

A Personalisation survey
conducted by **Enable-Solihull**
on behalf of **Solihull LINK**

ENABLE Solihull



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2. Executive summary

The concept of allowing people more choice in how they use services to support their identified needs is a fundamental switch in emphasis which is a new concept to service users, commissioners and providers. It is essential therefore that all parties recognise the changes taking place and adapt their plans accordingly. Solihull LINK therefore commissioned Enable-Solihull to carry out a survey of local people on personalisation of social care. It is intended as a guide for commissioners and service providers to help them to understand the wishes and needs of current and future service users.

Permission has been given to Enable-Solihull by Demos to use a survey which has been used by other local authorities and which has also been approved by the Association of Directors of Adult Social Services. For information about the methodology please see page 8.

There are common themes running through this report. Once primary care has been satisfied there is a strong emphasis for activities which satisfy a need for social interaction which can also be linked directly to support given by family members (carers). This would explain the high demand for Day Centres although this should perhaps be referred to as Day Activities to recognise the increased diversity of activities that some of the Day Centres are providing.

This is first identified in *fig 4* where 76% of people stated that quality of life was an important target for them to achieve which was slightly more than the 75% quoting health and well being as being important to them. This is supported by the range of activities undertaken by those who are funding themselves compared to those receiving financial support (*see figs 10, 11 and 12*). These illustrate an increasing demand for daytime social activities whilst at the same time showing a reduction in reliance upon family members as the main carers. This respite given to carers allows them to take more control over their own social needs and in some instances this will allow them to continue in employment helping their wider family to be more self-sufficient.

The Personalisation process is a new concept to most people and this is reflected in their comments when asked what would allow them to make these changes (*fig 7*). There was a clear request for more information about what they could do and this was closely followed by a request for more face-to-face help and advice. At present once people are allocated a budget they are able to prepare a support plan and are offered the support of Shaw Trust. This however does not cater for the far larger numbers of self-funders who currently do not qualify for financial assistance. This could also partially explain the very high lack of knowledge about Personalised budgets (*fig 27*).

Self-funders who have not had the experience of services being commissioned on their behalf have other important considerations (*fig 23*). Without the direction or support of commissioners they are looking for locally based services with staff who know them personally (59.2%) followed closely by recommendations from people they know (51.8%).

If self-funders in particular are not aware of the services available to them then they will not be able to utilise them even though they are designed to help them to retain their independence longer. In time this will increase dependence upon statutory services.

Awareness of the different types of service available will also help to provide some respite to carers – without which they may feel that they are unable to continue with their support and instead pass the responsibility over to statutory services.

Recommendations

- I. Develop increased and diversified publicity about the flexibility of personalisation (51% wanted more information),
- II. Increase capacity for staff able to give advice (66.7% of people with a learning disability wanted more help and advice),
- III. Establish regular two-way dialogue between advisers and service providers to enable new services to be developed in line with requests made and,
- IV. Develop a well publicised source of face-to-face information (74.4% want more information and 40.9% requested face-to-face support). Traditionally some self-funders will not approach statutory agencies so an independent information source will help self-funders as well as those allocated a budget
- V. Improve awareness of safeguarding measures. Less than half of the people we surveyed felt either very happy or happy with freedom from discrimination and harassment
- VI. Recognise the need and publicise support for carers. The survey identified a high dependency upon support from family members particularly with those aged over 75 (100%) and those with a physical disability (75%).
- VII. Promote education and training. Amongst self-funders there was a very low take up of education or training with only 6.3% of those with a physical disability choosing to fund this option.
- VIII. Develop more home based care and support. There is a high level of demand for help in the home from people with physical disabilities (70%) and from those aged 75+ (66.7%).

Martin Wright
Enable-Solihull
February 2011

Personalisation survey undertaken by Enable-Solihull on behalf of Solihull LINK

3. Introduction

Social and health care are being transformed. The vision is to give people who use services power over what they use – a personalised service. This is part of a general trend towards providing services that prioritise independent living, choice and inclusion.

One of the key aspects of this reform is the introduction of personal budgets for people who use social care services and people who use health care services too. Previously people who were eligible for social care services were assessed by a care manager and allocated a service that had been selected and purchased by Solihull NHS Care Trust. With personal budgets, individuals are given a budget – often a cash budget – to manage themselves. Individuals will become the commissioners of their own social care services, choosing and buying what they think best meets their needs. People will be able to spend their personal budget on whatever they see fit – providing Solihull NHS Care Trust / Solihull Council is satisfied that it is legal and will help keep that person safe and well.

Transforming Social Care states that: “In the future, all individuals eligible for publicly-funded adult social care will have a personal budget (other than in circumstances where people require emergency access to provision); a clear, upfront allocation of funding to enable them to make informed choices about how best to meet their needs, including their broader health and well-being.... A person will be able to take all or part of their personal budget as a direct payment... Councils will need to develop their own monitoring systems to understand how the change is experienced by the population.”

Personal budgets are being introduced in Solihull and the National Indicator target NI130 requires 30% of the number of people receiving support to be assessed for personal budgets. During the full year 2008/09 there were 7,171 service users *and carers* receiving a service in Solihull which means that in excess of 2,100 people receiving support should be able to access self-directed support by March 2011.

This transformation to personal budgets is having a profound impact upon statutory authorities, care providers, and most importantly individuals eligible for publicly funded social care. It is recognised that it will take time for changes to take place and as individuals become more aware of the options available to them then their aspirations will change.

Passing the commissioning role to the individuals using the services means that the Council / Care Trust will not have the same control over providers that they currently do through block contracts which will include quality of service, price and safeguarding.

The service providers will not have the same financial security of the block contracts which are being reduced as they will now be commissioned by individuals and will have the added financial burden of contracting with individuals instead of through a block contract. If they do not provide a service of choice then their existing clients could switch to alternative service provided by a competitor. However being freed from restrictions of a block contract the providers will have the ability to be more innovative and adapt their services to meet the changing aspirations of the service users.

Finally, the recipients of personal budgets will have the uncertainty of where to go for services which are most appropriate for their needs combined with the uncertainty over how to budget for the different services instead of having automatically provided for them. For some people this change will be liberating but for others it will create uncertainty and worry.

The challenge is whether the markets are able to respond to what people want and need. If people are to be given greater freedom and control over the services they use, then they need to have genuine choice, control and power, as well as the assistance to make informed decisions.

As the system changes and more people are able to demand services to meet their needs in new ways, providers and Solihull Council / Care Trust need to be ready to meet these requirements. This survey has therefore been commissioned by Solihull LINK to take an in-depth analysis of what people who aren't currently using personal budgets but are using social care services think about personal budgets, how they might spend them and what help they might need. In conducting this survey thanks has to be given to Demos which gave permission to Enable-Solihull for the use of their questionnaire.

4. Methodology

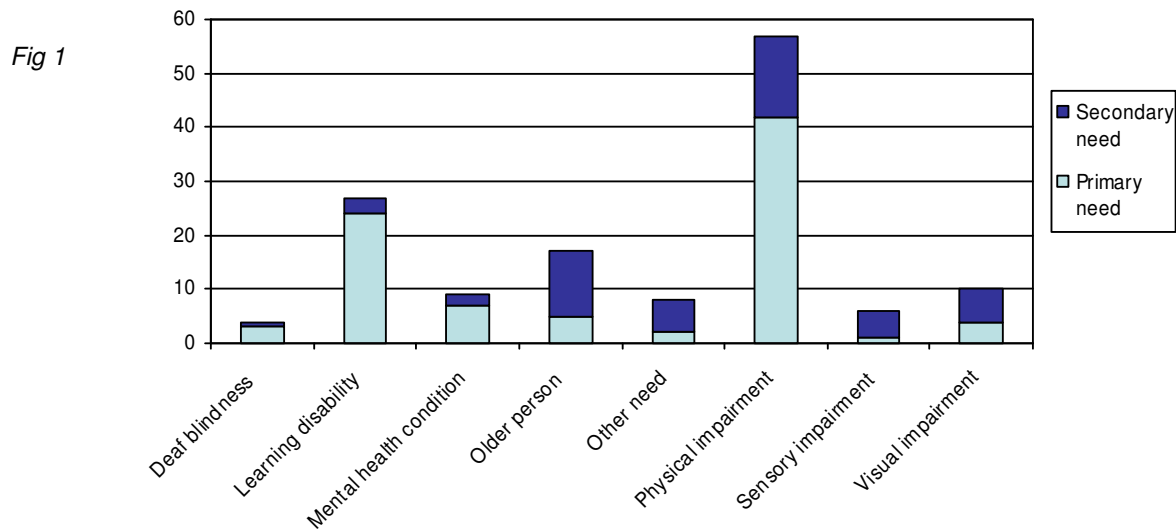
This research was undertaken to understand more about what social care users who *are not currently using personal budgets* might want in future; what they were happy or unhappy with in their lives; how they would like to change that; what they knew about personal budgets; and how they would spend their personal budget if they had one. It also included some people already using personal budgets or direct payments and some people who were self-funders. This allows for more accurate conclusions about the impact of personal budgets on the market. The survey was based on the one used by Demos which together with the Centre for Disability Research, surveyed individuals from four local authorities — Cheshire East County Council, Hull City Council, Lancashire County Council and Nottinghamshire County Council — with a range of needs. The survey itself was also approved by the Association of Directors of Adult Social Services.

The survey in Solihull was conducted between 7th September and 5th November and was adapted for use with a handheld Viewpoint tablet PC which was supported by a member of staff and volunteers. This process allowed for questions to be “routed” according to the previous response ensuring that people were only asked questions which were relevant to their circumstances. The data was then uploaded via a PC to allow for detailed analysis. Each person completing the survey was given information about Solihull LINK and invited to become members.

The Demos survey, which received 263 completed returns from the four local authority areas, was used as a benchmark for the Solihull survey which received 88 valid responses. They were a mixture of self-funders and publicly funded individuals and represent around 3½% of Solihull's National Indicator NI 130 target - Social care clients receiving self directed support.

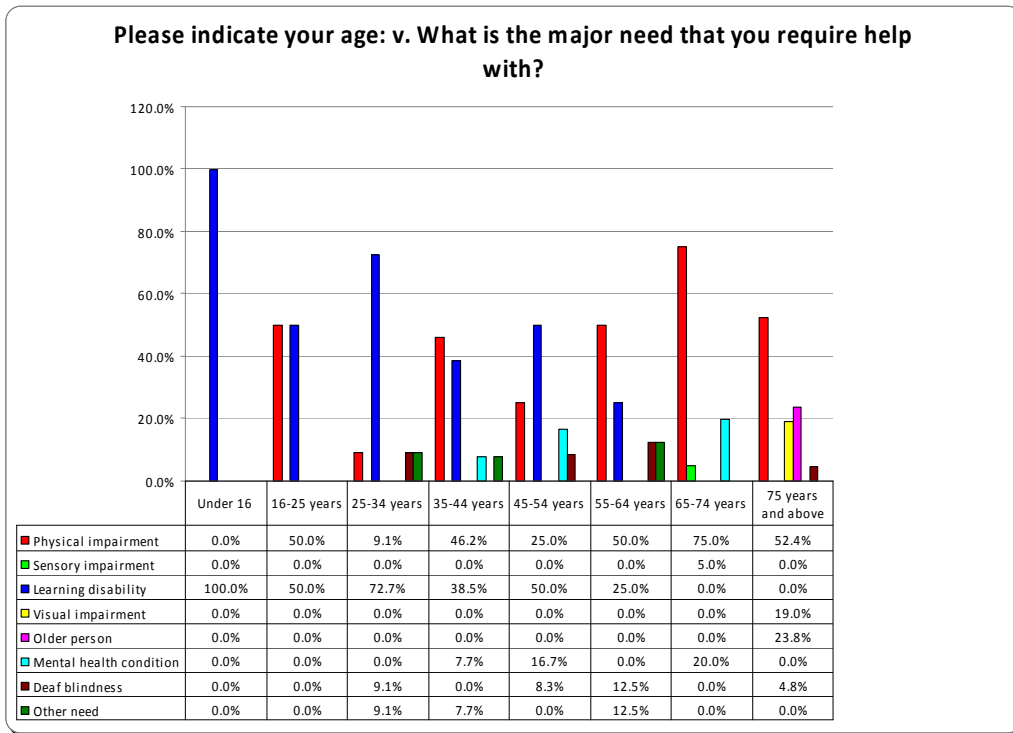
The most common groups surveyed were people with physical impairments (42 people; 48 per cent), and people with learning disabilities (24 people; 27 per cent) which were roughly in line with the Demos survey. However the Solihull survey only identified (5 people; 6%) of people whose major need was related to being an older person which was considerably lower than the 27% identified within the Demos report. Analyses of the age bands survey however shows that 41 people (46%) were aged 65 or older and of these 21 people (24%) were 75 or older.

