

Liverpool Supporting People Programme

Service User Satisfaction questionnaire – 2008

Overview of results

1 Background and methodology

For the last 2 years, Liverpool's Supporting People Programme has had a local performance indicator to demonstrate service user satisfaction with Supporting People funded services. This was recorded within Liverpool City Council's corporate performance management database and was reported annually.

Satisfaction levels reported in the user survey conducted in 2007 were high with over 95% of people expressing satisfaction with services. The survey had been circulated to all users of Supporting People funded services, excluding community alarms. However, more than 41% of people who participated in the survey in 2007, were aged 65+ and 20% were aged between 50 and 64; it is likely that a fair proportion of these people were accommodated within sheltered housing schemes.

The age of respondents in the 2007 survey is typical for this approach to measuring satisfaction. It also further reinforced the recognised difficulty in engaging younger or socially excluded groups in traditional satisfaction surveys, who then miss the opportunity to have their views taken into account. Therefore, when preparing to undertake the Satisfaction Survey for 2008, a specific strategy to redress this imbalance was identified. This was to ensure that the circulation of surveys was explicitly targeted towards people in the younger age groups and those who were linked to services provided for socially excluded groups. This strategy successfully resulted in a shift in the age of those responding as can be seen in the chart at Figure 3.

2 The questionnaire

The questionnaire used in 2007 was updated and using the research agency Mott MacDonald, circulated to both accommodation based and floating support services including those services for homeless single people and families, services for offenders, for people with drug/alcohol issues and other services that support socially excluded groups.

The questionnaire had been designed to be completed by services users, with assistance from their support providers, carers, families or friends if necessary. Included within the questionnaire were questions around: My support; How I am treated; My security, health and safety; Protection from being harmed; Complaints; Length of time in receipt of service; Overall satisfaction; About you (monitoring data in relation to age, gender and ethnicity) and there was a space for people to include further comments if they so chose. A copy of the full questionnaire is included as a separate appendix to this report.

A total of 2118 surveys were delivered to 37 SP Providers (many of whom managed more than one SP service). A three week response time was given in respect of completions and at the deadline date a total of 835 surveys were collected, 787 of which had been completed. This represented a return rate of 37%, significantly higher than the 20.5% response rate of the 2007 survey.

3 Responses

A total of 787 completed questionnaires were received. A breakdown of the service type is below. 483 people chose to specify the name of their service although in a number of instances this service name was truncated or was illegible so could not be compared to the list of SP services for comparison purposes.

Figure 1

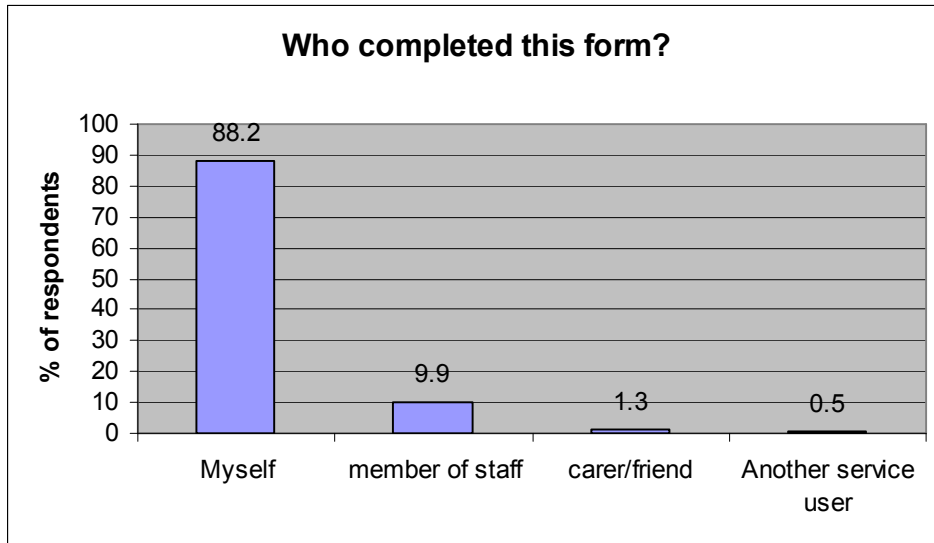
Service Type	Number of service users respondents	% of total
Single Homeless	236	49%
Drug/alcohol	67	14%
Mental Health	47	10%
Offenders	6	1%
Learning Disabilities	5	1%
Generic	7	1%
Family Homeless	5	1%
Young People at risk	34	7%
Service name illegible/truncated/unable to match to SP service name list	76	16%
Total	483	100
Not answered	304	
Final Total	787	

Not every person who completed a questionnaire answered every question. This means that throughout this report the total number of responses received in relation to specific questions may not mirror the total number of questionnaires completed in the survey. Therefore, resulting percentage values quoted have been extrapolated from the total number of responses received for each particular question. The numbers of responses received are explained in the commentary for each question.

