

# Social Services

## Physically Disabled and Sensory Impaired User Experience Survey 2003/04

### Summary of the Results

**OLDHAM**   
Metropolitan Borough 

#### **About the Survey**

Between February and March 2004, a number of people from Oldham were invited to take part in a national survey. The survey was for people who use Social Services who:

- have a physical disability or sensory impairment, but do not have a learning disability;
- are age between 18 and 64 years; and
- receive community-based services

The aim of the survey was to compare what service users in different areas of the country think about the support they receive from their Social Services Department and identify where any improvements may be needed.

The purpose of this report is to provide a summary of the findings for service users, carers and members of the public.

#### **Response Rate**

168 service users in Oldham were invited to take part. 111 people took part in the survey, which was a good response rate of 66%.

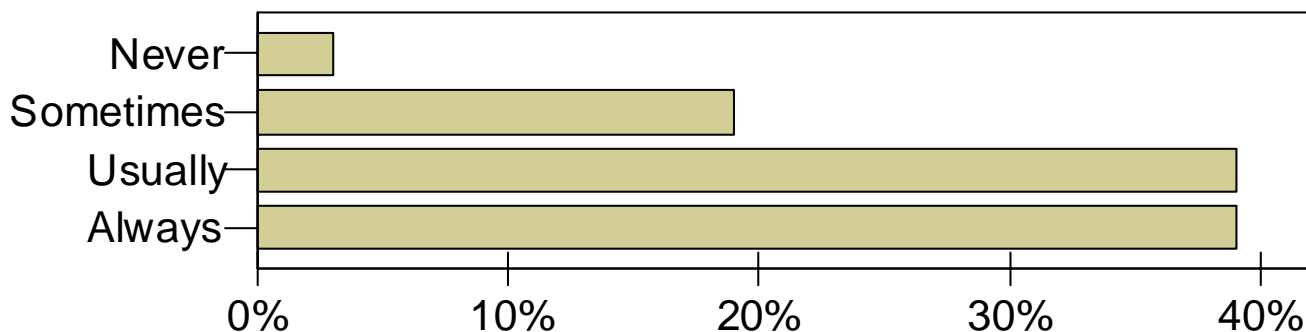
#### **How the results were used**

The results for the first two questions were used by the Department of Health to judge how well each social services department was providing services.

All of the findings are being used by Oldham Social Services to further improve and develop services for people with physical and sensory disabilities.

**“Do you feel that your opinions and preferences are taken into account when decisions are taken about what services are provided to you?”**

The results for Oldham:

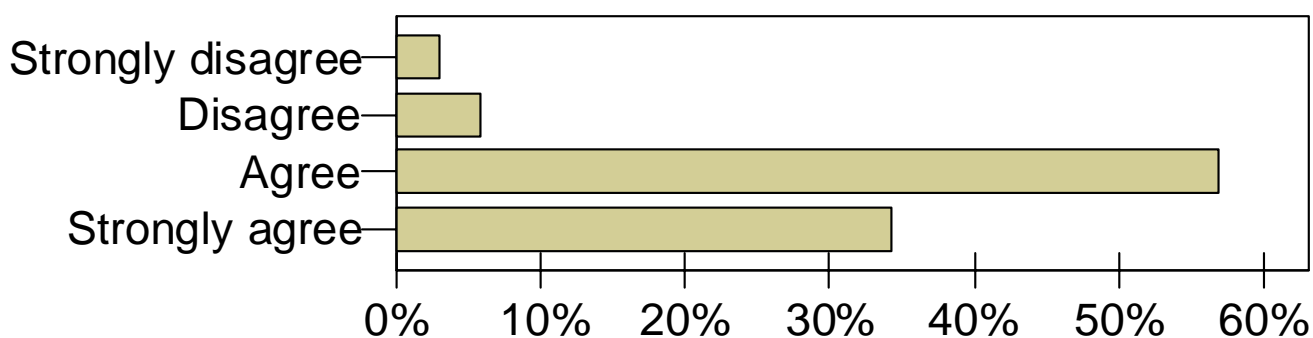


The Department of Health compared how many service users from each council said ‘always’:

