



# Living in Lancashire Survey

**Adult social care – information and advice**

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

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## 1. Executive summary

This wave of Living in Lancashire asked a number of questions about adult social care information and advice.

The fieldwork began on 11 September and was sent by email or by post to all 3,280 members of the panel. A reminder was sent on 2 October and the fieldwork ended on 16 October 2015. In total, 1,957 questionnaires were returned, giving an overall response rate of 60%.

### 1.1. Key findings

- Over one in ten respondents (13%) said that they are an unpaid carer and about one in thirty respondents (3%) said that they are a paid carer.
- One in fifty respondents (2%) said that they are receiving social care funded by Lancashire County Council (LCC) and one in a hundred respondents (1%) said that they are receiving self-funded social care.

#### 1.1.1 Scenario 1

For this scenario...

- About three-fifths of respondents (61%) said that they would go to their GP and about a third of respondents (34%) said that they would go to the NHS (excluding GP).
- Only about one in twenty respondents (6%) said that something other than what services are available (87%), how to access those services (76%), the cost of services (65%), and the quality of the services on offer (60%) would be important to them.
- About half of respondents (48%) said that they would prefer to access this information online (from a website) and about three in ten respondents (28%) said that they would prefer to access it face-to-face.

#### 1.1.2 Scenario 2

For this scenario...

- About half of respondents (49%) said that they would go to Lancashire County Council and about two-fifths of respondents (42%) said that they would go to a voluntary organisation.
- Only about one in thirty respondents (3%) said that something other than what services are available (90%), how to access those services (77%), the cost of

services (71%), and the quality of the services on offer (68%) would be important to them.

- Over two-fifths of respondents (44%) said that they would prefer to access this information online (from a website) and about three in ten respondents (29%) said that they would prefer to access this information face-to-face.

### **1.1.3 Scenario 3**

For this scenario...

- Over half of respondents (52%) said that they would go to the Citizens Advice Bureau and over two-fifths of respondents (44%) said that they would go to a voluntary service.
- Only one in fifty respondents (2%) said that something other than what services are available (88%), how to access those services (81%), the cost of services (66%), and the quality of the services on offer (64%) would be important to them.
- About two-fifths of respondents (42%) said that they would prefer to access the information online (from a website) and about a third of respondents (34%) said that they would prefer to access the information face-to-face.

### **1.1.4 Scenario 4**

For this scenario...

- About half of respondents (49%) said that they would go to the Citizens Advice Bureau for the information, two-fifths of respondents (40%) said that they would go to a voluntary service and about two-fifths of respondents (39%) said that they would go to Lancashire County Council.
- Only one in fifty respondents (2%) said that something other than what services are available (85%), how to access those services (74%), the cost of services (72%), and the quality of the services on offer (65%) would be important to them.
- About two-fifths of respondents (41%) said that they would prefer to access the information online (from a website) and over a third of respondents (36%) said that they would prefer to access the information face-to-face.

### **1.1.5 Scenario 5**

For this scenario...

- About half of respondents (52%) said that they would go to a voluntary service and just less than half of respondents (46%) said that they would go to Lancashire County Council.
- Only one in fifty respondents (2%) said that something other than what services are available (89%), how to access those services (79%), the cost of services (65%), and the quality of the services on offer (65%) would be important to them.
- About two-fifths of respondents (43%) said that they would prefer to access the information online (from a website) and about a third of respondents (35%) said that they would prefer to access the information face-to-face.

### **1.1.6 Previously accessed information and advice**

- Over four-fifths of respondents (84%) said that in the past 12 months they have not looked for information or advice through LCC about social care services and support for older people or adults with disabilities.
- Just under three-fifths of respondents (56%) said that they would rate the information they received as good. However, about a fifth of respondents (22%) said that they would rate the information they received as poor.

## **1.2 Recommendations**

In terms of accessing information and advice about adult social care, in each of the five scenarios respondents were presented with they were most likely to say that they would prefer to access information online (41%-48%). Therefore, it is recommended that the service continues working to ensure that adult social care information and advice is available online.

For each of the five scenarios a large proportion of respondents also said that they would prefer to access the information face-to-face (28%-36%). In a number of scenarios older respondents (aged 60+) were more likely than other respondents to say that they would prefer to access information and advice face-to-face and were less likely to say that they would prefer to access it online. For example, nearly half of older respondents (46%) said that they would prefer to access information and advice on the cost of care services face-to-face and only about a fifth of older respondents (22%) said that they would prefer to access this information online. Respondents with a disability were also more likely than other respondents to say that they would prefer to access information and advice face-to-face and were less likely to say that they would prefer to access it online. For

example, nearly half of respondents with a disability (45%) said that they would prefer to access information and advice on the cost of care services face-to-face and a quarter of respondents with a disability (25%) said that they would prefer to access this information online. Therefore, it is recommended that the service continues to work to ensure that adult social care information and advice is available face-to-face so that group such as older people and people with disabilities are able to access the information they need. Because of the differences between how respondents with a disability and respondents without a disability would prefer to access information, the service may also want to consider doing some further work to explore how people with different types of disability (visual, physical and mental) would prefer to access adult social care information and advice.

In all five scenarios presented to respondents, a large portion of respondents said that they would go to the Citizen's Advice Bureau, voluntary services and GPs for information. Therefore, it is recommended that the service explore the potential opportunities for working with these organisations to deliver information and advice about adult social care.

## 2. Introduction

Lancashire County Council has run Living in Lancashire since August 2001 (formerly known as Life in Lancashire). A panel of people who live in Lancashire is contacted on a regular basis to seek their views on a range of county council related subjects. Panel members are voluntary participants in the research and they receive no incentives for completion.

