

## CITIZENS PANEL REPORT - EXECUTIVE SUMMARY

### Methodology

- This report was commissioned by Leeds City Council (LCC) and shows results from questions included in the Ninth Leeds Citizens' Panel survey which was completed in September 2008
- This survey focused on reviewing contributions for adult social care as well as questions related to proposals for the future of leisure centres in Leeds. This report focuses on findings from the adult social care questions
- All 1755 panel members were sent a survey pack which included a survey, a covering letter and a FREEPOST return envelope. All members were also given the option of completing the survey online
- In total 755 responses were gathered via the mailer and completions online. The research achieved an overall response rate of 43% (755) and 4% (32) of these responses were from online completions. Using statistical rules, we can be 95% confident that our research findings have a potential variance of no more than plus or minus 4% from the figure shown

### Key findings

- More than half of respondents (57%) said they have not received any adult social care services or know anyone that has. A 2% minority said they received these services themselves; all other respondents either has a relative or knows somebody else, that has
- More than half (61%) of respondents said they were aware that service users are asked to contribute towards the cost of their social care services. Respondents' awareness increases the older they are
- Overall, there was a fairly even split between those who said they agree with an increase in the contribution for services (40%) and those who disagree (37%). Those that had either received adult social care themselves, or knew somebody that had, were more likely (45%) to say they disagree with this proposal than those who have not received these services (36%)
- There was a fairly even split regarding agreement with increasing the maximum weekly contribution, with 36% saying they agree with an increase and slightly more disagreeing at 40%
- Overall 38% of respondents said they agree with increasing the disposable income percentage compared to 42% who said they disagree. There were no differences between respondents who had and had not experienced adult social care services.
- Again, with a fairly even split, 42% said they agreed with LCC taking savings and investments over £13,500 in account compared to 45% who said they disagreed with this

- More than half (61%) of respondents said they agreed that increasing the contribution service users make towards their non-residential Adult Social Care services would affect the take-up of these services
- Respondents were asked if they had any other comments they would like to make about service user contributions for adult social care services. Respondents were most likely (21%) to say they perceive an increase in contributions as penalising residents unfairly, particularly those who have savings. There were comments supporting the increase in contributions, although with some caveats eg that the user can afford the payments or that an increase in the quality of care would need to be made.

## Conclusions

**Conclusion 1:** Overall there are clearly two even 'camps' emerging: respondents who either acknowledge that there needs to be an increase in funds/acknowledgement of saving and investments to enable LCC to invest in Adult Social Care services and those who feel that these measures should not be implemented. People who have or do receive or experience adult social care, are, as might be expected, more likely to disagree with any increase in contribution or assessment of savings and investment.

**Conclusion 2:** Any changes implemented in the near future need to be clearly communicated to those who have no experience of Adult Social Care services. Good communication of the system now, with an indication as to funds needed to pay for services, criteria for contributions and so on, may help to encourage a cultural change in attitude towards paying for adult social care which is the challenge currently with those who have some experience of the current system.

**Conclusion 3:** Additional comments by respondents show a strong feeling that residents should not be 'penalised' for either having savings or for paying taxes; one of the biggest challenges for policy makers will be to ensure that any new solutions or changes to the system are perceived to be equitable and not penalising those who have worked and saved.

**Conclusion 4:** More than one in ten additional comments referred to concerns about quality of services. LCC may wish to develop something similar to the National Service Framework for Older People that makes explicit what people can expect in terms of quality in for long term care services, covering issues such as how needs are assessed, and what they might expect as a minimum level of provision, both in terms of quality, quantity and type of service.