

## 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
<b>Living the life I choose</b>						
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%
<b>Feeling Healthy</b>						
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%
<b>Living in my Community</b>						
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%
<b>Being treated with dignity &amp; respect</b>						
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%
<b>Feeling safe</b>						
Q16	I feel safe in my own home	30%	53%	10%	4%	2%
<b>Feeling financially secure</b>						
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%
<b>About any involvement with Social Care for adults</b>						
		<b>Yes</b>			<b>No</b>	
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
<b>Finding out what help I might get:</b>						
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%
<b>Finding the right services for you:</b>						
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%
<b>Paying for your care:</b>						
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%
<b>Your Care: If you had severe disabilities and/or mobility problems...</b>						
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%
<b>The kind of things that would help me if I had problems with daily living tasks would be...</b>						
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%
<b>Where you live: If you had severe disabilities and/or mobility problems....</b>						
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
<b>Gender</b>		<b>%</b>		<b>% (ONS, 2001)</b>
	Male	35%		49%
	Female	65%		51%
<b>Age</b>		<b>%</b>		<b>% (ONS, 2001)</b>
	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%
<b>Ethnicity</b>		<b>%</b>	<b>Number</b>	<b>% (ONS, 2001)</b>
	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%
<b>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</b>		<b>%</b>		<b>% (ONS, 2001)</b>
	Yes, respondent	26%		24%
	Yes, another adult in household	10%		N/A
	No	59%		N/A
	Yes, respondent & another adult	5%		N/A
<b>Do you currently provide informal care to any of the following?</b>		<b>Yes</b>	<b>No</b>	<b>% (ONS, 2001)</b>
	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)

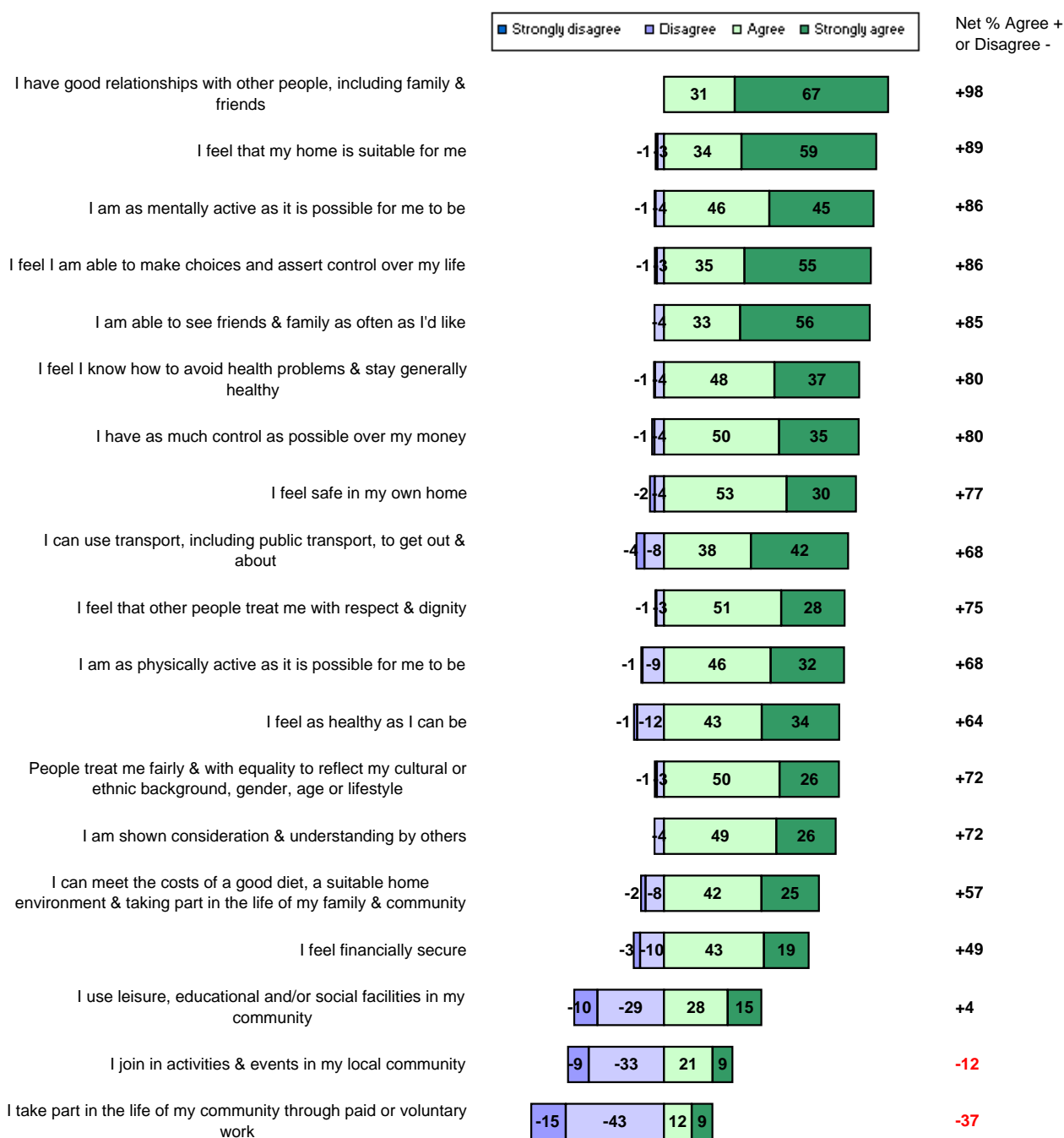
<b>Income Group</b>		<b>%</b>		
	Less than £10,000	33%		Average annual income for the North East = £20'956 (ONS, 2007)
	£10,000 - £19,999	32%		
	£20,000 - £29,999	11%		
	£30,000 - £39,999	5%		
	£40,000+	9%		
	No Income	9%		
<b>What sorts of benefits do you receive?</b>		<b>Yes</b>	<b>No</b>	
	Disability 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