What is the primary and secondary need that you require help with?



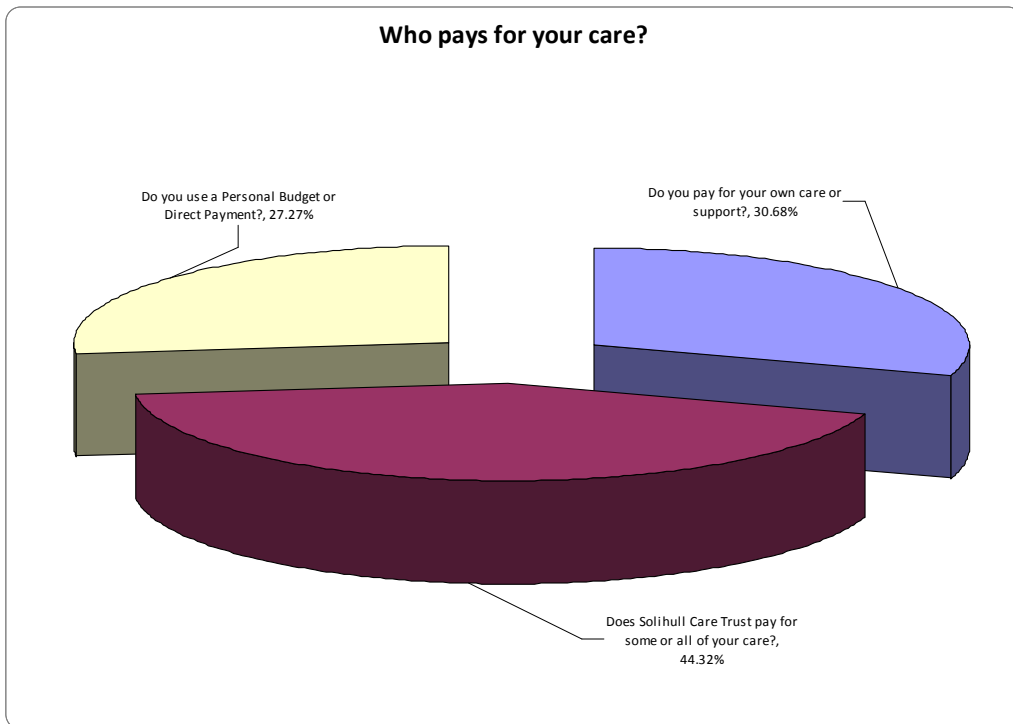
In addition we looked at the incidence of disability in relation to the age band. This shows a higher incidence of learning disability in the younger age bands which gradually tails off whereas the incidence of physical disability peaked in the 65-74 age band which is in line with expectations.

Fig 2



Finally, the chart “Who pays for your care” shows a mixture of self-funders and those who are already in receipt of different types of funding.

Fig 3



5. People's lives

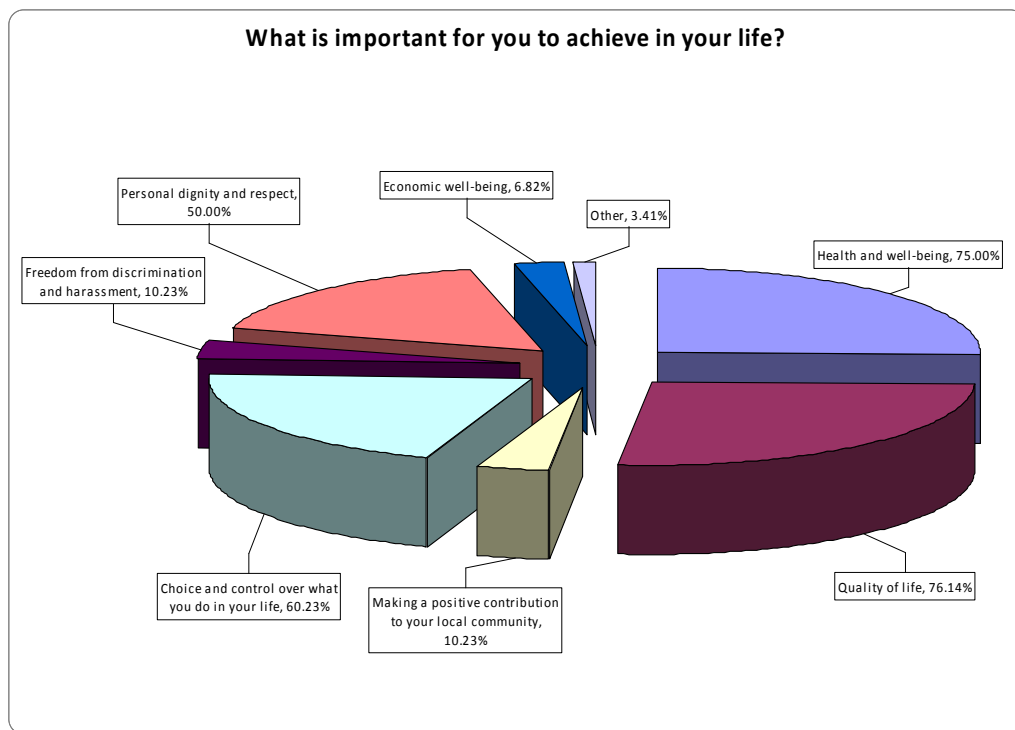
The first set of questions were about people's lives — what they want in their lives, whether they were happy with what services and support they were getting now, and what they would like to change.

We asked people eight questions about how important it was to achieve a number of life goals. The most common areas of life people felt it important to achieve were:

- a good quality of life (75%)
- keeping healthy and well (75%)
- choice and control (60%)
- personal dignity and respect (49%)

There were slight variances with the Demos report which showed importance ratings of 62%, 75%, 50% and 53% respectively.

Fig 4



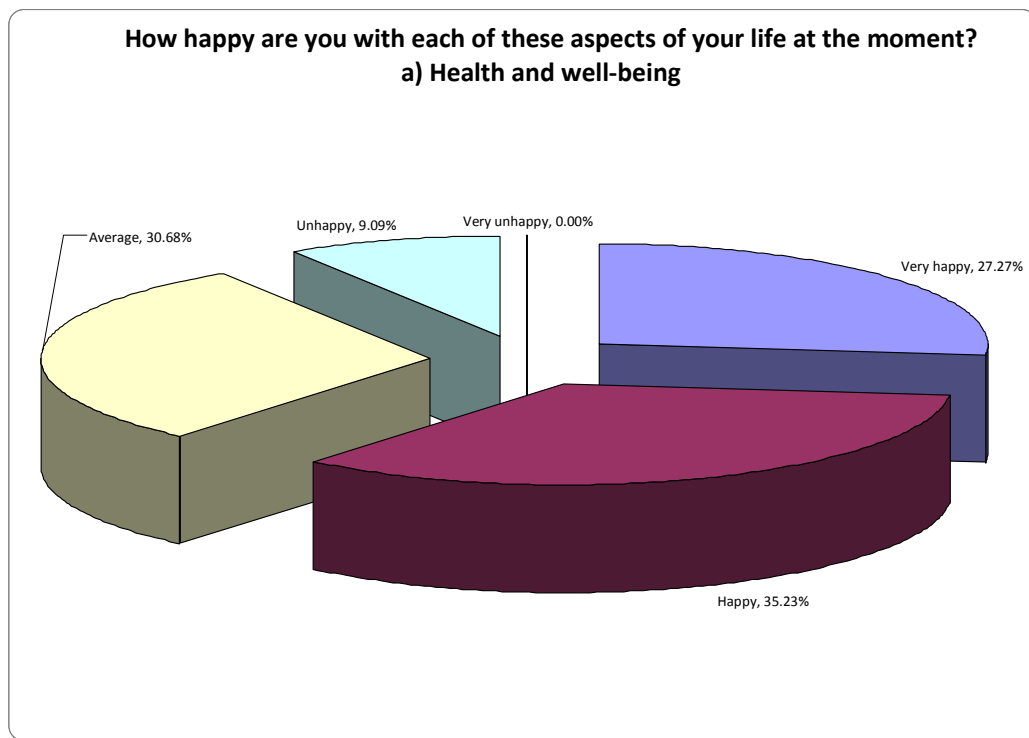
The priorities for people of working age and those with learning disabilities were identical with quality of life being the most important followed by choice and control over what they do in their life, health and well-being and then respect. For older people health and well-being was the most important factor followed by respect, quality of life and then choice and control over what they do in their life.

6. Measuring aspects of people's lives

We then went on to ask people how happy they were with different aspects of their life under the headings of:

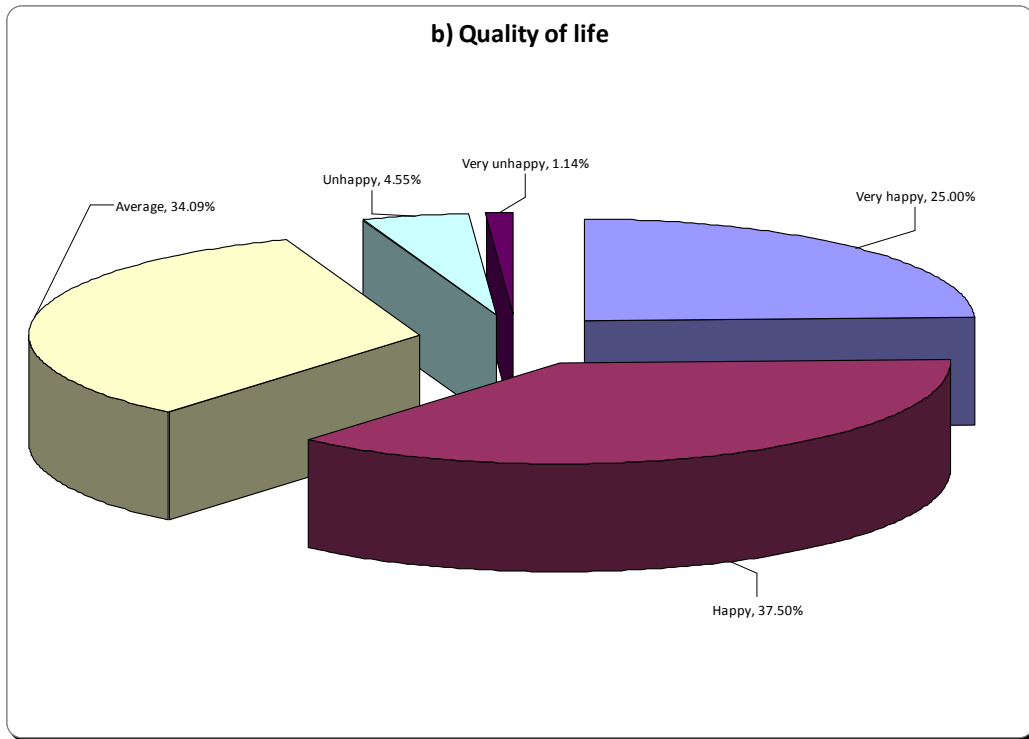
- a) Health and wellbeing
- b) Quality of life
- c) Making a positive contribution to your local community
- d) Choice and control over what you do in your life
- e) Freedom from discrimination and harassment
- f) Personal dignity and respect
- g) Economic wellbeing

Fig 5a



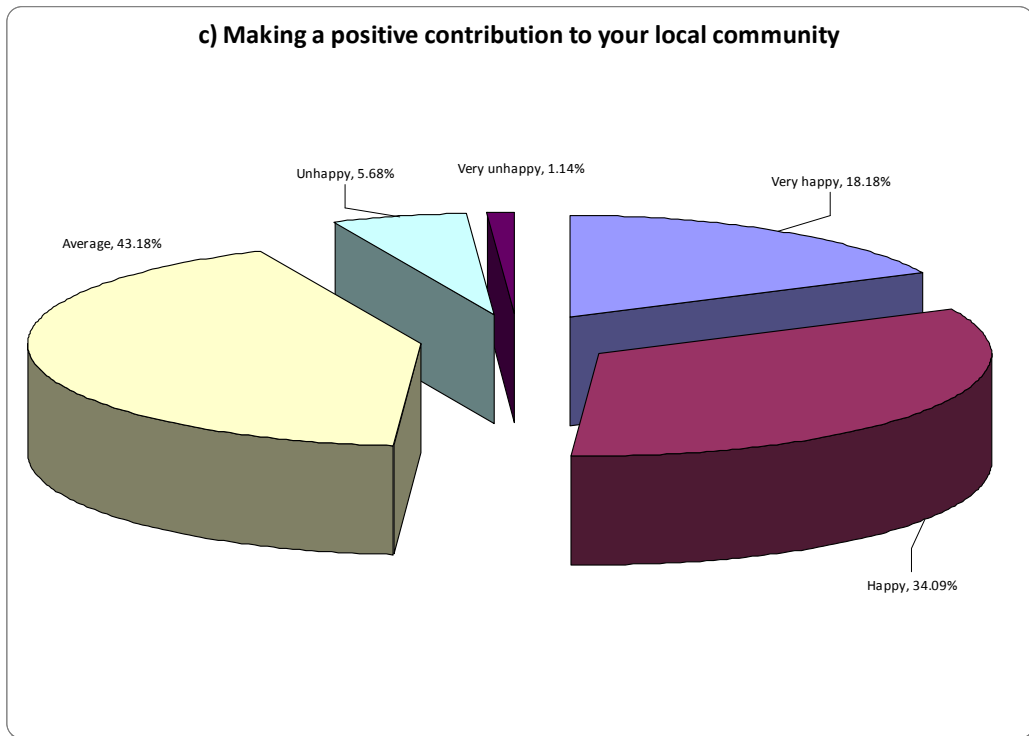
People were predominantly very happy or happy with their health and well being (62.5%) with no one being very unhappy. Those who classified themselves as unhappy were those paying for some or all of their services (12.1%) and those with physical disabilities (9.5%).

