

Supporting People Service User Survey 2007-8 (preliminary results)

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Supporting People

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Recap on previous SP service user consultation work

- Survey building on strong foundations from **focus groups**/ events undertaken in 2007
- Service user **action plan** and performance framework developed to monitor the 5 Critical Issues that came from above work.
- The need for a survey identified as a way to ensure **wide spread consultation** and as a mechanism to quantify the impact of the service user involvement work

SP User Survey 2007-8

- **Purpose**

- 1) Provide baseline data to contribute to contract 'risk' management process
- 2) Enable PIs to be developed that demonstrate SP programme improvement from perspective of service users (customer satisfaction)
- 3) Contribute to the needs analysis: quantifying service users perspectives on the critical issues previously identified

2007-8 Survey: Response

- **7,000 forms sent out.** Support offered. 5 weeks with closing date on Monday 7th April (extended to end of April).
- Response so far: approx **2,000 returned** (28%)

Some selected % of response by client group

- **Gender:** 60% women/ 40% men
- **Generally low BME numbers (not DV).** All white groups 92%, Mixed groups 1.7%, South Asian 4.3%, Only 1 Gypsy
- **Age groups:** 16-25s = 12%, 26-65 = 30%, over 65s 58%
- LD = 8.5%, MH = 12.6%, PD = 27.6%, Sensory 6.9%, ex Homeless = 15.5%, Drug+alcohol = 2.8% and 3.9%, DV = 8.6%, Ex offenders = 6.7%, ONLY 2 HIV

Analysis of survey

- Today preliminary results (not yet closed) but able to give **key messages**
- Results to go to the Service User Group:
 - to interpret the figures
 - Explore what the results say about priorities of the group (within Action Plan) and refine Action Plan for 2008-9

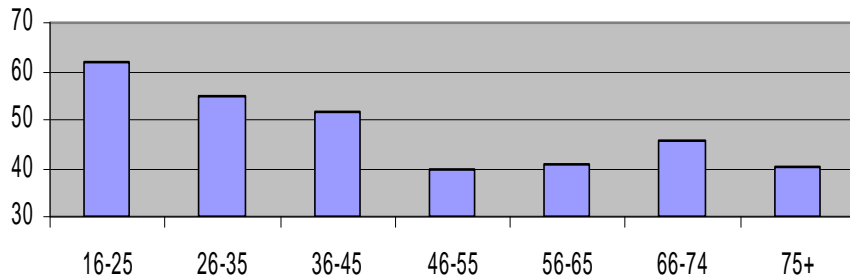
Critical issue 1: Choice and Options

Did you have adequate choice of options...?

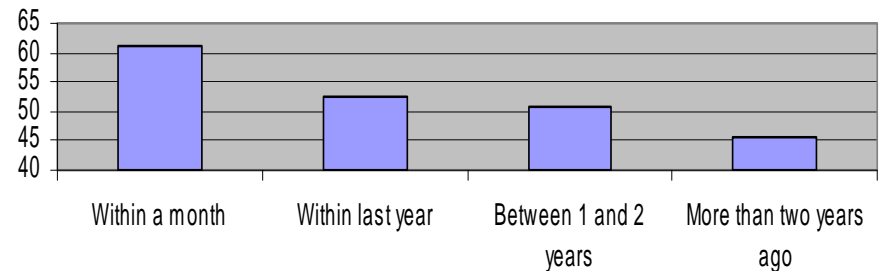


Key message: Only 45% of service users feel they had adequate choice. Although some early signs of improvement in below tables

