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Extension to the Home Care User Experience Survey: initial feedback to councils

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Introduction

All councils with social services responsibilities (CSSRs) were required to conduct a user experience survey (UES) for home care service users by April 2003. The extension to this survey sought to add value to the UES for a sample of participating councils by enhancing comparability across dimensions not included in the four compulsory questions. All councils with social services responsibilities were invited to participate in the extended survey using the slightly amended full version of the questionnaire that had been developed by ONS in collaboration with SPRU.

In addition to collating in-depth and comparable data the study aims to assess the four questions devised by ONS for their suitability as performance indicators. The other principal objective is to enable authorities to compare the quality of home care providers in their authorities and with providers used by other authorities.

Thirty-four CSSRs undertook the extended UES. They included one London borough, eight metropolitan authorities, fourteen shire counties and eleven unitary authorities. In total information was collected from over 20,000 home care users.

This report provides an overview of the survey results for all 34 participating authorities. For each survey question the attached tables show a comparison of the survey responses by council type plus the results for the total sample. For our purposes here, the single London borough has been grouped with the eight metropolitan authorities.

The tables are grouped in four sections. Section A comprises the results from the four compulsory questions including the additional question part (b) of question 4 that identifies the reasons that people have not asked for changes in their home care service. Section B shows the results of questions from questions 5 through to 13 that cover aspects of the home care service including, timing, reliability, continuity, flexibility and communication. Section C displays a break down of the results from both of the 'grid' questions – 14 and 16. Question 14 asks about the nature and attitudes of the carer workers and 16 covers the service users' own quality of life. The final section, 'D' includes the demographic information and questions 20 to 22

inclusive: the number of home care hours received by respondents, whether service users receive practical help from friends or family and whether they completed the survey questionnaire alone or with help. Section D also provides information on survey mode and client type (AI1 and AI2) that we asked participating authorities to record.

The results presented here should be treated with caution. In-depth analysis exploring patterns of response and other issues have yet to be carried out and will form part of the second stage analysis planned for autumn 2003. The results of that stage will be presented at a workshop on the User Experience Survey to be held at the Department of Health to which all participating councils are invited. The final report will draw on these results, councils' feedback and any further analyses identified of interest at the workshop and is scheduled for publication in early 2004.

Response rates

Many CSSRs expressed concern that the length of the questionnaire would result in a low response rate, but in practice response rates for our extended survey were generally very good. Although response rate data were not systematically collected, many councils have been able to provide that information and the reported figures ranged from around 60 per cent (where no reminder letter was sent) to approximately 80 per cent in one authority.

A small number of participating councils omitted some questions with the aim of achieving a higher number of completed and returned questionnaires. The two grid questions (14 and 16) were the cause of most concern in relation to response rates. Some councils collapsed those questions and two authorities deleted them completely. As a result there appears to be a lower response rate to those questions. Although the grid question responses will be analysed in far greater detail, it does appear that people are less likely to respond to those questions that are phrased negatively.

Results by individual council

We compared the results from each council's survey with the results of the other authorities. Councils were warned the results should be treated with some caution since at this stage we had not analysed the full data set in any depth so particular issues about individual questions may subsequently arise that might affect interpretation of the results. Councils were encouraged to use the opportunity to check whether any of their results we reported did not ring true. They were invited to let us know if this was the case so that we could discuss how to address the problem. Clearly councils may identify problems with questions that will affect the overall sample results. To date, no major issues have been identified.

In each individual report, we provided councils with a list of the questions where respondents in their survey reported statistically significantly different (at the 5% level) experiences of the quality of their home care with all the other participating councils. Councils were also able to compare their results with those for their own authority type - there are statistically significant differences between council types on most of the quality indicators. At this stage of our analyses we have not identified differences on the individual components of the grid questions.

Having identified whether the results for each relevant question were significantly better or worse than those for all other authorities we provided councils with a brief assessment of their performance in the survey. Outlined below are the standardized assessments the councils received together with the distribution of higher or lower performing councils.

For those with only one or two results that were statistically significantly different:

“The results at this stage of analysis suggest that your council is performing more or less in line with all other participating councils in terms of the quality of the home care you commission or provide.”