4 Completion of the form

A total of 757 people chose to answer this question. Almost 9 in 10 of them (over 88%) reported that they completed the survey themselves. This is a significant increase from the 2007 survey, when just less than 67% of people completed the survey themselves. This information is presented in Figure 2 over.

Figure 2

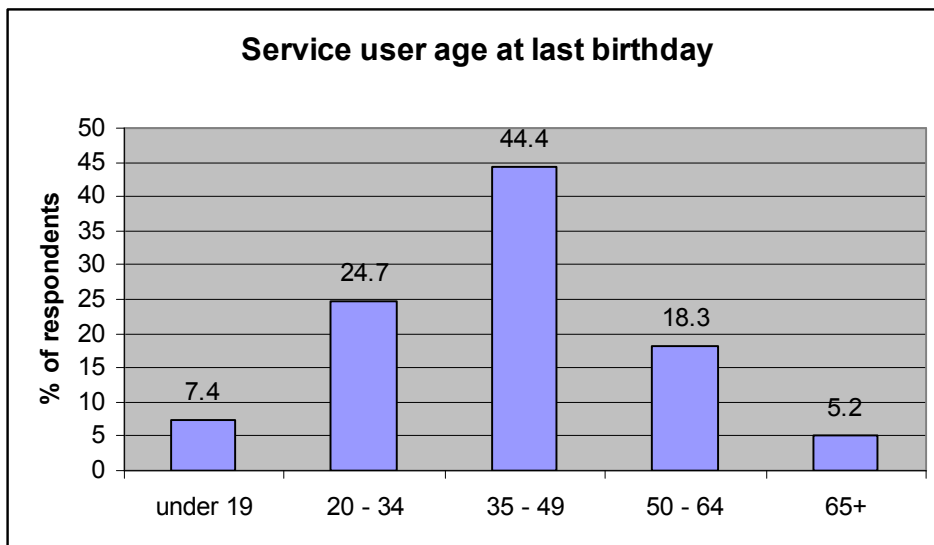


5 Age, Gender, Ethnicity and Disability

5.1 Age

756 people answered the question about age. 76.5% of all those who responded to this question were less than 50 years of age, including over two fifths (44.4%) of those responding who were aged between 35 and 49 at their last birthday. This is significantly different from the previous survey as outlined in the introduction in this report, demonstrating that attempts to engage people under the age of 50 had been very successful.

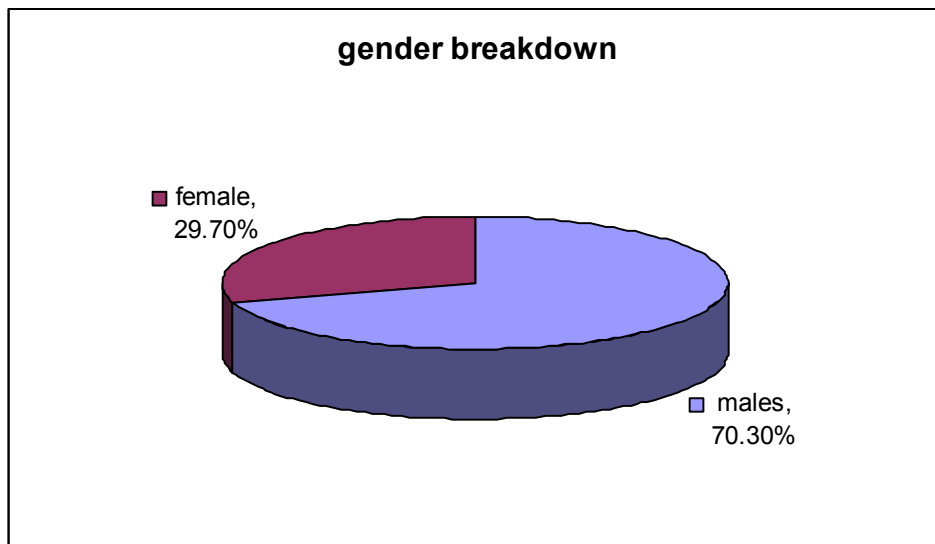
Figure 3



5.2 Gender

740 people answered the question about gender, the majority of whom were male. The percentage gender split is very different from the previous survey which was much more evenly balanced. This is likely to be the result of the survey being completed by more people in services for socially excluded groups, which have a higher proportion of male service users.

