

Newcastle Wellbeing, Care and Learning: Social Care User Experience Survey 2016 / 2017



**Policy and Communications Team
Assistant Chief Executive's Directorate**

Index

Contents	Page no.
Introduction	1
Purpose of the survey	1
Methodology	2
Responses and margin of error	2
Equality and diversity	3
Safety, wellbeing and confidentiality	3
Key Findings	4
An overview	4
Key findings – Differences compared to the previous year	5
ASCOF Indicators	8
Action points	9
Summary of findings	10
About the respondents	14
Frequency Tables	16
Strata response rates	16
Percentages and weighting	16
Section 1: Overall satisfaction with your social care and support	18
Section 2: Your quality of life	22
Section 3: Knowledge and information	36
Section 4: Your health	44
Section 5: About your surroundings	50
Section 6: About you and the help you receive	52
Section 7: About local services	56
About the respondents	60
Appendix 1 – Questions	65
Appendix 2 – ASCOF Indicators	68

Introduction

Purpose of the survey

This report presents the findings for Newcastle City Council from the statutory national 2016/17 Adult Social Care Services User Experience Survey, which has been created by the NHS Information Centre¹. This was carried out to explore the views of service users about the care and support services they receive from councils with adult social service responsibilities (CASSRs). The purpose of the survey is described by the Information Centre as:

“Data collected through the Personal Social Services Adult Social Care Survey (ASCS) by local authorities are sent to NHS Digital and are used as the basis of analyses that are included in national level Official Statistics reports. Data are also used to populate several measures in the Adult Social Care Outcomes Framework (ASCOF). These data are expected to be used to inform policy and decision-making at both the local and national level, and to improve care, services and outcomes for local populations.”

This survey updates the findings from the earlier 2010/11, 2011/12, 2012/13, 2014/15 and 2015/16 Adult Social Care User Experience surveys. These are designed to be outcome-focussed, measuring the effect that services have on the quality of people’s lives. A full list of the questions asked in the survey can be found in Appendix 1 on p. 66.

This report focuses upon the key findings from both the mandatory questions and our own questions from the 2016/17 survey, and how they compare to the 2010/11, 2011/12, 2012/13, 2013/14, 2014/5 and 2016/17 surveys. A subsequent report will compare the findings for Newcastle to those for the UK as a whole in 2016/17, once this information is available.

This report was written by Louise Reeve, Policy and Communications Business Partner in the Policy and Communications Team, and any queries about it should be addressed to her: louise.reeve@newcastle.gov.uk or telephone: 0191 277 7508 (internal ext. 27508).

¹ The NHS Information Centre website is here: <http://content.digital.nhs.uk/article/7520/Adult-Social-Care-Survey-2016-17-guidance-for-local-authorities> (URL dated 17 May 2017).

Methodology

Questionnaires were sent out to a random stratified sample of people who were receiving care and support services from Newcastle Adult Services, during the period 1st September – 31st December 2016 (the “eligible population”). The sample was extracted on 12th October 2016. All types of care and support service users were included in the sample, which comprised people receiving: residential care, nursing care, home care, care in day centres, meals at home, short-term residential care (not respite care), direct payments, personal budgets, professional support, and equipment or home adaptations. In 2016/17, as in 2011/12, 2012/13, 2013/14, 2014/15 and 2015/16 the eligible population was divided into four groups, or “strata”, as follows:

1. People of all ages with a learning disability
2. People aged 18-64 with no learning disability
3. People aged 65 and over with no learning disability, in residential care
4. People aged 65 and over with no learning disability, who receive community-based services

We then drew a random sample from each stratum, based upon the response rates from people in each stratum in the previous survey in 2015/16. Out of a total of 4,081 people in the eligible population, we drew a total sample of 1,007. 14 people in the survey were replacements for people in the original survey sample who had been removed from the sample on the advice of a care home manager, due to incapacity to give consent to take part.

Questionnaires were sent out on 30 January 2017, with reminders going out on 13 March. This is later than ideal, as reminders are ideally supposed to be sent out two weeks after the original mailing date, but was unavoidable due to the work commitments of the analyst and Digital Print. The fieldwork period for the entire survey was 30 January to 5 May 2017. 87% responded to the original questionnaire (compared to 81% in 2015/6), and 13% responded to the reminder.

Responses and margin of error

We received **348** returned questionnaires out of **1,007** sent out, giving a response rate of **35%**. This response rate gives a margin of error² for the entire survey of **+/- 5.02** percentage points, given that the total number of service users we drew our random sample from was 4,081. This is just slightly outside the maximum margin of error specified by the NHS Information Centre of +/- 5.00 percentage points.

This means that we can consider that the results from the survey are generally representative of the entire population of 4,081 people who are receiving care and support services from Newcastle City Council, to within 5.02 percentage points either way. For example, the percentage of people in the survey who feel that they have adequate control over their daily lives is 40.1%, so the “true” figure for the population as a whole lies between 34.9% - 44.9% (figures have been rounded).

² The margin of error is a figure calculated using statistics theory to show how close the percentages calculated from the data collected in the survey are to the “true” satisfaction percentages. The “true” percentage is the figure we would get if we could ask every single person who received care and support services this question and receive their answer.

Equality and diversity

In 2017, nearly everyone who took part in the survey did so by returning a questionnaire, apart from one person who had a face-to-face interview. The majority had help from another person, such as a friend or family member, to complete the questionnaire (see p.54 for details).

We strove to ensure that everyone was able to participate in the survey, using 14-point Arial font for the printed surveys to maximise ease of reading. Additionally, before sending out the questionnaires, we checked service users' Carefirst records to determine if they had any special communication requirements such as large print or other language. People requiring large print surveys were sent them on yellow paper in the font size they had specified (or, if no font size was specified, in 18 point font). The Information Centre supplied us with Easy Read versions of the questionnaires for use by people with learning disabilities. No-one took part in the survey via an advocate.

In 2016/17 there were 15 people known to have sensory impairments (not including people requiring large print). Where possible, we checked with their support workers to confirm their requirements. People who required audio cassettes, Braille or very large print (such as 30-point font or above) were contacted by telephone to confirm if they would like to take part in the survey, and, if so, whether they preferred to have the survey in the form of a telephone interview, a face-to-face interview, or an audio cassette. Two people asked for the questionnaire in Braille format, and five asked to be sent an audio cassette.

People who use British Sign Language were sent a letter in simple English, followed by a reminder, with a form they could use to indicate if they wanted to take part by having a Sign Language interpreted interview (there was also the option for them to participate by having a friend or family member translate the printed form for them, and record their answers). No-one took part in this way.

We checked the requirements of people in this group whose first language is not English. In all cases, they were either known to be able to read English, or to have arrangements in place (such as a trusted friend or family member) to help them deal with correspondence in English. We also offered all respondents the option of having a translated questionnaire, or a telephone or face-to-face interview with an interpreter and the researcher if this was what they wanted. No-one chose to take up this option.

Safety, wellbeing and confidentiality

Where a person gave a reply or made a comment which indicated that there was a reason to be concerned for their personal safety or wellbeing (for example "I am extremely worried about my personal safety"), their details were passed on to Johanne Slater, Team Manager in Wellbeing, Care and Learning Directorate, for appropriate action to be taken to safeguard their wellbeing. This is permissible under the terms of the confidentiality guarantee offered to everyone who takes part in the survey:

"Your answers will be treated as confidential: they will not be passed on to your social worker or anyone else responsible for providing you with services. You will not be personally identified... However, if any of your replies cause us to be concerned about your safety or well-being, someone not directly involved with providing you with services will contact you to discuss this. This is the only circumstance under which it will be used to identify you".

Key Findings

Generally speaking, respondents to the survey were happy and satisfied with their care and support services, including different aspects of the service such as how they had been treated. As in previous years, the most common ways in which service users said that care and support services helped them were either with the quality of their lives, with control over their daily lives, or with their personal safety. This section presents statistically significant differences between the 2015/16 and 2016/17 results.

An overview

The majority of service users in the survey were satisfied with their care and support services, and with their quality of life. For each question about people's quality of life, such as getting food and drink, having enough social contact with others, the majority of people replied that things were either "good" or "adequate". However, for questions about control over daily life, social contact with others, and personal time, there were substantial minorities who gave more negative answers, and this is a pattern that has been seen in previous years' surveys (even though the sampling method changed in 2014/15). The majority of respondents said that care and support services helped with these aspects of their lives.

Respondents were generally quite positive about the ease of finding information or advice. The most popular ways of finding out information about care and support services were by letter or face-to-face. The majority said that they felt they knew how to make a complaint and could do so if they wanted to. Complaining by telephone or via a representative, such as a family member, was the preferred method for around half of respondents, as it was in previous years.

When asked who they would talk to if they felt unsafe or were worried about something that had happened to them, the majority of people replied that they would speak to a family member. Nearly half of the people in the survey said that their health was fair. However, over half said that they had moderate pain or discomfort, and just over half said that they were either moderately or extremely anxious or depressed.

The majority of people could get around indoors, get in and out of bed, and feed themselves without any assistance, although in each case a substantial minority of people either had difficulty doing this or could not do so without help. Similarly, the majority could use the toilet, and wash their hands and face without assistance. However, over half either had difficulty with getting dressed and undressed, washing all over and dealing with their finances and paperwork, or could not do these actions at all without help.

The majority of people thought that their home either met their needs very well or that it met most of their needs. Just under a third said that they could get to all the places in their local area that they wanted to; however, the majority either found it difficult to get to all the local places they wanted to, were unable to do this, or did not leave their homes.

Most people did not buy in extra care and support, but the majority were receiving practical help and support on a regular basis either from someone else in their household (such as a partner) or from someone in another household (such as a friend or family member). Most people thought that Newcastle City Council care and support services had stayed the same over the previous year.

Key Findings – Differences compared to the previous year

Satisfaction with Services

- ASCOF 3A – Overall satisfaction – everyone:** A lower percentage of all service users replied that they were ‘extremely’ satisfied in response to this question compared to 2015/16; 62%, compared to 67%. This is the lowest level of satisfaction recorded since the survey began in 2010/11.
- ASCOF 3A – Overall satisfaction – people without a learning disability:** A slightly lower percentage of service users without a learning disability replied with the most positive response, “extremely satisfied”, compared to 2015/16; 24% compared to 28%. (This was matched by a higher percentage replying that they were “quite satisfied”: 33% compared to 28% in 2015/6.)
- ASCOF 3A – Overall satisfaction – people with a learning disability:** A lower percentage of service users with a learning disability replied with the most positive response: “I am very happy with the way staff help me, it’s really good” compared to 2015/16; 73% compared to 82%. However, it should be noted that the total number of people with learning disabilities in the survey is relatively small, and that therefore this percentage often changes from year to year.

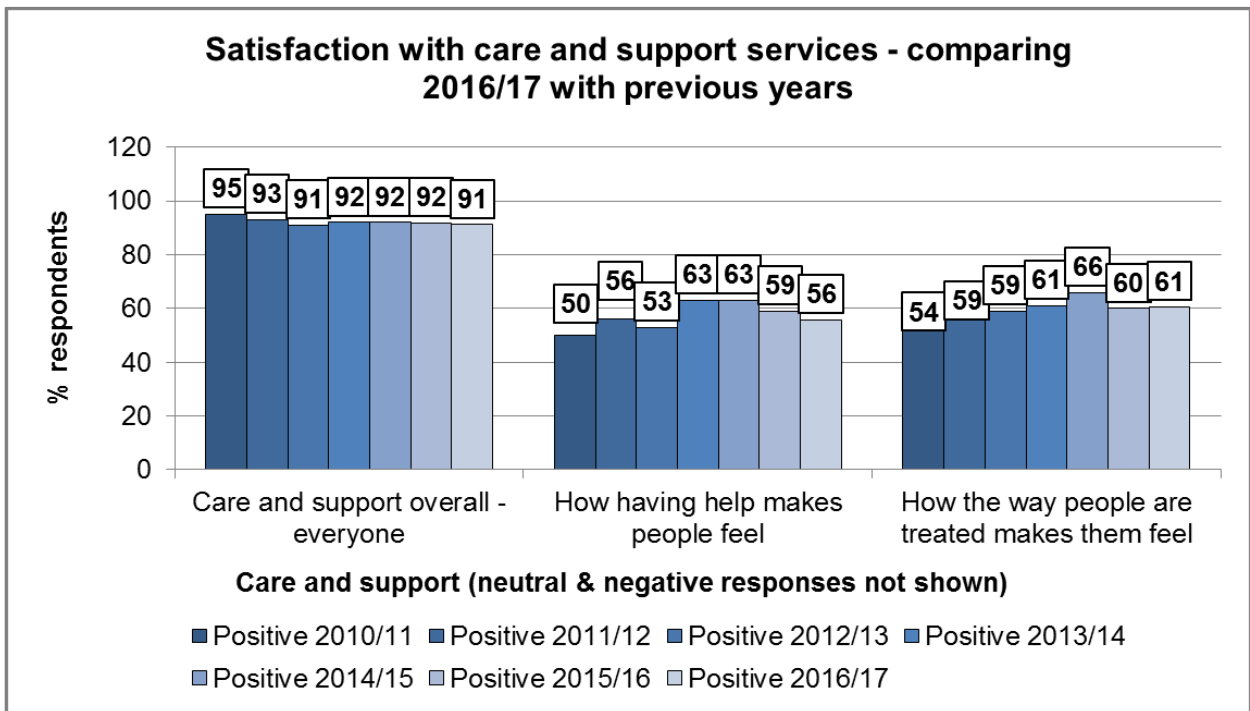


Chart 1: Positive responses (Q1 = extremely and very satisfied with services overall) to questions about care and support services, comparing from 2010/11 to 2016/17

Quality of Life

- Quality of life:** A lower percentage of service users with a learning disability replied “My life is really great”: 28% compared to 39% in 2015/16. This was matched by an increase in the percentage replying: “My life is mostly good”: from 43% in 2015/6 to 54% in 2016/7.
- Feeling clean and presentable:** A lower percentage of service users replied “I feel clean and am able to present myself the way I like”: 54% compared to 60% in 2015/16. This is matched by an increase in respondents replying “I feel adequately clean and presentable”: from 34% to 43%.
- Food and drink:** A lower percentage of respondents say that they get all the food and drink they like when they want; 60% in 2016/17 compared to 68% in 2015/16. This is matched by an increase in respondents replying “I get adequate food and drink at okay times”: from 36% to 28%.
- Keeping the home clean:** A lower percentage of respondents say that their home is as clean and comfortable as they want it to be; 67% in 2016/17 compared to 73% in 2015/16. This is matched by an increase in respondents replying “My home is adequately clean and comfortable”: from 24% to 28%.

