



Service user satisfaction survey 2014, Domiciliary Care Service

Report and recommendations

**Written and presented by the Croydon Adult Social
Services User Panel**

Croydon Domiciliary Care service user satisfaction survey 2014

A report by the Croydon Adult Social Services User Panel (CASSUP)

Introduction

In a series of public engagement events with adult social care service users, one issue that was raised repeatedly was people's dissatisfaction with the quality of the service delivered by agency workers contracted to provide their domiciliary care.

Croydon Adult Social Services User Panel (CASSUP) sought to gain more information about service user experience. A statutory social care survey is sent each year to a sample of service users (hereafter referred to as 'clients') from across the full range of adult social services. However the questions regarding domiciliary care are generic, and do not address specific aspects of the service. After discussions with the brokerage team and the commissioning managers, the panel felt that there was a gap in the information gathered through monitoring, and agreed it would carry out an in-depth survey to find out in more detail what domiciliary care clients were satisfied or dissatisfied with. The results and recommendations could then be used to inform service improvements if necessary.

Methodology

Survey questions were developed by CASSUP to give a quantitative basis for the anecdotal reports they had been receiving directly from clients. These questions concentrated on specific areas and topics to try and address the perceived gaps in existing research. The Panel commissioned Croydon Council's resident involvement survey team to conduct this satisfaction survey of domiciliary care clients. This would ensure confidentiality of clients and make use of the team's professional experience of conducting a survey of this nature. All 1664 people who use domiciliary care services contracted through Croydon's brokerage service at that time were invited to complete a postal satisfaction survey in December 2014. People who negotiated their own private contracts with care agencies were not included in the sample for this pilot survey, but may be considered for a future follow up consultation.

Postage-paid envelopes were provided for the return of the survey. A service was also provided to complete surveys by phone, or with an officer visit to people's homes for clients who could not complete the surveys on their own. 481 (29%) surveys were returned. This is a statistically representative sampling size – that is, we can say with 95% certainty that the opinions expressed in the returned surveys are the same as those of the population to whom surveys were sent but from whom none were returned. The minimum return number required to achieve statistical representation was 310 surveys.

Clients' Croydon social services ID numbers were included on the surveys so that any reports of risk or harm or requests for help could be followed up with both the

client and the agency, even if there was no name or contact details on the returned surveys. A notice of this was included in the mailing.

Results

Overview

The results show that satisfaction with some aspects of the service is high. For example 82.7% of respondents were satisfied with their helper's caring and considerate behaviour. Of all the written comments we received, 79 (36%) were compliments.

"I am very satisfied with my care and carers. I would recommend my care giver to anyone"

There are however issues reported by some clients where improvements must be considered.

- Poor timekeeping by carers.
- The need for carers to provide services in a way that clients would like.
- Client understanding and involvement in the planning and review of their care.
- Client understanding of the complaints process and confidence in the outcome.

166 requests for follow up, or reported issues that may need investigation were returned with surveys. This represents 66% of all comments. These have been passed to a social services manager for action. Some comments reported more than one issue which is reflected in the figures below.

- 21 comments (10%) are about poor management - poor communication from the agency office.
- 31 comments (14%) are about poor management - missed visits, particularly during evenings, weekends and holidays.
- 40 comments (18%) are about poor handover when new carers started working with a client or poor training / standards of care.
- 31 comments (13%) are about poor timekeeping
- 36 comments (15%) are requests for financial or care reviews.

The gender and ethnic background of people returning the surveys is representative of the profile of people using the brokerage service. People under the age of 65 are slightly under represented.

Agencies

There are currently 30 home care agencies holding contracts with the council's brokerage team. 28 of these agencies are represented by respondents of this survey. The number of contracts per agency ranges from 1 to 193. Results by

agency will be provided to the brokerage team to support their monitoring programme.

Although management issues were not specifically covered in the questionnaire, 27 comments (10.8% of total) included concerns in this area.

Findings

Most of the comments fell into three groups

- Poor communication between managers and the client.
“The care workers are fine. However the office/administration is appalling. They will not call back, lack of communication and terrible attitude”
- Poor communication between agency management and its staff – particularly regarding provision of cover over evenings and weekends, and holiday cover for regular carers.
“When my carers are off there are times (6) when no one comes. The agency is informed but it makes no difference”
- Other management issues, such as following requests or complaints were also reported.
“Only that on occasion we have asked for a member of staff to be changed, which has been done, fine, but when new office staff start they are not made aware of these wishes and send that person! “

