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| **Lothian Centre for Inclusive Living**  **Service Users’ Survey**  **All Services**  **2021/22**  **September 2022** |

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The Lothian Centre for Inclusive Living (LCiL) 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.

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

Questionnaires were sent to 1057 service users in total across the 4 Local Authorities who used at least one of LCiL’s services between April 2021 and March 2022.

The 4 local authorities are: City of Edinburgh Council, East Lothian Council, Midlothian Council and West Lothian Council.

The findings of this survey will be used to influence and shape our ongoing work in supporting disabled people to live more independent lives in the community of their choice.

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# 1. Methodology

* The objective of the survey was to gather information on service users’ satisfaction with LCIL. To give depth to the survey, an overall service satisfaction section is complemented by a section on specific services.

Questionnaires were sent to all of our registered service users from the 4 local authorities, who had accessed one or more of the following LCiL services in the financial last year:

- Grapevine Disability Information Service

- Payroll Service

- Financial Management Support

- Independent Living Service

- SDS Development Programme

Contact information for those who had accessed the services was exported from LCiL’s database in line with GDPR requirements.

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 to seek feedback on particular aspects of service provision. These findings 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.

The survey was distributed to participants in July 2022, with a return deadline of 31st August 2022 in order to produce a completed report by end of September 2022.

**Method of contact** – All service users for whom we hold an email address were contacted by email with a link to the relevant survey in Survey Monkey (as industry standard online service in digital survey creation and distribution). For all others, a hard copy of the questionnaire was posted, with only the relevant sections for services that we knew they had used.

Service users were informed that the survey would be anonymous in order to encourage respondents to comment freely. Each survey was titled with the Local Authority of the recipient, based on the addresses we have in our database.

There were 2 ways that the survey results were sent back to us:

1. By returning a hard copy by post;
2. By completing the survey online via a web link to Survey Monkey.

# Issues

* Some of the issues that arose at this time included:
* **Confidentiality** – It was decided as in previous years to keep these surveys anonymous as far as possible – we did not request any personal information from the recipients. The only information known from returned surveys was the Local Authority of the sender which resulted in a need for steps to be taken to ensure that individuals could not therefore be identified from local authority areas with low service user numbers and return rates.
* **Format of survey** – In order to encourage and enable as many service users as possible to complete and return the survey, we offered two different formats: Survey Monkey (online) and printed copies. Those sent surveys by post only received questions for the services they had used while the online surveys included questions about all services. However, we gave online respondents the option to skip sections by first reminding them what each service provided and asking whether they had used this.
* We also reminded online respondents which services they had used in the past year when we emailed them a survey link. This helped reduce the number of different versions of the surveys needed. Which made data collation more efficient, and ensured no potential responses were missed. Separate online surveys were created for each local authority area to ensure we could separate this data geographically.
* Many questions offered an opportunity for open-ended responses and a rating scale was used so respondents could indicate how strongly they agreed or disagreed with statements about service provision. This ensured that a more detailed and comprehensive service user satisfaction survey would cover most aspects of LCiL’s services
* Last year, it was highlighted by a few respondents that they were not sure if they should leave blank or mark ‘disagree’ when a question did not apply to them. This year we also added ‘non-applicable’ as an answer to some questions in addition to the ‘unsure’ option. We also gave anyone who answered ‘disagree’ or ‘strongly disagree’ the option to comment on this.
* **COVID-19 Pandemic** – We knew in advance of sending the surveys that there was a chance that we would receive a lower response than previous years, due to the continued disruption caused too many people’s lives by the COVID-19 pandemic. This does seem to have been the case, however we still feel we had a high enough response to report on.

# 1.2 Response rates

The survey was sent to all of LCiL’s service users (1057) who had accessed services between 1 April 2021 and 31 March 2022, for whom we have a postal address or email address stored. 132 surveys were completed and returned – **12% response rate**.

