

People's views and experiences of receiving Direct Payments in Brighton and Hove

Dr Lester Coleman
Lester@healthwatchbrightonandhove.co.uk
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People's views and experiences of receiving Direct Payments in Brighton and Hove – Summary

- One hundred and twenty seven people from Brighton and Hove completed a survey (online and postal) regarding their Direct Payments (DPs). The response rate was 20.5% of all DP recipients.
- Most responses came from White-British women, and the most common type of disability was a physical impairment. Respondents' ages ranged from 18 to 99 years with an average age of 49.9 years.

Setting up the DP including financial assessment and initial social care review, as well as a social care review in the last 12 months:

- Encouragingly, the setting up of the DP process was generally swift with the majority of assessments, advice and delivery of payment completed within one month.
- However, most people could not precisely recall the different aspects of setting up their DPs. For those that could remember, a notable outlier was receiving the initial social care review after the DP had started (28.3% had completed this within one month and 54.7% completed this within three months) – which is perhaps understandable as it was an initial review.
- Over a half (52.8%) of respondents had not had a social care review in the last 12 months. Fewer than one-third (29.6%) had had a review during this time period (the rest were not sure).

Awareness of support options and buying additional services:

- In terms of additional support, most respondents (78%) were aware of the services for supported bank accounts and payroll offered by 'Possability People – Supported Bank Accounts and Payroll Service'. Additionally, over half (59.3%) were aware of the 'Adult Social Care DP Team (BHCC) and/or, Children's DP Support Service (BHCC) – Who set up the DP Package as a service agreement on the Council

system', and 55.1% knew about 'People Plus, Independent Living Service – Support with your DP Budget'.

- The service about which fewest people were aware was 'BHCC Assessment Service – How to request changes to your DP', which only 22.0% knew about and a further 5.9% were unaware of any of the support options.
- The majority of people (62.1%) did not receive any help to buy services from a Provider/Organisation/Agency. Only 27.4% did so, and 10.5% received help from somewhere else – mostly Possability People or from friends/relatives.

Client contribution paid directly into DP account (if applicable):

- For those that were assessed for a Client Contribution, the vast majority (88.4%) paid this directly into their DP account.

Personal Assistants (PAs):

- The majority (80.0%) of people employed Personal Assistants (PAs), many of whom were self-employed (37.8% always and 16.7% mostly). Nearly a half (45.6%) were not self-employed.
- 38.2% did not receive any advice or support regarding their employment of PAs. Those that did seek help sought advice about being an employer (46.1%), recruiting a PA (32.6%) and obtaining DBS checks (25.8%).
- The recruitment of PAs was mainly through word of mouth or recommendations from others (53.8%).
- Overall, only a quarter (25.3%) found the PA recruitment process 'very easy' or 'quite easy', with a larger number finding the process either 'very difficult' (22.0%) or 'quite difficult' (17.6%), and the remaining 35.2% stating it was 'neither easy nor difficult'.
- 44.0% of participants had a contingency plan if the PA was unable to provide support, which was mostly through informal support

(72.3%) such as family and friends, compared to more formal support (44.7%). People could rely on both formal and informal support.

Ranked priority areas for improvement:

- An increase in the DP/PA pay rate was the leading priority area for improvement. This was followed, in decreasing order of priority, by:
 - A co-ordinated PA recruitment (reflecting the difficulties noted above).
 - A PA Support Service (providing PAs with supervision and training).
 - Centralised advice and information support/Single Point of Contact for DP support.
 - Accessible DP Policy and Procedures, including Guidance regarding the stages of DPs.
 - Regular contact/reviews from key DP support services and/or BHCC.
 - DP awareness training for Assessment Staff.

Satisfaction including how well the DP service is working at the moment:

- The areas of highest satisfaction was 'Payroll and Service with Possability People' (55.4% 'very satisfied' and 18.1% 'satisfied'), 'Supported Bank Account with Possability People' (51.6% 'very satisfied' and 21.1% 'satisfied'), and 'Mark Bates/Independent Living Group - DP Insurance service' (39.4% 'very satisfied' and 35.3% 'satisfied').
- The area of least satisfaction was 'People Plus, who provide our DP Information, Advice and Guidance Service' (21.1% 'very dissatisfied' and 11.3% 'dissatisfied').
- Almost three-quarters of respondents reported the DP service was working 'quite well' (30.2%) or 'very well' (44.2%). However, there were some polarised opinions with 8.1% reporting 'not so well' and 10.5% saying 'not well at all'.

- Additional comments suggest the continuity, flexibility, empowerment and personal choice were well appreciated, although concerns were raised about recruiting, retaining and having a choice of PAs.

Conclusion and recommendations for improvement:

- Although the findings regarding the setting up of the DP are encouraging, the awareness of support services is less so. A small proportion (5.9%) of people were not aware of any support services for DP users. Aside from 'Possability People - Supported Bank Accounts and Payroll Service', more than 40% of respondents were unaware of all of the other support options. 78.0% were unaware of the 'BHCC Assessment Service - How to request changes to your DP', and 72.0% were unaware of the 'PrePaid cards service'.
- A further concern could be that over one half of the sample had not had a social care review in the last 12 months. **Raising awareness of the review and support options for DP service-users is a key area of improvement.**
- The recruitment and management of PAs continues to be an area of concern, with 38.2% not receiving any advice or support regarding their employment of PAs, and with people finding the recruitment 'very difficult' (22.0%) or 'quite difficult' (17.6%).
- Word of mouth rather than a more coordinated approach seems to be the main source of PAs (reported by 53.8%). **A further area of improvement is increasing the support offered to recruit and manage PAs, alongside reviewing their pay rate.**

People's views and experiences of receiving Direct Payments in Brighton and Hove – Main Report

Introduction

There are currently 621 people receiving Direct Payments from Brighton and Hove City Council (BHCC). Direct Payments (DPs) help people or an adult/child that is cared for to receive financial support for their care needs.

This survey builds on an earlier survey run in 2021 which asked how well the council's services are working; what could be improved; and what would help to positively affect your quality of life. The majority of respondents stated that what worked, regarding their DPs, were being able to access support such as – assistance with personal care; shopping; household support; getting out and about; and living independently. Some stated that they were able to be with someone to make them feel safe, others reported the ability to be supported to learn life skills.

There was a positive message regarding the role of Personal Assistants (PAs), including the ability to have the same person to support them; the autonomy to hire people and book them for when they needed them; to manage their own care; the flexibility of having PAs; the power to change times when the PA comes; the flexibility to manage their fluctuating needs, particularly how long they need the support on a difficult day; being able to do things how the individual wants, increasing their feeling of independence; tailored support for their changing needs; and the importance of the relationship with the PA. Many mentioned friendly and flexible PAs and feeling respected and valued by the PAs.

With regard to responses about what could be improved, and improving quality of life, key themes from this earlier survey were:

- Increased contact with Assessment council's services including a dedicated social worker; and reference to the need to improve the financial elements – including Financial Assessments.