The panel has been designed to be a representative cross-section of Lancashire's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also allows for analysis at different sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning ie the views of panel members become too informed with county council services to be representative of the population as a whole.

### 3. Research objectives

The objective of this survey is to look at people's views on accessing information and advice about adult social care. Using five scenarios questions looked specifically at:

- where people would go for information and advice;
- what types of information and advice people would want; and,
- how people would prefer to access information and advice.

Respondents who have accessed information and advice in the last 12 months were also asked questions that looked specifically at:

- what they thought of the information and advice they received; and
- what, if anything, if they thought it could have been improved.



## 4. Methodology

This wave of Living in Lancashire was sent to 3,380 members of the panel on 11 September. A reminder was sent on 2 October and the fieldwork ended on 16 October 2015.

The survey was conducted through a postal questionnaire and an online version of the same questionnaire. The postal questionnaire was sent to 2,265 members and the online questionnaire was emailed to 1,015 members.

In total, 1,957 questionnaires were returned, giving an overall response rate of 60%.

The data set is weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 1,141, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

### 4.1. Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1,000	3%	3%	2%
2,000	2%	2%	1%

On a question where 50% of the people in a sample of 2,000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 48% and 52% (ie +/- 2%), versus a complete coverage of the entire Lancashire population using the same procedure.

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.

Size of sample A	Size of sample B	50/50 + / -	30/70 + / -	10/90 + / -
100	100	14%	13%	8%
100	200	12%	11%	7%
500	2,000	5%	4%	3%
2,000	2,000	3%	3%	2%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 2,000 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 3% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

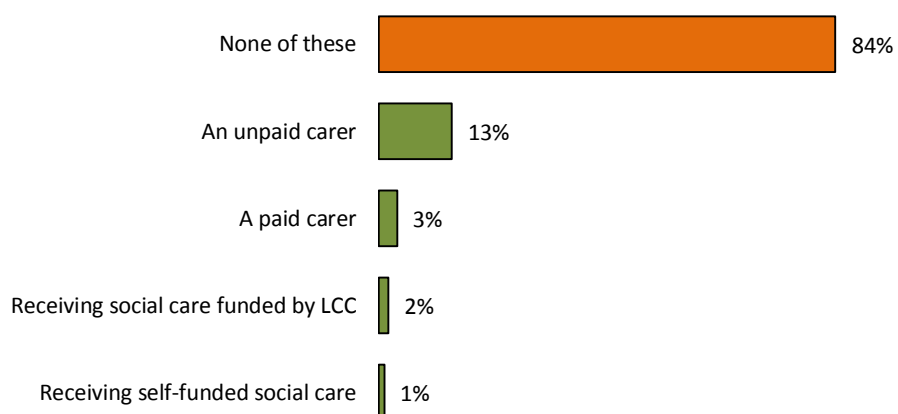
## 5. Main research findings

This wave of Living in Lancashire asked panel members for their views on accessing information and advice about adult social care.

Respondents were first asked if they are a carer and/or receiving social care. Over one in ten respondents (13%) said that they are an unpaid carer and about one in thirty respondents (3%) said that they are a paid carer.

One in fifty respondents (2%) said that they are receiving social care funded by Lancashire County Council (LCC) and one in a hundred respondents (1%) said that they are receiving self-funded social care.

**Chart 1 - Are you...?**



Base: all respondents (unweighted 1,907, weighted 1,172)

Respondents were then given five scenarios and asked in each case which organisations they would go to for information, what information would be important to them, and how they would prefer to access the information.

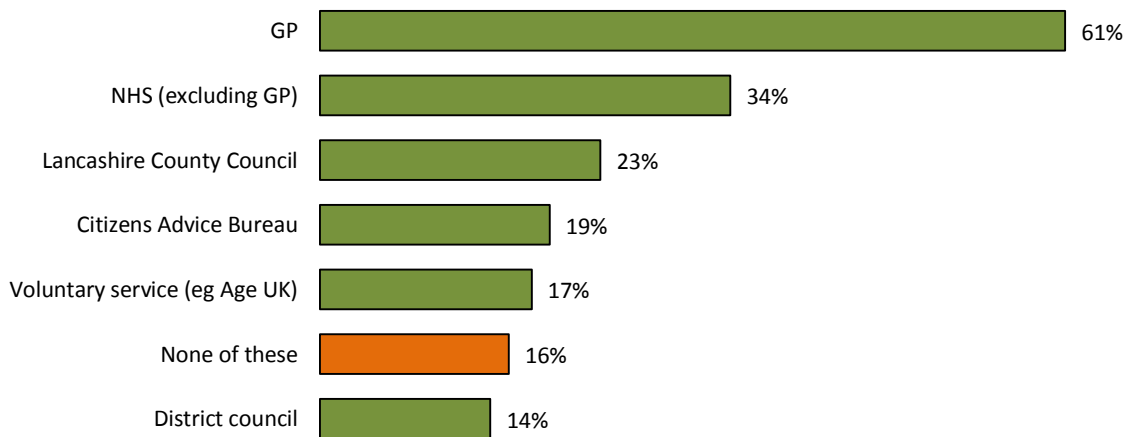
### 5.1. Scenario 1

Respondents were given the following scenario, 'You are looking for information and advice about services that support your health and wellbeing. For example, where are your nearest health services (eg dentist, GP practice), what local services are available to help with fitness and weight management, or stop smoking services.'

For this scenario respondents were first asked which organisations, from a predefined list, they would go to for this information. About three-fifths of respondents (61%) said that they would go to their GP and about a third of respondents (34%) said that they would go to the NHS (excluding GP).