# 2. Overall service satisfaction

We asked service users to rate their overall satisfaction with LCiL and LCiL’s impact on their lives by indicating how much they agreed or disagreed with the following statements about the organisation.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How much do you agree or disagree with the following statements?** | | | | | | |
|  | Strongly agree | Agree | Unsure | Disagree | Strongly disagree | Not applicable |
| The LCiL service(s) I used fulfilled my expectations | 54.0% | 33.6% | 3.5% | 2.7% | 4.4% | 1.8% |
| The service(s) met my needs within a reasonable and appropriate timescale | 59.3% | 27.4% | 2.7% | 3.5% | 5.3% | 1.8% |
| I value the work of LCiL and would recommend the organisation to others | 70.8% | 20.4% | 3.5% | 0.9% | 3.5% | 0.9% |
| Support from LCiL has helped improve my choices and given me more control in my life | 41.6% | 34.5% | 8.0% | 3.5% | 2.7% | 9.7% |
| As a result of support from LCiL I have been able to do other things that are important to me | 34.8% | 31.3% | 6.3% | 3.6% | 3.6% | 20.5% |
| The support I get from LCiL helps me to live in my own home | 39.1% | 19.1% | 1.8% | 2.7% | 6.4% | 30.9% |
| LCIL has helped me to increase my knowledge and understanding about self-directed support | 40.4% | 34.9% | 7.3% | 3.7% | 3.7% | 10.1% |
| With LCIL I know what help is available to me to manage my support | 38.7% | 31.5% | 14.4% | 5.4% | 2.7% | 7.2% |
| With LCIL I have a greater chance to make my support work for me | 41.4% | 30.6% | 6.3% | 2.7% | 3.6% | 15.3% |
| With LCIL I can better manage my responsibilities as an employer | 45.4% | 17.6% | 5.6% | 0.9% | 2.8% | 27.8% |
| It is important to me that LCIL remains a one-stop shop (provides all services as one organisation) | 68.8% | 21.4% | 3.6% | 0.0% | 1.8% | 4.5% |
| Even if I may not use LCIL for a year or more, it is important for me to know it can help me at any time | 63.4% | 24.1% | 5.4% | 0.0% | 0.9% | 6.3% |

**We also asked respondents who answered that that they strongly agreed or disagreed with any of the above questions for feedback. The comments provided are below:**

Positive comments

* Always quick to assist in any way possible. I could not employ pas without the help of and advice from LCiL. Not at all , agree on all questions
* Legal requirements as an employer change all the time, and funding packages can be reviewed/adjusted abruptly. It's vital the ILO service in particular continues to be available on-call, even if I am not well enough to attend the useful training LCIL also provides.
* Helped me to arrange a carer when I had no idea of the process.
* LCIL are a brilliant organisation
* Very helpful and understanding. Didn’t actually find a package for my Dad bit helped me understand how to.
* As a newcomer to DP and mother to a disabled child (from birth), LCIL have been a lifeline. Without their continual support I wouldn't have had the confidence to access DP and ultimately improve our family life.
* Their knowledge and expertise is fantastic. Without them I wouldn't know who to contact to assist and support me as an employer.

Negative and neutral comments

* Person assigned would seldom reply or get back in contact with me and id have to enquire from someone else in LCIL for help. As she put it..” I will tell you once”
* Not value for money
* The enhanced service we pay for from LCIL is generally very good but in the immediate past it almost forced us to change to another supplier because we were not shown the implications of the payment date options until they were in place. This caused peaks and troughs in the size of our Personal Contribution - but the payment dates have now been more closely aligned with the dates on which the LA funding is received.
* I was awarded 2 hours care package. No one picked it up
* There are some issues they are good but others no help?
* Support is minimal. We sometimes receive pay info later than expected. We no longer receive paper pay info and emails can be in an unmanageable format. e.g. 3 p60's on one pdf... which I can't email out. I don't have a printer.
* We have been waiting for a service or even some contact from LCiL for the best part of a year and still have no support at all. I do not understand why you sent an email to me as a service user, when I have had no service from you.
* Question worded in a way tact wasn’t rdjecsnt to our situation
* Unfortunately, apparently due to the combined effects of Brexit and Covid, my search to find a PA with LCIL help was fruitless. Staff were helpful & pleasant, but could not offer any alternative.
* No support or advice.
* My experience with LCIL has been extremely limited & disappointing.

