

# Developing social care and support options in your local area



**Date:** August 2011

## Document summary

The results of a social care survey that took place in May and June 2011.

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## About this document:

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## Background

This survey was part of a wider project designed to understand how people might spend their Personal Budget or own resources to meet their social care and support needs and encourage diversity in local social care provision as a result. The survey closed on Thursday 30 June 2011.

For the purpose of the survey, we defined social care as any help given to support older people and younger adults in their daily lives. This includes services which individuals are unable to provide for themselves, or which family members are unable to provide without additional help. Overall, social care and support should help improve people's quality of life and enable them to be independent. We were interested to hear about how independence is being supported across the spectrum of care and support needs from 'that little bit of help' through to more long-term and complex support needs.

We wanted a range of people to take part, including people who have support arranged and funded by Adult Social Care, and people who arrange and pay for their own social care and support services. We asked people to tell us about:

- the existing services they use that support their independence, and
- other things that could help them in their local area.

People could complete the survey online or print and post the PDF version. There were also versions for people with learning difficulties or visual impairments.

## What you told us

136 people took part in the survey. 12 said they receive some financial support from Adult Social Care; 14 said they pay for their own care and support; 11 are Carers; and 85 said that they did not fit into any of these categories. Some of these 85 people reported never having help with tasks or activities, but most reported receiving some help from friends, family or voluntary organisations. (7 respondents did not answer this question).

Of the 136 surveys completed 91 were completed online and 45 submitted on paper (7 of the surveys submitted were in the Easy Read format and 20 in large print).

Some people didn't answer every question. Where we have looked at answers to questions for specific groups, such as by age or gender, the numbers of people are sometimes quite small. For this reason we've either included absolute numbers rather than percentages or noted how many people answered a question.

For questions where people could write a comment we have analysed the comments and grouped them into similar topic areas.

Overall, the responses received suggest that the help that individuals receive and the activities they attend are most often provided or supported by friends, family or voluntary organisations.

Many respondents reported accessing a wide range of local activities and support options, many of which are tailored specifically to the needs or impairments of the specific user group. The results suggest that the biggest issue stopping people taking part in activities is actually a lack of support (and other barriers) to taking part in what is already available.

Having nothing in your area, having trouble finding out about services, issues of cost and having the confidence to take part were also issues for quite a few people.

Finding out about services and activities was a bigger issue for individuals not in receipt of financial support from the Council. Communication barriers were also cited by many people as a reason for not being able to access the services they would like to.

## Question 1 results

**We asked people if they needed help with a list of tasks (such as shopping and eating) and, if they did need help, who helped them.**

The activities that more than a third of people said they needed help with were DIY jobs (53%), education and training (41%), and gardening (40%).

At least a quarter of people said they needed help with the following activities:

- transport to places you need to get to,
- shopping,
- community and social activities,
- paperwork,
- cleaning, and
- preparing food.

21% needed help with their medication and only 15% or less said they needed help with washing, dressing or eating.

For people receiving social care support from Adult Social Care (12 people) the top activities they needed help with were slightly different from the overall totals. These were cleaning and preparing food. Meanwhile, for people funding their own social care and support (14 people), the top activity they needed help with matched the overall list (being DIY jobs). The second on their list was gardening.

**Table 1: Q1 responses with tasks in order of what most people need help with (absolute numbers used to order list)**

|                 |   | I don't need help with this | Help provided by family and friends | Help provided by paid professional | Help provided by volunteer |
|-----------------|---|-----------------------------|-------------------------------------|------------------------------------|----------------------------|
| 1 <sup>st</sup> | <b>DIY jobs</b>                               | 58<br>47%                   | 37<br>30%                           | 26<br>21%                          | 2<br>2%                    |
| 2 <sup>nd</sup> | <b>Education and training</b>                 | 65<br>59%                   | 2<br>2%                             | 36<br>32%                          | 8<br>7%                    |
| 3 <sup>rd</sup> | <b>Gardening</b>                              | 74<br>60%                   | 28<br>23%                           | 19<br>15%                          | 2<br>2%                    |
| 4 <sup>th</sup> | <b>Transport to places you need to get to</b> | 87<br>72%                   | 16<br>13%                           | 11<br>9%                           | 7<br>6%                    |
| (4)             | <b>Shopping</b>                               | 87<br>71%                   | 25<br>21%                           | 7<br>6%                            | 3<br>2%                    |
| 5 <sup>th</sup> | <b>Community and Social activities</b>        | 89<br>72%                   | 18<br>14%                           | 11<br>9%                           | 6<br>5%                    |
| (5)             | <b>Paperwork (e.g. bills)</b>                 | 89<br>71%                   | 21<br>17%                           | 12<br>10%                          | 3<br>2%                    |

|                  |                        |            |           |           |         |
|------------------|------------------------|------------|-----------|-----------|---------|
| 6 <sup>th</sup>  | <b>Cleaning</b>        | 91<br>72%  | 20<br>16% | 13<br>10% | 2<br>2% |
| 7 <sup>th</sup>  | <b>Preparing food</b>  | 94<br>75%  | 17<br>13% | 12<br>10% | 2<br>2% |
| 8 <sup>th</sup>  | <b>Your medication</b> | 99<br>80%  | 16<br>13% | 8<br>6%   | 1<br>1% |
| 9 <sup>th</sup>  | <b>Washing</b>         | 106<br>85% | 10<br>8%  | 6<br>5%   | 2<br>2% |
| 10 <sup>th</sup> | <b>Dressing</b>        | 109<br>89% | 8<br>6%   | 6<br>5%   | -<br>-  |
| 11 <sup>th</sup> | <b>Eating</b>          | 115<br>95% | 3<br>2%   | 2<br>2%   | 1<br>1% |

For all activities but one (education and training) help was most likely to be provided by family and friends. Of the help being provided, 61% of the tasks were being carried out by family, friends and volunteers.

29% of people reported receiving both paid and unpaid help, but 24% of people reported only receiving unpaid help from friends, family and volunteers. 17% of people were only receiving help from a paid professional.