About a sixth of respondents (16%) said that they wouldn't go to any of the listed organisations for the type of information in this scenario.

**Chart 2 - Which, if any, of the following organisations would you go to for this information?**



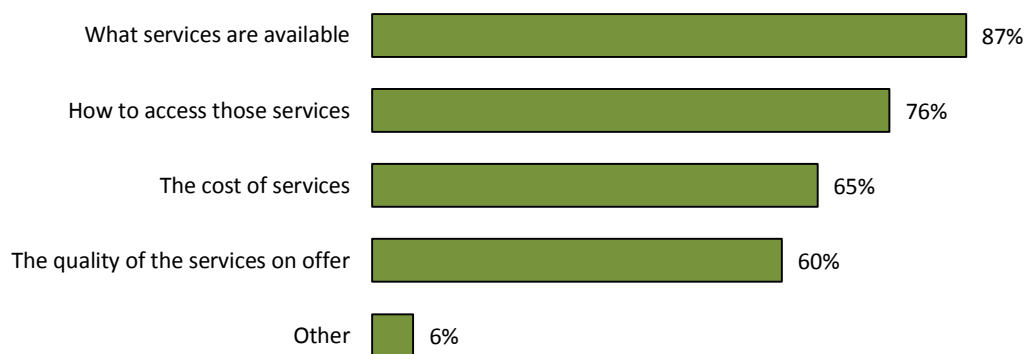
Base: all respondents (unweighted 1,933, weighted 1,185)

Older respondents (aged 60+) were more likely to say that they would go to the Citizens Advice Bureau (25%) and a voluntary service (25%) for the type of information in this scenario.

Respondents with a disability were also more likely to say that they would go to the Citizens Advice Bureau (24%) and a voluntary service (22%) for the type of information in this scenario.

Next, respondents were asked what information would be important to them in this scenario. Only about one in twenty respondents (6%) said that something other than what services are available (87%), how to access those services (76%), the cost of services (65%), and the quality of the services on offer (60%) would be important to them.

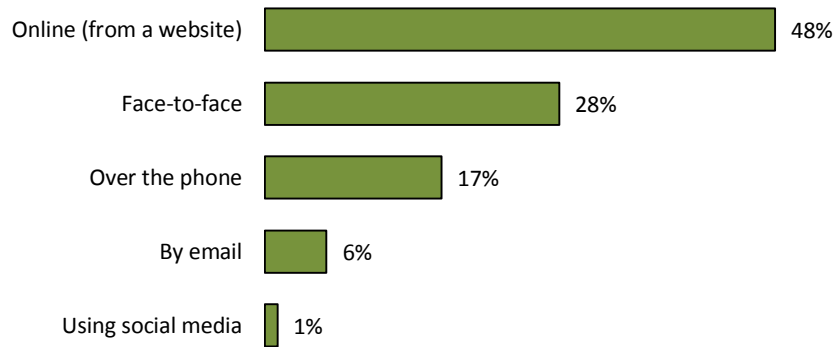
**Chart 3 - What information would be important to you?**



Base: all respondents (unweighted 1,891, weighted 1,167)

Finally, respondents were asked how they would prefer to access the information in this scenario. About half of respondents (48%) said that they would prefer to access this information online (from a website) and about three in ten respondents (28%) said that they would prefer to access it face-to-face.

**Chart 4 - How would you prefer to access this information?**



Base: all respondents (unweighted 1,610, weighted 954)

Older respondents (aged 60+) were more likely to say that they would prefer to access the information in this scenario face-to-face (39%) and over the phone (27%) and they were less likely to say that they would prefer access it online (25%).

Respondents with a disability were more likely to say that they would prefer to access the information in this scenario face-to-face (36%) and over the phone (27%) and they were less likely to say that they would prefer to access it online (28%).

Respondents in lower socioeconomic groups (C2 and DE) were more likely to say that they would prefer to access the information in this scenario face-to-face (41% and 43% respectively) and they were less likely to say that they would prefer to access it online (36% and 22% respectively).

Respondents in the lowest socioeconomic groups (DE) were also more likely to say that they would prefer to access the information in this scenario over the phone (25%).

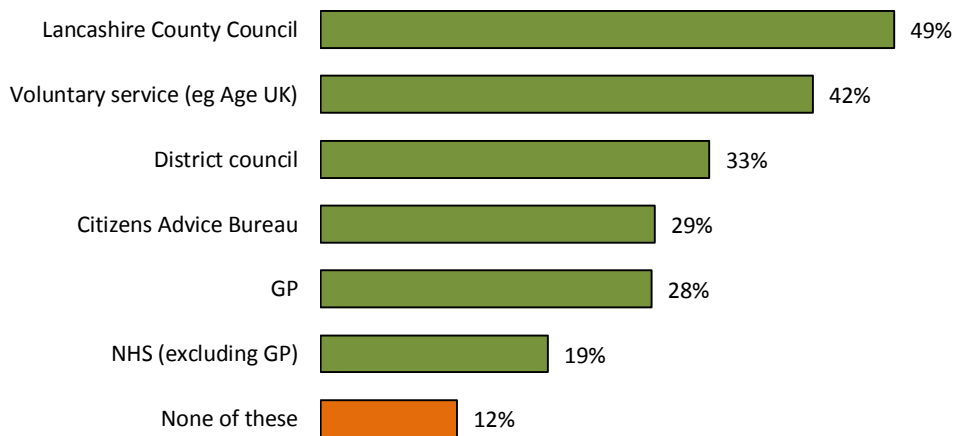
## 5.2. Scenario 2

Respondents were then given the following scenario, 'You are looking for information and advice about what local services are available to support older people and adults with disabilities to live at home for longer. For example, you may want to know about trusted local tradespeople, home improvements and adaptations that keep people safe (eg handrails), or getting extra help in the home (eg putting the rubbish out)'.

