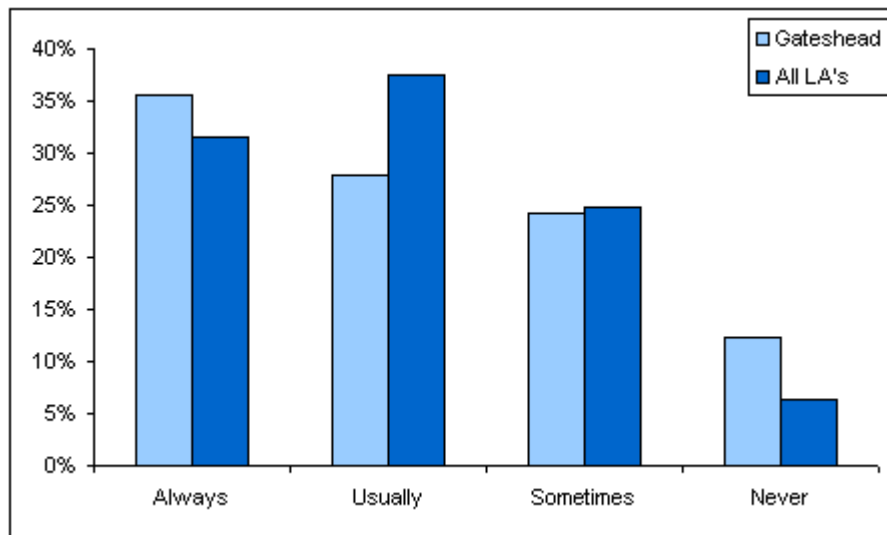
Your Contact with Gateshead Social Services

The questions in this section of the survey relate to the people the client meets and talks to from Social Services, including social workers, care managers or anyone else that they may have met or talked to.

13. Do you feel that your opinions and preferences are taken into account when decisions are taken about what services are provided to you?

35.57% of Gateshead respondents (69 people) feel that their opinions are always taken into account, compared to 31.49% of the total respondents. 27.84% of Gateshead respondents (54 people) feel that their opinions are usually taken into account, 24.23% (47 people) think sometimes and 12.37% think never (24 people), compared to the total response of 37.47% usually, 24.71% sometimes and 6.33% never.

Graph 13 - Preferences

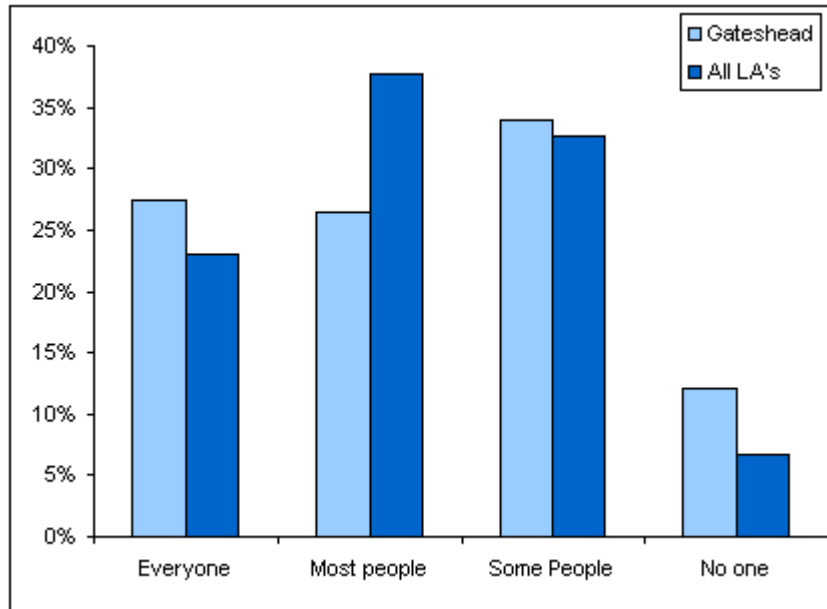


14. Do you feel that people from Social services understand your situation?

The highest response to this question from Gateshead clients was 33.95% (73 people) for 'Some People' understanding their situation. 27.44% (59 people) said that everyone they spoke to understood their situation, 26.51% (57 people) said that most people understood and 12.09% (26 people) said that no one understood.

One positive client said - *"I can honestly say they do a hard job and the people I have been in contact with are very understanding and do an excellent Job"*.

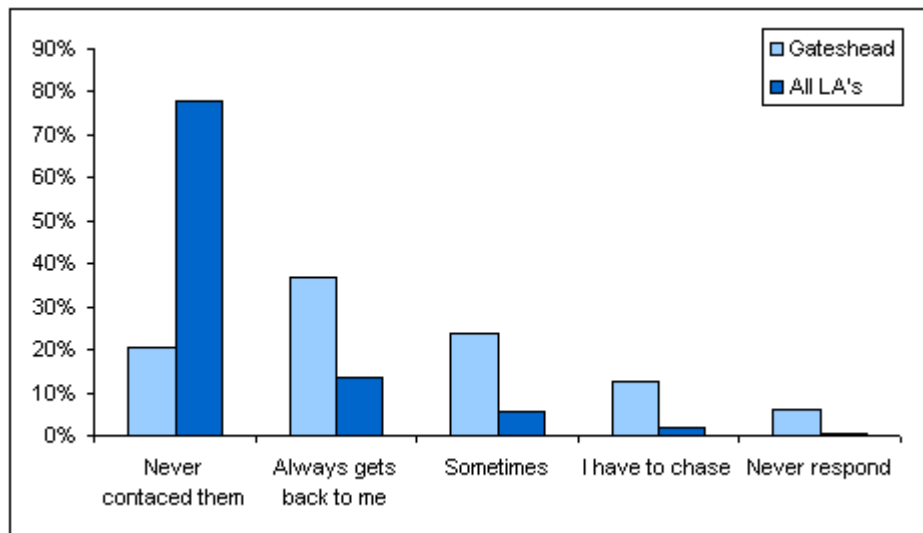
Graph 14 – Understanding



15. Choose the answer that comes closest to describing how Social Services respond to your questions.

20.66% of Gateshead respondents said that they had never contacted Social Services with a query. 36.62% said that someone always gets back to them, 23.94% said sometimes someone gets back to them, 12.68% said that they had to chase their query and 6.10% said that they never get back to them. The majority of respondents from all authorities said that they have never contacted the CSSR with a query (77.89%).