26% didn't need help with any of the tasks and 4% didn't answer question 1.

**Table 2: Summary of who people being helped by type of help**

| Type of help each individual is receiving  | Number of people |
|--|------------------|
| Receiving a mix of paid help and unpaid help (from family, friends and volunteers) | 39<br>(29%)      |
| Don't need help for any of the tasks   | 35<br>(26%)      |
| Only receiving unpaid help from family, friends and volunteers                     | 33<br>(24%)      |
| Only receiving paid help   | 24<br>(17%)      |
| Didn't answer question 1   | 5<br>(4%)        |

## Question 2

**We asked if there were any other tasks not in the list that people were getting help with.**

27 people said there weren't any other activities. 4 people said they had help with transport support and 4 people said that they had help with other household or small DIY tasks (options that were actually available in question 1).

**Table 3: Analysis of Q2 comments**

| Placing         | Topic area                                   | Total times mentioned |
|-----------------|--|-----------------------|
| 1 <sup>st</sup> | No   | 27                    |
| 2 <sup>nd</sup> | Help with other household or small DIY tasks | 4                     |
| (2)             | Help with transport                          | 4                     |
| 3 <sup>rd</sup> | Employment support                           | 3                     |
| (3)             | User or residents meetings/clubs             | 3                     |
| 4 <sup>th</sup> | Computer training                            | 2                     |
| 5 <sup>th</sup> | Toe nail cutting                             | 1                     |
| (5)             | Activities as therapy for Dementia           | 1                     |
| (5)             | Online shopping                              | 1                     |
| (5)             | Help planning healthy meals                  | 1                     |
| (5)             | Finance advice                               | 1                     |
| (5)             | Support to attend activities                 | 1                     |
| (5)             | Help with homework                           | 1                     |

### Sample comments...

"I get paid support to go to service user forums."

"Small DIY jobs around the house; opening bottles or containers (the postman helps!); do not have sufficient strength in hands to do quite minor jobs; am not safe to climb up steps to reach higher cupboards so have to pay extra to have these things done; carrying cat in car to visit vet."

### Question 3 results

**We asked which listed activities (such as exercise and clubs) people took part in and how often.**

The most popular activity was hobbies, with 49% taking part daily, weekly or monthly. Exercise and keep-fit were also popular with 44% of respondents taking part daily, weekly or monthly.

The least common activities were leisure activities such as singing (67% reported never taking part) and activities in a place of worship (70% reported never taking part).

25 people who answered this question said that they never take part in any of the activities. Their answers to question 7 (on why they don't take part) show that the main reasons for this were the expense, not having the confidence to go and the person's state of health (with each reason being cited by 6 people). A few people (4 in each case) also mentioned nothing being provided in their area, having trouble finding out about services and thinking they wouldn't fit in.

**Table 4: Q3 responses (with most popular activities at the top)**

|   | daily             | weekly    | monthly   | less frequently | never     |
|---|-------------------|-----------|-----------|-----------------|-----------|
| Hobbies, for example knitting or photography                  | 25<br>22%         | 19<br>17% | 11<br>10% | 15<br>13%       | 43<br>38% |
|   | <b>Total: 49%</b> |           |           |                 |           |
| Exercise and keep-fit activities                              | 22<br>19%         | 26<br>23% | 2<br>2%   | 11<br>10%       | 52<br>46% |
|   | <b>Total: 44%</b> |           |           |                 |           |
| Clubs, for example book or film clubs                         | 3<br>3%           | 18<br>17% | 17<br>16% | 8<br>8%         | 58<br>56% |
|   | <b>Total: 36%</b> |           |           |                 |           |
| Friendship and Good Neighbour schemes                         | 16<br>15%         | 7<br>7%   | 6<br>6%   | 17<br>16%       | 59<br>56% |
|   | <b>Total: 28%</b> |           |           |                 |           |
| Leisure activities, for example acting or singing             | 3<br>3%           | 15<br>14% | 6<br>6%   | 10<br>10%       | 69<br>67% |
|   | <b>Total: 23%</b> |           |           |                 |           |
| Activities in a place of worship<br>(Not in easy read survey) | 2<br>2%           | 14<br>14% | 2<br>2%   | 12<br>12%       | 69<br>70% |
|   | <b>Total: 18%</b> |           |           |                 |           |

## Questions 4 and 5 results

**We asked if there were any other activities not in the list that people were taking part in and if there were, for more details on the activities.**

A significant number of respondents (13) reported attending clubs and groups, and volunteering for local organisations (12).

The main answer given that didn't fit with any of the question 3 options was volunteering. Some examples of volunteering which respondents are involved in include fundraising for the RNLI, volunteering at stroke and deaf clubs and supporting the Woman's Institute.

A lot of the other activities people wrote about actually did fit in with options given for question 3, such as clubs and groups. Some examples of clubs attended by respondents include music, book, bridge and snooker clubs; a tennis club for the over 70's; a bowls club for individuals who are blind or partially sighted; and the Blue Camel club which runs club nights for people with learning disabilities and their friends and carers.

8 people reported attending local computer training classes and eight attend local deaf clubs. We know that members of the computer classes and deaf club were supported to complete surveys, so that is probably why the numbers are higher for those activities.