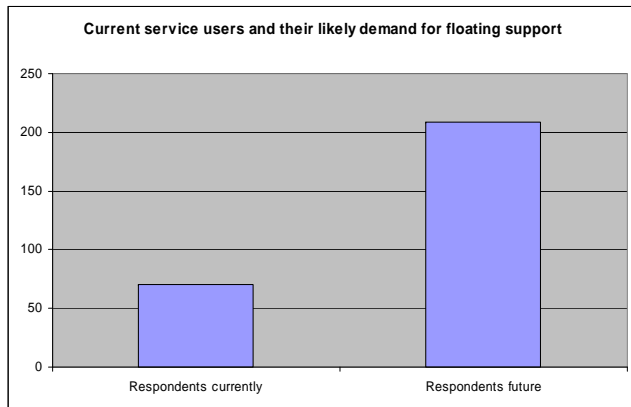
Adequate choice by age group



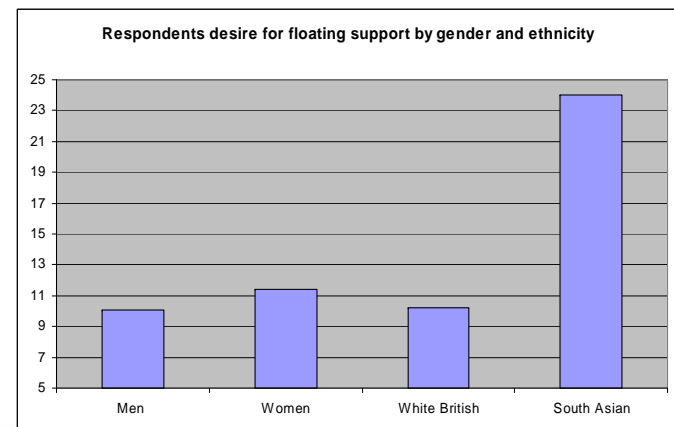
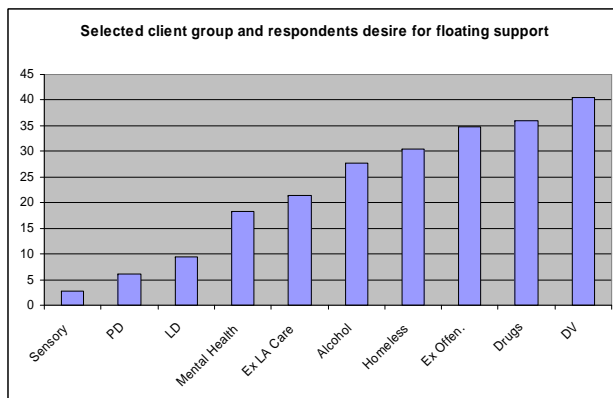
Adequate choice by length of accessing



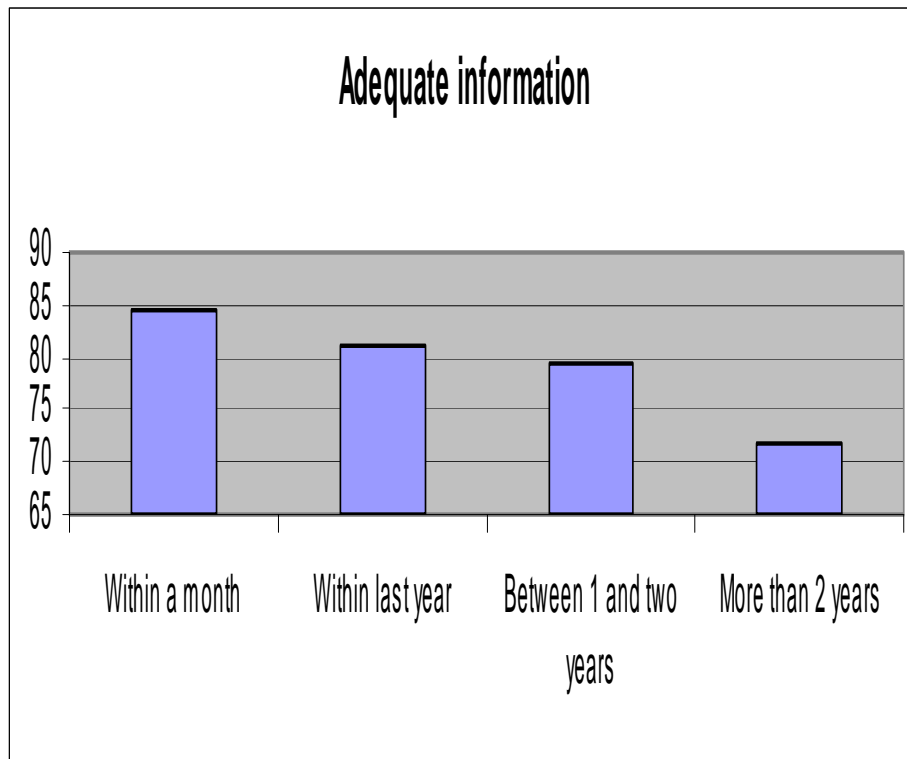
Critical issue 1: Choice and Options (Floating Support)



Key message: there could be a three fold increased take up of floating support by current users (if adequate supply as an option). Demand for floating services varies significantly by client group and ethnicity (see tables)



Critical issue 2: Better info and communication



Key message: Significant issue for some users. However this survey is not able to adequately say much on this as we really need to measure non-users

More than two years: Question most frequently asked over the phone to survey (what is Supporting People?)