- Better advice and information – this included advice regarding managing PAs; where to access training for PAs; as well as general support regarding using DPs, and who to contact.
- Access to PAs – respondents stated how hard it can be to find PAs; support for PAs is needed; and the need to pay PAs a reasonable amount.

It is important that the knowledge gained from the 2021 survey is furthered, to ensure that the views of everybody (people/families) using DPs are understood. It is the purpose of this survey to continue this ongoing understanding of people's views and experiences of DPs and help suggest ways in which the process of receiving DPs can be improved.

Project aim

To understand people's views and experiences of receiving Direct Payments (DPs) from Brighton and Hove City Council (BHCC) and to suggest ways in which the service could be improved.

Objectives

- To survey people across Brighton and Hove to understand their views and experiences of receiving Direct Payments.
- To achieve this via an email and postal semi-structured questionnaire.
- To summarise the demographic profile of people responding to the questionnaire.
- Using the data to propose ways in which the Direct Payment experience can be improved, whilst also acknowledging what is working well.

Recruitment

People in receipt of DPs were recruited via a database collated by BHCC. This amounted to 621 people who were sent the survey (January 2023), with 127 questionnaires returned (20.5% response rate).

Methods and analysis

A total of 528 people were sent the survey link by email created in Smart Survey, and 93 received the equivalent by post. For the latter, a freepost envelope was included for responses. The postal survey included written instructions (such as 'if yes, please go to Question 10), whereas this filtering was automatic in the emailed link. The survey was live for four weeks.

The covering letter enclosed with the questionnaire can be viewed in Appendix 1. The survey included the following seven sections and the full questionnaire can be viewed in Appendix 2:

1. Sample profile including follow-up interest (phone call and helping to develop the local DP offer).
2. Setting up the DP including financial assessment and initial social care review, as well as a social care review in the last 12 months.
3. Awareness of support options and buying additional services.
4. Client contribution paid directly into DP account (if applicable).
5. Personal Assistants (PAs).
6. Ranking of importance of seven initial areas for improvement, such as Personal Assistant support service, increase in DP rate, regular contact/reviews from DP support services.
7. Satisfaction including how well the DP service is working at the moment.

The questionnaire data were analysed to identify the frequency of responses (e.g. 84.2% reported a particular finding). All responses presented are derived from valid data i.e. from all those people who provided a response and exclude missing data. In some cases, the percentage totals do not add to 100% exactly due to the rounding up or down of decimal points. The sample size does not permit meaningful comparisons across the data.

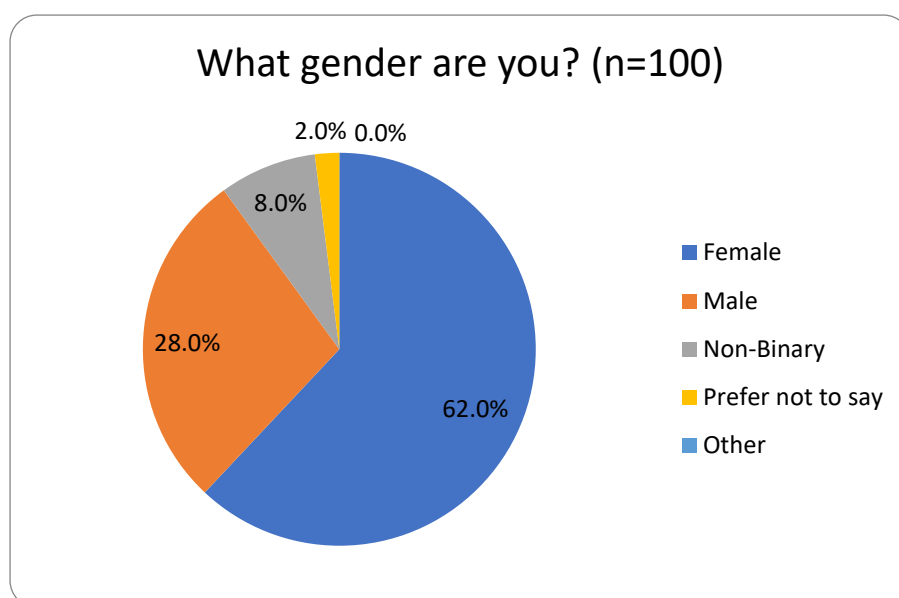
Findings

In total, 127 people responded to the survey generating a response rate of 20.5%. 51.2% of the questionnaires were completed by the person in receipt of Direct Payments (DPs) and 48.8% on behalf of the person receiving DPs. For those completing on behalf of DP recipients, 49.2% were a parent, 21.3% a carer and 13.1% a son or daughter.

In the following charts, the figure n denotes the number of people responding to a particular question.

1. Sample profile including follow-up interest (phone call and helping to develop the local DP offer)

The following provides important context to the findings. Most people in receipt of DPs were female (62.0%).