**Table 5: Q4 comment analysis**

| Placing         | Topic area                     | Total times mentioned |
|-----------------|--------------------------------|-----------------------|
| 1 <sup>st</sup> | Other clubs or groups          | 13                    |
| 2 <sup>nd</sup> | Volunteering                   | 12                    |
| 3 <sup>rd</sup> | Clubs for deaf people          | 8                     |
| (3)             | Computing and computer classes | 8                     |
| (3)             | Keep fit classes or sport      | 8                     |
| (3)             | Other                          | 8                     |
| 4 <sup>th</sup> | Bowling                        | 5                     |
| 5 <sup>th</sup> | Dancing                        | 4                     |
| (5)             | Arts and crafts                | 4                     |
| 6 <sup>th</sup> | Training and evening courses   | 3                     |
| 7 <sup>th</sup> | Dog training or walking        | 2                     |
| (7)             | Bridge clubs or cards          | 2                     |
| (7)             | Motor bike riding              | 2                     |
| (7)             | Swimming                       | 2                     |
| (7)             | Attending day centres          | 2                     |
| (7)             | Theatre                        | 2                     |
| 8 <sup>th</sup> | Gardening                      | 1                     |
| (8)             | Tennis                         | 1                     |

**Sample comments...**

"I attend both Eastbourne and Hastings Deaf Club, Bexhill. I am a volunteer at Bexhill, where I have been since 2000. I look forward to these meetings, as I have made many friends. Both Deaf Clubs have a good social atmosphere with lots of varied activities and support. As I am retired through ill health, these meetings ensure I keep contact with the Deaf Community, and give me a social life, which I would otherwise not have."

"I take part in playing bowls with the East Sussex Association of Blind partially sighted people's bowls club. Any activity is always reliant on having a member of my family or a friend who's free to help."

"I do not have communication access to the majority of group activities, and no communication support for my weekly Tai Chi class. I walk or swim alone or with friends who can sign and go to theatre very rarely if captions or a script are provided."

"I like to visit the theatre. I visit the theatres in Eastbourne. My daughter-in-law accompanies me. We have to have taxis. We have some recreational services in house."

"[A volunteer] organised the green gym. I organised going to college and to the pub. Someone on the staff helped me to arrange to go to NTC but I wanted to do it. I am involved in organising many of my activities."

## Question 6 results

**We asked if there were any services or activities people would have liked to access but hadn't been able to.**

The most common answer to this question related not to a specific activity, but to individuals' experiencing barriers and a lack of support to access existing groups, events and activities. Quite a lot of people (16 out of 74 people who answered the question) said that there were not any services they hadn't been able to access.

An equal number of people (17) also made a comment that has been included in the 'other' topic category. This topic area was high because there were lots of topics only mentioned by one person or that didn't easily fit with other topics. For example, having a bath outside the home, a desire for better policing and banning bikes on the seafront.

The top specific activities which people noted being unable to access were swimming (6) and social events (4).

**Table 6: Q6 comment analysis**

| Placing         | Topic area  | Total times mentioned |
|-----------------|---|-----------------------|
| 1 <sup>st</sup> | Lack of support and barriers to taking part in events/groups for people with sensory impairments and disabilities | 17                    |
| (1)             | Other   | 17                    |
| 2 <sup>nd</sup> | No  | 16                    |
| 3 <sup>rd</sup> | Swimming (needed in locality/better facilities/not able to access)  | 6                     |
| 4 <sup>th</sup> | Social events (making friends etc)  | 4                     |
| 5 <sup>th</sup> | Computer lessons or more help   | 3                     |
| (5)             | Better community transport services   | 3                     |
| 6 <sup>th</sup> | Lack of local amenities (eg, bank or vet)   | 2                     |
| (6)             | Day services in Uckfield  | 2                     |
| (6)             | Gliding or flying   | 2                     |
| (6)             | Better access to and choice of shows  | 2                     |
| (6)             | More evening classes  | 2                     |
| (6)             | Help with cleaning  | 2                     |
| 7 <sup>th</sup> | Activities for people with mild dementia  | 1                     |
| (7)             | Clubs for young adults with learning disabilities   | 1                     |
| (7)             | Access to public toilets  | 1                     |
| (7)             | Library   | 1                     |
| (7)             | Theatre classes for adults  | 1                     |

## Sample comments...

"There is no real choice for deaf people needing communication support; I might consider a whole range of things otherwise. Communication support is not "an extra bit of help" but an essential element."

"I would like to be far more independent. To achieve this I would need a much better transport system in the County. Staff and volunteers need to be trained in how to help Vision Impaired People, most shops, clubs and societies are at best uncomfortable at worst, negative when it comes to offering help to people with disabilities. Being given comprehensive mobility training along with a decent transport system would help Blind and Partially sighted people be more included."

"I would like full access to swimming (no hoists in changing rooms so cannot go). I am not happy about this. Horse riding, there is nowhere with a hoist so I can ride in the area."

## Question 7 results

**We asked people to tell us what had prevented them accessing the services described in question 6. There was a list of options, with people able to pick more than one, and a comment box.**

The top reason people gave for not being able to access the service they wanted to was because there was nothing provided in their area (selected by 32 people). Other common reasons were trouble finding out about activities (26), the cost of taking part (27), the respondent's state of health (23) and lack of confidence or feeling they wouldn't fit in (both selected by 21 people).