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

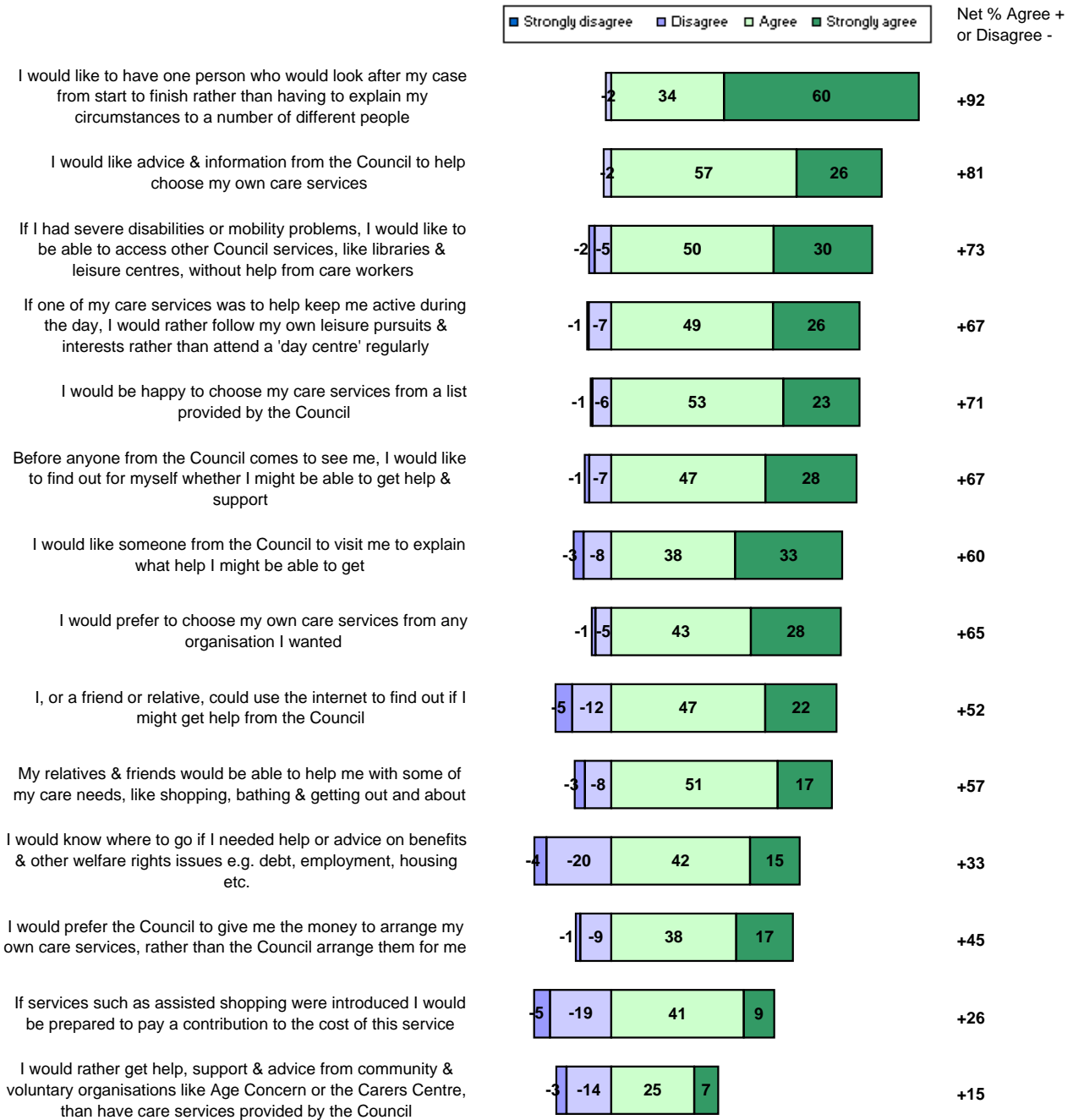
## Part One

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



Part Two

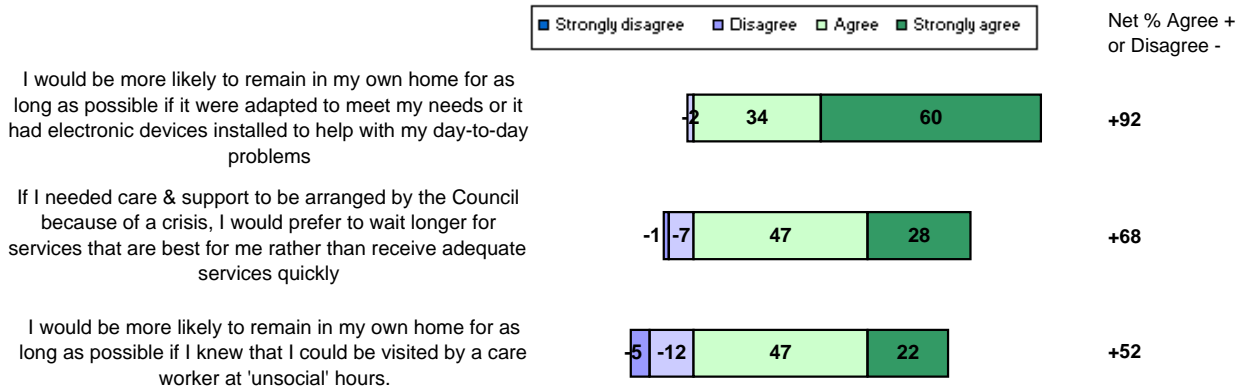
Choices about Services - Which of the following statements do you agree or disagree with -