Figure 4



5.3 Ethnicity

756 people answered the question about ethnicity. The majority of people – 81% recorded themselves as White British. 18.9% of people were from a BME background (Black and Minority Ethnic). The ethnic breakdown of people completing the survey is almost identical to the previous one, which had 81.3% of people as White British and 18.7% BME

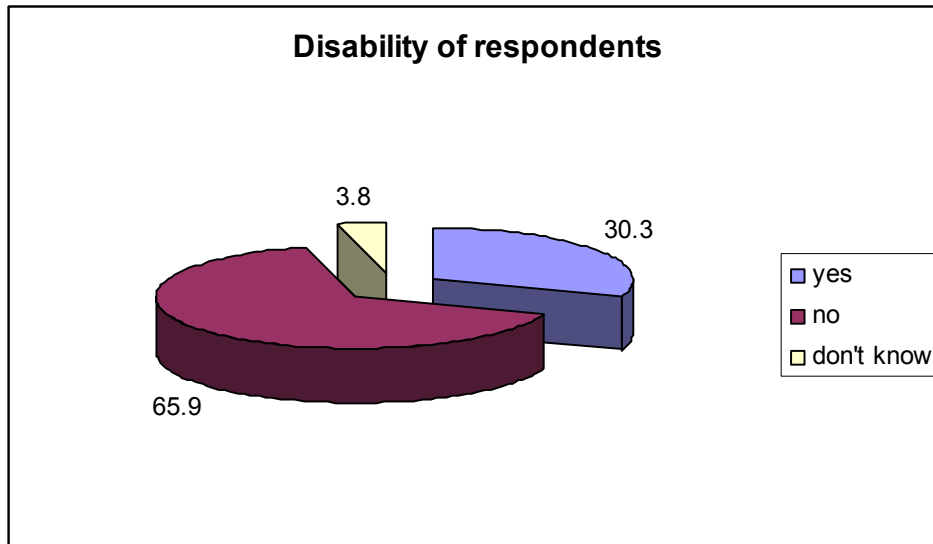
Figure 5

Ethnic Group	%	Ethnic Group	%
Asian British	1.2	Gypsy	0.1
Bangladeshi	0.3	Irish Traveller	0
Indian	0.1	Yemeni	1.7
Pakistani	0.1	Any other ethnic group	0.5
Any other Asian Background	0	White & Asian	0.5
African	1.7	White & Black African	0.5
Black British	3.3	White & Black Caribbean	0.4
Caribbean	0.1	Any other mixed background	0.5
Nigerian	0.7	White British	81
Somali	1.6	White Irish	2.8
Any other Black background	0.4	White Other	0.8
Chinese	0.4	Prefer not to say	1.2

5.4 Disability

Only 707 people chose to respond to the question about disability, over two thirds (65.9%) of the respondents stated they did not have a disability. The previous survey was almost evenly split between respondents who did consider themselves to be disabled and those that did not.

Figure 6



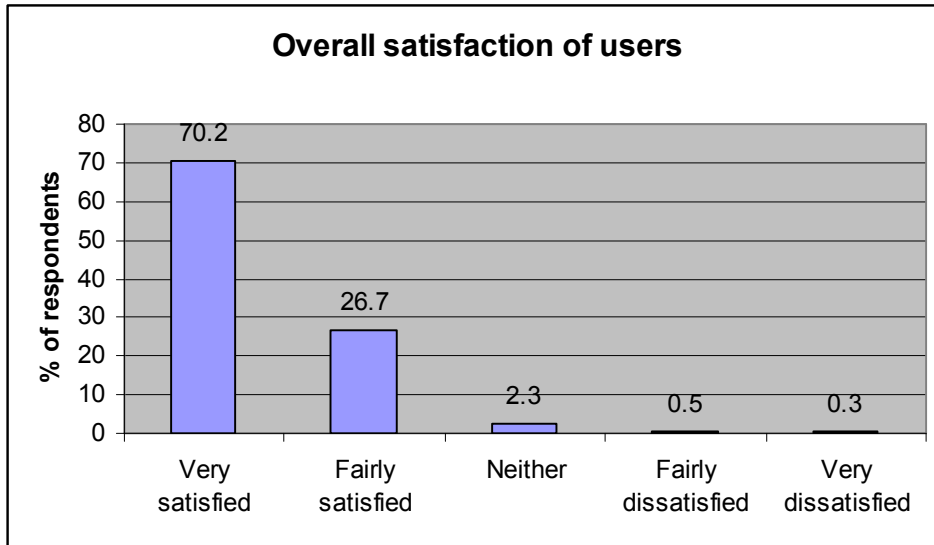
6 Overall satisfaction

749 People answered this question. Overall satisfaction levels remain high with just less than 97% of people being satisfied (very or fairly) with the service they received. Less than 1% of users reported any form of dissatisfaction (very or fairly) with the service they received.