Recommendations

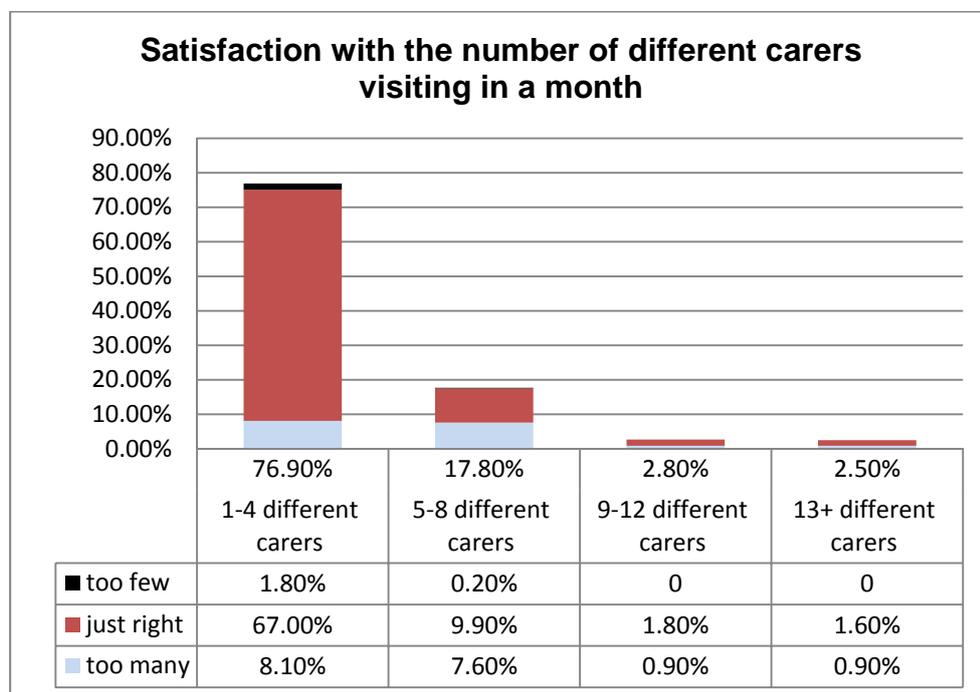
- Where the nature of a client phone call is about late or non-arrival of carer(s) or about any issue that might impact upon the client’s wellbeing or safety, the SLA should specify that agencies must respond within one hour of the client first making the call.
- Penalty clauses should be included in the SLA concerning non-attendance of carers.
- Better communication among agency managers and office staff is needed to ensure that clients’ preferences in terms of carers are understood by all managers and office staff to ensure those preferences are respected regardless of who is assigning staff
- The SLA should require every agency to have its own Monitoring/Quality Control Officer to oversee all aspects of contract delivery and client satisfaction.

Number of carers

In public information events, clients said they thought there were too many different agency carers coming to their homes. We asked:

‘What do you think about the number of different carers who come to your home?’

80.2% said it was just right.
 17.8 % said there were too many
 2.0% said there were too few



The majority of respondents have one to four regular carers and think this is just right.

Findings

From the comments provided, the greater concern raised is the need to ensure that all the different care staff attending an individual are given adequate handover training to understand and respect the client's needs, preferences and how their home is organised. This is more difficult when the number of different carers is high (9 or more): see section on care delivery below for further detail.

"I complain but it seems to not make much difference. My wife would like to have the same regular carers call each day instead of all the different ones. It would be better for her as they get used to her and know what to do."

Some clients said they would find it easier if the agency told them when new carers would be attending them.

"I am not informed when a different carer is going to attend."

Recommendations

- Improve handover training between carers to ensure consistency of service
- Agencies to keep the pool of staff who attend a client to a minimum to help manage training and handover for individual clients.
- Better communication needed between office and clients when changes are made.
- Agencies need to make greater efforts to reduce the percentage of clients who have more than eight carers per month visiting them.

Time keeping of carers

In response to the question

'Is the time your carers arrive important to you?' 94.9% of people said timekeeping is important to them.

Yet only 22% of respondents said their carers always arrive on time.



35 comments (14% of all comments) expressed dissatisfaction with the timekeeping of care staff.

In the question about service delivery, the highest level of dissatisfaction was with helpers arriving at their designated time.

"There have been times when carers fail to arrive or give drugs out. Several complaints have been made and promised that it won't happen again. It does!"

The reasons given for requiring visits at regular times include the need for support around toileting, getting up or going to bed and the need to have meals or medication at fixed times where failing to do this could put clients' health at risk. Two people said they had had to ask family or friends to help put them to bed when a carer did not attend at all, raising potential risk to both the client and their friends. Other clients stated their need to be supported to attend day centres, hospital appointments or other regular activities.

A number of respondents stated their sympathy with care staff who are held up by traffic or on previous visits, and are dissatisfied with the agency management who, they think, schedule visits in a way that does not allow adequate time, or do not contact clients to alert them when there is a problem.

Another issue raised was that of carers not attending for their full allotted time and falsifying records in the daily care notes.

"Carers do not stay for the full time that the agency is charging"

Findings

Poor time keeping of carers is a primary source of dissatisfaction.

Carers failing to attend (possibly due to poor management, e.g. coordinating evening, weekend and holiday cover) is also a major concern.

Some carers do not stay with a client for the full contracted time.

There is a perception by clients that visits shorter than the contracted time appear to be caused by the agency failing to allow carers adequate travel time between clients.

There are potential safeguarding issues if medication is not administered or if people are not assisted into bed in the evenings or to get up in the mornings.

Clients' timekeeping complaints are not always addressed by agency management.

There is a concern that some care staff falsify their recorded times of arrival and departure.

Recommendations

- Croydon contract managers to strengthen monitoring and enforcement of SLAs regarding timekeeping.
- Agencies to monitor timekeeping more closely.
- All future SLAs to have clear minimum standards about timekeeping.
- As far as possible, agencies should seek to assign individual carers to a discrete, limited geographical area to minimise travel time.
- 15 minutes is insufficient time to allow a carer to provide personal care with diligence and dignity, and should not be commissioned.
- Agencies should pay at least London living wage and minimum travel time between clients.
- SLAs should require agencies to build travel time into their carers' schedules to help ensure carers arrive on time and stay for the full contracted visit time.

Choosing carers

We asked 'If you could choose which carers came to your home, would you take the opportunity?'

87.6% said yes.

79% of people said their care provider was chosen by the council. Of these 84% said they would like to choose their carers.

