



Knowsley Disability Concern

Customer Survey

2015

Introduction

KDC designed, developed and tested, in partnership with members of the Peer Support Group, a questionnaire aimed at people who had been in receipt of Direct Payments for more than 2 years and were managing these themselves.

A target group of 295 people was identified. The survey took the form of a telephone question and answer session, which allowed for additional general comments to be collected as well as the validation of personal details for data cleansing purposes.

At the end of March 2015, 221 surveys had been completed, of which 110 were non-responsive and 11 declined to respond resulting in a sample data set for evaluation purposes of 100 completed surveys – an acceptable response rate of 45%.

The results of the survey are summarised as follows:

Questions	Responses			
	Excellent / Very Good	Good	Average / Poor	Not applicable / Excluded
The Direct Payments Information and Support Service overall	83%	12%	5%	0%
Quality of support and advice during the early stages	80%	18%	2%	0%
The professional attitude of staff – both on the phone and in person	91%	8%	1%	0%
Convenient to use - opening hours, location and accessibility	78%	17%	5%	0%
Support to find and recruit personal assistants	96%	4%	0%	42 people
Help to find cover for holidays and sickness	92%	6%	2%	42 people
Advice on employment issues e.g. annual leave and sickness	98%	1%	1%	42 people
Information and support for respite and short breaks	88%	10%	2%	62 people
Help with record keeping and audits	81%	12%	7%	78 people

Questions	Responses			
	Excellent / Very Good	Good	Average / Poor	Not applicable / Excluded
How would you rate: Help to arrange appropriate insurance cover	99%	1%	0%	42 people
Information about PA training and development opportunities	80%	15%	5%	82 people
Usefulness of Direct Payments Newsletter 'News & Views'	82%	18%	0%	38 not read it

It is interesting to note the high numbers of people who were unable to give their opinion regarding the quality of support provided for PAs to access training and development opportunities and this has been identified as a key consideration at the end of this report.

Amongst the 'other comments' obtained, 27 people said they would be interested in attending workshops on specific topics such as preparing for reviews, wills and trusts and the new pensions auto-enrolment regulations, 29 people indicated that they would be interested in finding out more about joining a local Peer Support Group and 18 people requested information about free training available for their PAs. Leaflets and information have been sent out in response and we are reviewing the facilitation arrangements for Peer Support Groups.

Overall the Service received very positive responses from the survey and plans to repeat the process for the next target audience at the same time next year are underway. This will enable a comparison to be made which will hopefully demonstrate the improvements have had a positive effect on customer satisfaction rates.

Actions

Workshops have been arranged on New Pensions Regulations – Auto-enrolment with a representative from the Pensions Regulator in May and Planning for the future – Wills and Trusts delivered by a specialist adviser from Birchall Blackburn Law in July.

Invitations will be sent to those clients that expressed interest in joining the Peer Support Group to attend meetings arranged in August at the Page Moss Resource Centre and The Caldwell Centre in September.

Leaflets advertising the free to use KDC-Connections PA register were sent to those clients looking for new PA's or wishing to advertise a post, and in response to information on PA training a new FACT sheet has been produced which will feature on the website and in all home visit information packs.

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.