Number of councils: **2 Shires**

For those with a large number of higher/ better results that were statistically significantly different:

“The results at this stage of analysis suggest that your council is performing above average when compared with all other participating councils in terms of the quality of the home care you commission or provide.”

Number of councils: **4 Shires**

5 Unitaries

3 Metropolitan and London Boroughs

For those with a large number of lower/ worse results that were statistically significantly different:

“The results at this stage of analysis suggest that your council is performing below average when compared with all other participating councils in terms of the quality of the home care you commission or provide.”

Number of councils: **6 Shires**

2 Unitaries

3 Metropolitan and London Boroughs

For those with an even number of higher and lower results that were statistically significantly different:

“Prior to any further analysis of the quality indicators it is not possible at this stage to identify whether your council is performing better or worse than all other participating councils in terms of the quality of home care you commission or provide.”

Number of councils: **1 Shire**

3 Unitaries

3 Metropolitan and London Boroughs

For those with no results that were statistically significantly different:

“Normally, we would list below the questions where respondents in your survey reported statistically significantly different (at the 5% level) experiences of the quality of their home care service for the first 13 questions. However, although you will

identify slight differences the results at this stage of analysis suggest that your council is performing in line with all other participating councils in terms of the quality of the home care you commission or provide. Your survey responses were not statistically significantly different to all other councils for any of the first 13 questions. At this stage of our analyses we have not identified the individual components of the grid questions.”