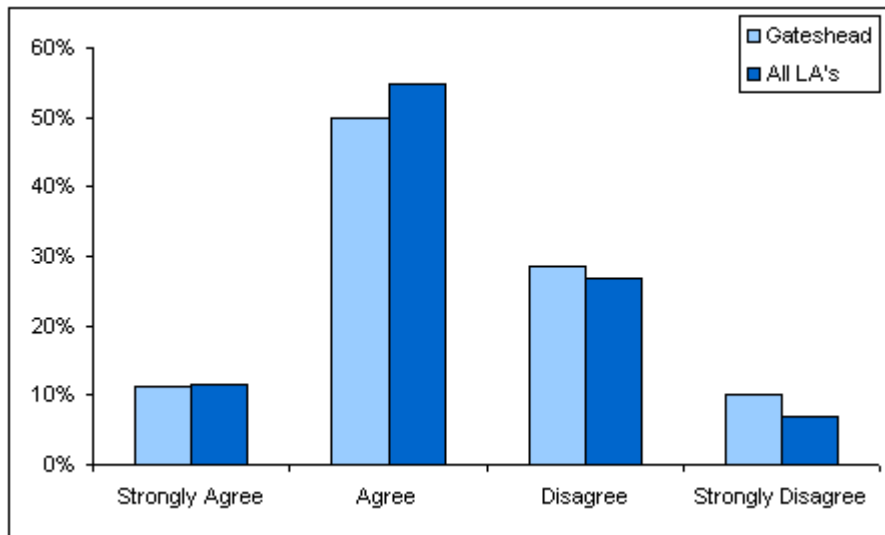
Graph 15 - Query Responses



16. It is easy to find out from Social Services about services that might help me.

This question asked the users to select the statement that best describes how they feel about the ease of finding out about services that might help them. The responses from both groups were similar, and the most popular response was that people agreed with the statement (50% Gateshead and 54.88% all participants). In total, 61.17% of Gateshead users either agreed or strongly agreed that it is easy to find out about services from Social Services. However, 38.83% either disagreed or strongly disagreed with this statement, which could be a cause for concern.

Graph 16 - Finding out about services

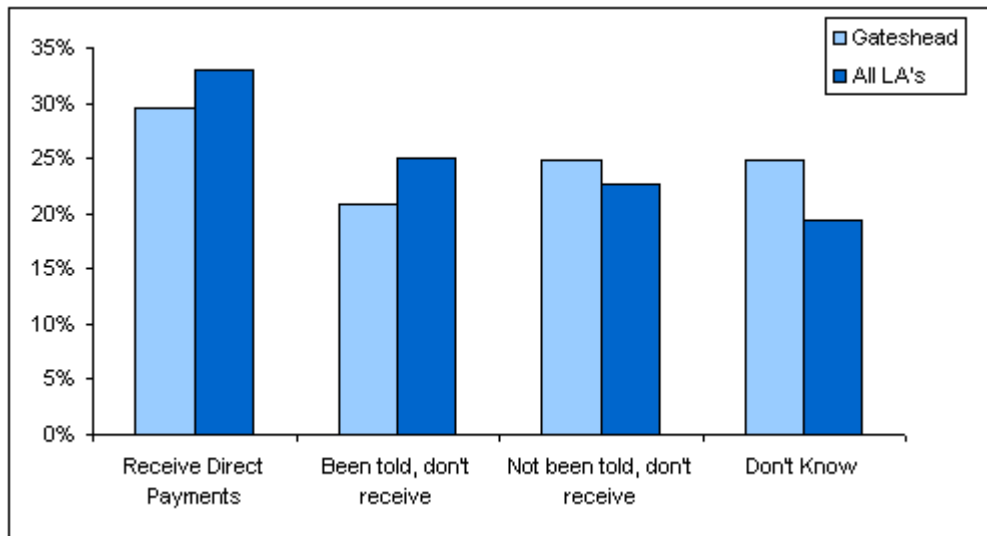


17. Has someone from Social Services informed you about Direct Payments?

Direct Payments is an option that exists for clients to purchase some (or all) eligible services directly by themselves, using money provided by the council’s social services department. This question examines service user awareness of Direct Payments, and how well service users are kept informed by Social Services.

Graph 17, on the following page, shows that out of the 206 responses to this question 29.61% (61 people) receive Direct Payments, or have done so in the past, 20.87% (43 people) don’t receive Direct Payments but are aware of them, 24.76% (51 people) said that they have not received Direct Payments and no one has informed them about it and 24.76% (51 people) answered ‘Don’t Know’.

Graph 17 - Direct Payments



The response to this question shows that a high proportion of respondents (101 out of 203 people) are not aware of the service. This suggests that a more concentrated effort in raising awareness of Direct Payments may be required, and this is also reflected in Gateshead's current performance in PAF AO/C51, where 87.04 (2 PAF bands) is being reported at present (Apr-Oct 07).

Some comments received from the survey show a mixed response:

"I am much happier since I changed from social services care to direct payments care. With a personal assistant my care now is much more flexible and better timed"

"It is difficult to find anyone in the council who knows about direct payments not just in CBS but receptionists, finance, social workers don't know etc"

"I have a personal assistant through direct payment scheme and this works well for me I think it is an excellent scheme as it meets my needs fully. The work my PA does is always to an excellent standard, I think more people should try direct payments."

"The main problem I have with direct payments is I feel there is a lack of support. There still seems to be confusion as to whether there is a designated co-ordinator for any help needed, though I believe the direct payment user group is attempting another resurrection"

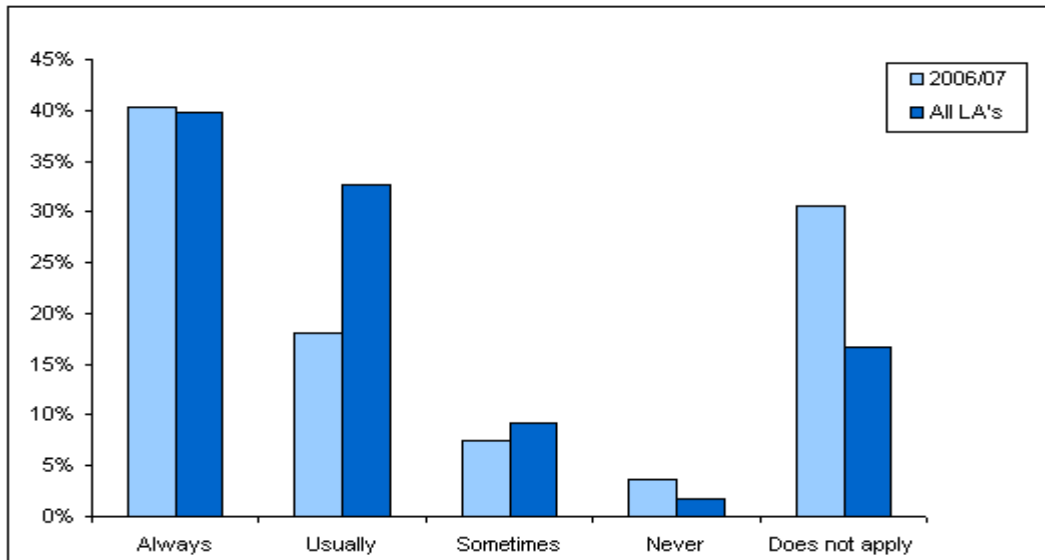
The people that help with your daily life

Questions 18 to 30 ask about the people that come into service users home to help with daily life, including taking people out, helping to do tasks in the home etc. This can relate to a care worker, a personal assistant or anyone else that is employed to care or help.