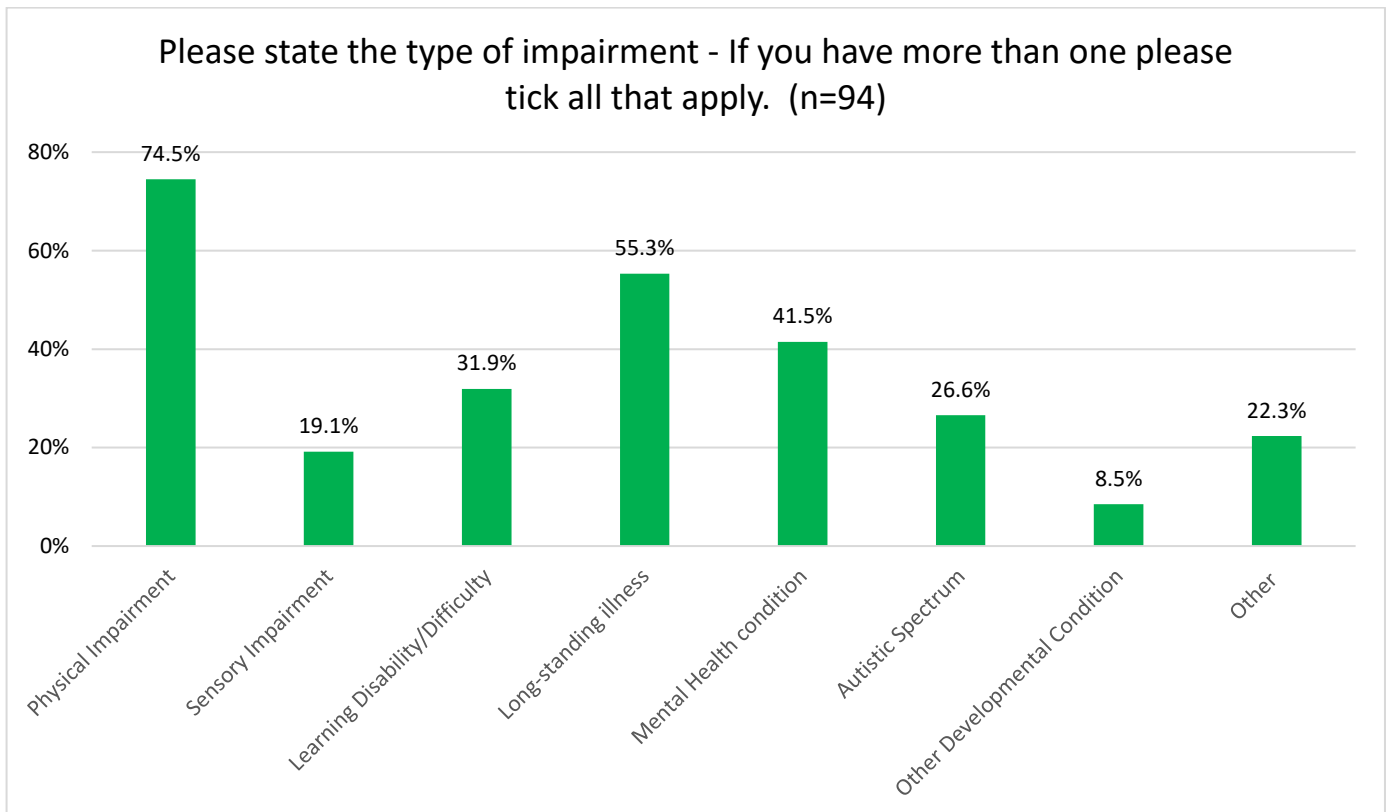


The age ranged from 18 to 99 years, and the average age was 49.9 years. 86.9% identified with their sex assigned at birth although a notable 7.1% did not (and 6.1% preferred not to say).

80.0% were White-British, with the largest ethnic minority groups being any other White background (4.0%) and Mixed - Black African & White and 'Any other mixed background' (both 3.0%).

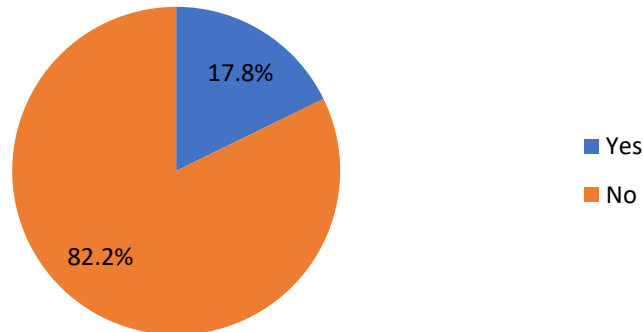
Unsurprisingly, 94.0% said that their day-to-day activities were limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months – 85.1% 'a lot' and 8.9% 'a little'.

Of those having a disability, this was mainly a physical impairment (74.5%) or a long-standing illness (55.3%). 41.5% reported a mental health condition. People could report more than one type of disability.



As further context, 17.8% had experienced the transition of the DP service from children to now receiving it via adult social care.

Have you experience of the 'transition' from receiving DP's through Children's Services, to now receiving them via Adult Social Care? (n=90)



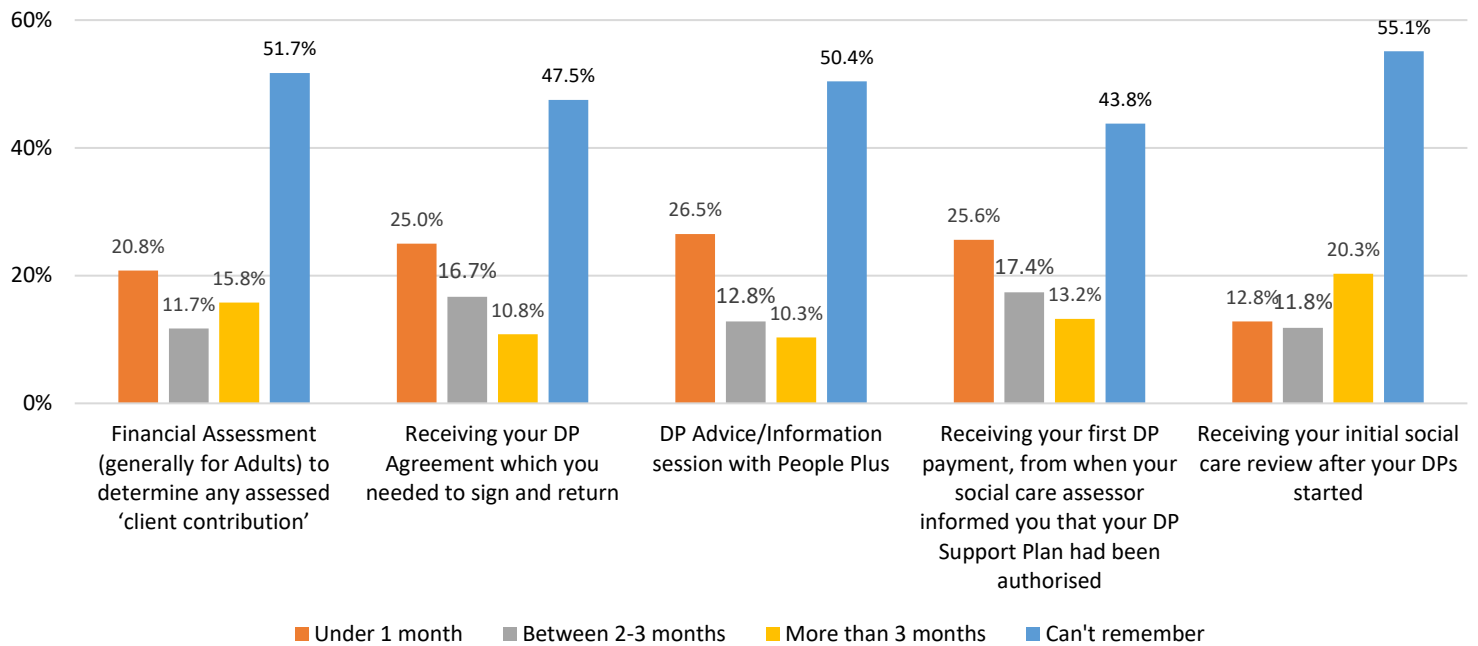
Finally, there was some interest for follow-on feedback. 40.4% or 23 people were happy to have a short phone call to talk about their views and experiences in greater depth, and 36.8% or 21 people to have an ongoing role in influencing the development of the local DP Offer and support services.

2. Setting up the DP including financial assessment and initial social care review, as well as a social care review in the last 12 months

Most people could not precisely recall the different aspects of setting up their DPs. For those that could remember, a notable outlier was receiving the initial social care review after the DP had started (28.3% had completed this within one month and 54.7% completed this within three months) - which is perhaps understandable as it was an initial review.

Encouragingly, for all the other aspects of the set-up, most were achieved within one month (excluding those who 'can't remember').

