

Washington Area Committee – 2nd July 2008

HEALTH, HOUSING & ADULT SERVICES

RESIDENTS SURVEY - FUTURE OF ADULT SOCIAL CARE 2007

Report by Performance & Information Manager (Health, Housing & Adult Services)

1. Purpose

- 1.1 The purpose of this report is to inform Members of the results of a Residents Survey about the future of adult social care for 2007 which was undertaken as part of the Council's planning in responding to the Government White Paper "Our Health, Our Care, Our Say", specifically the development of the Council's 15 Year Commissioning Framework for adult social care and its 3 Year Delivery Plan.
- 1.2 This report also explains how the Council will use this information, and what will be its follow-on actions to provide a more localised engagement with residents about their needs and preferences – to inform planning for adult social care at a local level.

2. Background

- 2.1 As Members will be aware, the Council has published a draft 15-Year Commissioning Framework for adult social care, based on the White Paper's principles, which includes 5 aims to improve not just "traditional" social care, but to develop citywide solutions tailored around the needs and preferences in terms of outcomes for individuals, including exercising their rights as citizens. These aims are: Independent Living; Choice & Control; Improving Health & Well-Being; Equal Access for All; Better Commissioning. There is a direct link between the Framework and the priorities identified in the Local Area Agreement and Sunderland Strategy.
- 2.2 Adult Services works with customers and carers to assess needs and risks to individuals, and has a strong engagement with customers/carers and representative groups to inform strategic planning to build around individuals' needs. Examples include the development of the Member-led multi-agency Adult Social Care Partnership Board which advises on social care policy and the multi-agency Learning Disabilities Partnership Board, which includes membership of those with disabilities, to advise more specifically on policies affecting their lives. The Council also has specific groups engaged to improve individual services, e.g. the Intermediate Care Customer Group, Tele-care Services etc.
- 2.3 However, the plans of the Council are ambitious and long-term, and, as such, it will be important to consider the needs of people that are not yet customers of the Directorate, but either might have some difficulties currently (e.g. relating to poor health) or might need some help in the future. This includes

individuals that have a caring role for a friend/relative or might have such a role in the future.

- 2.4 Such individuals' voices are not often heard – simply because individuals historically only become engaged with “traditional” adult social care when the need arises – often at a time of crisis.
- 2.5 This survey is the first step towards ensuring that not only does the Council listen and respond to the views of its current customers, but that it understands, plans and delivers on the needs of potential future customers and all residents of Sunderland about their emerging needs and aspirations. This will allow the Council to plan for the future over the medium- and long-term.

3. The Survey

- 3.1 The survey consisted of 57 questions and was sent out in 2007 to a statistically significant, random sample of 2,800 people taken from the Electoral Roll.
- 3.2 The questions were split into 4 distinct sections:
 - “About Your Life”, relating to the individuals current lifestyle and needs;
 - “Choices about Service”, related to people’s preferences about needs and services now and in the future;
 - “About You”, to gather varied demographic information such as the person’s age, ethnicity, financial background, etc. ;
 - An optional section for the person’s contact details, should they choose to provide it, if they were interested in further dialogue about their perception of current & future needs.
- 3.3 Other than the optional section, the Survey was completely anonymous, which meant that there is no breakdown by area available currently.

4. Responding to the Survey

- 4.1 The response rate to the Survey was relatively low, but this was anticipated to be the case, which is why the original sample size was so large. On the one hand, adult social care is often an area that most people do not consider until they need to – see above – so one might expect a low return rate. On the other hand, the Council clearly needs to do more to explain the need to plan for adult social care – what it might mean for individuals now and in the future. As Members will be aware, this is a national debate at the moment.
- 4.2 The majority of respondents were aged 16-64 (64%) however 55-64 was the most commonly identified age band, followed by 65-74, indicating a general higher concentration of middle and older aged people. The gender split was 65% female, 35% male, whilst the respondents were broadly representative of the black & ethnic minority community in the city.

- 4.3 Some 41% of respondents identified themselves and/or another in the household as having a life-limiting long term illness, health problem or disability, whilst around one-third of respondents said they provided some form of informal care to another person such as a relative, spouse, friend or other. Both these proportions are higher than their corresponding questions in the 2001 Census figures amongst the general population in the city.
- 4.4 Only 16% of respondents stated that they were already receiving adult social care, and this figure is somewhat higher than the number of people supported in the general population, but not significantly higher amongst those aged 55 and over.
- 4.5 All the above suggests that the Survey may not be fully representative of the entire population at the moment, but nonetheless stimulated the interest of a wider range of individuals, but particularly those that might become the “next generation” of people accessing adult social care, but that have some form of difficulties/caring role currently, but are not as yet engaged with the Directorate. This is a key group, alongside existing customers, to better understand their needs and preferences to plan for the future.

