



**KNOWSLEY DISABILITY CONCERN
DIRECT PAYMENTS
SUPPORT SERVICE**

Customer Survey 2021

Introduction

KDC aim to complete a customer satisfaction survey every year to gauge how well the service is operating and identify improvements that can be made.

In April 2021 we designed and implemented a new customer satisfaction survey for all Direct Payment recipients in Knowsley. This year we focussed on engaging with all Direct Payments recipients who manage their own accounts.

The survey took the form of a telephone question and answer session, which allowed additional general comments to be collected as well as the validation of personal details for data cleansing purposes. We used the survey to update contact details and acquire more email contact where possible. We tested our responsiveness to enquiries and confidence with paying care charges (client contribution) and confidence with keeping good records for Audit purposes.

In a new feature this year, we asked people to think about their care and support using their Direct Payments in terms of a set of ten “I” statements from [Making it Real](#)

105 people opted in to complete the survey.

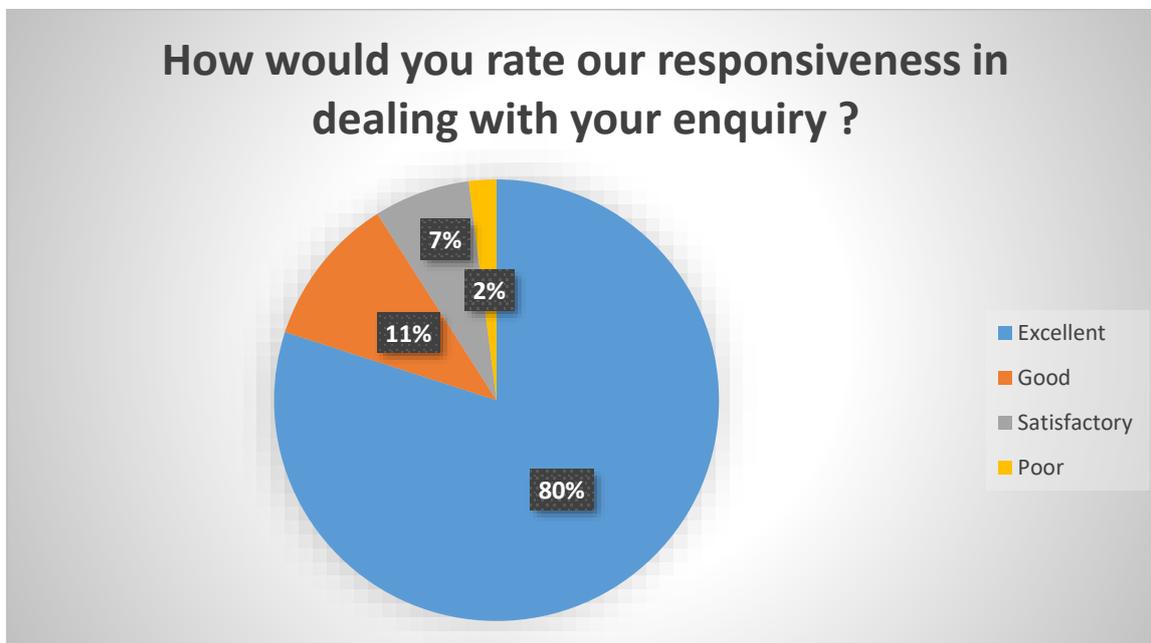
Contacting KDC and how we respond

We opened the survey by checking that we had up to date contact details for people, and if they had contacted our service over the previous 12 months with a specific enquiry, request for information, advice or guidance.

63% responded Yes and 37% responded No. For the people who had contacted us within the previous 12 months we asked them to rate our responsiveness to their enquiry.

80% of respondents rated our responsiveness as excellent which increased from 66% in a previous survey. 98% of respondents were satisfied or more

than satisfied. Throughout Covid-19, we were able to maintain an open office and ensured that phone lines were answered promptly, minimising the need for clients leave a voicemail. We aimed to resolve the enquiry over the phone or within one working day.

