A decorative graphic consisting of three blue circles of varying sizes and two thin blue lines. One line starts from the top left and extends towards the center, passing through the top and middle circles. Another line starts from the top right and extends towards the bottom right, passing through the middle and bottom circles. The circles are semi-transparent and have a slight gradient.

# Service Users' Survey 2012

[Type the document subtitle]

This report represents the findings of our second comprehensive Service Users' Satisfaction Survey including the methodology used, a quantitative picture of the service users who returned the survey and a qualitative description of what service users told us.

**LCiL**  
**March 2012**

The Lothian Centre for Inclusive Living is committed to seeking feedback from its service users in order to capture their views about our work and enable us to identify areas of good practice and where improvement and development may be required.

As part of this commitment a 2 year cycle of service user satisfaction surveys was developed and implemented in 2010.

This report represents the findings of our second comprehensive Service Users' Satisfaction Survey and includes information on the methodology used and the profile of service users as well as their views on the services we provide.

The survey was sent to all our current and last two years' service users, or 309 people. 86 responded. Service users were informed that the survey would be confidential in order to encourage respondents to comment freely.

These findings will be used to influence and shape our ongoing work in supporting disabled people to live more independent lives.

# Contents

1.
  - i) Methodology
  - ii) Issues
  - iii) Response rate
  
2. Facts and figures
  
3. Overall service satisfaction
  
4. Service - specific
  - i) Grapevine
  - ii) Payroll
  - iii) Independent Living
  - iv) Training
  - v) Enhanced Financial Management Support

# 1. Methodology

i) Initial meetings took place with Team Managers in late 2011 to discuss how to implement lessons from the 2010 survey. It was agreed that there should be an overall LCiL satisfaction section along with service specific sections.

As well as a range of generic questions covering topics such as staff interaction with service users, services users' confidence in the service(s) they use, and the impact of the service in their lives, it was also decided that each service should seek feedback on particular aspects of service provision. These findings would enable LCiL to highlight the range and diversity of the services they offer to their service users and to provide evidence of service users' views.

It was agreed that where there were areas that would be useful to gather information on, for example, for service development purposes, these should be surveyed specifically.

The target group for this survey were those service users who have been identified as having used at least one of LCiL's core services in the past 2 years.

LCiL services are Grapevine Disability Information Service, Independent Living and Training Service, and the Payroll Service and Enhanced Financial Management Support.

It was agreed that Your Call, one of LCiL's core services, would not be included in this survey. This was partly due to the confidential nature of the telephone counselling service and partly because Your Call carries out its own regular survey with their clients which, due to the nature of the service, has a different focus.

The survey was divided into 3 distinct parts:

1. Equalities monitoring,
2. General LCiL satisfaction,
3. Service users' satisfaction of LCiL services.

"LCiL have dealt with professionally with every query I have made – the staff are very helpful and polite"

The survey was sent at the end of January 2012 with a return date before the end of February 2012 in order to produce a completed report by 1st April 2012.

The Coordinator led this piece of work and was supported in this task by all colleagues and a young person on work experience.

ii) Some of the issues that arose at this time and had to be considered included:

**Confidentiality** – As with the last survey, it was felt that this survey should be completed anonymously in order to encourage service users to give honest and transparent answers. A system was devised where surveys were completed in confidence but which also enabled one member of staff to track replies.

**Who are our service users** – The survey was based on sending questionnaires to 309 regular service users who had accessed the service in the last two years. This process highlighted a gap in the way we recorded service users and gave us an opportunity to address this.

**Format of survey** – In order to encourage as many service users as possible to complete and return the survey, a straightforward format was used, including rating questions from strongly agree to strongly disagree and a tick box approach.

To give depth to the survey it was agreed to have an overall satisfaction query section complemented by a query section on services.

This ensured that a more detailed and comprehensive service user satisfaction survey would cover most aspects of LCiL's services.

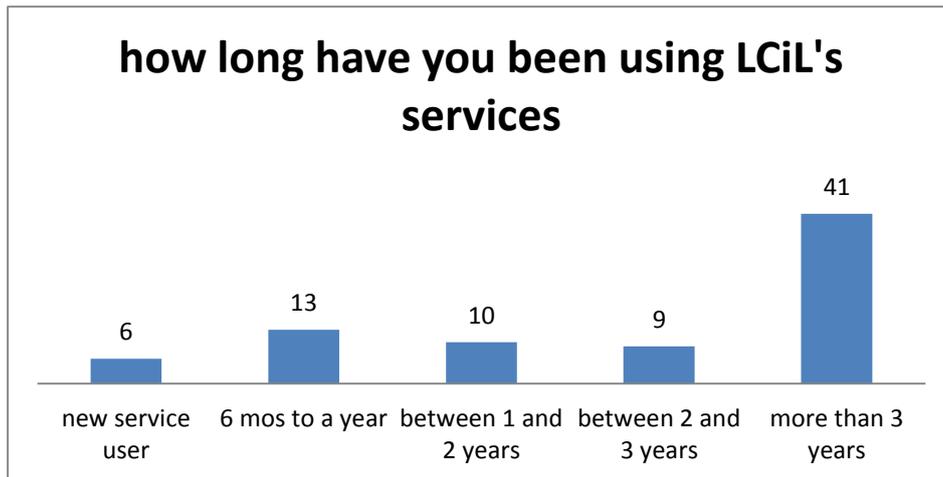
**Method of contact** – For any service user where we held an email address we used this as the method of contact.

For all others we sent out a hard copy of the survey by post.

### iii) **Response rate**

Out of 309 sent surveys 86 were completed and returned to our organisation.

This is an equivalent of a 27.5% response rate. Of these surveys, 57 were returned via freepost and 29 were returned via email. Nearly half the respondents have been using L CiL's services for more than 3 years.



On this basis we are confident that these results provide a good representation of all users and their views.

"It really helps to know that L CiL are there to help if I have any problems with my Direct payment or my PA – and I've had a few!"

## 2. Facts and figures

86 people completed the survey. Of these:

42 (49%) were male and 44 (52%) were female – gender

80 (93%) were Scottish and 6 (7%) were from the BME community ethnicity

35 (41%) described themselves as unemployed – current circumstances

34 (39%) described themselves as retired

3 (4%) were students

7 (8%) were employed

5 (6%) were under 16

48 (59%) stayed in Edinburgh – location

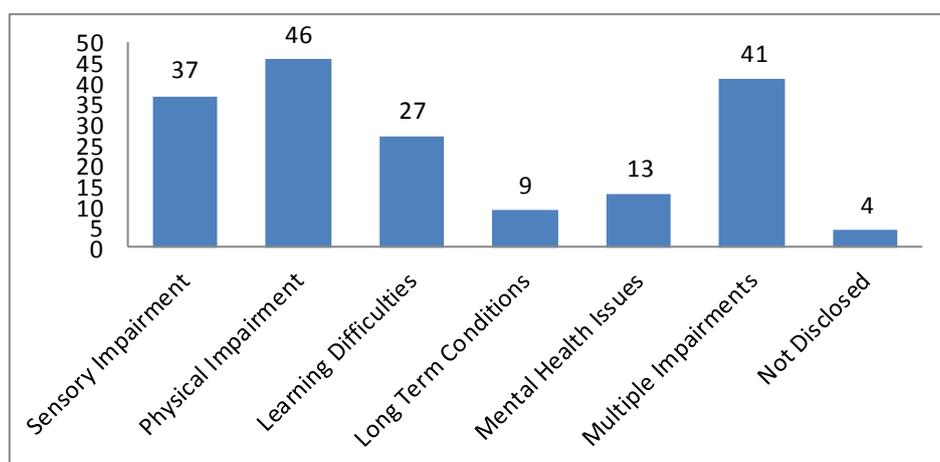
9 (10%) were from East Lothian

14 (16%) were from Midlothian

14 (16%) were from West Lothian

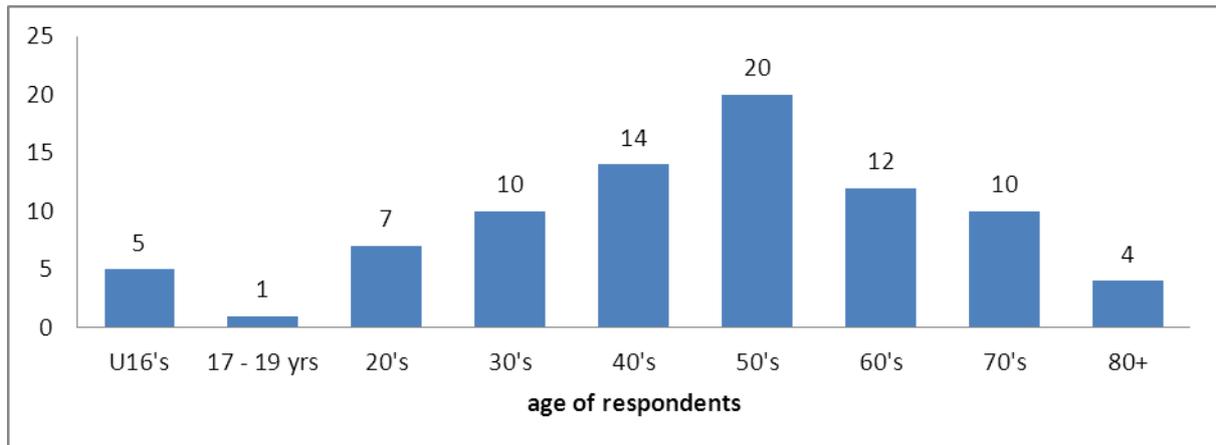
1 (1%) Other Scotland

71 (83%) people stated that they were disabled.

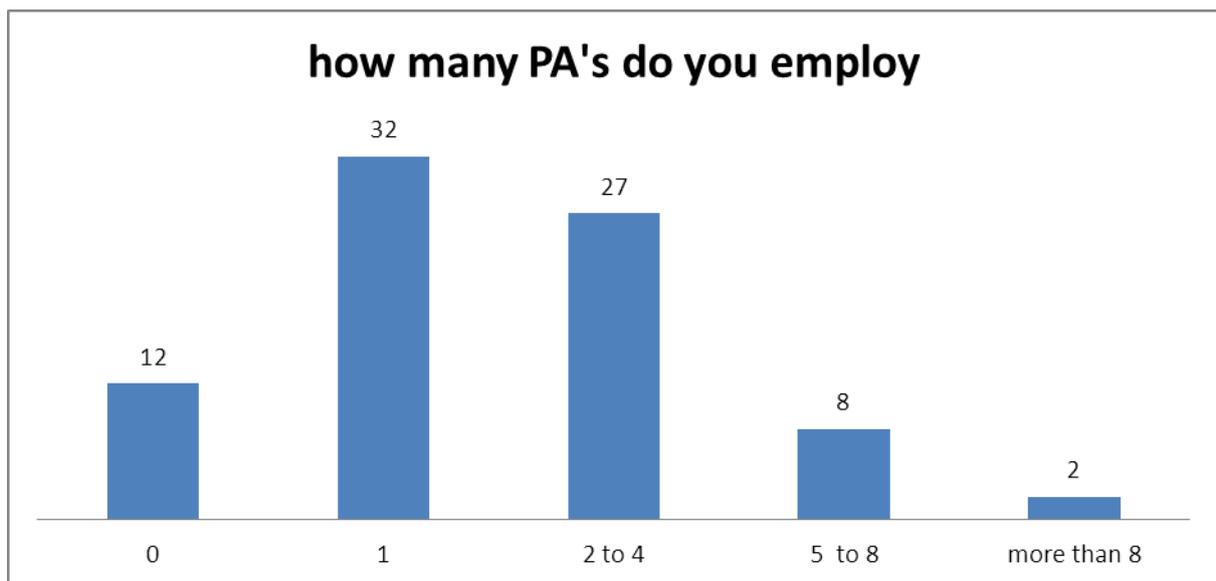


“Over the years LCiL have done a wonderful job steering us through the various changes in a fund that reassesses every two years”

The ages of respondents range from 5 years to 92 years old.



We also asked respondents how many PA's they employed.



“During the last four years contact with LCiL we have seen A’s confidence in dealing with the administrative side of being an PA employer grow immensely.”

### 3. Overall satisfaction

80% of respondents strongly agreed with the statement “I value the work of LCiL and would recommend the organisation to others.”

78% of respondents strongly agreed that the LCiL service(s) they used had fulfilled their expectations.

77% of respondents strongly agreed that they had confidence in the competence and knowledge of LCiL staff.

76% of respondents strongly agreed that their needs had been met in a reasonable and appropriate timescale.

In fact, at least 80 out of the 86 replies (93%) strongly agreed or agreed with these indicators.

Furthermore we have gathered evidence that demonstrates the impact of our services:

53 respondents agreed or strongly agreed that the support they get from LCiL helps them live in their own home

60 respondents agreed or strongly agreed that as a result of the support they get from LCiL they have been able to do other things that are important to them.

69 respondents agreed or strongly agreed that support from LCiL has helped them improve their choices and given them more control in their lives.

The survey was also used to capture information about our service users and which services they use.

The vast majority of respondents employ 1– 4 Personal Assistants.

32 only employ 1 PA

27 employ 2 – 4 PA's

8 employ 5 – 8 PA's

2 employ more than 8 PA's

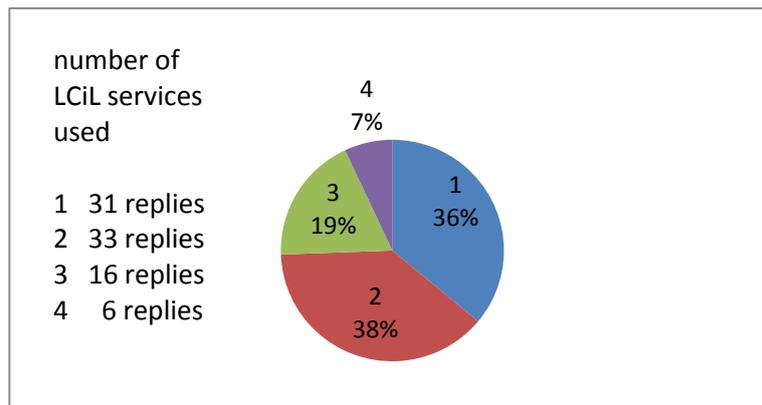
“I am indebted to the LCiL staff who are without exception kind, efficient and knowledgeable.”

38% of respondents stated that they use (or have used) at least 2 of LCI's services: the most popular combination was Payroll and the Independent Living service.

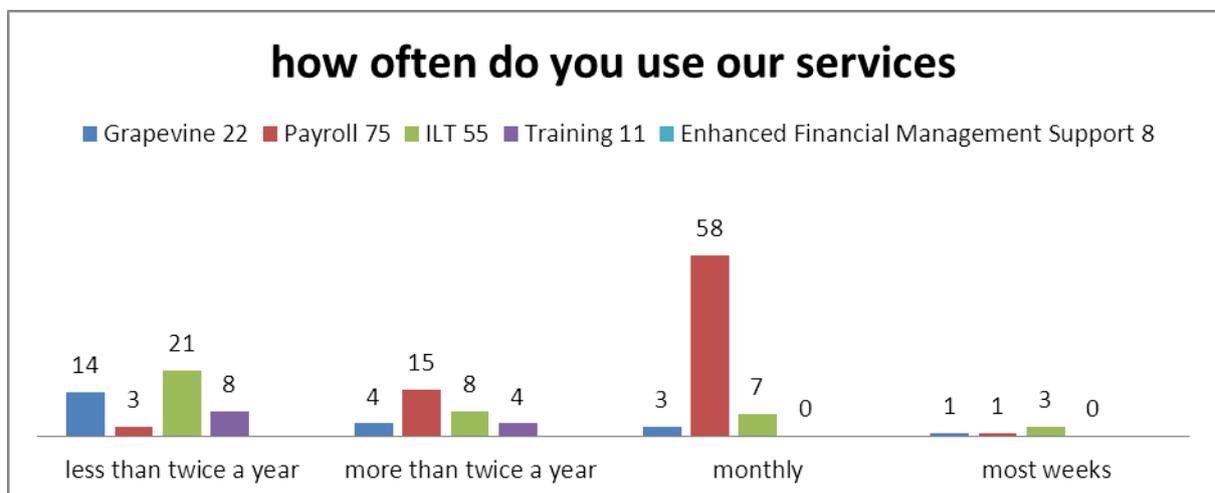
Grapevine - 23 service users, Payroll - 75 service users,

Training - 11 service users, Independent Living Team - 53 service users,

Enhanced Financial Management Support - 8 service users.