Number of councils: **1 Shire**

1 Unitary

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION A								
Questions 1 to 4								
Q01 Overall satisfaction								
1 Extremely satisfied	5300	25.7	1344	25.8	2380	23.6	1576	29.5
2 Very satisfied	6978	33.8	1718	33.0	3594	35.7	1666	31.1
3 Quite satisfied	6601	32.0	1679	32.2	3262	32.4	1660	31.0
4 Neutral	1034	5.0	258	5.0	518	5.1	258	4.8
5 Fairly dissatisfied	450	2.2	131	2.5	206	2.0	113	2.1
6 Very dissatisfied	166	0.8	55	1.1	63	0.6	48	0.9
7 Extremely dissatisfied	107	0.5	23	0.4	55	0.5	29	0.5
Total	20636	100.0	5208	100.0	10078	100.0	5350	100.0
Q02 Any check by Social Services								
1 Yes	10195	50.8	2529	49.8	5061	51.7	2605	50.1
2 No	9870	49.2	2554	50.2	4724	48.3	2592	49.9
Total	20065	100.0	5083	100.0	9785	100.0	5197	100.0
Q03 Times that suit								
1 Always	8350	41.0	2254	43.7	3541	35.6	2555	48.4
2 Usually	9632	47.3	2319	45.0	5101	51.3	2212	41.9
3 Sometimes	2098	10.3	506	9.8	1143	11.5	449	8.5
4 Never	290	1.4	75	1.5	149	1.5	66	1.2
Total	20370	100.0	5154	100.0	9934	100.0	5282	100.0
Q04A Are changes made?								
1 Always	6810	33.8	1706	33.5	3313	33.5	1791	34.4
2 Sometimes	3367	16.7	780	15.3	1798	18.2	789	15.2
3 Never	499	2.5	128	2.5	237	2.4	134	2.6
4 Never requested	9495	47.1	2483	48.7	4527	45.8	2485	47.8
Total	20171	100.0	5097	100.0	9875	100.0	5199	100.0
Q04B Why change never requested?								
1 Never felt possible	1493	16.1	370	15.5	729	16.3	394	16.4
2 Never needed	7769	83.9	2017	84.5	3740	83.7	2012	83.6
Total	9262	100.0	2387	100.0	4469	100.0	2406	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION B:								
Questions 5 to 13								
Q05 Carers arrive on time?								
1 Never	864	4.2	87	1.7	125	1.3	652	12.3
2 Sometimes	2660	13.0	687	13.3	1322	13.3	651	12.3
3 Often	7457	36.5	1847	35.7	3989	40.0	1621	30.6
4 Always	8397	41.1	2328	45.0	3892	39.0	2177	41.0
5 Never know	1072	5.2	223	4.3	646	6.5	203	3.8
Total	20450	100.0	5172	100.0	9974	100.0	5304	100.0
Q06 Less time spent than supposed to								
1 Never less	13598	67.4	3559	69.6	6330	64.3	3709	71.3
2 Sometimes less	5058	25.1	1158	22.6	2769	28.1	1131	21.8
3 Often less	943	4.7	230	4.5	492	5.0	221	4.3
4 Always less	567	2.8	170	3.3	258	2.6	139	2.7
Total	20166	100.0	5117	100.0	9849	100.0	5200	100.0
Q07 Care workers in a rush?								
1 Never	10126	49.5	2778	53.8	4572	45.7	2776	52.3
2 Sometimes	8251	40.3	1921	37.2	4323	43.2	2007	37.8
3 Often	1374	6.7	295	5.7	762	7.6	317	6.0
4 Always	714	3.5	168	3.3	341	3.4	205	3.9
Total	20465	100.0	5162	100.0	9998	100.0	5305	100.0
Q08 Sufficient visits								
1 Yes	18269	90.0	4532	88.5	9033	91.1	4704	89.2
2 need few more	1833	9.0	530	10.3	793	8.0	510	9.7
3 need lots more	203	1.0	59	1.2	86	0.9	58	1.1
Total	20305	100.0	5121	100.0	9912	100.0	5272	100.0
Q09 Same care workers?								
1 Always	7233	35.3	1961	37.9	2814	28.1	2458	46.1
2 Nearly always	12279	59.9	2934	56.7	6662	66.6	2683	50.3
3 Hardly ever	822	4.0	227	4.4	442	4.4	153	2.9
4 Never	179	0.9	50	1.0	87	0.9	42	0.8
Total	20513	100.0	5172	100.0	10005	100.0	5336	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION B Contd.								
Q10 Do things you want done?								
1 Always	15183	74.4	3899	75.9	7203	72.3	4081	76.7