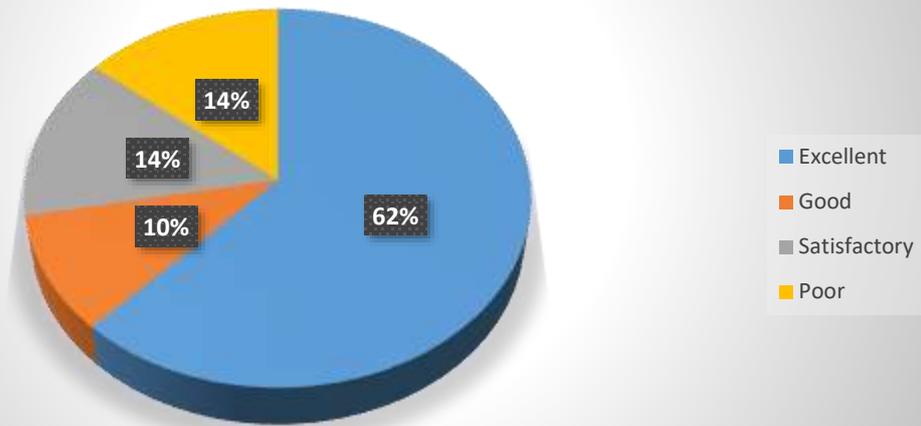


Confidence with keeping records for audit and paying care charges (client contributions)

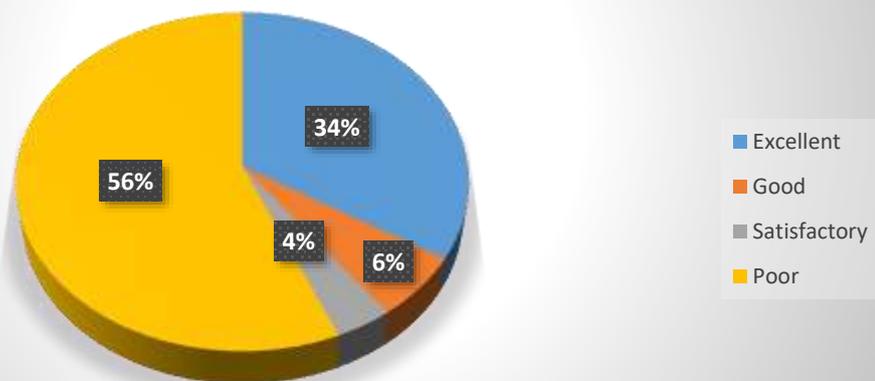
Based on feedback that some people are having difficulties managing their Direct Payments budget, we wanted to learn more about this. We asked people to rate their confidence in paying their care charges and their confidence about keeping records for the Knowsley Council audit checks on their Direct Payments.

It is interesting to note that 90% of respondents rated their confidence in keeping records for audit as either excellent or good. In 2021 we produced an updated Information sheet about [Care Charges \(Client Contributions\)](#). This information was distributed to every Direct Payment recipient in Knowsley. 86% rated their confidence with Care Charges was satisfactory or above.

How would you rate your confidence in paying your client contribution ?



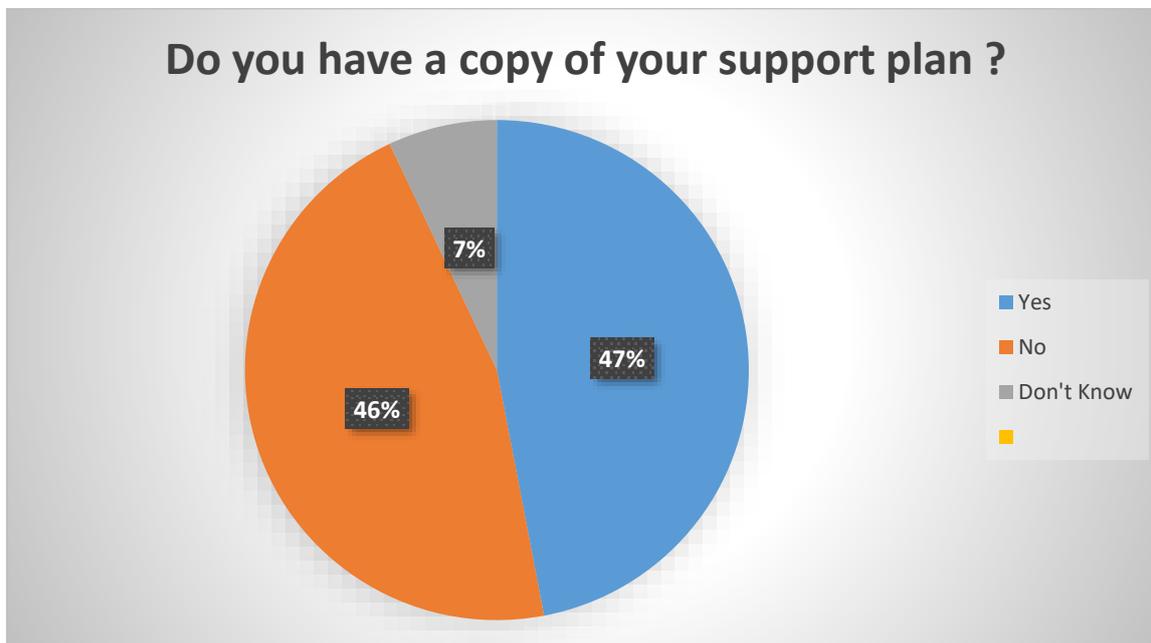
How would you rate your confidence about keeping records for the Council audit checks of your Direct Payments ?