Fig 5b



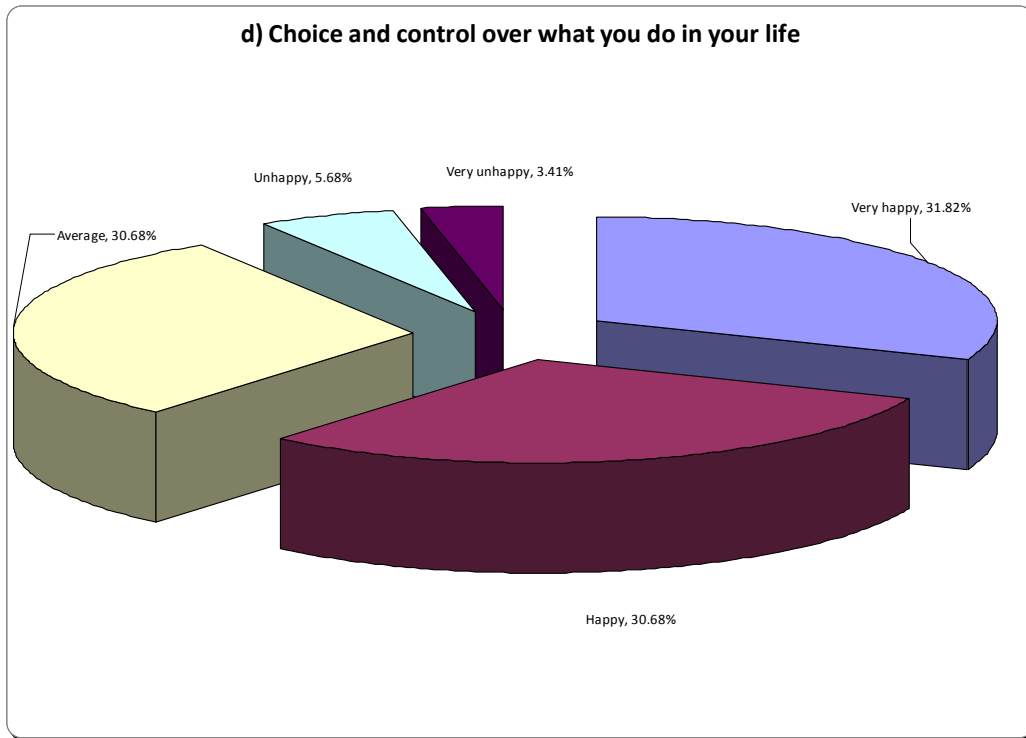
Once again the majority of people (62.5%) classified themselves as either very happy or happy with their quality of life but 7.2% of those with physical disabilities classified themselves as either unhappy or very unhappy.

Fig 5c



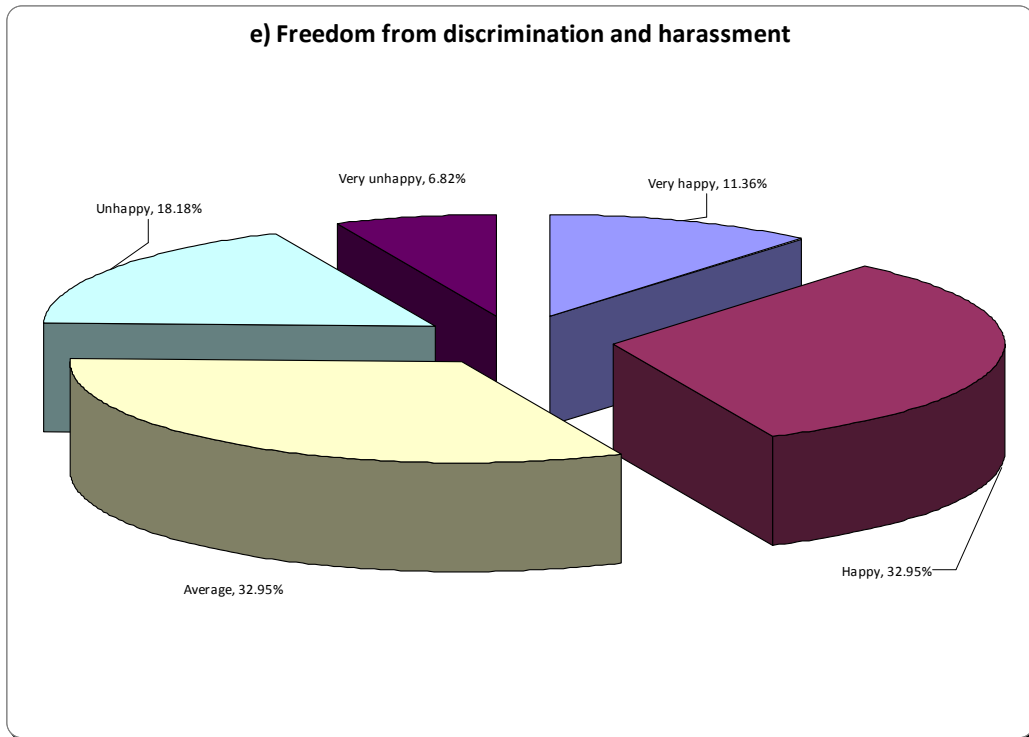
There were slightly fewer people (52.2%) who were very happy or happy with being able to make a positive contribution to their local community but 9.5% of those aged 75 or older were unhappy.

Fig 5d



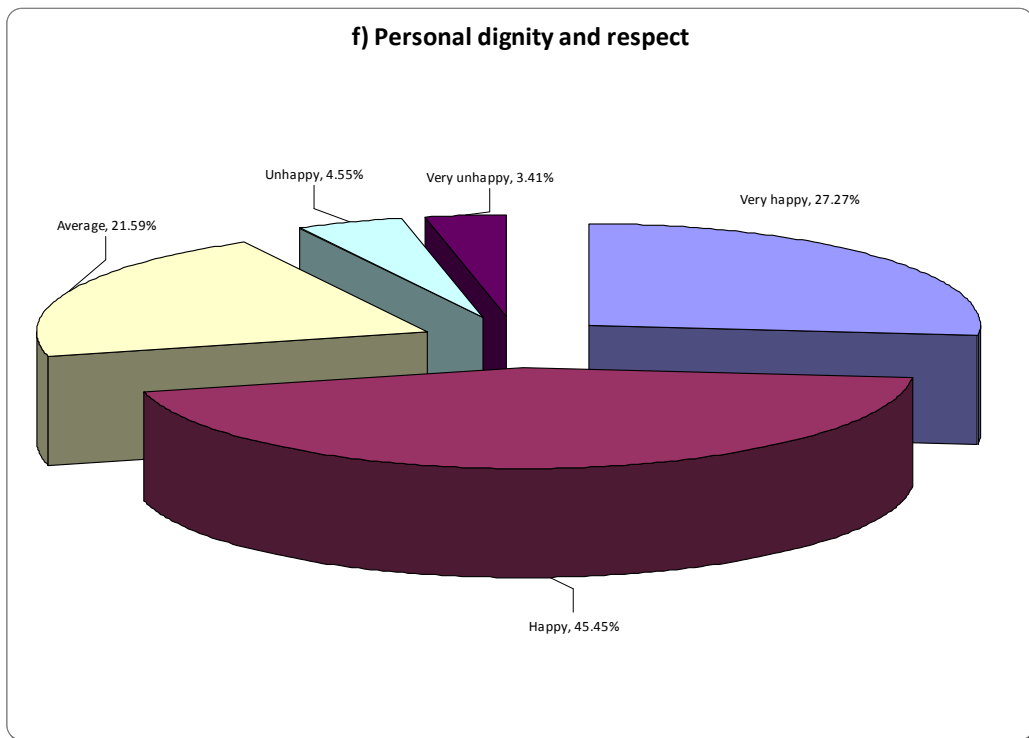
With choice and control they had over their lives, 62.5% of people were either very happy or happy with the choice and control they had over their lives but 12.1% of those paying for part or all of their services and 11.9% of those with a physical disability were either unhappy or very unhappy.

Fig 5e



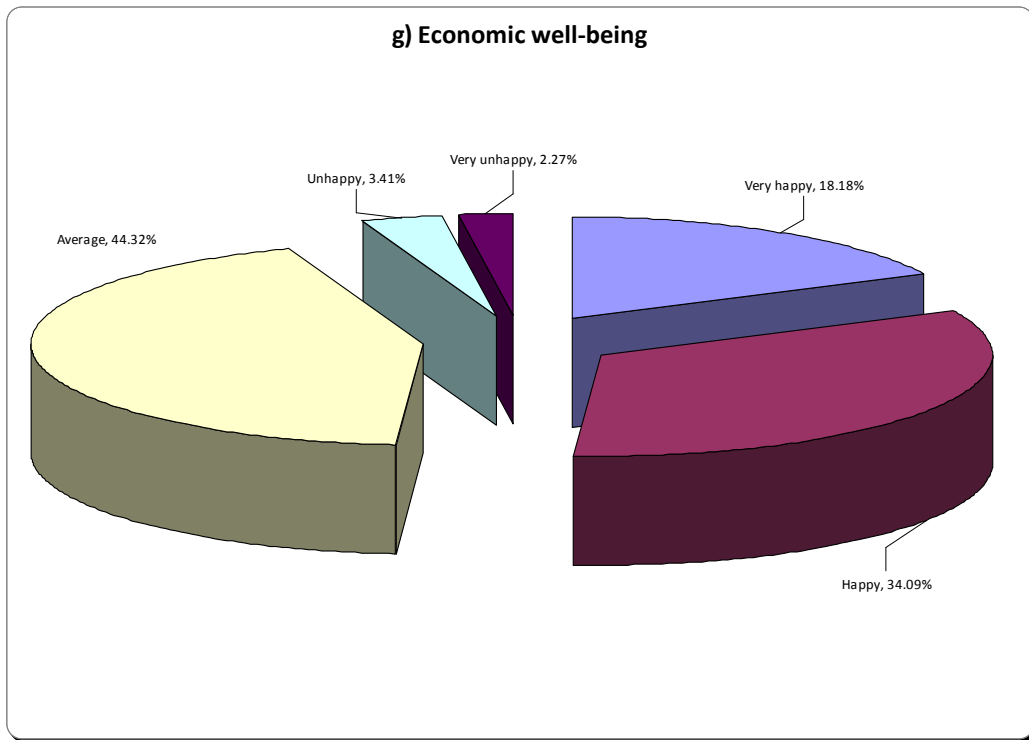
Only 44.3% of people were either very happy or happy with freedom from discrimination and harassment. By far the largest at 37.5% were those with a learning disability that were either unhappy or very unhappy about discrimination and harassment.

Fig 5f



By contrast 72.7% of people were very happy or happy with personal dignity and respect. However, 9.6% of those with a physical disability were either unhappy or very unhappy.