We asked service users how often they used our services:

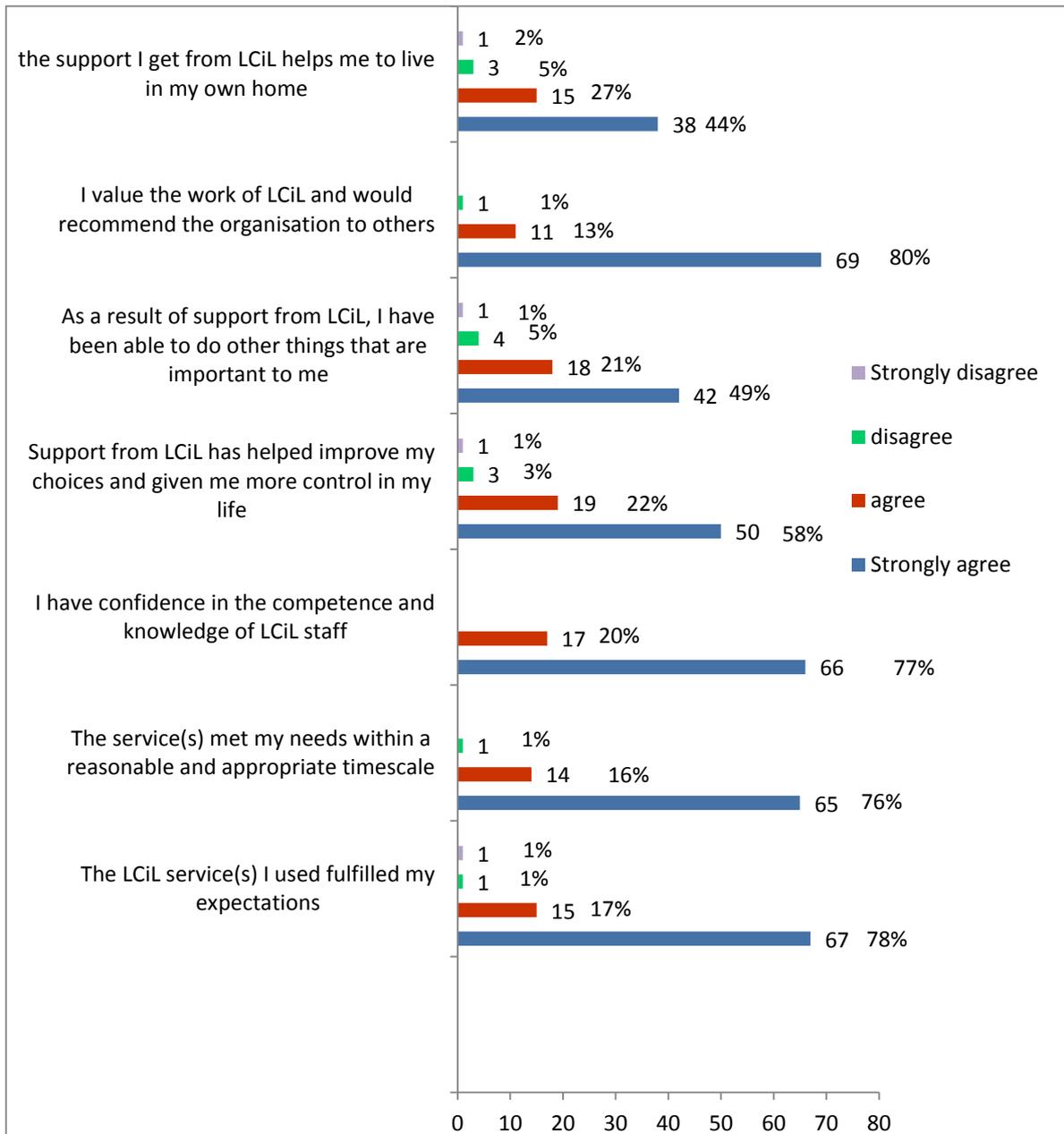


More than 67% stated that they contact Payroll at least once a month.

Finally, what is particularly pleasing is that service users' satisfaction is high across all our services. Indeed the service-specific replies mirror the high levels of overall satisfaction.

"Having a PA with the additional support from LCI's payroll team has enhanced my independence."

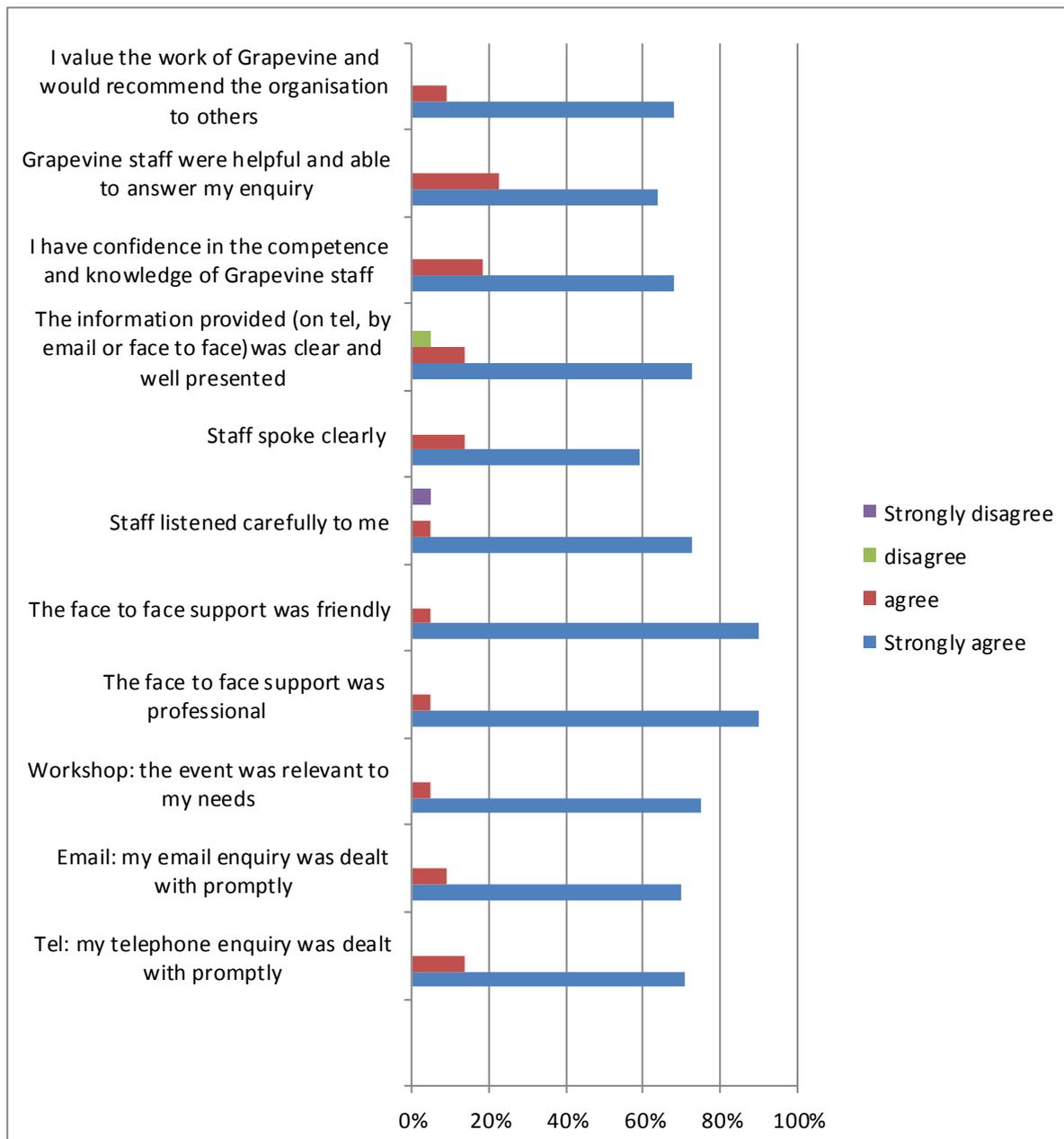
## Overall satisfaction



“Without LCiL I wouldn’t be able to live in my own home”