**How did you first learn about LCiL?**

|  |  |
| --- | --- |
|  | Responses |
| Another website | 0.0% |
| Online search (Google, Bing etc.) | 3.5% |
| Received an email | 0.0% |
| Newsletter | 1.8% |
| Social Media (Facebook, Twitter, LinkedIn etc.) | 0.0% |
| Word of mouth (friend, family, colleague etc.) | 19.5% |
| Formal advice e.g. GP, social worker, job centre | 54.9% |
| At a training/networking event | 0.9% |
| Other (please specify) | 19.5% |

Comments;

* Respatory Services recommended.
* A VOCAL (Voices of Carers across Lothian) worker alerted LCIL that I existed with needs they might help.
* Leaflet on display at Anne Rowling Clinic
* Council
* Alzheimers Scotland
* Disability team, east Lothian
* Through my client
* Through MCC

**Which of the following communication methods do you find most useful? Select as many as you feel appropriate.**

|  |  |
| --- | --- |
|  | Responses |
| Post | 23.1% |
| Email | 35.9% |
| SMS text message | 11.5% |
| Social Media (Facebook, Twitter, LinkedIn) | 2.1% |
| Phone | 21.8% |
| Zoom / Microsoft teams / NearMe video conferencing | 4.7% |
| YouTube | 0.9% |

**Are any of the communication methods above inaccessible to you? For example because you do not have internet access or because you are otherwise unable to use these services?**

|  |  |
| --- | --- |
|  | Responses |
| No | 71.7% |
| Yes | 28.3% |

Comments;

* Email is the easiest method for me
* My mum is blind and 84 and can't use email, text, phone. Only post is applicable.
* I do not have computer, mobile phone etc.
* Text message, phone is difficult but not impossible.
* No internet.

**How interested are you in the following kinds of LCiL news and updates?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **How interested are you in the following kinds of LCiL news and updates?** | | | | | |
|  | Very interested | Somewhat interested | Unsure | Somewhat uninterested | Not interested |
| Quarterly newsletter | 37.4% | 36.4% | 7.5% | 7.5% | 11.2% |
| Online blog posts | 10.9% | 16.3% | 13.0% | 14.1% | 45.7% |
| LCiL service news and updates | 33.3% | 39.4% | 8.1% | 7.1% | 12.1% |
| Personal Assistant job opportunities | 23.2% | 13.7% | 10.5% | 6.3% | 46.3% |
| Social security news and updates | 44.4% | 27.3% | 2.0% | 3.0% | 23.2% |
| Disability news and updates | 52.0% | 23.5% | 6.9% | 4.9% | 12.7% |
| LCiL annual report | 19.6% | 28.9% | 9.3% | 15.5% | 26.8% |
| Policy updates and consultations | 27.6% | 24.5% | 10.2% | 12.2% | 25.5% |

**How do you feel about the frequency of LCiL updates that you currently receive?**

|  |  |
| --- | --- |
|  | Responses |
| Too frequent - I want fewer updates from LCiL | 1.9% |
| About right - I am happy with the frequency of news and updates from LCiL | 63.0% |
| Not frequent enough - I want more updates from LCiL | 4.6% |
| I don't receive updates from LCiL | 30.6% |

**To what extent have you heard of or are aware of the following LCiL services?**

|  |  |  |  |
| --- | --- | --- | --- |
| To what extent have you heard of or are aware of the following LCiL services? | | | |
|  | Know about it and/or use the service | Am aware of the service but haven’t used it | Don’t know anything about the service |
| Independent Living Support | 60.4% | 19.8% | 19.8% |
| Grapevine Disability information | 22.5% | 28.4% | 49.0% |
| Payroll service | 62.7% | 14.7% | 22.5% |
| Peer Support and Learning (also known as SDS Development Project) | 5.0% | 25.0% | 70.0% |
| Self Management project | 7.1% | 11.1% | 81.8% |
| Welfare Matters and Benefit Check project | 5.0% | 26.7% | 68.3% |
| Community Respiratory Support Service | 7.8% | 16.7% | 75.5% |

We then asked for feedback regarding how LCiL improve the way itcommunicates with you? The majority of respondents were happy with the way we communicate however, there were some constructive comments. Please see the comments below;

* I would really like to speak to the same person, so looking to have 1 main contact if I require any information & any help. I do understand this could difficult but it would save a lot of time if this is an issue and having to explain everything over and over again with different people.
* Send me a text to check out any improvement updates on website or FB group.
* Sending more emails.
* Be able to speak to someone

## **Service Users’ Comments on our Organisation**

We asked service users to comment on LCiL as a whole in response to 2 questions.Of these, almost all were positive or very positive.