For this scenario respondents were first asked which organisations, from a predefined list, they would go to for this information. About half of respondents (49%) said that they would go to Lancashire County Council and about two-fifths of respondents (42%) said that they would go to a voluntary organisation.

About one in ten respondents (12%) said that they wouldn't go to any of the listed organisations for the information in this scenario.

**Chart 5 - Which, if any, of the following organisations would you go to for this information?**



Base: all respondents (unweighted 1,930, weighted 1,183)

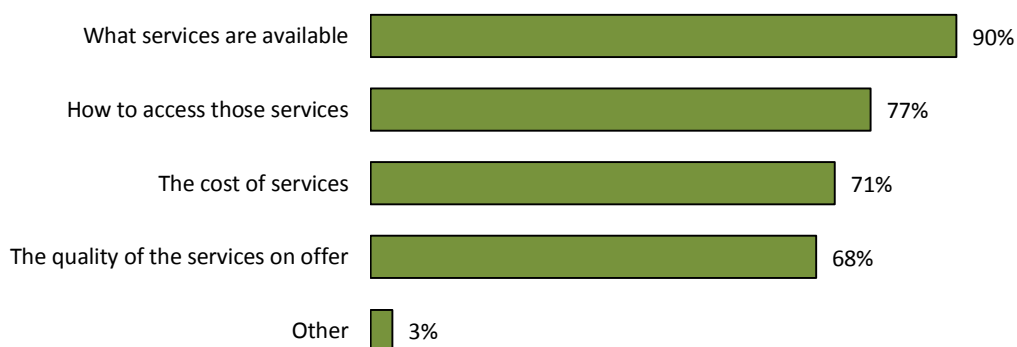
Older respondents (aged 60+) were less likely to say that they would go to Lancashire County Council for the information in this scenario (42%).

Female respondents and respondents with a disability were more likely to say that they would go to a voluntary service for the information in this scenario (both 47%).

Respondents in Preston were more likely to say that they would go to Lancashire County Council (60%) for the information in this scenario, but were less likely to say that they would go to a voluntary service (25%) or their district council (19%).

Next, respondents were asked what information would be important to them in this scenario. Only about one in thirty respondents (3%) said that something other than what services are available (90%), how to access those services (77%), the cost of services (71%), and the quality of the services on offer (68%) would be important to them.

**Chart 6 - What information would be important to you?**

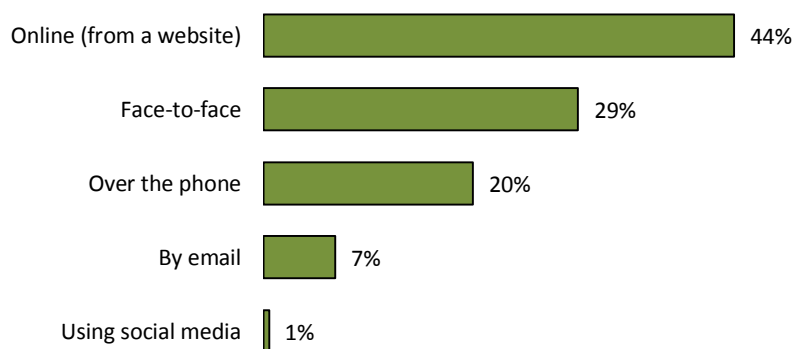


Base: all respondents (unweighted 1,894, weighted 1,161)



Finally, respondents were asked how they would prefer to access the information in this scenario. Over two-fifths of respondents (44%) said that they would prefer to access this information online (from a website) and about three in ten respondents (29%) said that they would prefer to access this information face-to-face.

**Chart 7 - How would you prefer to access this information?**



Base: all respondents (unweighted 1,598, weighted 940)

Older respondents (aged 60+) were more likely to say that they would prefer to access the information in this scenario face-to-face (41%) and over the phone (28%) and they were less likely to say that they would prefer to access it online (24%).

Respondents with a disability were more likely to say that they would prefer to access the information in this scenario face-to-face (38%) and over the phone (28%) and they were less likely to say that they would prefer to access it online (27%).

Respondents in lower socioeconomic groups (C2 and DE) were more likely to say that they would prefer to access the information in this scenario face-to-face (40% and 48% respectively) and they were less likely to say that they would prefer to access it online (34% and 19% respectively).

BME respondents were less likely to say that they would prefer to access the information in this scenario online (31%).

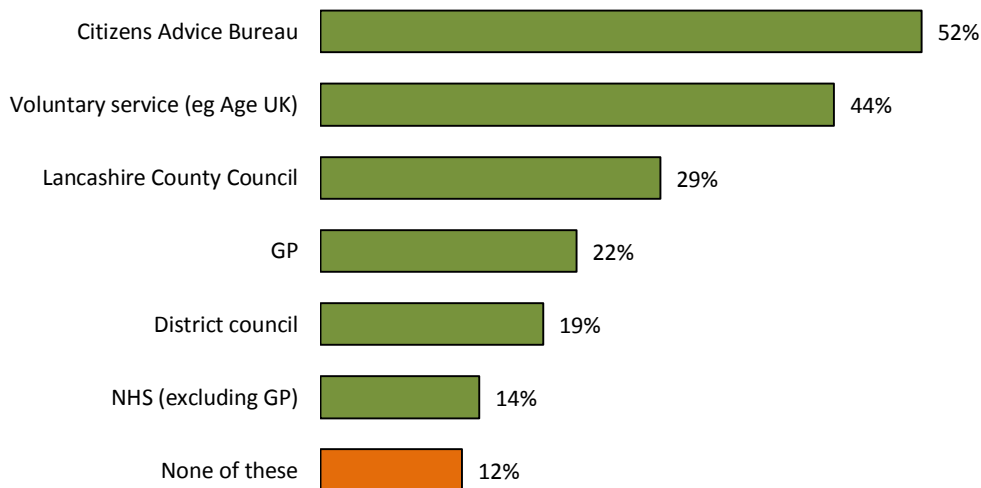
### 5.3. Scenario 3

Respondents were then given the following scenario, 'You are looking for information and advice that is independent of that provided by Lancashire County Council about adult social care. For example, financial advice, support to help you make a complaint, support to understand the social care process, or someone to represent your views'.