## 4. Service-specific section

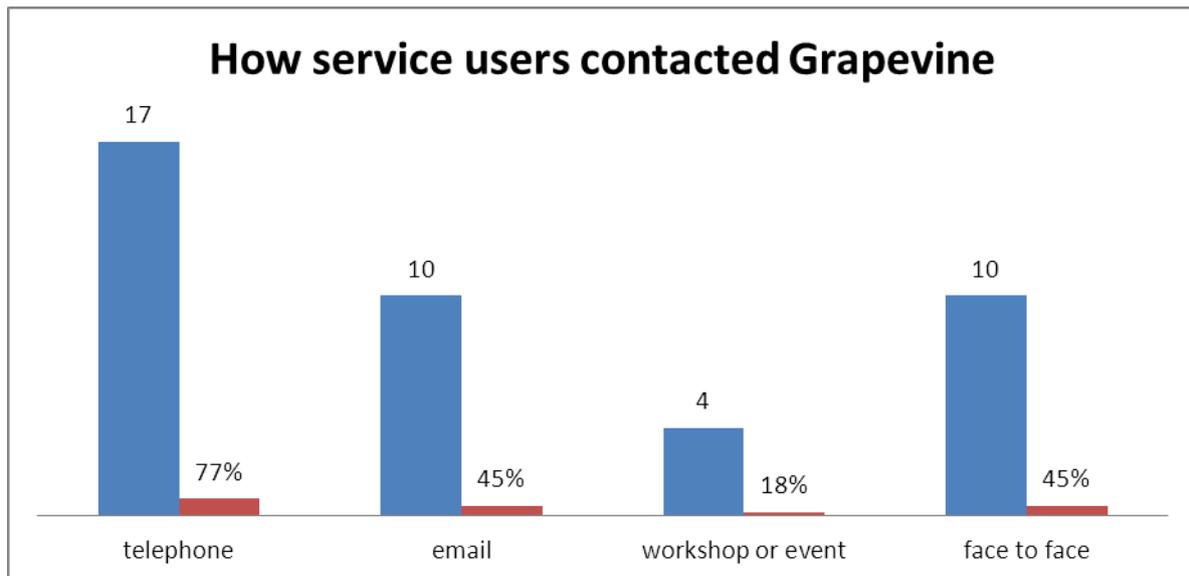
### i) Grapevine



The survey responses demonstrate that service users contact Grapevine in a variety of ways but that telephone (77%) is the most popular.

Responses also confirmed that a significant number of service users (55%) meet Grapevine staff face to face for information and advice.

“Brilliant – I am amazed at their patience and how quickly they were able to help me”



The following areas of the Grapevine service were rated the most highly:

90% of respondents strongly agreed Grapevine staff were professional and friendly,

85% agreed or strongly agreed that the information provided was clear and well presented,

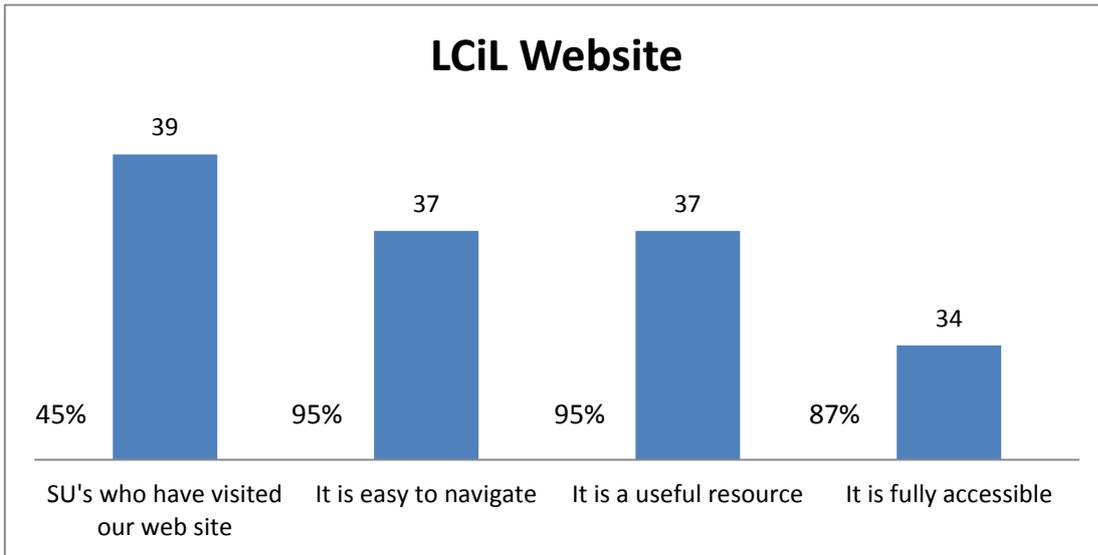
85% agreed or strongly agreed that Grapevine staff were helpful and able to answer their enquiry,

84% agreed or strongly agreed that their telephone request was dealt with promptly.

We also encouraged respondents to tell us what difference the information or advice from Grapevine had made; however even when we were told that they had gained additional benefit or a grant no-one gave us any specific financial details.

Our website is an important tool to reach out to disabled people therefore we asked service users whether or not they visited our website and, if so, what were their views about it.

“Such an essential service – I’ve used them for many years”