In terms of BME satisfaction there were a total of 135 people who recorded themselves within a BME group, 122 of these people (90.3%) said they were either very or fairly satisfied with their SP service. As a comparison, satisfaction within the non-BME group was 93.7% (574 people very/fairly satisfied out of a total of 612). Satisfaction of people who said that they preferred not to record their ethnicity was 100% (9 people) and against people who did not answer the ethnicity question was 67.7% (21 of 31 people).

See the chart at Figure 7 over for a breakdown of overall satisfaction.

Figure 7



7 Other results

7.1 My Support

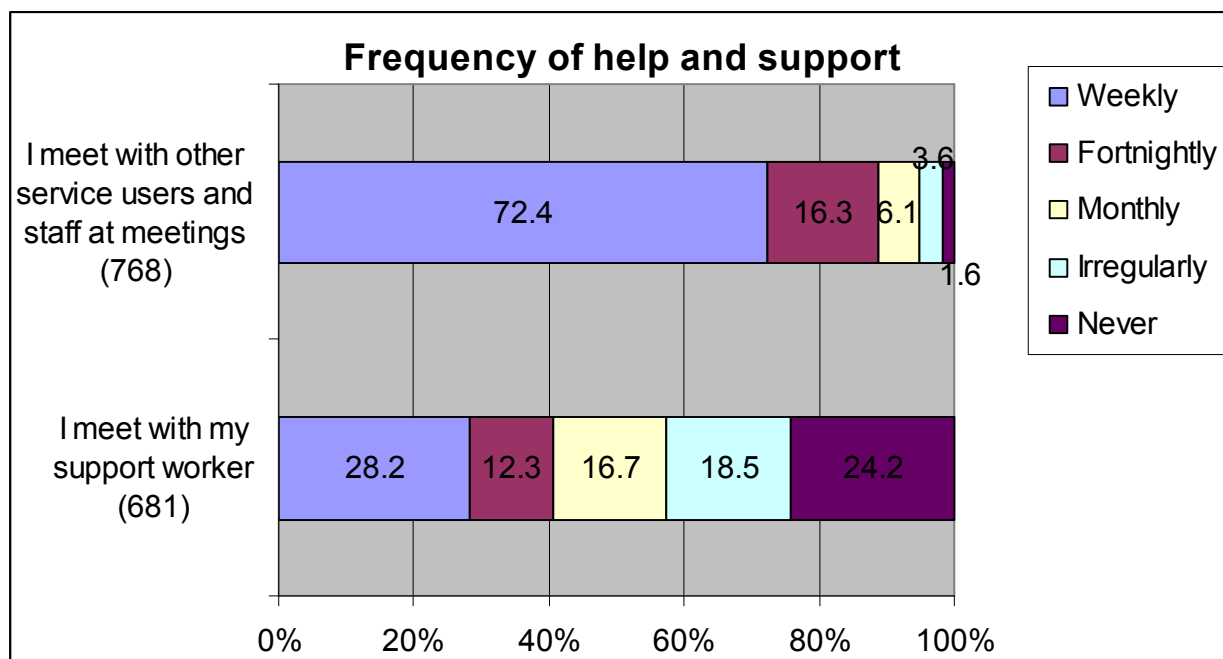
- 97% of 769 respondents stated that they had a named support worker
- 89% of 742 respondents said that their support worker had discussed their housing needs with them
- 93% of 761 respondents said that their support worker had discussed other support needs with them (benefits/education and/or training)
- 92% of 749 respondents stated that they had enough time with their support worker to discuss or review needs

7.2 Frequency of help and support

Only 57% of people who responded to this question (there were 681 respondents) stated that they met with their support worker on a regular basis (weekly, fortnightly or monthly). Whilst 24% of people stated that they never met with their support worker.

In relation to meeting with other services users and staff, the responses were more positive with 94% of people (768 respondents) stating that they had regular meetings (weekly, fortnightly or monthly) with other service users or staff. The chart at Figure 8, over gives a further breakdown of responses.