18. Do your care workers or personal assistants (PA's) come at times that suit you?

216 responses were received for this question, but 66 (30.56%) of those did not feel that the question applied. The remaining percentage of responses consisted of 40.28% saying Carers / PA's **always** coming at a time that suited, with a similar response of 39.73% from all participating authorities. 18.06% of Gateshead users said that carers **usually** come at a suitable time, compared to 32.71% of all participants. 7.41% of Gateshead users said **sometimes** compared to 9.20% of all participants and a small percentage of 3.70% said that they **never** called at suitable times, compared to 1.67% of all survey respondents.

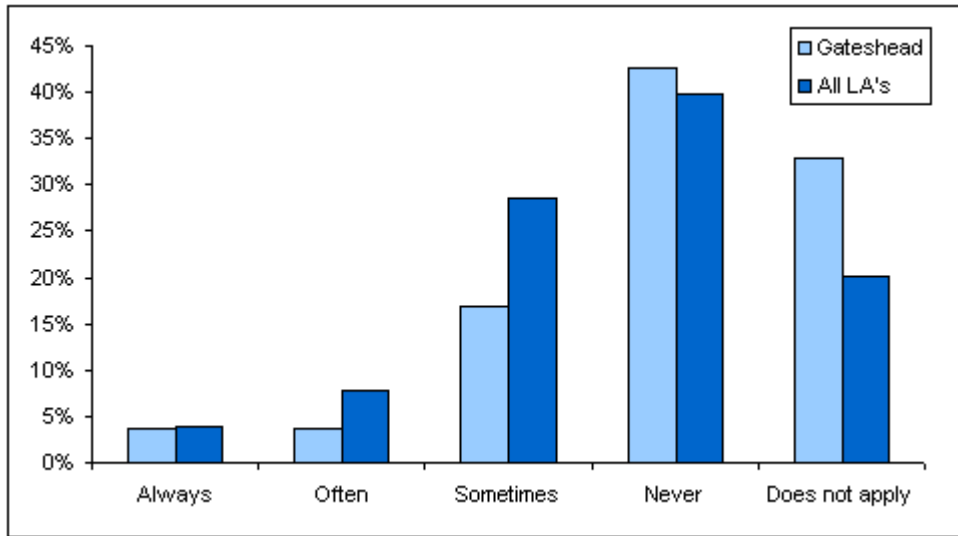
Graph 18 - Suitable Times



19. Are your care workers or PA's in a rush?

The majority of responses from Gateshead service users to this question was 42.72% (91 people) saying that their care workers / PA's are **never** in a rush. This compares to 39.72% of all participating authorities answering never. The remainder of responses from Gateshead totalled 24.41%, with 16.90% (36 people) saying that their workers were **sometimes** in a rush, 3.76% (8 people) saying they were **often** in a rush, and 3.76% (8 people) saying they were **always** in a rush.

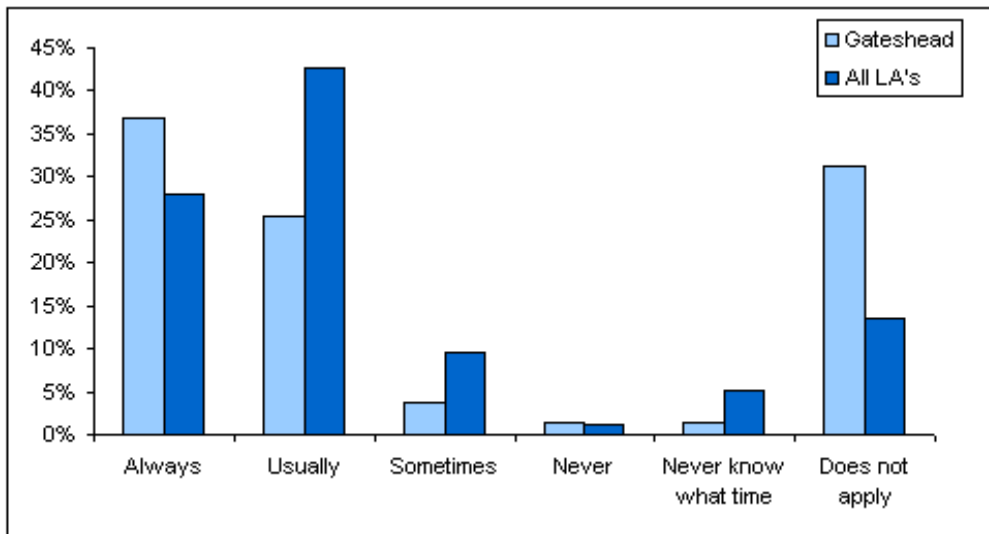
Graph 19 - Care workers in a rush



20. Do your care workers or PA's arrive on time?

Again, the majority of responses to this question from Gateshead users were positive. 36.79% (78 people) said that their Care workers / PA's **always** turned up on time, 25.47% (54 people) said that they **usually** turn up on time, 3.77% (8 people) said they turn up on time **sometimes** and 1.42% (3 people) said that they **never** turn up on time.

