



SURVEY RESULTS OCTOBER 2023

We at LCiL are a User Led Organisation. We put our service users at the heart of everything we do, this is to give them the respect and choices to make informed decisions.

We also support their family, friends either formally or informally. This survey has allowed us to develop our three main priorities in 2024

SUMMARY REPORT

- When we carried out this survey it was to understand the organisation from a user led perspective.
- Questionnaires were sent out to 1283 registered users who live in the 4 Local Authorities. These were sent out online or by post. 202 surveys completed with a returned 16% response rate.
- The questionnaire focused on the following services.
 - Grapevine Disability Information
 - Payroll Service
 - Financial Management Support
 - Independent Living Service
 - Peer Support and Learning Team
 - Self Management
- We also wanted to find out how they found us, what services they are aware of and how they would like to receive information from us.
- All feedback we received good and bad provided us with information on how we can improve. Some areas of improvement have been done in the You said – We have done section. We now have 3 priority areas following to help us focus on improving our service.
- A more detailed analysis of the questionnaire can be requested email to admin@lothiancil.org.uk or telephoning 0131 475 2350



You Said



“I would like an automated reminder of dates for Payroll

“They dont have good communication between departments, they are more geared towards physical disability than mental.”

“Direct contact with payroll to get my queries sorted out quickly...answer the phone quicker”

“Constant changes of staff”

We have Done



This is work in progress as we look at technology that is evolving to help us work smarter

We are very sorry to hear this, we are currently developing our strategic plans and these comments will not be left behind,

We have now changed our process to reshape the services to help streamline and make it more efficient.

We understand how unsettling it can be when staff change and will be running a development day to look at ways to address this issue.

You Said



“This form was too long and complicated....I cant decide what answer to put down”

“More workshops and training”

“Help with PA payroll always needed”

We Have Done



We have reviewed this and decided that any questionnaires in the future would be more streamlined and that we will be looking at different ways to gain feedback from service users.

We hope to introduce more sessions through our Peer Support and Learning from April 2024

We want to keep supporting our users and will always provide information that is upto date and relevant

PRIORITY ONE

We will ensure our staff and volunteers are well trained and knowledgeable to help deliver an empathic service to our service users using clear communication.

PRIORITY TWO

We will invest in the latest technology to strengthen and develop policies and procedures in line with providing a 1st class service to our service users

PRIORITY THREE

We will develop more partnerships to help support our service users.

ORGANISATIONAL OVERALL RESULTS

Service users said that LCil responded within the promised timeframe

85%

Service Users reported that word of mouth had led them to use LCil. This was from social work, friends and family, other service users and other community stakeholders

92%

Our service users liked speaking to us by telephone and receiving letters

81%

88%

89%

83%

Service users said LCil fulfilled their expectations

Service Users felt it was important that LCil continued to provide the services as a one stop shop

Our service users preferred communication on line by email, and not facebook or other social medians



GRAPEVINE SURVEY



8 OUT OF 10

Our Service Users scored us 8 out of 10 for listening to them, not using jargon and helping to increase their confidence.



*“Without the support I received I would not have applied for the benefit I am entitled to”
“I feel as if I have more control over my life.”
“I was recommended to the service as I could not get any help on what to do regarding my benefits”*

Service Users



*“I am better off”
“I have a better understanding of what other services are available to help support me.”*

Service Users

PAYROLL SURVEY



9 OUT OF 10

Our Service Users scored us 9 out of 10 for giving them support to improve their life. And staff are helpful and able to answer queries.



“I would not have managed self directed funding or staffing issues without them.”
“Taking the stress out of the paperwork and ensuring that HMRC gets the right money helps me loads. keeping my stress and anxiety issues down ” “Helping my confidence.”