Figure 8



7.3 How I am treated

- 86% of 776 respondents felt they were always treated fairly by their service
- 735 chose to respond to the question about if they felt they were able to influence the way their service was provided
 - 42% of respondents felt that they were always able to
 - 15% said they often could
 - 25% said they sometimes could
 - 11% said they did not know if they could or not and
 - 5.2% of people felt they never could

7.4 Security, health and safety

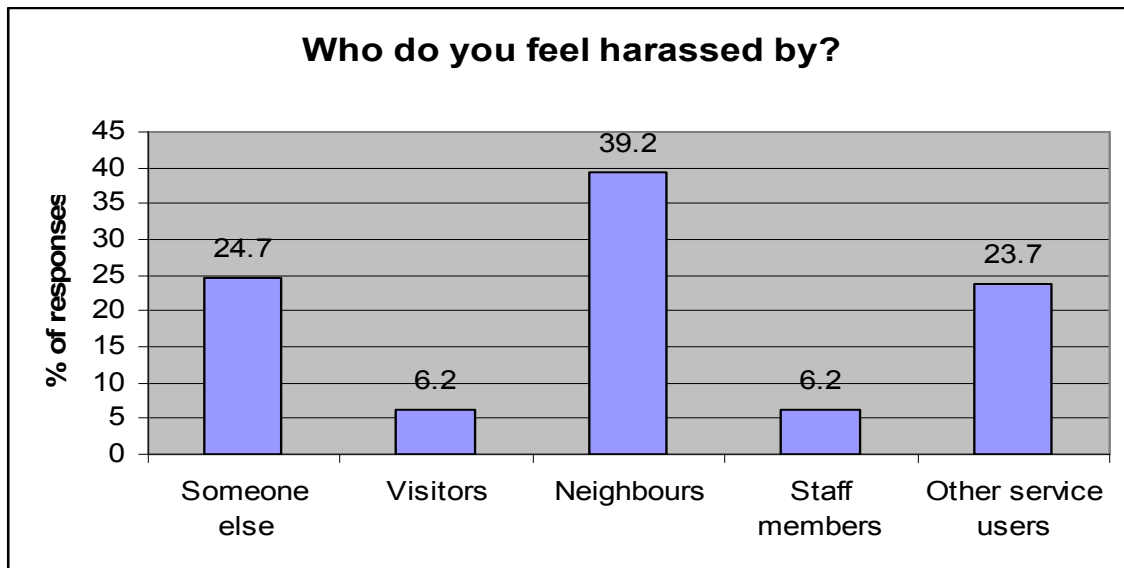
- 89% of 758 respondents said they always knew what to do in an emergency
- 70% of 763 respondents always felt safe in their home
- 62% of 754 respondents said staff always discuss health and safety issues with them
- 53% of 762 respondents always thought that the area they lived in was safe

7.5 Protection from being harmed

- 83% of 771 respondents stated that they always managed their own money
- 86% of 739 respondents said that they always felt that staff team worked in a professional way
- 96% of 762 respondents stated that if they had a problem they would know who to talk to
- 14% of 762 respondents stated that they felt harassed where they lived

The chart at Figure 9 gives a breakdown of responses to the question 'Who do you feel harassed by?'

Figure 9



7.5 Making a complaint

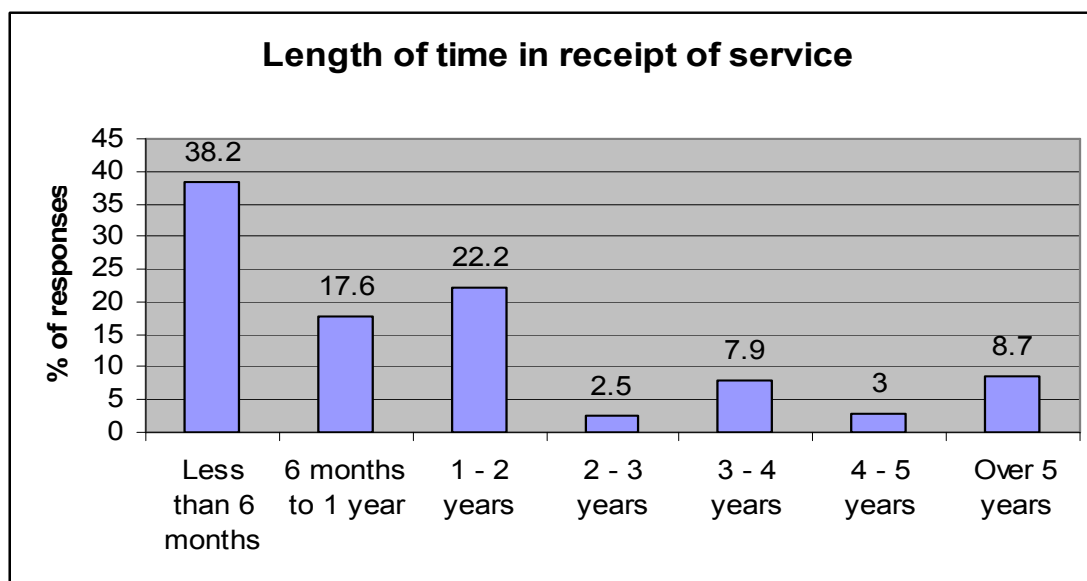
- 92% of 757 respondents said they had received the service they expected to when they moved in
- 90% of 754 respondents stated that they knew how to make a complaint about the service they receive
 - 10% said they had made a complaint about their service
 - 88% said they had never made a complaint