For this scenario respondents were first asked which organisations, from a predefined list, they would go to for this information. Over half of respondents (52%) said that they would go to the Citizens Advice Bureau and over two-fifths of respondents (44%) said that they would go to a voluntary service.

About one in ten respondents (12%) said that they wouldn't go to any of the listed organisations for the information in this scenario.

**Chart 8 - Which, if any, of the following organisations would you go to for this information?**



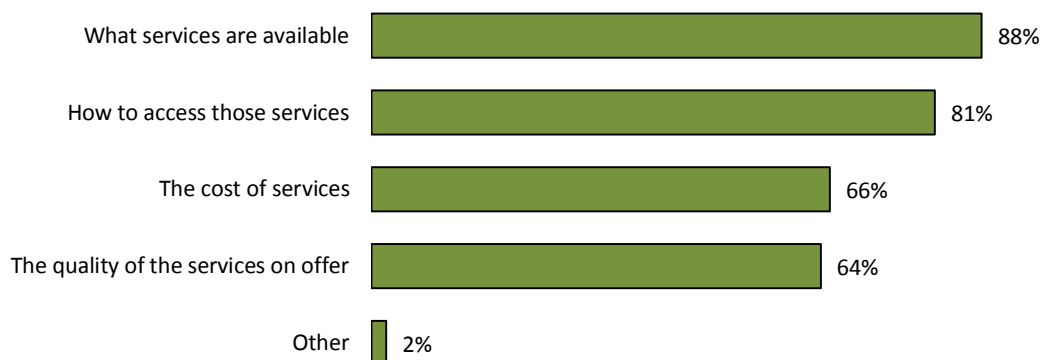
Base: all respondents (unweighted 1,910, weighted 1,167)

Older respondents (aged 60+) and female respondents were more likely to say that they would go to a voluntary service for the information in this scenario (51% and 49% respectively).

Respondents with a disability were more likely to say that they would go to the Citizens Advice Bureau for the information in this scenario (58%).

Next, respondents were asked what information would be important to them for this scenario. Only one in fifty respondents (2%) said that something other than what services are available (88%), how to access those services (81%), the cost of services (66%), and the quality of the services on offer (64%) would be important to them.

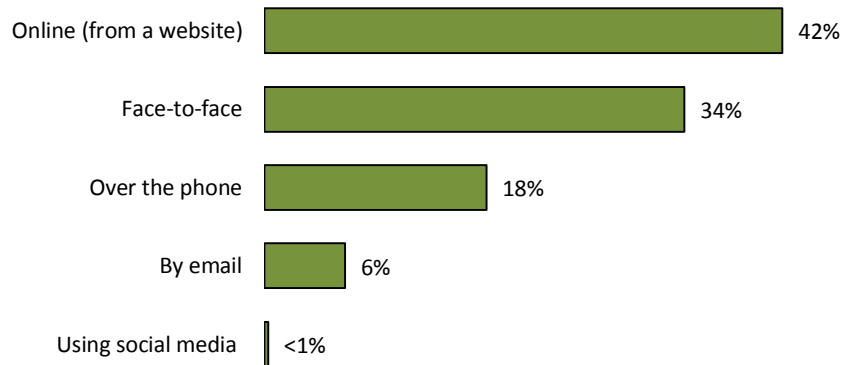
**Chart 9 - What information would be important to you?**



Base: all respondents (unweighted 1,857, weighted 1,138)

Finally, respondents were asked how they would prefer to access the information for this scenario. About two-fifths of respondents (42%) said that they would prefer to access the information online (from a website) and about a third of respondents (34%) said that they would prefer to access the information face-to-face.

**Chart 10 - How would you prefer to access this information?**



Base: all respondents (unweighted 1,576, weighted 926)

Older respondents (aged 60+) were more likely to say that they would prefer to access the information in this scenario face-to-face (44%) and over the phone (25%) and they were less likely to say that they would prefer to access it online (23%).

Respondents with a disability were more likely to say that they would prefer to access the information in this scenario face-to-face (43%) and over the phone (26%) and they were less likely to say that they would prefer to access it online (25%).

Respondents in lower socioeconomic groups (C2 and DE) were more likely to say that they would prefer to access the information in this scenario face-to-face (47% and 48% respectively) and they were less likely to say that they would prefer to access it online (30% and 18% respectively).

BME respondents were more likely to say that they would prefer to access the information in this scenario over the phone (28%).