Overall

As shown in the chart below, in 2016/17, the percentages of respondents giving the most positive response to the questions were generally either the same or lower than the previous year, with the exception of control over daily life, which was slightly higher; 37% compared to 33% in 2015/16.

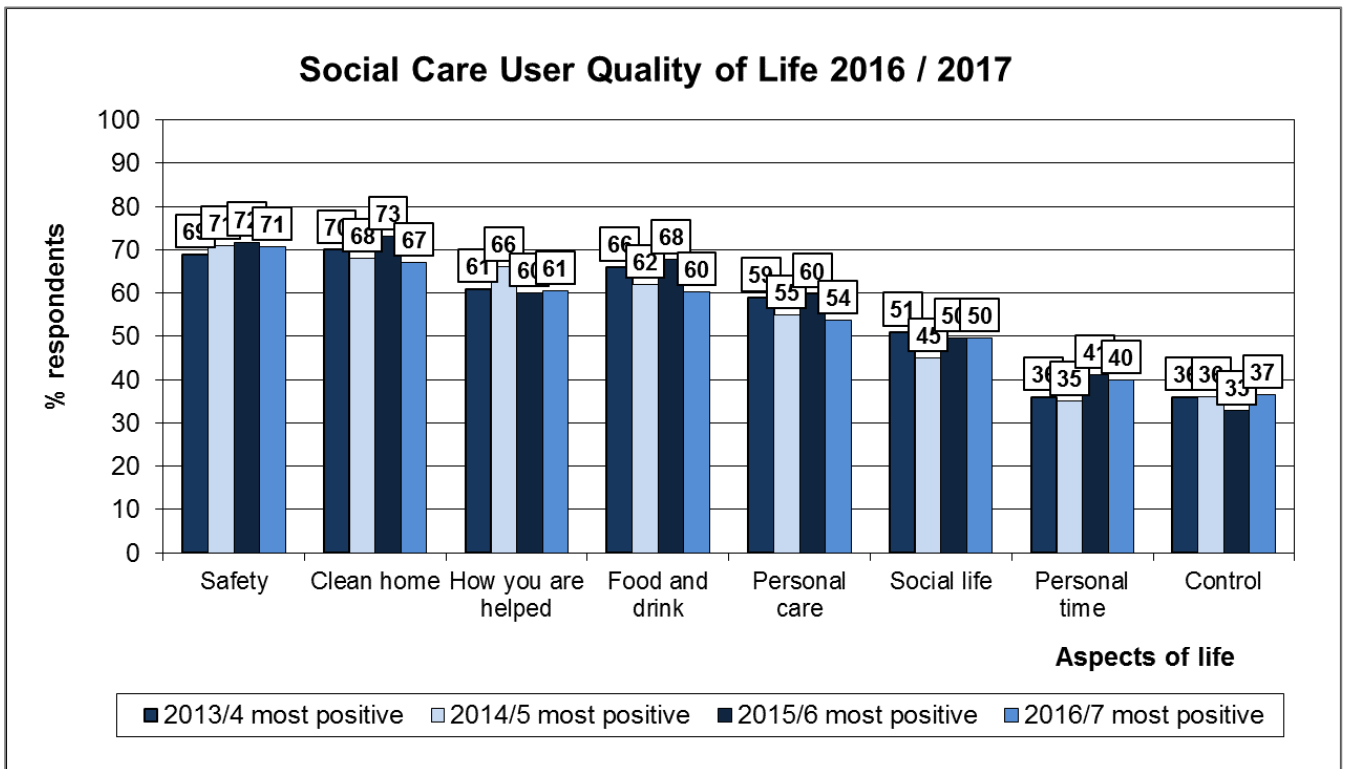


Chart 2: Most positive responses to quality of life questions, comparing 2013/14, 2014/15, 2015/16 and 2016/17 surveys.

As shown below, the percentages of respondents saying that care and support services help them with these aspects of their lives has not significantly changed.

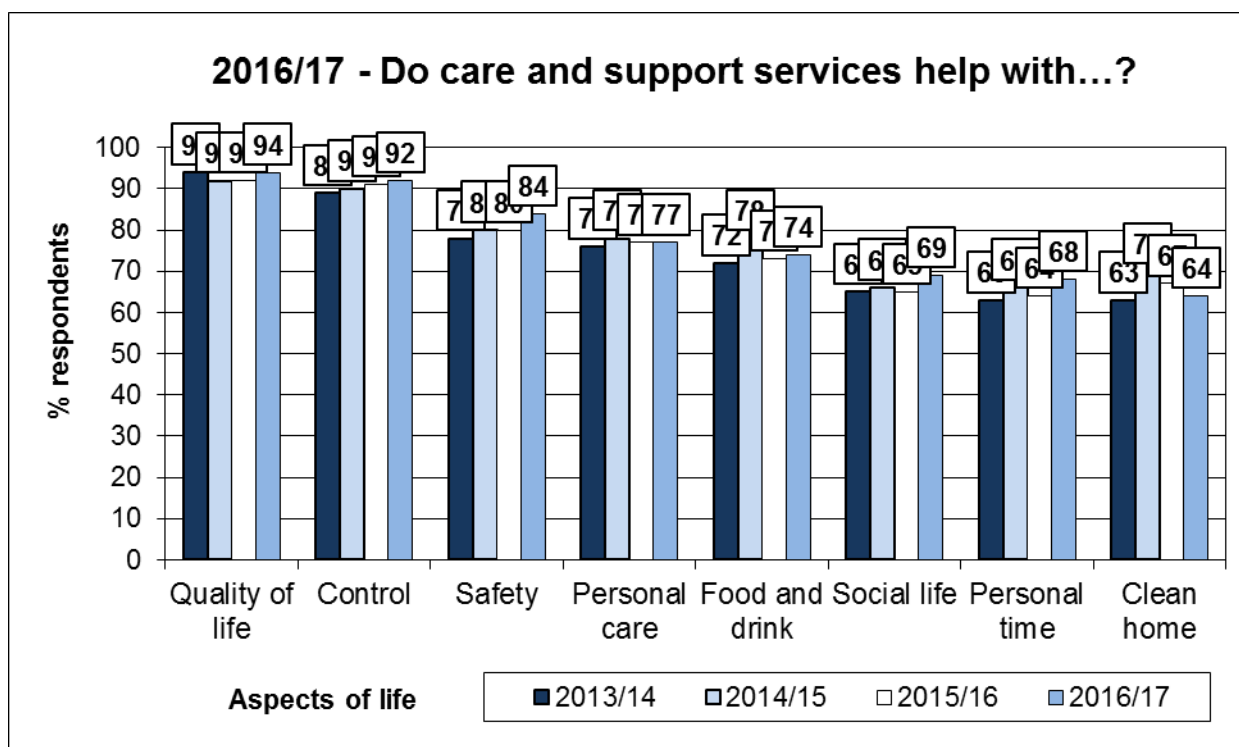


Chart 3: Whether care and support services help with different aspects of people's quality of life, comparing 2013/14, 2014/15, 2015/16 and 2016/17

Information and complaints

- Complaints:** This is a question we have added for local purposes: “If you wanted to make a complaint about the care services you receive, do you know how to and do you feel that you could if you wanted to?” The percentage who reply, “Yes, and I feel I could if I wanted to” has decreased since 2015/16, from 71% to 62% in 2016/17. This is the lowest percentage who have ever given this reply.

Health and personal autonomy

- Pain and discomfort:** There has been a significant small decrease in the percentage of respondents who reply “I do not have any pain or discomfort”, from 40% in 2015/16, to 34% in 2016/17.
- Handling personal finances and paperwork:** There has been a significant small decrease in the percentage of respondents who reply “I can do this easily by myself”, from 25% in 2015/16, to 20% in 2016/17.

ASCOF Indicators

Quality of Life Indicator

Newcastle City Council's score for the ASCOF 1A indicator about people's overall quality of life was:

ASCOF 1A **19.4** = out of a possible maximum of 24.0
 expressed as a percentage: **80.8%** = of the maximum possible score

Looking at previous years, in 2015/16, the total score was 19.7, compared to 19.2 in 2014/15, 19.3 in 2013/14, 19.2 in 2012/13, 19.4 in 2011/12, and 18.9 in 2010/11. There has been no significant change. The other ASCOF indicators are shown in the chart below:

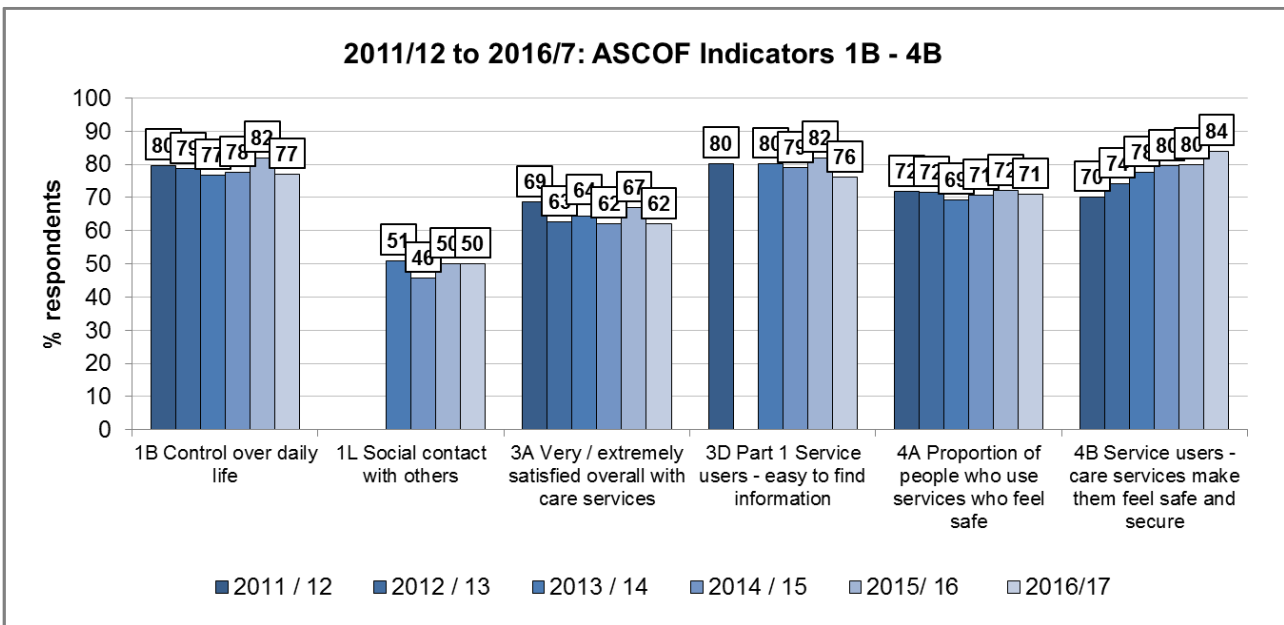


Chart 4: ASCOF Indicators 1b-4B, 2016/17. Note that indicator 3D part 1 had a different calculation method in 2012/13, and thus the figure for this year is not comparable to those for the other years.

In **2016/17**, no indicators are higher than the previous year, and most are lower. ASCOF 1L and 4A have stayed the same, and ASCOF 4B (social care users who say that services help them feel safe and secure) has risen slightly:

- **ASCOF 1B** – Care and support service users who feel they have **control** over their daily lives: 77%, compared to 82% in 2015/16.
- **ASCOF 1L** – Having as much **social contact** with others as you want: 50%, the same figures as in 2015/16.
- **ASCOF 3A** – being very or extremely **satisfied** with care and support services: 62%, compared to 67% in 2015/16.
- **ASCOF 3D part 1** – social care users who say it is easy to find **information** about services and benefits: 76%, compared to 82% in 2015/16.
- **ASCOF 4A** – proportion of people who use services who feel safe: 71%, compared to 72% in 2015/16.
- **ASCOF 4B** – proportion of people who use services who say that those services have made them feel safe and secure: 84%, compared to 80% in 2015/16.

Action Points

Areas which may require attention are as follows. These are very similar to previous years; there has been little difference in these findings when compared to the 2015/16, 2014/15, 2013/4, 2012/13, 2011/12 and 2010/11 surveys:

- **Control over daily life:** 23% said that they had either some control over their daily life but not enough, or no control at all, and this is slightly higher than in previous years.
- **Depression or anxiety:** 54% said that they had either moderate (45%) or extreme (9%) depression or anxiety.
- **Finances and paperwork:** Over three-quarters of respondents (80%) said that they could not easily manage their finances or personal paperwork without help.
- **Getting around outside the home:** Around two-thirds (68%) of people in the survey either found it difficult to get to all the places in their local area that they wanted to, could not get to all the local places they wanted to, or did not leave their homes.
- **Health:** Only 37% of people in the survey described their health as good or very good. 18% described it as bad or very bad.
- **Pain or discomfort:** Two-thirds of respondents, 66%, said that they either had moderate or extreme pain or discomfort.
- **Personal time:** 30% of respondents either did not do any of the things they wanted to do with their time, or did some things that they wanted but not enough. This question had the lowest “most positive” response of all questions about people’s quality of life: only 40% of respondents said that they were able to do all the things they wanted to do.
- **Social contact with people:** 18% said that they had either very little social contact with people, or not enough contact.
- **Taking part in the survey:** 11% of people had had someone else answer the questionnaire for them, without asking them the questions.

Summary of findings

Below is a summary of the main findings of the survey. Full frequency tables and can be found in the “Frequency tables” section on p. 16. A full list of the questions asked can be found in Appendix 1 on p. 66.

Satisfaction with care and support services

- 59% of respondents without learning disabilities were extremely or very **satisfied overall** with the care and support they receive³. Of people with learning disabilities, 73% replied “I am very happy with the way staff help me, it’s really good”. This is summarised in the chart below. The figure for everyone in the survey, both with and without learning disabilities, was 62%.
- 91% said either that **having help** made them think and feel better about themselves (56%) or that it did not affect how they thought about themselves (35%).
- 93% said that **the way they were helped** and treated either made them feel better about themselves (61%) or did not affect how they felt about themselves (32%).
- We asked whether respondents thought that Newcastle City Council care and support services had **got better**, worse or stayed the same over the past year. The majority of respondents, 73%, said that they thought they had stayed the same.