When your Direct Payment (DP) was first set up, do you remember how long it took for each of the following stages to be completed?
(n=121)

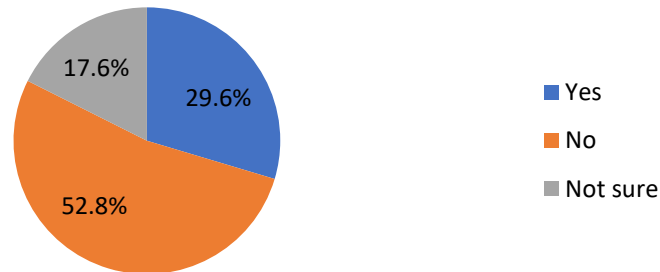


If you exclude the proportion that could not remember, achievements within one month were as follows:

Answer Choice	Under 1 month
Financial Assessment (generally for Adults) to determine any assessed 'client contribution'	42.8%
Receiving your DP Agreement which you needed to sign and return	47.5%
DP Advice/Information session with People Plus	53.6%
Receiving your first DP payment, when your DP Support Plan had been authorised	45.5%
Receiving your initial social care review after your DPs started	28.3%

In relation to the above chart, over one half (52.8%) had not had a social care review in the last 12 months. Fewer than one-third (29.6%) had a review during this time period (the rest were not sure). Only 14 people provided an approximate date for this review. They ranged from January 2022 to January 2023, with the most common dates being November 2022 and January 2023 (3 people for each date).

Have you had a Social Care Review of your/your family needs, in the last 12 months? (n=108)

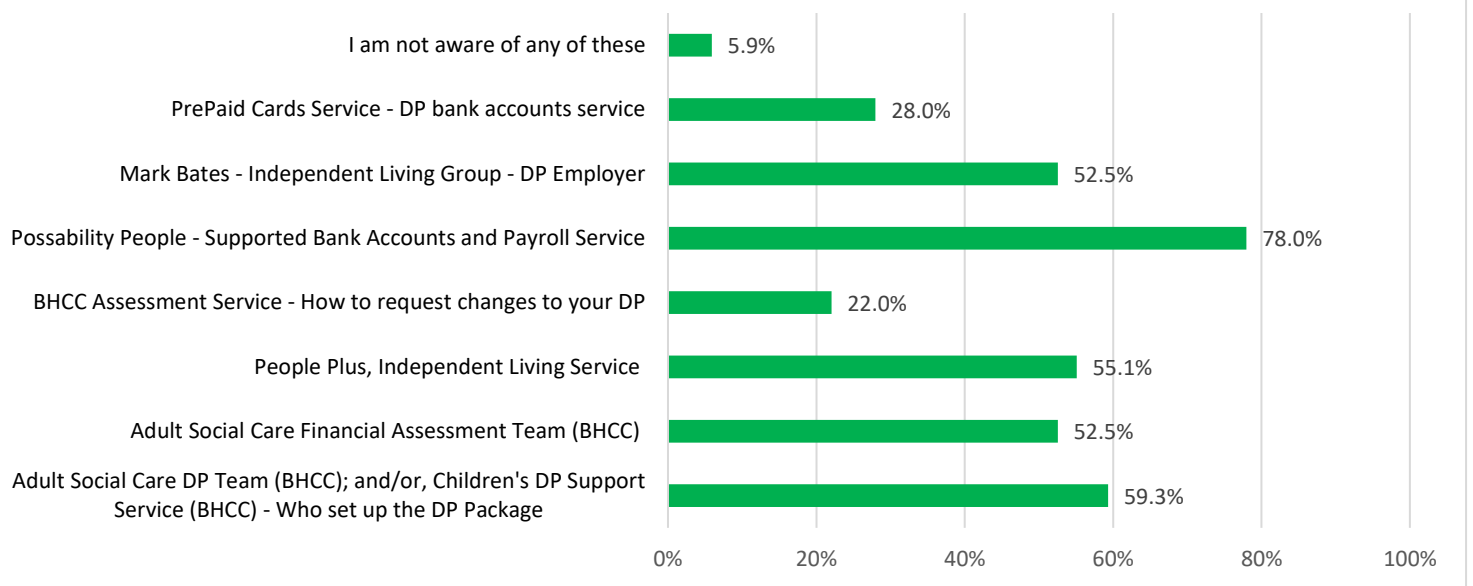


3. Awareness of support options and buying additional services

In terms of additional support, most people were aware of 'Possability People - Supported Bank Accounts and Payroll Service' (78.0%); 'Adult Social Care DP Team (BHCC) and/or, Children's DP Support Service (BHCC) - Who set up the DP Package as a service agreement on the Council system' (59.3%); and 'People Plus, Independent Living Service - Support with your DP Budget' (55.1%).

The lowest level of awareness was for 'BHCC Assessment Service - How to request changes to your DP', where 22.0% were aware, although a further 5.9% were not aware of any of the support options.

Are you aware of the following support services for DP users? Please tick all that apply (n=118)



These levels of awareness (or unawareness) are a striking finding from this study. To place this into context, between 40% and 50% of the sample were unaware of the following support services:

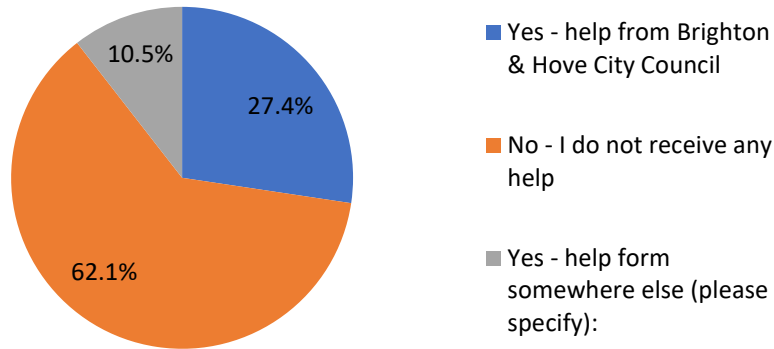
- 'Adult Social Care DP Team (BHCC); and/or, Children's DP Support Service (BHCC) - Who set up the DP Package as a service agreement on the Council system'.
- 'Adult Social Care Financial Assessment Team (BHCC) - Complete Financial Assessment and welfare benefit checks'.
- 'People Plus, Independent Living Service - Support with your DP Budget'.
- 'Mark Bates - Independent Living Group - DP Employer'.

Between 70% and 80% of the sample were unaware of these support services:

- 'BHCC Assessment Service - How to request changes to your DP'.
- 'PrePaid Cards Service - DP bank accounts service'.

Most people (62.1%) did not receive any help to buy services from a Provider/Organisation/Agency. Only 27.4% did so, and 10.5% received help from somewhere else – mostly Possability People or friends/relatives.

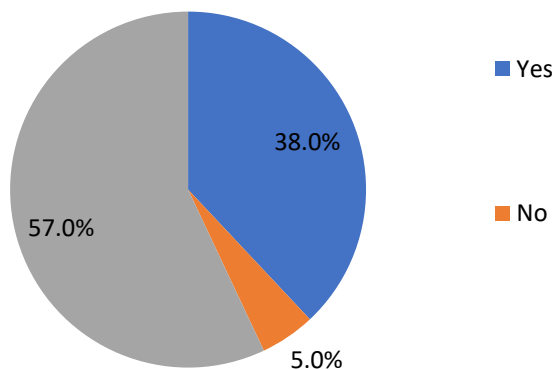
If you use your DP to buy services from a Provider/Organisation/Agency, did you get help to arrange the services you buy with your DP? (n=95)



4. Client contribution paid directly into DP account (if applicable)

This question did not apply to most people (57.0%) as they had not been assessed to pay a client contribution. For those that were assessed for a Client Contribution, the vast majority (88.4%) paid this directly into their DP account (11.6% did not).