Counts Analysis % Respondents	Total	If you could choose which carers came to your home would ...	
		Yes	No
Base	449	376 83.7%	73 16.3%
How was the agency that provides your care chosen?			
I chose it myself	23	21 91.3%	2 8.7%
A relative or friend	20	19 95.0%	1 5.0%
Someone from the Council	381	319 83.7%	62 16.3%
An advocate	13	10 76.9%	3 23.1%
Don't know	3	1 33.3%	2 66.7%
hospital/other	11	8 72.7%	3 27.3%

People who want to choose their carers, as a percentage of the method their agency was chosen.

Findings

There is a strong indication that people want to be involved in the choice of their carers.

Recommendations

- Further research is needed into the extent of involvement clients would like and their level of commitment regarding choosing their carers.
- Seeking examples of other agencies or boroughs client involvement strategies might provide useful learning/examples of best practice.
- Croydon council should itself do more to encourage genuine service user involvement from the beginning of the domiciliary care retendering process
- Care agencies should offer to involve clients in their carer training programmes to give staff a better understanding of the client experience and the needs of people with specific conditions.

Care planning

At public events some clients said they were not consulted on their care planning or given an opportunity to discuss it.

We asked people 'Did you take part in planning your care and support?'

55.9% said they took part in planning their care and support

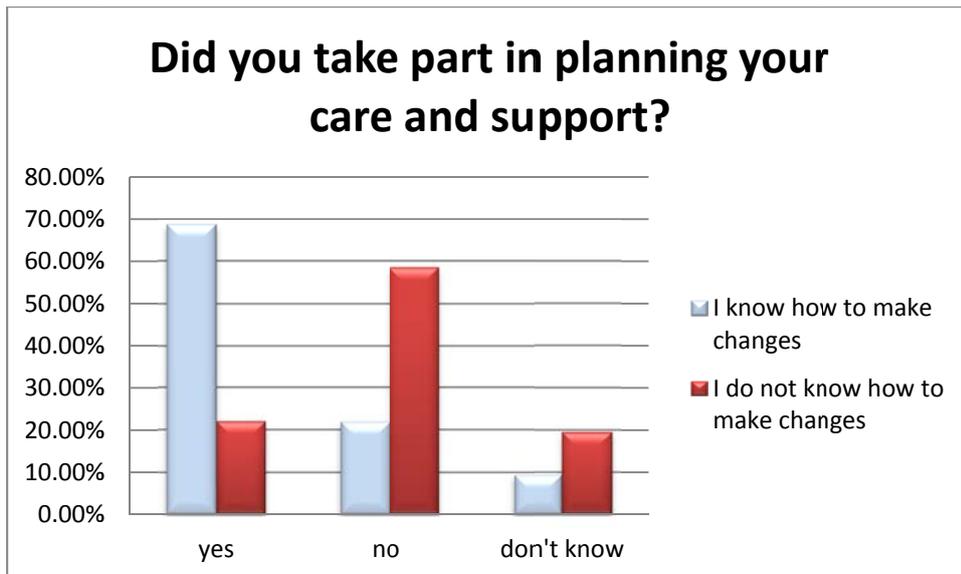
31.7% said they did not take part

12.4% said they did not know.

We then asked if clients knew how to make changes to their care.

Overall, 26.5% said they did not know how to make changes to their care plan.

This rises to 58.5% of those people who say they did not take part in their care planning



Findings

There is a perception by a significant minority of service users that they have no involvement in how their care is organised and delivered.

Some people said they have not seen a copy of their care plan

"[The carer] was so abusive that it put me off carer. I was surprised there was no care plan on my file. That would have help me to know exactly the kind of care I was supposed to receive. I have been put off completely about home care."

Some people do not know how to request changes or a review of their care plan if their circumstances change.

Recommendations

- Ensure that, where clients are able, they (and/or their families, if applicable) are fully involved in the development of their care plan.
- Where possible confirmation from clients (and/or family) should be sought that they understand they have had a care plan discussion and what is in the plan.
- Regular monitoring should be undertaken to ensure that the care plan continues to meet the needs of the client. It should also ensure that the client feels they are part of the process and that they know where in their home the care plan is kept.
- Clear instructions should be given to clients regarding how to request a review or changes to their care plan.

Care delivery

We asked 'Do you receive the help agreed in your care plan?'

76.5% said they do get the care agreed

8.1% said they do not

15.4% said they did not know

19 comments (9%) were about services not being delivered as agreed or carers not remaining for their full allocated time.

"They always seem rushed to finish so they can see their next client. As a result shortcuts are sometimes taken and it is hurried."

We asked more generally 'Do your helpers do things in the way that you would like?'

85% said always or mostly. Many of the comments related to the variation in quality of care provided by individual carers, i.e. some are very good and some are poor.

They gave this as the reason for ticking the 'neither satisfied or dissatisfied' option for this question on the survey.