* **Why is LCiL important to you?**
* **Are there any other comments you would like to add about LCiL?**

**We have selected comments below;**

* Helps me to have a better life.
* The fact that I know that there is an organisation that is available for our needs.
* With the support of LCIL my son is able to live independently.
* It made managing a support package much simpler than it would have been.
* It's good to know someone has your back when life is already so stressful.
* It literally gave me control of my life again.
* It helps me achieve my ambitions. My confidence is increasing every day. I feel like a person with important human needs, just like any other person.
* I am part of a group of people who identify with me - a community of people...not just me going through life with isolating health issues alone.
* They are the only agency with clearly signposted process from beginning to end. I depend on them

# 3. Service-specific responses

Service users were then asked specific questions about the services they had used. Of those 86 who responded to the survey:

* 34% had used the Payroll Service
* 52% had used the Independent Living Service
* 21% had used the Grapevine Service – due to the nature of the service many people do not give their contact details
* 15% had used the Financial Management Service
* 3% had used the SDS Development Programme

## **Grapevine**

The Grapevine service offers free and confidential disability advice and information to people in the City of Edinburgh Council.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How much do you agree or disagree with the following statements?** | | | | | | |
|  | Strongly agree | Agree | Unsure | Disagree | Strongly disagree | Not applicable |
| My enquiry to Grapevine was dealt with promptly | 52.0% | 36.0% | 4.0% | 0.0% | 0.0% | 8.0% |
| Grapevine staff listened carefully to me | 48.0% | 40.0% | 4.0% | 0.0% | 0.0% | 8.0% |
| Staff use jargon-free and plain language | 50.0% | 37.5% | 4.2% | 0.0% | 0.0% | 8.3% |
| The information provided (by phone or email) was clear and well presented | 56.0% | 32.0% | 4.0% | 0.0% | 0.0% | 8.0% |
| Grapevine's support has enabled me to improve my life | 37.5% | 33.3% | 12.5% | 4.2% | 0.0% | 12.5% |
| Overall I was satisfied with the service offered by Grapevine | 52.0% | 44.0% | 0.0% | 0.0% | 0.0% | 4.0% |

**Some feedback from respondents who answered that they strongly agreed or disagreed with the above included:**

* Knowledgeable, informed staff talked me through the information I needed to proceed with DWP: it was successful outcome.
* Thankyou. I enjoyed a nice interview with Ruth - BUT now moving away. Thankyou.
* No one will work for 2 hours

We also encouraged respondents to tell us what difference the information or advice from Grapevine had made:

As a direct result of their enquiry to Grapevine:

* 64.7% of people had a better understanding of the benefits system
* 52.9% of people had the information needed to navigate the system
* 64.7% of people had improved their circumstances financially
* 58.8% of people felt more able to cope financially and emotionally because of the support they received
* 35.3% of people had have learned about other LCiL services through my contact with Grapevine such as our Independent Living Team, peer support group and Self-Management Project
* 35.3% of people had more information about other organisations that may offer me support in my local area

**Breakdown of welfare benefits support has been offered with**

* 33.3% were supported with Attendance Allowance
* 66.7% were supported with Personal Independence Payment
* 5.6% were supported with housing benefits
* 16.7% were supported with Employment and Support Allowance

|  |  |
| --- | --- |
| **We asked the question of what support people received. See their responses below;** | Responses |
| Benefit check | 20.00% |
| Mandatory reconsideration | 15.00% |
| Appeal | 10.00% |
| None of the above | 60.00% |

**Service user comments about the Grapevine Service**

We asked service users to offer more detailed information about how their enquiry had improved their circumstances and about the impact of the service on themand their lives. Responses included:

* Very helpful.
* "Uniquely effective. Without exaggeration: Life-saving. I shall always be grateful - their services were dependable, & time was given generously. I knew I was understood, & never felt Grapevine's workers felt I was a dreary nuisance! "
* Very helpful in dealing with my inquiry.
* Even though my PIP application unsuccessful they were extremely kind and very helpful.
* "Mine was a wholly positive experience - the right support at the right time.
* As a speaker of other language I felt anxious about how I will be able to deal with my financial situation. Grapevine made it easier for me.
* Really beneficial. We could not have got PIP without Andy's hard work combined with the tips & example sheets.
* Support has been invaluable. I would not have managed to navigate the MR and appeal process without it. Thank you :-))
* Empowering!