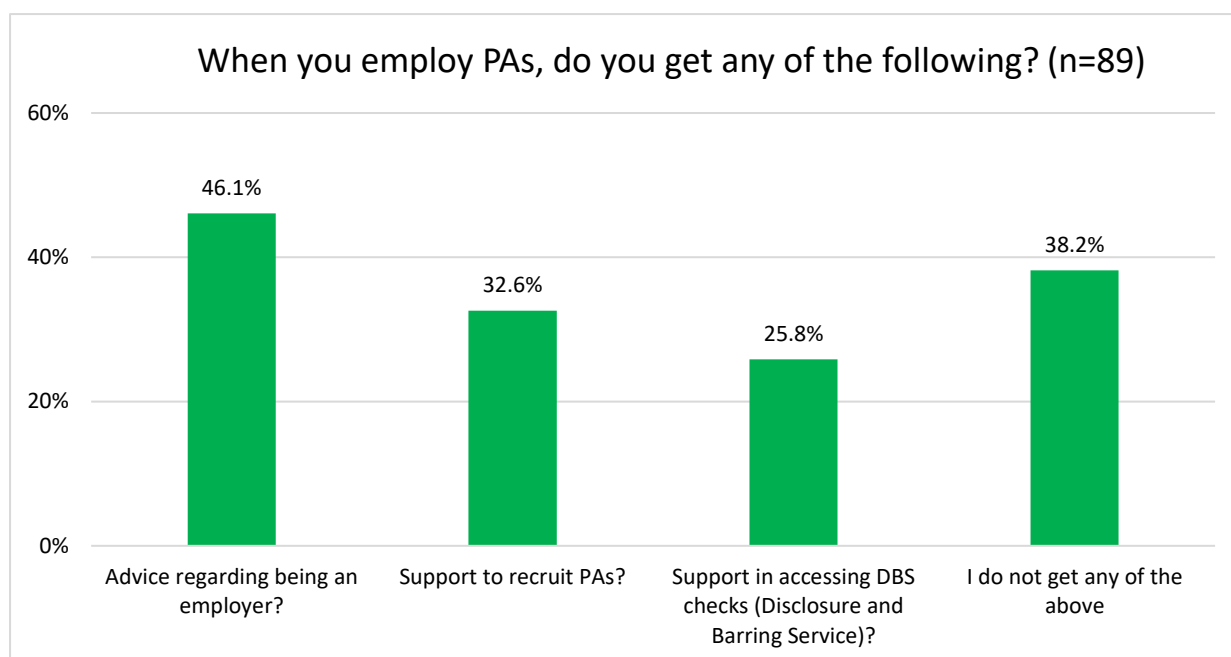
If you have been assessed to pay a Client Contribution towards your DP (generally for Adults), do you pay this directly into your DP account? (n=100)



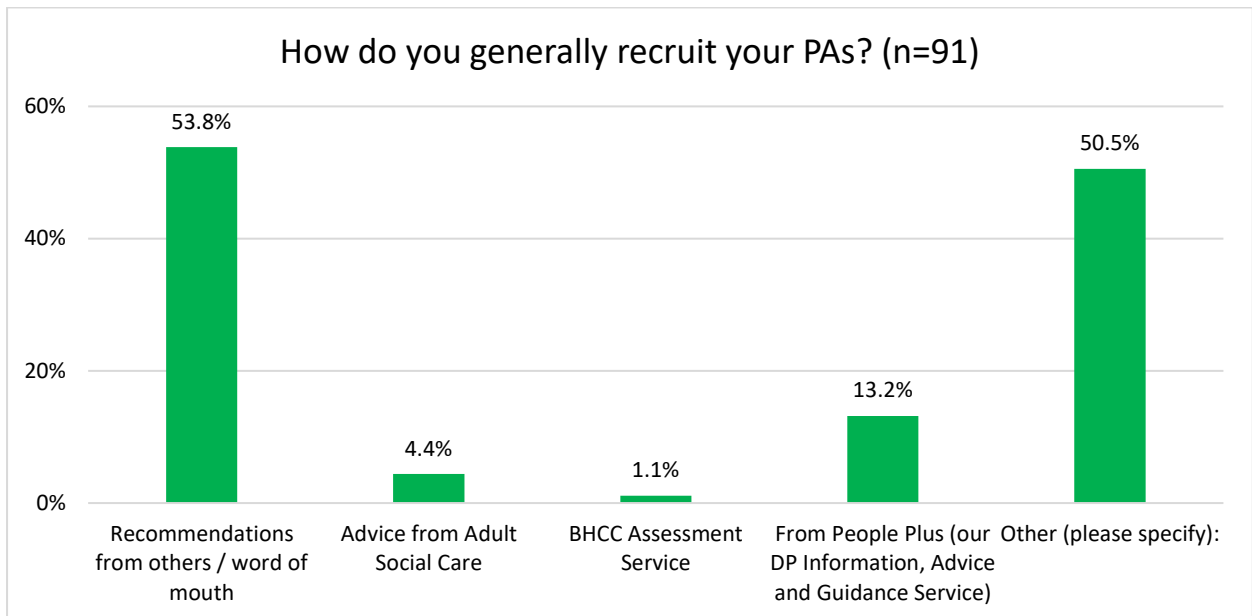
5. Personal Assistants (PAs)

The majority (80.0%) of people employed Personal Assistants (PAs). The figures for self-employed and employed PAs were fairly even. Most PAs were self-employed (37.8% always and 16.7% mostly) although 45.6% were not self-employed.