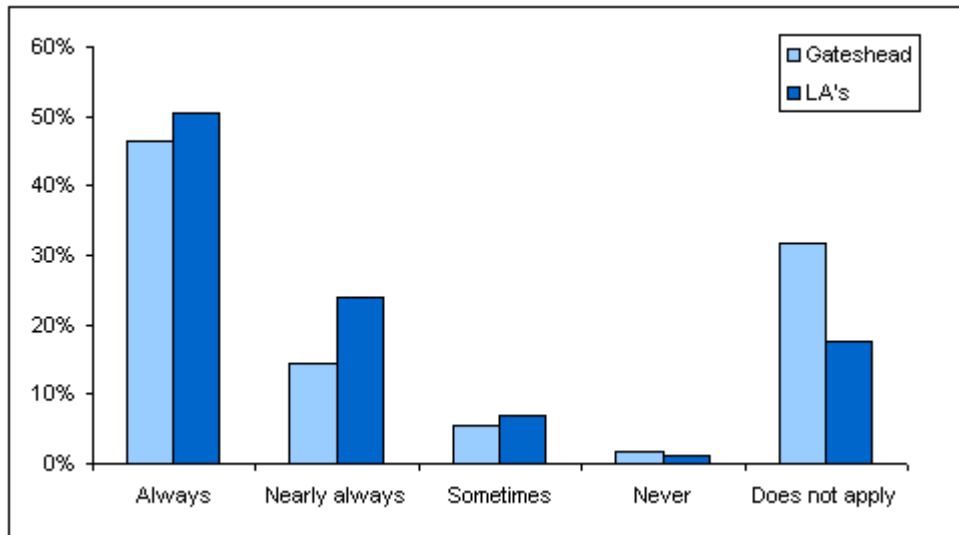
Graph 20 - Carer / PA punctuality



21. Do your care workers or PA's do the things that you want done?

Nearly half of the respondents from the Gateshead sample group (46.51%) said that their care worker / PA **always** does the things that they want done. 14.42% (31 people) said that they **nearly always** do the things that they want done while 5.58% (12 people) said **sometimes** and 1.86% (4 people) said **never**. 31.63% said that this question did not apply.

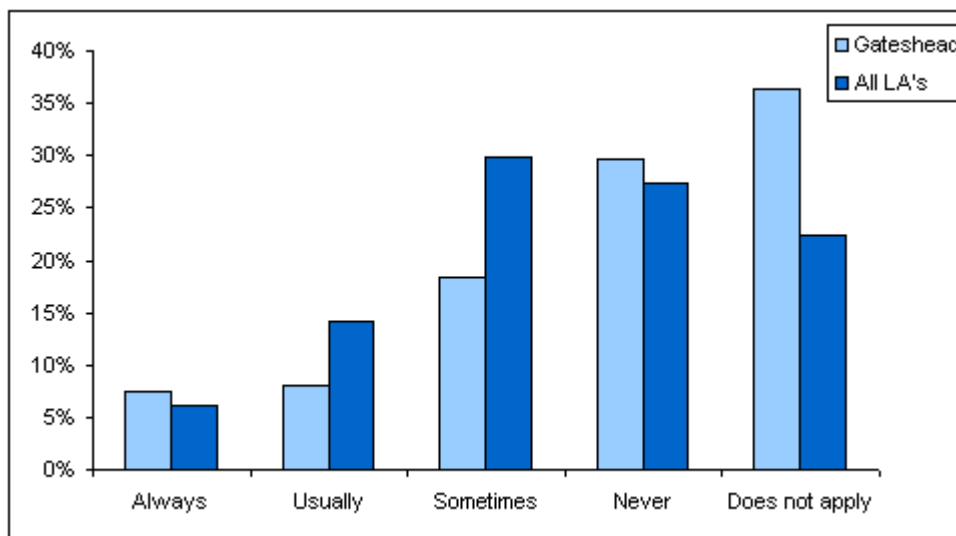
Graph 21 - How things are done



22. Do your care workers or PA's do things in their way rather than yours?

The majority of respondents (29.72%) said that their care workers or PA's **never** do things their own way and 18.40% said that they **sometimes** do things their own way, indicating that carers and PA's often listen and conform to the service users wishes. 35.07% said that the question did not apply.

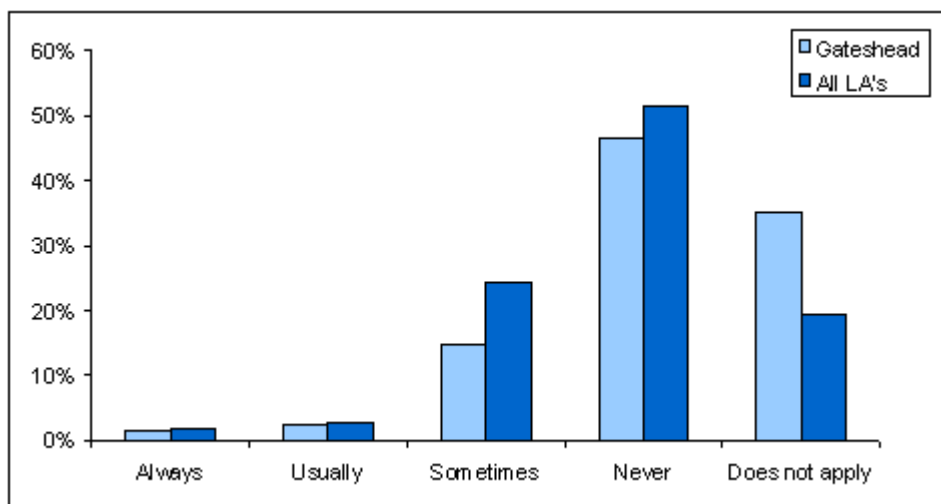
Graph 22 – Their way or yours?



23. Are your care workers or PA's careless, e.g. they put things in the wrong place, are wasteful etc?

46.45% of Gateshead respondents said that carers / PA's **never** put things in the wrong place etc. This response was in line with the national response of 51.47%. 35.07% of respondents felt that this did not apply to them.

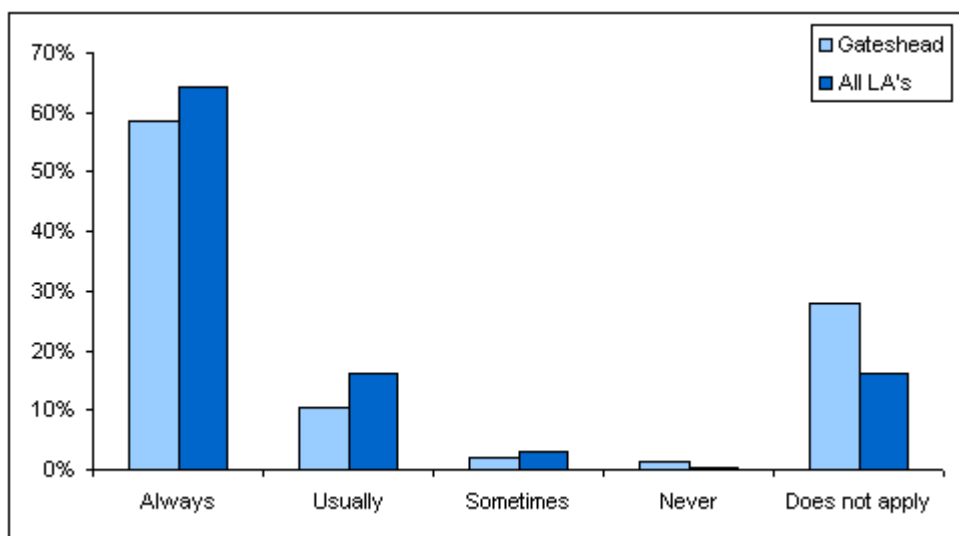
Graph 23 - Careless



24. Do you feel you are treated with dignity and respect by your care workers or PA's?

A high percentage of respondents from both Gateshead (58.49%) and all other participating authorities (64.38%) said that they are always treated with respect and dignity by their care workers / PA's.