## **Payroll Service**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How much do you agree or disagree with the following statements?** | | | | | | |
|  | Strongly agree | Agree | Unsure | Disagree | Strongly disagree | Not applicable |
| Payroll's support is excellent. | 64.3% | 26.2% | 4.8% | 2.4% | 0.0% | 2.4% |
| All my payroll needs are dealt with effectively and efficiently. | 58.5% | 34.1% | 0.0% | 4.9% | 0.0% | 2.4% |
| They use jargon free and plain language. | 69.0% | 19.0% | 9.5% | 0.0% | 0.0% | 2.4% |
| All my personal assistants' payroll calculations are accurate | 54.8% | 28.6% | 4.8% | 7.1% | 0.0% | 4.8% |
| I have confidence in the competence and knowledge of payroll staff | 59.5% | 26.2% | 9.5% | 0.0% | 2.4% | 2.4% |
| Payroll staff are helpful and able to answer my queries | 61.9% | 26.2% | 4.8% | 0.0% | 4.8% | 2.4% |
| I feel more confident about being a Personal Assistant employer | 73.8% | 14.3% | 2.4% | 2.4% | 2.4% | 4.8% |
| I feel more confident about managing my Direct Payment/Independent living Fund package | 69.0% | 14.3% | 7.1% | 2.4% | 2.4% | 4.8% |
| I value the work of Payroll and would recommend the service to others | 81.0% | 9.5% | 2.4% | 4.8% | 0.0% | 2.4% |

**Respondents who answered that they strongly agreed or disagreed with the above gave the following feedback:**

* They are slow at responding to emails (sometimes a reply never comes). They have also changed their payroll run dates with little to no warning. It might be on their website (I don't know), but it should be communicated by email at least a month before it becomes effective. They have also got holiday amounts wrong in the past. Finally, there should be a written contract between the payroll department and customers - so that both are protected. It also means the above should not happen.
* Incorrect info and requests.

**Service user comments about the Payroll Service**

We asked people:

**“After processing your timesheets we send you detailed information. How useful is this to you?”**

Out of the people who answered this question, almost all commented that it was of great use to them, especially when it came to record keeping. Selected comments include:

‘When asked **‘what they used the information for’**, as with previous year the most common answers were for reviews, council and tax returns and so that they are aware what to pay their employees, the pension providers and HMRC. Some comments included:

* it lets me know that I have paid my carers the right hours
* Can keep track better
* It’s all broken down so I know where I am and am doing the right thing - without it, it would be a stressful situation
* I only use payslip and LCiL /tax. Holiday pay

Service users were also asked **“How would you describe the impact of the payroll service in your life?”** and **“Why is it important to you?”**

**On the whole, the comments were positive. Below are a selection of comments in response to both questions:**

* I am not sure if I could hire my own PAs without somebody processing my payroll for me.
* Made paying PA’s easy for me

**We included a question to gauge how our service users felt about the payroll team’s adoption of a more digital approach to communication and distributing payroll documents etc. in the face of COVID-19, asking people to comment their thoughts.**

Overall, the majority of respondents were very receptive to the change and assured that they had benefited from the new approach. Some sample comments are included below.

“Naturally, there were some respondents who indicated that they preferred physical copies of documents and that the digital approach did not personally suit them.

For such service users, we have continued to assist them by providing documents in the post/contacting them via telephone as we understand that the digital option is by no means suitable to everybody.

Finally, this year we also included the question;

**‘Would you like to have your own assigned Payroll Officer to deal with all your payroll matters?’**

It was made clear to respondents that this question was to gauge interest only.

40 people responded to this question with 30 respondents indicating they would like their own payroll officer and 10 respondents answering no.

## **3.3 Financial Management Support Service (FMS)**

Our FMS Service offers disabled people a step further than the Payroll Service. Through individualised client accounts held on behalf of service users, LCiL is able to pay PAs, HMRC, agencies, care providers and/or professionals as instructed by the service user.