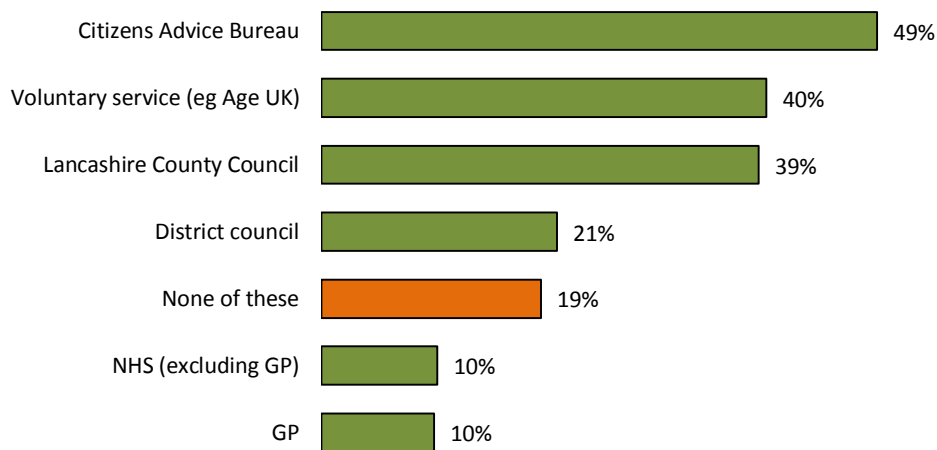
### 5.4. Scenario 4

Respondents were then given the following scenario, 'You are looking for information and advice on the cost of care services. For example, practical help in managing your money and understanding how we assess your financial situation.'

For this scenario respondents were first asked which organisations, from a predefined list, they would go to for this information. About half of respondents (49%) said that they would go to the Citizens Advice Bureau for the information, two-fifths of respondents (40%) said that they would go to a voluntary service and about two-fifths of respondents (39%) said that they would go to Lancashire County Council.

Nearly a fifth of respondents (19%) said that they wouldn't go to any of the listed organisations for the information in this scenario.

**Chart 11 - Which, if any, of the following organisations would you go to for this information?**

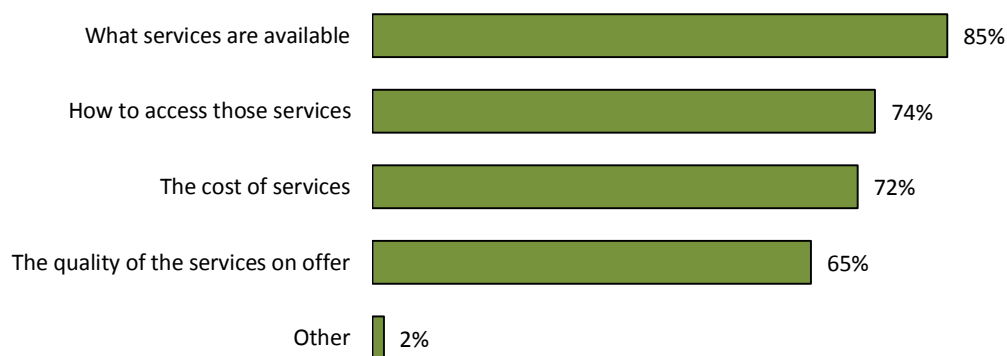


Base: all respondents (unweighted 1,901, weighted 1,168)

Older respondents (aged 60+) and respondents with a disability were less likely to say that they would go to Lancashire County Council for the information in this scenario (31% and 34% respectively).

Next, respondents were asked what information would be important to them for this scenario. Only one in fifty respondents (2%) said that something other than what services are available (85%), how to access those services (74%), the cost of services (72%), and the quality of the services on offer (65%) would be important to them.

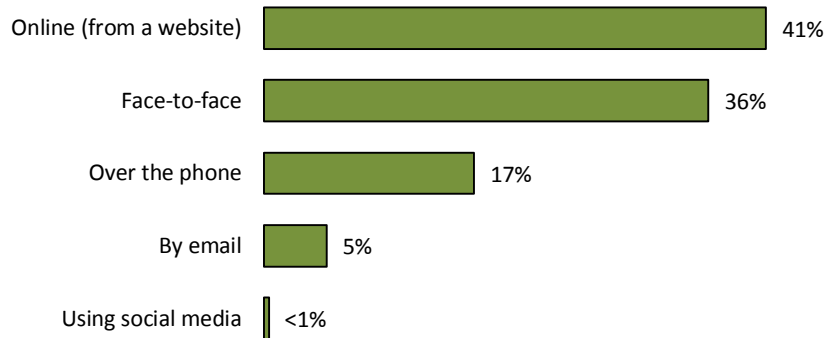
**Chart 12 - What information would be important to you?**



Base: all respondents (unweighted 1,787, weighted 1,107)

Finally, respondents were asked how they would prefer to access the information in this scenario. About two-fifths of respondents (41%) said that they would prefer to access the information online (from a website) and over a third of respondents (36%) said that they would prefer to access the information face-to-face.

**Chart 13 - How would you prefer to access this information?**



Base: all respondents (unweighted 1,514, weighted 912)

Older respondents (aged 60+) were more likely to say that they would prefer to access the information in this scenario face-to-face (46%) and over the phone (26%) and they were less likely to say that they would prefer to access it online (22%).

Respondents with a disability were more likely to say that they would prefer to access the information in this scenario face-to-face (45%) and over the phone (25%) and they were less likely to say that they would prefer to access it online (25%).

Respondents in lower socioeconomic groups (C2 and DE) were more likely to say that they would prefer to access the information in this scenario face-to-face (49% and 52% respectively) and they were less likely to say that they would prefer to access it online (31% and 15% respectively).

BME respondents were more likely to say that they would prefer to access the information in this scenario over the phone (29%) and they were less likely to say that they would prefer to access it online (32%).

