

OUTCOMES OF THE INCOME REVIEW CONSULTATION REVIEW

1. Comments received from the 2008 Consultation

- 1.1 41 comments were made in relation to the survey form and the information that was submitted with it.

The comments made fall into the following categories:

- Did not generally understand what was sent out
- The survey form was confusing and complicated; a simple yes/no would have been better.
- Question 1 was confusing and contained a lot of technical information.
- With Question 1 people could only choose between 3 options, where they might have wanted to choose certain elements within the Options.
- The survey form was not appropriate for some people, for example people with dementia, people who had difficulty reading the forms and older people.
- The language was not simple enough
- People needed help to complete the survey
- Some of the questions were “loaded” and possibly the questionnaire was “carefully crafted”. “Consultation is great but do turkeys vote for Christmas”
- There are too many questions that may have obscured the main issues.

- 1.2 33 comments were received from people who thought that the survey did not apply to them or the person they cared for.

The comments made can fall into the following categories:

- Do not receive a service
- The perception that the services they receive are not part of the Income Review. This appears to be down to terminology as people noted that they had a shopping service and a service from the Independent Sector. However, one person commented that they received direct payments so it did not apply.
- Their contribution will not be affected by the proposals.
- The survey was only appropriate to service users.

2. Comments made and action taken by the Income Review Service User and Carer Reference Group.

- 2.1 The Income Review Service User and Carer Reference Group, during their work on the survey documentation, raised a number of issues that were dealt with as they arose. The details of this are as follows:

- Information relating to consultation is readily available in appropriate languages and formats
- Assistance to people in understanding the proposed changes and assistance with the completion of the questionnaire as required.
- Alternatives to the written word available to people during the consultation process for people who cannot read.

2.2 Additional comments were made post consultation and related to how the information should be used and why people may not have responded:

“Listen to what people have told you. Not only is consultation expensive and time consuming, but you can also gain the trust of the people who participated in the consultation and the wider service user and carer populations if you listen to what has been said.”

The members of the Reference Group discussed the issue with members of the groups and forums that they represent and also other service users and carers. One of the issues that was raised was that a number of people did not complete the survey as they did not trust the Local Authority to listen to what people were saying; that they were only consulting to tick a box.

2.3 Overall, the Reference Group felt that the consultation was worthwhile and had been meaningful.

Members of the Reference Group did not agree with Leeds City Council seeking to increase the charges for services, but agreed to work with Officers to look at this issue:

“We believed that this was an opportunity to influence the Council in shaping a revised Fairer Charging Policy.”

“We believe that people should be involved at the earliest stage possible in determining policies that affect them.”

“In addition, it should be acknowledged that we feel this process has been an example of `Best Practice` in the meaningful involvement of service users and carers and that it represents a positive model that should be shared and promoted across all services within the City Council. We feel that Leeds Adult Social Care Services and all of the Officers involved should be congratulated on their facilitation of this process and their openness, honesty, leadership, accountability, objectivity, integrity and professionalism that delivered a process that was meaningful, accessible and inclusive to the needs of service users and carers within Leeds.”

3. Responses from Service Users in 2009

A brief questionnaire was devised to ask Service Users a small number of questions about the Income Review survey that was carried out in 2008. This questionnaire was used in older people’s day services and by the Adult Reviewing Team for a number of Service User 12 month reviews. All of those

Service Users receiving a 12 month review would have received a survey form.

Members of staff both in day services and in the Adult Reviewing team helpfully agreed to try and assist Service Users in answering the questions for this review. However, Service users could refuse and it was probably not appropriate in all instances.

The results we obtained from this process are as follows:

3.1 Responses received from people in day services

The responses from day services was mixed which in part is reflective of the needs of people receiving day services. The outcomes from each day services is detailed below, but kept anonymous so reference is made to Day Services A-J

As you will see from the details provided below, a number of people in day services did not remember receiving a survey. It is possible that some Service Users who took part in this review were not accessing these services during the consultation period in 2008. Additionally, a number of day services sent the Income Review documentation out to carers and families (for example in day services for people with dementia).

For the purpose of this review we did not ask day services to send out the review questionnaire to carers and families as we did not think that this was appropriate. One of the day services for people with dementia met with carers and discussed the Income Review consultation and the responses are provided below.

Day Service A

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 25
No responses = 26

Question 2. Did you complete a questionnaire?

Yes responses = 15
No (and don't know) responses = 9

Question 3. If not why not?

Not all people responded to this question.

5 people did not understand the survey form
2 people cannot remember why they did not complete the survey
1 person did not understand what they should do with the form.
1 person did not think that they had to fill in the survey.

1 person had no comment to make
1 person felt that they had no reason to complete the survey

Question 4. How could we have done it better?

Responses to this question were made by people who did and did not remember receiving a form.

1 person commented that we could do it better by giving them a survey form.
2 people said that the format could have been clearer
1 person said that large print would have been better.
1 person said that there were too many pages
1 person said it was OK
1 person said that we could not have done it better.
1 person said that a member of staff had to help them fill it in.