* There were 20 respondents to the FMS questionnaire. Their responses are presented below:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How much do you agree or disagree with the following statements?** | | | | | | |
|  | Strongly agree | Agree | Unsure | Disagree | Strongly disagree | Not applicable |
| The FMS support agreement is tailored to meet my specific needs | 52.9% | 35.3% | 5.9% | 5.9% | 0.0% | 0.0% |
| The opening of a client bank account held by LCiL was straightforward | 47.1% | 29.4% | 11.8% | 0.0% | 0.0% | 11.8% |
| I find it easy to contact the LCiL Financial Management Support team | 58.8% | 11.8% | 17.6% | 5.9% | 5.9% | 0.0% |
| They are helpful when I have an enquiry | 64.7% | 17.6% | 11.8% | 0.0% | 0.0% | 5.9% |
| All payments are dealt with efficiently, accurately and on time | 66.7% | 22.2% | 5.6% | 0.0% | 0.0% | 5.6% |
| I feel more confident about managing my support package | 64.7% | 29.4% | 0.0% | 5.9% | 0.0% | 0.0% |
| I could not manage a direct payment without the LCiL Financial Management Service | 58.8% | 17.6% | 17.6% | 0.0% | 5.9% | 0.0% |

**Respondents who answered that they strongly agreed or disagreed with the above gave the following feedback:**

17 of the 20 participants in the FMS part of the survey answered the question:

**‘When you first took up the enhanced Financial Management Support, a support agreement was designed to meet your specific needs. Does the support currently provided still meet your needs?’**

14 of those Service users said ‘yes’.

The participants were then asked:

‘**Has the support been adaptable to meet your changing needs?**

7 out of 16 answered ‘yes’, 2 answered ‘no’, while the remaining 7 answered ‘no changes have been required’.

Participants were also asked:

**“Do you have any suggestions to improve the Financial Management Support service?”**

Only 8 participants commented on this question some with suggestions and others with some positive feedback (below):

* Excellent service. Very helpful.
* More response for someone when they are anxious about things. Would be nice to be able to speak to someone instead of emailing all the time.

## **3.4 Independent Living Service (ILS)**

The views of the service users who receive support from the Independent Living Team are further proof of the high-quality services and benefits for disabled people as evidenced below. Almost all of the service users who responded to the ILS questions either strongly agreed or agreed with all of the following statements about the ILS:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How much do you agree or disagree with the following statements?** | | | | | | |
|  | Strongly agree | Agree | Unsure | Disagree | Strongly disagree | Not applicable |
| The Independent Living Team's (ILT) support is excellent | 60.3% | 22.2% | 4.8% | 1.6% | 1.6% | 9.5% |
| I appreciate the remote support I have received due to restrictions on home visiting | 49.2% | 17.5% | 3.2% | 3.2% | 0.0% | 27.0% |
| I know more about Self-Directed Support due to my support from ILS | 44.3% | 32.8% | 8.2% | 3.3% | 4.9% | 6.6% |
| The support provided by ILS has given me more choice and control over decisions affecting my life | 40.3% | 35.5% | 4.8% | 3.2% | 1.6% | 14.5% |
| The support provided by ILS has allowed me to live more independently | 41.0% | 23.0% | 9.8% | 0.0% | 4.9% | 21.3% |
| I can better manage my responsibilities as a PA employer with ILS support | 52.5% | 31.1% | 1.6% | 1.6% | 0.0% | 13.1% |
| I feel more confident about managing my direct payment and/or Independent Living Fund Scotland (ILFS) with the support of ILS | 61.7% | 21.7% | 3.3% | 1.7% | 3.3% | 8.3% |

**Respondents who answered that they strongly agreed or disagreed with the above gave the following feedback:**

* Helped me when I wasn't aware of any of the process involved in being an employer.
* I seem to struggle to express my needs/ requirement of specific info on being a first time PA employer... my allocated ILO doesn't seem to pick up on the type of support which would help me feel more knowledgeable and/or equipped to undertake such a responsible role.

We received 96 responses when we asked respondents to give further details of how Direct Payments or Independent Living Fund packages have helped them. As you can see, the majority of service users responded that as a result of our help, they are able to socialise more, and live in their own homes.

* 38.5% indicated that they were able to take part in more social activities
* 8.3% indicated that they were able to take part in training/learning
* 3.1% were able to remain in work
* 4.2% were able to actively look for work/volunteering roles
* 33.3% were helped to stay in their own homes
* 3.1% were able to return to/remain in further education
* 9.4% indicated they benefitted in another way, not included on the list of options

Feedback on this final point included:

Service users were asked:

**“How would you describe the impact of the Independent Living Service in your life?”**

and

**“Why is it important to you?”**

The responses across the two questions were mainly positive with many individuals highlighting the level of reassurance they have simply knowing that LCiL’s ILS is there to assist whenever they may require it.