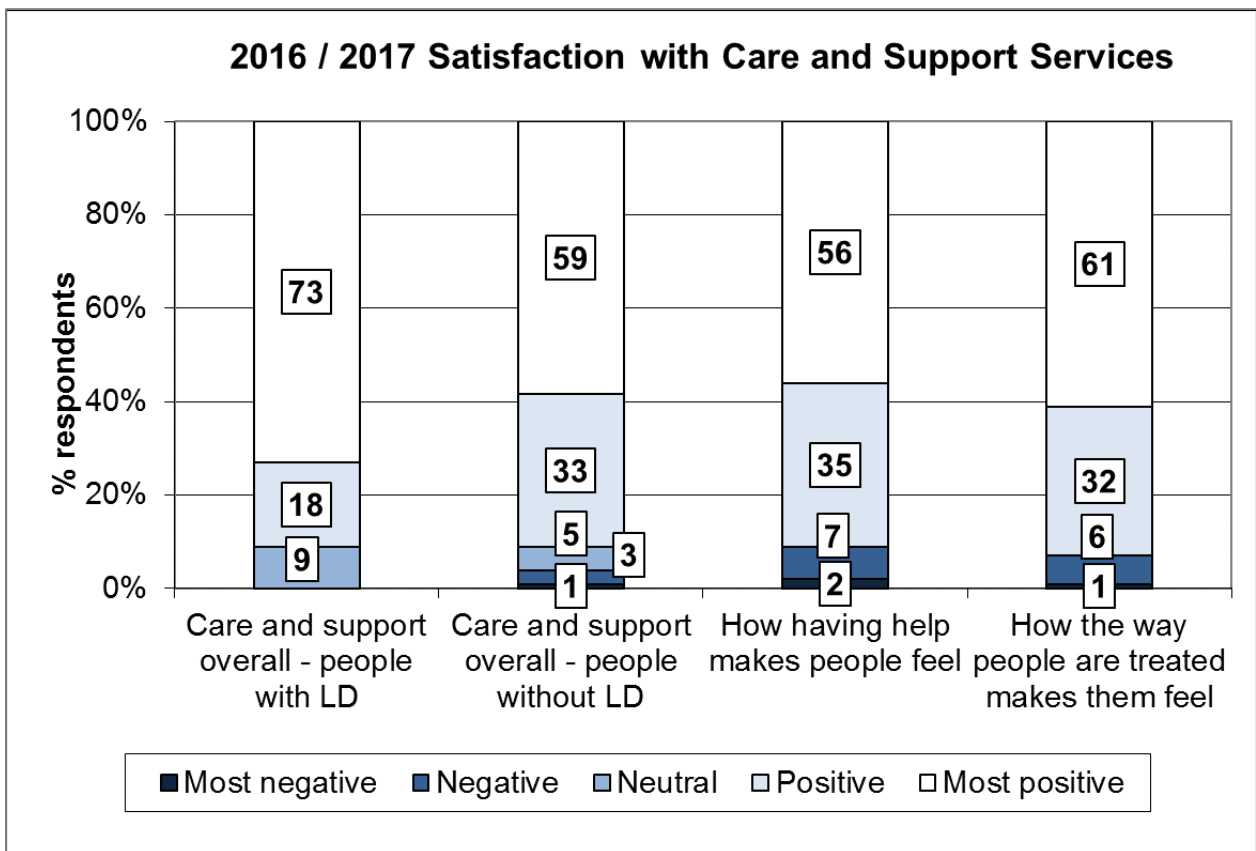


Chart 5: Satisfaction with care and support services

PTO

³ People with a learning disability received a version of the questionnaire in which the options were different.

Quality of life

29% of respondents without learning disabilities said that their **quality of life** was either very good or so good, it could not be better. If people who replied simply “good” (26%) are included, this gives a total of 55% (figures have been rounded). Of people with learning disabilities, 28% replied “My life is really great” and 54% replied “My life is mostly good”. 94% of all respondents said that care and support services helped them to have a better quality of life.

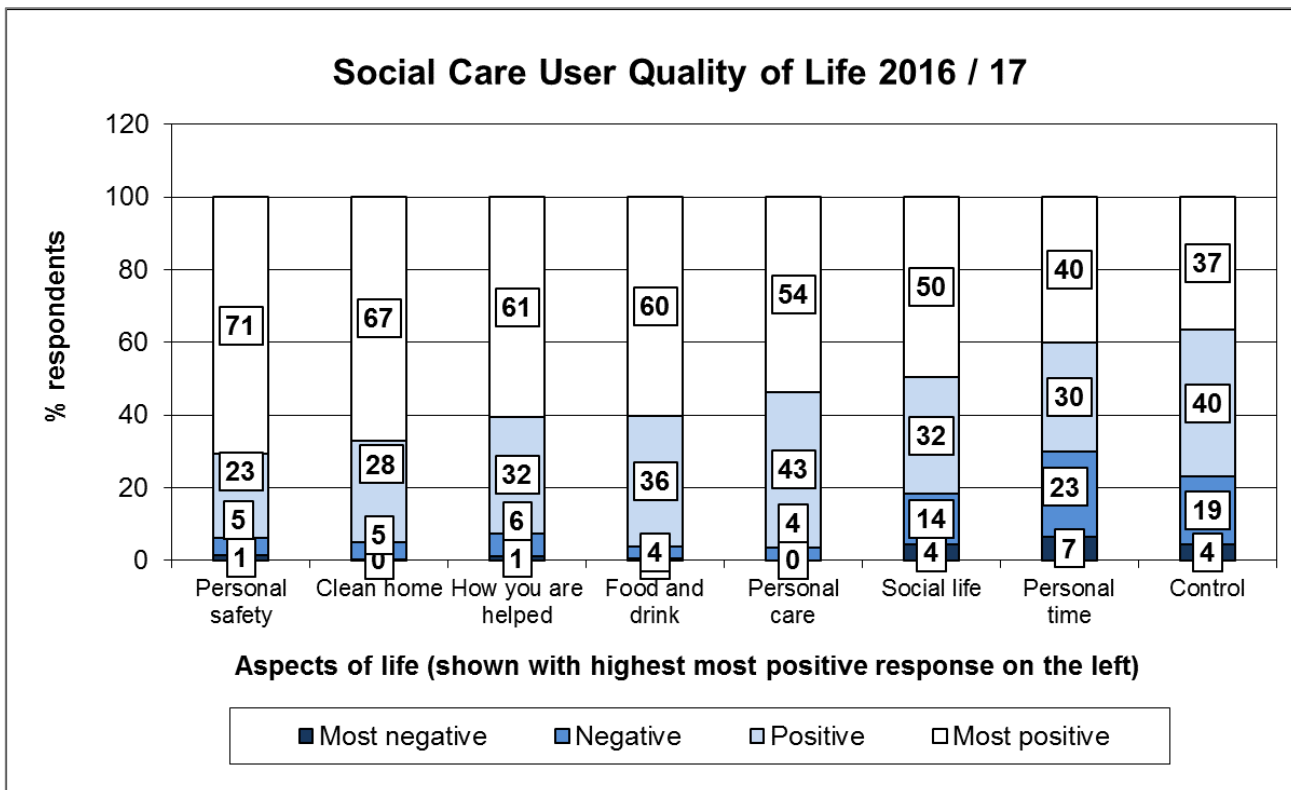


Chart 6: Social Care- Related Quality of Life

- People receiving care in a community setting (both with and without learning disabilities) were asked if they thought they had enough **choice** over the social care and support services they receive. 66% said they had enough choice (28% said they did not, and 6% said they did not want or need choice).
- 77% of all respondents said that either they had as much **control** as they wanted over their lives (37%) or adequate control (40%). 92% said that care and support services helped them to have control over their daily lives – the highest score yet achieved in response to this question. Chart 5 (above) shows respondents’ relative levels of happiness with different aspects of their lives.
- 54% said that they felt **clean** and were able to present themselves the way they liked. 77% said that care and support services helped them with this.
- 60% said that they got all the **food and drink** they liked when they wanted. 74% said that care and support services helped them with this.
- 67% said that their **homes** (including care homes for people in residential care) were as **clean** and comfortable as they liked. 64% said that care and support services helped to keep their homes clean and comfortable.
- 71% said that they felt as **safe** as they wanted. 84% said that care and support services helped them with feeling safe.

- We asked people what **helped them to feel safe in their homes**. The most common answer was “Whether my home suits my needs” (70%).
- 82% of people said that either they had as much **social contact** as they wanted with people they liked (50%) or that they had adequate social contact (32%). 69% said that care and support services helped them with having social contact.
- When people were asked about how they **spent their time**, 70% said that they were either able to spend their time as they wanted (40%), or that they were able to do enough of the things they valued and enjoyed (30%). 68% said that care and support services helped with the way they spent their time.

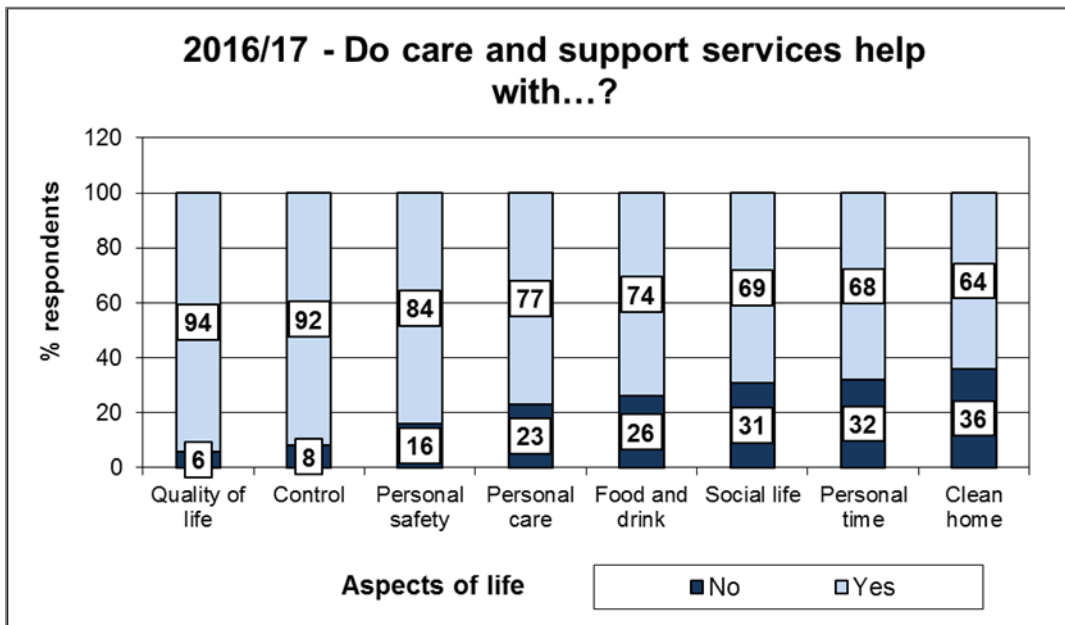


Chart 7: Contribution of care and support services to different aspects of peoples' lives

Information, safeguarding, and complaints

- A quarter of respondents (26%) had never tried to find **information** or advice about support, services or benefits. Of those who had, 76% said it was very or quite easy.
- We asked people about their **preferred method of receiving information** about care and support services, benefits, and so on. The largest percentage (48%) said they preferred to receive information by letter, with the next largest (46%) saying they preferred to receive it face to face.
- We also asked if people had **encountered difficulty in getting hold of information**. The most common themes in their replies were: “I do not have any problems getting hold of information” (7 people) and “My family deals with this” (5 people).
- Around three-quarters of respondents (74%) said that if they were worried about something that had happened to them, or they felt unsafe, they would speak to a **family member**.
- The majority of respondents (62%) said that they both knew how to make a **complaint** and felt they could do this if they wanted to.
- The largest single percentage of respondents (44%) said that they would **make a complaint** by telephone, with the next two most popular options being either complaining in person, or via an advocate or other representative such as a family member.

Health and personal autonomy

Health

- The largest percentage of respondents, nearly half (45%), described their **health** as “fair”.
- The majority of respondents (66%) said that they had **moderate** (54%) or **extreme** (12%) **pain or discomfort**.
- Just after half of all respondents (54%) said that they had either **moderate** (45%) or **extreme** (9%) **anxiety** or depression.

Doing things in the home

- Over three-quarters of respondents (79%) could easily **feed** themselves without help.
- Over half of respondents (58%) could easily get in and out of **bed** or a chair by themselves without help.
- Over half of respondents (57%) said that they could get around easily **indoors** by themselves without help.
- Two-thirds of respondents (64%) said that they could **not** deal with **finances** or paperwork without help.

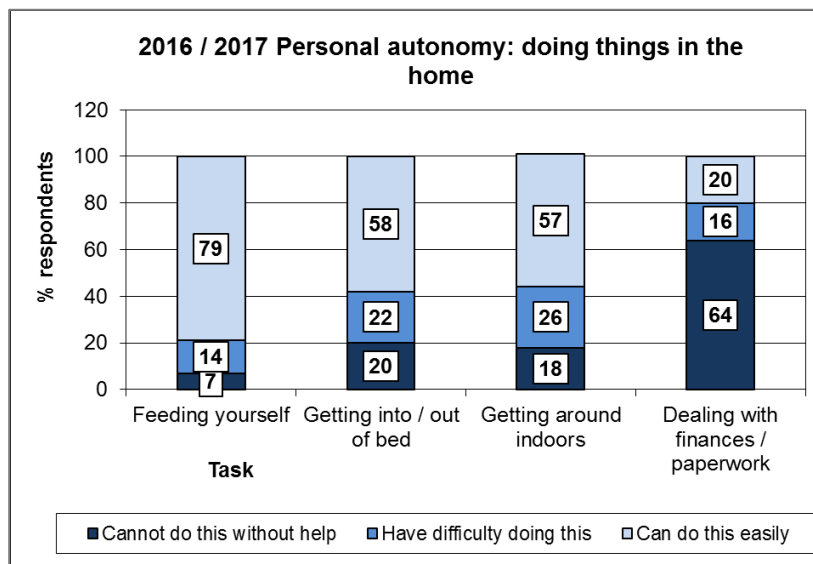


Chart 8: Personal autonomy - doing things in the home

Personal care

- Around three-quarters of respondents (74%) said that they could easily **wash** their hands and face without help.
- The majority of respondents (65%) said that they usually managed to use the **toilet** by without help.
- Just under half of all respondents (44%) said that they could easily get **dressed** and undressed by themselves without help.
- The largest single percentage of respondents said that they **could not wash all over** by themselves without help (40%); the next largest said that they **could** do this easily without help (32%).