"The care I receive works well all the time I have the same carers. When they are away new people don't seem to have same training or understanding how much help I need as my mobility is poor"

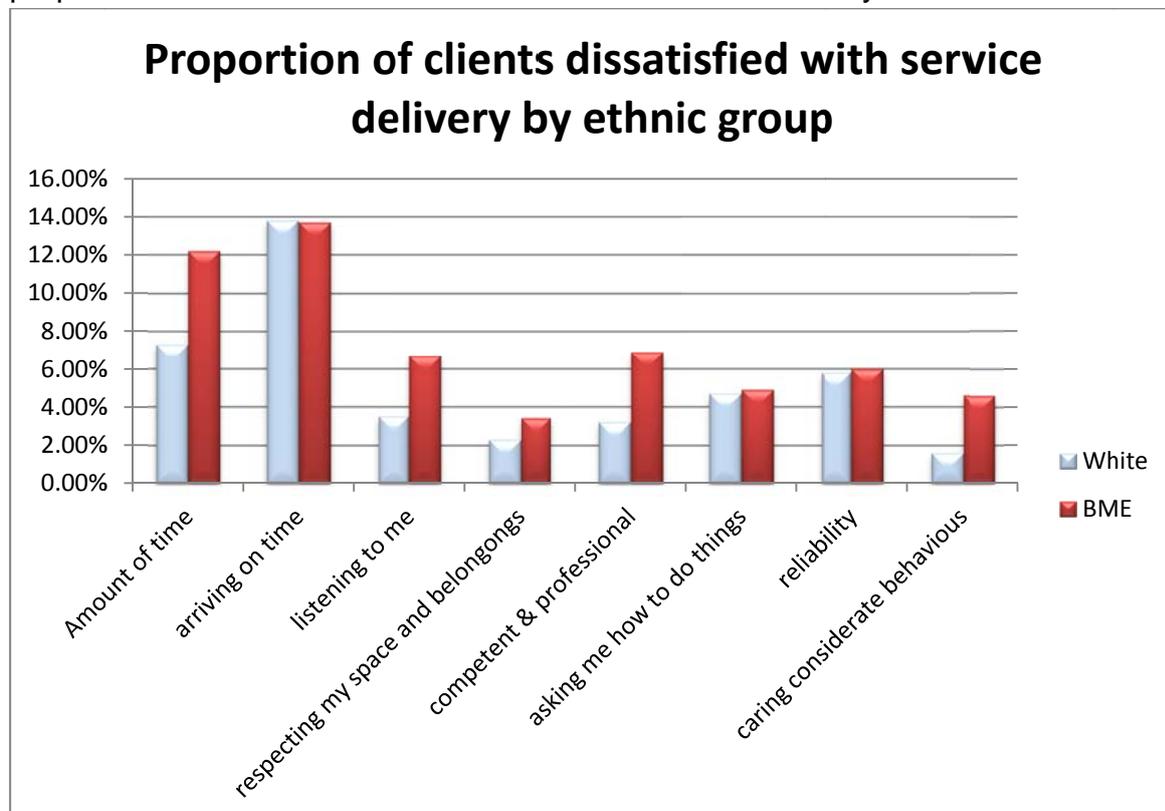
Clients were asked more specifically about satisfaction with different aspects of care. Timekeeping scored the highest dissatisfaction rates. 'Helpers having time to do what is required', and 'helpers asking me how to do things' also had lower satisfaction levels.

"Some carers have planned their day and fitted me in to what they want to do. Most of my regular staff are good and reliable. I would like to choose who I get and I would like more time for them to wash me 15 minutes is not long enough"

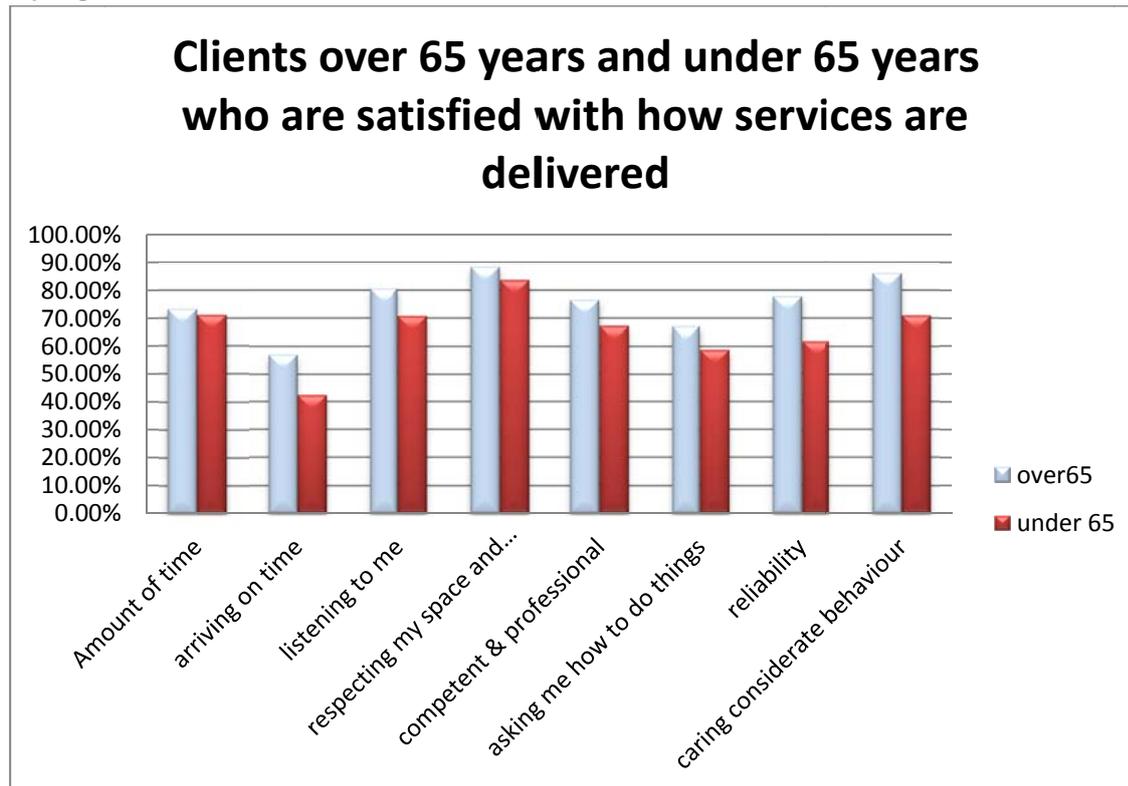
The results are in the table below.