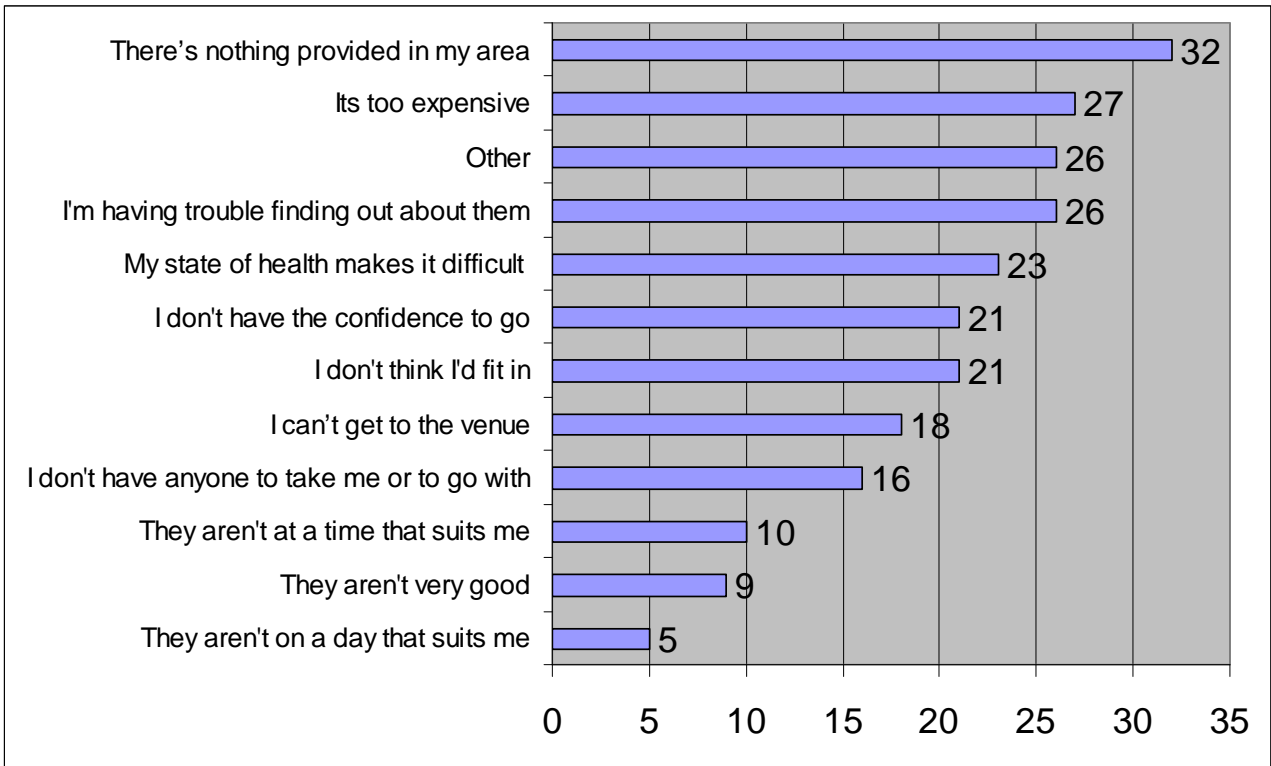
26 people selected the 'other' option and 24 people added a further comment detailing other reasons why they have been unable to access the services they would like to. Of the 24 responses to this question, 14 related to communication barriers and the need for support in this area.

The need for support to take part in activities was a theme throughout the survey and is reflected in the comments for question 6 as well as this section.

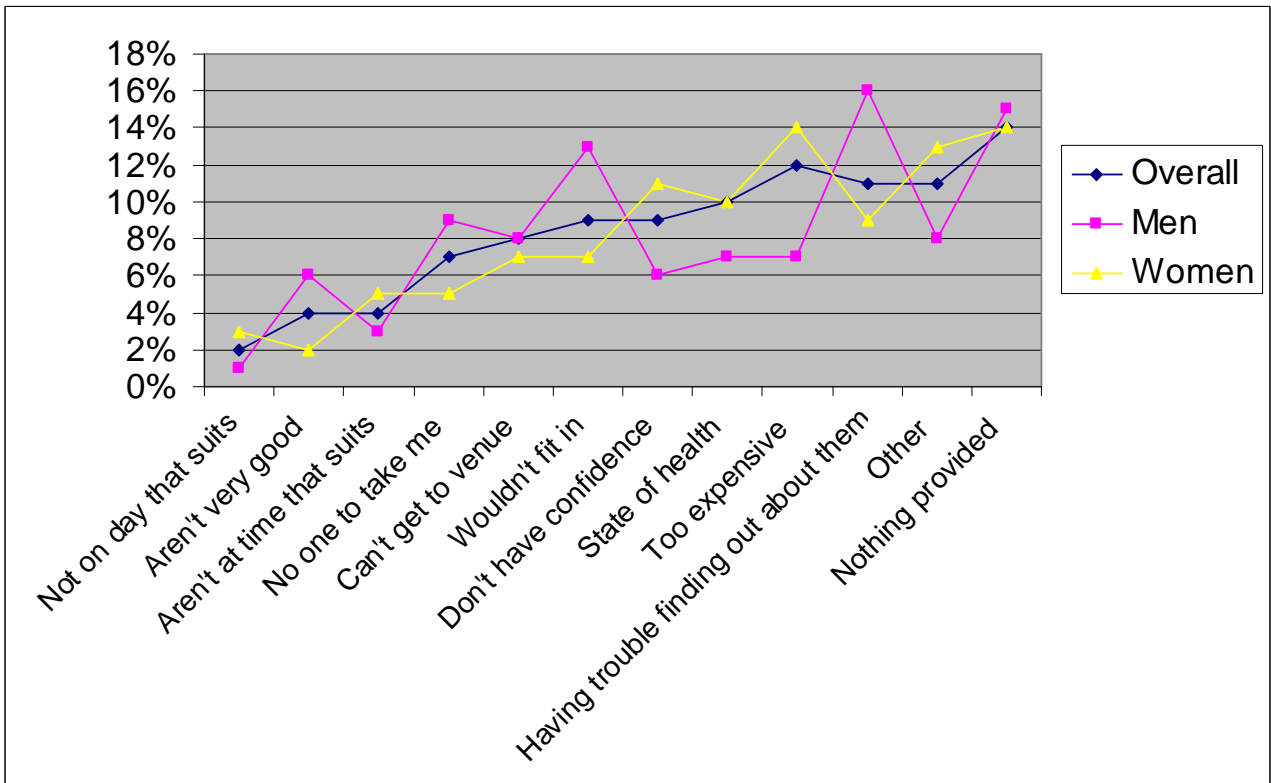
Other reasons included:

- the health or support needs of a spouse or other family member making it difficult,
- a lack of time,
- lack of available information from a trusted source, and
- the service not being available often enough