2 Nearly always	4169	20.4	970	18.9	2253	22.6	946	17.8
3 Sometimes	960	4.7	242	4.7	455	4.6	263	4.9
4 Never	101	0.5	24	0.5	45	0.5	32	0.6
Total	20413	100.0	5135	100.0	9956	100.0	5322	100.0
Q11 Informed about changes?								
1 Always	11064	54.3	2747	53.1	5043	50.8	3274	62.1
2 Sometimes	6701	32.9	1733	33.5	3572	36.0	1396	26.5
3 Never	2607	12.8	690	13.3	1311	13.2	606	11.5
Total	20372	100.0	5170	100.0	9926	100.0	5276	100.0
Q12 Care plan								
1 Yes	12311	61.6	2952	58.1	6370	65.7	2989	57.3
2 No	7684	38.4	2129	41.9	3332	34.3	2223	42.7
Total	19995	100.0	5081	100.0	9702	100.0	5212	100.0
Q13 Carers attitude								
1 Always happy	15194	73.9	3961	75.8	7116	71.6	4117	76.5
2 Usually happy	4720	23.0	1114	21.3	2536	25.5	1070	19.9
3 Sometimes happy	584	2.8	138	2.6	273	2.7	173	3.2
4 Never happy	51	0.2	12	0.2	19	0.2	20	0.4
Total	20549	100.0	5225	100.0	9944	100.0	5380	100.0
SECTION C								
Questions 14 to 16								
Q14A Care workers understanding								
1 Strongly agree	9010	48.5	2,469	49.1	3902	46.6	2639	51.0
2 Agree	9307	50.1	2,496	49.6	4353	52.0	2458	47.5
3 Disagree	206	1.1	56	1.1	86	1.0	64	1.2
4 Strongly disagree	47	0.3	12	0.2	24	0.3	11	0.2
Total	18570	100.0	5,033	100.0	8365	100.0	5172	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION C Contd.								
Q14B Care workers miserable								
1 Strongly agree	205	1.4	51	1.3	97	1.4	57	1.4
2 Agree	296	2.0	81	2.0	141	2.1	74	1.8
3 Disagree	5619	37.9	1,544	39.0	2562	37.6	1513	37.5
4 Strongly disagree	8696	58.7	2,280	57.6	4020	58.9	2396	59.3
Total	14816	100.0	3,956	100.0	6820	100.0	4040	100.0
Q14C Care workers obliging								
1 Strongly agree	8283	47.6	2,251	48.0	3649	46.1	2383	49.8
2 Agree	8744	50.3	2,329	49.7	4115	52.0	2300	48.0
3 Disagree	253	1.5	76	1.6	99	1.3	78	1.6
4 Strongly disagree	104	0.6	30	0.6	46	0.6	28	0.6
Total	17384	100.0	4,686	100.0	7909	100.0	4789	100.0
Q14D Care workers unfriendly								
1 Strongly agree	254	1.7	69	1.7	107	1.6	78	1.9
2 Agree	348	2.3	73	1.8	169	2.5	106	2.6
3 Disagree	5023	33.6	1,399	35.4	2264	33.0	1360	32.8
4 Strongly disagree	9329	62.4	2,409	61.0	4312	62.9	2608	62.8
Total	14954	100.0	3,950	100.0	6852	100.0	4152	100.0
Q14E Care workers keep details								
1 Strongly agree	7511	42.5	1,993	41.8	3271	40.8	2247	45.9
2 Agree	9653	54.6	2,634	55.3	4515	56.3	2504	51.1
3 Disagree	279	1.6	70	1.5	132	1.6	77	1.6
4 Strongly disagree	242	1.4	66	1.4	105	1.3	71	1.4
Total	17685	100.0	4,763	100.0	8023	100.0	4899	100.0
Q14F Care workers gossip								
1 Strongly agree	435	2.7	112	2.6	210	2.8	113	2.5
2 Agree	576	3.5	148	3.4	271	3.6	157	3.5
3 Disagree	7330	45.0	1,987	45.6	3377	45.4	1966	43.8
4 Strongly disagree	7934	48.7	2,108	48.4	3575	48.1	2251	50.2
Total	16275	100.0	4,355	100.0	7433	100.0	4487	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION C Contd.								
Q14G Care workers excellent								
1 Strongly agree	7898	44.3	2,100	43.8	3480	43.2	2318	46.8
2 Agree	8883	49.9	2,401	50.0	4164	51.6	2318	46.8
3 Disagree	861	4.8	254	5.3	348	4.3	259	5.2
4 Strongly disagree	167	0.9	43	0.9	70	0.9	54	1.1
Total	17809	100.0	4,798	100.0	8062	100.0	4949	100.0
Q14H Care workers less thorough								
1 Strongly agree	530	3.4	159	3.8	226	3.1	145	3.4
