

Self Directed Support Feedback Questionnaire analysis

PART 1 ABOUT YOU

1. Age group by primary client category

	18 - 64	%	65 - 84	%	85+	%	Grand Total
Learning disability	14	100.0%		0.0%		0.0%	14
Older person		0.0%	5	62.5%	3	37.5%	8
Physical Impairment	14	93.3%	1	6.7%		0.0%	15
Sensory impairment	1	100.0%		0.0%		0.0%	1
Visual impairment		0.0%	1	100.0%		0.0%	1
Other need	1	100.0%		0.0%		0.0%	1
Grand Total	30	75.0%	7	17.5%	3	7.5%	40

Other need was stated as Early onset of Dementia.

2. Gender by primary client category

	Female	%	Male	%	Grand Total
Learning disability	6	42.9%	8	57.1%	14
Older person	6	75.0%	2	25.0%	8
Physical Impairment	11	73.3%	4	26.7%	15
Sensory impairment		0.0%	1	100.0%	1
Visual impairment	1	100.0%		0.0%	1
Other need	1	100.0%		0.0%	1
Grand Total	25	62.5%	15	37.5%	40

3. Ethnicity by primary client category

	White British	%	Pakistani	%	Grand Total
Learning disability	14	100.0%		0.0%	14
Older person	8	100.0%		0.0%	8
Physical Impairment	14	93.3%	1	6.7%	15
Sensory impairment	1	100.0%		0.0%	1
Visual impairment	1	100.0%		0.0%	1
Other need	1	100.0%		0.0%	1
Grand Total	39	97.5%	1	2.5%	40

4. Count of primary client category

	Total	%
Learning disability	14	35%
Older person	8	20%
Physical Impairment	15	38%
Sensory impairment	1	3%
Visual impairment	1	3%
Other need	1	3%
Grand Total	40	100%

PART 2 - SELF DIRECTED SERVICES

5. How did you first hear about Personal Budgets?

	Carer	%	Friend	%	Other	%	Social worker / Reviewing Officer	%	Grand Total
Learning disability		0.0%		0.0%	3	21.4%	11	78.6%	14
Older person	1	12.5%		0.0%		0.0%	7	87.5%	8
Physical Impairment		0.0%	2	13.3%	4	26.7%	9	60.0%	15
Sensory impairment		0.0%		0.0%		0.0%	1	100.0%	1
Visual impairment		0.0%		0.0%	1	100.0%		0.0%	1
Other need		0.0%		0.0%		0.0%	1	100.0%	1
Grand Total	1	2.5%	2	5.0%	8	20.0%	29	72.5%	40

Other = Advocacy service, Independent living centre, Son- family member, Colleague from LCC, Partnership board, In control website and Through mother's work at university.

6. Were you given sufficient information in order to make a decision to proceed with a Personal Budget?

	No	%	Yes	%	Grand Total
Learning disability		0%	14	100%	14
Older person		0%	8	100%	8
Physical Impairment	2	13%	13	87%	15
Sensory impairment		0%	1	100%	1
Visual impairment		0%	1	100%	1
Other need		0%	1	100%	1
Grand Total	2	5%	38	95%	40

Q6a - If yes, where did you get this information from?

The majority of individuals stated LCC Social worker followed by Lancashire County Council website, the Self Directed Support Officer, In Control website, family members, work, commissioning manager and Connexions service

7. How did you fill in the Self Rating Questionnaire?

	By yourself	%	With your Social worker / Reviewing Officer	%	Grand Total
Learning disability		0%	14	100%	14
Older person		0%	8	100%	8
Physical Impairment	1	7%	14	93%	15
Sensory impairment		0%	1	100%	1
Visual impairment		0%	1	100%	1
Other need	1	100%		0%	1
Grand Total	2	5%	38	95%	40

8. Did you find the Self Rating Questionnaire easy to complete?

	No	%	Yes	%	Grand Total
Learning disability	5	36%	9	64%	14
Older person	2	25%	6	75%	8
Physical Impairment	7	47%	8	53%	15
Sensory impairment	1	100%		0%	1
Visual impairment	1	100%		0%	1
Other need		0%	1	100%	1
Grand Total	16	40%	24	60%	40

Of those who responded "no", individuals were asked what they found difficult. Comments were grouped into the following themes: *Domains are difficult to understand and are difficult to score, Questions and statements were unclear and ambiguous, SRQ difficult to understand and Lack of knowledge of Social worker*. See Appendix 1 for full list of comments

9. Can you suggest anything that would make the process simpler?

Suggestions provided were grouped into the following themes: *Ensure staff have a good knowledge of the Personal Budget process, Provide better guidance on how to complete the SRQ, Provide forms in user friendly formats - e.g large print, plain English, other languages, Simplify the process and Provide support to complete the forms*. See Appendix 2 for full list of comments

10. Did your Social Worker or Reviewing Officer tell you how much money you had (Indicative amount not final amount approved) in order for you to start planning the support you needed?