5. Summary of Findings

- 5.1 Detailed results for each question can be found in the Appendices. The following is a brief summary of the main findings of the survey, focussing on the questions about peoples views on adult social care.
- 5.2 Several questions in the survey related to receiving information, help and advice about adult social care (Part 2, questions 1-6, 10 & 14). Respondents said that they would prefer to find out information for themselves before involving the Council (Q1) but that they would be happy to receive the Council’s help if needed (Q’s 4-6). Generally speaking, people indicated that they view the Council as being a much-needed source of advice, help and support but that ultimately the choices and decisions should be made by themselves. These findings reflect peoples desire to have greater independence, more choice and increased control over their lives.
- 5.3 The following statement was posed – *“I would be more likely to remain in my own home for as long as possible if it were adapted to meet my needs or it had electronic devices installed to help with my day-to-day problems”* with 93% of respondents stating they were in overall agreement it. Questions 16, 25 and 26 posed similar statements relating to getting help in order to stay at home, and received similarly strong rates of agreement (all above 90%). This suggests that Council services such as providing household equipment, home adaptations and Telecare will be crucial in providing the means for people to maintain their independence.
- 5.4 When asked for a response to the following statement *“I would prefer the Council to give me the money to arrange my own care services, rather than the Council arrange them for me”*, 56% of respondents agreed, 34% neither agreed nor disagreed and the remaining 10% disagreed. This question is related to the national drive to increase the level of personalisation of care

solutions, including expanding the use of Individualised Budgets/Direct Payments schemes and shows that many people would prefer the greater freedom and independence they provide. However these solutions may not be for everyone, with other people still needing the Council's more direct support and care services.

6. Next Steps

- 6.1 The Survey is a starting point, but a number of the results, alongside the views of existing customers and representative groups, will be used to help shape delivery of the projects to transform adult social care over the next 3 years. For example, preferences about access to information/advice will influence development of the project delivering better access to adult social care for all residents and customers, e.g. issues about delivery of self-/supported- assessment.
- 6.2 The Council intends to work with both Community Spirit and respondents to the Survey that stated they would be interested in discussing the transformation of adult social care further at a more local level to determine more local preferences and requirements. For example, access issues might mean something different to individuals in Washington than it does in the Coalfields area.
- 6.3 All this information will form part of the Council and city's approach to better needs assessment of its population aimed at providing better planning around outcomes and reducing inequalities amongst the population, as well as to inform commissioning. This will also need to inform development and delivery of the Local Area Agreement.

7. Recommendations

- 7.1 Members are asked to note the contents of this report.

Appendix 1 - Summary of Survey Results: Tables and Charts

Part 1 - About Your Life

Which of the following statements would you agree or disagree with:		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Living the life I choose						
Q1	I feel I am able to make choices and assert control over my life	55%	35%	3%	3%	1%
Q2	I have good relationships with other people, including family & friends	67%	31%	2%	0%	0%
Q3	I am able to see friends & family as often as I'd like	56%	33%	6%	4%	0%
Q4	I feel that my home is suitable for me	59%	34%	4%	3%	1%
Feeling Healthy						
Q5	I feel as healthy as I can be	34%	43%	11%	12%	1%
Q6	I feel I know how to avoid health problems & stay generally healthy	37%	48%	11%	4%	1%
Q7	I am as physically active as it is possible for me to be	32%	46%	12%	9%	1%
Q8	I am as mentally active as it is possible for me to be	45%	46%	5%	4%	1%
Living in my Community						
Q9	I join in activities & events in my local community	9%	21%	28%	33%	9%
Q10	I take part in the life of my community through paid or voluntary work	9%	12%	21%	43%	15%
Q11	I use leisure, educational and/or social facilities in my community	15%	28%	18%	29%	10%
Q12	I can use transport, including public transport, to get out & about	42%	38%	8%	8%	4%
Being treated with dignity & respect						
Q13	I feel that other people treat me with respect & dignity	28%	51%	18%	3%	1%
Q14	I am shown consideration & understanding by others	26%	49%	21%	4%	0%
Q15	People treat me fairly & with equality to reflect my cultural or ethnic background, gender, age or lifestyle	26%	50%	20%	3%	1%
Feeling safe						
Q16	I feel safe in my own home	30%	53%	10%	4%	2%
Feeling financially secure						
Q17	I feel financially secure	19%	43%	24%	10%	3%
Q18	I have as much control as possible over my money	35%	50%	10%	4%	1%
Q19	I can meet the costs of a good diet, a suitable home environment & taking part in the life of my family & community	25%	42%	22%	8%	2%
About any involvement with Social Care for adults						
		Yes		No		
Q20	Do you or someone you care for receive adult social care services?	16%		84%		
Q21	Have you been in touch with or received any help from Adult Social Services in the last 2 years?	21%		79%		
Q22	Do you currently receive any services from the community/voluntary organisations e.g. Age Concern, Alzheimers Society to help meet your social care needs?	5%		95%		