Support Plans

Following the Direct Payments review and subsequent implementation of new policy and guidance in 2018 we are receiving referrals with no associated assessment or support plan. We have been directed to invite service users to share support plans with our service. However, when making this enquiry, many individuals have not been provided with a support plan or do not know what a support plan is. This issue has also emerged during our 12 month reviews of non –managed accounts. We wanted to understand this further and included the question as part of the

survey. It was striking to learn that only 47% of respondents do have a copy of their support plan.



Quality of Life and Outcomes / Making it Real

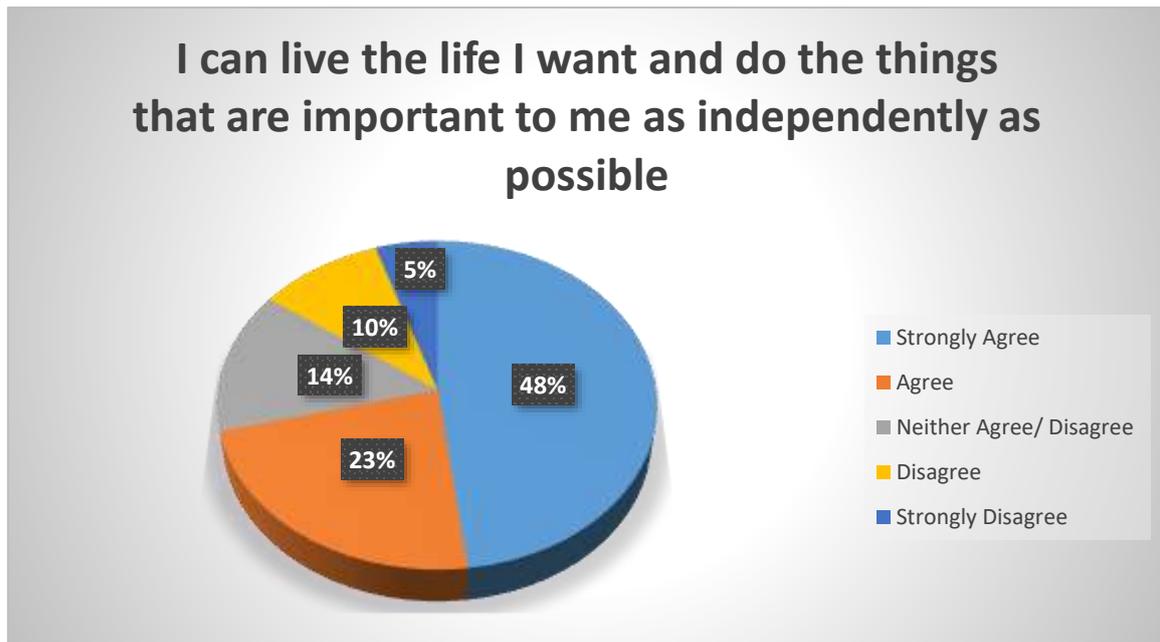
KDC are committed to working achieving positive outcomes for Knowsley residents by providing direct support and signposting them to other appropriate related services. For this survey we used some Making it Real statements to obtain feedback and learning on how receiving Direct Payment impacts on an individual's quality of life.

Making it Real is a framework and a set of statements that describe what good, citizen-focused, personalised care and support look like from the point of view of people themselves. It is an easy to use, jargon-free set of personalised principles that focus on what matters to people. Making it Real is built around six themes. These describe what good looks like from an individual's perspective and what organisations should be doing to live up to those expectations. It supports co-production between people, commissioners and providers. The fundamental purpose of making it real is to support change and improvement by setting out what good personalised and community-centred care and support looks like. Making it Real can help individuals and groups to think about what's happening

locally and to check how well their aspirations are being met and what needs to change.