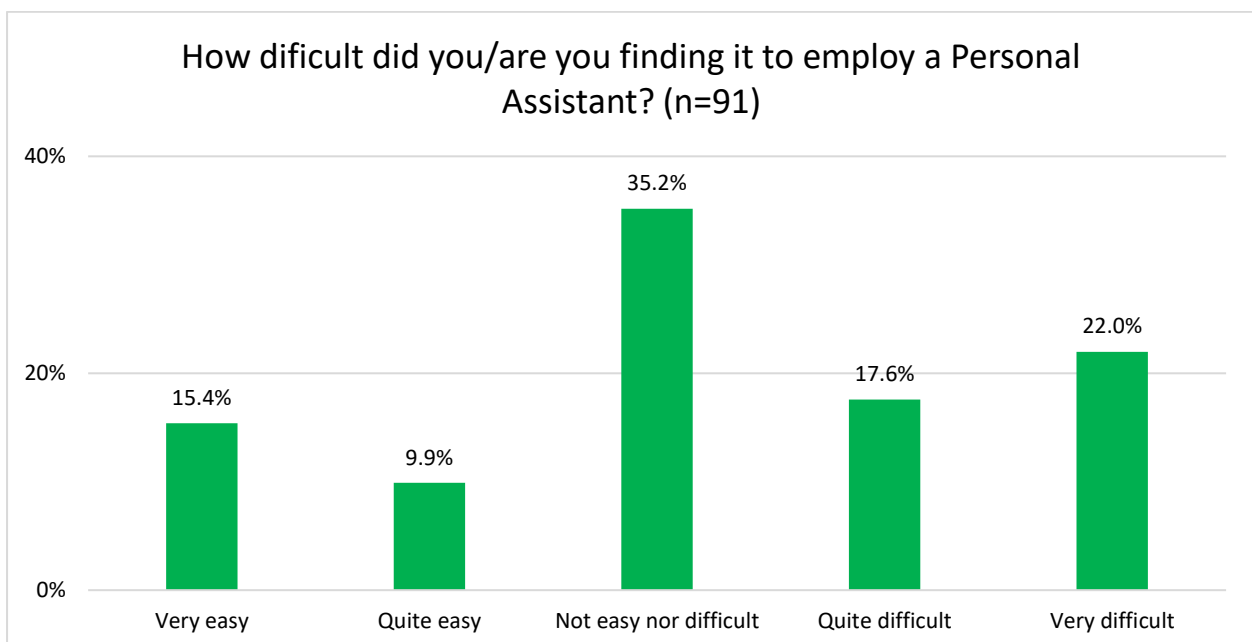
Interestingly, 38.2% of respondents did not receive any advice or support regarding their employment of PAs. For those that did, the majority response was advice about being an employer (46.1%), followed by recruiting a PA (32.6%) and obtaining DBS checks (25.8%). The percentages exceed 100% because people could have received more than one source of support.



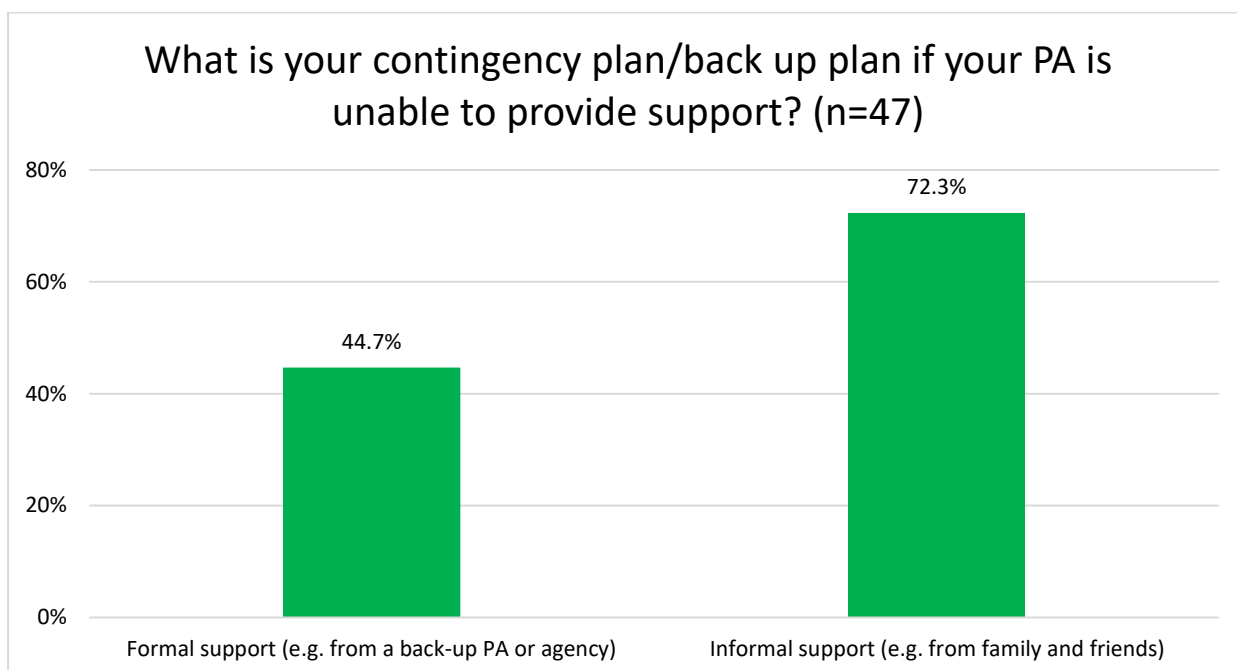
In connection with the above findings, the recruitment of PAs was mainly through word of mouth or recommendations from others (53.8%). Additional comments showed alternative sources of recruitment were Possibility People's PA Noticeboard, online sources and advertising, and additional word of mouth routes.



Overall, only a quarter (25.3%) found the PA recruitment process 'very easy' or 'quite easy', with a larger number finding the process either 'very difficult' (22.0%) or 'quite difficult' (17.6%), and the remaining 35.2% stating it was 'neither easy nor difficult'.



44.0% of participants had a contingency plan if the PA was unable to provide support (56.0% did not). For those having a plan, this was mostly through informal support (72.3%) such as family and friends, compared to more formal support (44.7%). As the percentages exceeded 100%, a proportion of people were able to rely on both formal and informal support.



6. Ranking of importance of seven initial areas for improvement, such as Personal Assistant support service, increase in DP rate, regular contact/reviews from DP support services

Of the seven areas for improvement, the rank order was as follows, with an increase in the DP/PA pay rate being the leading priority area for improvement, followed by co-ordinated PA recruitment (reflecting the difficulties in recruiting PAs noted previously). DP awareness training for Assessment Staff was the area of least priority for improvement.