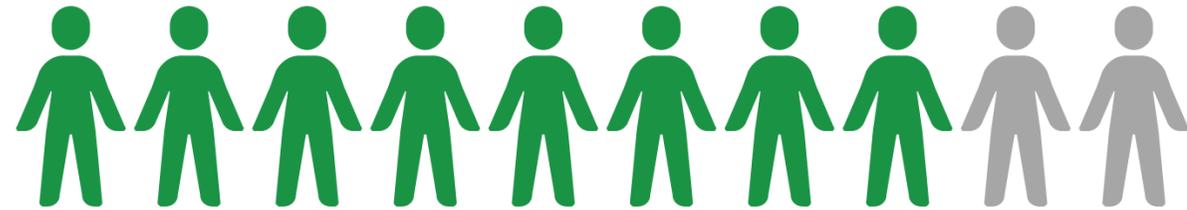
Service Users



“ It is important to me as it provides a payroll service that allows me to run my own support package and keeps me independent.” They treat me with respect and support me with HR issues.”

Service Users

FINANCIAL MANAGEMENT SERVICES



8 OUT OF 10

Our Service Users scored us 8 out of 10 for providing support to deliver individualised client accounts held on behalf of service users.



“ Without their help I would have struggled.”
“I am able to instruct LCil to pay my PAs, Agencies and care providers.” “ I did it but with great difficulty.”

Service Users



“Without LCil help I would have struggled.” “It took a while to set up a bank account due to the banks taking ages to set them up.”

Service Users

INDEPENDENDENT LIVING SERVICE



8 OUT OF 10

Our Service Users scored us 8 out of 10 for providing support to help Service Users to recruit Personal Assistants due to knowing more about self directed support

6 out of 10 service users surveyed said this service helped them to take part in more social activities helping them to be active in their local community.

3 out of 10 found they could look for work /volunteer or either remain or go onto further education, 6 out of 10 felt it helped them to stay in their own home

PEER SUPPORT LEARNING



8 OUT OF 10

Our Service Users scored us 8 out of 10 for providing Information that was clear, and information provided at sessions was clear and well presented.

7 out of 10 service users surveyed said the support groups give them knowledge, understanding and confidence to live an independent life.
8 out of 10 know more about Self Directed Support

1 in 4 attended online sessions
1 in 6 liked the location and frequency of face to face workshops.

SELF MANAGEMENT SERVICE

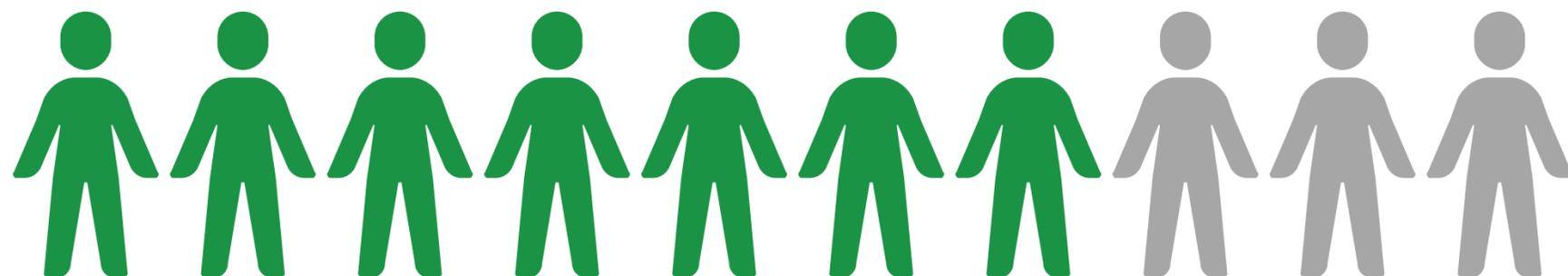
Case Study

Ms A aged 52 was referred to the Self Management Service due to her poor mental health, her mobility had been impacted over the last 20 years, which limited her to carry out everyday activities as she was constantly in pain.