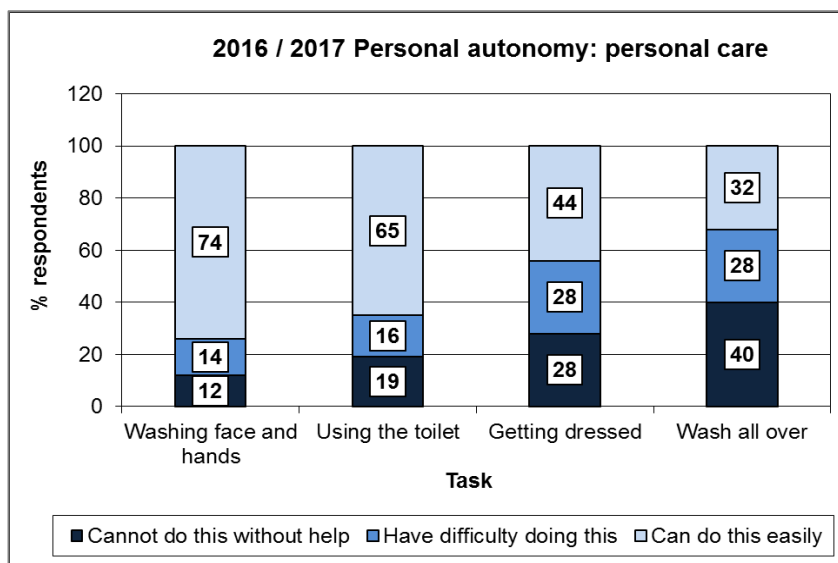


Chart 9: Personal autonomy – personal care

Home, local area, extra care services and comments

- The majority of respondents (67%) did not buy in any **additional care** and support services.
- Over half of respondents (62%) said that their **home** met their needs very well.
- Just over half of respondents (51%) **received practical help** on a regular basis from someone living in their household (such as a partner or parent).
- The largest single percentage of respondents (32%) said that they could **get to all the places in their local area** that they wanted to. However, 68% of respondents had difficulty doing this, could not get to all the local places they wanted to go to, or did not leave their homes.
- When asked for their views, many respondents made positive comments about their care and support services, although there were some who had had negative experiences (particularly in regard to care at home). Others commented on their quality of life, or on services they would like to receive. Some comments were received from carers who had helped the person they care for to complete the questionnaire.

Taking part in the survey

- The largest percentage of respondents (36%), **had help** with writing their answers in the questionnaire from someone living outside their household. 16% did not have help from anyone else.
- The largest percentage of respondents (45%), had had **someone else read** the answers to them. Of some concern is the fact that 37 people (11%) had had someone else answer for them, without asking them the questions.

About the respondents

The **profile** of the respondents, in terms of whether they receive care in the community or in a residential or nursing setting, whether they have a learning disability or not, and their gender, age group and ethnicity, is generally similar to that of the wider population of all adults receiving care and support services from Newcastle City Council. Combined with the margin of error of +/-5.0 percentage points, this means that we can be generally confident that the results are representative of the population as a whole.

The sampling method was deliberately designed to ensure that people in each of the four strata:

1. People with learning disabilities
2. People without learning disabilities aged 18-64
3. People without learning disabilities aged 65 and over, in residential care
4. People without learning disabilities aged 65 and over, receiving community-based care,

were represented in the sample in the same proportions that they are present in the population. For more details about this, see below under 'Frequency Tables'.

Half of all respondents took part using a **questionnaire** designed for people receiving services in the community and which was not an "easy read" questionnaire.

The majority of respondents:

- Were from a **white** ethnic background (95%)
- Described their religious beliefs as **Christian** (82%)
- Received care and support services in a **community setting** (73%).
- Were receiving care and support services via an **LA-managed personal budget** (69%).
- Were aged **65 and over** (67%)
- Were **female** (57%)
- Were receiving care and support services for the primary support reason “**physical support**” (45%).

Frequency Tables

Strata response rates

As described above in the Methodology section (p. 2), the sample was divided into four strata:

1. People of all ages with a learning disability
2. People aged 18-64 with no learning disability
3. People aged 65 and over with no learning disability, in residential care
4. People aged 65 and over with no learning disability, who receive community-based services

The numbers and percentages of people in these strata were as follows:

Strata	Number of respondents	% People in this stratum in the responses	% people in this stratum in the sample	% people in this stratum in the population
1. LD - All ages	58	16.7	159	918
2. Non LD, 18-64	65	18.7	194	719
3. Non-LD, 65+, In Residential Care	78	22.4	311	966
4. Non-LD, 65+, Community Based Services	147	42.2	343	1,478
Total	348	100	1,007	4,081

This table shows that the percentage of **respondents** from each stratum is roughly proportional to the percentage of people in each stratum in the **population** as a whole. It can also be seen that the percentages of people in the strata in the sample are slightly higher or lower than the percentages of people in the strata in the population. This is because we know from previous years' surveys that the response rates for some strata (such as stratum 3) tend to be lower than others, and thus we include proportionally more people from these strata in the sample to compensate for this. This is an advantage of stratified sampling; it enables us to compensate for expected lower response rate from some groups of people.

Percentages and weighting

This year, as in 2015/16, 2014/15, 2013/14, 2012/13 and 2011/12, the social care survey results have been weighted. This is due to the use of stratified sampling, as described above. Weighting is used to ensure that the results reported are representative of the entire population. For example, it could be the case that we received a very high number of responses from people in one stratum (for example, people with learning disabilities), and a very low number of responses from people in another (for example, people aged 65 or over in residential care).

If we reported the results without weighting them, this would mean that the views of people in the stratum with a higher response rate were over-represented in the findings, and the view of people in the stratum with a lower response rate were under-represented. Weighting

the results corrects this, so that the results reported are “as if” the numbers of respondents from each stratum are exactly proportional to the number of people in each stratum in the eligible population.

From 2014/15 onwards, the weighting has been calculated as follows (from the official guidance):

“For 2014-15 onwards, a unique set of weights are calculated for each question by dividing the eligible population, at stratum level for the local authority (as before), by the count of usable responses to that question, at stratum level for the local authority. Although the impact of the change is minimal, this calculation produces more accurate results.”

The actual numbers of respondents have been included in the tables below for reference, but please note that, the percentages shown in the tables in the rest of the report are the **weighted percentages**. (This means that any percentages calculated from the numbers of respondents in the tables will not be exactly the same as the weighted percentages which are used for reporting.) Only the weighted percentages should be quoted.

An example of response rates for each stratum and weightings for Q1 are as follows:

Strata	No. in population	No. in sample	No. respondents	Response rate %	Q1 no of answers	E.g. of weight for Q1
1 People with learning disabilities of all ages	918	159	58	16.7	56	16.393
2 People without learning disabilities, aged 18-64	719	194	65	18.7	64	11.234
3 People without learning disabilities, aged 65 and over, in residential care	966	311	78	22.4	77	12.545
4 People without learning disabilities, aged 65 and over, receiving community-based services	1,478	343	147	42.2	144	10.264
Totals	4,081	1,007	348	100.0	341	-



Section 1: Overall satisfaction with your social care and support

Q1. Overall, how satisfied or dissatisfied are you with the care and support services you receive?

All respondents in five bands

Q1 Overall satisfaction with care and support	No.	2016/7*	2015/6	2014/5	2013/14	2012/13	2011/12	2010/11
			%	%	%	%	%	%
Extremely or very satisfied / Very happy with the way staff help me, it's really good	208	62	67	67	64	63	69	69
Quite satisfied / Quite happy with the way staff help me	103	29	25	25	28	29	24	27
Neither satisfied nor dissatisfied / The way staff help me is OK	19	6	5	5	5	6	5	3
Quite dissatisfied / Don't think the way staff help me is that good	8	2	2	2	2	2	1	1
Extremely or very dissatisfied / Think the way staff help me is really bad	3	1	1	1	1	1	1	0
Total	341	100	100	100	100	100	100	100
<i>Missing</i>	7							
Total	348							

* Percentages shown are those with a weighting factor applied.

This question is designed so that the responses for people with and without learning disabilities can be combined into five satisfaction bands. As shown above, the majority of service users (62%) were extremely or very satisfied with their social care and support services. However, this is lower than in the previous two years, when this figure was 67%. 11 service users replied that they were quite, very or extremely dissatisfied with care and support services.

People without a learning disability

Q1 Overall satisfaction with care and support	No.	2016/7*	2015/6 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Extremely satisfied	68	24	28	25	26	24	32	32
Very satisfied	99	35	35	35	36	35	36	36
Quite satisfied	93	33	28	30	29	32	25	25
Neither satisfied nor dissatisfied	14	5	5	6	5	7	5	5
Quite dissatisfied	8	3	3	3	3	2	1	1
Very dissatisfied	1	0	1	0	1	0	1	1
Extremely dissatisfied	2	1	1	0	0	0	1	1
Total	285	100	100	100	100	100	100	100
<i>People with a learning disability</i>	56							
<i>Missing</i>	7							
Total	348							

* The percentages shown are those with the weighting factor applied.

59% of respondents without a learning disability were extremely or very satisfied overall with their care and support services, compared to 63% in 2016/7, 60% in 2015/16 and 2014/15, 62% in 2013/14, 59% in 2012/13, 68% in 2011/12 and 68% in 2010/11. A further 33% were quite satisfied.

25 service users replied “neither satisfied nor dissatisfied”, “quite dissatisfied”, “very dissatisfied” or “extremely dissatisfied”.

People with a learning disability

Q1 Overall satisfaction with care and support – people with a learning disability			2015/6	2014/5	2013/14	2012/13	2011/12	2010/11
	No.	2016/7*	%	%	%	%	%	%
I am very happy with the way staff help me, it's really good	41	73	82	69	77	83	76	70
I am quite happy with the way staff help me	10	18	14	28	20	13	18	25
The way staff help me is OK	5	9	4	3	3	3	7	5
I don't think the way staff help me is that good	0	0	0	0	0	0	0	0
I think the way staff help me is really bad	0	0	1	0	0	1	0	0
Total respondents	56	100	100	100	100	100	100	100
<i>People without a learning disability</i>	2							
<i>No response</i>	58							
Total								

* The percentages shown are those with the weighting factor applied.

73% of respondents with a learning disability were very happy with how staff helped them, compared to 82% in 2015/16, 69% in 2014/5, 77% in 2013/14, 83% in 2012/13, 76% in 2011/12 and 70% in 2010/11. Please note that the number of people in the survey with a learning disability is relatively small. Therefore, the percentages for different responses to this question can change considerably from year to year with only relatively small changes in the number of people choosing them.

Section 2: Your quality of life

Q2a. Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

All respondents in five bands

Q2a Quality of life	No.	2016/7*	2015/6 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better or very good / My life is really great	97	29	31	39	30	30	32	35
Good / My life is mostly good	103	32	32	24	32	30	39	28
Alright / My life is OK, some good things, some bad things	102	29	27	29	31	32	39	30
Bad / My life is mostly bad	25	7	6	6	6	6	6	6
So bad, it could not be worse or very bad / My life is really terrible	12	3	3	3	2	2	4	1
Total	339	100	100	100	100	100	100	100
<i>Missing</i>	9							
Total	348							

* The percentages shown are those with the weighting factor applied.

This question is designed so that the responses for people with and without learning disabilities can be combined into five bands describing people's quality of life. As shown above, the majority of service users said that their quality of life was either very good, or quite good: 61%, which is similar to the figure in 2015/16 and 2014/15: 63%. 12 service users said that their quality of life was very or extremely bad.

In the two years since the 2014/15 survey, the percentage of service users who said their life was really great has decreased by ten percentage points from 39% to 29%, and the percentage of service users who said their life was mostly good has increased from 24% to 32%.

People without a learning disability

Q2a Quality of life	No.	2016/7*	2015/6 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better	22	8	5	8	4	4	6	4
Very good	59	21	25	23	24	25	22	23
Good	72	26	29	24	31	28	29	29
Alright	92	33	30	35	33	34	32	35
Bad	25	9	8	7	6	6	7	8
Very bad	8	3	2	2	2	2	3	1
So bad, it could not be worse	4	1	1	2	0	1	2	0
Total	282	100	100	100	100	100	100	100
<i>Missing</i>	8							
<i>People with a learning disability</i>	58							
Total	348							

* The percentages shown are those with the weighting factor applied.

8% of respondents to the survey who did not have a learning disability said that their quality of life was so good, it could not be better. 47% replied that it was either “very good” (21%) or “good” (26%), compared to 54% in 2015/6, 47% in 2014/15, 55% in 2013/4, 53% in 2012/13, 51% in 2011/12 and 52% in 2010/11.

The largest single percentage replied that their quality of life was “alright” (33%). 37 people replied their quality of life was either “bad”, “very bad” or “so bad it could not be worse”.

People with a learning disability

Q2a Quality of life – people with a learning disability	No.	2016/7*	2015/6 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My life is really great	16	28	39	40	38	33	61	38
My life is mostly good	31	54	43	33	37	46	28	41
My life is OK, some good things, some bad things	10	18	16	25	19	19	11	21
My life is mostly bad	0	0	1	1	2	0	0	0
My life is really terrible	0	0	1	0	5	1	0	0
Total respondents	57	100	100	100	100	100	100	100
<i>People without a learning disability</i>	1							
<i>Missing</i>	290							
Total	348							

* The percentages shown are those with the weighting factor applied.

28% of respondents with a learning disability thought that their lives were really great (16 people), compared to 39% in 2015/6, 40% in 2014/15, 38% in 2013/14, 33% in 2012/13, 61% in 2011/12, and 38% in 2010/11. Again, please note that the number of people in the survey with a learning disability is relatively small, so percentages can change considerably from year to year with only relatively small changes in the number of people choosing different responses. 54% of respondents with a learning disability thought that their lives were mostly good. No-one replied “My life is mostly bad” or “My life is really terrible”.

Q2b Care and support services help with quality of life	No.	2016/7*	2015/6 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	307	94	92	92	94	91	89
No	20	6	8	8	6	9	10
Total	327	100	100	100	100	100	100
<i>Missing</i>	21						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor.

94% of respondents said that care and support services helped them to have a better quality of life, compared to 92% in 2015/6 and 2014/5, 94% in 2013/14, 91% in 2012/13 and 89% in 2011/12.

Q2c. How much choice do you have over the social care and support services you receive?