	Yes	%	Grand Total
Learning disability	14	100%	14
Older person	8	100%	8
Physical Impairment	15	100%	15
Sensory impairment	1	100%	1
Visual impairment	1	100%	1
Other need	1	100%	1
Grand Total	40	100%	40

11. How did you put your Support Plan together?

	By myself	%	Other	%	With support from family and friends	%	With support from my social care worker	%	Grand Total
Learning disability		0.0%		0.0%	1	7.1%	13	92.9%	14
Older person		0.0%		0.0%		0.0%	8	100.0%	8
Physical Impairment	2	13.3%		0.0%		0.0%	13	86.7%	15
Sensory impairment		0.0%		0.0%		0.0%	1	100.0%	1
Visual impairment		0.0%	1	100.0%		0.0%		0.0%	1
Other need		0.0%		0.0%		0.0%	1	100.0%	1
Grand Total	2	5.0%	1	2.5%	1	2.5%	36	90.0%	40

Of the individual who responded "other", an Advocate was stated.

12. How long did this process take?

	0 to 4 weeks	%	4 to 6 weeks	%	6 to 8 weeks	%	Longer	%	Grand Total
Learning disability		0.0%	1	7.1%	3	21.4%	10	71.4%	14
Older person	1	12.5%		0.0%	4	50.0%	3	37.5%	8
Physical Impairment		0.0%	2	13.3%	3	20.0%	10	66.7%	15
Sensory impairment		0.0%		0.0%	1	100.0%		0.0%	1
Visual impairment		0.0%		0.0%		0.0%	1	100.0%	1
Other need		0.0%		0.0%		0.0%	1	100.0%	1
Grand Total	1	2.5%	3	7.5%	11	27.5%	25	62.5%	40

Of those who responded "Longer", the majority stated approximately 3 months, followed by 8 months, 4 months, 11-12 months and 10 to 12 weeks

13. Would you say the time to complete this process was

	About right	%	Too long	%	Grand Total
Learning disability	12	85.7%	2	14.3%	14
Older person	6	75.0%	2	25.0%	8
Physical Impairment	6	40.0%	9	60.0%	15
Sensory impairment	1	100.0%		0.0%	1
Visual impairment		0.0%	1	100.0%	1
Other need		0.0%	1	100.0%	1
Grand Total	25	62.5%	15	37.5%	40

14. Would you describe the process of applying for a Personal Budget as:

	Very easy and straightforward	%	Fairly easy and straightforward	%	Fairly complicated	%	Very complicated	%	Grand Total
Learning disability	1	7%	9	64%	3	21%	1	7%	14
Older person	1	13%	5	63%	2	25%		0%	8
Physical Impairment	2	13%	9	60%	3	20%	1	7%	15
Sensory impairment		0%	1	100%		0%		0%	1
Visual impairment		0%		0%	1	100%		0%	1
Other need		0%		0%	1	100%		0%	1
Grand Total	4	10%	24	60%	10	25%	2	5%	40

15. During this process did you find the choices and decisions were led primarily by:

	The Social worker	%	You	%	Your family/friends	%	Grand Total
Learning disability		0.0%	14	100.0%		0.0%	14
Older person		0.0%	8	100.0%		0.0%	8
Physical Impairment	1	6.7%	13	86.7%	1	6.7%	15
Sensory impairment		0.0%	1	100.0%		0.0%	1
Visual impairment		0.0%	1	100.0%		0.0%	1
Other need		0.0%	1	100.0%		0.0%	1
Grand Total	1	2.5%	38	95.0%	1	2.5%	40

16. How long has your support plan been in place?

	Less than 4 weeks	%	4 to 8 weeks	%	8 to 12 weeks	%	Longer	%	Grand Total
Learning disability		0%		0%	2	14%	12	86%	14
Older person	1	13%	3	38%	1	13%	3	38%	8
Physical Impairment		0%	3	20%	3	20%	9	60%	15
Sensory impairment		0%		0%	1	100%		0%	1
Visual impairment		0%	1	100%		0%		0%	1
Other need		0%		0%		0%	1	100%	1
Grand Total	1	2.5%	7	17.5%	7	17.5%	25	62.5%	40

Of the 25 individuals who responded "Longer" the following lengths of time were stated : (40%) 10 individuals less than 6 mths, (40%) 10 individuals 6 mths to 1 year, (4%) 1 individual 1-2 years, (8%) 2 individuals over 3 years, (8%) 2 individuals did not specify a length of time

17. Has your personal budget made a difference to your health and well being?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	14	100%		0%	14
Older person	7	88%	1	13%	8
Physical Impairment	14	93%	1	7%	15
Sensory impairment	1	100%		0%	1
Visual impairment	1	100%		0%	1
Other need	1	100%		0%	1
Grand Total	38	95%	2	5%	40