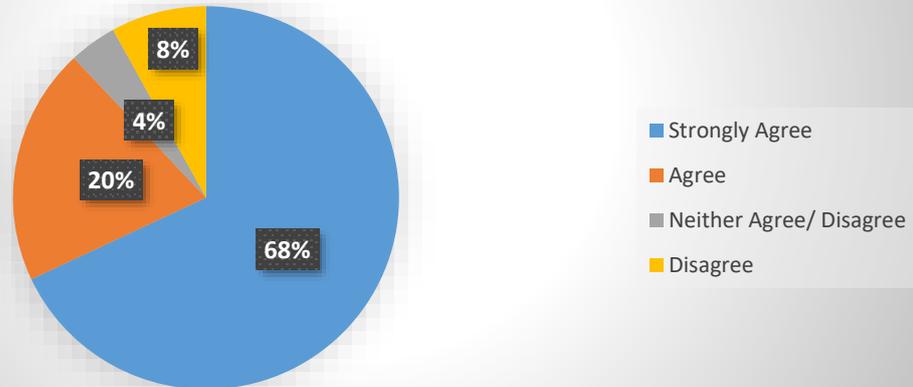
We asked people to think about their care and support using your Direct Payments and to rate the 10 “I” statements in the following categories

- 1.Strongly Agree
- 2.Agree
- 3.Neither Agree/ Disagree
- 4. Disagree
- 5.Strongly Disagree

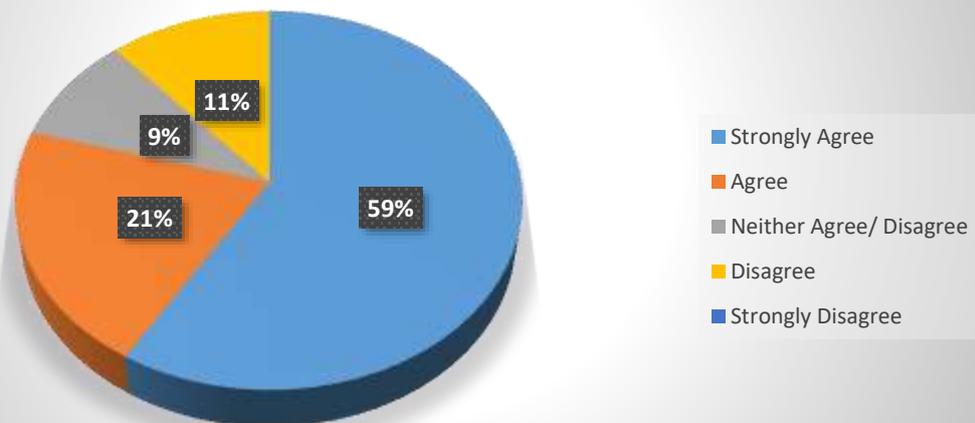


KDC recognises that it can be helpful for people to share experiences so we encourage specialised support, peer support, self-help and self-advocacy groups. We welcome ideas about using personal budgets flexibly and creatively.

I live in a home which is accessible and designed so that I can be as independent as possible



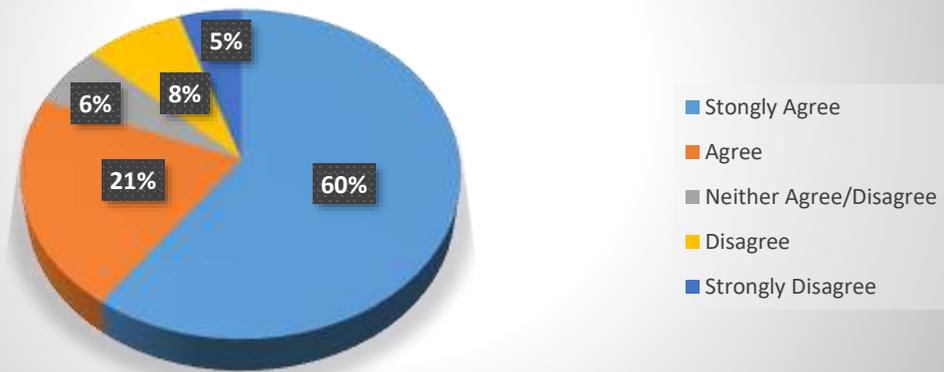
I can get information and advice that helps me think about and plan my life