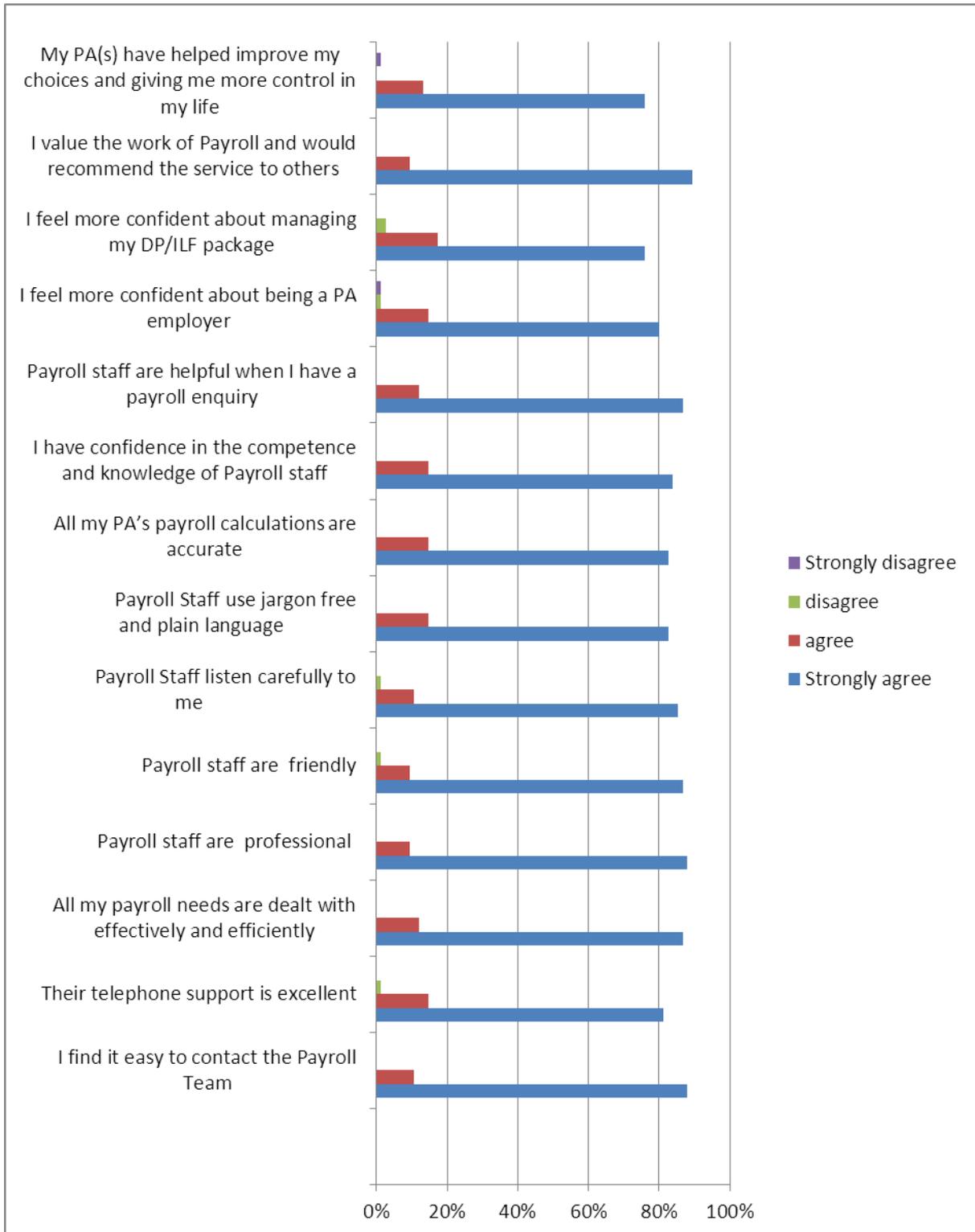


Less than half of those who returned their survey had used our website. Of these 39 service users, 95% stated that they found it a useful resource and easy to navigate.

This is important information. Whilst our website appears to be a useful resource for those using it, we are aware that electronic communication is only one means amongst others to reach our service users.

“The Web site is really useful – although it could be more interactive”

## ii) Payroll



“LCiL’s service is prompt, clear and makes me feel empowered – it is fantastic”

The most significant aspect of the respondents that use Payroll is the frequency with which they contact the Payroll team: 58 of the 75 Payroll service users (more than 77%) stated they contact LCiL's Payroll service at least once per month.

In fact, 44 service users stated that they prefer to contact the Payroll team rather than using the Payroll Service Users pack.

The following areas of the Payroll service were rated the most highly:

100% of Payroll service users strongly agreed or agreed with the statement: "I value the work of Payroll and would recommend the service to others" - 90% strongly agreed with it.

99% of Payroll services users strongly agreed or agreed all their payroll needs are dealt with effectively and efficiently – 87 % strongly agreed with the statement.

95% of Payroll services strongly agreed that the Payroll team are professional, friendly and are helpful when they have a query – 86% strongly agreed with these factors.

96% strongly agreed that Payroll staff use jargon-free language and that all their Payroll calculations were accurate – 82% strongly agreed with this.

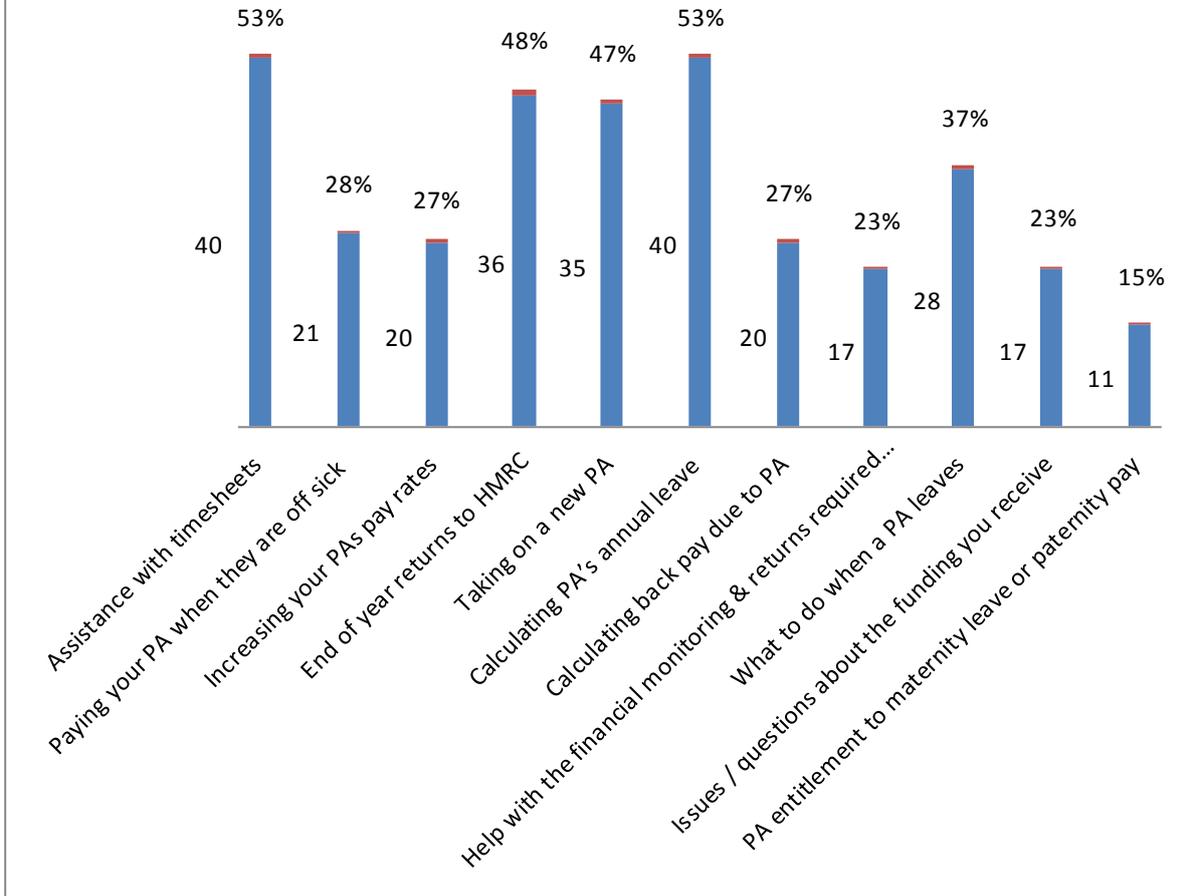
We believe that the high regard in which our Payroll team are held by their service users is a reflection of the time spent by Payroll staff interacting with clients over and above the regular tasks of providing an effective Payroll service.

We also asked Payroll service users to state what practical tasks the Payroll team help them with. The most popular ones were:

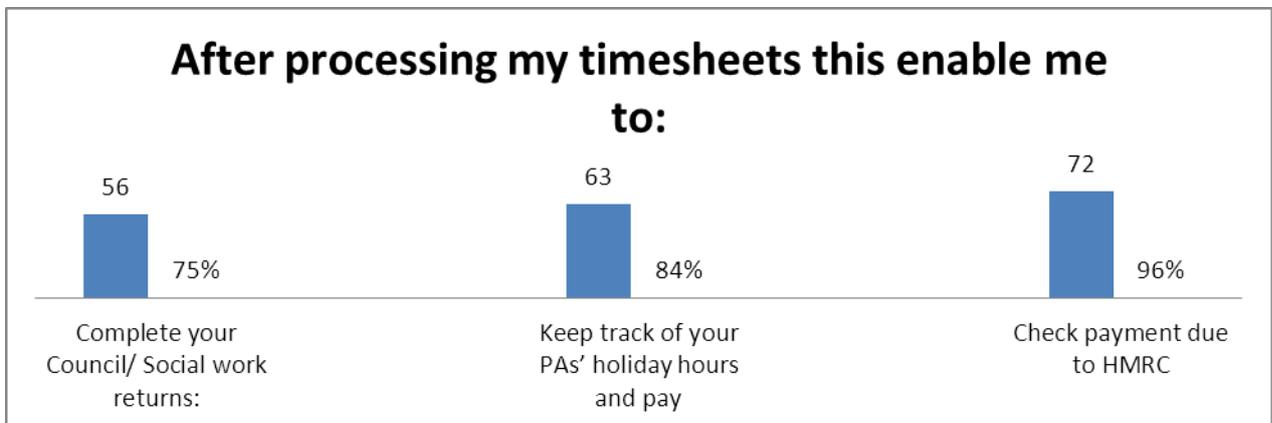
Assistance with monthly time sheets, calculating PA's holiday entitlement, followed by;

End of year returns to HMRC and taking on a new Personal Assistant (PA).