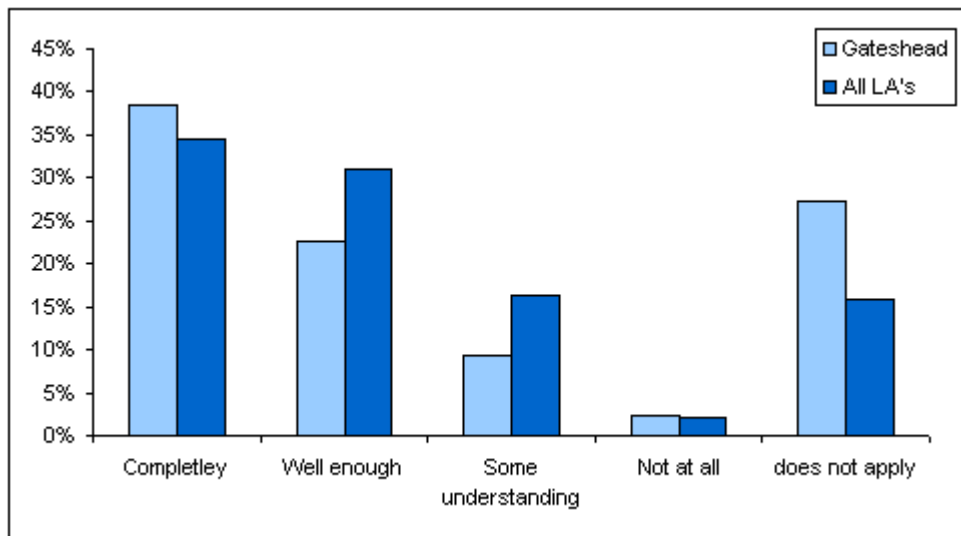
Graph 24 - Dignity & Respect



25. How well do your care workers or PA's understand how your condition affects you?

A higher percentage of respondents from the Gateshead sample (38.50% - 82 people) indicated that care workers or PA's **completely** understand their condition and how it affects them, compared to 34.46% of all participating service users. 22.54% of Gateshead users (48 people) said that carers understood **well enough**, compared to 31.08% of all users. Only a small percentage of 2.35% (5 people) answered **not at all**, compared to 2.16% of the overall total.

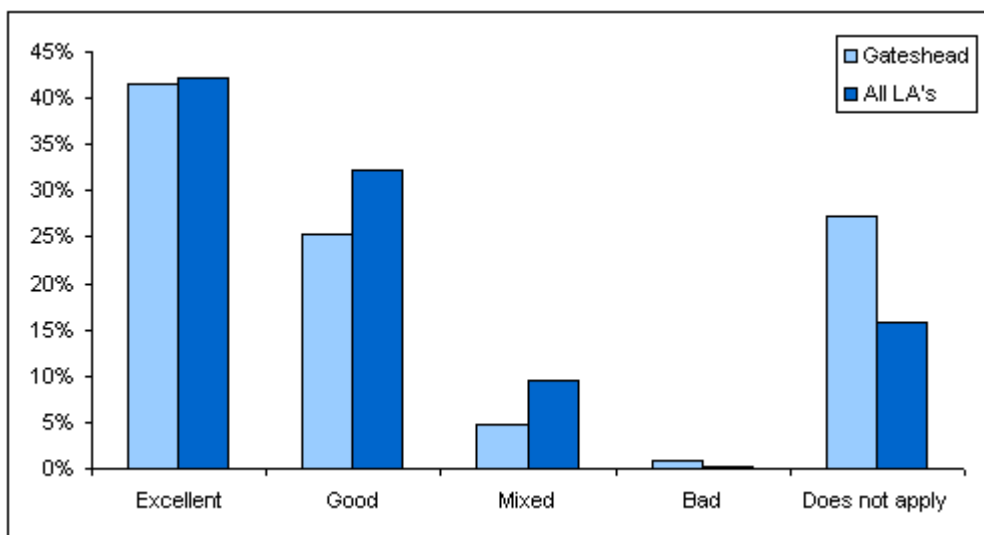
Graph 25 - Understanding conditions



26. Would you describe your relationship with your care workers or personal assistants as...?

41.63% of Gateshead respondents said that their relationship with their carers or PA's was **excellent**. Only 5.74% said that their relationship was mixed or bad.

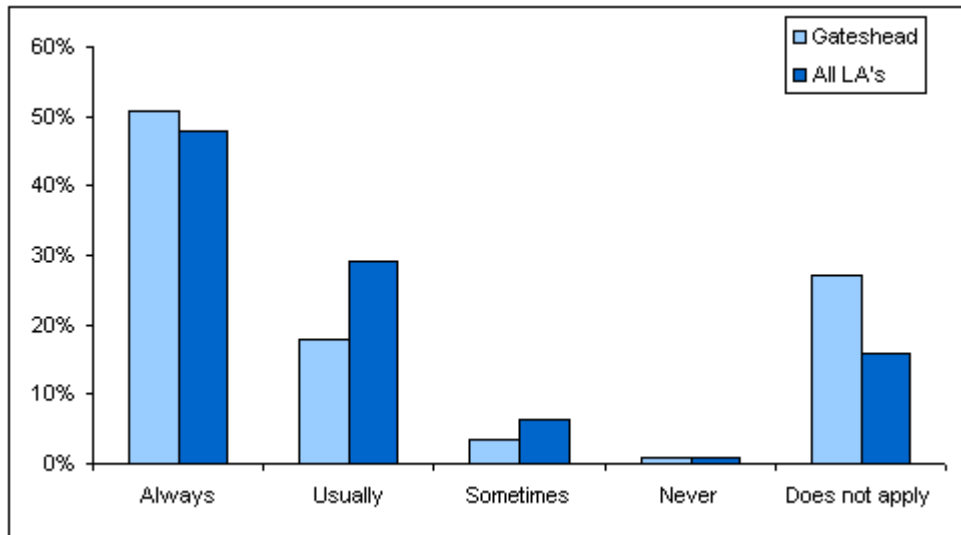
Graph 26 - Relationship with carer / PA



27. Do you think your care workers or personal assistants are professional and do a good job?

Just over half of Gateshead users (50.71%) said that their care workers or PA's is **always** professional and does a good job compared to 47.98% of all participating users. Only a very small percentage of 0.95% (2 people) from Gateshead said that their care workers or PA's are **never** professional or do a good job.