Fig 5g



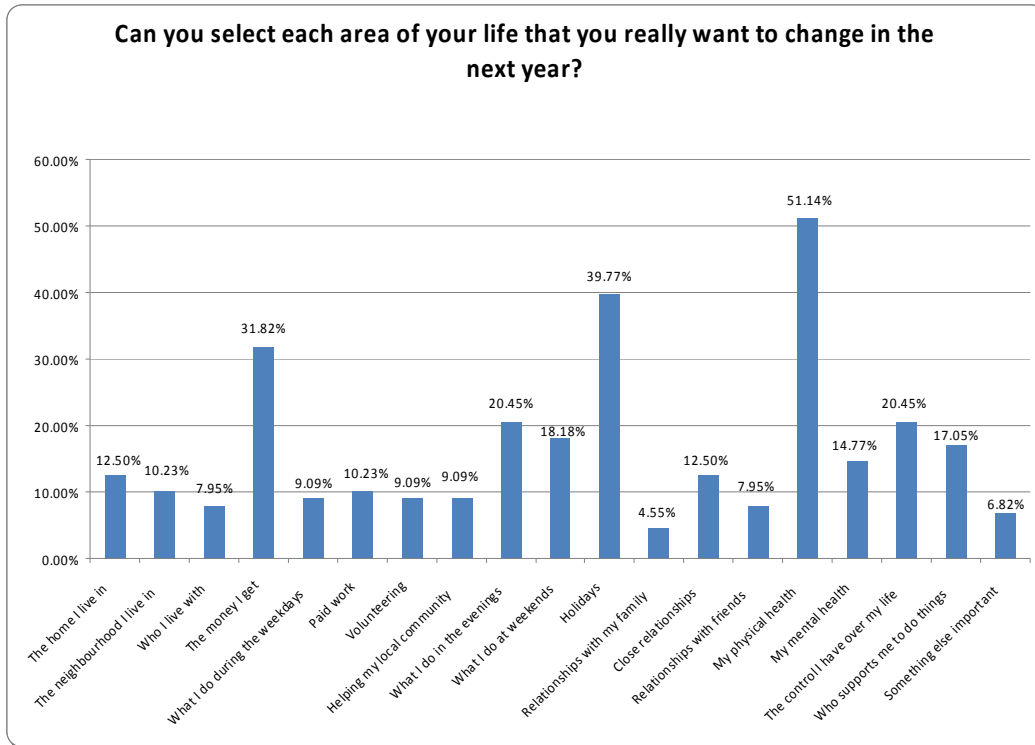
52.2% were either happy or very happy with their economic well-being but 7.2% of those with a physical disability were either unhappy or very unhappy.

7. What area of life would you like to change?

We then asked what people wanted to change over the next 12 months and here we saw a difference in emphasis over what areas of their lives that people wanted to change.

People with learning disabilities were more concerned about the money they received followed by the social aspect of their lives i.e. what they do in the evenings, and holidays. However for those with a physical impairment and older people the main area they wanted to improve was their physical health again followed by social activities i.e. holidays for those with physical disability and for older people what they do during the weekdays.

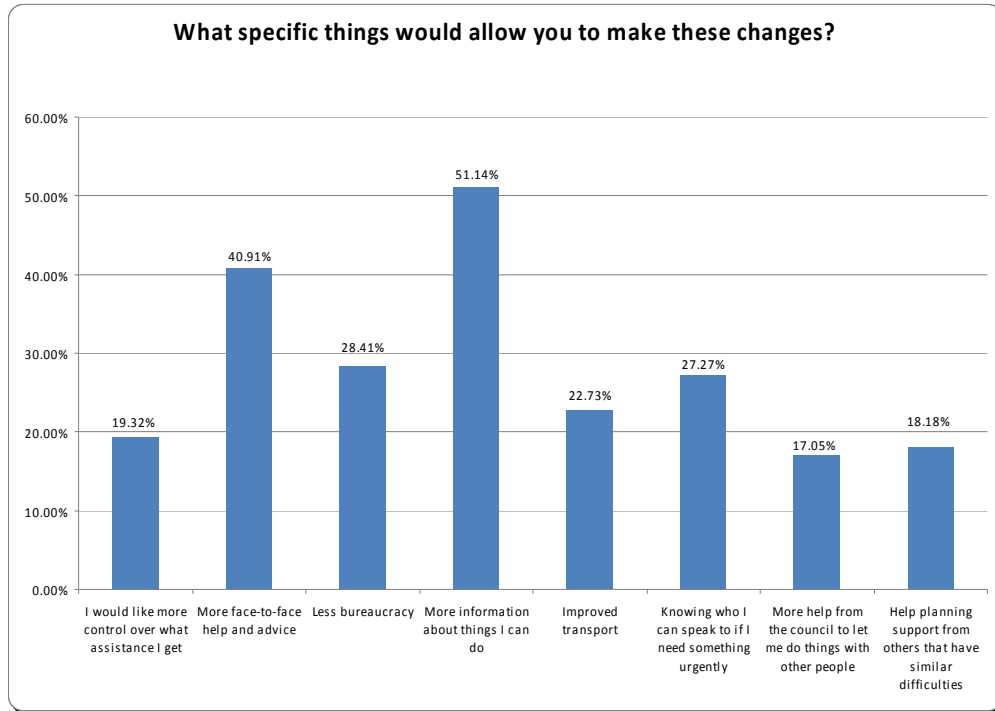
Fig 6



8 Assistance needed to help change

To enable this change to take place 51% of those surveyed wanted more information about activities and services available and this was followed by a request for more “face to face” help and advice sessions. There was a slight variation in the priorities between the groups with those with physical disabilities, older people and self funders all wanting more information whereas of those with a learning disability 67% wanted “face to face” help and advice.

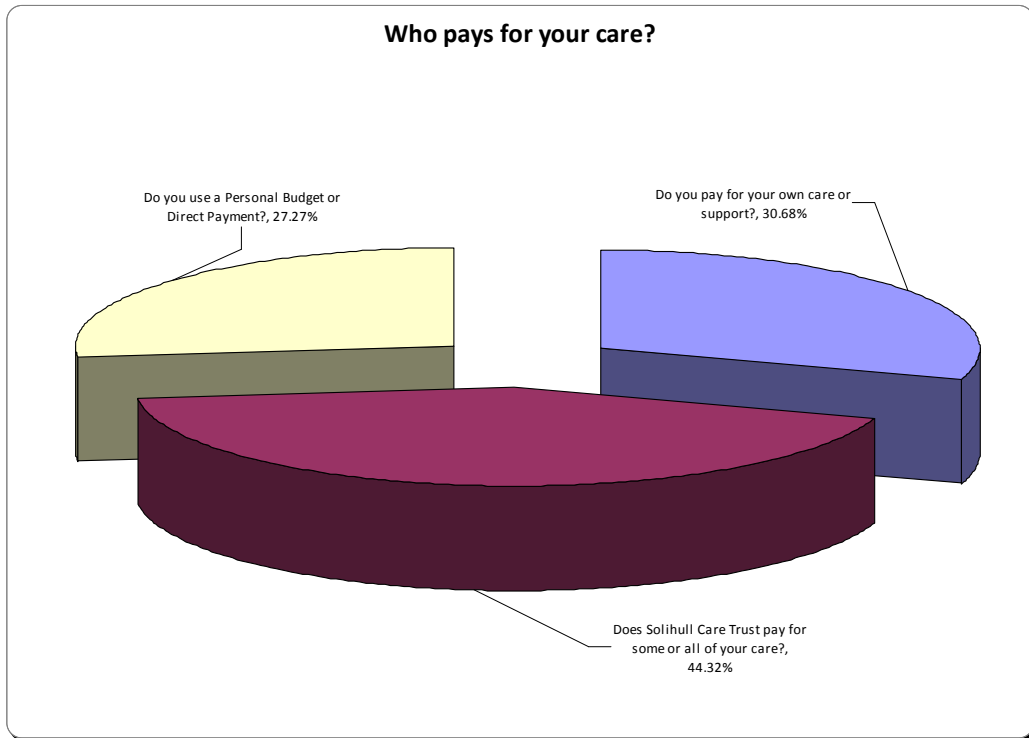
Fig 7



There were some similarities with these responses and the ones from the original Demos survey where 51% wanted more information about the things they can do and 47% wanting someone to talk to for advice. Surprisingly in Solihull only 28.4% wanted less bureaucracy compared to 49% in the earlier Demos report. There was not any great difference between the support required by older people and those of working age but of those with a learning disability 66.7% wanted more help and advice which is much higher than the overall figure.

9. In the next section we asked some questions about what services are used at the moment and how that might change in the future.

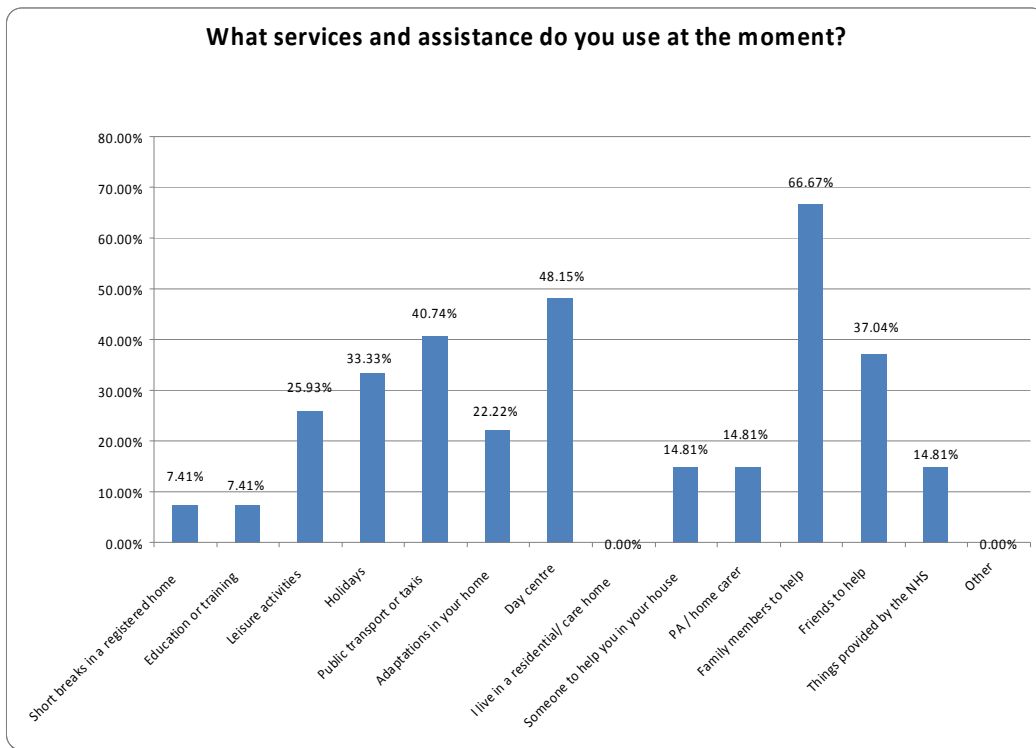
Fig 8



9.1 Services used

We asked people what specific types of support they were using at the moment and the overall results can be seen in the following chart.

Fig 9



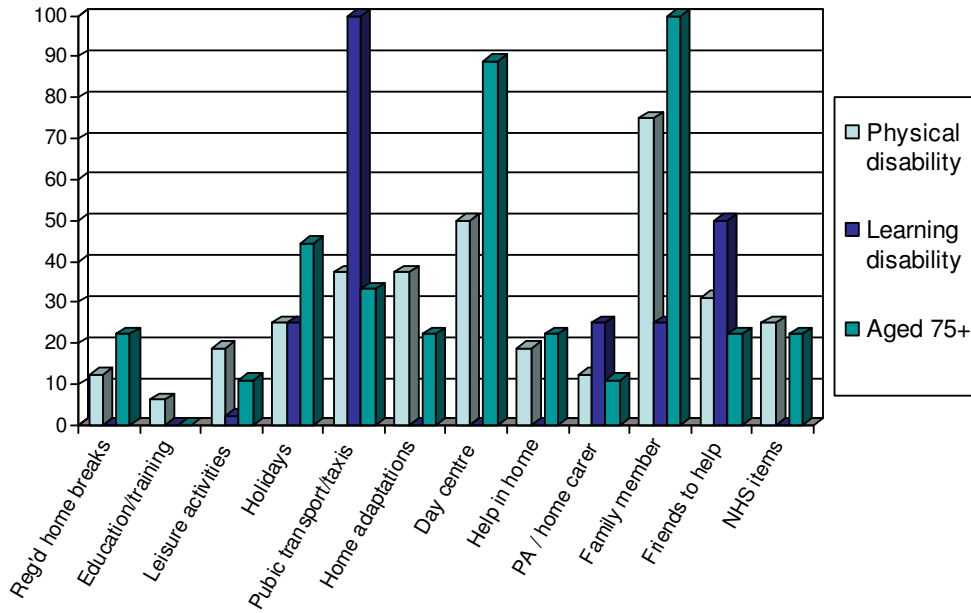
There were some differences depending on whether people paid for services themselves, were funded by Solihull Care Trust, or organised their care and support using either a direct payment or a personal budget. Within these bands we looked at the key groups namely those with a physical disability, a learning disability or aged 75+.

There are a wide range of services used and the following chart shows the variations between the different client groups. Amongst self-funders there was a high dependency upon support from family members particularly with those aged over 75 (100%) and those with a physical disability (75%).

Whilst the self-funders with a learning disability all used public transport or taxis this was only 37.5% and 33.3% for those with a physical disability or aged over 75 respectively.