## Which payroll services have you used in the past 2 years?

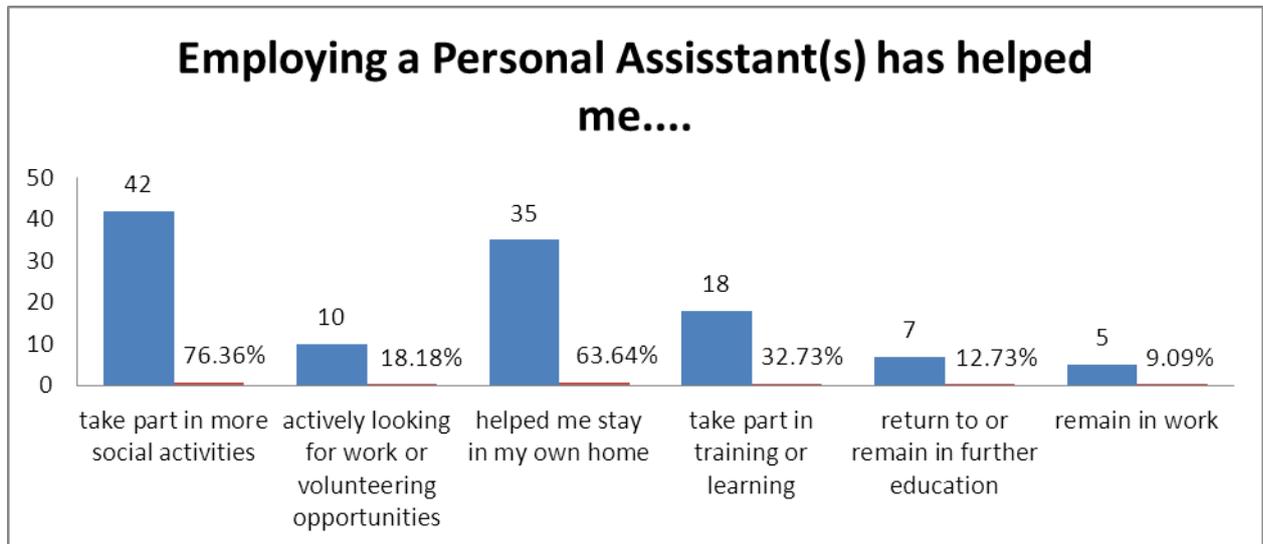


Payroll service users told us what other Payroll tasks our team help with.



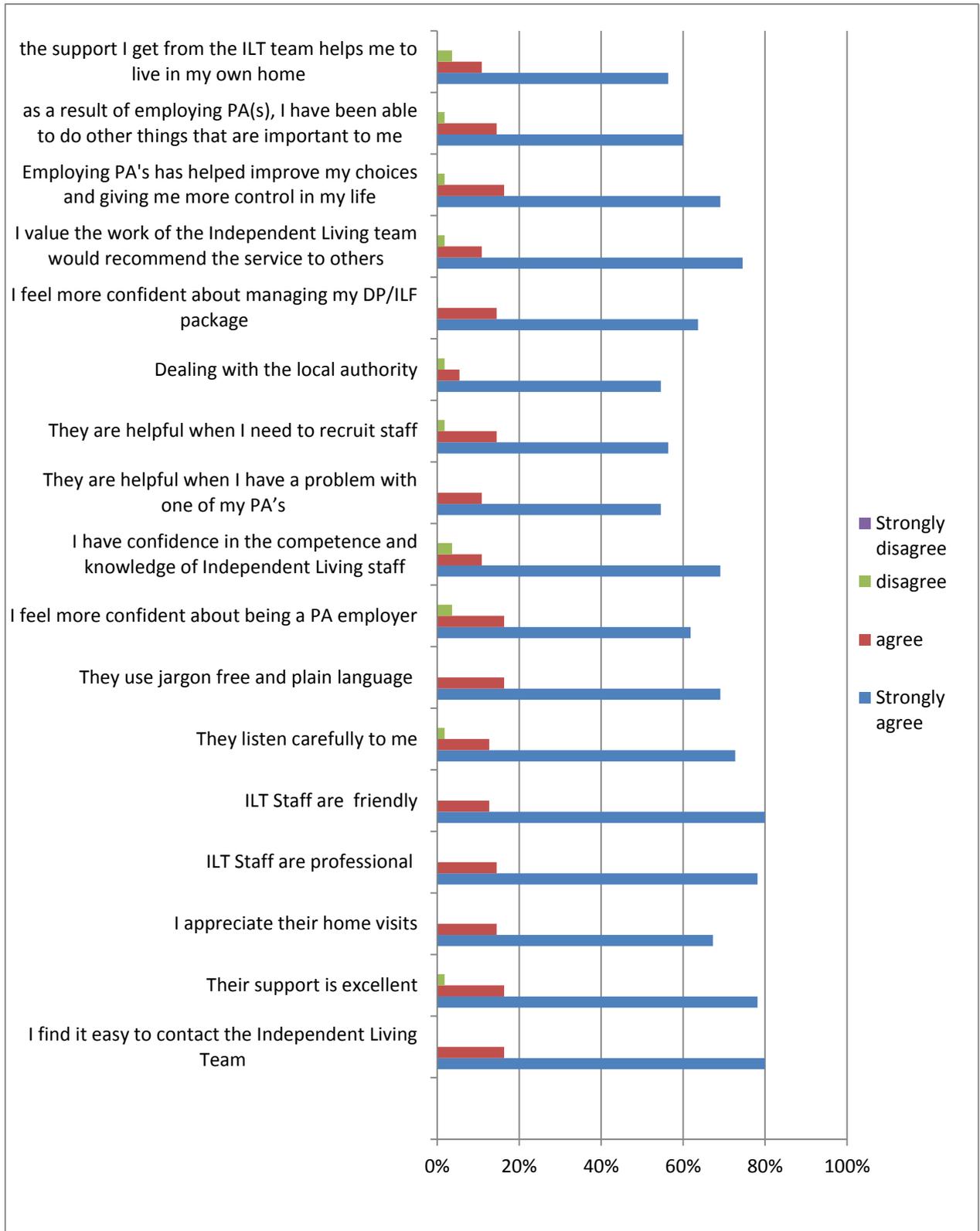
“Interacting with other disabled people has had a profound affect on me and how I lead my life: in a good way I hasten to add”

The survey clearly demonstrates the benefits of our Payroll service and how it enables disabled people to be effective employers of Personal Assistants and how this impacts positively in other areas of their lives. For example, 76% of respondents have been able to take part in more social activities and 64% of respondents have been helped to stay in their own home.



“I couldn’t have employed a PA without LCiL’s support especially the Payroll team”

### iii) Independent Living Team



“The LCiL worker helped me recruit my first PA – placing adverts on their website and then helping me interview applicants. This was invaluable and I now have a great PA.”

The views of the 53 service users who receive support from the Independent Living team are further proof of the high quality services and benefits for disabled people. The following areas of the Independent Living service were rated the highest:

96% of respondents strongly agreed or agree that they could easily contact an Independent Living Officer (ILOs).

91% of respondents strongly agreed or agreed that ILOs were professional, friendly and that their support was excellent.

82% of respondents strongly agreed or agreed that the home visits by ILOs were valuable.

Significantly, 86% of respondents stated that support from the ILOs has enabled them to employ a Personal Assistant which in turn has given them more choice and control in their lives.