Q2c Choice over care and support services	No.	2016/7*
I do have enough choice over care and support services	118	66
I don't have enough choice over care and support services	50	28
I don't want or need choice about care and support services	10	6
Total	178	100
<i>Missing</i>	22	
<i>This question does not apply</i>	142	
Total	348	

* This question was not asked before 2016/17, and is only included in the questionnaire versions sent to people receiving care services in a community setting.

Two-thirds of respondents said that they had enough choice over their social care and support services.

Q3a. Which of the following statements best describes how much control you have over your daily life?

Q3a Control over daily life	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much control over my daily life as I want	118	37	33	36	36	34	36	31
I have adequate control over my daily life	135	40	49	41	40	45	43	45
I have some control over my daily life but not enough	69	19	15	18	19	18	16	20
I have no control over my daily life	15	4	3	5	5	4	4	3
Total	337	100	100	100	100	100	100	100
<i>Missing</i>	11							
Total	348							

* The percentages shown are those with the weighting factor applied.

The largest single percentage of respondents, 40%, said that they had adequate control over their daily life, which is significantly lower than in 2015/16 (49%), but in line with the previous four years. 37% had as much control as they wanted over their lives. 23% had either some control over their lives but not enough, or no control at all.

Q3b. Do care and support services help you in having control over your daily life?

Q3b Care and support services help with control over daily life	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	303	92	91	90	89	84	86
No	27	8	9	10	11	16	14
Total	330	100	100	100	100	100	100
<i>Missing</i>	18						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

92% of respondents said that care and support services helped them to have control over their lives, compared to 91% in 2015/6, 90% in 2014/15, 84% in 2012/3, 86% in 2011/12, and 89% in 2014/5. This is not a significant difference compared to the previous year, but it is noticeable that over the five years since the survey has run in its current form, this figure appears to be slowly increasing.

Q4a. Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?

Q4a Personal care	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel clean and am able to present myself the way I like	180	54	60	55	59	59	62	58
I feel adequately clean and presentable	146	43	34	38	36	36	33	38
I feel less than adequately clean or presentable	12	4	6	4	4	5	4	4
I don't feel at all clean or presentable	0	0	1	1	1	0	1	1
Total	338	100	100	100	100	100	100	100
<i>Missing</i>	10							
Total	348							

* The percentages shown are those with the weighting factor applied.

Just over half of respondents, 54%, said that they felt clean and were able to present themselves the way they liked. This compares to 60% in 2015/6, 55% in 2014/5, 59% in 2013/14 and 2012/3, 62% in 2011/12 and 58% in 2010/11. 43% felt adequately clean, significantly more than in 2015/16 (34%), and 12 people said they felt less than adequately clean, and no-one replied “not at all clean and presentable”.

Q4b. Do care and support services help you in keeping clean and presentable in appearance?

Q4b Care and support services help with cleanliness and appearance	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2010/11 %
Yes	255	77	77	78	76	71	68
No	74	23	23	22	24	29	33
Total	329	100	100	100	100	100	100
<i>Missing</i>	19						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

As in 2015/16, 77% of respondents said that care and support services helped them to keep clean and presentable in appearance, compared to 78% in 2014/15, 71% in 2012/13, and 68% in 2011/12.

Q5a. Thinking about the food and drink you get, which of the following statements best describes your situation?

Q5a Food and drink	No.	2016/7*	2015/16	2014/5	2013/14	2012/13	2011/12	2010/11
			%	%	%	%	%	%
I get all the food and drink I like when I want	204	60	68	62	66	65	72	65
I get adequate food and drink at okay times	123	36	28	29	29	30	23	31
I don't always get adequate or timely food and drink	12	4	4	6	5	6	4	3
I don't always get adequate or timely food and drink, and I think there is a risk to my health	1	0	1	2	1	0	2	1
Total	340	100	100	100	100	100	100	100
<i>Missing</i>	8							
Total	348							

* The percentages shown are those with the weighting factor applied.

The majority of people, 60%, said that they got all the food and drink they liked when they wanted, which is a significant decrease compared to 68% in 2015/16. Earlier years' figures have been: 62% in 2014/15, 66% in 2013/14, 65% in 2012/13, 72% in 2011/12 and 65% in 2010. It can be seen that satisfaction figure varies between years. 36% said that they got adequate food and drink at okay times (a significant increase from 28% in 2015/16), and 13 people said that they did not get adequate or timely food and drink. The person who replied that they do not always get adequate or timely food and drink and who thought that there was a risk to their health had their details passed on in confidence to Adult Social Care Direct, so this could be discussed with them.

Q5b. Do care and support services help you to get food and drink?

Q5b Care and support services help with getting food and drink	No.	2016/7*	2015/16	2014/5	2013/14	2012/13	2010/11
			%	%	%	%	%
Yes	245	74	73	78	72	70	63
No	91	26	27	22	28	30	37
Total	336	100	100	100	100	100	100
<i>Missing</i>	12						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

74% of respondents said that care and support services helped them to get food and drink, which is in line with previous years' results: 73% in 2015/16, 78% in 2014/5, 72% in 2013/14, 70% in 2012/13 and 63% in 2011/12.

Q6a. Which of the following statements best describes how clean and comfortable your home is?

Q6a Cleanliness of home	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home is as clean and comfortable as I want	226	67	73	68	70	65	67	64
My home is adequately clean and comfortable	98	28	24	29	26	32	29	31
My home is not quite clean or comfortable enough	16	5	3	3	3	3	4	4
My home is not at all clean or comfortable	1	0	1	1	1	0	0	1
Total	341	100	100	100	100	100	100	100
<i>Missing</i>	7							
Total	348							

* The percentages shown are those with the weighting factor applied.

The majority of service users, 67%, said that their home is as clean and comfortable as they would like. This is significantly lower than the previous year's result, 73%, but is generally in line with earlier years' findings: 68% in 2014/15, 70% in 2013/4, 65% in 2012/13, 67% in 2011/12 and 64% in 2010/11. 28% said that their home was adequately clean and comfortable, and 17 people said that either their home was not quite clean and comfortable enough, or that their home was not at all clean and comfortable.

Q6b. Do care and support services help to keep your home clean and comfortable?

Q6b Do care and support services help to keep your home clean and comfortable?	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	206	64	67	70	63	65	59
No	125	36	33	30	38	35	41
Total	331	100	100	100	100	100	100
<i>Missing</i>	17						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

64% of respondents said that care and support services helped them to get food and drink. This compares to 67% in 2015/6, 70% in 2014/15, 63% in 2013/4, 65% in 2012/13, and 59% in 2011/12. There has been no significant change.

Q7a. Which of the following statements best describes how safe you feel?

Q7a Personal safety	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel as safe as I want	238	71	72	71	69	72	72	64
Generally I feel adequately safe , but not as safe as I would like	81	23	24	25	25	24	24	29
I feel less than adequately safe	17	5	3	3	5	3	2	4
I don't feel at all safe	5	1	1	2	2	5	2	2
Total	341	100	100	100	100	100	100	100
<i>Missing</i>	7							
Total	348							

* The percentages shown are those with the weighting factor applied.

The majority of people, 71%, said that they felt as safe as they wanted, which is generally in line with previous years' findings: 72% in 2015/16, 71% in 2014/15, 69% in 2013/4, 72% in 2012/13, 72% in 2011/12 and 64% in 2010/11. 23% said they generally felt adequately safe, but not as safe as they would like. 22 people said that either they felt less than adequately safe, or that they did not feel at all safe. People who replied that they did not feel at all safe had their details passed on in confidence to Adult Social Care Direct, so this could be discussed with them.

Q7b. Do care and support services help you in feeling safe?

Q7b Care and support services help with feeling safe	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	274	84	80	80	78	74	70
No	57	16	20	20	23	26	30
Total	331	100	100	100	100	100	100
<i>Missing</i>	17						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

84% of respondents said that care and support services helped them to feel safe. This compares to 80% in 2015/6 and 2014/15, 78% in 2013/14, 74% in 2012/13 and 70% in 2011/12.

Q26. Could you tell us which of the following aspects of your life help you to feel safe in your home?

Q26 Could you tell us which of the following aspects of your life help you to feel safe in your home?	No.	2016/7*	2015/16	2014/5	2013/14
			%	%	%
Whether my home suits my needs	218	70	14	59	63
Whether my friends and family live nearby	191	62	39	59	60
Care and support services	177	55	59	56	51
Sense of community in the local area	119	38	61	46	42
The appearance of my local neighbourhood	110	36	36	40	29
Whether there are good quality public services in the local area	97	32	37	33	27
Whether there is a low level of crime and anti-social behaviour in the local area	50	16	62	32	24
Something else	11	4	5	4	3
Total	314	-	-	-	-
<i>Missing</i>	34				
Total	348				

* Participants could choose as many options as they felt applied to them, so percentages may total more than 100. Percentages shown are those with the weighting factor applied.

We asked this question for the first time in 2013/14 (it is a local question), and it can be seen that the findings vary across the years. The most important aspects of life identified by this year’s survey respondents were:

- “Whether my home suits my needs”: 70%
- “Whether my friends and family live nearby”: 62%
- “Care and support services”: 55%.

These three aspects were also in the “top three” in the 2014/15 and 2013/14 surveys, suggesting that the different results in 2015/16 (when the “top three” responses were: “low level of crime”, “sense of community” and “care and support services”) did not represent a statistically significant change. Since we do not survey the same individuals each year, occasionally the findings vary in this way. Comments included:

“Uneven paving stones near my home make me feel very uncomfortable in both my manual and electric wheelchairs, and this limits my outside trips.”

“I do not go out at night. The Community Room is my lifeline.”

“Having a blue badge helps a lot. It means I can go out with my care worker or my family.”

Q8a. Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

Q8a Social contact	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much social contact as I want with people I like	162	50	50	45	51	45	51	43
I have adequate social contact with people	111	32	35	36	33	34	31	38
I have some social contact with people, but not enough	49	14	12	12	13	17	14	16
I have little social contact with people and feel socially isolated	15	4	3	5	4	4	4	3
Total	337	100	100	100	100	100	100	100
<i>Missing</i>	11							
Total	348							

* The percentages shown are those with the weighting factor applied.

50% of respondents said that they had as much social contact as they wanted with people they liked, which is the same as in the previous year. It is also in line with previous years' results: 45% in 2014/5, 51% in 2013/4, 45% in 2013/14, 51% in 2011/12 and 43% in 2010/11. It appears to be the case that answers to this question fluctuate in different years, but it is not clear why. 32% of respondents had adequate social contact, and 18% had either some social contact but not enough, or little social contact and felt socially isolated.

Q8b. Do care and support services help you in having social contact with people?

Q8b Care and support services help with having social contact	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	222	69	65	66	65	63	61
No	105	31	35	34	35	37	39
Total	327	100	100	100	100	100	100
<i>Missing</i>	21						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

69% of respondents said that care and support services helped them to have social contact with people which is the highest positive result yet received in response to this question, comparing to 65% in 2015/6, 55% in 2014/5, 65% in 2013/14, compared to 63% in 2012/13 and 61% in 2011/12.

Q9a. Which of the following statements best describes how you spend your time?

Q9a Leisure time	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I'm able to spend my time as I want , doing things I value or enjoy	125	40	41	35	36	35	37	32
I'm able to do enough of the things I value or enjoy with my time	102	30	31	34	38	35	35	32
I do some of the things I value or enjoy with my time but not enough	85	23	21	24	22	25	22	32
I don't do anything I value or enjoy with my time	23	7	7	6	5	5	6	5
Total	335	100	100	100	100	100	100	100
<i>Missing</i>	13							
Total	348							

* The percentages shown are those with the weighting factor applied.

The majority of people's responses to the question about how they spent their time were split between the "top two" options, with 40% of respondents saying "I'm able to spend time as I want, doing things I value or enjoy" and 30% saying "I'm able to do enough of the things I value or enjoy with my time". This is in line with the results from previous years: 41% in 2015/6, 35% in 2014/5, 36% in 2013/4, 35% in 2013/14, 37% in 2011/12 and 32% in 2010/11. 7% of people said that they do not do anything they value or enjoy with their time, which is in line with previous years.

Q9b. Do care and support services help you with the way you spend your time?

Q9b Care and support services help with the way you spend your time	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	209	68	64	66	63	61	57
No	166	32	36	34	37	39	42
Total	325	100	100	100	100	100	100
<i>Missing</i>	23						
Total	348						

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

68% of respondents said that care and support services helped them to spend their time the way they wanted to, which is the highest positive result achieved in response to this question. It is in line with the previous years' results of 64% in 2015/6, 66% in 2014/5, 63% in 2013/4, 61% in 2012/13 and 57% in 2011/12.

Q10. Which of these statements best describes how having help to do things makes you think and feel about yourself?

Q10 How does having help make you feel?	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Having help makes me think and feel better about myself	180	56	59	63	63	53	56	50
Having help does not affect the way I think or feel about myself	116	35	32	27	28	37	34	35
Having help sometimes undermines the way I think and feel about myself	25	7	8	10	8	9	8	15
Having help completely undermines the way I think and feel about myself	6	2	1	1	2	2	2	1
Total	327	100	100	100	100	100	100	100
<i>Missing</i>	21							
Total	348							

* The percentages shown are those with the weighting factor applied.

56% of service users said that having help made them think and feel better about themselves, compared to 59% in 2015/6, 63% in 2014/15 and 2013/4, 53% in 2012/13, 56% in 2011/12 and 50% in 2010/11. This is not a significant change compared to the previous year's results.

Q11. Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of these statements best describes your situation?

Q11 Way of being helped and treated	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
The way I'm helped and treated makes me think and feel better about myself	191	61	60	66	61	59	59	54
The way I'm helped and treated does not affect the way I think or feel about myself	107	32	33	26	32	33	32	38
The way I'm helped and treated sometimes undermines the way I think and feel about myself	22	6	6	7	7	7	8	8
The way I'm helped and treated completely undermines the way I think and feel about myself	4	1	1	1	0	1	2	1
Total	324	100	100	100	100	100	100	100
<i>Missing</i>	24							
Total	348							

* The percentages shown are those with the weighting factor applied.

Over half of all respondents to the survey said that the way they are helped and treated makes them think and feel better about themselves: 61%, compared to 60% in 2015/16, 66% in 2014/15, 61% in 2013/14, 59% in 2012/13 and 2011/12, and 54 % in 2010/11. 32% said it did not affect how they felt, and 7% said that it either sometimes or completely undermined how they thought and felt about themselves. This is generally in line with the previous years' findings, with no significant change.