Part 2 - Choices About Services

		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Finding out what help I might get:						
Q1	Before anyone from the Council comes to see me, I would like to find out for myself whether I might be able to get help & support	28%	47%	17%	7%	1%
Q2	I, or a friend or relative, could use the internet to find out if I might get help from the Council	22%	47%	14%	12%	5%
Q3	I would like to have one person who would look after my case from start to finish rather than having to explain my circumstances to a number of different people	60%	34%	4%	2%	0%
Q4	I would like someone from the Council to visit me to explain what help I might be able to get	33%	38%	18%	8%	3%
Finding the right services for you:						
Q5	I would be happy to choose my care services from a list provided by the Council	23%	53%	18%	6%	1%
Q6	I would like advice & information from the Council to help choose my own care services	26%	57%	15%	2%	0%
Q7	My relatives & friends would be able to help me with some of my care needs, like shopping, bathing & getting out and about	17%	51%	21%	8%	3%
Q8	If one of my care services was to help keep me active during the day, I would rather follow my own leisure pursuits & interests rather than attend a 'day centre' regularly	26%	49%	17%	7%	1%
Q9	If I had severe disabilities or mobility problems, I would like to be able to access other Council services, like libraries & leisure centres, without help from care workers	30%	50%	14%	5%	2%
Q10	I would rather get help, support & advice from community & voluntary organisations like Age Concern or the Carers Centre, than have care services provided by the Council	7%	25%	50%	14%	3%
Q11	I would prefer to choose my own care services from any organisation I wanted	28%	43%	24%	5%	1%
Paying for your care:						
Q12	If services such as assisted shopping were introduced I would be prepared to pay a contribution to the cost of this service	9%	41%	27%	19%	5%
Q13	I would prefer the Council to give me the money to arrange my own care services, rather than the Council arrange them for me	17%	38%	34%	9%	1%
Q14	I would know where to go if I needed help or advice on benefits & other welfare rights issues e.g. debt, employment, housing etc.	15%	42%	19%	20%	4%
Your Care: If you had severe disabilities and/or mobility problems...						
Q15	If I needed care & support to be arranged by the Council because of a crisis, e.g. after a spell in hospital, I would prefer to wait longer for services that are best for me rather than receive adequate services quickly	14%	36%	26%	21%	3%
Q16	I would be more likely to remain in my own home for as long as possible if I knew that I could be visited by a care worker at 'unsocial' hours.	40%	50%	8%	2%	1%
Q17	I would be more likely to remain in my own home for as long as possible if it were adapted to meet my needs or it had electronic devices installed to help with my day-to-day problems	49%	44%	6%	1%	1%
The kind of things that would help me if I had problems with daily living tasks would be...						
Q18	People visiting me to give me some of my care such as help with washing, shopping and getting out & about	38%	47%	11%	3%	1%
Q19	People visiting me to give me companionship & friendship	25%	42%	22%	8%	2%
Q20	Services to help me keep fit & healthy	30%	52%	14%	4%	0%
Q21	Holiday breaks to get me out of the house	30%	47%	19%	4%	1%
Q22	Help to have family & friends stay with me for short periods of time	28%	40%	25%	6%	2%
Q23	Help to visit relatives for short periods of time	29%	41%	24%	5%	2%
Q24	Help to buy things that would make it easier for me to manage, for example a washing machine or drier	34%	46%	16%	4%	1%
Where you live: If you had severe disabilities and/or mobility problems....						
Q25	I would like to stay in my own home for as long as possible rather than move to a residential or nursing home	67%	30%	2%	0%	1%
Q26	I would feel more confident to stay in my own home if I knew that someone in the Council would know if I needed help quickly & be able to respond straight away, e.g. because of a fall	62%	34%	3%	0%	0%
Q27	I would rather move to a specially adapted property, like sheltered accommodation, somewhere in Sunderland than move into a residential home	37%	32%	16%	10%	5%
Q28	If my own home needed a major alteration to help me get around the house better & do other daily tasks, I would be prepared to consider:					
Q28A	Paying some or all of the cost of the alteration myself	14%	39%	25%	16%	7%
Q28B	If I owned my own house, paying for the alteration using a loan against the future value of property	4%	19%	26%	34%	17%
Q28C	Waiting for my landlord, housing association or the Council to arrange for alterations to the property	11%	30%	33%	18%	8%
Q28D	Moving to a specially adapted property somewhere else in Sunderland	9%	20%	24%	28%	19%