	<i>satisfied</i>	<i>neither satisfied or dissatisfied</i>	<i>dissatisfied</i>
The amount of time my helpers have to do everything required of them	56.9%	27.2%	15.8%
My helpers arriving at their designated time	36.8%	39.8%	23.4%
My helpers listening to me	65.8%	24.8%	9.4%
My helpers respecting my space or belongings	79.7%	15.8%	4.5%
My helper's competence & professionalism	58.7%	33.3%	8.0%
My helpers asking me how to do things	49.0%	41.4%	9.6%
My helper's reliability	60.4%	27.7%	11.9%
My helper's caring & considerate behaviour	71.1%	23.4%	5.5%

A breakdown of these responses by ethnic group shows some differences in the proportion of clients who are dissatisfied with service delivery.



By age



Looking only at the 17% respondents who said they had too many individual carers shows a much higher proportion of dissatisfaction.

How satisfied or dissatisfied are you with the way your care is provided. Please tick all the boxes below that apply in relation to the care you currently receive.

	<i>satisfied</i>	<i>neither satisfied or dissatisfied</i>	<i>dissatisfied</i>
The amount of time my helpers have to do everything required of them	51.9%	26.0%	22.1%
My helpers arriving at their designated time	14.3%	46.8%	39.0%
My helpers listening to me	55.3%	31.6%	13.2%
My helpers respecting my space or belongings	64.5%	22.4%	13.2%
My helper's competence & professionalism	40.0%	45.3%	14.7%
My helpers asking me how to do things	33.8%	51.9%	14.3%
My helper's reliability	40.8%	40.8%	18.4%
My helper's caring & considerate behaviour	54.7%	36.0%	9.3%

Findings

Clients are not just concerned with the provision of services, but also the manner in which they are provided. This has an impact on people's quality of life.

Respondents reported a lower satisfaction rating for carers asking how they liked things done.

15.8% of clients were dissatisfied with the amount of time carers have to get things done; this figure rises to 22% if looking only at those clients who said they had too many individual carers. This is not necessarily a care plan issue if, as indicated in some of the comments, carers arrive late and/or do not spend the full contracted hours with the clients.

Where the care plan is for a 15 minute visit it is questionable if this is sufficient time to deliver care in a person centred way, or even a perfunctory way if substantial tasks such as washing and dressing are involved.

Recommendations

- When a carer first visits a client they should have handover training including reading and understanding the clients care plan and notes on how they wish it to be delivered.
- Regular review of individual carer performance to ensure they are following the guidelines
- Clients to have an opportunity to review their carers individually so that they can give feedback on those who provide good service and those who are less good.
- As well as delivering generic training (induction, manual handling, medication, food and hygiene, health and safety), agencies who support people with complex and/or specialised needs must ensure their carers have received disability awareness training and any other specialist training that may be required.
- All agency staff (not just carers) should be required to undertake training in person centred approaches and to become dignity champions

Complaints

44.2% said they had raised a concern or complaint

55.8% said that they had not.

Of the people who raised complaints,

63% raised by white clients

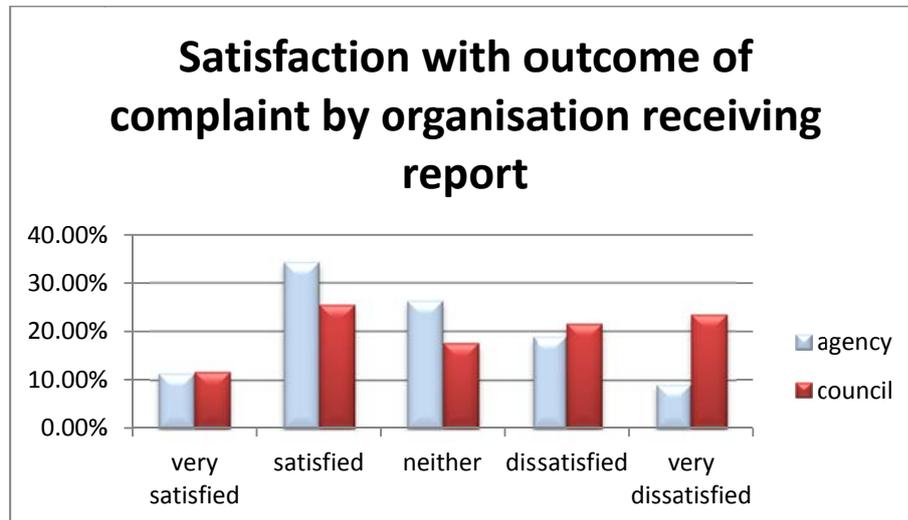
37% raised by BME clients

This closely matches the ethnic profile of all clients who responded to the survey

Of the 90.3% who raised their complaint with the agency, 45% were satisfied with the outcome.

Of the 26.5% who raised their complaint with the council, 37% were satisfied with the outcome.