Day Service B

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 59
No responses = 14

Of the 59 yes responses 29 were sent to relatives.

Question 2. Did you complete a questionnaire?

Of the 30 people who remember receiving a survey form all have indicated that they completed the survey.

In the 29 instances where the survey form went to a relative, neither the Service User nor the Members of staff knew if the survey had been completed.

Questions 3 and 4 were not responded to.

Day Service C.

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 31
No responses = 0

Question 2. Did you complete a questionnaire?

Yes responses = 28
No responses = 3

Questions 3 and 4 were not responded to.

Day Service D

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 10

No responses = 3

Question 2. Did you complete a questionnaire?

All people who remembered receiving a questionnaire completed the survey

Question 4. How could we have done it better?

Comments were received from those people who do not remember receiving the documentation as well as the people who completed a survey:

- *“Ensure questionnaires were sent out and received. Systems in place to ensure they are completed and returned. Maybe send it round with SW to fill in.”*
- *“No particular improvements obvious.”*
- *“You couldn’t have done it any better. How can one improve on perfection?”*

Day Service E

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 7

No/don’t know responses = 24

Question 2. Did you complete a questionnaire?

Yes response = 4

No responses =

Question 3. If not why not?

People commented that the survey was too intrusive and that they did not like the questionnaire.

Question 4. How could we have done it better?

All comments that were received stated that people did not agree with the questionnaire. It is difficult to determine from the comments made whether this related to the subject matter or that the generally they did not agree with receiving a survey form.

Day Service F

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 1
No responses = 14

Question 2. Did you complete a questionnaire?

The one person that remembers receiving the survey form did not complete it.

Question 3. If not why not?

The person cannot remember why they did not complete the survey.

Question 4 was not responded to.

Day Service G

This is a day service for people with dementia, and so the service users were not able to reply to the review questionnaire. The manager of the day service discussed the Income Review consultation in a carers meeting and there were no negative comments received about the process and carers seemed to appreciate the reason for the consultation.

Day Service H

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 2
No responses = 3

Question 2. Did you complete the questionnaire?

Yes responses = 2
No (and don't know) responses = 3

Question 3. If not why not?

This question was answered by those who answered No to Question 1.

2 people do not remember receiving a survey
1 person did not know why they did not complete the survey

Question 4. How could we have done it better?

No people responded to this question.

Day Service I

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 9
No responses = 10

Question 2. Did you complete the questionnaire?

Yes responses = 5
No (and don't know) responses = 14

Question 3. If not why not?

1 person did not remember receiving one
3 people did not receive one
1 person wrote 'new starter'
1 person did not remember seeing a questionnaire
4 people do not remember
1 has not seen a survey
1 person wrote 'Because of not receiving same'
1 person does not remember bringing the survey back
1 person said that their carer completed the survey on behalf of them

Question 4. How could we have done it better?

There were no responses to this questions

Day Service J

Question 1. Do you remember receiving a copy of the questionnaire?

Yes responses = 17
No responses = 0

Question 2. Did you complete the questionnaire?

Yes responses = 17
No responses = 0

Question 3. If not why not?

No responses to this question

Question 4 How could we have done it better?

1 person said that the survey was acceptable

3.2 Responses received from 12 month reviews.

To date we have received 20 responses to this review. The responses were as follows:

14 people did not remember receiving a survey form
6 people remembered receiving a survey. Of this 14, 4 returned their survey form.

The two people who **did not** return their form made the following comments:

- *“Felt it was a waste of time.”*
- *“Did not think it applied to me.”*

The following comments were received in response to how could we have done it better:

- *“Not sent out at all. People our age don’t want to be bothered filling in forms.”*
- *I had to ask a friend to explain it to me as it was hard to understand what you were asking for.”*
- One person felt that the ethnic criteria was confusing.

4. Responses from organisations (2009)

Information and a specific survey form for organisations were sent out to a range of voluntary, faith and community organisations and 23 responded. There were two reasons for sending this documentation out to organisations; one was that we wanted to inform Organisations about the consultation and potential changes so that they knew what was going on and could perhaps also support Service Users and Carers; we wanted to give them an opportunity to respond to the survey. This was clearly stated in the letter to organisations.

For this review work, 61 organisations that we regularly use in Adult Social Care services as challenge organisations, were contacted and asked if they would answer some questions, both on the 2008 Income Review consultation and on some more general consultation and/or involvement issues.

Of those 61 organisations:

42 organisations were happy to answer the questions and did so
1 organisation did not wish to participate
3 organisations wanted to wait until the appropriate Officer was available to respond – we have not yet heard anything from these organisations.
12 replies are awaited (letter and questions sent to the organisations at their request)
3 were not contactable (no answer when we tried to ring)

The responses we have received to date to the questions that we asked are as follows:

Question 1. Do you recall the questionnaire that was sent out to your organisation in September 2008?

