

# APPENDIX 1

## 8. Did you find the Self Rating Questionnaire easy to complete? If no, what did you find difficult?

16 individuals responded "No" and provided the following comments which have been grouped onto themes:

### **Domains are difficult to understand and are difficult to score**

Domains - difficult to decide which fitted needs

Domains can be difficult and ambiguous to score - new version of SRQ gives more explanation.

Domains difficult to understand initially

Domains were confusing - unsure where to score - higher/lower if needs did not fit

Found domains difficult to understand and unsure about how to score needs. Helped with Social worker being

The domains were not easy to understand. Didn't quite fit score - felt you could be misled about needs.

### **Questions and statements were unclear and ambiguous**

Questions were ambiguous and difficult to determine for needs of person.

Questions were ambiguous, not clear to score needs

Statements not clear, took time to understand and work through

Statements were ambiguous - not enough explanation especially for a person with a learning disability who needs 24 hour support.

Found questions repetitive

### **SRQ difficult to understand**

SRQ forms were confusing. Initially took time to understand statements, need examples and explanations

SRQ was more difficult than thought it would be - helped by social worker and Advocate

Earlier version of SRQ was not easy to complete due to lack of explanation. SRQ tends to focus on negatives and can label.

### **Lack of knowledge of Social worker**

Information was not easy to understand. Lack of knowledge of Social worker.

Process was new to social Worker also took time to complete - domains not clear

## APPENDIX 2

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

17 individuals made suggestions. Suggestions made have been grouped into the following themes:

#### **Ensure staff have a good knowledge of the Personal Budget process**

Ensure all fieldwork staff understand the process and have up to date information. Check if other authorities have a simpler SRQ assessment.

Ensure social worker and finance have good knowledge of process. Have forms in large print and accessible formats and in appropriate languages.

More explanation and examples. Social workers need to have good knowledge of SRQ etc.

#### **Provide better guidance on how to complete the SRQ**

Ensure information is up to date and give examples and explanations to help people understand when completing the SRQ form.

Clearer statements on self assessment questionnaire - more guidance

Give more guidance and explanation regarding statements on SRQ.

Helps to give more explanation and guidance

#### **Provide forms in user friendly formats - e.g large print, plain English, other languages**

Ensure information is easy to understand, use plain English. Forms need to be appropriate for service user needs i.e LD/PD. Latest version of SRQ is more helpful.

Keeps forms simple and easy to understand - use plain English

Use plain English and give examples and explanations to help people when completing forms.

Use plain English and more support with understanding the process

#### **Simplify the process**

Simplify the process, more examples and explanations.

To have Social worker and SDs officer visit together and have good knowledge of SDS and process

#### **Provide support to complete the forms**

Found process ok to complete, needed help from Social Worker to understand process.

Have peer support - i.e people who have been through process know and understand budgets to offer support to new people.

Important to complete SRQ with people who knows the person and understands their needs and vulnerability.

Need to have time to read and process the forms. Helpful to have support from Social workers

## APPENDIX 3

### **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?**

39 individuals made suggestions and some made more than one suggestion. Suggestions made have been grouped into the following themes:

#### **Decisions need to be made more quickly and information shared**

Decisions need to be made quicker and details shared  
Decisions need to be made quicker. Could a delegating decision be given to a lower ranking individual?  
Ensure decisions are made quickly and decisions shared. Better links with finance  
Ensure decisions are made quickly and details shared  
Ensure decisions regarding budgets are shared with person and family asap so support plan and support can be completed and started to avoid long delays and avoid stress.  
Ensure process is kept simple and decisions regarding budgets are made quickly and details shared.  
Speed up process and decision process. Reduce paperwork and number of forms to be completed.  
Decisions need to be made quicker.  
Need to have decisions made and shared quickly.  
Decision needs to be made quicker and better communication between all people.  
Make decisions quicker.  
Improve decision making process.  
Decisions to be made quicker and decisions shared to enable support to start (avoid delays)  
Decisions need to be made quickly and details shared. Need support when completing forms.  
Ensure citizens are kept informed and told of approval asap  
Speed up length of time for process and decision re-budget.  
Decisions via panel need to be quicker and details shared.