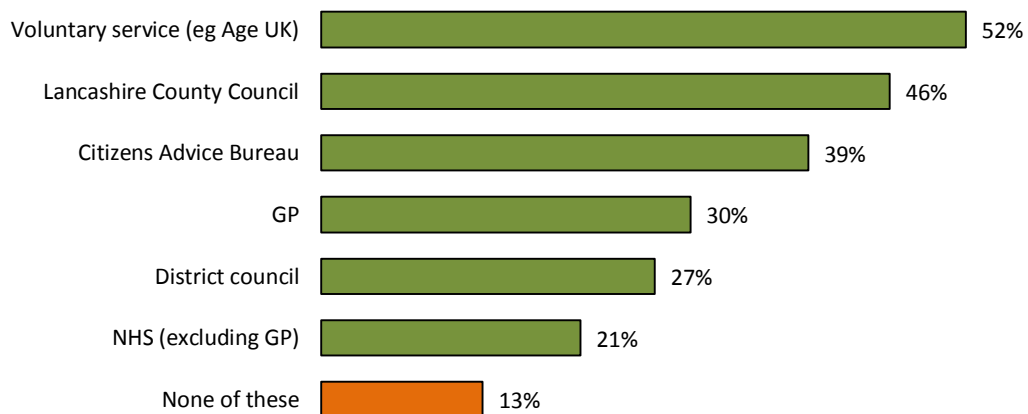
## 5.5. Scenario 5

Respondents were then given the following scenario, 'You are looking for information and advice about the support available to people who provide unpaid care. For example, whether there are local carers' centres, services to provide carers with a break from their caring duties, or just someone to talk to.'

For this scenario respondents were first asked which organisations, from a predefined list, they would go to for this information. About half of respondents (52%) said that they would go to a voluntary service and just less than half of respondents (46%) said that they would go to Lancashire County Council.

About one in seven respondents (13%) said that they wouldn't go to any of the listed organisations for the information in this scenario.

**Chart 14 - Which, if any, of the following organisations would you go to for this information?**



Base: all respondents (unweighted 1,878, weighted 1,157)

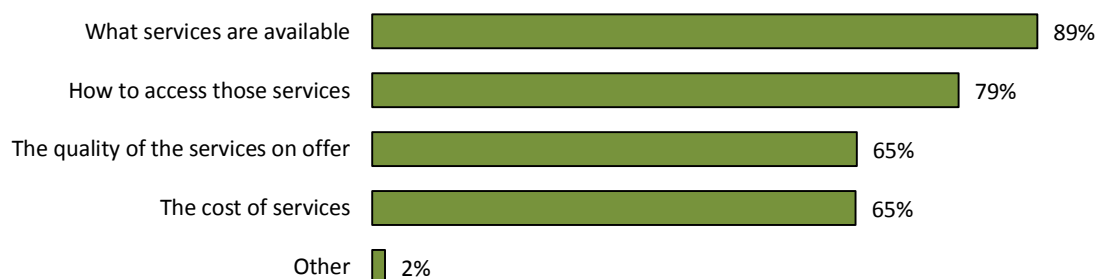
Older respondents (aged 60+) and respondents with a disability were less likely to say that they would go to Lancashire County Council for the information in this scenario (36% and 38% respectively).

Female respondents were more likely to say that they would go to a voluntary service for the information in this scenario (57%).



Next, respondents were asked what information would be important to them in this scenario. Only one in fifty respondents (2%) said that something other than what services are available (89%), how to access those services (79%), the cost of services (65%), and the quality of the services on offer (65%) would be important to them.

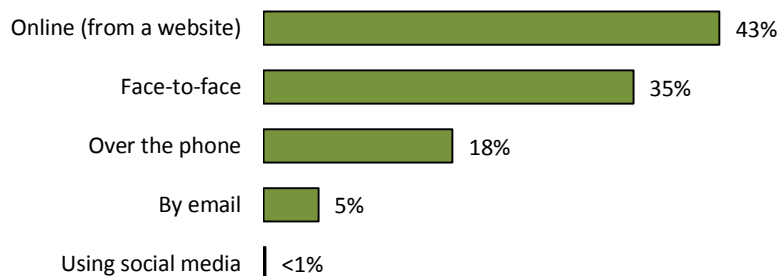
**Chart 15 - What information would be important to you?**



Base: all respondents (unweighted 1,788, weighted 1,108)

Finally, respondents were asked how they would prefer to access the information in this scenario. About two-fifths of respondents (43%) said that they would prefer to access the information online (from a website) and about a third of respondents (35%) said that they would prefer to access the information face-to-face.

**Chart 16 - How would you prefer to access this information?**



Base: all respondents (unweighted 1,511, weighted 905)

Older respondents (aged 60+) were more likely to say that they would prefer to access the information in this scenario face-to-face (46%) and over the phone (26%) and they were less likely to say that they would prefer to access it online (22%).

Respondents with a disability were more likely to say that they would prefer to access the information in this scenario face-to-face (41%) and over the phone (27%) and they were less likely to say that they would prefer to access it online (26%).

Respondents in lower socioeconomic groups (C2 and DE) were more likely to say that they would prefer to access the information in this scenario face-to-face (45% and 48% respectively) and they were less likely to say that they would prefer to access it online (37% and 20% respectively).

BME respondents were more likely to say that they would prefer to access the information in this scenario over the phone (27%).

## 5.6. Previously accessed information and advice

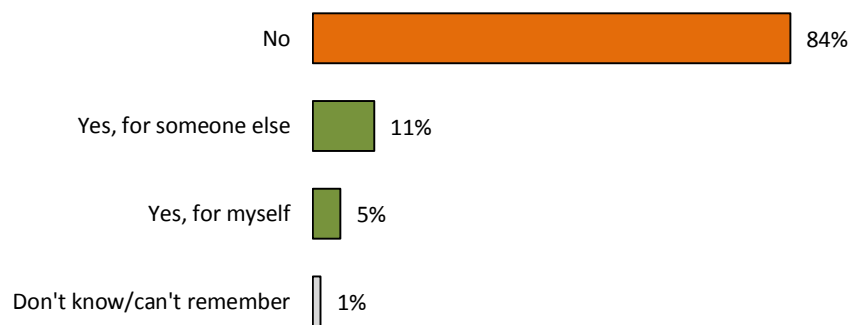
Respondents were then asked if in the past 12 months, they had looked for information or advice through Lancashire County Council about social care services and support for older people or adults with disabilities.