Services used by self-funders (%)

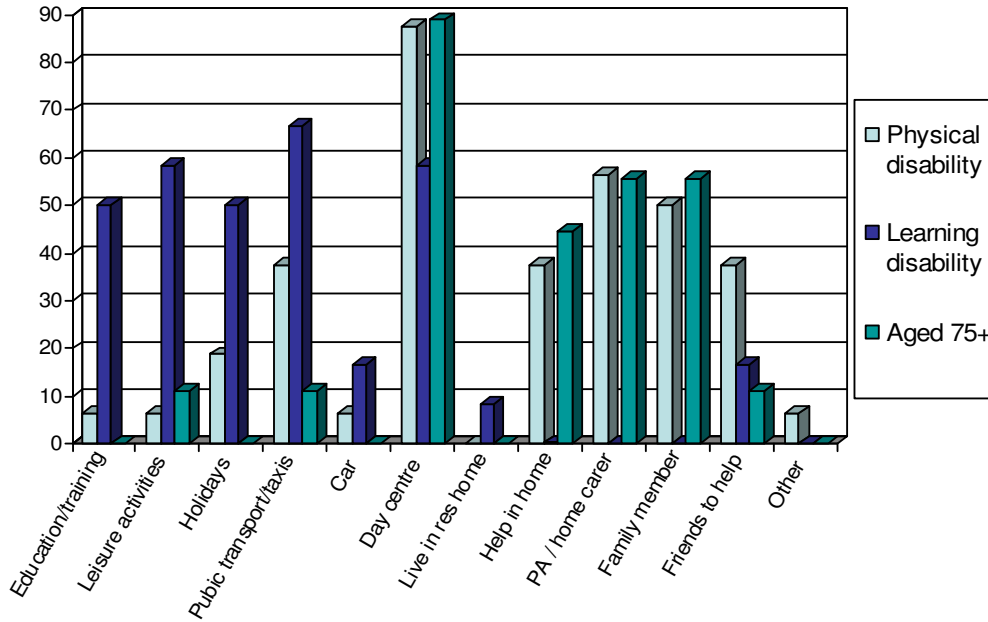
Fig 10



At the other end of the scale there was a very low take up of self-funded education or training amongst the self funders with only 6.3% of those with a physical disability choosing to fund this option.

Service users funded by SCT (%)

Fig 17

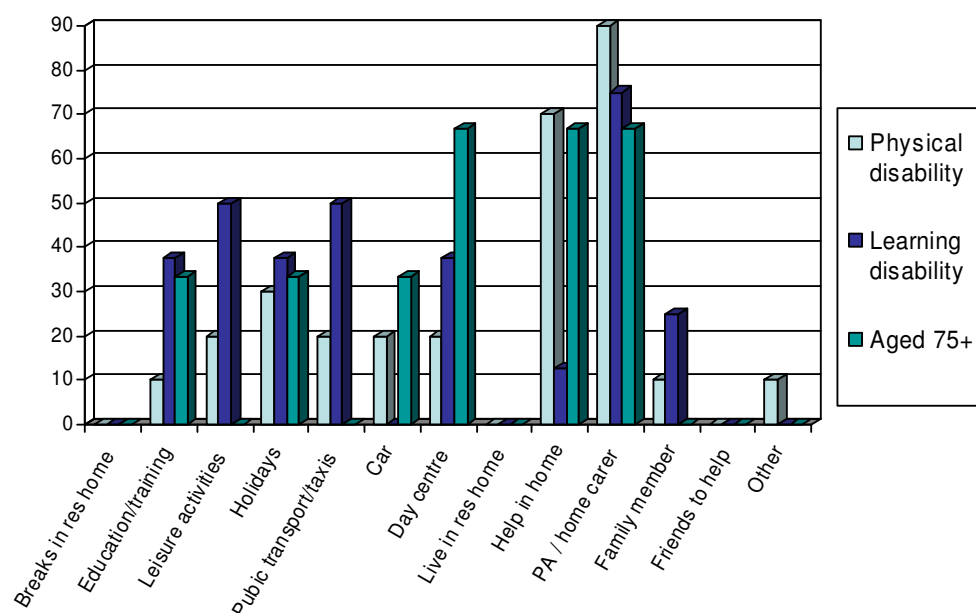


For service users whose care packages were funded by Solihull Care Trust there was a very high take up of day centre services with those with a physical disability accounting for 87.5% and those aged over 75 88.9%. It was also the second highest take up for those with a learning disability at 58.3% which was behind public transport and taxis at 66.7%. There was also a greater emphasis on social and leisure opportunities for those with a learning disability whereas those with a physical disability or aged over 75 saw a greater proportion of support options in place.

Unlike the self funders there was a far higher take up of education and training with those with a leaning disability (50%) but for those with a physical disability or those aged over 75 there was no difference.

Funded by direct payments/ personal budgets

Fig 18

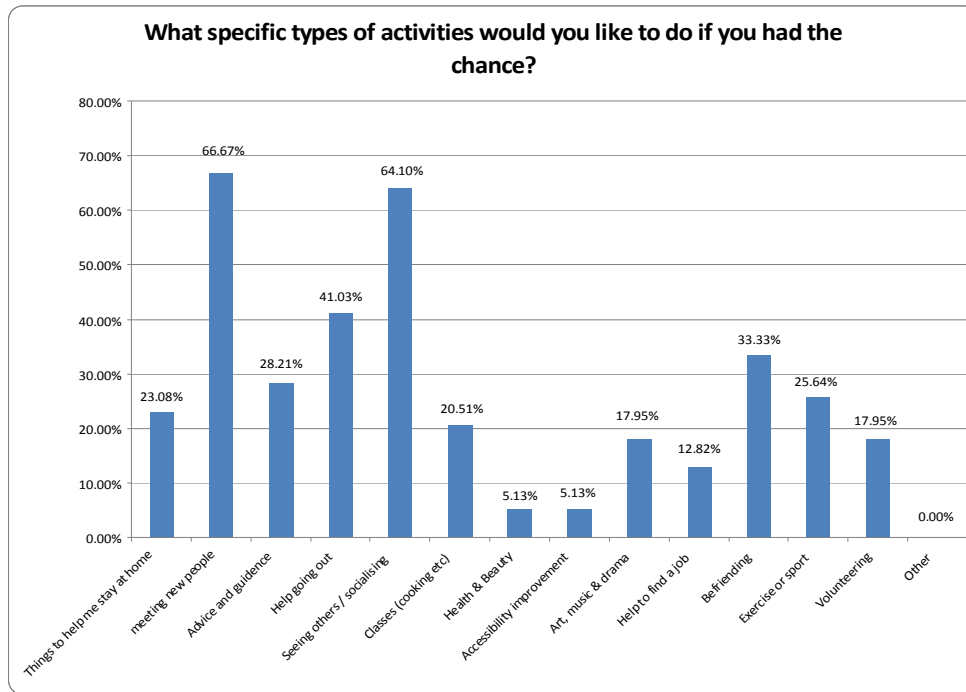


Amongst those already using self-directed support the results show a high demand for personal assistants from all of the main three client groups. This is allowing people to live more independently particularly when they move out of residential tenancies into their own accommodation. There is also a correspondingly high level of demand for help in the home from people with physical disabilities (70%) and from those aged 75+ (66.7%). This indicates that those on the brink of residential care can be served better by focusing on interventions to keep them in their own home.

There is still a high demand for day centres within this group from those aged 75+ and overall 69.2% of people still chose to use a day centre. After changing their physical health (47.6%) the other key areas of change for older people were what I do during the weekdays and holidays (both 23.8%).

9.2 Requested changes

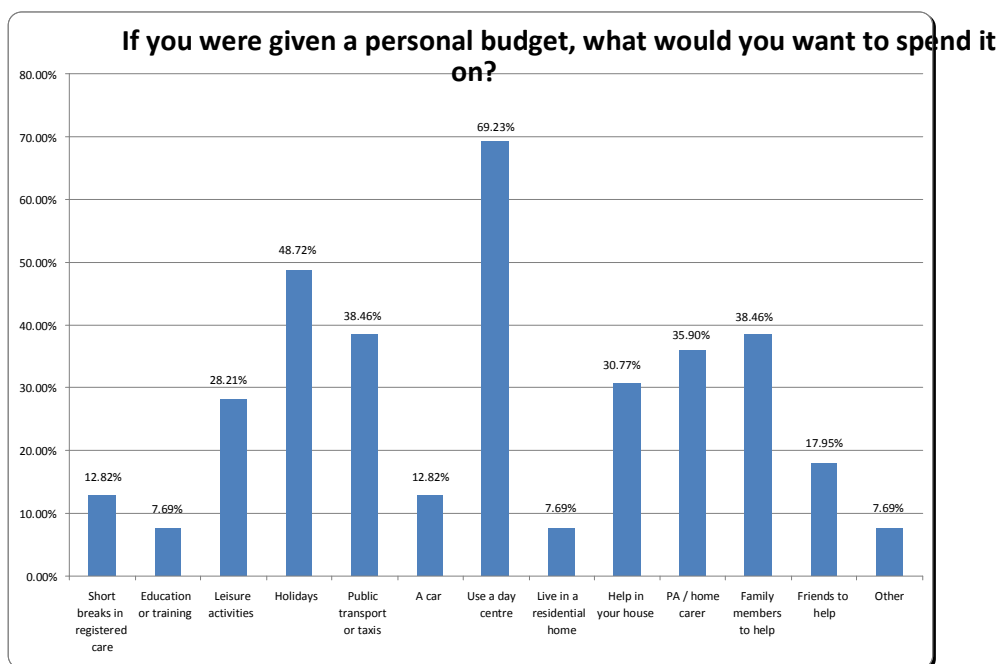
Fig 19



If this is then linked to the question “What specific type of activities would you like to do if you had a chance?”, which was asked to those in receipt of funding from Solihull Care Trust, it shows a high demand for “social activities” i.e. meeting new people (66.7%), seeing others / socialising (64.1%), help going out (41%), and befriending (33.3%).

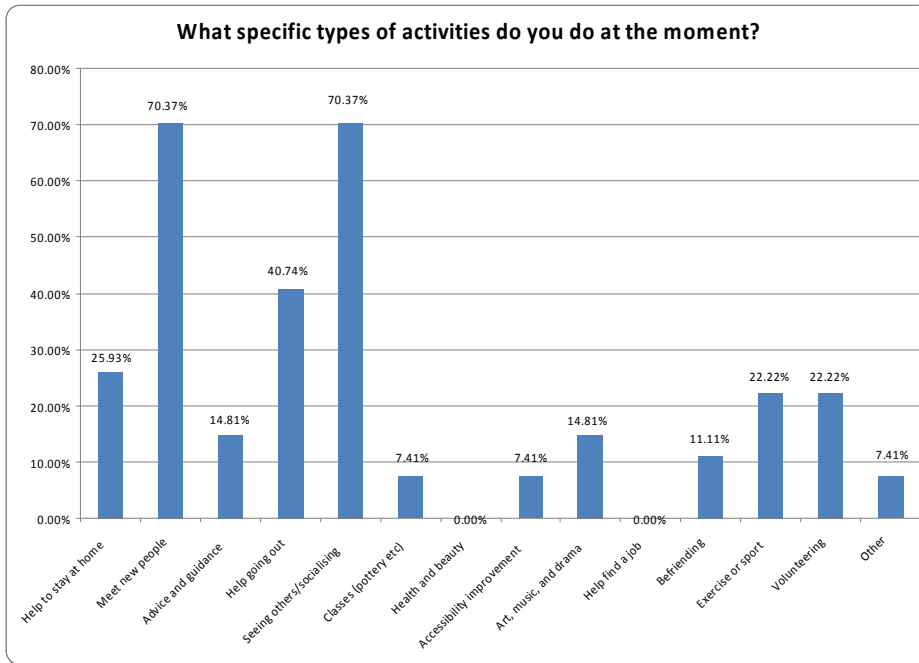
Likewise when people were asked what they would spend a personal budget on, a high proportion (69.2%) said that they would like to continue to use a day centre.

Fig 20



This “social activities” theme appeared in several other questions raising the question about the type of activities undertaken at a day centre suggesting that a new approach should be taken to fit this demand.