#### **Clearer guidance on what you can and cannot use the budget for**

Helpful to have a list of what money can be used for and what it cannot be used for.  
Improve guidance on budgets - what money can be used for/cannot be used for. Quicker decisions regarding budgets.  
Guidance of what money can be used for. Guidance regarding hourly rate/holiday entitlement etc.  
Guidance on how to use budgets - what they can and cannot be spent on.  
Clearer guidance on what budget can be used for/not used for  
Helpful to have details of what money can and cannot be used for  
Further details on how to manage budget as living in a rural area and needs to pay higher hourly rate

#### **Ensure forms are easy to complete and easy to understand**

Ensure forms are appropriate for SU needs.  
Ensure forms are in appropriate language and format  
Use plain English on forms and reduce jargon.  
Keep forms easy to understand and complete.  
Use accessible forms and less jargon  
Reduce jargon used - use easy simple words. Accessible formats for forms/support plans.  
Use plain English on forms  
Keep forms easy and simple and accessible for people with learning disability needs.  
Forms to be in large accessible print.  
Have large print for forms/accessible formats/appropriate languages.  
Simplicity of forms/paperwork if possible.  
Forms need to be easy/simple to understand  
Helpful to have information pack with flow chart of steps of process, keep information easy and simple to

#### **Speed up payments of budget**

Improve delays in finance payments  
Speed up payments of budget.

Improve flow of money from Finance section  
Improve first payment time scale - avoid long delays

**Ensure staff have a good knowledge of the Personal budget process**

Ensure fieldwork staff have good knowledge of personal budgets.  
Ensure training is given to all staff involved in the personal budgets process.  
Ensure Social workers have good understanding of process and that decision re budget is made quickly.  
Ensure Social worker understands the process of Personal budgets, quicker decisions.  
Ensure the Social worker knows and understands the process. Decisions to be made quicker and shared asap. Ensure flexibility of budget.  
Ensure all fieldwork staff know about process and help people by explaining how things will work.  
Ensure that Social workers/review officer understand SDS and process and listen to persons views.  
Ensure social workers know and understand process and have training.

**Ensure there are better links and communication between all parties involved e.g finance, Social workers etc**

Finance staff do not all appear to understand the process. Improve communication with all people.  
Improve communication between all people involved - especially finance. Ensure decisions are made quickly and details shared.  
Communication, trust and transparency between parties is key to SDS process. Links with Finance needs to be improved.  
Better links between SW's/SDS officers/Finance and Payroll - possibly visit together.

**Simplify the process**

Simplify finance process, more support to understand payments etc.  
Reduce number of people involved in the process, can be confusing to understand each person's role.  
Keep process simple and less paperwork.  
All people involved should meet to explain process and their roles. Decision regarding budget should be shared asap.  
To simplify the process

**Offer Peer support to help individuals understand the Personal budget process**

Process took a long time due to being new to Social worker and finance. Offer support groups for people to meet and share ideas and information  
Offer Peer support to new people - this would offer support about process and use of budgets.  
Conference to be held to share ideas and meet other people using budgets. Need flexible use of budgets  
Have good supporters who understand process.  
Peer support for people and family members as well.

**Ensure that all information provided is accurate and up to date**

Ensure information is up to date.  
Ensure information shared is correct and appropriate for the person's needs. If necessary consider supporting evidence from other professionals to support SRQ.

**Ensure other agencies are aware of Personal budgets, better promotion**

Ensure provider and support agencies are aware of personal budgets - educate others.  
Educate and advertise SDS process more widely for more people to know about personal budgets.

**Provide better details about contingency funds**

Improve details about contingency plans/funds  
Further details on contingency plan/fund needed  
Guidance regarding reserves/contingency fund.

**Ensure Carers are informed and that their views and opinions are taken into consideration**

Social workers need to listen to carers views and opinions

Consider needs from Carers perspective and important to listen to Carers views. Carers needs to be included on SRQ and support plan to show how their needs will be met.

To consider the use of carers grants for carers needs and support.

For Carers - how to record if Careworker changes ensure citizen is informed of new worker - hand over visit?

**More help with the financial part of the process**

More help with process and payroll

Areas of finance are difficult i.e opening bank account and getting a cheque book. Would be helpful for Social worker/SDS officer to do more of the process.

Found the process ok to complete due to support from Social worker and provider service. Need their support and input

**Improve flexibility of budgets**

Improve flexibility of what budgets can be used for

Flexibility of budgets/support. Agree decision regarding uplift for budgets

**More guidance and assistance on recruiting support**

More guidance on employing Personal Assistants

Develop idea of brokerage service for additional support

Need to offer more assistance with recruiting support i.e develop community brokerage.

**Miscellaneous**

Improve contact with Social workers ie having to go via the Customer Contact Centre

Ongoing support needed