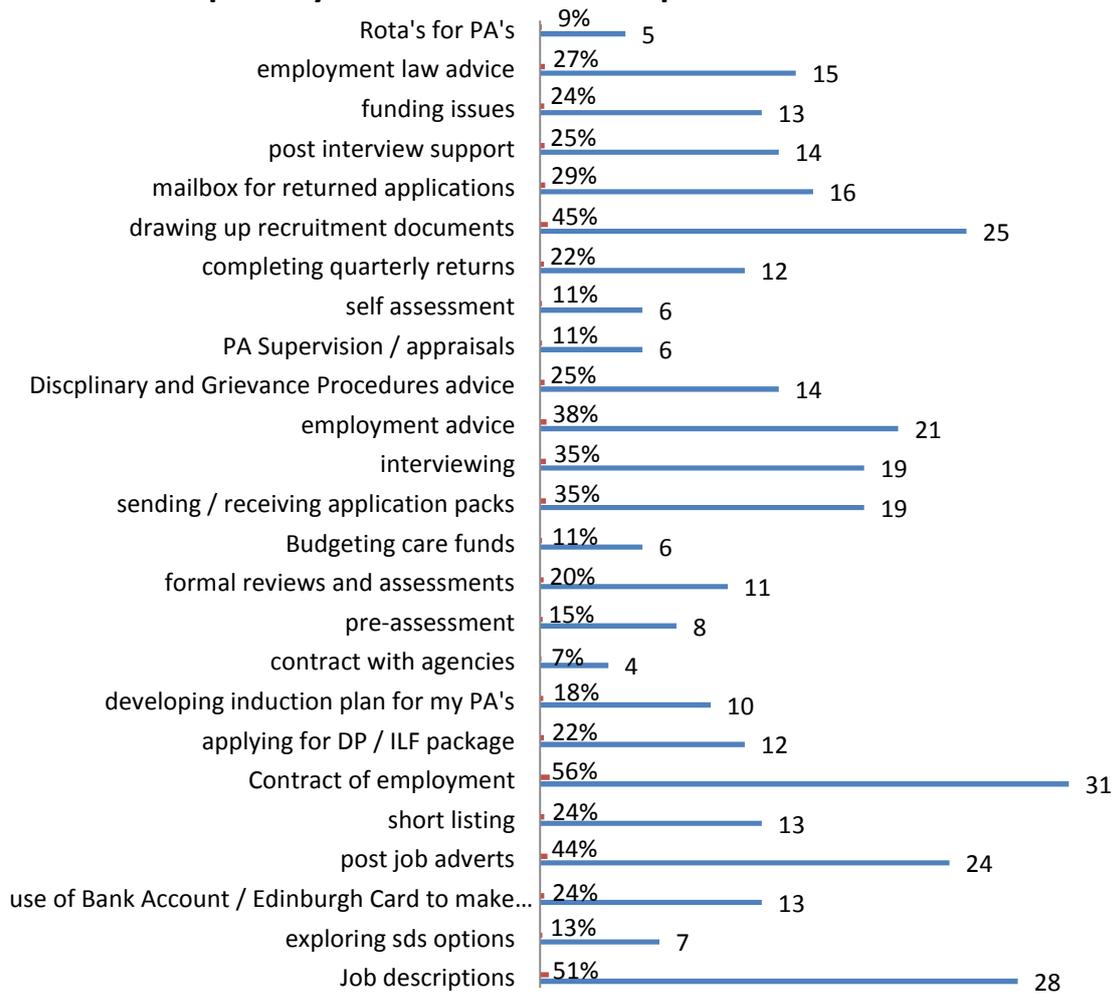
Interestingly, only 45 respondents completed the question “I feel more confident about being a Personal Assistant employer”: 34 respondents (61% of those who use the Independent Living service) strongly agreed that support from an ILO has made them feel more confident about being a Personal Assistant employer, 9 agreed with this statement (16%) and 2 respondents actually disagreed with it (4%).

On reflection we believe that this illustrates that the role of becoming a Personal Assistant employer requires longer term support and that it takes time for a disabled person, or a person with a long term condition, to adapt to this role, learn the different skills and become more confident. For example, of the 61% service users who strongly agreed that they were confident PA employers, 92% had been using LCiL services for 3 or more years.

We took this opportunity to ask service users what tasks ILOs have helped or supported them with in the past 2 years. As the following table shows there is a substantial level of support for disabled people when they are recruiting PAs, and that support continues beyond this role with further support in tasks such as drawing up rotas, supervision advice or dealing with grievances.

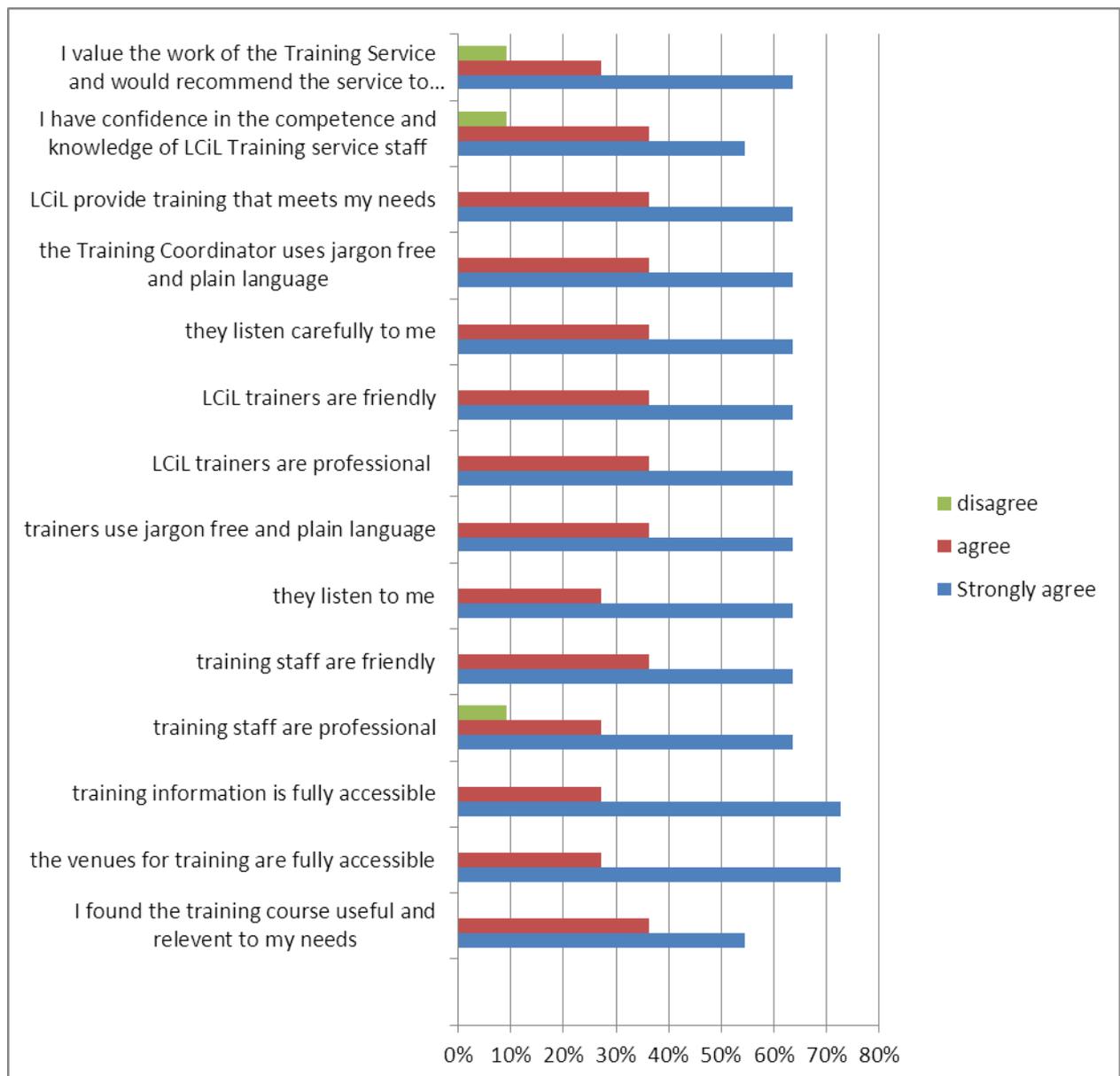
“LCiL have dealt with professionally with every query I have made – the staff are very helpful and polite”

## In the past 2 years ILT staff have helped me with...



“There’s so much involved in Direct Payments and employing a PA – LCiL help makes such a difference with all the hidden tasks.”

#### iv) Training Services



Although only 11 respondents stated they had accessed our training in the past 2 years, their replies praised the standard of this work.