Section 3: Knowledge and information

Q12a. In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

Q12a. Ease of obtaining information	No.	2016/7 % with 'never tried' removed		2015/16	2014/5	2013/14	2012/13	2011/12	2010/11
		2016/7*		%	%	%	%	%	%
Very easy to find	68	21	28	19	22	25	19	24	23
Quite easy to find	117	36	48	42	35	37	39	33	34
Quite difficult to find	41	12	17	9	11	10	12	11	13
Very difficult to find	18	5	7	4	4	5	7	3	3
I've never tried to find information or advice	88	26	-	25	27	23	24	29	27
Total	332	100	100	100	100	100	100	100	100
<i>Missing</i>	16								
Total	348								

* The percentages shown are those with the weighting factor applied.

26% of respondents had never tried to find information or advice about support, services or benefits (compared to 25% in the previous year). 57% said that they had found it very or quite easy, compared to 61% in 2015/6, 57% in 2014/5, 62% in 2013/14, 58% in 2012/13, 57% in 2011/12 and 2010/11. This is not a statistically significant change.

If the people who had not tried to find information are removed from the totals, the percentage of people who had tried to find information, and had found it very or quite easy, is 76%, with 24% finding it very or quite difficult (compared to 82% finding it easy in 2015/6, 79% in 2014/15, and 81% in 2013/14).

We also asked our own questions at the end of the survey about how people would prefer to receive information about care and support services (Q24) and whether they had had any problems getting hold of information in the right format for them. The results are shown on the next page.

Q24. How would you prefer to find out information about care and support services, benefits and so on?

Q24. How would you prefer to find out information about care and support services, benefits and so on?	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %
Letter	160	48	59	52	48
Face to face	155	46	42	45	51
Leaflet or handbook	98	31	59	40	39
Telephone	46	14	14	13	13
Support group	25	8	9	8	9
Email	21	6	8	4	7
Something else	17	6	3	4	4
Online	13	4	6	4	3
Total	328	-	-	-	-
<i>Missing</i>	20				
Total	348				

* The percentages shown are those with the weighting factor applied. This question was not asked before 2013/4. Respondents could choose more than one option, so percentages total more than 100%.

The majority of respondents said they preferred to find out information about care and support services, benefits and so on either by letter (48%) or face to face (46%). This is in line with previous years' results, although there appears to have been a drop in the percentage who prefer to receive information via a leaflet or handbook: 31%, compared to 59% in 2015/6.

Q25. Have you had any problems in getting hold of information about care and support services, such as not knowing who to talk to, or not being able to get information in the right format (such as large print)?

We asked service users to give us their comments on whether they had had any problems in getting hold of information, and they commented as shown in the table. Comments included:

“There is not enough information in my home. It is all online, I need more letters or leaflets.”

“I need support from a support worker or family member to get information.”

“I have no such information, and, being disabled, I do not know how to get it.”

Q25: Comments from people who have had problems getting hold of information	No. of people who said this		
	2016/7	2015/6	2014/15
I do not have any problems getting hold of information	7	30	12
My family deals with this	5	10	7
I don't know where to go for information	5	4	2
Care staff help me to access information	2	2	-
A recent change of staff has helped me get information more easily	1	-	-
Availability of information is a problem	1	-	-
I am not sure I am being kept informed about new services or changes to services	1	-	-
I cannot find relevant information	1	-	-
I did not get enough information about residential care options	1	-	-
I contact my social worker when I want more information	1	-	-
I do not know what I am entitled to	1	-	-
I do not know what was available	1	-	-
I do not get information about support groups for people like me.	1	-	-
I do not have any information	1	-	-
I feel confused each day	1	-	-
I get information from posters	1	-	-
I have always managed to get hold of information when I have looked for it	1	-	-
I have difficulty using the telephone because I have hearing problems	1	-	-
I have had problems finding out about benefits	1	-	-

Q25: Comments from people who have had problems getting hold of information	No. of people who said this		
	2016/7	2015/6	2014/15
I have never tried to get hold of information	1	-	-
I have some leaflets in my home for information	1	-	-
I need information about how to get dental treatment	1	-	-
I need more financial advice	1	1	1
I need to find out about getting more support	1	-	-
I prefer large print	1	2	2
I rely on voluntary organisations to help me get information	1	-	-
I used to rely on my family to get information, but this was problematic as they became grandparents and had to provide childcare	1	-	-
I worry that I will have problems getting information in future	1	-	-
I would prefer to have only one key contact	1	-	-
Memory problems mean I have difficulty remembering information	1	-	-
Some social care staff have not been helpful	1	-	-
Too much information is online and I need it as a letter or leaflet	1	-	-
We received good information when I transitioned from children's to adults' services	1	-	-

Q12b. Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?

Who would you talk to?	Q12b Who would you talk to about your worries or if you did not feel safe?							
	No.	2016/7*	2015/16 %	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Family member	254	74	76	76	76	75	79	79
Care worker, key worker, or Personal Assistant	121	36	37	36	36	35	33	39
Manager of your care home or day service	66	21	20	15	18	17	21	24
Care manager or social worker	58	17	19	14	18	18	15	20
Friend, neighbour or colleague	15	15	11	17	21	18	22	21
Someone else	23	7	8	8	6	5	6	7
Don't know	13	4	2	2	3	2	2	1
No-one, I wouldn't say anything	4	1	2	2	1	1	2	2
Total	342	100	100	-	-	-	-	-
<i>Missing</i>	6							
Total	348							

* Respondents could choose as many options as they wanted to, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

As in 2015/6, the majority of respondents (74%) said that they would tell a family member about something that had happened that worried them, or if they felt unsafe; this was also the most common answer in previous years. Most people who replied “other” told us who they would speak to, and this is shown in the table on the next page. Comments included:

“My son is a policeman, so I have all the help I need. I also have a very good neighbour.”

Q12b Other – who else?	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010 / 11
Support worker	3	1	5	2	3	-	-
Police	2	2	4	-	-	-	-
Advocate	1	2	2	5	-	-	-
Day centre	1	-	-	-	-	-	-
GP	1	1	5	2	1	4	0
Hospital staff	1	-	-	-	-	-	-
Legal advisor	1	-	-	-	-	-	-
Volunteer helper	1	-	-	-	-	-	-
Total	-	8	41	32	26	23	24

It can be seen here that, as in previous years, medical professionals (such as doctors, nurses, and psychologists) and support workers, were commonly mentioned in the context of people that service users would trust to discuss their worries or concerns about not feeling safe with. Other people mentioned were the police, and advocates.

Q12c. If you wanted to make a complaint about the care services you receive, do you know how to and do you feel you could if you wanted to?

Q12c Making a complaint	No.	2016 / 17 %	2015 / 16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, and I feel I could if I wanted to	196	62	71	68	78	71	74	71
Yes, but I do not feel I could if I wanted to	20	7	6	7	9	8	10	9
No , I do not know how to make a complaint, but I am confident I could find out how to if I wanted to	51	16	13	19				
No , I do not know how to make a complaint, and I am not sure how I would find out how to do this	19	6	6	6	14	21	16	20
Don't know	33	10	5	-	-	-	-	-
Total	319	100	100	100	100	100	100	100
<i>Missing</i>	29							
Total	348							

* The percentages shown are those with the weighting factor applied.

** In previous surveys, there was one single "no" option.

*** In previous surveys, there was no "don't know" option.

As in previous years, the majority of respondents (62%, compared to 71% in 2015/6 and 68% in 2014/15) said that they both knew how to make a complaint, and felt that they could if they wanted to. This is significantly lower than in 2015/6.

Q12d. If you wanted to make a complaint, which of the methods below would you be most likely to use?

Preferred method	Q12d Preferred method of making a complaint							
	No.	2016/17 %	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Telephone	155	44	51	47	53	52	52	50
Via an advocate or other representative	132	41	37	39	40	34	40	45
In person	101	33	31	34	32	34	30	29
Letter	41	12	12	14	18	16	19	15
Email	29	9	9	8	5	8	-	-
Printed complaints form	22	7	5	5	6	10	11	11
Don't know or not sure**	19	7	5	3	-	-	-	-
Online complaints form	13	4	3	2	3	-	-	-
Councillor or MP***	8	3	3	3	2	6	4	5
Other (not specified)***	3	1	2	1	3	0	2	2
Total	333	-	-	-	-	-	-	-
<i>Missing</i>	15							
Total	348							

* Respondents could choose as many options as they thought applied, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

** "Don't know or not sure" was not an option in earlier surveys.

*** These were not options in the Easy Read versions of the questionnaire.

The largest single percentage of all respondents said they would prefer to complain by telephone: 44%, compared to 51% in 2015/6, 47% in 2014/5, 53% in 2013/14, 52% in 2012/13, 52% in 2011/12 and 50% in 2010/11. The next most popular options were complaining via an advocate or other representative such as a family member, or in person.

Section 4: Your health

Q13. How is your health in general?

Q13 General health*	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Very good	32	11	16	11	13	11	10	7
Good	86	26	24	25	24	25	22	25
Fair	155	45	42	45	45	46	46	47
Bad	52	14	14	14	14	14	16	17
Very bad	14	4	4	5	4	4	6	4
Total	339	100	100	100	100	100	100	100
<i>Missing</i>	9							
Total	348							

* The percentages shown are those with the weighting factor applied.

As in previous years, the largest percentage of respondents, nearly half (45%), described their health as “fair”, compared to 42% in 2015/6, 45% in 2014/15, 46% in 2012/3 and 2011/12, and 47% in 2010/11. 18% described it as bad or very bad, and 37% described it as good or very good. There has been no significant change.

Q14. By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.

a. Pain or discomfort

Q14a Pain or discomfort	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have no pain or discomfort	108	34	40	32	37	34	30	29
I have moderate pain or discomfort	189	54	48	57	51	51	57	54
I have extreme pain or discomfort	42	12	12	11	13	12	14	18
Total	339	100	100	100	100	100	100	100
<i>Missing</i>	9							
Total	348							

* The percentages shown are those with the weighting factor applied.

Just over half of all respondents (54%) said that they had moderate pain or discomfort, compared to 48% in 2015/6, 57% in 2014/5, 51% in 2013/14 and 2012/13, 57% in 2011/12 and 54% in 2010/11. This is a statistically significant change compared to the previous year.

b. Anxiety or depression

Q14b Anxiety or depression	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I am not anxious or depressed	155	47	48	51	47	52	51	50
I am moderately anxious or depressed	149	45	43	43	46	43	40	43
I am extremely anxious or depressed	31	9	9	6	7	5	8	7
Total	335	100	100	100	100	100	100	100
<i>Missing</i>	13							
Total	348							

* The percentages shown are those with the weighting factor applied.

47% of all respondents said that they were not anxious or depressed, which is in line with previous years' results than 2015/16 (48%), 2014/5 (51%), 2014/5 (47%), 2012/13 (52%), and lower than in 2011/12 (51%) and 2010/11 (50%). There has been no significant change compared to previous years.

Q15. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

a. Do you usually manage to get around indoors (except steps) by yourself?

Q15a Getting around indoors	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	183	57	55	56	54	54	57	52
I have difficulty doing this myself	92	26	27	25	29	32	28	32
I can't do this by myself	60	18	18	19	17	15	15	16
Total	335	100	100	100	100	100	100	100
<i>Missing</i>	13							
Total	348							

* The percentages shown are those with the weighting factor applied.

Just over half of respondents (57%) could get around easily indoors by themselves without help, compared to 55% in 2015/6, 56% in 2014/5, 54% in 2013/4 & 2012/13, 57% in 2011/12, and 52% in 2010/1. There has been no significant change compared to previous years.

b. Do you usually manage to get in and out of a bed (or chair) by yourself?

Q15b Getting in and out of bed or a chair	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	188	58	58	56	57	62	63	56
I have difficulty doing this myself	79	22	20	23	26	23	21	27
I can't do this by myself	71	20	21	21	17	15	16	17
Total	338	100	100	100	100	100	100	100
<i>Missing</i>	10							
Total	348							

* The percentages shown are those with the weighting factor applied.

Just over half of respondents (58%) could easily get in and out of bed by themselves without help, compared to 58% in 2015/16, 56% in 2014/5, 57% in 2013/14, 63% in 2012/13, 63% in 2011/12, and 56% in 2010/11. There has been no change.

c. Do you usually manage to feed yourself?

Q15c Feeding yourself	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	265	79	82	80	78	80	81	84
I have difficulty doing this myself	50	14	12	13	16	14	15	12
I can't do this by myself	23	7	6	7	6	6	5	5
Total	338	100	100	100	100	100	100	100
<i>Missing</i>	10							
Total	348							

* The percentages shown are those with the weighting factor applied.

Four-fifths of respondents (79%) could easily feed themselves without help, compared to 82% in 2015/6, 80% in 2014/5, 78% in 2013/4, 80% in 2012/13, 81% in 2011/12 and 84% in 2010/11. There has been no significant change.

d. Do you usually deal with finances and paperwork – for example, paying bills, writing letters – by yourself?

Q15d Dealing with finances or paperwork	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	71	20	25	20	19	25	28	28
I have difficulty doing this myself	58	16	10	13	18	16	18	13
I can't do this by myself	210	64	66	67	63	59	55	59
Total	339	100	100	100	100	100	100	100
<i>Missing</i>	9							
Total	348							

* The percentages shown are those with the weighting factor applied.

Two-thirds of respondents (64%) said that they could **not** deal with finances or paperwork without help, which is in line with the previous years' results: 66% in 2015/16, 63% in 2014/15, 59% in 2012/13, 55% in 2011/12 and 59% in 2010/11. There has been no significant change.

Q16. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

a. Do you usually manage to wash all over by yourself, using either a bath or shower?

Q16a Washing all over	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	102	32	35	35	36	39	40	36
I have difficulty doing this myself	96	28	28	23	26	26	26	27
I can't do this by myself	141	40	37	42	39	35	34	37
Total	339	100	100	100	100	100	100	100
<i>Missing</i>	9							
Total	348							

* The percentages shown are those with the weighting factor applied.

The largest single percentage of respondents said that they could **not** easily wash all over by themselves (40%). However, the next largest said that they **could** do this without help (32%). This is lower than in previous years: 37% could do this without help in 2015/6, 42% in 2014/15, 36% in 2013/14, 39% in 2012/13, 40% in 2011/12; 36% in 2010/11. There has been no statistically significant change.

b. Do you usually manage to get dressed and undressed by yourself?