Yes response = 23

No response = 18

Some of the reasons given why the answer was no were as follows:

- *“Have received a number of similar surveys. If did receive the survey I would have distributed to the service users but did not receive any particular feedback about this survey.”*
- The organisation experienced some structural changes around the time of the initial contact with the income survey.
- The organisation was without a coordinator since May 2008.
- Initial information may not have been sent to the correct email address. We used another email address.
- May not have been aware of the survey due to restructuring.

Question 2. Did you respond to the questionnaire?

Organisations that responded no to question 1 were not asked this questions, so the responses are out of 23.

Yes response = 14

No response = 9

Question 3. Why did you not respond to the questionnaire.

These responses relate to the 9 organisations who received the survey but did not complete it. Not all organisations gave a reason for not completing the survey.

The responses received are as follows:

- Did not think that the survey was applicable to the organisation or type of organisation
- Initially put off by the language used in the questionnaire (the term Service User was quoted)
- Was not clear what the expectation for organisations was – the form was passed on to Service Users but not filled in by the organisations as they were not clear what was wanted from them. The organisations did not collate responses from the Service Users.
- They did not complete the survey or distribute to Service Users, but they did help people fill them in.
- Did not complete the survey but was at an Income Review Focus Group held for organisations.
- Do not think they had anything to say on the matter.

The documentation was sent out to all Neighbourhood Networks, some of whom said they did not receive it. However, of those that said that they received the documentation there was some split as to whether they thought that the issue was relevant to them.

Question 4. What prompted you to respond.

These responses relate to the 14 organisations that responded to the survey.

The responses received are as follows:

- *“As a manager and also a carer I felt obliged to respond. Also agreed with Fairer Charging as I believe people should pay that little more.”*
- The organisations felt that it was an important issue for Service Users.
- They wanted to see how services could be improved.
- These issues are integral and useful to us.
- It provided the service users with an opportunity to have a say in the charges and make additional comments. *“We are a service user led organisation and believe service user consultation empowers and encourages agency involvement.”*
- *“Payment for services is an unhelpful introduction which heralds the start of service rationing. I am against that in principle and wanted to give you my reasons for these views.”*
- *“With a growing ageing population there are ever increasing pressures on the government and voluntary organisations to provide services to this part of society, these sorts of surveys help to change the mind set of service users. In doing so services begin to understand the issues involved in respect to the care that they provide.”*
- They always try to respond to survey even if they do not agree with the purpose.

Question 5. What, in your opinion, could we have done better this time?

Some of the responses related to what service users may have thought about the documentation. Responses were received to this question from organisations that did and did not complete the 2008 survey – that is the 23 organisations who stated that they received the documentation.

All of the comments made by the organisations are included here.

- *“the survey was fine to fill in and represented something that was a necessary change.”*
- *In future, the questionnaire content may need to be condensed. Some service users felt that the survey was too long. Suggest a one page format to increase the response rate.*
- *“Some clients found it too difficult to answer. Had to ensure that those who received benefits that they would not be directly or immediately affected by answering the questionnaire.”*

- *The language used in the questionnaire was not suitable for service users it was targeting. Too much jargon language used and so was not appealing to service users. In the future if we are involved we would like more information on how we would be financially supported.”*
- *“If you sent the surveys directly to individual service users you will not get a high response rate. To engage with individuals you need to be more personal. There should be more focus groups arranged before and during reviews to offer reassurance to the service users that the information they provide is safe as well as useful.”*
- *Despite not filling in the survey, we wanted to express that surveys in the past have not been accessible to service users because there is too much jargon used.*
- *The review should be introduced at a face to face level to the Service Users. Provide more information in a more personal way. A suggestion for the future would be to come to coffee mornings.”*
- *Not enough time to complete the survey thoroughly. Need a more longer term commitment and more time to publicise to the service users and centres.”*
- *Be clear what you want from the organisations. As a voluntary organisation dealing with a wide range of service users we are continually asked to facilitate consultation, surveys etc, but our funding and resources are limited. Extra funding needs to be made available. The response might have been better if the home care worker/contractor/day service provider completed the form individually with people.”*
- *Given more notice, time and resources to prepare and offer appropriate support to people with dementia to be involved in the consultation.”*
- *“Because of the difficult subject area, service users found the survey difficult to complete. In the future the layout and organisation of the survey should be made simpler in respect to the sensitive subject. We need to find a way to dispel the cynical views of service users in regards to surveys sent to them.”*
- *The organisation felt that service users are difficult to engage with and so new methods to communicate with them needs to be created.*
- *“Need to look at the wording of questions and the amount of information sent.”*
- *“Better channels of circulation ie use existing networks and forums (Leeds Voice, Volition, Leeds Older People’s Forum etc). Clearer explanation regarding who it was targeted at. Clearer explanation of the context and rationale for the consultation.”*
- *“I can’t remember the timescales but my memory is that more time would have been useful.”*
- *“Most of the questions in the survey were not relevant. Organisations such as the...need to be consulted differently to those organisations who provide care to individuals. Possibly there could be a separate consultation about the changes in adult social care for forums.”*