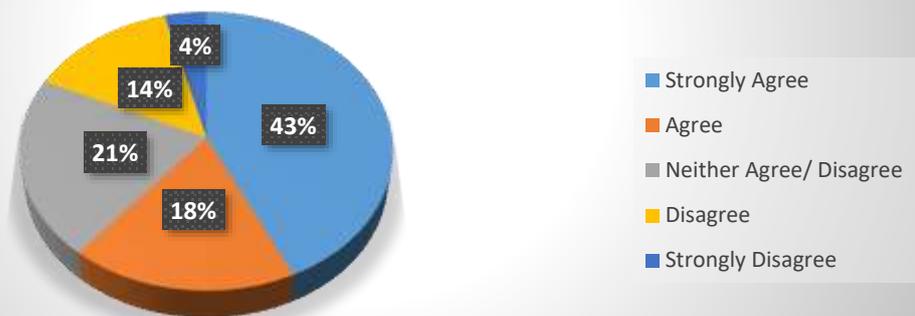
KDC provide free information and advice to everyone, including people who arrange or fund their own support and care. We provide accurate and up-to-date information in formats that we tailor to individual needs, face to face if necessary. We tell people about person-centred approaches to planning and managing their support and make sure that they have the information, advice and support to think through what will work best for them through our [What can I expect from my review](#) and [Outcome Focussed Review booklets](#). It is encouraging that 80% of

respondents strongly agreed or agreed that they can get information and advice that helps them think about and plan their lives.

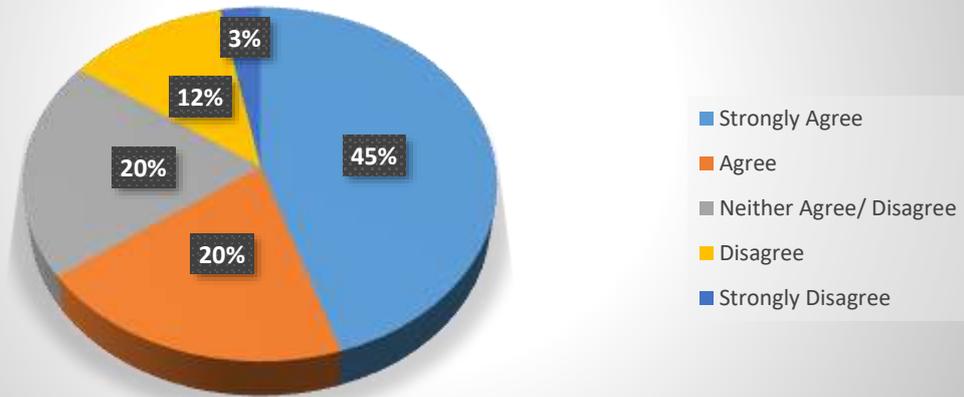
I can get information and advice that is accurate, up to date and provided in a way that I can understand.



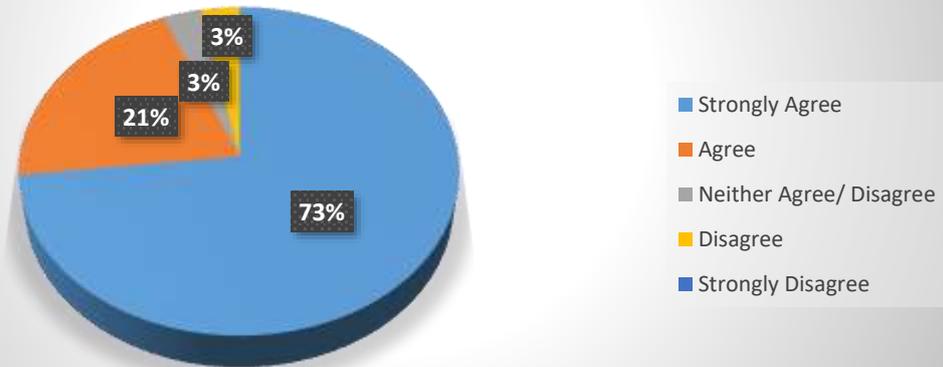
I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.