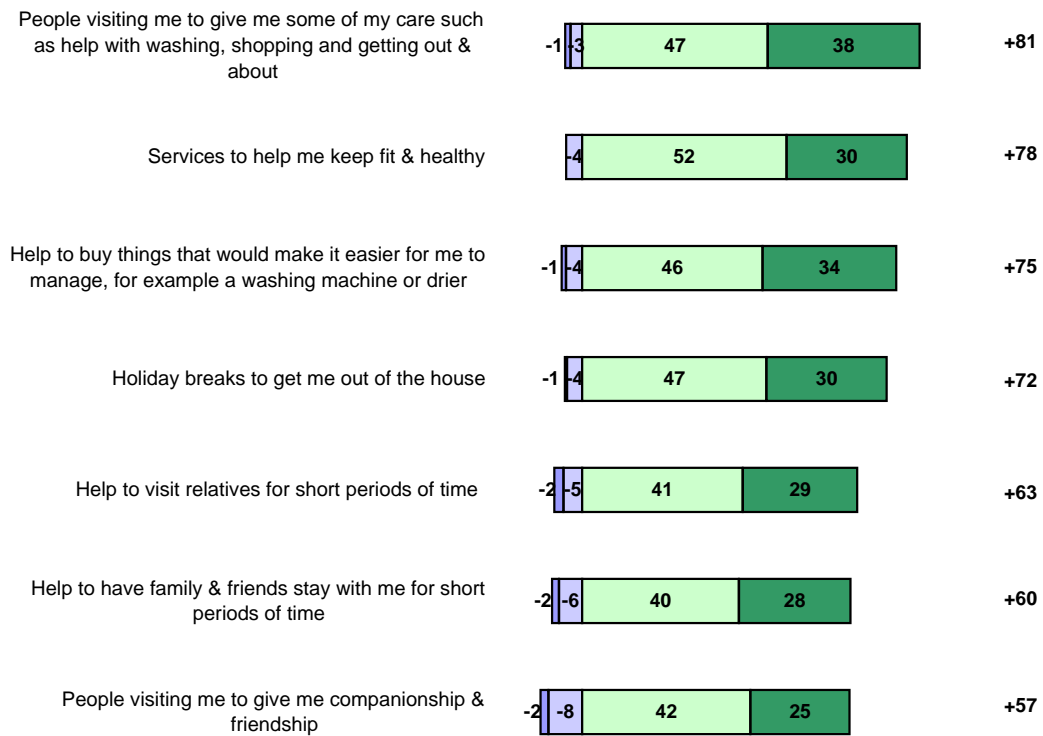
Part Two

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...**



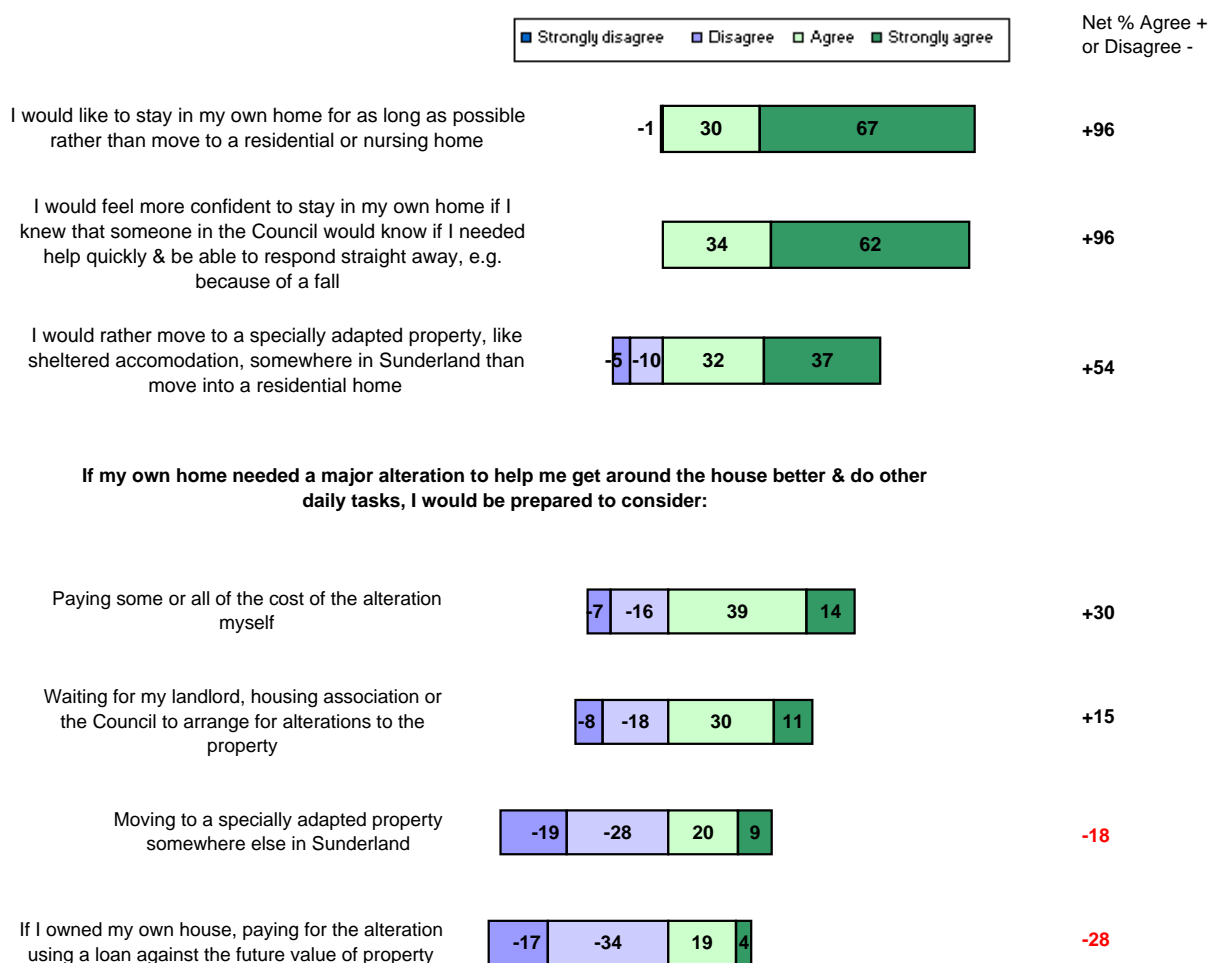
**The kind of things that would help me if I had problems with daily living tasks would be....**



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....



## 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
<b>Living the life I choose</b>		
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%
<b>Feeling Healthy</b>		
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%
<b>Living in my Community</b>		
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%
<b>Being treated with dignity &amp; respect</b>		
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%
<b>Feeling safe</b>		
Q16	I feel safe in my own home	1%
<b>Feeling financially secure</b>		
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%
<b>About any involvement with Social Care for adults</b>		
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
<b>Finding out what help I might get:</b>		
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%
<b>Finding the right services for you:</b>		
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%
<b>Paying for your care:</b>		
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%
<b>Your Care: If you had severe disabilities and/or mobility problems...</b>		
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%
<b>The kind of things that would help me if I had problems with daily living tasks would be....</b>		
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%
<b>Where you live: If you had severe disabilities and/or mobility problems...</b>		
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
<b>About You:</b>		
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%
<b>Do you currently provide informal care to any of the following?</b>		
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
<b>Your finances:</b>		
Income Group		30%
<b>What sorts of benefits do you receive?</b>		
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%