- In Oldham, 39% (almost 4 out of 10) of the participants said ‘always’
- Oldham came 6<sup>th</sup> out of 150 councils
- The national average was 29%

**“I can always contact Social Services easily if I need to.”**

The results for Oldham:

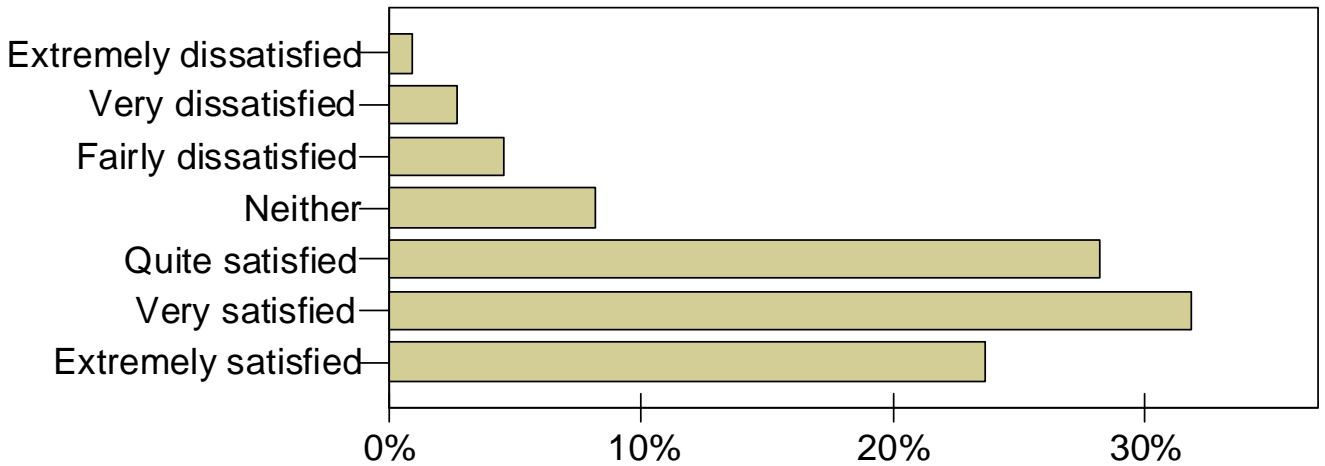


The Department of Health compared how service users from each council said they ‘strongly agree’ or ‘agree’ with the statement:

- In Oldham, 91% (over 9 out of 10) of the participants ‘strongly agreed’ or ‘agreed’
- Oldham came 4<sup>th</sup> out of 150 councils
- The national average was 79%

## **“Overall, how satisfied are you with the help you receive from Social Services?”**

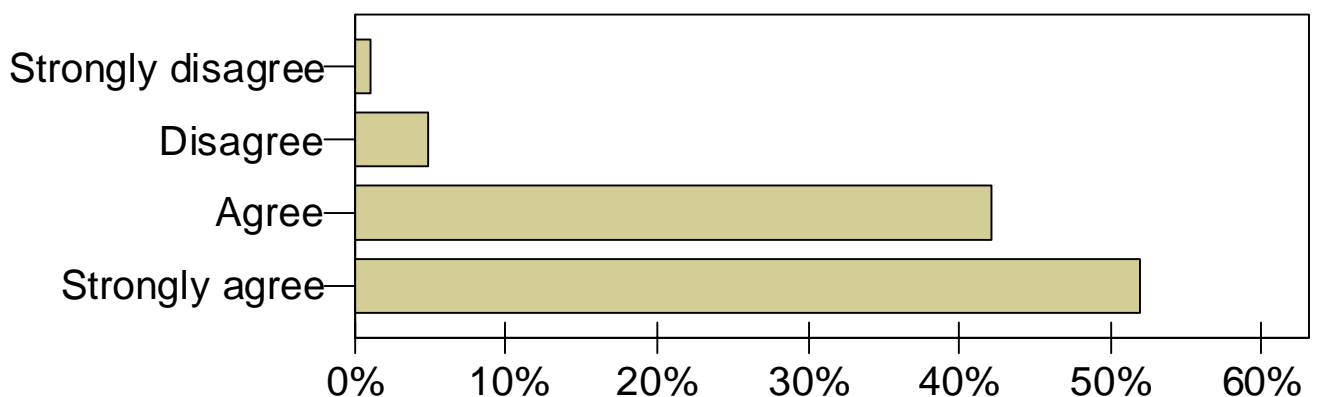
The results for Oldham:



- 56% (over half) of the participants in Oldham said they were ‘extremely satisfied’ or ‘very satisfied’
- This is higher than the national average of 46%

## **“My life would be a lot worse if I didn’t have help from Social Services or direct payments.”**

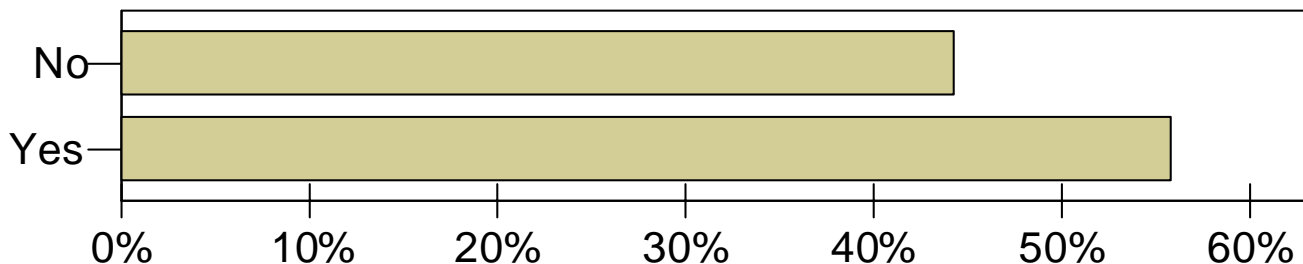
The results for Oldham:



- 94% (more than 9 out of 10) of the participants in Oldham said they ‘strongly agree’ or ‘agree’ with the statement
- This is higher than the national average of 92%

## “Has your social worker or care manager told you about Direct Payments?”

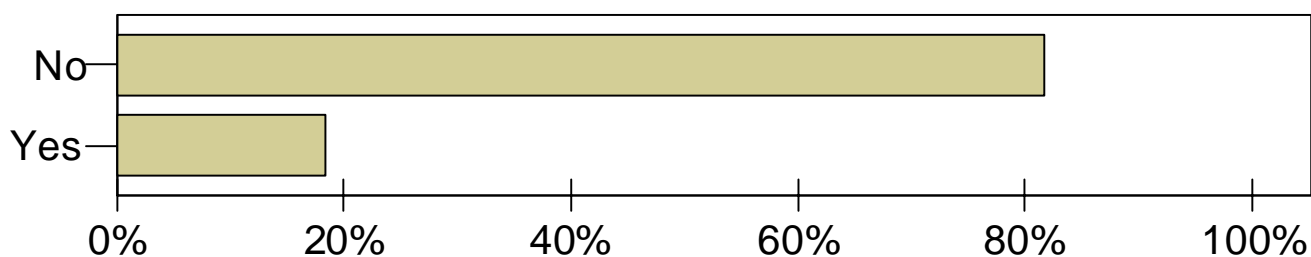
The results for Oldham:



- Just over half of the participants in Oldham (56%) said they had been told about Direct Payments
- This is higher than the national average of 42%