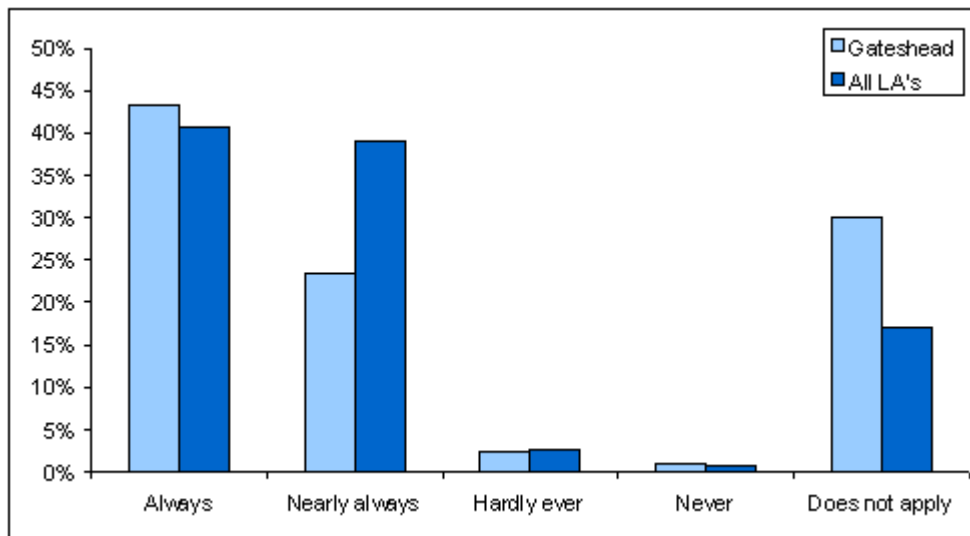
Graph 27 - Good job



28. Do you always see the same care workers or personal assistants?

43.19% of people from the Gateshead sample **always** see the same care workers or PA, and 23.47% **nearly always** see the same worker. 2.35% (5 people) said that they **hardly ever** see the same care worker or PA and 0.94% (2 people) said that they **never** do.

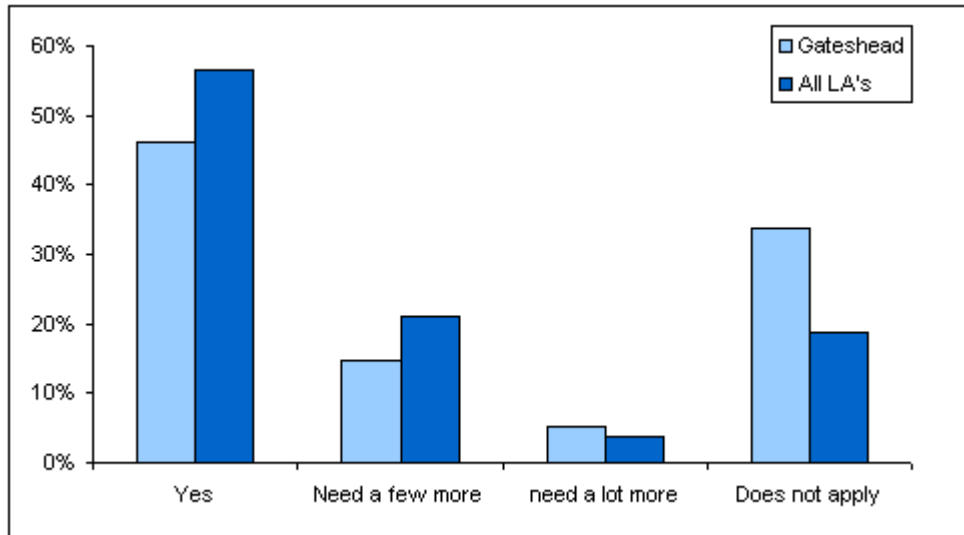
Graph 28 - See the same Care Workers?



29. Do you have as many hours with care workers or personal assistants as you need?

46.19% of Gateshead users agreed that they **do have** enough hours as they need. This is slightly lower than the national result, with 56.48% saying that they have enough hours. 14.76% of Gateshead users (31 people) feel that they need a **few more** hours and 5.24% (11 people) think that they need a **lot more**.

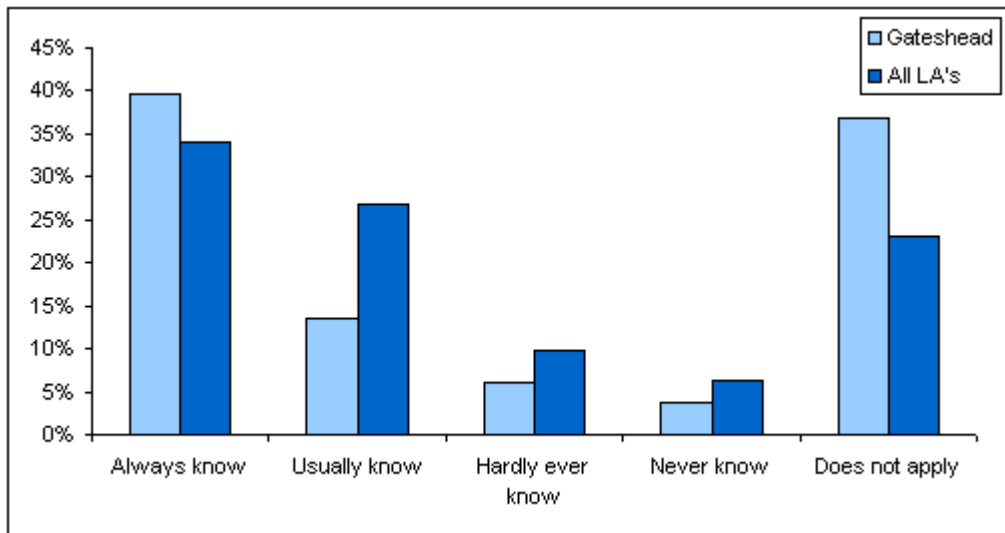
Graph 29 - Contact Hours



30. Are you kept informed about day-to-day changes in your care?

39.72% of Gateshead users said that they are **always** kept informed about changes in their day-to-day care, 13.55% said that they are **usually** kept informed, 6.07% (16 people) said that they **hardly ever** know and 3.74% (8 people) said that they are **never** kept informed.