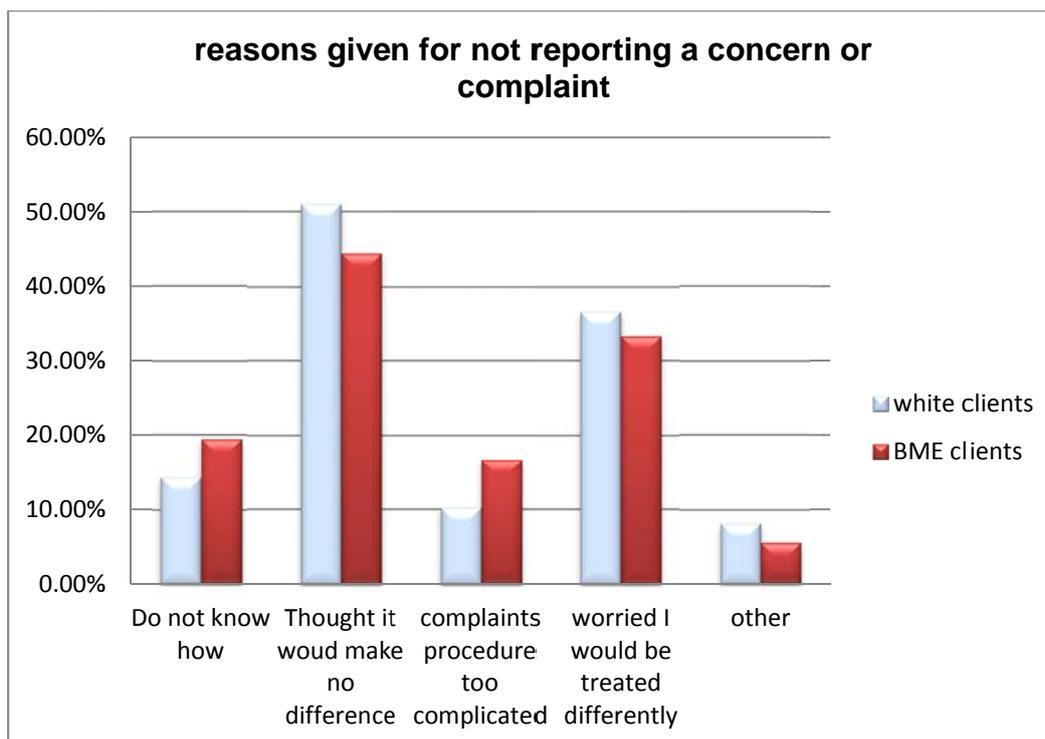
This includes 16% who contacted both the agency and the Council



The proportion of people who are dissatisfied or very dissatisfied with the outcome is not significantly different by ethnic background

Following up on complaints is an important method of service monitoring and improvement. It is therefore important that clients have confidence that fair action will be taken to resolve issues.

We asked people, if they were dissatisfied with the service they receive, why they did not make complaints.



By ethnic background

A higher proportion of white clients did not think it would make a difference.

A higher proportion of BME clients did not know how or thought the process was too complicated.

Findings

Almost 50% of respondents believe it would make no difference if they complain. Clients' requests for follow-up, or concerns raised from responses to this survey were referred on. The fact that these had not been followed up 3 months after the conclusion of the survey suggests strongly that clients' beliefs in this area are not unfounded but rather are indicative of a problem.

37.5% of clients were worried that they would be treated differently.

"I complained about poor non person centred care. Then I am branded a trouble maker and told no one wants to come to me."

These figures suggest a serious lack of confidence that a complaint or concern will be managed and resolved fairly. This is of great concern and needs to be addressed urgently.

A significant number of clients either didn't know how to make a complaint or raise a concern – or thought that the process was too complicated.

Satisfaction with how complaints are dealt with is less than 50%. This may be explained by clients having unrealistic expectations that can't be met, or by poor handling of complaints by the agency/council. More research would have to be done to determine and address these issues.

Satisfaction rates are lower for those complaints reported to the council than for those reported to agencies.

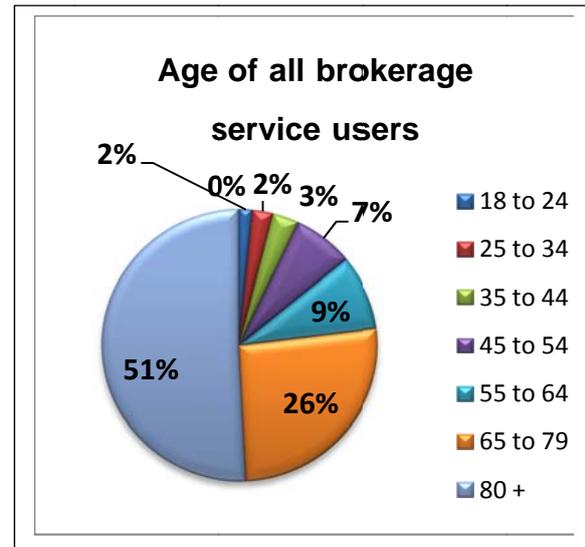
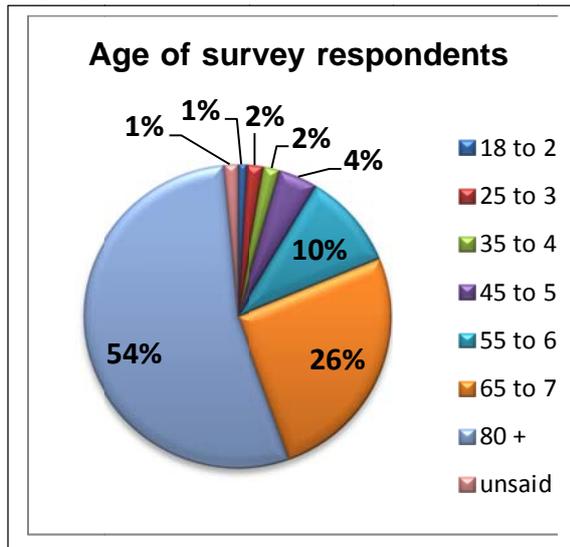
Recommendations