Critical issue 3: Quality of provision



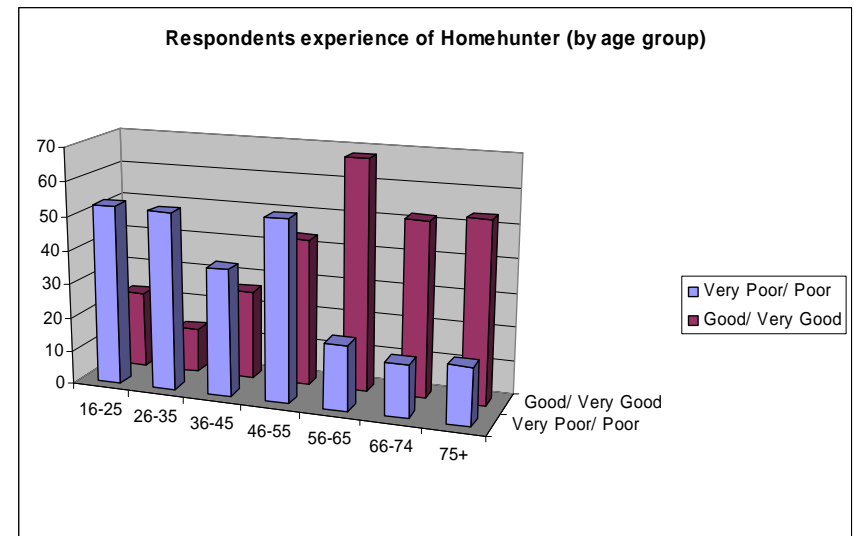
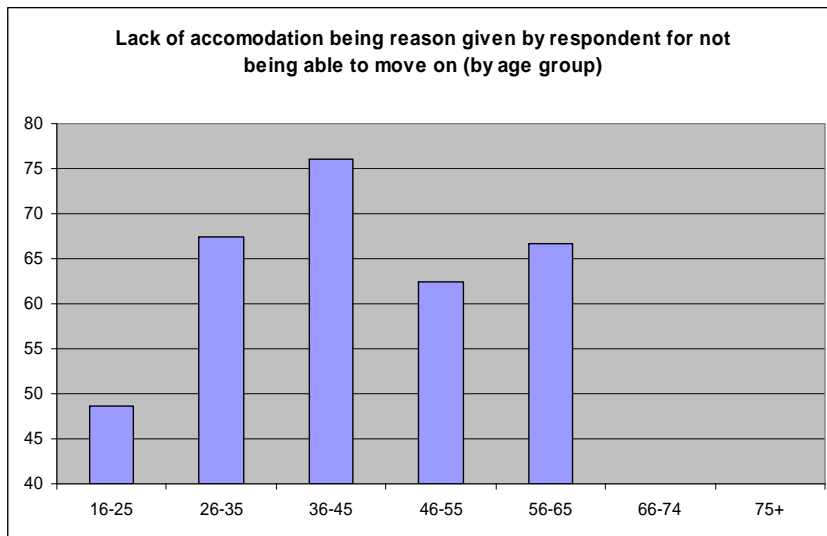
Key message: Overall from the perspective of service users the service they access is of a good standard. This is further endorsed by many positive qualitative responses (see quotes)

- ‘Supporting People have helped me get my life back on track’ (SP service user)
- ‘without Supporting People I would really be struggling to maintain my tenancy...’(SP Service User)

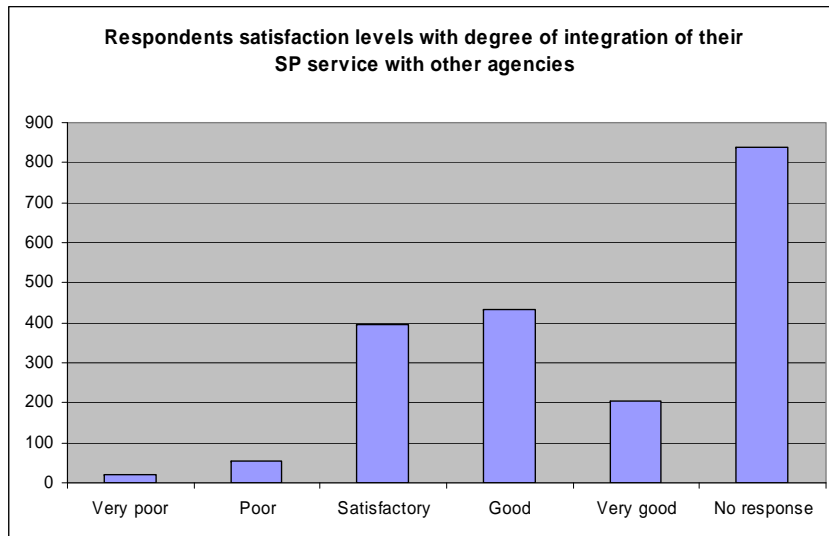


Critical issue 4: Access to housing

Key message: Access to accommodation remains a key issue for service users. Homehunter (Choice based lettings) in particular is seen as poor by many people under the age of 55



Critical issue 5: SP links with other services



Key message: Reasonable level of satisfaction but with high numbers of no responses (indicating limited understanding of the 'question/ concept')

Some qualitative responses suggest greater need for all agencies to focus on client group (e.g. directories, this survey)

Next steps for the survey

- A full survey report will be produced as agreed for Core Group/ Service User Group
- Findings will be integrated into wider user involvement work (including an amended SU Action Plan) and most importantly help shape future service delivery
- Survey to be repeated on an annual basis
- For more information on survey contact Mick Charlton on 434970 or email mick.charlton@bradford.gov.uk