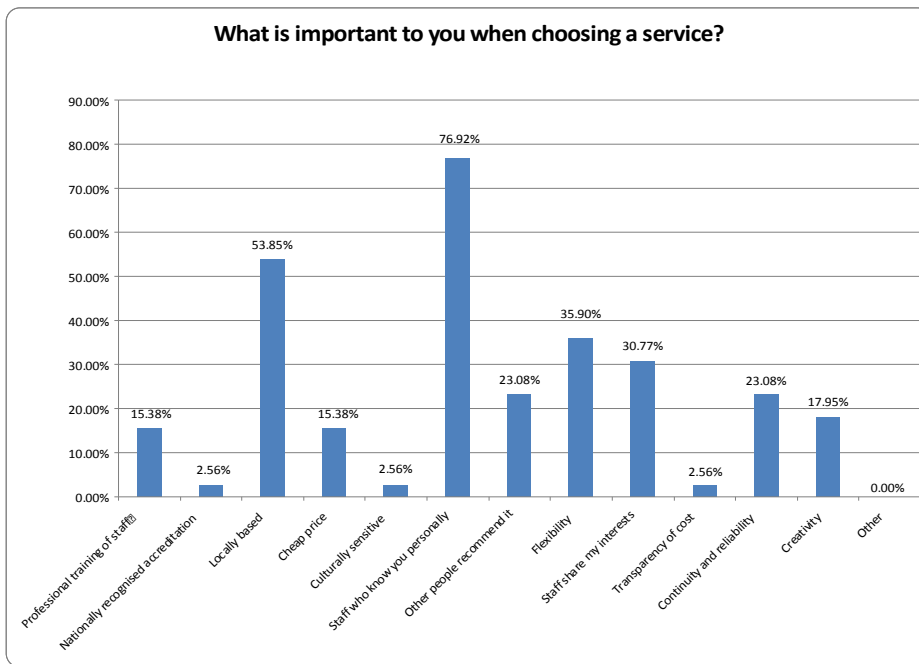
Fig 21



10. What is important when choosing a service?

When asked what is important when choosing a service 76.9% of people aged 75+ stated that it was important for staff to know them personally. This has implications for services using agency or pooled staff rather than dedicated members of staff looking after named individuals. Similarly for self-funders and those in receipt of budgets over 50% of individuals felt that it was important for the services to be locally based.

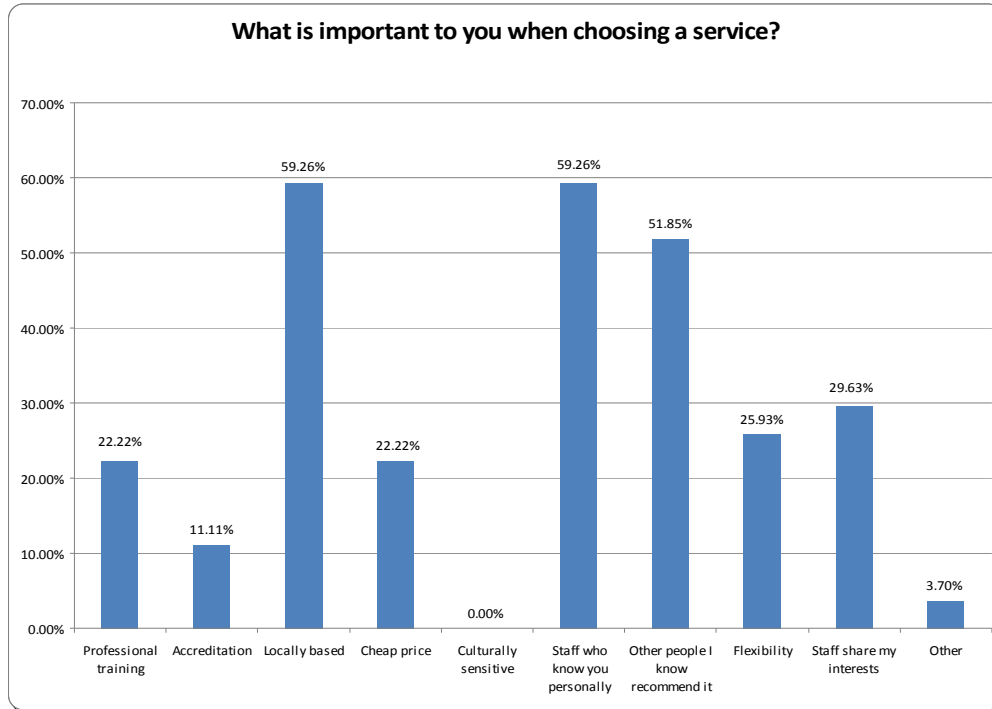
Fig 22



Existing clients

Self-funders

Fig 23



When we asked self-funders what is important to them when choosing a service they clearly wanted locally based organisations and (59.3%) and staff who knew them personally (59.3%). This was followed closely by recommendations from other people they knew (51.9%). This indicates that there is a strong preference for regular members of staff and not pooled staff or agency workers without continuity.

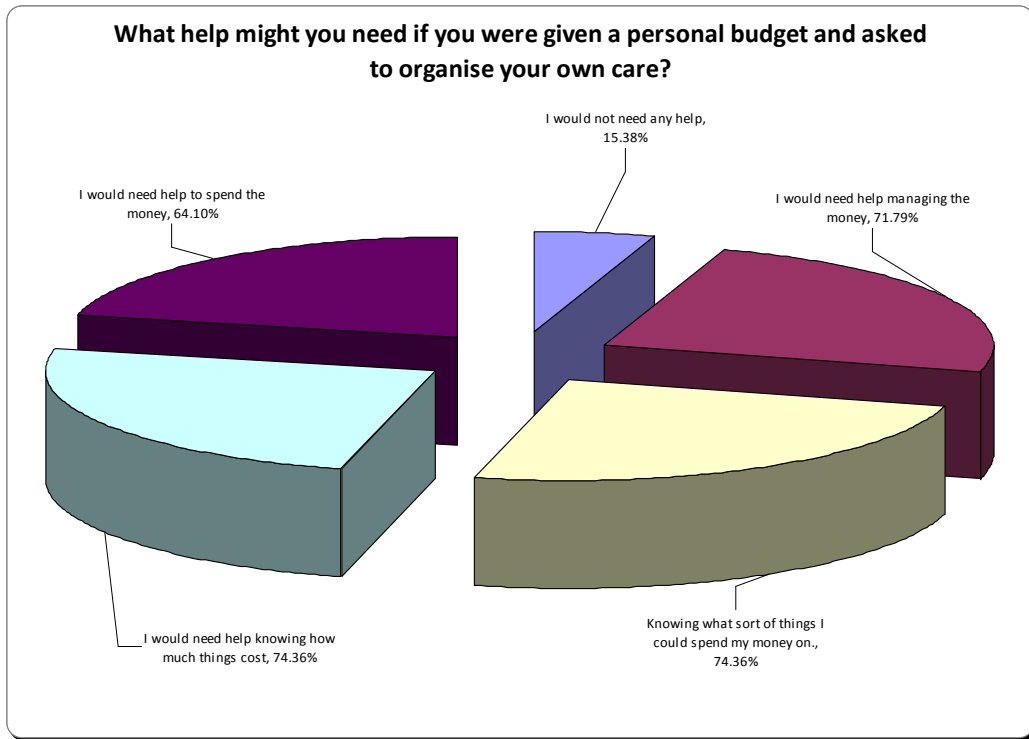
11. Assistance required to make a change

We then asked people what help they might need if they were given a personal budget and asked to organise their own care. Here only 15.4% felt that they did not need any support and were capable of organising it all themselves. However nearly three-quarters of the people interviewed (74.4%) felt that they needed support to identify some of the things that they could spend the money on. Linked to this a further 74.4% felt that they needed to know how much things cost.

71.8% of the people interviewed felt that they needed support in managing the money whilst a slightly smaller 64.1% felt that they needed support to spend the money.

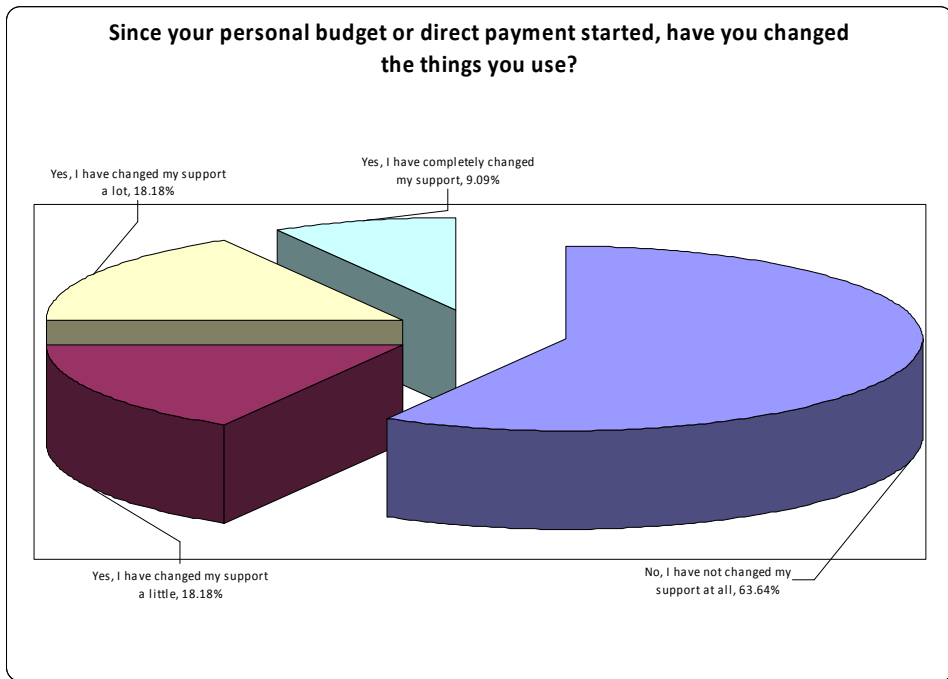
Support in identifying what services are available is being developed through the Solihull Care Directory web portal (www.solihullcaredirectory.com). Further support is offered through Shaw Trust where assistance is offered to everyone given a personal budget. This is automatically offered when someone is given a personal budget but people are not necessarily aware of these facilities before they get to that stage and they are naturally wary about the unknown. However these results indicate that there needs to be much more awareness of the availability of support and advice particularly before someone is in receipt of a personal budget as the knowledge of the availability of this information may make them more inclined to accept this option.

Fig 24



The group which are already in receipt of direct payments or personal budgets were asked whether they had changed the things they used since these payments started.

Fig 25

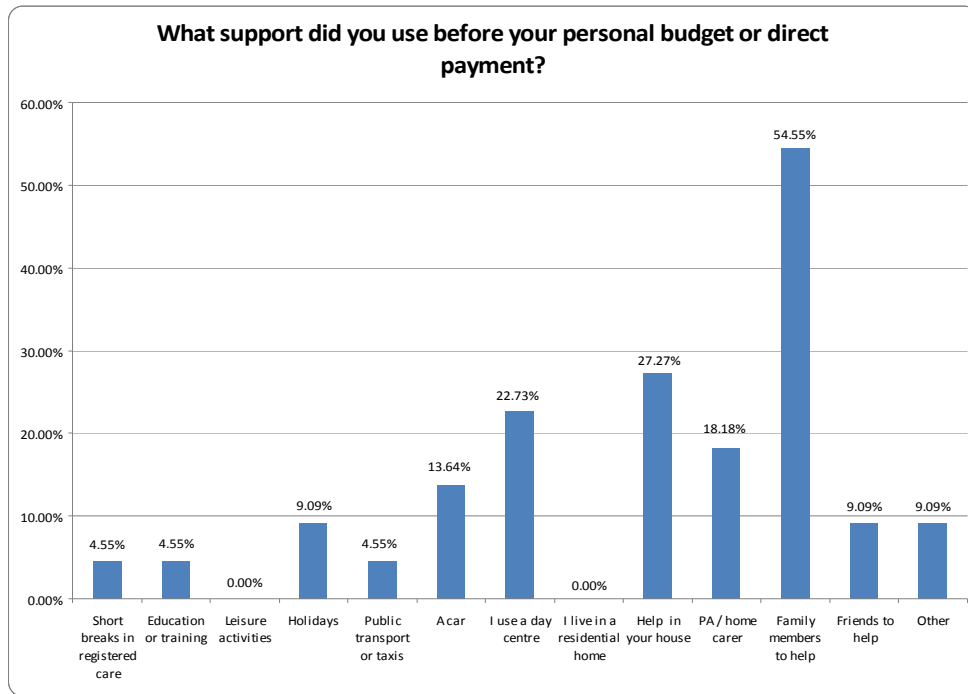


63.6% had not changed their services at all and a further 18.2% had only changed their support a little. This left 27.2% of the individuals who had changed their support a lot or completely since starting with their personal budget or direct payment none of whom were aged 75+ and therefore more resistant to change.

A personal budget makes a huge impact upon the way individuals are able to manage their lives and achieve more independence. Not only will people be able to choose which service provider they use instead of having one commissioned on their behalf, but they will be able to be more creative in which services they use. This will have a greater impact upon younger people and in particular those with a learning disability where there have been more significant changes to support plans.