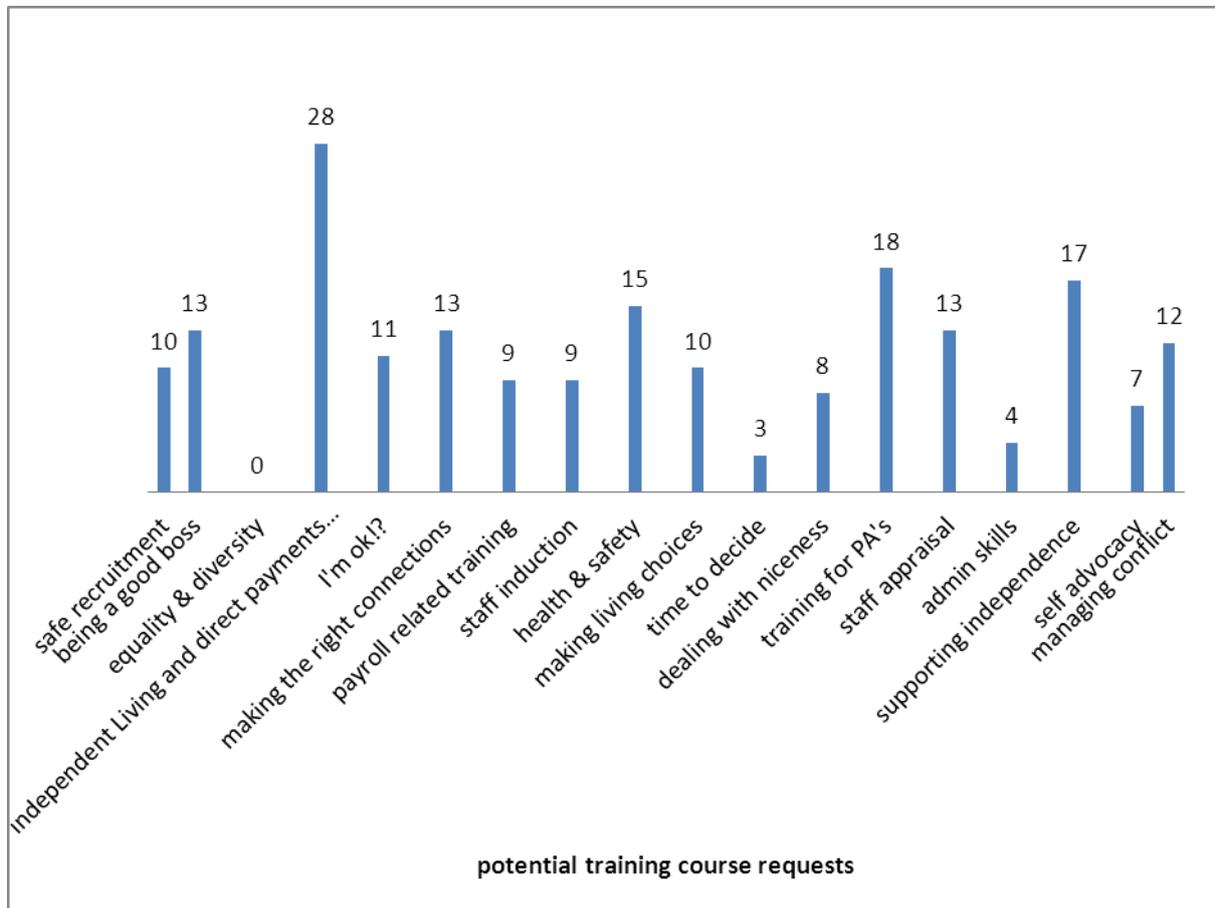
The following areas of the Training service were rated the most highly:

All 11 respondents strongly agreed or agreed that the venues we use and the training information we provide are fully accessible; our Training Officer and

“I am currently a Support Work Assistant and have been on the “Training for Personal Assistants” course which was thoroughly enjoyable and will help me access other job opportunities.”

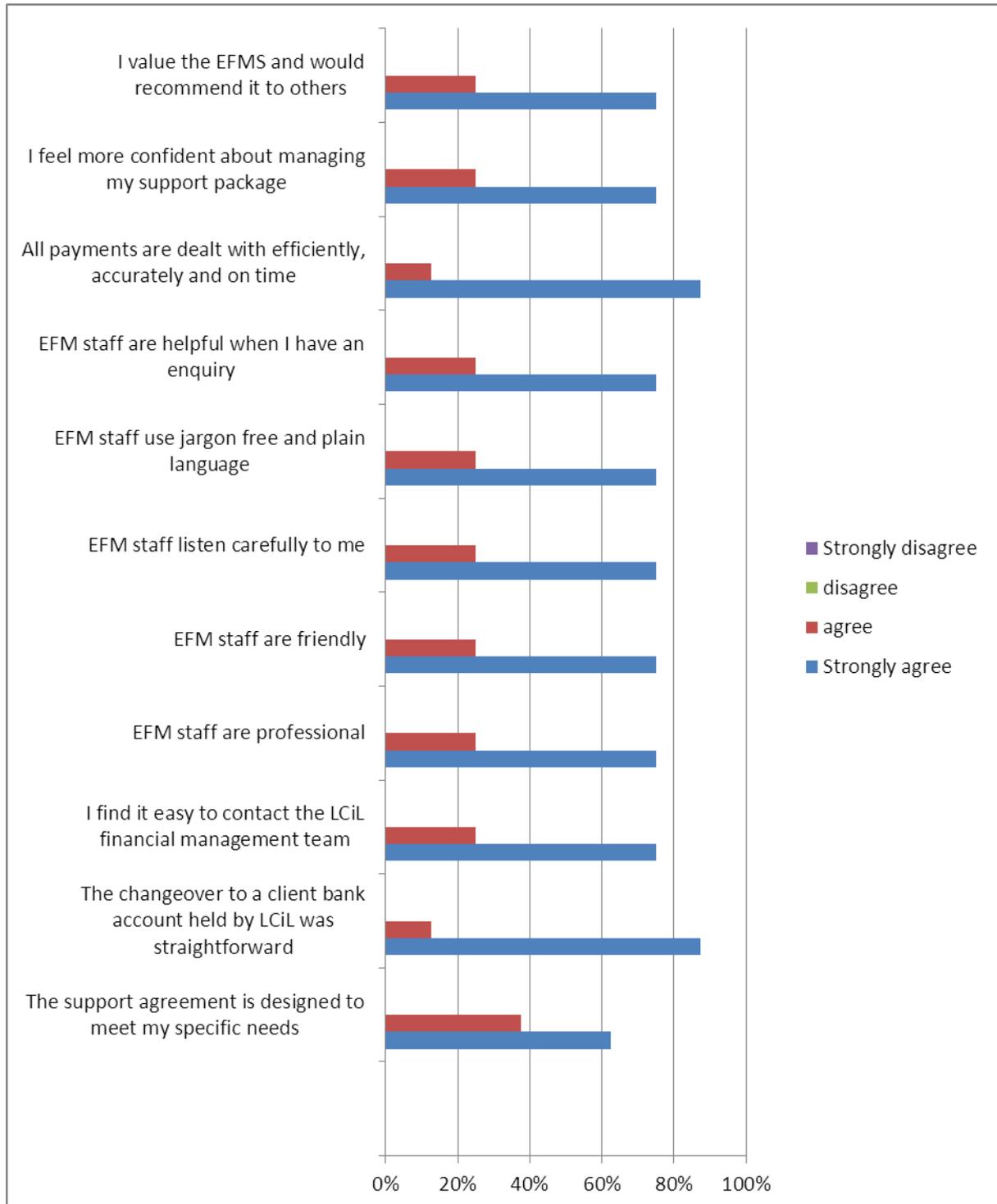
Trainers are friendly, professional and use jargon free and plain language: and that the training met their needs.

We took this opportunity to ask all our service users what training they would like LCI to provide in the future.



The range of training requests reflects significant demand for our Training service. The most striking request is that 28 service users who already live independently are asking for training on Independent Living and Direct Payments followed by training for their PAs.

v) Enhanced Financial Management Support



We'll take it as a compliment!

In 2011 LCiL set up a new pilot service known as Enhanced Financial Management Services, which offers disabled people tailored support designed to meet each individual's varying needs. It includes making payments on behalf of individuals while managing their funds. Individual support agreements are designed and set up for each service user who wishes to take up the Enhanced Support service.

It appears that 8 respondents to the survey believe that they are receiving this particular service when cross references show that they are not accessing the service. We believe that the very high quality of our Payroll standard service may have misled many service users in believing that they indeed do receive an enhanced package!