Q16b Getting dressed	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	141	44	47	47	51	54	51	49
I have difficulty doing this myself	98	28	29	24	22	24	27	28
I can't do this by myself	99	28	25	29	28	23	22	24
Total	338	100	100	100	100	100	100	100
<i>Missing</i>	10							
Total	348							

* The percentages shown are those with the weighting factor applied.

Just under half of all respondents (44%) said that they could easily get dressed and undressed without help, which is slightly lower than previous years' results: 47% in 2015/16 and 2014/15, 51% in 2013/14, 54% in 2012/13, 51% in 2011/12 and 49% in 2010/11. There has been no statistically significant change.

c. Do you usually manage to use the WC / toilet by yourself?

Q16c Using the toilet	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	216	65	68	64	67	72	69	68
I have difficulty doing this myself	58	16	13	15	17	13	17	18
I can't do this by myself	66	19	19	21	17	16	14	14
Total	340	100	100	100	100	100	100	100
<i>Missing</i>	8							
Total	348							

* The percentages shown are those with the weighting factor applied.

The majority of respondents (65%) said that they usually managed to use the toilet without help, which is slightly higher when compared to previous years' results: 68% in 2015/6, 64% in 2014/5, 67% in 2013/14, 72% in 2012/13, 69% in 2011/12 and 68% in 2010/11. There has been no significant change since the previous year.

d. Do you usually manage to wash your face and hands by yourself?

Q16d Washing face and hands	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	250	74	77	73	73	79	79	81
I have difficulty doing this myself	48	14	13	13	14	12	11	12
I can't do this by myself	40	12	11	14	13	9	9	7
Total	338	100	100	100	100	100	100	100
<i>Missing</i>	10							
Total	348							

* The percentages shown are those with the weighting factor applied.

Just under three-quarters of respondents (74%) said that they could easily wash their hands and face without help. This is the same as in previous years: 73% in 2015/6, 73% in 2014/5, 73% in 2013/4, and an average of 80% in the previous three years. There has been no significant change since the previous years.

Section 5: About your surroundings

Q17. How well do you think your home is designed to meet your needs?

Q17 How well does your home meet your needs?	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home meets my needs very well	205	62	63	59	63	60	59	56
My home meets most of my needs	88	25	27	32	27	32	31	34
My home meets some of my needs	33	9	7	9	10	7	7	8
My home is totally inappropriate for my needs	11	3	3	1	1	2	3	2
Total	337	100	100	100	100	100	100	100
<i>Missing</i>	11							
Total	348							

* The percentages shown are those with the weighting factor applied.

Over half of respondents (62%) said that their home met their needs very well, which is similar to previous years' results: 63% in 2015/6, 59% in 2014/5, 63% in 2013/14, 60% in 2012/13, 59% in 2011/12 and 56% in 2010/11. There has been no significant change since the previous years.

Q18. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

Q18 Getting around in your local area	No.	2016/7 %	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can get to all the places in my local area that I want	99	32	33	31	32	34	39	35
At times I find it difficult to get to all the places in my local area that I want	77	23	24	22	23	24	26	24
I am unable to get to all the places in my local area that I want	66	19	22	23	23	20	20	22
I do not leave my home	89	26	22	23	22	22	20	19
Total	331	100	100	100	100	100	100	100
<i>Missing</i>	17							
Total	348							

* The percentages shown are those with the weighting factor applied.

Around one-third of respondents (32%) said that they could get to all the places in their local area that they wanted to. This is similar to previous years' results: 33% in 2015/6, 31% in 2014/15, 32% in 2013/14, 34% in 2012/13, 39% in 2011/12 and 35% in 2010/11. However, this means that 68% of respondents had difficulty doing this, could not get to all the local places they wanted to go to, or did not leave their homes. There has been no significant change since the previous year.

Section 6: About you and the help you receive

Q19. Do you receive any practical help on a regular basis from your husband or wife, partner, friends, neighbours or family members?

Q19 Practical help from others	No.	2016/7 %	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
a. Yes , from someone who lives in another household	108	33	49	47	52	57	53	53
b. Yes, from someone living in my household	174	51	40	36	41	34	40	40
c. No , I do not receive any help	76	23	19	25	16	19	20	18
Total	336	-	-	-	-	-	-	-
<i>Missing</i>	12							
Total	348							

* Respondents could choose both 'yes' options if this applied to them, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

A slightly higher percentage of respondents replied "No, I do not receive any help": 23%, compared to 19% in 2015/6, 25% in 2014/15, 16% in 2013/14, 19% in 2012/13, 20% in 2011/12, and 18% in 2010/11. There has been no significant change since the previous year.

Q20. Do you buy any additional care or support privately or pay more to ‘top up’ your care and support?

Q20 Purchase additional care and support	No.	2016/7 %	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
			%	% *	%	%	%	%
Yes, with my own money	92	27	29	27	26	27	24	30
Yes, my family pays for this	26	8	7	8	10	7	8	6
No , I do not have any additional care or support	210	67	65	67	67	68	72	65
Total	324	-	-	-	-	-	-	-
<i>Missing</i>	22							
Total	348							

* Respondents could choose both ‘yes’ options if this applied to them, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

As in previous years, the majority of respondents (67%) did not buy in any additional care and support services, either with their own money, or with their family paying for it (65% in 2015/6, 67% in 2014/15 and 2013/14, 68% in 2012/13, 72% in 2011/12 and 65% in 2010/11). There has been no significant change from previous years.

Q21. Did you write the answers to this questionnaire by yourself or did you have help from someone else?

Q21 Did you have help?	No.	2016/7 %	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I had help from someone living outside my household	124	36	33	36	35	36	32	33
I had help from a care worker	71	23	23	25	22	30	30	31
I had help from someone living in my household	54	16	20	15	20	14	18	20
No, I did not have help	90	16	24	24	22	20	20	16
Total	339	100	100	100	100	100	100	100
<i>Missing</i>	9							
Total	348							

* The percentages shown are those with the weighting factor applied.

As in previous years, the largest single percentage of respondents (36%), had help with writing their answers in the questionnaire from someone living outside their household. 16% did not have help from anyone else.

Q22. What type of help did you have?

Q22 Help with questionnaire	No.	2016/7 %	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Someone else read the questions to me	146	45	50	47	46	44	43	41
Someone wrote down the answers for me	122	38	38	44	36	36	36	37
I talked through the questions with someone else	77	23	25	44	26	26	23	26
None , I did not have any help	80	23	23	24	22	28	27	31
Someone else translated the questions for me	50	18	20	17	15	15	11	14
Someone answered for me , without asking me the questions	37	11	7	7	12	9	7	7
Total	328	-	-	-	-	-	-	-
<i>Missing</i>	20							
Total	348							

* Respondents could choose as many options as applied to them, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

The largest percentage of respondents (45%) had had someone else read the questions to them, which is line with previous years' results. Of some concern is the fact than 37 people (11%) had had someone else answer for them, without asking them the questions. This has been an issue in previous years, when around 8% of people who returned questionnaires had had this done for them.

Section 7: About local services

Q23 In the past year, do you think Newcastle City Council's care and support services have got better, worse, or stayed the same?

Q23 In the past year, do you think Newcastle City Council's care and support services have got better, worse, or stayed the same?	No.	2016/7 %	2015/16 %	2014/15 % *	2013/14 %
Better	61	20	20	19	20
Stayed the same	243	73	72	70	71
Worse	23	7	8	11	9
Total	327	100	100	100	100
<i>Missing</i>	21				
Total	348				

* The percentages shown are those with the weighting factor applied.

As in 2015/6, 2014/15 and 2013/14, the majority of people who took part in the survey said that they thought Newcastle City Council care and support services had stayed the same over the past year. Of those who did not think this, the largest percentage (20%) thought that services had got better. We asked people if they had any comments about this:

Themes in comments from people who described how services had got better	2016/17	2015/16	2014/15	2013/14
My current service provider is very good	2	-	-	-
Things could not get any better	2	-	-	-
Things have got better	2	1	-	-
I have not been using the service very long	1	-	-	-
I have received more support	1	-	-	3
I received good support when I was ill	1	-	-	-
My care needs have not changed	1	-	-	-
My support workers are very good	1	-	-	-
The services is very good	1	-	-	-
This is based on two years' experience	1	-	-	-
I have not been using the service very long	1	-	-	-

Comments included:

"I think everything has improved a great deal."

The most common themes in comments made by people who thought services had stayed the same over the past year were: “the standard of care has remained high” (4 people) and “I am happy with my care workers” (3 people). The main themes in the comments from people who thought services had stayed the same over the past year were as follows:

Themes in comments from people who described how services have stayed the same	2016/17	2015/16	2014/15	2012/3
The standard of care has remained high	4	-	-	-
I am happy with my care workers	3	1	1	-
I am happy with my social worker	2	-	-	-
I would like more care and support than I am getting	2	-	-	-
My personal allowance has stayed the same	2	-	-	-
I am concerned about the future of lunch clubs	1	-	-	-
I am waiting for home repairs	1	-	-	-
I cannot get through to someone to talk about my services	1	-	-	-
I occasionally have care workers who are not very good	1	-	-	-
I think that cuts are having a bad effect on services	1	1	-	-
I wish there had been better information available when I decided to move into residential care	1	-	-	-
I would have liked a care supervisor to visit and check that I was getting the services I needed	1	-	-	-
Most care workers are very good	1	-	-	-
My care workers do not always arrive on time	1	1	-	1
Older people need more help with housing	1	-	-	-
Someone I live with is having problems with their services	1	-	-	-
Sometimes I do not know who is going to provide my care	1	-	-	-
The service is the same, but the charges have gone up	1	-	-	-
Two agencies I have had services from have not been helpful, but one has been very good	1	-	-	-
<i>I have not been using the service long enough to know</i>	6	-	-	-
<i>Other</i>	1	3	-	-

Comments from people who thought services had stayed the same included:

“I regret my decision to abandon my independence in my 'own' home and in retrospect I could wish there had been a clearer discussion at that time.”

The most common themes in comments made by people who thought services had got worse over the past year were: “I think that cuts are having a bad effect on services”, “My care workers are often late or do not arrive”, and “I have heard that services have got worse” (two people each). Comments from people who thought services had got worse over the past year were as follows:

Themes in comments from people who described how services have got worse	2016 / 2017	2015 / 2016	2014 / 2015	2013 / 2014
I think that cuts are having a bad effect on services	2	1	1	-
My care workers are often late or do not arrive	2	1	-	-
I have heard that services have got worse	2	-	-	-
Disabled people are suffering from hate crime	1	-	-	-
I am not happy about the increase in care charges	1	-	-	-
I do not feel I have enough knowledge about services	1	-	-	-
I do not get enough care hours	1	1	1	-
I feel very lonely	1	-	-	-
It is worse, because my care provider keeps changing	1	-	-	-
Money and payments are not properly explained	1	-	-	-
My care workers do not explain to me what they are going to do	1	-	-	-
My care workers do not make allowances for the fact I have limited vision	1	-	-	-
My care workers do not talk to me	1	-	-	-
My care workers shout at me	1	-	-	-
NHS services are not very good	1	-	-	-
Not having short breaks has made things more difficult for my care workers	1	-	-	-
The key person keeps changing	1	-	-	-
The meals at home service is not always punctual	1	-	-	-
There are not enough social workers	1	-	-	-
There is not enough choice	1	-	-	-

Comments from people who thought services had got worse included:

“I have limited knowledge when speaking to people, money and payments are not clearly explained.”

Q27. If you would like to tell us anything else about your life, about the services you receive, or about any of the issues raised in this questionnaire, please write this down in the space below.

We asked people if there was anything else they wanted to say about their care services, quality of life, or anything else they wanted to discuss. The main themes of their comments are shown below, with the most common themes being people saying that they were happy with their services:

Q27 General comments – themes	Number of comments		
	2016 / 17	2015 / 16	2014 / 15
I am happy with care services	6	30	28
I am happy with my care home	6	3	4
I am happy with my care workers	4	3	2
I had help from my partner to complete this form	4	1	-
I am happy	3	-	-
I had help from my family to complete this form	3	-	-
My family do domestic tasks for me	3	2	3
Care workers' punctuality needs to be better	2	1	-
My care workers are like friends	2	-	-
My mobility problems limit my quality of life	2	-	-
Some care workers are good, others are not	2	1	-
Staff need better training in food preparation and safety	2	2	1
<i>Other (one person making the comment)</i>	111	-	-

Comments included:

“Social change is demanding, I think sometimes that modern medicine and care in our community is prolonging life without perhaps prolonging quality of life.”

“Since my mum moved into a residential care facility, her health and life in general have improved beyond all expectations. Her flat is extremely comfortable and she thoroughly enjoys the meals and companionship in the restaurant.”

“I would like my support workers to be on time and to give plenty of notice if they are ill.”

About the respondents

1. Types of questionnaire

There are four different questionnaires used in the survey. Please note that these do not correspond to the four strata, as the person's age does not determine what type of questionnaire they are sent; questionnaires are sent out based upon the service users' care setting, their age, and whether they have a learning disability. The percentages of people who responded using them are as follows:

Types of questionnaire	No. sent out	No. returned	% 2016/17 response	% 2015 / 16	% 2014 / 15	% 2013 / 14	% 2012 / 13	% 2011 / 12
1 Questionnaire for residents in their own home	503	200	40	55	39	36	41	34
2 Questionnaire for residents in care homes	345	90	26	22	34	28	34	27
3 Questionnaire for adults with a learning disability in their own homes	143	51	36	22	42	40	52	36
4 Model questionnaire for adults with a learning disability in residential care	16	7	44	2	25	50	35	8
Total respondents and non-respondents	1007	348	100	100	34	-	-	-

The majority of questionnaires returned were questionnaires sent to people receiving community-based services (living in their own homes). The highest response rate was received from adults with learning disabilities in residential care.

2. Gender

Gender	Frequency	2016 / 17 %	2015 / 16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011 / 12 %	% in sample	% in population
Male	149	43	43	40	42	41	37	40	41
Female	198	57	57	60	58	59	63	60	59
Total	347	100	100	100	100	100	100	100	100
<i>Missing</i>	1								
Total	348								

The majority of respondents were female (57%), in line with the proportions of men and women in the sample.