Graph 30 - Kept informed



The overall responses received about the people that help with daily life, were very positive and lots of comments were received about the care and support provided. One respondent said:

“I feel very fortunate with the main carer I have who provides excellent support. The fact that she comes almost all the time has allowed us to develop a good relationship and this has helped me to improve my confidence about living.”

Another satisfied client commented that:

“The help I get keeps my head above water and I thank them all for there help and support.”

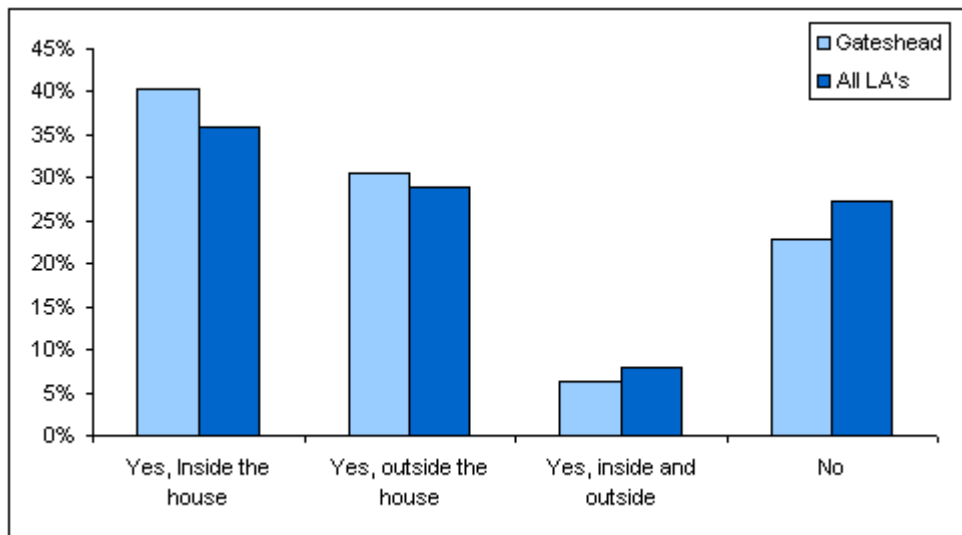
About yourself

The answers to the next group of questions ask the service user about them self.

31. Do you receive any practical help on a regular basis from any friends, neighbours, a partner or family members?

It is evident that the majority of service users who completed the questionnaire receive help inside the house. 40.29% of Gateshead users said that they receive help on a regular basis inside the house and 35.90% of all participating users gave this response. 30.58% of Gateshead users get help outside of the house, compared to 28.90% of all participants. 6.31% of Gateshead respondents get help inside and outside of the house compared to 8.0% all participants. 22.82% (Gateshead) and 27.30% (All) said that they do not receive any help.

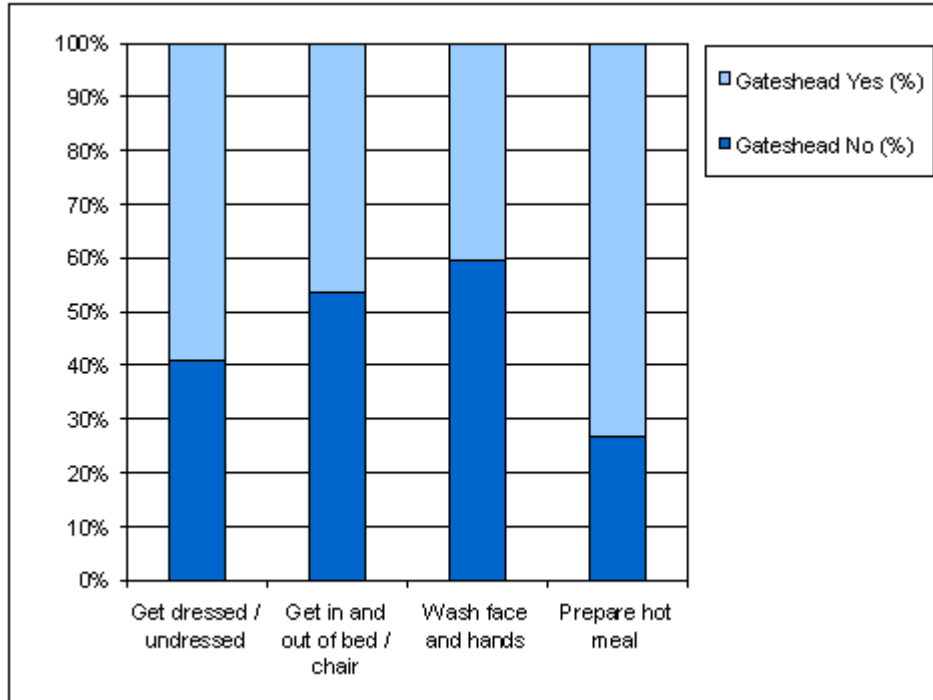
Graph 31 - Practical Help



32. Do you need help from someone to...?

Graph 32, on the following page, shows the responses of Gateshead users to what help they need for certain tasks. The most common need for users (73.10%) is to be helped preparing a hot meal. Next was 58.95% of people saying they need help getting dressed and undressed, 46.59% said that they need help getting in and out of bed or a chair and 40.34% of the sample said that they need help with washing face and hands.