Over four-fifths of respondents (84%) said that in the past 12 months they have not looked for information or advice.

About one in ten respondents (11%) said that in the past 12 months they have looked for information or advice for someone else.

One in twenty respondents (5%) said that in the past 12 months they have looked for information or advice for themselves.

**Chart 17 - In the past 12 months, have you looked for information or advice through Lancashire County Council about social care services and support for older people or adults with disabilities?**

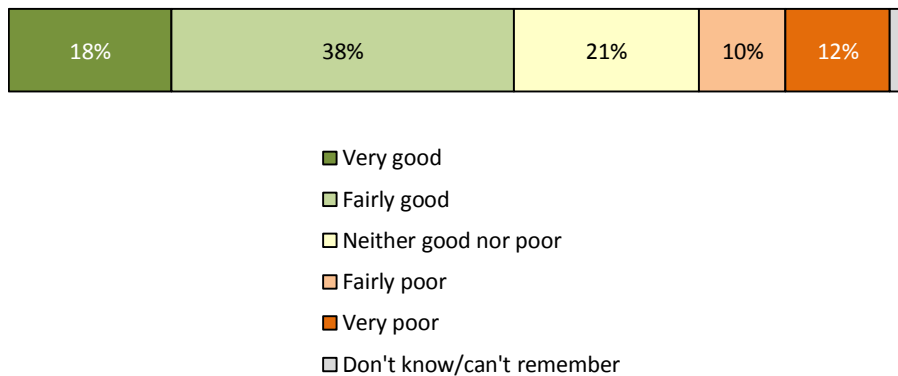


Base: all respondents (unweighted 1,910, weighted 1,175)

Respondents who in the past 12 months have looked for information or advice were then asked how they would rate the information and advice they received.

Just under three-fifths of respondents (56%) said that they would rate the information they received as good. However, about a fifth of respondents (22%) said that they would rate the information they received as poor.

**Chart 18 - Overall, how would you rate the information and advice you received?**



Base: respondents who in the past 12 months, have you looked for information or advice through Lancashire County Council about social care services and support for older people or adults with disabilities (unweighted 303, weighted 186)

Respondents who in the past 12 months have looked for information or advice were then asked what, if anything, could have been done to improve the information and advice they received. The responses received to this question were varied, often very specific to a person's situation, and lacked a set of consistent themes for improvement, so they haven't been presented in this report. However, the team within Lancashire County Council responsible for providing information and advice about adult social care has been made aware of the comments.

## 6. Recommendations

In terms of accessing information and advice about adult social care, in each of the five scenarios respondents were presented with they were most likely to say that they would prefer to access information online (41%-48%). Therefore, it is recommended that the service continues working to ensure that adult social care information and advice is available online.

For each of the five scenarios a large proportion of respondents also said that they would prefer to access the information face-to-face (28%-36%). In a number of scenarios older respondents (aged 60+) were more likely than other respondents to say that they would prefer to access information and advice face-to-face and were less likely to say that they would prefer to access it online. For example, nearly half of older respondents (46%) said that they would prefer to access information and advice on the cost of care services face-to-face and only about a fifth of older respondents (22%) said that they would prefer to access this information online. Respondents with a disability were also more likely than other respondents to say that they would prefer to access information and advice face-to-face and were less likely to say that they would prefer to access it online. For example, nearly half of respondents with a disability (45%) said that they would prefer to access information and advice on the cost of care services face-to-face and a quarter of respondents with a disability (25%) said that they would prefer to access this information online. Therefore, it is recommended that the service continues to work to ensure that adult social care information and advice is available face-to-face so that group such as older people and people with disabilities are able to access the information they need. Because of the differences between how respondents with a disability and respondents without a disability would prefer to access information, the service may also want to consider doing some further work to explore how people with different types of disability (visual, physical and mental) would prefer to access adult social care information and advice.

In all five scenarios presented to respondents, a large portion of respondents said that they would go to the Citizen's Advice Bureau, voluntary services and GPs for information. Therefore, it is recommended that the service explore the potential opportunities for working with these organisations to deliver information and advice about adult social care.

## 7. Appendix 1: Socio-economic group definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

### Group A

- Professional people, very senior managers in business or commerce or top-level civil servants.
- Retired people, previously grade A, and their widows.

### Group B

- Middle management executives in large organisations, with appropriate qualifications.
- Principal officers in local government and civil service.
- Top management or owners of small business concerns, educational and service establishments.
- Retired people, previously grade B, and their widows.

### Group C1

- Junior management, owners of small establishments, and all others in non-manual positions.
- Jobs in this group have very varied responsibilities and educational requirements.
- Retired people, previously grade C1, and their widows.

### Group C2

- All skilled manual workers, and those manual workers with responsibility for other people.
- Retired people, previously grade C2, with pensions from their job.
- Widows, if receiving pensions from their late partner's job.

### Group D

- All semi-skilled and unskilled manual workers, and apprentices and trainees to skilled workers.
- Retired people, previously grade D, with pensions from their late job.
- Widows, if receiving pensions from their late partner's job.

### Group E

- All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons.
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation).
- Casual workers and those without a regular income.