- Review the 'How to report a concern or complaint' flyer and how it is distributed.
- Checks should be made during initial and review visits that clients have a copy of the complaints leaflet for agencies and the council. Easy read versions should be available online so that it can be printed and given to clients if required.
- Staff in contact with clients need training on how to report a concern or complaint on their behalf, and how to provide clear explanations about what the client should expect to happen.
- Training is required for all council staff in order to improve ownership of complaints or concerns regardless of the role of the officer to whom it is first reported. Everyone should be responsible for ensuring a concern reaches the person who can do something about it.
- The follow up communication for concerns should be the same as for complaints, for agencies and council. (Acknowledgement in no more than three working days, response on action being taken within ten working days.)
- A system for recording, monitoring and reporting concerns should be set up to support performance management.
- The council and agencies should publicise how complaints have been dealt with, and what actions taken, in order to raise confidence that complaints will be taken seriously and changes made.
- Further investigation is needed as to why people fear that they will be treated differently, and into allegations that this has happened.

Demographic profile of respondents

Respondents are mainly white women who are in the older age ranges. Gender and ethnic background corresponds closely with the profile of clients using the domiciliary care brokerage service. Service users under the age of 65 are slightly under represented in the survey.

Age profile



Clients under the age of 65 are slightly under-represented in the survey results.

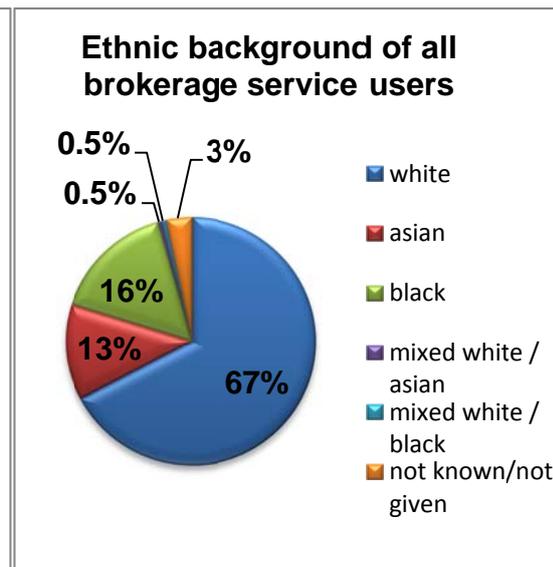
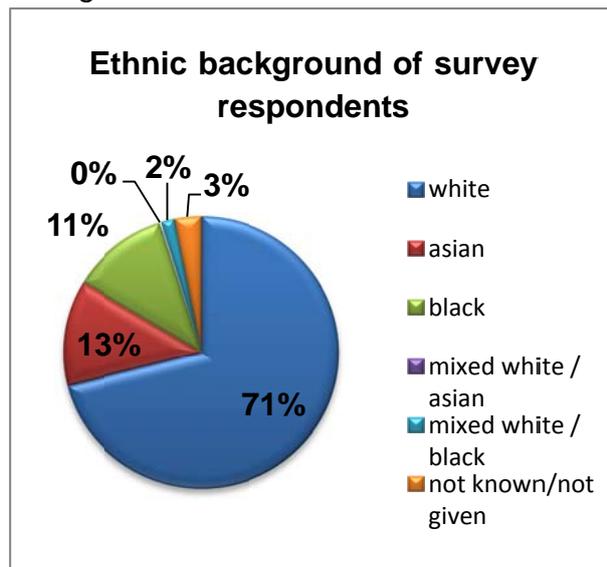
Gender

29.9% respondents were male compared to 34.3% of the client list

64.0% respondents are female compared to 65.6% of the client list

Ethnic background

The breakdown of people responding to the survey is very similar to the records available for all service users. The majority of service users and survey respondents are from white backgrounds. The survey under represents people from black backgrounds and slightly over represents people from mixed black with white backgrounds



Conclusion and next steps

The panel wish to thank the staff and managers of the Commissioning and Brokerage teams for their co-operation during this exercise and acknowledge the contribution made by them. We also wish to thank the resident involvement and scrutiny team for their help and support in facilitating the development of this survey and managing the survey process.

The panel would welcome staff playing a continuing role in developing and implementing the recommendations and would also welcome the opportunity to meet with staff to discuss the contents of this report.

The panel hope that the council will welcome this report and agree an action plan to deliver the recommendations which will hopefully lead to further service improvements. It is also hoped that this survey can be used as a benchmark against which improvements can be tracked and measured in the future.

Appendix
Survey questions

CASSUP panel members

Jeff Wills, Yusuf Osman, Brenda Quelch-Brown, Nicky Selwyn, Lorraine Ellington, Janet Richards, Monica Jefford, Ashish Patel, David Okobe, Jane Tucker, Su Kamat, Lorraine Dalton

Domiciliary Care Survey 2014

Croydon Adult Social Services User Panel (CASSUP) with Croydon Council would like to know what you think about the quality of care services you receive from your care agency staff.

Your answers will be treated as confidential. However, if you tell us you are being hurt or harmed by anybody or your safety or health are at risk, someone will contact you to talk about it. This will not be your care or support worker.

Q2 How was the agency that provides your care chosen?