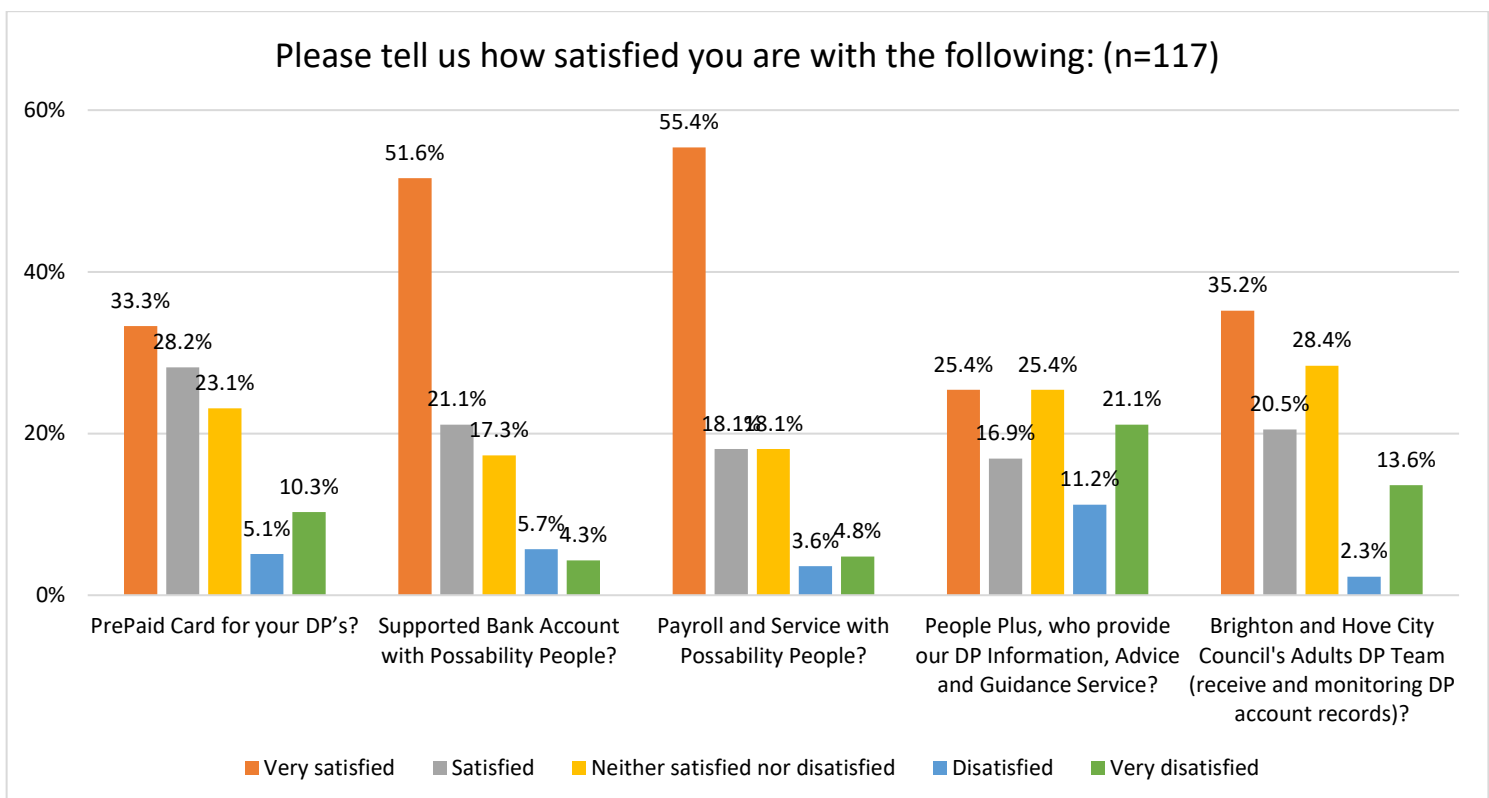
Answer Choice (n=93)		Overall Rank
1	Increase in the DP/PA pay rate	1
2	Co-ordinated PA recruitment service	2
3	PA Support Service (providing PAs with supervision and training)	3
4	Centralised advice and information support/Single Point of Contact for DP support	4
5	Regular contact/reviews from key DP support services and/or BHCC	5
6	Accessible DP Policy and Procedures, including Guidance regarding the stages of DPs; who can help; and who makes the decisions	6
7	DP awareness training for Assessment Staff	7

7. Satisfaction including how well the DP service is working at the moment

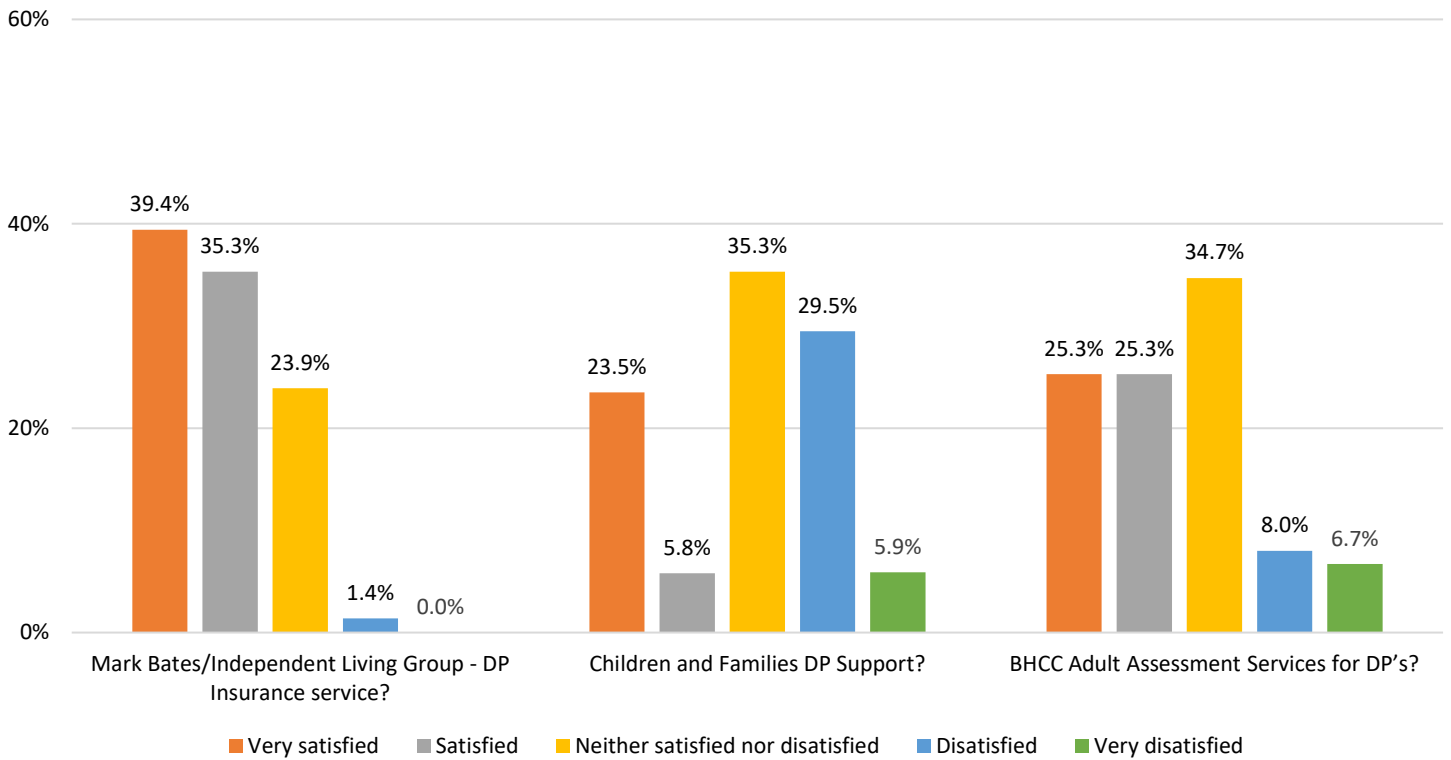
A question asked for satisfaction levels for nine different aspects of the DP services. The not applicable responses have been removed to provide a truer picture of the satisfaction levels. Also removed from the responses are 'BHCC Children's Assessment Services regarding your DP's' which only had 9 applicable responses (with 91 not applicable/did not use). The results are separated into two charts.