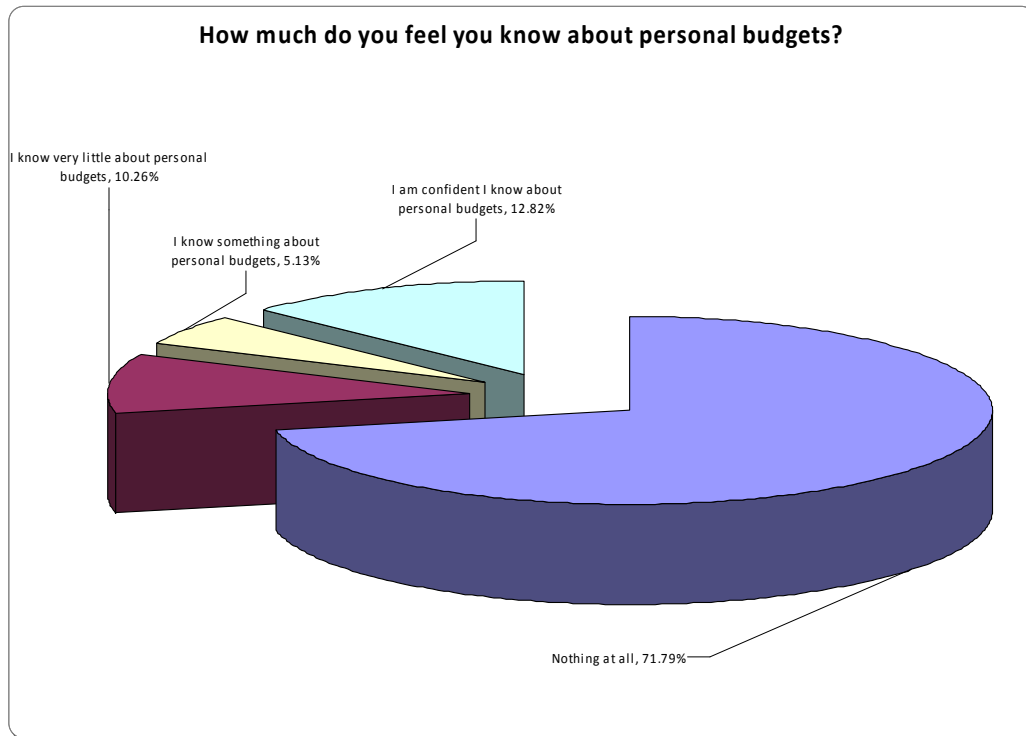
This also has a massive impact upon others as can be seen from the following graph. This shows that 55.6% of people were reliant upon family members to help them before they received a personal budget or direct payment whereas only 18.2% used a PA or home carer. This can be compared to *Fig 18* which shows a complete reversal in the use of home carers and personal assistants in relation to family members.

Fig 26



12. What do people know about personal budgets?

Fig 27



The previous chart shows that despite extensive presentations to groups, staff and potential recipients of personal budgets there is a large number of people (82.1%) that either knew nothing or very little about personal budgets. It is noted that the Demos survey covering the local authority areas of Cheshire East County Council, Hull City Council, Lancashire County Council and Nottinghamshire County Council, all had very similar results with 83% knowing nothing or very little about personal budgets.

There were variations between the different groups with those knowing little or nothing being

Learning disability	100%
Older people aged 75+	77.8%
Physical disability	68.8%

13. Conclusions

13.1 Social Activities and Day Care

A key theme that emerged throughout the findings was the need for social activities. This scored highly with both people with learning disabilities and those with physical disabilities in terms of the areas of their lives they wanted to improve.

People with learning disabilities wanted to know what they could do in the evenings and for holidays. Those with a physical impairments wanted holidays and older people wanted to access activities during the weekdays.

Unsurprisingly there was a very high take up of day centre services from those whose care packages were funded by Solihull Care Trust; most notably people with physical disabilities and older people, but also a significant proportion of people with learning disabilities. There was an indication that people would be reluctant to change this and that day centres were still wanted. When asked “if you were given a personal budget what would you spend it on?” 69.2% of the people questioned said that they would use a day centre and in addition 38.5% of people said that they would ask family members to help. Any review of the Day Service provision will therefore have a significant impact upon the individuals wanting to use the services as well as the family members who will be using this as respite or in some instances taking the opportunity to continue in employment.

Service users tend to value aspects such as social contact, interaction and meeting others. Therefore, we would recommend that providers look at how we can provide enjoyable and affordable opportunities for service users to do these things and investigate options such as ‘pooling’ parts of service users budgets to allow for social activities, trips out etc. This does already happen in some instances and it has been seen to increase independence. There is also the opportunity to develop user-led social activities that have been missing. There is support for both the lower and higher age groups but little suitable provision for people with physical disabilities of working age.

13.2 Information and Advice

In order to enable a change in their lives to take place, 51% of those surveyed wanted more information about activities and services available. Those with physical disabilities, older people and self-funders all wanted more information whereas those with a learning disability requested “face to face” help and advice. These findings were similar to those identified in the DEMOS survey and providing information to enable genuine choice is of course a key part of the Putting People First Agenda.

People will need information on the types of social activities discussed above and this will need to include non-traditional services (such as leisure, older people’s clubs etc). With the increased flexibility of Personal Budgets, there will also be a higher demand for accessible holidays as people choose to use part of their budgets to fund a break. Therefore comprehensive information on accessible holidays will also be needed.

Through the Solihull Care Directory, Enable-Solihull in partnership with Solihull NHS Care Trust and Solihull Council has begun to build a database of services; however this remains a work in progress, and will provide the opportunity for comments from existing users of services. This may need to be reviewed over time to diversify this

resource to include information about more holistic means of support. There are also the issues of digital exclusion of older and disabled people and the greater support needs of those with learning disabilities. This means that this resource is not available to everybody and there must be other means of accessing the information.

With nearly three-quarters of participants (74.4%) needing support to identify some of the things that they could spend the money on and 74.4% needing to know how much things cost, this highlights the importance of raising awareness of organisations such as the Shaw Trust who are able to help and being able to signpost people to these services quickly and effectively.

13.3 Community Safety

It was interesting to note that less than half of the people we surveyed felt either very happy or happy with freedom from discrimination and harassment. This was of greatest concern to respondents with learning disabilities (37.5%). Disability hate crime and anti-social behaviour is a real problem in our society, with people with learning disabilities at greatest risk of being targeted as identified in the “Getting away with murder” document produced by Scope¹. With greater numbers of service users choosing to live independently and manage money, it is important to ensure that they are properly safeguarded and know what to do to keep safe in their community and know where to go for help if necessary.

13.4 Support for Carers

Amongst the self-funders we identified a high dependency upon support from family members particularly with those aged over 75 (100%) and those with a physical disability (75%). This highlights the need for support for family carers, particularly where they may be under extra strain as a result of not being financially eligible for statutory funded care. It is vital that these people are signposted to organisations such as Solihull Carers Centre for support.

13.5 Education and Training

Amongst self-funders there was a very low take up of education or training with only 6.3% of those with a physical disability choosing to fund this option. Opportunities for training and development, which are free or very low-cost (e.g. volunteering opportunities and adult learner courses at local colleges), should perhaps be promoted to this group, particularly to younger disabled people in order to provide stimulation, greater independence and improve their prospects.

13.6 Support at Home

The results show a high demand for Personal Assistants from all client groups already using self-directed support. There is also a correspondingly high level of demand for help in the home from people with physical disabilities (70%) and from those aged 75+ (66.7%).

¹ <http://www.scope.org.uk/help-and-information/publications/getting-away-murder>

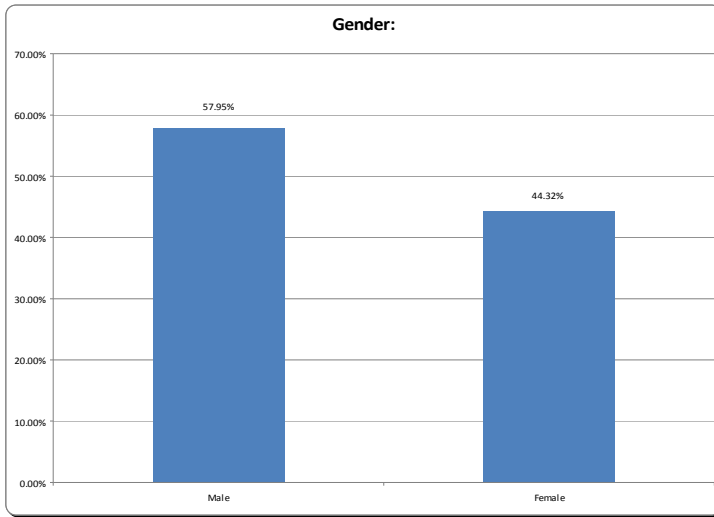
More home-based care and support will be needed, either from Personal Assistants employed directly by the service user or from providers, although this will need to be delivered in a much more person-focused manner than has previously been the case. When asked what is important when choosing a service high numbers of respondents said it was important to have staff that know them personally and they also felt that it was important that services were local. Service providers should therefore try and avoid regular staff changes or a high usage of agency staff.

14 Recommendations

- I. Develop increased and diversified publicity about the flexibility of personalisation (51% wanted more information).
- II. Increase capacity for staff able to give advice (66.7% of people with a learning disability wanted more help and advice).
- III. Establish regular two-way dialogue between advisers and service providers to enable new services to be developed in line with requests made from service users.
- IV. Develop a well publicised source of face-to-face information (74.4% want more information and 40.9% requested face-to-face support). Traditionally some self-funders will not approach statutory agencies so an independent information source will help self-funders as well as those allocated a budget.
- V. Improve awareness of safeguarding measures.
- VI. Recognise the need and publicise support for carers.
- VII. Promote education and training.
- VIII. Encourage the development of more home based care and support

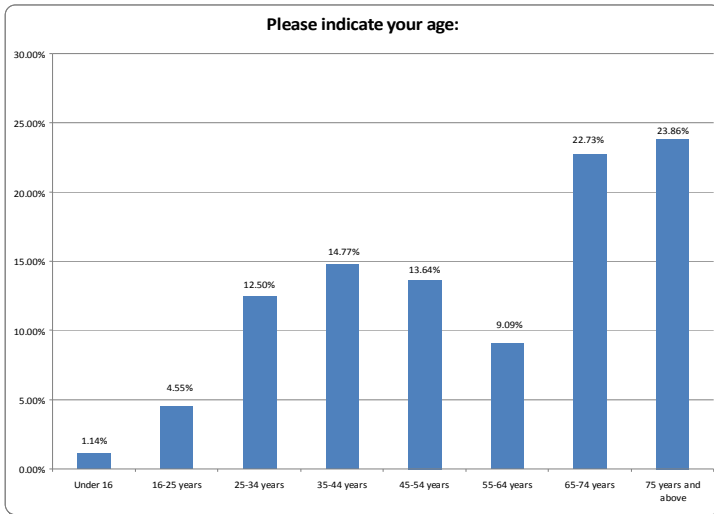
Appendix 1 Demographic Analysis

Fig 28



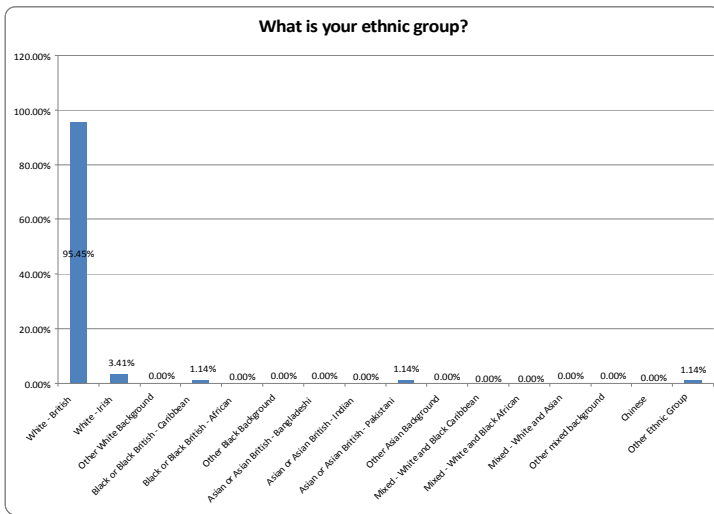
Gender split of survey sample

Fig 29



Percentage of survey sample for each age band

Fig 30



Ethnicity split for survey sample

Appendix 2

Copy of the questionnaire

Survey Definition Report

Client : Enable Solihull

Survey Name : What support do you want? V7

Survey Start Message :

Personal Budgets Survey

Questions :

Q.1 What is the major need that you require help with?

(Multiple Choice, select one only)

- Physical impairment Route to Q.3
 - Sensory impairment Route to Q.3
 - Learning disability Route to Q.3
 - Visual impairment Route to Q.3
 - Older person Route to Q.3
 - Mental health condition Route to Q.3
 - Deaf blindness Route to Q.3
 - Other need
-

Q.2 If you stated 'other' please explain that need?