<i>I chose it myself ..</i>	<input type="checkbox"/>	<i>Someone from the Council</i>	<input type="checkbox"/>	<i>Don't know</i>	<input type="checkbox"/>
<i>A relative or friend.....</i>	<input type="checkbox"/>	<i>An advocate</i>	<input type="checkbox"/>	<i>hospital/other</i>	<input type="checkbox"/>

Q3 If you know the name of the agency and want to note it please write it below

Q4 How is the care you receive paid for?

<i>Personal budget..</i>	<input type="checkbox"/>	<i>Direct payment....</i>	<input type="checkbox"/>	<i>The council pay for it.....</i>	<input type="checkbox"/>
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Other source of payment (please state)

Q5 How often do carers come and help you?

<i>1-3 times a week</i>	<input type="checkbox"/>
<i>4-6 times a week</i>	<input type="checkbox"/>
<i>Once a day.....</i>	<input type="checkbox"/>
<i>2 or more times a day.....</i>	<input type="checkbox"/>

Q6 What do you think about the amount of help you receive

<i>There is too much</i>	<input type="checkbox"/>	<i>It is just right</i>	<input type="checkbox"/>	<i>There is not enough.....</i>	<input type="checkbox"/>
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Q7 How many carers help you at any one time?

One person..... *Two people* *Three people* *More than three people*

Q8 If you answered 'more than one person' above, how often do carers attend together?

Q9 In an average month how many different helpers from the agency come to your home?

1-4..... *5-8*..... *9-12*..... *13 or more*.

Q10 What do you think about the number of different carers who come to your home?

There are too many, *It is just right,* *There are too few.*

Q11 How often do your carers arrive at your home at the appointed time?

Always..... *Mostly*..... *Sometimes* *Never*

Q12 Is the time your carers arrive important to you?

Yes..... *No*

Q13 If yes please state why

Q14 If you could choose which carers came to your home would you take the opportunity??

Yes..... *No*

Q15 Do you receive the help agreed in your care plan?

Yes..... *No*.....
I do not know.....

Q16 Did you take part in planning your care and support?

Yes..... *I do not know*.....
No.....

Q17 Do you know who to contact to get things changed?

Yes..... No.....

Q18 Do your helpers do things in the way that you would like e.g. help you dress in the way that works best for you or support you to access public transport in a way that increases your confidence.

Always *Mostly* *Sometimes..* *Never*

Q19 How satisfied or dissatisfied are you with the way your care is provided. Please tick all the boxes below that apply in relation to the care you currently receive.

	<i>satisfied</i>	<i>neither satisfied or dissatisfied</i>	<i>dissatisfied</i>
The amount of time my helpers have to do everything required of them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helpers arriving at their designated time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helpers listening to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helpers respecting my space or belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helper's competence & professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helpers asking me how to do things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helper's reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My helper's caring & considerate behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 Have you ever raised a concern or made a complaint about the support you receive?

Yes..... No.....

Q21 If yes, who did you speak to?

The agency..... *The Council*
Other (please state who)

Q22 How satisfied or dissatisfied were you with the outcome of issue you raised?

Very satisfied.....

Dissatisfied.....

Satisfied.....

Very dissatisfied.....

Neither satisfied nor dissatisfied.

Q23 If you have not told anyone you are unhappy with the service you receive, why not? (tick all that apply)

I did not know how to

I was worried I would be treated differently.....

Did not think it would make any difference.....

Other reason

Complaints procedure was too complicated.....

If 'other' please specify

Q24 Do you have any other comments you would like to make about the care and support you receive?

Q25 If you would like someone to contact you about anything you have said in this survey, please include your name and contact details.

To finish, there are some questions about you, but you do not have to answer these if you do not want to.

Q26 Gender

Male.....

Female.....

Do not wish to say.

Q27 Which of these age bands do you fall in to?

18-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>
35-44	<input type="checkbox"/>	45-54	<input type="checkbox"/>
55-64	<input type="checkbox"/>	65 - 79	<input type="checkbox"/>
80+	<input type="checkbox"/>	Do not wish to say	<input type="checkbox"/>

Q28 Disability - Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

No	<input type="checkbox"/>	Yes, limited a little	<input type="checkbox"/>
Yes, limited a lot	<input type="checkbox"/>	Do not wish to say	<input type="checkbox"/>

Q29 If yes, in what way (tick all that apply)?

Blind or visually impaired	<input type="checkbox"/>	Communication difficulty	<input type="checkbox"/>
Hearing impaired	<input type="checkbox"/>	Mental health problems	<input type="checkbox"/>
Mobility disability	<input type="checkbox"/>	Other	<input type="checkbox"/>
Learning disability	<input type="checkbox"/>		
Please specify			

Q30 What is your ethnic group?

White English, Welsh, Northern Irish, Scottish	<input type="checkbox"/>	Any other Black background	<input type="checkbox"/>
Any other white background	<input type="checkbox"/>	Mixed/multiple white/Asian	<input type="checkbox"/>
Asian/Asian British Bangladeshi	<input type="checkbox"/>	white/black African	<input type="checkbox"/>
Indian	<input type="checkbox"/>	white/black Caribbean	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Any other mixed/multiple background	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>	Any other ethnic group	<input type="checkbox"/>
Black/Black British Caribbean	<input type="checkbox"/>	Do not wish to say	<input type="checkbox"/>
African	<input type="checkbox"/>		

Q31 Swift number

Thank you for completing this survey. Please return it in the envelope provided no later than 31 December 2014.

If you need help completing the survey or have any questions please call 07909 688 026 to speak to Sylvie Saunders, or leave a message with your name and phone number and Sylvie will call you back.