**Chart 1: Q7 responses**



**Chart 2: Q7 comparison of the overall response to the response for men and women**



**Answer base**

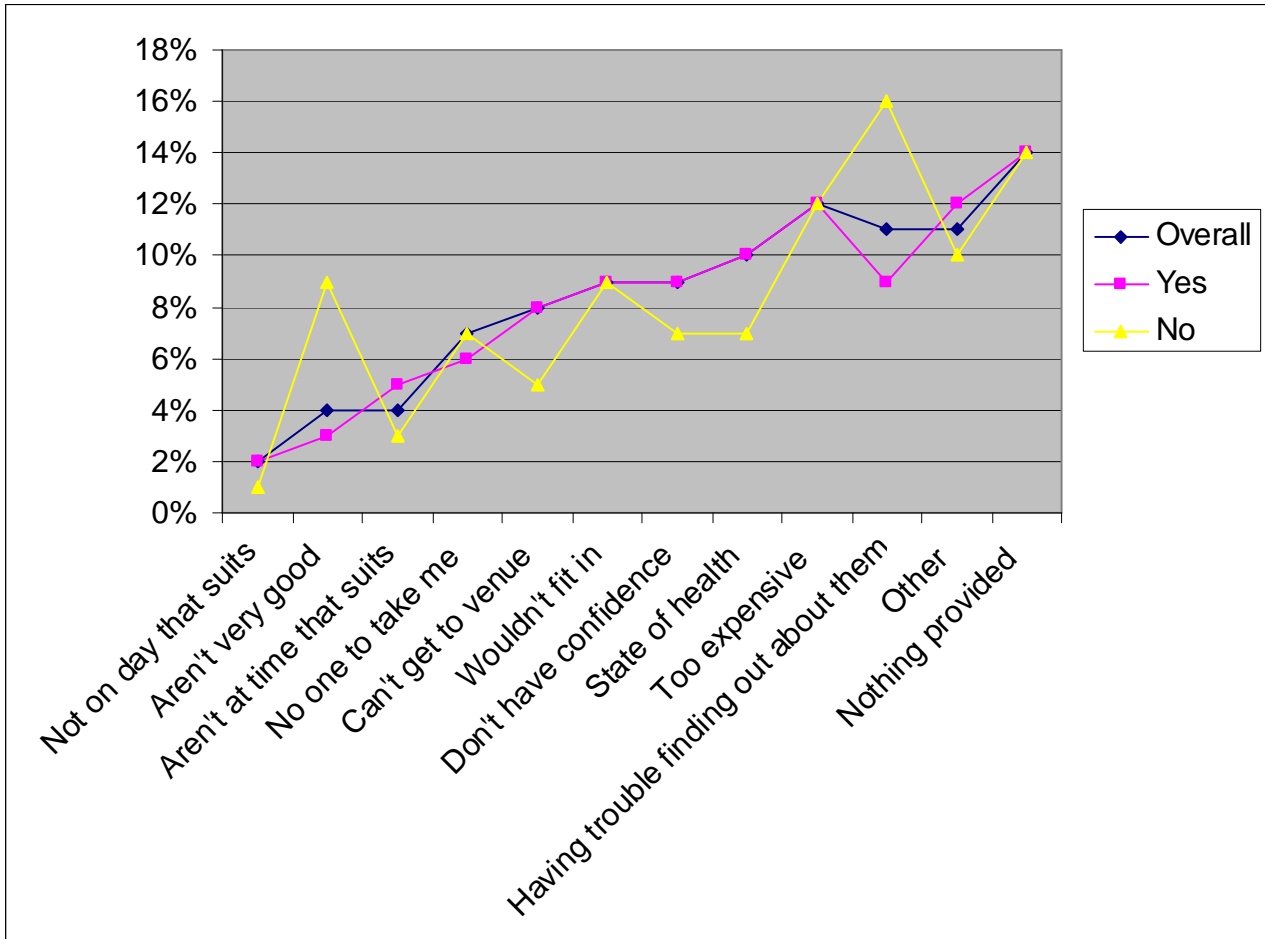
Overall: 87

Men: 33

Women: 49

There were some noticeable differences between the reasons cited by men and women. For men, the most common reason for not accessing services was having trouble finding out about them, while fears about fitting in were higher than for the overall result. On the other hand, cost was more of an issue for women than for the overall group and for men.