During her one to one sessions over a 3 month period other issues came to light, that were impacting her life negatively, this included a neighbours erratic and irrational behaviour towards her on a daily basis, and how she was struggling to get through the day between this, the pain, her mental health, and having no one to talk to.

Through working with her, sign posting her to Victim Support and the Local Authority, gaining her trust, and helping her cope with current challenges we helped develop her confidence she said "I really appreciate your help. You have enabled me to help myself more and made things feel so much easier. I am very grateful for that, to help keep me well I am attending Lcil's Peer Support Groups and have joined an Art group that Paula told me about."

Ms A is now restarting her life journey using various techniques that have helped enabled and empowered her.



7 OUT OF 10

Our Service Users scored us 7 out of 10 for helping them understand and feel supported to become more knowledgeable about their health conditions

WORD OF MOUTH

These referrals came from friends, family members. colleagues etc

18%

FORMAL ADVICE

These referrals came from health professionals, social worker, job centre

57%

OTHER

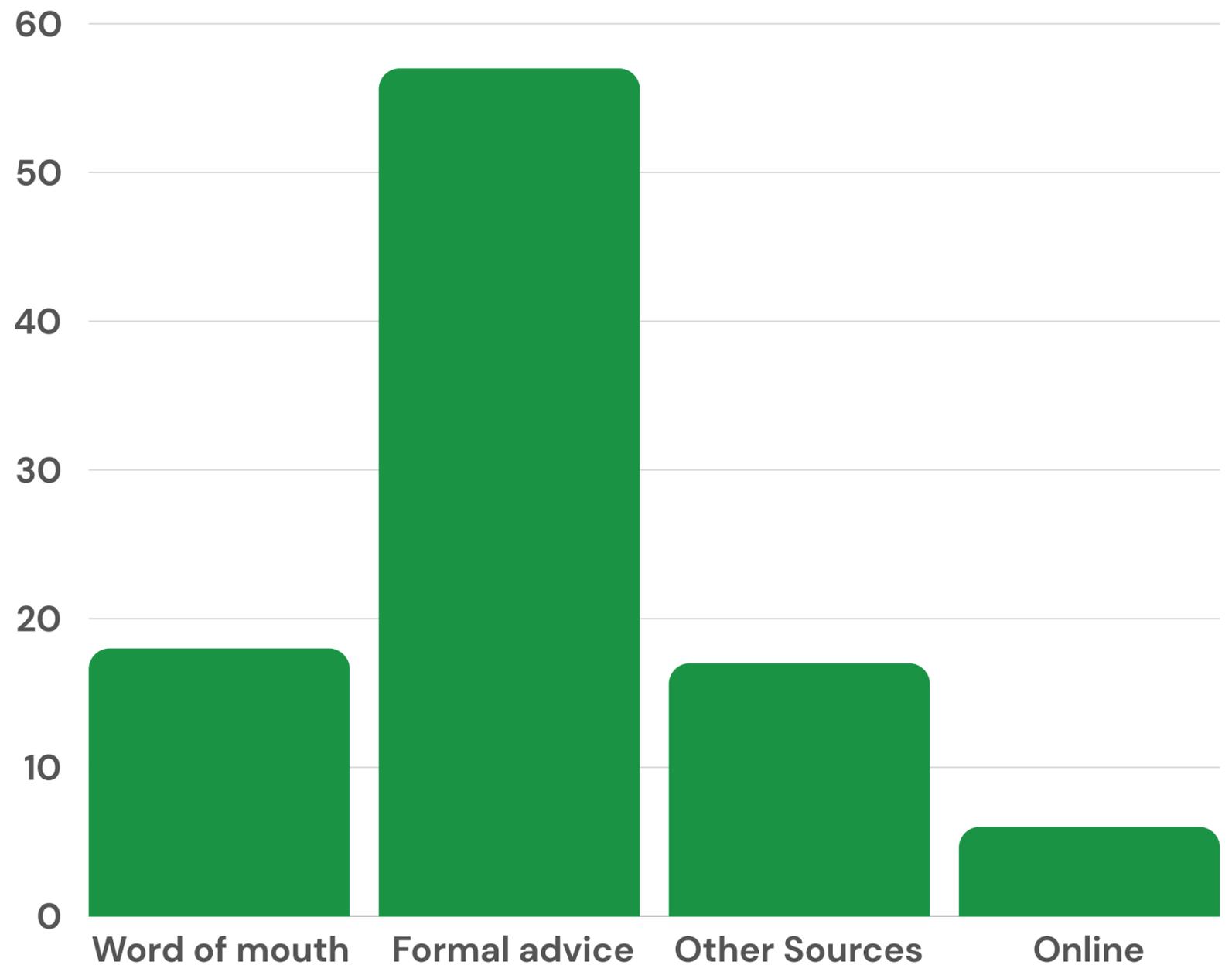
These referrals came from other third sector organisations such as Sight Scotland, Educational establishments.