18. Has your personal budget enabled you to spend time with people you like?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	14	100.0%		0.0%	14
Older person	8	100.0%		0.0%	8
Physical Impairment	13	86.7%	2	13.3%	15
Sensory impairment	1	100.0%		0.0%	1
Visual impairment		0.0%	1	100.0%	1
Other need	1	100.0%		0.0%	1
Grand Total	37	92.5%	3	7.5%	40

19. Has your personal budget made a difference to your social life?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	14	100.0%		0.0%	14
Older person	6	75.0%	2	25.0%	8
Physical Impairment	12	80.0%	3	20.0%	15
Sensory impairment	1	100.0%		0.0%	1
Visual impairment	1	100.0%		0.0%	1
Other need	1	100.0%		0.0%	1
Grand Total	35	87.5%	5	12.5%	40

20. Has your personal budget improved in the quality of your life?

	It has helped	%	Grand Total
Learning disability	14	100%	14
Older person	8	100%	8
Physical Impairment	15	100%	15
Sensory impairment	1	100%	1
Visual impairment	1	100%	1
Other need	1	100%	1
Grand Total	40	100%	40

21. Has your personal budget enabled you to take part in the community you live in?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	14	100%		0%	14
Older person	4	50%	4	50%	8
Physical Impairment	13	87%	2	13%	15
Sensory impairment	1	100%		0%	1
Visual impairment	1	100%		0%	1
Other need	1	100%		0%	1
Grand Total	34	85%	6	15%	40

22. Has your personal budget made a difference to how safe you feel at home?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	11	79%	3	21%	14
Older person	7	88%	1	13%	8
Physical Impairment	11	73%	4	27%	15
Sensory impairment		0%	1	100%	1
Visual impairment		0%	1	100%	1
Other need	1	100%		0%	1
Grand Total	30	75%	10	25%	40

23. Has your personal budget made a difference to how safe you feel when you go out?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	14	100%		0%	14
Older person	3	38%	5	63%	8
Physical Impairment	12	80%	3	20%	15
Sensory impairment	1	100%		0%	1
Visual impairment	1	100%		0%	1
Other need	1	100%		0%	1
Grand Total	32	80%	8	20%	40

24. Has your personal budget made a difference to the control you have over your support?

	It has helped	%	It has made no difference	%	Grand Total
Learning disability	14	100.0%		0.0%	14
Older person	8	100.0%		0.0%	8
Physical Impairment	14	93.3%	1	6.7%	15
Sensory impairment	1	100.0%		0.0%	1
Visual impairment	1	100.0%		0.0%	1
Other need	1	100.0%		0.0%	1
Grand Total	39	97.5%	1	2.5%	40

25. Has your personal budget made a difference to the total amount of money you get?

	It has helped	%	It has made no difference	%	Blank	%	Grand Total
Learning disability	11	78.6%	3	21.4%		0.0%	14
Older person	2	25.0%	6	75.0%		0.0%	8
Physical Impairment	9	60.0%	6	40.0%		0.0%	15
Sensory impairment		0.0%		0.0%	1	100.0%	1
Visual impairment		0.0%	1	100.0%		0.0%	1
Other need	1	100.0%		0.0%		0.0%	1
Grand Total	23	57.5%	16	40.0%	1	2.5%	40

26. Has your personal budget made a difference to whether you are supported with dignity?

	It has helped	%	It has made no difference	%	Blank	%	Grand Total
Learning disability	14	100.0%		0.0%		0.0%	14
Older person	8	100.0%		0.0%		0.0%	8
Physical Impairment	13	86.7%	1	6.7%	1	6.7%	15
Sensory impairment	1	100.0%		0.0%		0.0%	1
Visual impairment	1	100.0%		0.0%		0.0%	1
Other need	1	100.0%		0.0%		0.0%	1
Grand Total	38	95.0%	1	2.5%	1	2.5%	40

27. Can make any suggestions about how we could improve the Self Directed Support process for citizens who are eligible for social care services in Lancashire?

Suggestions provided were grouped into the following themes: *Decisions need to be made more quickly and information shared, Clearer guidance on what you can and cannot use the budget for, Ensure forms are easy to complete and easy to understand, Speed up payments of budget, Ensure staff have a good knowledge of the Personal budget process, Ensure there are better links and communication between all parties involved e.g finance, Social workers etc, Simplify the process, Offer Peer support to help individuals understand the Personal budget process, Ensure that all information provided is accurate and up to date, Ensure other agencies are aware of Personal budgets, better promotion, Provide better details about contingency funds, Ensure Carers are informed and that their views and opinions are taken into consideration, More help with the financial part of the process, Improve flexibility of budgets and More guidance and assistance on recruiting support.* See Appendix 3 for full list of comments