A variety of different comments are included below:

* It made my P.A. journey a lot easier.
* It is good to know that LCIL exists & has the potential to provide a good level of support.
* Has caused me more worry & distress than it has been worth.
* Provides the best port of call.
* I can do the things I want to do and choose my own staff
* Stressful at times, but invaluable as a project!...to those of us entitled to such vital SDS payments to enable normal life, independence, dignity and equality to everyday human rights.
* Prior to becoming an employer, we relied on intermediary agencies. A different carer would appear each week, with little knowledge of our son, making us anxious as a result. As above, the ILS has given us the confidence to become employers, choosing carers ourselves who are a good fit for our son, develop a relationship with him and us, and are flexible, responsive and fun!
* It's Independent to social work and DWP hence it empowers one to feel heard, seen, valued and respected. This in turn helps one feel worthy and enabled to use their SDS payments as needed - "as one sees it" in meeting their social work "assessed outcomes". This is really important in feeling equal to others and independent.

**Finally, service users were asked if there were anything else you would like to share about the ILS:**

* Couldn't do without it!!!
* It's good to have the various LCiL departments for support, so that one can get a second opinion or further clarity on info & advice from another member of staff, if encountering communication difficulty with one's ILO.
* Perfect when you can talk to people who REALLY know what your issues are.
* Very worthwhile service as most people are unaware if the processes involved in being an employer.

## **3.5 Self-Directed Support (SDS) Development Project**

Working across Edinburgh and the three Lothians, the Self-Directed Support Development Programme engages with disabled people, those with long term conditions, older people and parent carers of disabled children.  The project offers peer support groups and workshops to help these individuals self-empower to have knowledge, understanding and confidence to assert their rights and to live their own, independent life.

We received responses and comments from 3 individuals, although this is a small number we felt it was still worth reporting.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How much do you agree or disagree with the following statements?** | | | | | | |
|  | Strongly agree | Agree | Unsure | Disagree | Strongly disagree | Not applicable |
| The SDS programme's peer support groups and workshops are excellent | 50.0% | 25.0% | 0.0% | 0.0% | 0.0% | 25.0% |
| I feel listened to, heard and fully supported in these groups | 50.0% | 25.0% | 0.0% | 0.0% | 0.0% | 25.0% |
| The SDS team use jargon-free and plain language | 50.0% | 50.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information provided at the workshops was clear and well presented | 75.0% | 25.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| I have confidence in the competence and knowledge of the SDS team | 75.0% | 25.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| The SDS Team's support has enabled me to improve my life | 25.0% | 75.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| I value the opportunities the SDS programme offers | 25.0% | 25.0% | 50.0% | 0.0% | 0.0% | 0.0% |
| I know more about Self-Directed Support due to my contact with the SDS programme | 25.0% | 50.0% | 25.0% | 0.0% | 0.0% | 0.0% |
| Working online with the SDS team has increased my ability to attend groups | 25.0% | 0.0% | 25.0% | 0.0% | 0.0% | 50.0% |
| I am confident that when returning to face to face groups, LCiL will ensure my safety to the best of their ability | 75.0% | 25.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| The groups offered are sufficient for my needs in terms of location and frequency | 50.0% | 0.0% | 0.0% | 0.0% | 0.0% | 50.0% |
| I would like to see groups run where some are in person and others are online | 25.0% | 75.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| The new peer facilitators have enhanced the service | 0.0% | 0.0% | 33.3% | 0.0% | 0.0% | 66.7% |
| I gain valuable knowledge from listening to a Champion speak at the events. | 33.3% | 33.3% | 0.0% | 0.0% | 0.0% | 33.3% |

**Respondents who answered that they strongly agreed or disagreed with the above gave no feedback on these points**.

We also asked:

**‘How would you describe the impact of the SDS programme in your life?’** and **‘Why is this important to you?’** There was only one response to each of these questions, both of which were overwhelmingly positive. These have been included below:

* Made friends
* I look forward to going
* It's given me hope for my future and engaging with people.

# A final word

Ultimately, it is service users who determine how well LCiL has met its aim of supporting disabled people to live more independent lives, and how happy they are with our services.

No organisation is perfect and some of the statistical data as well as the more negative/constructive comments gives us plenty of food for thought in terms of improving our operation to better support our service users. Notwithstanding, the positive feedback across all of our services is a fantastic gauge of our service users’ satisfaction with the support we provide and we will strive to continue supporting the disabled person community across the Lothian to the utmost.