2 Agree	2103	13.4	610	14.6	937	13.1	556	13.0
3 Disagree	7763	49.6	2,055	49.2	3646	50.8	2062	48.1
4 Strongly disagree	5245	33.5	1,353	32.4	2368	33.0	1524	35.5
Total	15641	100.0	4,177	100.0	7177	100.0	4287	100.0
Q14I Care workers respect								
1 Strongly agree	9485	54.9	2,739	55.5	3,816	52.8	2930	57.3
2 Agree	7515	43.5	2,114	42.9	3,311	45.8	2090	40.9
3 Disagree	138	0.8	35	0.7	49	0.7	54	1.1
4 Strongly disagree	143	0.8	43	0.9	58	0.8	42	0.8
Total	17281	100.0	4,931	100.0	7,234	100.0	5116	100.0
Q14J Care workers do it their way								
1 Strongly agree	822	5.2	203	4.8	366	5.1	253	5.9
2 Agree	3776	23.9	1,047	24.7	1767	24.4	962	22.3
3 Disagree	7571	48.0	2,022	47.8	3504	48.5	2045	47.4
4 Strongly disagree	3610	22.9	959	22.7	1594	22.0	1057	24.5
Total	15779	100.0	4,231	100.0	7231	100.0	4317	100.0
Q14K Care workers gentle								
1 Strongly agree	8088	47.3	2,212	48.8	3537	44.9	2339	50.0
2 Agree	8556	50.0	2,249	49.6	4057	51.5	2250	48.1
3 Disagree	190	1.1	42	0.9	86	1.1	62	1.3
4 Strongly disagree	262	1.5	33	0.7	202	2.6	27	0.6
Total	17096	100.0	4,536	100.0	7882	100.0	4678	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION C Contd.								
Q14L Care workers careless								
1 Strongly agree	202	1.3	62	1.5	80	1.1	60	1.4
2 Agree	447	2.9	119	2.9	206	2.9	122	2.9
3 Disagree	7324	47.3	2,017	48.6	3375	47.4	1932	45.9
4 Strongly disagree	7503	48.5	1,954	47.1	3455	48.6	2094	49.8
Total	15476	100.0	4,152	100.0	7116	100.0	4208	100.0
Q14M Care workers honest								
1 Strongly agree	10717	59.1	2,894	59.3	4724	57.6	3099	61.3
2 Agree	7130	39.3	1,915	39.2	3361	41.0	1854	36.7
3 Disagree	120	0.7	28	0.6	46	0.6	46	0.9
4 Strongly disagree	177	1.0	46	0.9	75	0.9	56	1.1
Total	18144	100.0	4,883	100.0	8206	100.0	5055	100.0
Q16A Quality of life: clean								
1 Strongly agree	10747	57.3	2923	59.8	5225	54.8	2599	59.8
2 Agree	7534	40.2	1865	38.2	4020	42.2	1649	38.0
3 Disagree	413	2.2	84	1.7	247	2.6	82	1.9
4 Strongly disagree	62	0.3	12	0.2	36	0.4	14	0.3
Total	18756	100.0	4884	100.0	9528	100.0	4344	100.0
Q16B Quality of life: comfortable								
1 Strongly agree	8336	44.4	2162	46.1	3873	42.1	2301	47.1
2 Agree	9184	48.9	2235	47.6	4691	51.0	2258	46.3
3 Disagree	1161	6.2	274	5.8	587	6.4	300	6.1
4 Strongly disagree	93	0.5	23	0.5	47	0.5	23	0.5
Total	18774	100.0	4694	100.0	9198	100.0	4882	100.0
Q16C Quality of life: safe								
1 Strongly agree	1154	6.9	308	7.3	545	6.6	301	7.0
2 Agree	2340	14.0	587	14.0	1120	13.6	633	14.8
3 Disagree	7812	46.7	1934	46.1	3884	47.0	1994	46.5
4 Strongly disagree	5439	32.5	1365	32.5	2716	32.9	1358	31.7
Total	16745	100.0	4194	100.0	8265	100.0	4286	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION C Contd.								
Q16D Quality of life: contact								
1 Strongly agree	5683	30.7	1452	31.3	2678	29.5	1553	32.5
2 Agree	9857	53.3	2465	53.1	4937	54.4	2455	51.4
3 Disagree	2393	12.9	586	12.6	1191	13.1	616	12.9
4 Strongly disagree	556	3.0	141	3.0	267	2.9	148	3.1
Total	18489	100.0	4644	100.0	9073	100.0	4772	100.0
Q16E Quality of life: bored								
1 Strongly agree	1693	10.0	409	9.7	843	10.2	441	10.1
2 Agree	4612	27.4	1107	26.1	2282	27.6	1223	28.1
3 Disagree	7608	45.1	1932	45.6	3768	45.5	1908	43.9