Part 3 - About You

		Survey		Sunderland
Gender		%		% (ONS, 2001)
	Male	35%		49%
	Female	65%		51%
Age		%		% (ONS, 2001)
	16-24	5%		15%
	25-34	5%		15%
	35-44	11%		19%
	45-54	18%		17%
	55-64	25%		15%
	65-74	23%		11%
	75-84	9%		7%
	85+	4%		2%
Ethnicity		%	Number	% (ONS, 2001)
	White - British/Irish	98.39%	366	97.40%
	Any other white background	0.27%	1	0.73%
	White & black Caribbean	0.00%	0	0.08%
	White & black African	0.00%	0	0.06%
	Any other mixed background	0.27%	1	0.25%
	Indian	0.27%	1	0.33%
	Pakistani	0.00%	0	0.14%
	Bangladeshi	0.27%	1	0.41%
	Any other Asian background	0.27%	1	0.12%
	Caribbean	0.00%	0	0.03%
	African	0.00%	0	0.09%
	Any other black background	0.00%	0	0.01%
	Other ethnic group	0.27%	1	0.35%
Do you or any adult in the household have any long-term illness, health problem or disability which limits your daily life or the work		%		% (ONS, 2001)
	Yes, respondent	26%		24%
	Yes, another adult in household	10%		N/A
	No	59%		N/A
	Yes, respondent & another adult	5%		N/A
Do you currently provide informal care to any of the following?		Yes	No	% (ONS, 2001)
	Spouse or partner	15%	85%	11% of Sunderland residents provide unpaid care
	Adult relative aged 18-64 yrs	4%	96%	
	Adult relative aged 65+	18%	82%	
	Friend or neighbour	2%	98%	
	Disabled young person	2%	98%	
	Other	2%	98%	
	None of these	64%	36%	

Finances (optional section)

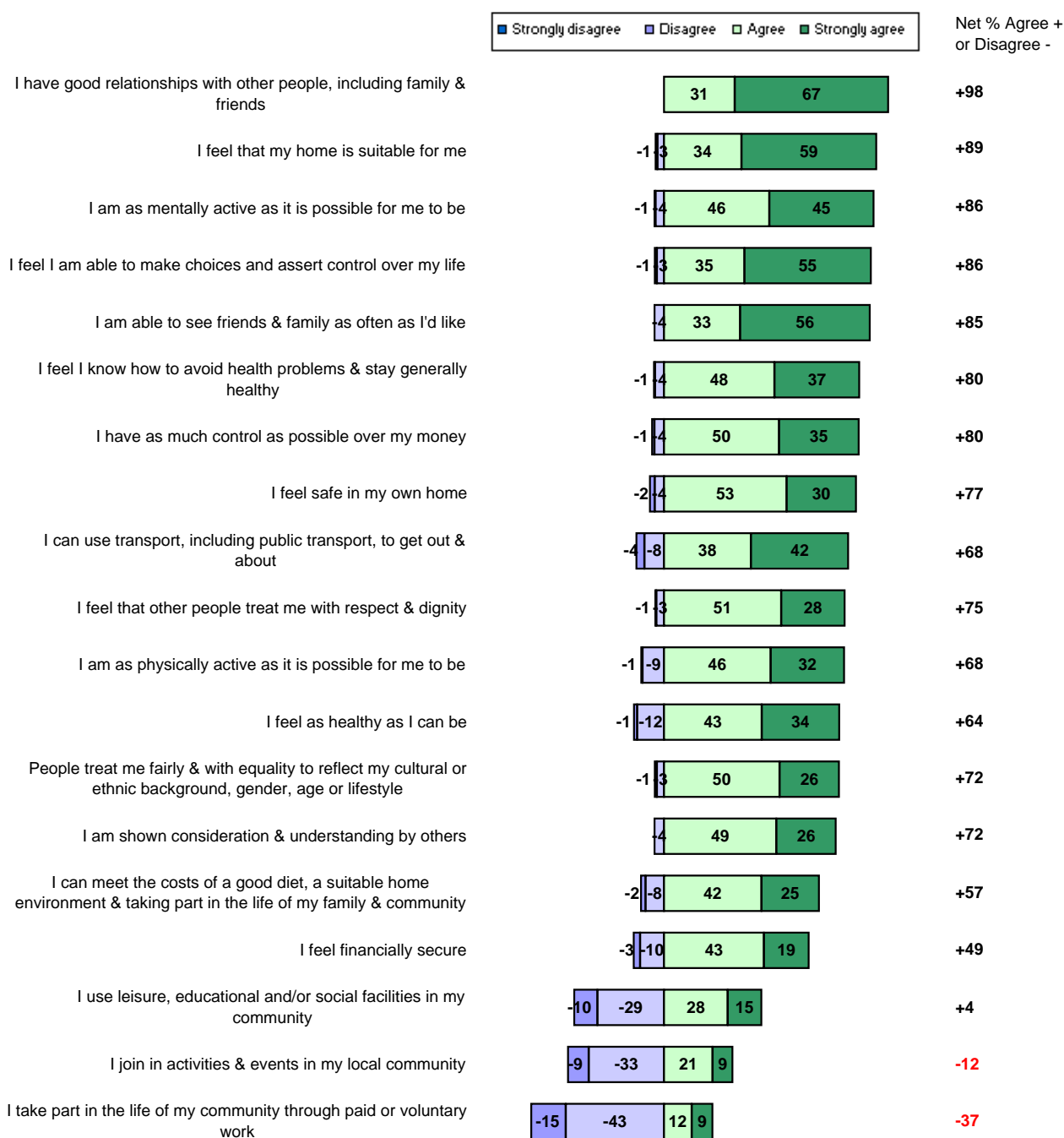
Income Group		%		
	Less than £10,000	33%		Average annual income for the North East = £20'956 (ONS, 2007)
	£10,000 - £19,999	32%		
	£20,000 - £29,999	11%		
	£30,000 - £39,999	5%		
	£40,000+	9%		
	No Income	9%		
What sorts of benefits do you receive?		Yes	No	
	Disability related benefits	22%	78%	21.9% of Sunderland residents receive a key employment-related benefit (ONS, 2002)
	Incapacity benefit/statutory sick pay	10%	90%	
	Income support/job seekers allowance	15%	85%	
	Pension credit/retirement pension	50%	50%	
	Council tax benefit/housing benefit	34%	66%	
	Tax credits	11%	89%	
	Bereavement benefits	0%	100%	
	Maternity benefits/child benefit	12%	88%	