3. Age

Age groups	Frequency	2016 / 17 %	2015 / 16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011 / 12 %	% in 2016 / 7 sample
18-24	13	4	5	1	4	4	3	4
25-34	19	6	6	5	8	5	6	6
35-44	18	5	8	4	5	4	4	8
45-54	31	9	11	12	9	11	8	8
55-64	33	10	11	14	11	15	13	10
65-74	57	16	16	11	11	14	11	14
75-84	73	21	20	27	26	22	27	24
85 and over	104	30	24	26	26	27	29	27
Total	348	100	100	100	100	100	100	100

The majority of respondents (67%) were aged 65 and over. The percentages of respondents in the different age groups were in line with the proportions of people in these groups in the sample.

4. Ethnic origin

Ethnic origin	Frequency	2016 / 17 %	2015 / 16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011 / 12 %	% in 2016 / 7 sample
White	331	95	96	94	95	94	96	96
Asian or British	11	3	2	3	2	2	2	3
Black or Black British	2	1	0	1	1	0	1	1
Not stated	2	1	1	1	2	1	1	1
Other	1	0	0	0	0	0	1	0
Total	347	100	100	100	100	100	100	100
<i>Missing</i>	1							
Total	348							

The majority of respondents were from a White background (95%). The percentages of respondents in the different ethnic groups were in line with the proportions of people in these groups in the sample.

5. Religion

Religion	Frequency	2016 / 17 %	2015 / 16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011 / 12 %	% in 2016 / 7 sample
Christian	499	82	84	86	85	87	90	83
None	62	10	11	9	10	10	7	12
Muslim	25	4	2	3	1	2	2	3
Other	11	2	2	1	1	1	1	1
Sikh	5	1	0	0	0	0	0	0
Jewish	3	1	0	0	2	0	1	0
Hindu	5	1	1	0	1	0	0	0
Buddhist	1	0	0	0	0	0	0	0
Total	611	100	100	100	100	100	100	100
<i>Missing</i>	396					-	-	-
Total	1007					-	-	-

The majority of respondents, about whom we had information on their religion, said that their religion or belief was Christian (82%). The percentage of respondents who said they followed different religions or beliefs, or none, were in line with the proportions of people in these groups in the sample.

Primary support reasons

Primary client groups	Frequency	2016 / 17 %	2015 / 16 %	2014/15* %	% in sample	% in population
Physical Support	455	45	48	53	44	45
Learning Disability Support	159	16	24	15	17	20
Mental Health Support	149	15	9	9	13	12
Support with Memory and Cognition	133	13	10	10	14	13
Social Support	94	9	9	11	10	9
Sensory Support	17	2	1	3	2	2
Total	1007	100	100	100	100	100

* Note that in previous years, service users were grouped by “Primary Client Group” (five categories), not “Primary Support Reason”. These percentages therefore cannot be meaningfully compared with previous years.

The majority of people belonged to the client group “Physical support: Personal care support”: 45%, compared to 48% in 2015/6, and 53% in 2014/5. The percentage of respondents in the different client groups were in line with the proportions of people in these groups in the sample.

Support setting

Support setting	Frequency	2016 / 17 %	2015 / 16 %	2014/15* %	% in sample
Community	253	73	76	70	65
Residential Care	62	18	6	10	13
Nursing Care	33	10	18	21	23
Total	348	100	100	100	100

* We did not collect this information in the years prior to 2014/15.

The majority of survey respondents received care in a community setting: 73%, compared to 76% in 2015/6 and 70% in 2014/15. The percentages of respondents in the different support settings were generally in line with the proportions of people in these groups in the sample, although those in a community setting were slightly over-represented.

Mechanism of delivery

Mechanism of delivery	Frequency	2016 / 17 %	2015 / 16 %	2014/15* %	% in sample
LA-managed personal budget	175	69	54	57	66
Direct payment only	44	17	20	15	18
LA-commissioned support only	18	7	17	22	9
Part direct payment	16	6	9	6	7
Total	253	100	100	100	100
<i>Missing</i>	95				
Total	348				

* We did not collect this information in the years prior to 2014/15.

The majority of people had their services delivered through an Local Authority-managed personal budget: 69%, compared to 54% in 2015/16, and 57% in 2014/15. The percentages of respondents in the different groups were in line with the proportions of people in these groups in the sample.

Reported Health Condition: Autism (excluding Asperger Syndrome or High-Functioning Autism)

Reported Health Condition: Autism	Frequency	2016 / 17 %	% in sample
Yes	5	1	3
No	343	99	97
Total	348	100	100

* We did not collect this information in the years prior to 2016 / 17.

1% of participants had autism, which is generally in line with the proportions of people in these groups in the sample.

Reported Health Condition: Asperger Syndrome or High-Functioning Autism

Reported Health Condition: Asperger Syndrome or High-Functioning Autism	Frequency	2016 / 17 %	% in sample
Yes	1	0	0
No	347	100	100
Total	348	100	100

* We did not collect this information in the years prior to 2016 / 17.

One person had Asperger Syndrome / High-Functioning Autism, which is generally in line with the proportions of people in these groups in the sample.

Appendix 1 – Questions asked, and information about respondents

Questions

Section 1: Overall satisfaction with your social care and support

1. Overall, how satisfied are you with the care and support services you receive?

Section 2: Your quality of life

2a. Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

2b. Do care and support services help you to have a better quality of life?

2c. Which of the following statements best describes how much choice you have over the care and support services you receive?

3a. Which of the following statements best describes how much control you have over your daily life?

3b. Do care and support services help you in having control over your daily life?

4a. Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?

4b. Do care and support services help you in keeping clean and presentable in appearance?

5a. Thinking about the food and drink you get, which of the following statements best describes your situation?

5b. Do care and support services help you to get food and drink?

6a. Which of the following statements best describes how clean and comfortable your home is?

6b. Do care and support services help you in keeping your home clean and comfortable?

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

7b. Do care and support services help you in feeling safe?

8a. Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

8b. Do care and support services help you in having social contact with people?

9a. Which of the following statements best describes how you spend your time?

9b. Do care and support services help you in the way you spend your time?

10. Which of these statements best describes how having help to do things makes you think and feel about yourself?

11. Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of these statements best describes your situation?

Section 3: Knowledge and information

12a. In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

12b. Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?

12c. If you wanted to make a complaint about the care services you receive, do you know how to?

12d. If you wanted to make a complaint, which of the methods below would you be most likely to use?

Section 4: Your health

13. How is your health in general?

14. By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.

- a. Pain or discomfort
- b. Anxiety or depression

15. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

- a. Do you usually manage to get around indoors (except steps) by yourself?
- b. Do you usually manage to get in and out of a bed (or chair) by yourself?
- c. Do you usually manage to feed yourself?
- d. Do you usually deal with finances and paperwork- for example, paying bills, writing letters – by yourself?

16. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

- a. Do you usually manage to wash all over by yourself, using either a bath or shower?
- b. Do you usually manage to get dressed and undressed by yourself?
- c. Do you usually manage to use the WC / toilet by yourself?
- d. Do you usually manage to wash your face and hands by yourself?

Section 5: About your surroundings

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

18. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

Section 6: About you

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

20. Do you buy any additional care or support privately or pay more to 'top up' your care and support?

21. Did you write the answers to this questionnaire by yourself or did you have help from someone else?

22. What type of help did you have?

Section 7: About your care and support, information, and personal safety

23. In the past year, do you think Newcastle City Council care and support services have got better, worse or stayed the same? Could you tell us a bit more about this?

24. How would you prefer to find out information about care and support services, benefits and so on?

25. Have you had any problems in getting hold of information about care and support services, such as not knowing who to talk to, or not being able to get information in the right format (such as large print)? If so, please tell us here:

26. Could you tell us which of the following aspects of your life help you to feel safe in your home?

27. If you would like to tell us anything else about your life, about the services you receive, or about any of the issues raised in this questionnaire, please write this down in the space below.

28. Would you be happy to be invited to take part in more research?

Please tick this box if you would like to receive information about the findings of this survey.

Information known about the people in the sample (metadata)

1. Gender
2. Age
3. Ethnicity
4. Religion
5. Primary support reason
6. Support setting
7. Mechanism of delivery

Appendix 2 – ASCOF Indicators

The data return sheet provided by the NHS Information Centre calculates the ASCOF Quality of Life Indicators as follows:

Weighted Results	Numerator	Denominator	Indicator	2015/16	2014/15	2013/14	2012/13	2011/12
(1A) Social care - related quality of life	80191.2	4077.0		19.7	19.2	19.3	19.2	19.4
(1B) The proportion of people who use services who have control over their daily life	3340.5	4077.0		81.9%	77.6%	77%	78.6%	79.7%
(1I) Proportion of people who use services and carers, who reported that they had as much social contact as they would like* **	2028.7	4077.0		49.8%	45.7%	51%	-	-
(3A) Overall satisfaction of people who use services with their care and support	2728.1	4077.0		66.9%	62.2%	64%	62.7%	68.6%
(3D part 1) The proportion of people who use services who find it easy to find information about services**	3347.0	4077.0		82.1%	78.9%	80.2%	72.0%*	80.3%
(4A) The proportion of people who use services who feel safe	2931.9	4077.0		71.9%	70.7%	69%	71.6%	71.7%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	3268.4	4077.0		80.2%	79.5%	78%	74.1%	70.2%

* Note that this figure is not comparable to the 2011/12 and 2013/14 figures, as the 2012/13 figure contains the views of carers from the 2012/13 survey.

* Indicator 1L about social contact was new in 2013/14

** These are the final figures, calculated using weighted data from the Newcastle Social Care Users Survey 2013/14, and the Newcastle 2012 Carers Survey, according to the official guidance.

ASCOF Definitions

(1A) Enhancing quality of life for people with care and support needs

This measure represents an average quality of life score for a person based on the responses of those that completed the Adult Social Care Survey. It is a composite measure using responses to questions from the survey covering eight domains: control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

These questions and the domains they cover are shown here:

Qn	Question	Domain
3a	Which of the following statements best describes how much control you have over your daily life?	Control
4a	Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?	Personal care
5a	Thinking about the food and drink you get, which of the following statements best describes your situation?	Food
6a	Which of the following statements best describes how clean and comfortable your home is?	Accommodation
7a	Which of the following statements best describes how safe you feel?	Personal safety
8a	Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?	Social life
9a	Which of the following statements best describes how you spend your time?	Occupation
11	Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?	Dignity

Numerator: Each respondent is assigned a score based on their answers to questions 3 to 9, and 11. Each of the questions has four answers which are equated with having either no unmet needs in a specific life area or domain, having needs adequately met, having some needs met and having no needs met. The scores are assigned as follows:

- No needs met (the last answer option for each question) = 0
- Some needs met (3rd answer option) = 1
- Needs adequately met (2nd answer option) = 2
- No unmet needs (1st answer option) = 3

The numerator is then a sum of the scores for all respondents who have answered questions 3 to 9 and 11. Those respondents who were sent the version of the questionnaire for people with learning disabilities will be treated in the same way, as this questionnaire has been designed to be equivalent to the non-learning disabilities version.

Denominator The number of respondents who answered all the questions 3a to 9a and 11.

Exclusions Any respondents who failed to answer all the questions 3a to 9a and 11 are excluded from the calculation of the indicator. For example, a respondent who answered questions 3a to 8a and 11 but did not answer Q9a will be excluded from the indicator calculation.

The calculation table for 2016/17 is:

	No unmet needs	Needs adequately met	Some needs met	No needs met	Total
Q3a	1466.0	1724.6	749.1	141.3	4081.0
Q4a	2263.5	1676.1	141.4	0.0	4081.0
Q5a	2525.7	1422.2	114.3	18.7	4081.0
Q6a	2805.1	1136.3	127.3	12.3	4081.0
Q7a	2900.0	954.0	178.1	48.9	4081.0
Q8a	2106.1	1272.4	547.7	154.8	4081.0
Q9a	1641.1	1249.3	950.9	239.8	4081.0
Q11	2491.1	1306.8	271.1	12.0	4081.0
Total	18198.6	10741.7	3080.0	627.8	4081.0

Score	54595.8	21483.3	3080.0	0
--------------	----------------	----------------	---------------	----------

Numerator	Denominator	1A
79159.1	4081.0	19.4

(1B) The proportion of people who use services who have control over their daily life

Enhancing quality of life for people with care and support needs.

People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.

Numerator In response to Question 3, those individuals who selected the response 'I have as much control over my daily life as I want and "I have adequate control over my daily life"'.

Denominator All those who respond to the question.

(1I) The proportion of people who use services and their carers who have as much social contact as they would like

Enhancing quality of life for people with care and support needs.

There is a clear link between loneliness and poor mental and physical health. A key element of the Government's vision for social care is to tackle loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family. This measure will draw on self-reported levels of social contact as an indicator of social isolation for both users of social care and carers.

Where, for 1I part 1 (users):

Numerator: In response to Question 8a of the ASCS, those individuals who selected the response “I have as much social contact as I want with people I like”.

Denominator: All those that responded to the question.

For both the numerator (X) and denominator (Y), weighted data should be used to calculate the measure.

(3A) Overall satisfaction of people who use services with their care and support

Ensuring people have a positive experience of care and support.

People who use social care and their carers who are satisfied with their experience of care and support services.

Numerator In response to Question 1, those individuals who selected the response “I am extremely satisfied” or “I am very satisfied” and for the easy read version for those with learning disabilities, those individuals who selected “I am very happy with the way staff help me, it’s really good”.

Denominator All those who responded to the question.

(3D part 1) The proportion of people who use services who find it easy to find information about services

Ensuring people have a positive experience of care and support.

People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.

Numerator In response to Question 12, those individuals who selected the response “Very easy to find” and “fairly easy to find”.

Denominator All those who responded to the question.

(4A) The proportion of people who use services who feel safe

Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm.

Numerator In response to Question 7, those individuals who selected the response “I feel as safe as I want”.

Denominator All those who responded to the question.

(4B) The proportion of people who use services who say that those services have made them feel safe and secure

Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm.

Numerator In response to Question 7b, those individuals who selected the response “yes”.

Denominator All those who responded to the question.

Standard questionnaire	%	Easy Read questionnaire	%	Combined	%
I am extremely satisfied		I am very happy with the way staff help me, it's really good		I am extremely or very satisfied	
I am very satisfied					
Subtotal					
I am quite satisfied		I am quite happy with the way staff help me		I am quite satisfied	
I am neither satisfied nor dissatisfied		The way staff help me is OK		I am neither satisfied nor dissatisfied	
I am quite dissatisfied		I do not think the way staff help me is that good		I am quite dissatisfied	
I am very dissatisfied		I think the way staff help me is really bad		I am extremely or very dissatisfied	
I am extremely dissatisfied					
Subtotal					



This report was prepared by
Policy and Communications Team
Assistant Chief Executive's Division
July 2017