4 Strongly disagree	2945	17.5	786	18.6	1385	16.7	774	17.8
Total	16858	100.0	4234	100.0	8278	100.0	4346	100.0
Q16F Quality of life: bed time								
1 Strongly agree	8095	42.4	2201	45.7	3690	39.5	2204	44.6
2 Agree	9833	51.4	2386	49.5	4998	53.5	2449	49.5
3 Disagree	876	4.6	164	3.4	505	5.4	207	4.2
4 Strongly disagree	310	1.6	67	1.4	156	1.7	87	1.8
Total	19114	100.0	4818	100.0	9349	100.0	4947	100.0
Q16G Quality of life: independence								
1 Strongly agree	6354	33.2	1617	33.5	3066	32.9	1671	33.6
2 Agree	10580	55.3	2672	55.3	5223	56.0	2685	54.0
3 Disagree	1867	9.8	461	9.5	876	9.4	530	10.7
4 Strongly disagree	330	1.7	80	1.7	167	1.8	83	1.7
Total	19131	100.0	4830	100.0	9332	100.0	4969	100.0
SECTION D:								
Questions 17 to 22								
Q17 Gender								
1 Male	5074	24.4	1235	23.6	2550	25.1	1289	23.9
2 Female	15705	75.6	4002	76.4	7606	74.9	4097	76.1
Total	20780	100.0	5237	100.0	10156	100.0	5387	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION D Contd.								
Q18 Age group								
1 under 65	189	0.9	115	2.2	34	0.4	40	0.7
2 65 to 74	3104	15.5	959	18.2	1277	13.6	868	16.1
3 75 to 84	8403	41.9	2278	43.2	3715	39.5	2410	44.6
4 85 or over	8374	41.7	1925	36.5	4369	46.5	2080	38.5
Total	20070	100.0	5277	100.0	9395	100.0	5398	100.0
Q19 Ethnic origin								
1 White	20531	98.4	5150	98.5	10047	99.3	5334	96.5
2 Mixed	57	0.3	20	0.4	10	0.1	27	0.5
3 Asian	91	0.4	23	0.4	28	0.3	40	0.7
4 Black	169	0.8	32	0.6	26	0.3	111	2.0
5 Chinese	12	0.1	1	0.0	1	0.0	10	0.2
6 Other	15	0.1	4	0.1	7	0.1	4	0.1
Total	20875	100.0	5230	100.0	10119	100.0	5526	100.0
Q20 Number of care hours								
	<i>hours</i>		<i>hours</i>		<i>hours</i>		<i>hours</i>	
Valid n	18,939.0		4,925.0		9,187.0		4,827.0	
Missing n	2,605.0		432.0		1,376.0		797.0	
Mean	6.3		6.5		6.3		6.1	
Std. Deviation	8.2		11.6		6.7		6.3	
Minimum	-		-		-		0.3	
Maximum	168.0		168.0		168.0		168.0	
5th percentile	1.0		0.5		1.0		1.0	
1st quartile	2.0		1.8		3.0		2.0	
Median	4.5		3.5		5.0		4.5	
3rd quartile	8.0		7.0		8.0		9.0	
95th percentile	15.8		16.0		15.0		15.8	
Q21 Receive practical help?								
1 Yes	16954	84.2	4149	83.3	8466	85.7	4339	82.1
2 No	3186	15.8	830	16.7	1411	14.3	945	17.9
Total	20140	100.0	4979	100.0	9877	100.0	5284	100.0
Q22 Helped with questionnaire								
1 Self	8661	41.9	2371	45.3	3918	39.0	2372	44.1
2 Help from care worker	928	4.5	247	4.7	450	4.5	231	4.3
3 Help from other	11076	53.6	2614	50.0	5687	56.6	2775	51.6
Total	20665	100.0	5232	100.0	10055	100.0	5378	100.0

	All authorities		Unitaries		Shires		Mets & LB	
	n	%	n	%	n	%	n	%
SECTION D Contd.								
A11 Survey mode								
1 Given at review	3	0.0	0	-	2	0.0	1	0.0
2 Posted	18668	92.3	4550	85.0	9634	98.5	4484	88.0
3 Delivered by hand	581	2.9	0	-	0	-	581	11.4
4 Face-to-face	166	0.8	109	2.0	32	0.3	25	0.5
5 Telephone	369	1.8	266	5.0	103	1.1	0	-
8 Not applicable	0	-	0	-	0	-	0	-
9 Missing	437	2.2	428	8.0	7	0.1	2	0.0
Total	20224	100.0	5353	100.0	9778	100.0	5093	100.0
A12 Client type								
1 Physically disabled	14667	87.0	3,482	90.2	7,492	87.7	3,693	82.8
2 Other vulnerable	1986	11.8	374	9.7	1,047	12.3	565	12.7
8 Not applicable	205	1.2	3	0.1	2	0.0	200	4.5
9 Missing	0	-	-	-	-	-	-	-
Total	16858	100.0	3,859	100.0	8,541	100.0	4,458	100.0