Additional Information

	Yes	No
Additional Information/Comments written on survey?	6%	94%

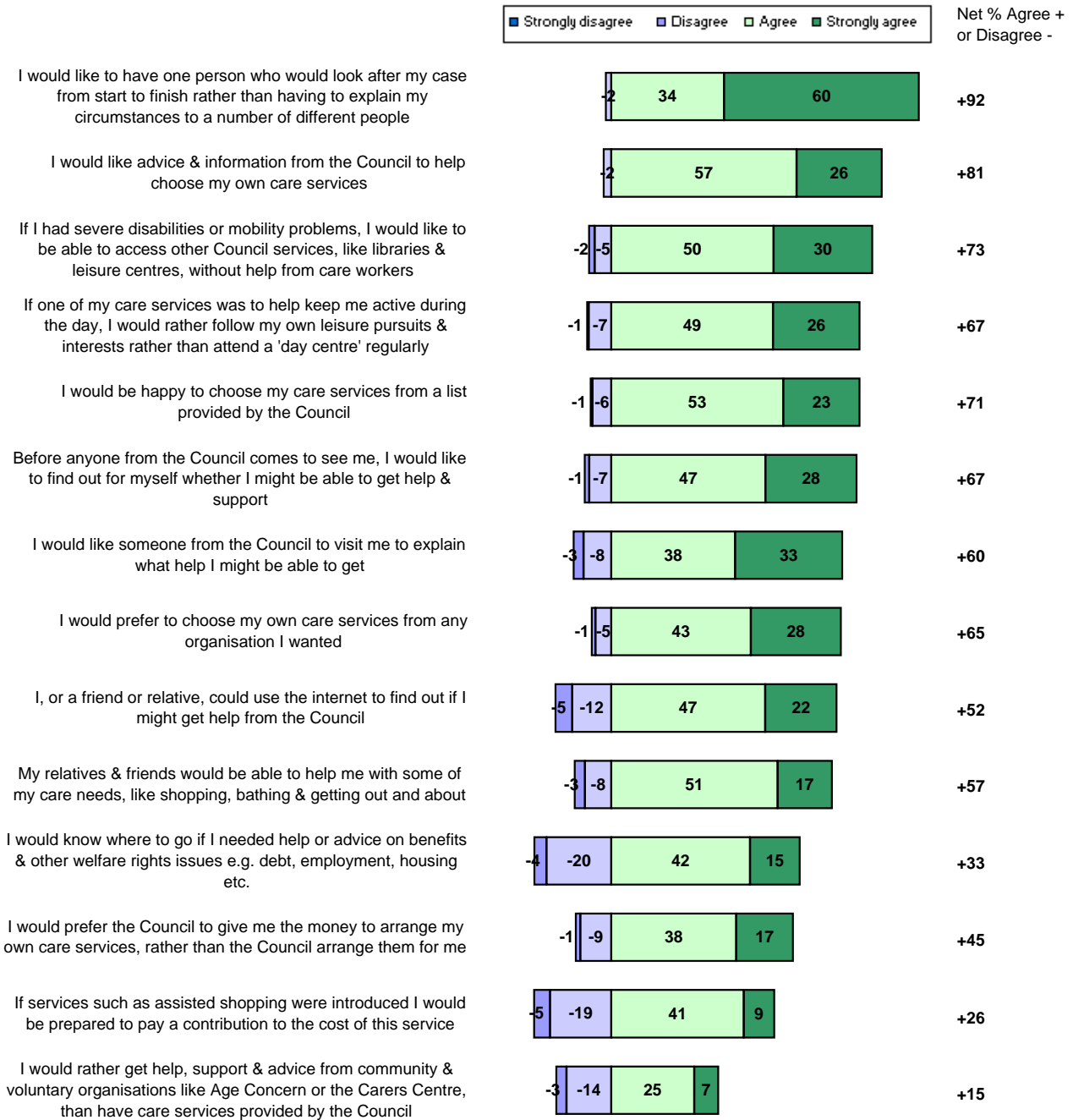
Part One

Choices about Services - Which of the following statements do you agree or disagree with -



Part Two

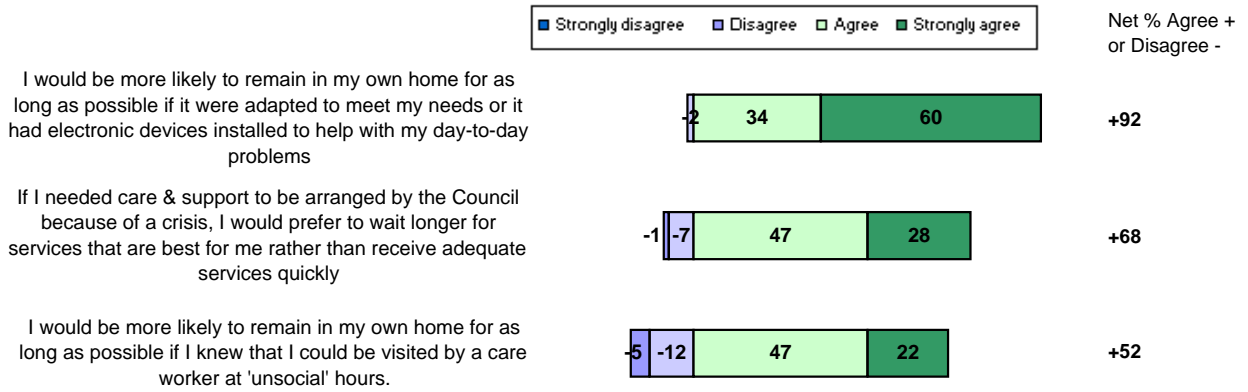