## “Do you use Direct Payments?”

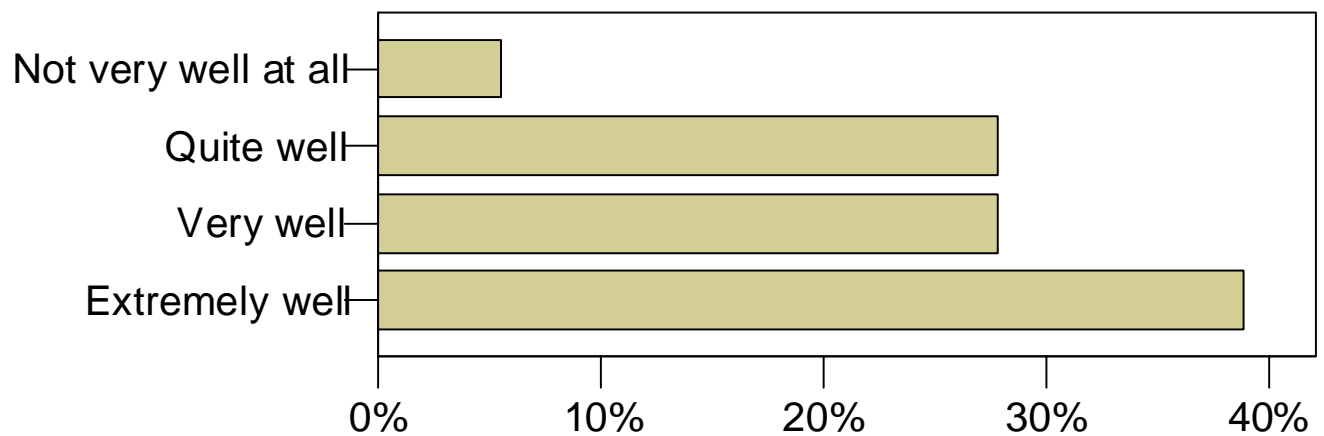
The results for Oldham:



- 18% (almost 2 out of 10) of the participants in Oldham said they use Direct Payments
- This is lower than the national average of 23%

## **“Overall how well do you think you have been advised and supported in using Direct Payments?”**

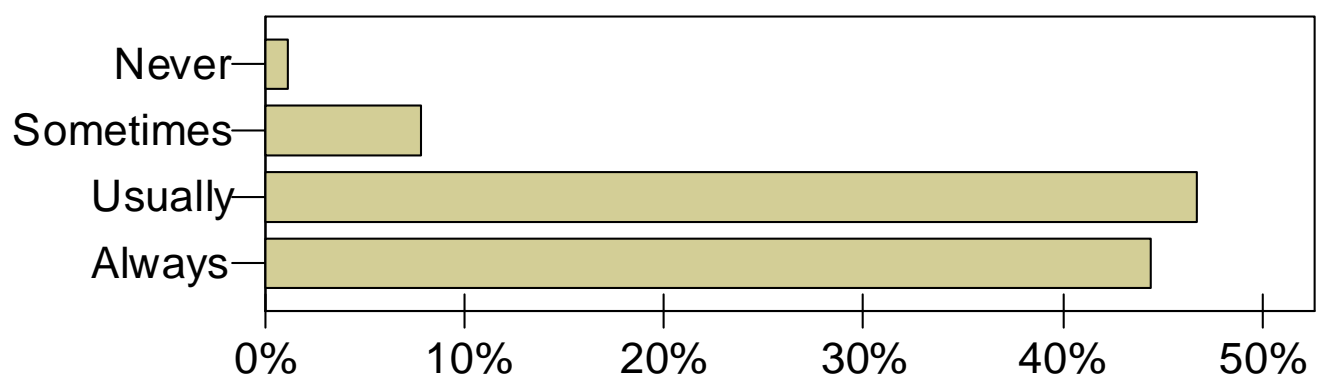
The results for Oldham:



- 67% (almost 7 out of 10) of the participants who used Direct Payments said they were advised and supported ‘extremely well’ or ‘very well’. This is higher than the national average of 57%.