95 service users had made suggestions about what changes they would like to see in the service they received. The highest ranking of these was for *more activities* suggested by 9% of respondents (9 people). 8% wanted *better facilities*, 7% suggested *varying the choice of meals* and 7% wanted *staff to specialise in key areas of support*.

7.6 Length of time in receipt of the service

As stated in the introduction to this report, the focus of this survey was towards short-term Supporting People services that are intended to provide support for up to two years. However, 22% of the 762 services users who responded to this question in the survey had been receiving their service for longer than two years and some of whom had been in their service for significantly longer.

Figure 10



8 Conclusion and recommendations

The aim of this refocused survey was to revisit user satisfaction; following on from the initial survey undertaken in 2007 with a particular emphasis towards socially excluded groups, particularly accommodation-based services e.g. hostels. Therefore, the survey has successfully targeted and received feedback from people who do not routinely complete surveys or questionnaires.

Overall satisfaction levels outlined in this survey at 97% are even higher than in the 2007 survey, which were at 95%. More people completed the survey for themselves this time (88%) than in 2007 (66%) which means we can have a higher level of confidence that the responses expressed have not been affected by third party influence.

On a positive note, high numbers of users reported that they had a named support worker; that their support worker had discussed their housing and/or other support needs with them and the majority felt they had enough time with their support worker to discuss and review their needs. However, there were low number of respondents who stated that they met regularly with their support worker and low numbers who felt that they were always able to influence how their service was provided to them.

A further significant statistic to come from this report is the percentage of people who had been receiving what should be a short- term support service for a considerable number of years. Other areas of concern included the numbers of people who identified that they felt harassed where they lived, the majority of whom had felt harassed by neighbours, although there was a small but still significant percentage who felt harassed by staff.

The reporting methodology of the survey information means that we cannot identify specific services where issues of harassment have been raised and therefore we cannot address these issues directly. However, we will ensure that the issue of harassment and feeling safe is picked up within the quality and contract monitoring framework and through discussions with service users.

This report is one of a number of tools that can be used when analysing the quality of service provision in Liverpool and can assist in this process by providing a vital contextual layer of analysis from the service user perspective. As a quality measure, it sits alongside the Supporting People contract monitoring processes which identify and action plan poor performing services. In addition Supporting People, service providers, stakeholders and service users have been championing the SP service user designed 'Support Charter' which details what users expect from services and how they want these services to be provided to them. Finally, the ongoing procurement and tendering of SP funded services in Liverpool will ensure that future provision is of the highest possible quality which meets user needs and which can be delivered in line with service specifications, the Supporting People strategic aims and expectations expressed in the Support Charter.

The outcomes of these two annual surveys have been invaluable in terms of providing a baseline of quantitative data on user satisfaction with services. However, such large scale exercises can only ever provide a broad brush approach to monitoring satisfaction levels. Therefore, in order to deliver a more sophisticated method of providing measurable qualitative data for 2008/09, the service user led Liverpool Supporting People Forum will be undertaking 'mystery shopping' exercises and introducing the Peer Review Team who will be visiting services and talking direct to users to collect their views. Full training is in the process of being delivered to enable service users from the Forum to participate in mystery shopping and Peer Reviews.

In the meantime, this report will be made available electronically to users, providers and stakeholders through the SP pages on the Liverpool City Council website and to the SP service user group the Liverpool Supporting People Forum.