Choices about Services - Which of the following statements do you agree or disagree with -



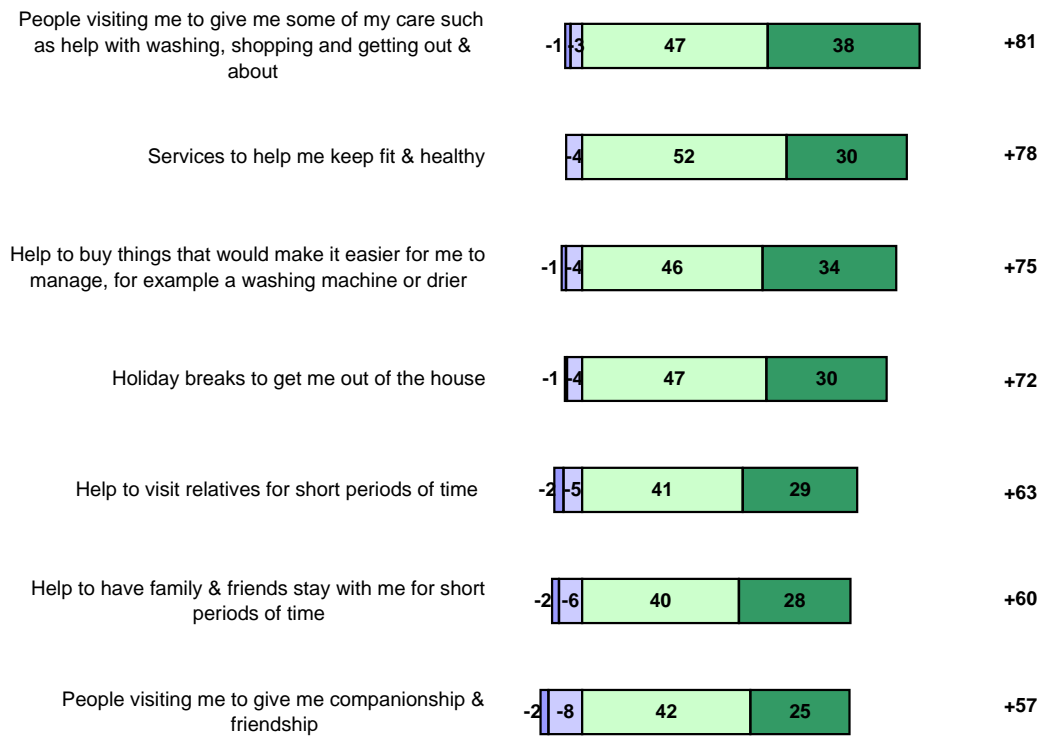
Part Two

Choices about Services - Which of the following statements do you agree or disagree with -

Your Care: If you had severe disabilities and/or mobility problems...