## **“Do your care workers (or personal assistants you employ using Direct Payments) come at times that suit you?”**

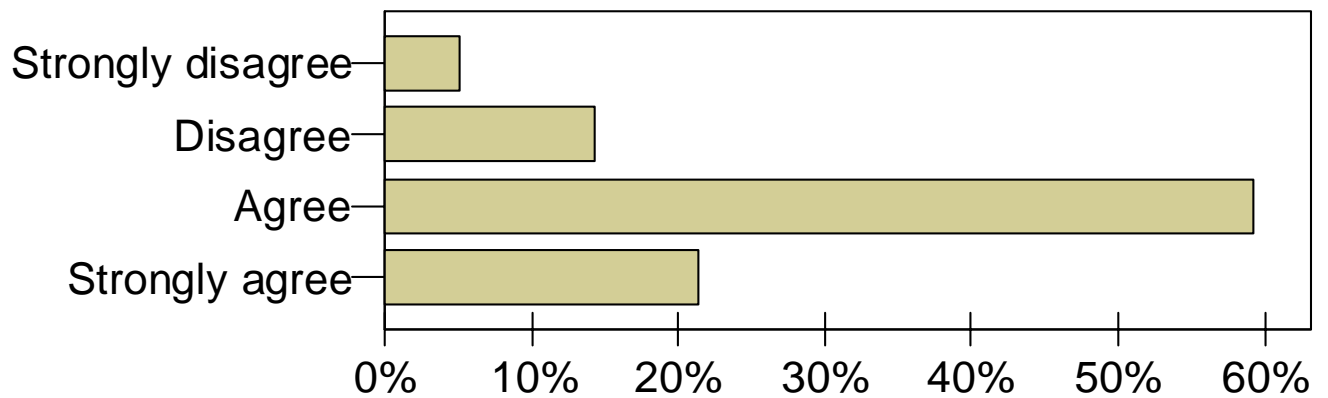
The results for Oldham:



- 90% (9 out of 10) of the participants in Oldham said ‘always’ or ‘usually’
- This is higher than the national average of 85%

## **“Social Services provides me with all of the information I need”**

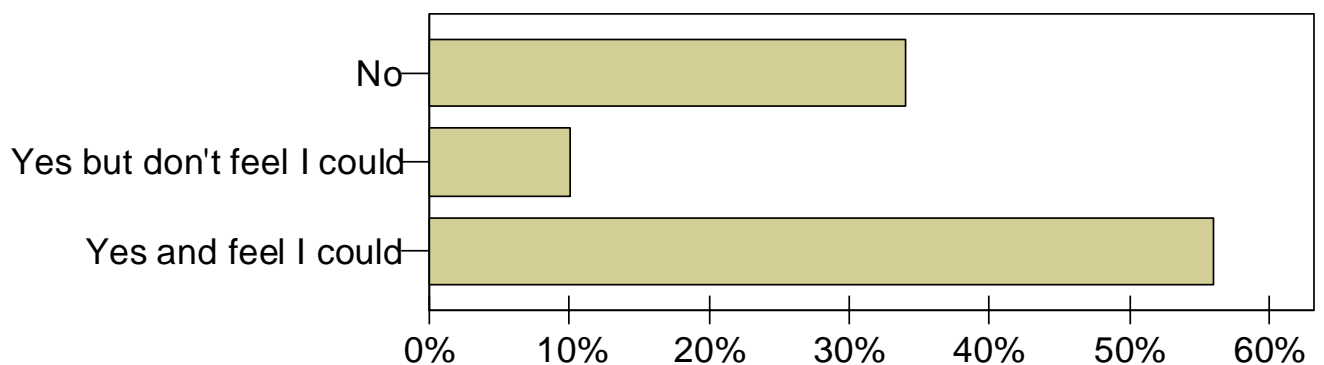
The results for Oldham:



- 81% (more than 8 out of 10) of the participants in Oldham ‘strongly agreed’ or ‘agreed’ with the statement
- This is higher than the national average of 66%