**Chart 3: Q7 comparison of the overall response to the response for people with and without a disability**



**Answered base**

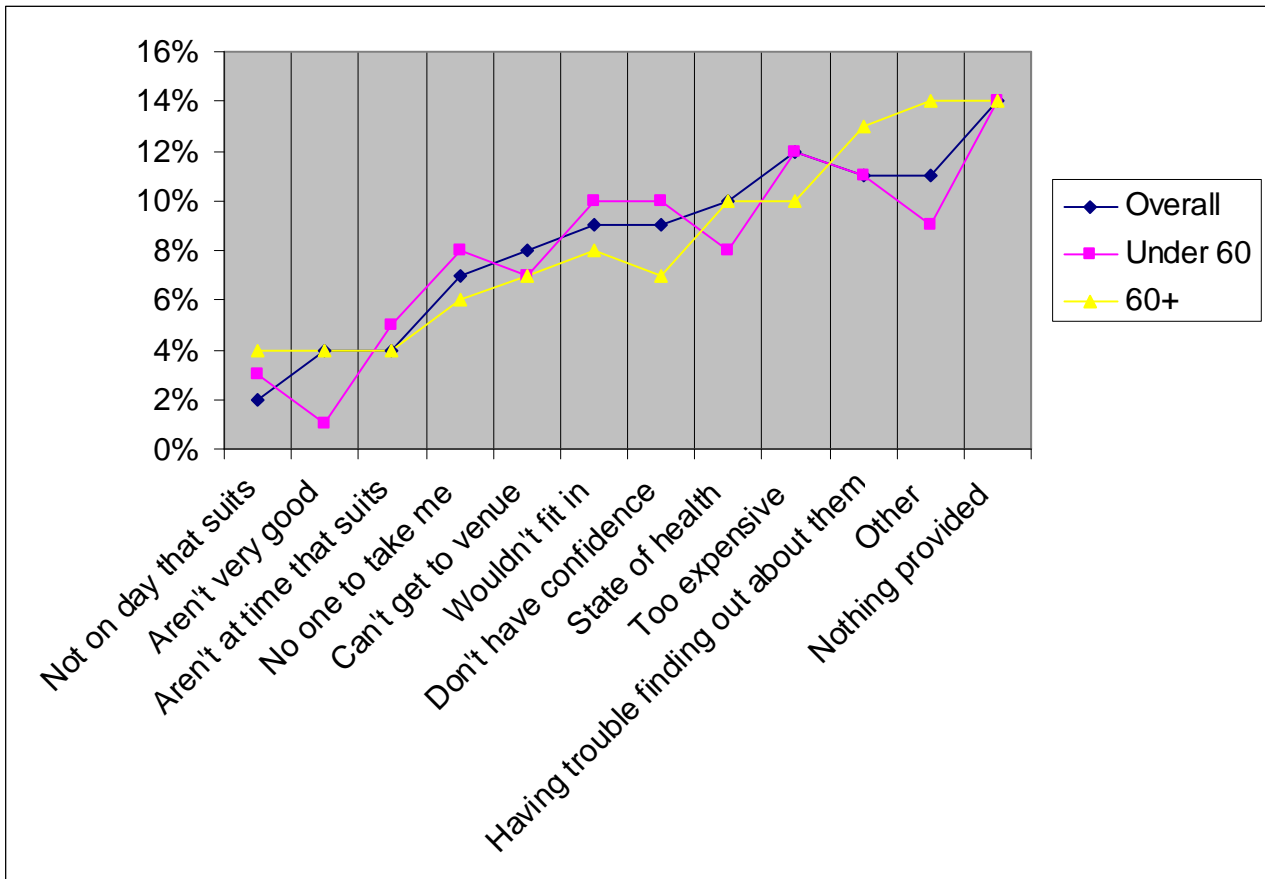
Overall: 87

Yes: 54

No: 29

For people with a disability the responses are generally in line or similar to the overall response. In contrast, people without a disability say finding out about activities and the quality of what is on offer is more of an issue than for the overall group. This may be because this second group of people is less likely to be supported by Adult Social Care.

**Chart 4: Q7 comparison of the overall response to the response for under and over 60s**



**Answer base**

Overall: 87

Under 60: 33

60+: 48

There is no significant difference when you compare the overall result to the experiences of those under 60 and those over 60.

**Table 7: Q7 responses by funding receiving**

|  | Service user with funding from ESCC | Self-funder | Carer    | Other ('none of the above') | Prefer not to say |
|--|-------------------------------------|-------------|----------|-----------------------------|-------------------|
| There's nothing provided in my area          | 7                                   | 5           | 3        | 15                          | 2                 |
| Its too expensive                            | 6                                   | 8           | 1        | 10                          | 1                 |
| I'm having trouble finding out about them    | 3                                   | 3           | 1        | 17                          | 2                 |
| I can't get to the venue                     | 1                                   | 5           | 1        | 8                           | -                 |
| I don't think I'd fit in                     | 1                                   | 6           | -        | 12                          | 1                 |
| I don't have anyone to take me or to go with | 1                                   | 6           | 1        | 7                           | -                 |
| They aren't very good                        | 2                                   | 3           | -        | 2                           | 1                 |
| They aren't at a time that suits me          | 1                                   | 1           | -        | 8                           | -                 |
| They aren't on a day that suits me           | 1                                   | -           | -        | 4                           | -                 |
| I don't have the confidence to go            | 1                                   | 3           | -        | 13                          | 1                 |
| My state of health makes it difficult        | 2                                   | 8           | 4        | 6                           | 1                 |
| Other  | -                                   | -           | 2        | 18                          | 3                 |
| <i>Answered questions</i>                    | <i>10</i>                           | <i>11</i>   | <i>6</i> | <i>48</i>                   | <i>7</i>          |

When we looked at the answers to question 7 by the type of funding people receive there is no obvious differences from the broad overall answers given by everyone.

## Who took part in the survey

Not everyone completed the 'about you' questions and the number answering each question varied. The total number who answered each question is included at the bottom of the tables.

**Table 8: How people's social care is funded**

|   |           |
|---|-----------|
| I receive social care which is paid for in full, or in part, by the County Council (including personal budgets) | 12<br>9%  |
| I pay for and organise my own social care services  | 14<br>11% |
| I am an unpaid carer, for example a family member or friend of someone who needs social care help               | 11<br>9%  |
| None of the above*  | 85<br>66% |
| Prefer not to say   | 7         |

|                               |    |
|-------------------------------|----|
|                               | 5% |
| <i>Answered question: 129</i> |    |

\*It's possible some people in this category may receive social care support, but just do not think of it that way.

**Table 9: Comparative table – social care funding and disability**

|   | Do you consider yourself to be disabled? |           |                   |
|---|--|-----------|-------------------|
|   | Yes                                      | No        | Prefer not to say |
| I receive social care which is paid for in full, or in part, by the County Council (including personal budgets) | 12<br>100%                               | 0<br>0%   | 0<br>0%           |
| I pay for and organise my own social care services  | 7<br>50%                                 | 7<br>50%  | 0<br>0%           |
| I am an unpaid carer, for example a family member or friend of someone who needs social care help               | 6<br>55%                                 | 5<br>45%  | 0<br>0%           |
| None of the above   | 31<br>38%                                | 48<br>59% | 2<br>3%           |
| Prefer not to say   | 2<br>29%                                 | 3<br>42%  | 2<br>29%          |
| <i>Answered both questions: 125</i>   |  |           |                   |

Everyone who reported receiving funding from Adult Social Care considered themselves to be disabled. For people who fund their own social care the split was 50/50, with 50% considering themselves disabled. The figures are similar for Carers. Interestingly, of the people who chose 'None of the above' over a third (38%) considered themselves disabled.

**Table 10: Gender**

|                               | Survey    | Census |
|-------------------------------|-----------|--------|
| Male                          | 47<br>37% | 46%    |
| Female                        | 80<br>63% | 54%    |
| <i>Answered question: 127</i> |           |        |

Everyone who answered this question (129 people) said their gender identity was the same as at birth.