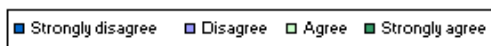
The kind of things that would help me if I had problems with daily living tasks would be....



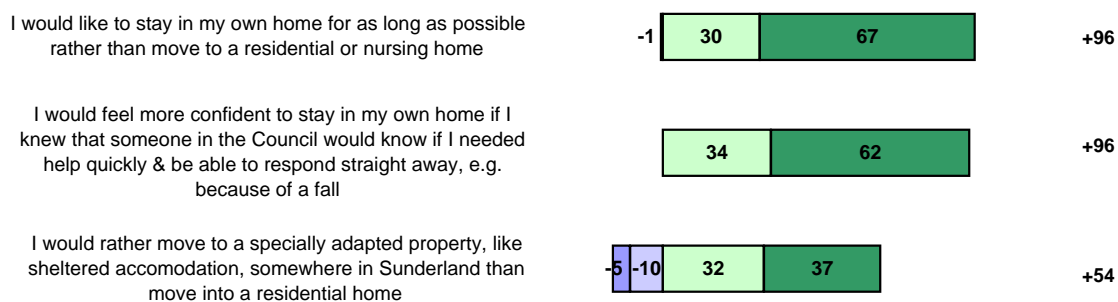
Part Two

Choices about Services - Which of the following statements do you agree or disagree with -

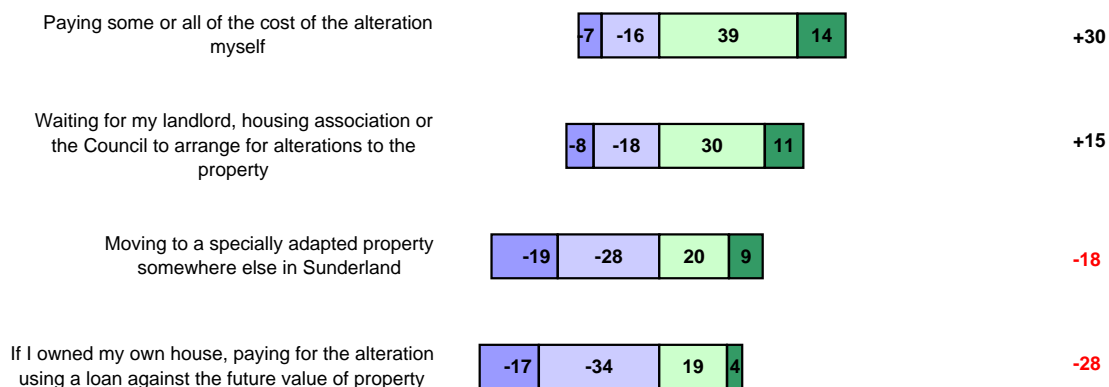
Where you live: If you had severe disabilities and/or mobility problems....



Net % Agree + or Disagree -



If my own home needed a major alteration to help me get around the house better & do other daily tasks, I would be prepared to consider:



Appendix 2 - Non-Response Rates to Questions

Part 1 - About Your Life

Which of the following statements would you agree or disagree with:		Not answered
Living the life I choose		
Q1	I feel I am able to make choices and assert control over my life	3%
Q2	I have good relationships with other people, including family & friends	3%
Q3	I am able to see friends & family as often as I'd like	4%
Q4	I feel that my home is suitable for me	4%
Feeling Healthy		
Q5	I feel as healthy as I can be	5%
Q6	I feel I know how to avoid health problems & stay generally healthy	4%
Q7	I am as physically active as it is possible for me to be	4%
Q8	I am as mentally active as it is possible for me to be	4%
Living in my Community		
Q9	I join in activities & events in my local community	7%
Q10	I take part in the life of my community through paid or voluntary work	9%
Q11	I use leisure, educational and/or social facilities in my community	9%
Q12	I can use transport, including public transport, to get out & about	4%
Being treated with dignity & respect		
Q13	I feel that other people treat me with respect & dignity	2%
Q14	I am shown consideration & understanding by others	3%
Q15	People treat me fairly & with equality to reflect my cultural or ethnic background, gender, age or lifestyle	6%
Feeling safe		
Q16	I feel safe in my own home	1%
Feeling financially secure		
Q17	I feel financially secure	6%
Q18	I have as much control as possible over my money	4%
Q19	I can meet the costs of a good diet, a suitable home environment & taking part in the life of my family & community	5%
About any involvement with Social Care for adults		
Q20	Do you or someone you care for receive adult social care services?	3%
Q21	Have you been in touch with or received any help from Adult Social Services in the last 2 years?	3%
Q22	Do you currently receive any services from the community/voluntary organisations e.g. Age Concern, Alzheimers Society to help meet your social care needs?	3%