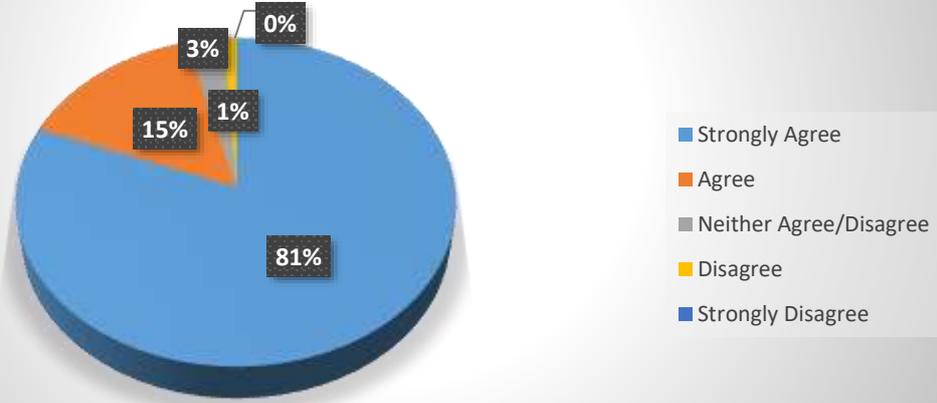
I feel welcome and safe in my local community and can join in community life and activities that are important to me.



I can choose who supports me, and how, when and where my care and support is provided

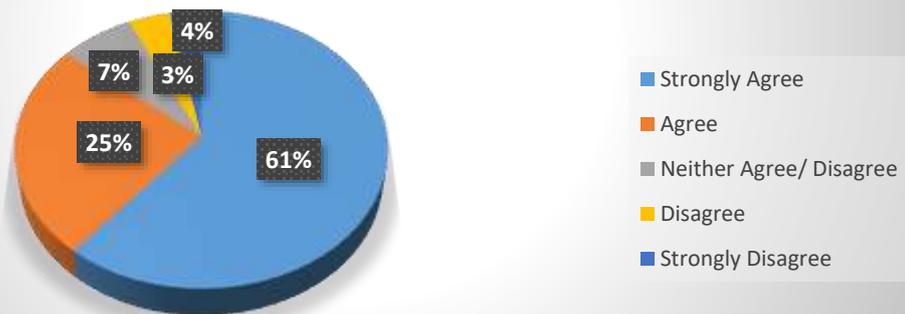


I am in control of planning my care and support. If I need help with this, people who know and care about me are involved

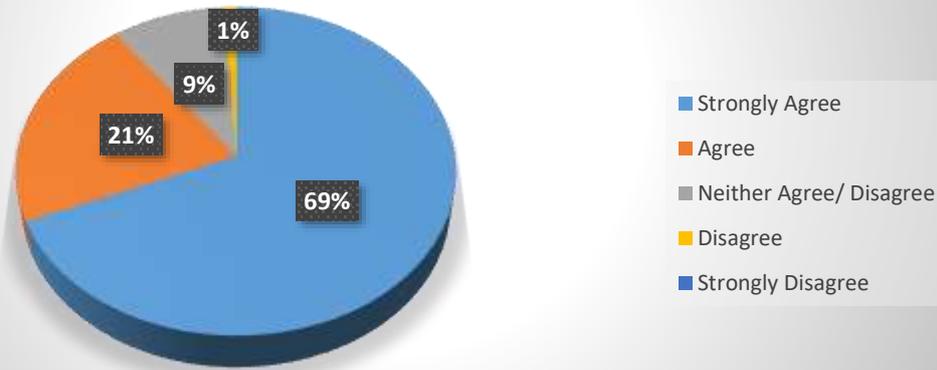


People want to be as involved as possible in writing their personalised care and support plans and provide help from people who understand the importance of person centred planning

I can get skilled advice and support to understand how my care and support budgets work and enable me to make the best use of the money available



I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want.



Conclusions

96% of people feel in control of planning their care and support and if they need help they can involve people they know and trust. This indicates improved choices and control over the services they receive.

Through Direct Payments, Knowsley residents are feeling empowered to make informed choices and decisions about their care and treatment and to take greater control over their lives with **90%** agreeing or strongly agreeing that they are supported by people who listen carefully and support them to live the lives they want.

Through an ethos of self-help people feel empowered and have the ability and confidence to manage their own Direct Payment over an agreed period with **86%** agreeing that they can get skilled advice and support to understand how care and support budgets work and enable them to make the best use of the money available.

People are reporting an increase in confidence and feel supported to manage their own budget.

Only **61%** of respondents agreed that they know about the activities, social groups, leisure and learning opportunities in their community, as well as health and care services. In addition **15%** of respondents did not agree that they felt welcome and safe in their local community and can join in community life and activities that are important to them.

Acknowledgments

Our sincere thanks go to all those who took the time to give us their responses to the survey, and to those conducting the survey on behalf of KDC.

Your responses and comments will be used to help make improvements and shape our services in the future.