**Table 11: Age**

|                               | Survey    | Census |
|-------------------------------|-----------|--------|
| 18-24                         | 5<br>4%   | 8%     |
| 25-34                         | 3<br>2%   | 13%    |
| 35-44                         | 2<br>1%   | 17%    |
| 45-54                         | 16<br>12% | 17%    |
| 55-64                         | 36<br>28% | 15%    |
| 65-74                         | 43<br>33% | 14%    |
| 75+                           | 22<br>17% | 15%    |
| Prefer not to say             | 4<br>3%   | N/A    |
| <i>Answered question: 131</i> |           |        |

We have a good spread of responses from people aged 45+ but the number of people under that age taking part is much lower.

**Location**

118 respondents (87%) answered this question. The majority of respondents were from the Bexhill and Hastings areas. The map below shows the locations of respondents across the county (**it should be noted that 33 post codes could not be read by the software**).



### Disability and types of impairment

62 people (47% of people who answered the question) considered themselves to have a disability. 65 people (50%) answered no and 4 (3%) preferred not to answer.

**Table 12: Types of impairment**

|   |    |
|---|----|
| Sensory impairment (hearing and sight)    | 37 |
| Physical impairment                       | 23 |
| Long standing illness or health condition | 22 |
| Mental health condition                   | 11 |
| Learning disability                       | 11 |
| Other                                     | 4  |
| <i>Answered question: 62</i>              |    |

### Ethnicity

120 (or 93%) of the respondents who answered this question were White British. 3 people were Asian or Asian British Indian and 1 was Black or Black British African. 5 people selected prefer not to say or other ethnic group.

### Religious beliefs

73 people (56%) said they considered themselves as belonging to a particular religion or belief, while 49 (37%) said they did not and 9 (7%) preferred not to answer.

**Table 13: Types of religion**

|                              | Survey    | Census |
|------------------------------|-----------|--------|
| Christian                    | 61<br>85% | 74%    |
| Buddhist                     | 0         | 0.3%   |
| Hindu                        | 1<br>1%   | 0.2%   |
| Jewish                       | 0         | 0.2%   |
| Muslim                       | 1<br>1%   | 0.6%   |
| Sikh                         | 1<br>1%   | 0%     |
| Any other religion           | 8<br>12%  | 0.5%   |
| <i>Answered question: 72</i> |           |        |

**Table 14: Sexuality**

|                               |            |
|-------------------------------|------------|
| Heterosexual                  | 104<br>85% |
| Bisexual                      | 4<br>3%    |
| Gay woman/Lesbian             | 2<br>2%    |
| Gay man                       | 1<br>1%    |
| Other                         | 2<br>2%    |
| Prefer not to say             | 9<br>7%    |
| <i>Answered question: 122</i> |            |

## Themes

Before considering the responses to specific questions in the survey it is important to be mindful of the following when interpreting the results:

- Respondents chose to take part and only a small number of individuals with a support need in the local area took part.
- 63% of respondents were over 60 years of age. The results may therefore be more representative of the views of older people, but less so of the views and experiences of working age adults.
- A significant proportion of respondents live in the Hastings and Rother area. The results may therefore be more representative of the support and services available and needed in those areas.
- 27% of respondents said they had a sensory impairment. This may partly be due to a local deaf club encouraging its members to take part in the survey.
- Only 12 people (9% of people who answered the question) said they received financial support for their social care needs from East Sussex County Council. The results may therefore not be representative of the experience of this user group.

Note: We are very interested in gaining the views of more individuals in receipt of financial support from East Sussex County Council, about how they would like to spend their Personal Budget now and in the future. Work is being undertaken to ensure that this information can be captured more easily in future through the review process.

- Although some responses were received from individuals from diverse backgrounds and groups, the number of responses was low. The results may therefore not be fully representative of the experiences and views of individuals from these groups.

### Market understanding – Help with tasks

#### Tasks that people need help with

The activities that respondents reported needing the most help with appear consistent with those which the general population most often need a professional person to help with, for example, DIY, gardening and education and training.

That a quarter of respondents reported requiring help with day-to-day tasks such as shopping, cleaning, transport and paperwork was consistent with our expectations. It also reflects what we've heard from service users, commissioners and providers prior to the survey.

The number of people reporting that they needed help with washing, dressing and eating was lower than we expected. This may be explained by the low number of responses from individuals who receive financial support from us to help with their social care.

#### Unpaid support from family, friends and voluntary organisations

Only 20% of respondents said they received financial support from us or pay for social care support themselves, while 66% selected 'none of the above' suggesting they don't receive social care funding or pay for their own support. This is despite more than a third of these respondents reporting having a disability.

Over a quarter of respondents (26%) said they did not need help with any of the social-care related tasks, but a reasonable proportion of people said that they take part in services or activities provided by the voluntary sector.

Overall the responses received suggest that help is most likely to be provided by friends and family for most tasks.

This suggests that where people are receiving care and support services they are often at no cost, because they are provided by family and friends or a voluntary organisation. The main likely reason for this trend is that support from family, friends and voluntary organisations is more readily available and, easily accessed, but it could also be a reflection of the fact that people cannot afford or are unwilling to pay for services and support, cost being in the top three reasons given for people not accessing the services they would like to. The other two reasons; lack of services in their area and trouble finding out about services may also require individuals to rely more heavily on these informal forms of support. (q7).

### **Help for people without support from family and friends**

The findings outlined above appear to highlight how difficult it might be for individuals without close family and friends to get the help they need.

## **Market understanding – Activities**

### **Volunteering**

Volunteering was the main activity covered in the questionnaires that we hadn't necessarily expected to come up a lot. In fact, 12 people said they volunteered in some way from helping with county markets and charities to supporting voluntary organisations by cooking, gardening and helping out at clubs.

In some cases people were using the service and helping out.

### **Leisure activities**

It is difficult to draw firm conclusions about why so many people (67%) never take part in leisure activities. It may be because individuals did not identify with the examples given or because leisure activities tend to have a higher cost than hobbies which people can do at home.

Some of the activities people said they couldn't access could be classed as leisure activities, such as social events, going to the theatre and swimming. At the same time, the responses for question 4 suggested that a lot of people are taking part in leisure activities (including dancing and bowling) but maybe don't think of them in that way.