Part 2 - Choices About Services

		Not answered
Finding out what help I might get:		
Q1	Before anyone from the Council comes to see me, I would like to find out for myself whether I might be able to get help & support	6%
Q2	I, or a friend or relative, could use the internet to find out if I might get help from the Council	7%
Q3	I would like to have one person who would look after my case from start to finish rather than having to explain my circumstances to a number of different people	5%
Q4	I would like someone from the Council to visit me to explain what help I might be able to get	6%
Finding the right services for you:		
Q5	I would be happy to choose my care services from a list provided by the Council	8%
Q6	I would like advice & information from the Council to help choose my own care services	9%
Q7	My relatives & friends would be able to help me with some of my care needs, like shopping, bathing & getting out and about	8%
Q8	If one of my care services was to help keep me active during the day, I would rather follow my own leisure pursuits & interests rather than attend a 'day centre' regularly	8%
Q9	If I had severe disabilities or mobility problems, I would like to be able to access other Council services, like libraries & leisure centres, without help from care workers	7%
Q10	I would rather get help, support & advice from community & voluntary organisations like Age Concern or the Carers Centre, than have care services provided by the Council	8%
Q11	I would prefer to choose my own care services from any organisation I wanted	8%
Paying for your care:		
Q12	If services such as assisted shopping were introduced I would be prepared to pay a contribution to the cost of this service	7%
Q13	I would prefer the Council to give me the money to arrange my own care services, rather than the Council arrange them for me	8%
Q14	I would know where to go if I needed help or advice on benefits & other welfare rights issues e.g. debt, employment, housing etc.	8%
Your Care: If you had severe disabilities and/or mobility problems...		
Q15	If I needed care & support to be arranged by the Council because of a crisis, e.g. after a spell in hospital, I would prefer to wait longer for services that are best for me rather than receive adequate services quickly	8%
Q16	I would be more likely to remain in my own home for as long as possible if I knew that I could be visited by a care worker at 'unsocial' hours.	7%
Q17	I would be more likely to remain in my own home for as long as possible if it were adapted to meet my needs or it had electronic devices installed to help with my day-to-day problems	5%
The kind of things that would help me if I had problems with daily living tasks would be....		
Q18	People visiting me to give me some of my care such as help with washing, shopping and getting out & about	8%
Q19	People visiting me to give me companionship & friendship	10%
Q20	Services to help me keep fit & healthy	8%
Q21	Holiday breaks to get me out of the house	9%
Q22	Help to have family & friends stay with me for short periods of time	10%
Q23	Help to visit relatives for short periods of time	10%
Q24	Help to buy things that would make it easier for me to manage, for example a washing machine or drier	9%
Where you live: If you had severe disabilities and/or mobility problems...		
Q25	I would like to stay in my own home for as long as possible rather than move to a residential or nursing home	3%
Q26	I would feel more confident to stay in my own home if I knew that someone in the Council would know if I needed help quickly & be able to respond straight away, e.g. because of a fall	5%
Q27	I would rather move to a specially adapted property, like sheltered accommodation, somewhere in Sunderland than move into a residential home	7%
Q28	If my own home needed a major alteration to help me get around the house better & do other daily tasks, I would be prepared to consider:	
Q28A	Paying some or all of the cost of the alteration myself	15%
Q28B	If I owned my own house, paying for the alteration using a loan against the future value of	22%
Q28C	Waiting for my landlord, housing association or the Council to arrange for alterations to the property	20%
Q28D	Moving to a specially adapted property somewhere else in Sunderland	17%

Part 3 - About You

		Not answered
About You:		
Gender		11%
Age		3%
Ethnicity		2%
Do you or any adult in the household have any long-term illness, health problem or disability which limits your daily life or the work you can do?		4%
Do you currently provide informal care to any of the following?		
Spouse or partner		15%
Adult relative aged 18-64 yrs		15%
Adult relative aged 65+		15%
Friend or neighbour		15%
Disabled young person		15%
Other		15%
None of these		15%

Finances (optional section)

		Not answered
Your finances:		
Income Group		30%
What sorts of benefits do you receive?		
Disability related benefits		38%
Incapacity benefit/statutory sick pay		40%
Income support/job seekers allowance		40%
Pension credit/retirement pension		39%
Council tax benefit/housing benefit		39%
Tax credits		40%
Bereavement benefits		40%
Maternity benefits/child benefit		40%