

## **USER EXPERIENCE SURVEY 2004: Summary of Findings**

### **Service users aged between 18-25 years**

This paper summarises the results from a survey on physically disabled and sensory impaired service users, aged between 18-25 years, about their experiences of Social Services.

The survey was conducted during February 2004 by the Performance Review team on a sample of 428 service users, 18 users aged between 18-25 years and 410 users aged 26 and over. The 18-25 age group were made up of seven males and eleven females. Seventeen users were identified as White in ethnic origin and one as Mixed.

### **Findings**

**Social Services Provided:** Young people were receiving home care, professional support, direct payments and/or day (centre) services.

**Quality of Life:** 89% (16) felt that their life would be a lot worse if they didn't receive help from Social Services or direct payments.

**Opinions & Preferences:** 22% (4) felt that their opinions and preferences were '*always*' taken into account when decisions were taken about what services would be provided. Others felt this only happened '*usually*' (40%; 7) or '*sometimes*' (22.2%; 4).

**Contact SS:** 67% (12) felt they could always contact Social Services easily if they needed to.

**Care Workers:** 44% (8) felt that care workers '*always*' came at times that suited them. Other young people felt this only happened '*usually*' (22%; 4) or '*sometimes*' (17%; 3).

### **Direct Payments:**

- 78% (14) were told about direct payments by their Social Worker/Care Manager
- 44% of young people were using direct payments
- 25% (2) felt they were advised and supported '*extremely well*' or '*very well*' in using direct payments and 63% (5) felt this was done '*quite well*'. Only one young person felt they were advised and/or supported '*not very well*'.

**More Independent:** 47% (8) felt that with Social Services support they could be more independent and identified the following support that would be needed:

- Accommodation (2 young people)
- Adaptation (4 young people)

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- Personal care (4 young people)
- Domestic tasks (3 young people)
- Financial advice (3 young people)
- Other support (1 young person)

**Information:** 44% (8) felt that Social Services provided them with all the information they needed, however, another 44% (8) disagreed with this.

**More Information:** Young people said they would like more information on the following:

- Advocacy (3; 17%)
- Carers (4; 22%)
- Counselling (3; 17%)
- Direct Payments (5; 28%)
- Education (2; 11%)
- Eligibility for services (7; 39%)
- Employment (3; 17%)
- Housing (3; 17%)
- Transport (4; 22%)
- Voluntary sector organisations (5; 28%)
- Welfare benefits (2; 11%)
- Services available (8; 44%)

**Better Informed:** Six people provided comments on how Social Services could keep them better informed. Three felt that more information and advice would keep them better informed:

*“Because I spend a lot of time at home it would be a good idea to have a newsletter or a magazine to keep me up to date. I could keep it and look at it over and over again”*

*“More leaflets and advice on employing people when first going on to direct payments.  
Possibly newsletter of some kind..”*

One person felt that Social Services “*could not...*” inform them better. Two people commented positively and said they were already adequately informed:

*“I already receive information that I find adequate”*

*“I don’t feel that Social Services need to make any more effort to keep me informed”*

**Satisfaction:** Most young people were satisfied with the help they received from Social Services. Only one young person was ‘*extremely dissatisfied*’ with the services.

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**Complaints:** 50% did not know how to make a complaint about Social Services.

**Employment:** 88% (14) said they were not able to work. One said they worked part time and another voluntary.

**Employment Problems:** Some young people experienced problems when looking for a job or keeping a job due to:

- Discrimination (2 young people)
- Employers not flexible (1 young person)
- Lack of good information (1 young person)
- Poor access to buildings (1 young person)
- Transport difficulties (1 young person)
- Other problems (5 young people)

**Other employment problems:**

*“Employers do not understand the nature of my disability so I have not been able to do the tasks asked of me”*

*“Unable to work because still in pursuit of personal injuries. But I am looking to go to College this September”.*

**Education:** 38% (6) were in full or part time education and 13% (2) were on a full or part time vocational training programme.

**Education Problems:** Very few young people experienced problems when looking for a course or staying on a course. Those that did identified the following problems:

- Lack of good information (1 young person)
- Poor access to buildings (3 young people)
- Other problems (3 young people)

**Other education problems:**

*“I have found it hard to get motivated for any education since being paralysed”*

*“Personal care problems”*

**Experience of Social Services:** Only eight people commented on their experience of Social Services. Five commented very positively about the services they received:

*“The service I get from the Physical Disability team is excellent”*

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*“Find all CCAS very caring and understanding”*

*“Very happy with the service I am currently getting”*

Three were dissatisfied with the services they received:

*“Bad experience when I went into hospital and needed help with \*\*\*\* for personal care”*

*“I feel as a 23 year old woman I should not have to go to bed between 8.30pm and 9pm.*

*Just because I am disabled young person doesn't mean I haven't got a life and want*

*to do all the things other young people do. I have also found that you are having to wait longer and longer for social worker assessments and I haven't seen my social worker in a year- no contact what so ever- that isn't exactly providing me with the support I need”*

**Parenting Role:** Of the total eighteen young people, two have dependent children. One person felt they were not given ‘good support’ from Social Services in enabling their parenting role.

**Living Arrangements:** 22% (4) of young people were identified as living alone. Others live either with their partner, partner and children, child or parents.

**As reported above, eight (47%) young people, one male and seven female, felt that with Social Services support they could be more independent. This paper now focuses on the findings from this group.**

**Services Provided:** This group of eight young people were receiving one or more of the following services: home care, direct payments and/or day (centre) services.

**Quality of Life:** All eight felt that their life would be a lot worse if they didn't have help from Social Services or direct payments.

**Opinions & Preferences:** Only one person felt that their opinions and preferences were ‘always’ taken into account when decisions were taken about what services they would be provided with. Others felt this was done ‘usually’ or ‘sometimes’.

**Contact SS:** Two felt that they could not always contact Social Services easily if they needed to.

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**Care workers:** Four young people felt that care workers '*always*' came at times that suited them. Others (3) felt this happened '*usually*' and one felt this happened '*sometimes*'.

**Direct Payments:** All eight were told about direct payments by their social worker or care manager and five young people were using direct payments. Four felt they were advised and supported '*quite well*' in using direct payments and one '*not very well*'.

**Information:** Three felt that Social Services did not provide them with all the information they needed.

**More Information:** Young people said they would like more information on the following:

- Advocacy (2)
- Carers (2)
- Counselling (1)
- Direct Payments (2)
- Education (1)
- Eligibility for services (4)
- Employment (2)
- Housing (2)
- Transport (3)
- Voluntary sector organisations (1)
- Welfare benefits (2)
- Services available (5)

**Satisfaction:** All eight people were satisfied, '*very satisfied*' or '*quite satisfied*,' with the help they received from Social Services.

**Complaints:** Two young people did not know how to make a complaint about Social services.

**Employment:** Seven young people said they were unable to work and two of these said they experienced '*other*' employment problems when looking for a job or keeping a job.

**Education:** Three young people were in full or part time education and one in non-vocational training. Another three were not undertaking any training or education and one indicated that they were unable to.

**Education problems:** One person felt that access to buildings was a problem when looking for a course or staying on a course. Another stated that they had experienced '*other*' problems.

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**Parenting Role:** Of the eight young people one has a dependant child. This young person said Social Services provided them with 'good support' in enabling their parenting role.

**Living arrangements:** Of the eight young people, two live alone and the remaining six live either with their parents, child, partner or other.