### **Activities designed for specific user groups**

It is clear from the results that many respondents are accessing a wide range of local activities, many of which are tailored specifically to the needs or impairments of the specific user group. For example, a tennis club for the over 70's and a bowls club for people who are blind or partially sighted.

Most of these tailored activities are being provided by voluntary organisations and several people take part and volunteer to help others.

## **Market understanding – What’s missing?**

### **Lack of accessible and inclusive services**

The fact is that being able to take part is often the biggest issue rather than lack of specific services and activities. 14 of the 24 people who gave another reason for not being able to access services cited communication barriers, but this may be due to the fact that a high number of members attending a local deaf club completed the survey. But it is interesting to note that lack of help to access services comes up across the survey for people with a hearing impairment, physical disability and people who rely on family and friends to help them get to or take part in activities.

Related to this is the fact that issues around health and confidence are also common reasons for respondents not accessing the support they would like.

All these problems are probably reflected in the fact that quite a few people are taking part in activities aimed at or run by specific user groups. This does mean though that people’s choice will be limited if they aren’t supported to attend mainstream activities (by ‘mainstream’ we mean activities that are open to everyone such as those provided by leisure centres and swimming pools).

### **Nothing in the area**

This issue topped the list of options offered in question 7 for what stops people taking part in activities. The responses given for question 6 though, suggest that there aren’t common activities that people can’t access.

### **Cost of services**

Cost was the second most cited reason for not being able to access activities. When we looked at cost by different groups it was interesting to note that it seems to be more of an issue for women than for men. It was also one of the top issues for people funding their own social care.

### **Finding out about services**

26 people said finding out about services stopped them taking part (putting it joint third in the list). This was more of an issue for men than for women and more of an issue for people without a disability.

## **Market development**

Results from the survey suggest that the biggest thing which stops people taking part in activities and accessing support in their area is actually a lack of support and other barriers to taking part in what is already available. Having nothing in your area, having trouble finding out about services, issues of cost and having the confidence to take part were also issues for quite a few people.

Areas for market development might therefore include:

- Addressing access issues to existing mainstream services, for example, by using advocacy and brokerage activities to help people access the range of services available in the community
- The development of services and support options to further support individuals to access mainstream services.

- Supporting individuals looking to access services to feel more able to take part in the services that are already available. This might include helping people to gain confidence, providing more flexible services so that people whose state of health affects their ability to get to an activity or regularly take part can still be involved.
- Diversification of the services available for people to choose from, for example, swimming and social events.
- Increasing and improving the information available to users of services about what is available in their area and how to access it.
- The development of services specifically designed to support individuals without a network of friends and family, and to support people to build their networks.

## What happens next?

What we are doing already:

- The Support with Confidence scheme was launched in October 2010. It provides local people with information about local care and support services that are able to demonstrate an agreed level of safety and quality. This includes a number of personal assistants who are able to support individuals to access mainstream services. (More information: [www.eastsussex.gov.uk/supportwithconfidence](http://www.eastsussex.gov.uk/supportwithconfidence))
- Promoting the Support with Confidence Scheme in the local media and via local service providers and community groups. We particularly want to make sure the service is promoted to individuals who may not have a network of family and friends to support them. For example, we are delivering leaflets about the service with the meals on wheels service.
- Developing an Online Resource Directory which will provide information on local services and sources of support. The Directory will include information about universal services (by this we mean services that everyone can access). Local people will also be able to rate their experiences and tell us more about their needs.
- Piloting a project which provides access to independent help with support planning and brokerage. So rather than a person's support being planned with the help of a social worker they can choose to work with an independent organisation. The aim of the project is to increase choice and control and provide a focus on securing access to alternatives to traditional social care services e.g. services and groups that are universally accessible to the whole community to drive this side of local market development
- Supporting the development and diversification of very small social care businesses and organisations in the county. The aim is to give people a greater variety of services and support options to choose from.
- Providing funding to organisations through the Commissioning Prospectus to support Carers to access information, stay mentally and physically well and to be treated as equal partners. For example, a county wide Carers Centre will be developed. It will offer befriending and outreach services, respite services, information services, and support with employment, as well as specific support for young carers and carers living in rural areas.

- Providing funding to a local Timebanking scheme. Time Banking involves people trading time and skills in their local community – the giving and getting of support. Timebanking can re-establish the networks once provided by extended families and neighbours, remove concerns about the ‘cost’ of receiving a service for individuals, tackles isolation and increase the sense of community in an area.
- Working on a new Market Development Strategy to make personalisation a reality for service users. It will build on the joint work of commissioners and providers through the provider forums. As people exercise more choice and control, this strategy will help us explore the full range of service options that need to be in place.
- Personal Assistants are extremely well placed to support individuals to access mainstream services and meet individual’s needs in a way that is personal to them. We are therefore supporting the growth of a high quality personal assistant market in the local area. This is being done through free training and membership of the Support with Confidence scheme and working with providers to develop new service models in this area. We also fund a Direct Payment Support Service to make sure that people have the advice and guidance they need to employ Personal Assistants and access to payroll services and managed accounts.

#### What we will do:

- Share the results with mainstream service providers, and individuals and organisations working with them, to encourage them to make their services more accessible. For example, we will share the results with equalities officers and commissioners of leisure services working in local Districts and Boroughs.
- Work with mainstream service providers to raise awareness of the need to make their services more accessible. This might include supporting individuals who need help to access the service or not charging Carers who are supporting someone to take part.
- Work with specialist social care providers and support planners and brokers to champion the needs of their clients to mainstream providers.
- Share the results with existing and potential micro providers looking to start new or diversified services.
- Encourage existing and potential micro providers to develop services in line with what respondents have told us they want. We will also encourage them to join the Support with Confidence scheme so potential service users can find out about them.
- Use our annual service user reviews to gather information about what services and activities people in receipt of financial support from Adult Social Care would like to access.
- Share the results of this survey so that other users, providers, authorities and members of the public can see what respondents told us and what we are going to do.