(Open Ended)

- Free Format Text
 - No Response
-

Q.3 Is there a secondary need that you require help with?

(Multiple Choice, select one only)

- No, not applicable Route to Q.5
 - Physical impairment Route to Q.5
 - Sensory impairment Route to Q.5
 - Learning disability Route to Q.5
 - Visual impairment Route to Q.5
 - Older person Route to Q.5
 - Mental health condition Route to Q.5
 - Deaf blindness Route to Q.5
 - Other need
-

Q.4 If you stated 'other' please explain that need?

(Open Ended)

- Free Format Text
 - No Response
-

Q.5 If you receive any help to deal with these needs, how do you get it? Choose all that apply.

(Multiple Choice, multiple answers allowed)

- The local council pays
 - The NHS pays services
 - I receive a direct payment
 - I receive a personal budget
 - The local council pays, but I am charged for some things
 - I pay for support for myself
 - My family or friends pay for support
 - People support me but they are not paid to do this
 - I don't know
 - Not applicable
-

Q.6 If you have been assessed by Solihull Care Trust, what level of eligibility did they say you have?

(Multiple Choice, select one only)

- Critical

- Substantial
- Moderate
- Low
- Don't know
- Not applicable

Q.7 What is important for you to achieve in your life? Please choose only 3 options.

(Multiple Choice, multiple answers allowed)

- Health and well-being
- Quality of life
- Making a positive contribution to your local community
- Choice and control over what you do in your life
- Freedom from discrimination and harassment
- Personal dignity and respect
- Economic well-being
- Other

Q.8 How happy are you each of these aspects of your life at the moment? a) Health and well-being

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.9 b) Quality of life

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.10 c) Making a positive contribution to your local community

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.11 d) Choice and control over what you do in your life

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.12 e) Freedom from discrimination and harassment

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.13 f) Personal dignity and respect

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.14 g) Economic well-being

(Multiple Choice, select one only)

- Very happy
- Happy
- Average
- Unhappy
- Very unhappy

Q.15 Please look at the below list of areas of your life. Can you select each area of your life that you really want to change in the next year?

(Multiple Choice, multiple answers allowed)

- The home I live in
- The neighbourhood I live in
- Who I live with
- The money I get
- What I do during the weekdays
- Paid work
- Volunteering
- Helping my local community
- What I do in the evenings
- What I do at weekends
- Holidays
- Relationships with my family
- Close relationships
- Relationships with friends
- My physical health
- My mental health
- The control I have over my life
- Who supports me to do things
- Something else important

Q.16 If you selected 'something else important' please give further details.

(Open Ended)

- Free Format Text
- No Response

Q.17 What specific things would allow you to make these changes? Choose all that apply.

(Multiple Choice, multiple answers allowed)

- I would like more control over what assistance I get
- More face-to-face help and advice
- Less bureaucracy
- More information about things I can do
- Improved transport
- Knowing who I can speak to if I need something urgently
- More help from the council to let me do things with other people
- Help planning support from others that have similar difficulties

Q.18 In the next section we will ask some questions about what services you use at the moment and how that might change in the future.

(Multiple Choice, select one only)

- Do you pay for your own care or support?

- Does Solihull Care Trust pay for some or all of your care?
- Do you use a Personal Budget or Direct Payment?

Route to Q.29

Route to Q.43

Q.19 PART 2: What services and assistance do you use at the moment? Choose all that apply.

(Multiple Choice, multiple answers allowed)

- Short breaks in a registered home
- Education or training
- Leisure activities
- Holidays
- Public transport or taxis
- Adaptations in your home
- Day centre
- I live in a residential/ care home
- Someone to help you in your house
- PA / home carer
- Family members to help
- Friends to help
- Things provided by the NHS
- Other

Q.20 Please state anything else that you may use at the moment?

(Open Ended)

- Free Format Text
- No Response

Q.21 What specific types of activities do you do at the moment?

(Multiple Choice, multiple answers allowed)

- Help to stay at home
- Meet new people
- Advice and guidance
- Help going out
- Seeing others/socialising
- Classes (pottery etc)
- Health and beauty
- Accessibility improvement
- Art, music, and drama
- Help find a job
- Befriending
- Exercise or sport
- Volunteering
- Other

Q.22 Please state any other activities you do at the moment:

(Open Ended)

- Free Format Text
- No Response

Q.23 Approximately how much do you spend on these services?

(Multiple Choice, select one only)

- £0 - £5,000
- £5,000 - £10,000
- £10,000 - £15,000
- £15,000 and above
- Don't know

Q.24 Do you feel you get value for money for what you spend?

(Multiple Choice, select one only)

- Yes

- No
- Don't know

Q.25 Please explain the reason for your answer?

(Open Ended)

- Free Format Text
- No Response

Q.26 What is important to you when choosing a service? Please choose only 3 options.

(Multiple Choice, multiple answers allowed)

- Professional training
- Accreditation
- Locally based
- Cheap price
- Culturally sensitive
- Staff who know you personally
- Other people I know recommend it
- Flexibility
- Staff share my interests
- Other

Q.27 If you stated 'other' please explain?

(Open Ended)

- Free Format Text
- No Response

Q.28 If you had a greater choice and more options over what services and assistance you use, would you change what you get?

(Multiple Choice, select one only)

- No, I would not change anything Route to Q.57
- Yes, I would like to change a little Route to Q.57
- Yes, I would like to change a lot Route to Q.57
- Don't know Route to Q.57

Q.29 PART 3: What services (if any) do you use now? Choose all that apply.

(Multiple Choice, multiple answers allowed)

- Short breaks in registered care
- Education or training
- Leisure activities
- Holidays
- Public transport or taxis
- A car
- I use a day centre
- I live in a residential home
- Help in your own home
- PA / home carer
- Family members to help
- Friends to help
- Other

Q.30 Please state any other services you use?

(Open Ended)

- Free Format Text
- No Response

Q.31 What specific types of activities do you do at the moment?

(Multiple Choice, multiple answers allowed)

- Things that can help me stay at home
- Meet new people

- Advice and guidance
- Help going out
- Spend time with other people/ socialising
- Classes- cookery, gardening, pottery, etc
- Health and beauty
- Accessibility improvement
- Art, music, and drama
- Help find a job
- Befriending
- Exercise or sport
- Volunteering
- Other

Q.32 Please state any other activities you do at the moment:

(Open Ended)

- Free Format Text
- No Response

Q.33 How much do you feel you know about personal budgets?

(Multiple Choice, select one only)

- Nothing at all
- I know very little about personal budgets
- I know something about personal budgets
- I am confident I know about personal budgets

Q.34 If you had a personal budget, and could spend the money on anything that would help you in life, do you think you would change the support you have?

(Multiple Choice, select one only)

- I would not change my support at all
- I would change my support a little
- I would change my support a lot
- I would completely change my support

Q.35 If you were given a personal budget, what would you want to spend it on?

(Multiple Choice, multiple answers allowed)

- Short breaks in registered care
- Education or training
- Leisure activities
- Holidays
- Public transport or taxis
- A car
- I use a day centre
- I live in a residential home
- Help in your house
- PA / home carer
- Family members to help
- Friends to help
- Other

Q.36 Please state any other services you would spend the personal budget on?

(Open Ended)

- Free Format Text
- No Response

Q.37 What specific types of activities would you like to do if you had the chance? Please choose three.

(Multiple Choice, multiple answers allowed)

- Free Format Text
- No Response

- Things to help me stay at home
- meeting new people
- Advice and guidance
- Help going out
- Seeing others / socialising
- Classes (cooking etc)
- Health & Beauty
- Accessibility Improvement
- Art, music & drama
- Help to find a job
- Befriending
- Exercise or sport
- Volunteering
- Other

Q.38 If you stated 'other' please explain?

(Open Ended)

- Free Format Text
- No Response

**Q.39 What help might you need if you were given a personal budget and asked to organise your own care?
Choose all that apply.**

(Multiple Choice, multiple answers allowed)

- I would not need any help
- I would need help managing the money
- Knowing what sort of things I could spend my money on.
- I would need help knowing how much things cost
- I would need help to spend the money
- Other

Q.40 Please state any other help you would need if you were given a personal budget and asked to organise your own care?

(Open Ended)

- Free Format Text
- No Response

Q.41 What is important to you when choosing a service? Please choose only 3 options.

(Multiple Choice, multiple answers allowed)

- Professional training of staff
- Nationally recognised accreditation
- Locally based
- Cheap price
- Culturally sensitive
- Staff who know you personally
- Other people recommend it
- Flexibility
- Staff share my interests
- Transparency of cost
- Continuity and reliability
- Creativity
- Other

Q.42 Please state any other factors important to you when choosing a service?

(Open Ended)

- Free Format Text
- No Response

Route to Q.57

Q.43 PART 4: If you have a personal budget, how do you manage it?

(Multiple Choice, select one only)

- Direct payment (money paid into your own account)
- Indirect payment (money managed by another person)
- Individual service fund (managed by support service)
- Budget is managed by Solihull Care Trust
- Not applicable

Route to Q.57

Q.44 How long have you been using your personal budget or direct payment?

(Multiple Choice, select one only)

- Less than 1 month
- 1 - 6 months
- 6 months - 1 year
- 1 - 3 years
- More than 3 years

Q.45 Has Solihull Care Trust made it easy for you to find out about personal budgets?

(Multiple Choice, select one only)

- Yes
- Not sure
- No

Q.46 Has Solihull Care Trust made it easy for you to do your self assessment?

(Multiple Choice, select one only)

- Yes
- Not sure
- No

Q.47 Has Solihull Care Trust made it easy for you to get control over your money?

(Multiple Choice, select one only)

- Yes
- Not sure
- No

Q.48 Has Solihull Care Trust made it easy for you to plan the support you want?

(Multiple Choice, select one only)

- Yes
- Not sure
- No

Q.49 Has Solihull Care Trust made it easy for you to get the support you want?

(Multiple Choice, select one only)

- Yes
- Not sure
- No

Q.50 What do you spend your money on? Choose all that apply.

(Multiple Choice, multiple answers allowed)

- Short term breaks in a registered home
- Education or training
- Leisure activities
- Holidays
- Public transport or taxis
- A car
- I use a day centre
- I live in a residential home
- Someone to help you in your house
- Personal assistants/ home carer
- Family members to help
- Friends to help

Other

Q.51 Please state anything else you spend your money on?

(Open Ended)

- Free Format Text
 No Response

Q.52 Since your personal budget or direct payment started, have you changed the things you use?

(Multiple Choice, select one only)

- No, I have not changed my support at all
 Yes, I have changed my support a little
 Yes, I have changed my support a lot
 Yes, I have completely changed my support

Q.53 What support did you use before your personal budget or direct payment?

(Multiple Choice, multiple answers allowed)

- Short breaks in registered care
 Education or training
 Leisure activities
 Holidays
 Public transport or taxis
 A car
 I use a day centre
 I live in a residential home
 Help in your house
 PA / home carer
 Family members to help
 Friends to help
 Other

Q.54 Please state any other support you used before your personal budget or Direct Payment?

(Open Ended)

- Free Format Text
 No Response

Q.55 What specific types of activities do you use your personal budget/ Direct Payment for at the moment?

(Multiple Choice, multiple answers allowed)

- Help to stay at home
 Meet new people
 Advice and guidance
 Help going out
 Seeing others / socialising
 Classes- (cookery, pottery, etc)
 Health and beauty
 Accessibility improvement
 Art, music, and drama
 Help find a job
 Befriending
 Exercise or sport
 Other

Q.56 What other types of activity do you use your personal budget/ Direct Payment for at the moment?

(Open Ended)

- Free Format Text
 No Response

Q.57 PART 5: How did you answer the questions?

(Multiple Choice, select one only)

- I answered the questions myself
- I answered the questions with help from someone else
- Someone else mainly answered the questions

Q.58 Is there anything else you want to tell us?

(Open Ended)

- Free Format Text
- No Response

Q.59 If you would like any of your comments to be followed up, please write in your name and contact details below:

(Open Ended)

- Free Format Text
- No Response

Q.60 Gender:

(Multiple Choice, select one only)

- Male
- Female

Q.61 Please indicate your age:

(Multiple Choice, select one only)

- Under 16
- 16-25 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years and above

Q.62 What is your ethnic group?

(Multiple Choice, select one only)

- White - British
- White - Irish
- Other White Background
- Black or Black British - Caribbean
- Black or Black British - African
- Other Black Background
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Other Asian Background
- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Other mixed background
- Chinese
- Other Ethnic Group

Q.63 What is your postcode?

(Open Ended)

- Free Format Text
- No Response

Survey End Message :

Thank you for taking part in our survey.