## **“Do you know how to make a complaint about Social Services?”**

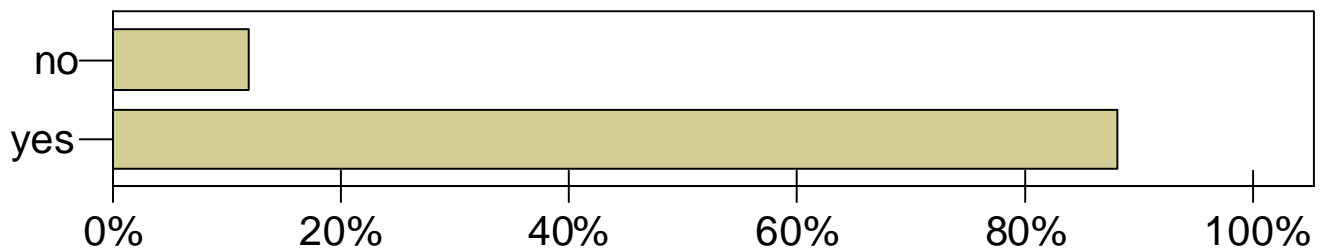
The results for Oldham:



- 56% (over 5 out of 10) of the participants in Oldham said “Yes and I feel I could”
- This is higher than the national average of 53%

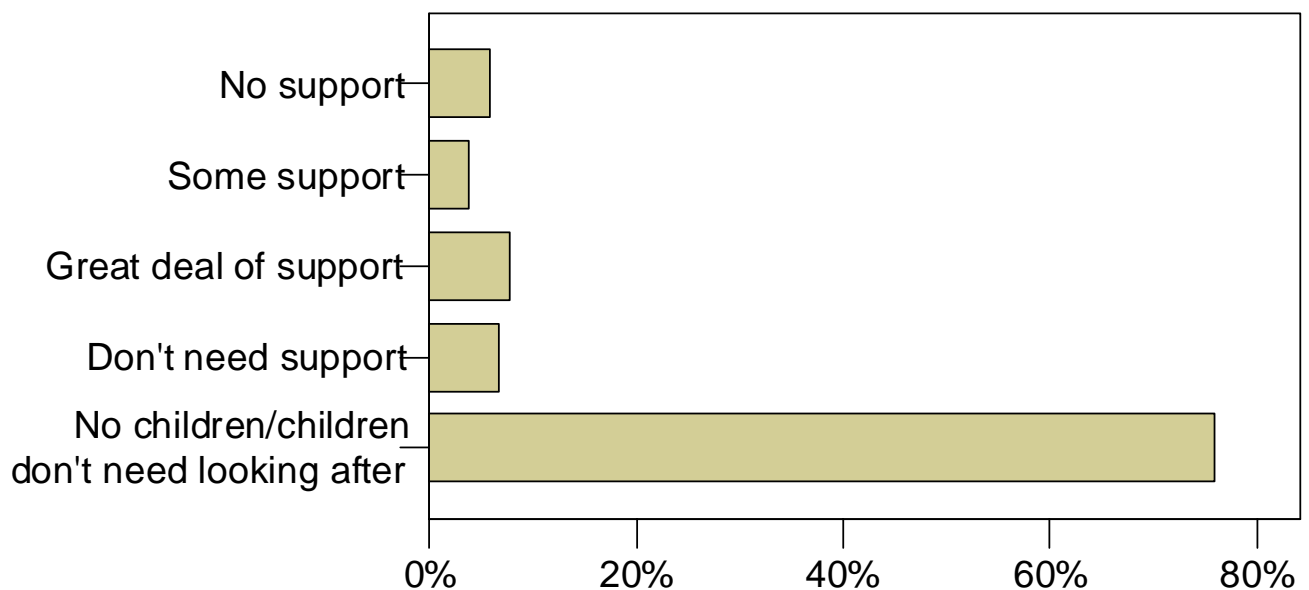
The final two questions were added by Oldham Social Services.

**“Does the person who arranges help for you respect the amount of knowledge you have about your own condition?”**



- 88% of participants in Oldham (almost 9 out of 10 people) said ‘yes’

**“How much support do Social Services give you in looking after your children?”**



- 76% of the participants in Oldham no children or had children that did not need looking after
- 7% said they did not need support with looking after their children
- 8% received a great deal of support
- 4% received some support
- 6% received no support

**Veronica Jackson, Executive Director of Social Services and Health said:**

“These very welcome responses will be further encouragement for our staff that their dedication to the job is having a positive effect on the people who come to us for help. The results will inspire us to do even better. I would like to thank everyone who took the trouble to take part in this important survey.”