19%

ONLINE

These referrals came from friends, family members. colleagues etc

6%



**WE ASKED
HOW DID YOU HEAR ABOUT OUR
SERVICES?**



The Bar chart shows that most people find out about our services from Doctors, Nurses, Social Workers.

INDEPENDENT LIVING SERVICE (ILS)

The Independent Living Service provides Information and advice for Self Directed Support.

GRAPEVINE

Grapevine Information services provide welfare benefit advice in the Edinburgh area

PAYROLL

The Payroll Service supports PA Employers with the processing of monthly payroll to ensure they are meeting employer responsibilities

PEER SUPPORT AND LEARNING (PSL)

For those living with long term health conditions, older people and parent carers of disabled children this projec ofers peer support groups

SELF MANAGEMENT SERVICE (SM)

This is a support service for adults in the Edinburgh area with one or more long term health conditions

COMMUNITY RESPIRTORY SERVICE (CRS)

This is a support service for adults with Respiratory conditions

WE ASKED WHAT LCIL SERVICES DO YOU KNOW WE PROVIDE?

75%

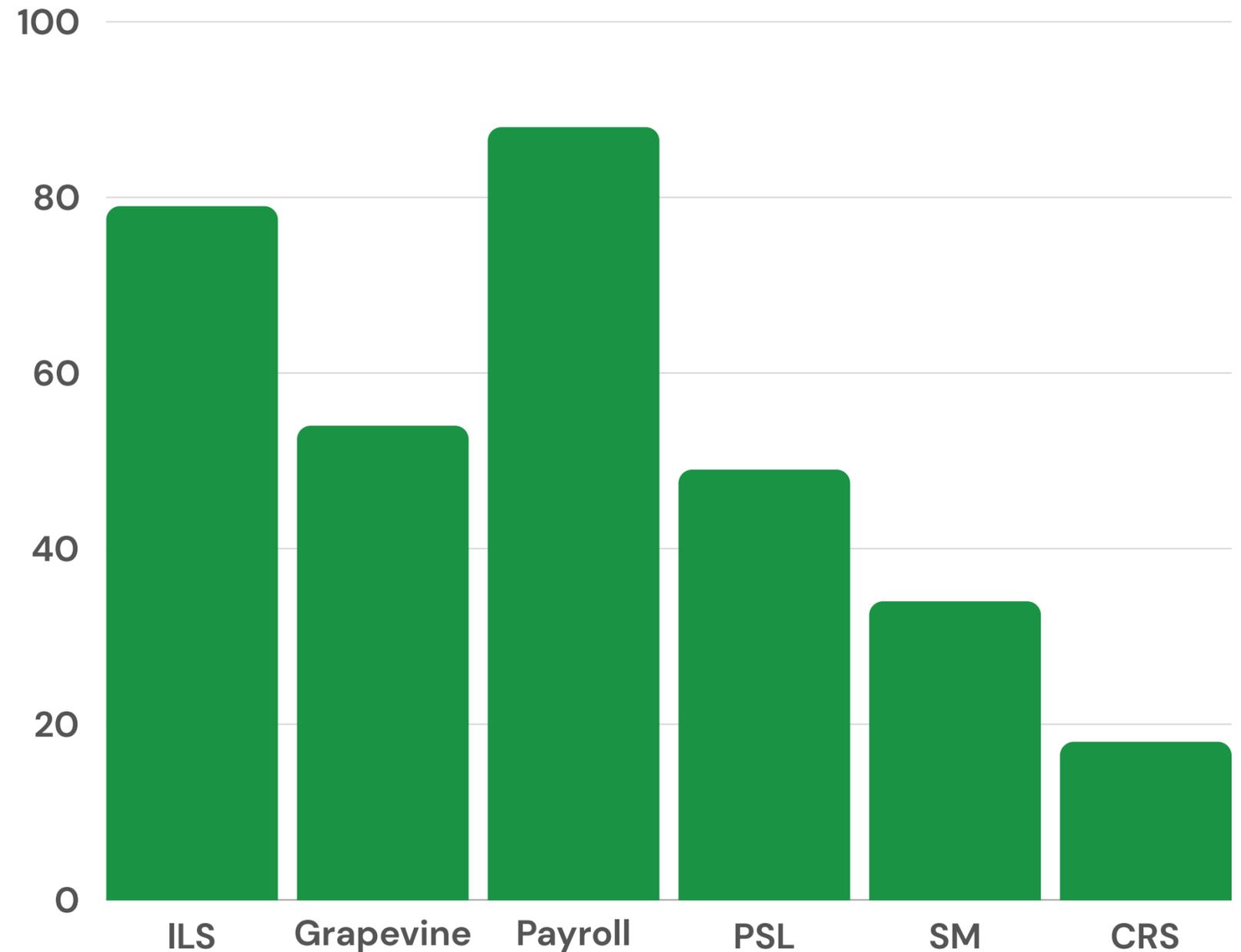
54%

88%

49%

34%

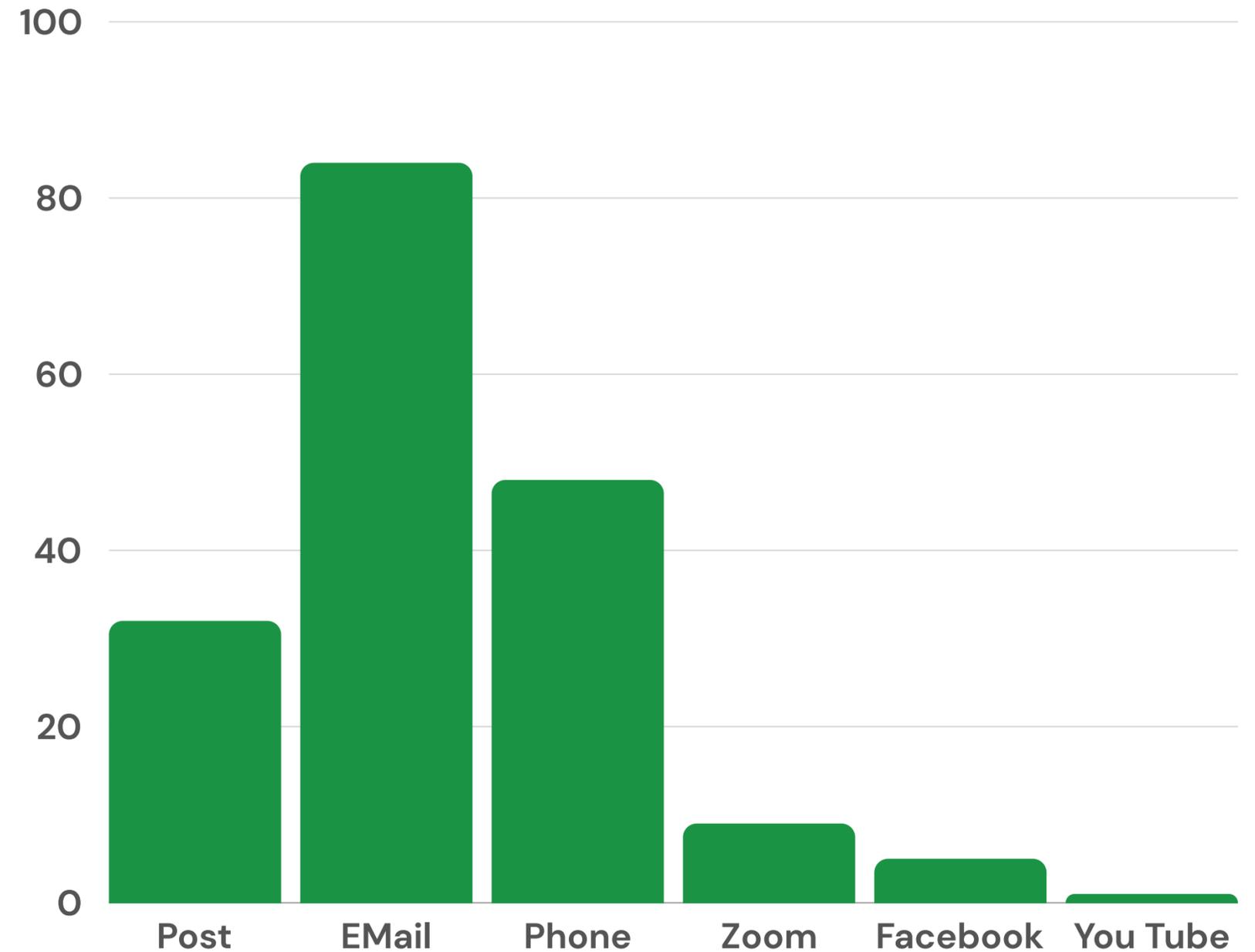
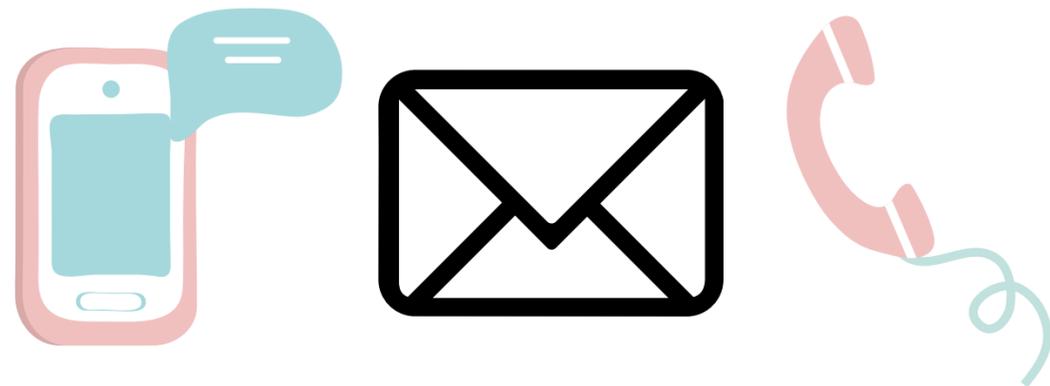
18%



The Bar chart shows our service users are more aware of our Payroll, Independent Living Service, Grapevine and Peer Support and Learning Services

WE ASKED HOW DO YOU LIKE US TO CONTACT YOU?

POST	32%
EMAIL	84%
PHONE	48%
ZOOM	9%
FACEBOOK	5%
YOU TUBE	1%



The Bar chart shows our service users prefer Emails, Post and Phone. Most indicated that it was a combination of these three methods of communication.