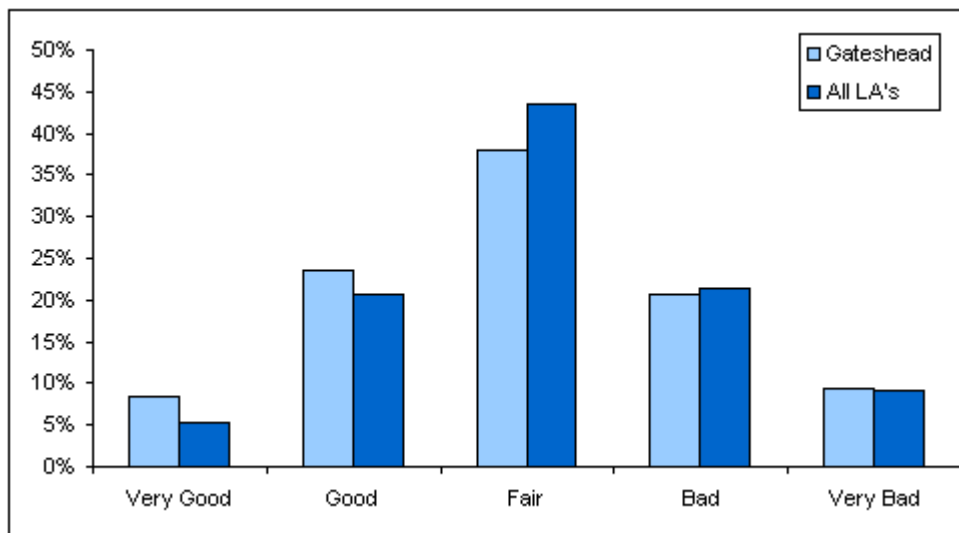
Graph 32 - Do you need help?



33. How is your health in general?

31.92% of Gateshead respondents felt that their health, in general, was good or very good, compared to 25.97% of all participating respondents. The majority of respondents from both Gateshead (30.03%) and all participating authorities (43.44%) stated that their health was, in general, fair. Over a quarter of respondents from both Gateshead (30.05%) and all participating authorities (30.59%) felt that their health, in general, was bad or very bad. This may be reflective of the client group and the fact that many are physically disabled, and need support from others.

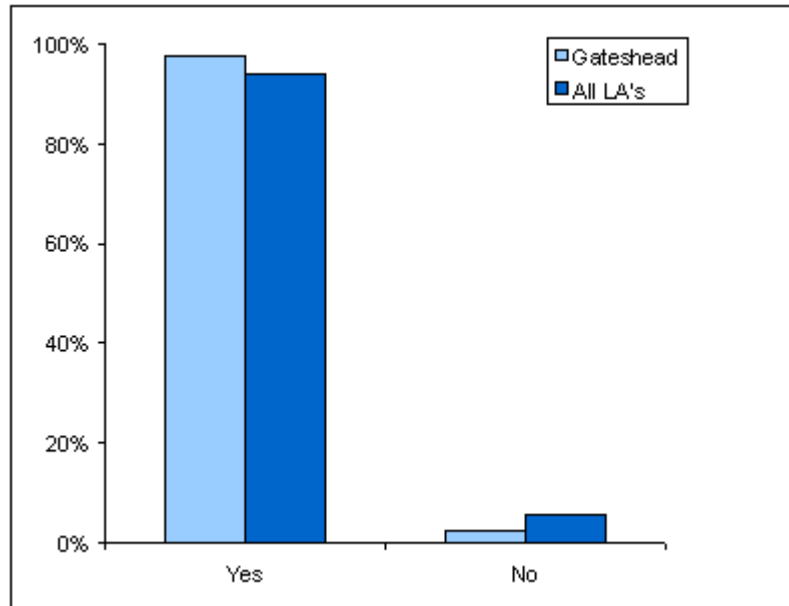
Graph 33 - General Health



34. Is English your first language?

An overwhelming majority of the sample population from both Gateshead (97.66%) and all participating authorities (94.22%) stated that English was their first language.

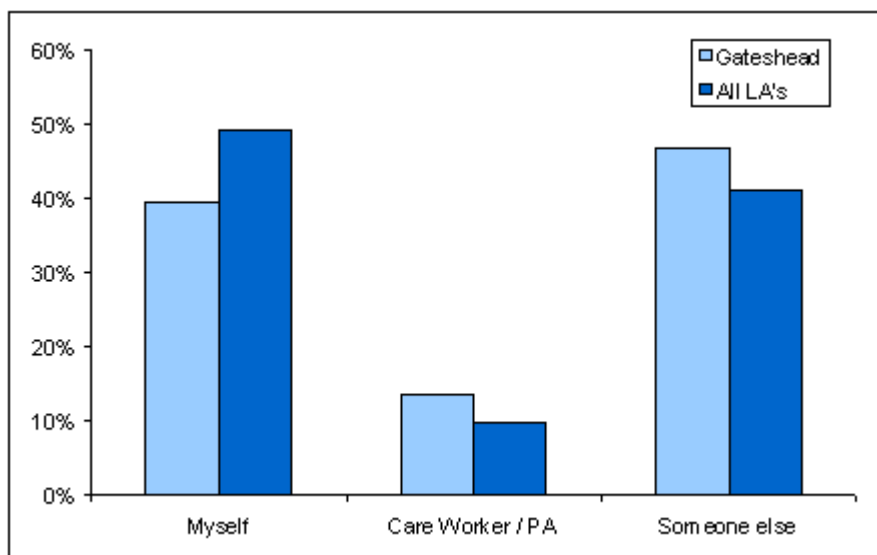
Graph 34 - First Language



35. Did you fill in this questionnaire by yourself or did you have help from someone else?

The majority of respondents (46.95%) from the Gateshead sample group said that they needed help from someone else to complete the questionnaire compared to 41.08% of all participating respondents. This is likely to be reflective of the client group.

Graph 35 - Filling in the Questionnaire



Recommendations

1. The overall response rate of 44% for Gateshead was quite low in comparison to the 10 other authorities that participated in this survey. Improvement on this response rate could be achieved by implementing a number of strategies that seem to have proved successful for other authorities, including:
 - Advanced publicity in press and Social Care events at the time of the survey;
 - Introduction of a 'Home Care' newsletter for service users;
 - Facility to fill in the survey electronically;
 - One-to-one interviews with non-respondents at day centres;
 - Telephone calls to those who have not responded.
2. Closer involvement with service areas could also help to achieve a better response rate. By dedicating more time to target non-responders, and to plan ahead by setting times and places when users can be engaged may help to increase response.
3. A high percentage of respondents stated that they feel either lonely or socially isolated. In line with the Health and Social Care White Paper – Our Health, our care, our say, improved signposting and information on available services may help to make these clients feel more included.
4. A high proportion of respondents either disagreed, or strongly disagreed that it was easy to find out from social services about services that might help them. Again, better signposting and more readily available information on services may help improve this response.
5. By feeding in with other internal project groups, the information gathered from this survey, and others in the future, may be able to help establish areas of focus, and form part of a wider strategy to improve user experience & satisfaction.
6. Consider issuing further communication to inform service users of options for Direct Payments.