The areas of highest satisfaction was with the 'Payroll and Service with Possability People' (55.4% 'very satisfied' and 18.1% 'satisfied'), 'Supported Bank Account with Possability People' (51.6% 'very satisfied' and 21.1% 'satisfied'), and "Mark Bates/Independent Living Group - DP Insurance service' (39.4% 'very satisfied' and 35.3% 'satisfied').

The area of least satisfaction was 'People Plus, who provide our DP Information, Advice and Guidance Service' (21.1% 'very dissatisfied' and 11.2% 'dissatisfied').

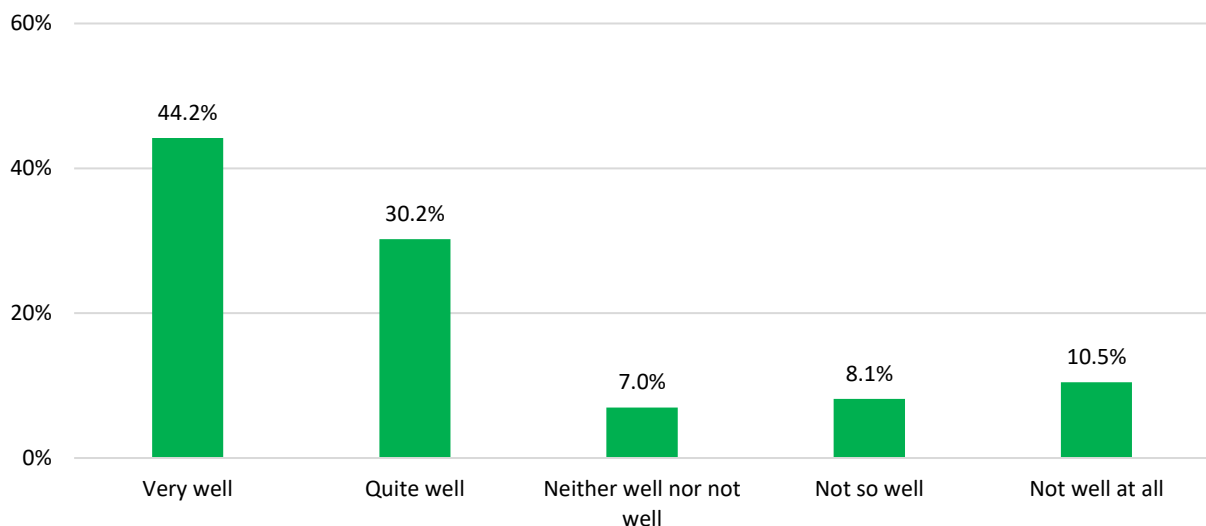


Please tell us how satisfied you are with the following: (n=117)



As a final catch-all question, people were asked about how well the DP service is working for them at the present time. On first impression, the results are encouraging with approaching three-quarters reporting 'quite well' (30.2%) or 'very well' (44.2%). However, there was some polarised opinion with 8.1% reporting 'not so well' and 10.5% saying 'not well at all'.

In general, how well does the DP work for you or your child at the moment? (n=86)



Additional comments suggest the continuity, flexibility, empowerment and personal choice were well appreciated, although concerns were raised about recruiting, retaining and having a choice of PAs.

Positive comments about PAs include:

"The freedom to employ who I like and when I like is truly empowering. This means that I can arrange care to cover exactly when and for what I need and each carer can play to their strengths e.g. one is particularly good at cooking. I like being able to carry over the hours I haven't used from week to week as I have a variable condition."

"I am very happy with the way the system has worked for us."

However, more negative comments include reference to the pay rate for PAs:

"If our main PA leaves due to poor rates of pay, we will be thrown into financial crisis immediately and our young person's behaviour will suffer."

Finally, the polarised opinions are illustrated by the following example:

"I highly value and appreciate the hours provided each week to have a PA to help me live my life and perform my job. Without someone I would struggle. However, it's difficult to retain good PAs due to the pay and hours, which results in having to spend time and energy on recruiting and retaining someone new."

Conclusion and recommendations for improvement

The earlier (2021) review of DPs identified areas requiring improvement and this final section looks to see whether these have been met:

1. Increased contact with Assessment council's services including a dedicated social worker; and reference to the need to improve the financial elements – including Financial Assessments

Encouragingly, the setting up of the DP process was swift with the majority of assessments, advice and delivery of payment completed within one month.

Also, levels of financial awareness were relatively high compared to other aspects. The highest level of awareness was for 'Possability People - Supported Bank Accounts and Payroll Service' (78.0%). Of greater concern, 5.9% of people were not aware of any support options and, aside from 'Possability People - Supported Bank Accounts and Payroll Service', more than 40% of respondents were unaware of all the other support options.

Excluding those that could not remember, 42.8% had a financial assessment to determine any client contribution, within one month of setting up their DP.

The above observations correlate with the satisfaction ratings, whereby the areas of highest satisfaction were for the 'Payroll and Service with Possability People' (55.4% 'very satisfied' and 18.1% 'satisfied') and 'Supported Bank Account with Possability People' (51.6% 'very satisfied' and '21.1% satisfied').

The area of least satisfaction was 'People Plus, who provide our DP Information, Advice and Guidance Service' (with 21.1% 'very dissatisfied' and 11.3% 'dissatisfied').

Of possible concern was that over one half (52.8%) of respondents had not had a social care review in the last 12 months. Fewer than one-third (29.6%) had had a review during this time period (the remaining were not sure).

There was no question assessing reference to a dedicated social worker.

2. Better advice and information – this included advice regarding managing PAs; where to access training for PAs; as well as general support regarding using DPs, and who to contact

The problems of recruiting and managing PAs was a common theme throughout this survey. 38.2% did not receive any advice or support regarding their employment of PAs.

In terms of people's priority areas of improvement, the issue of PAs was ranked the highest, occupying priority areas 1 to 3 (out of 7 areas of improvement):

Priority area 1 - Increase in the DP/PA pay rate.

Priority area 2 - Co-ordinated PA recruitment service.

Priority area 3 - PA Support Service (providing PAs with supervision and training).

Although not ranked as highly as the PA issues, a 'Centralised advice and information support/Single Point of Contact for DP support' was ranked the fourth most important priority.

3. Access to PAs – respondents stated how hard it can be to find PAs; support for PAs is needed; and the need to pay PAs a reasonable amount

With 38.2% of people not receiving any advice or support regarding their employment of PAs, the main source for recruiting PAs was through word of mouth or recommendations from others (53.8%). Relating to this, aside from the 35.2% who said recruitment was 'not easy nor difficult', most of the others said the process of recruitment was either 'very difficult' (22.0%) or 'quite difficult' (17.6%). Only one quarter (25.3%) found the recruitment process 'very easy' or 'quite easy'.

Increasing the pay to PAs is ranked the highest for priority areas to improve (as shown above).

Overall summary

Although the findings regarding the setting up of the DP are encouraging, the awareness of support services is less so. 5.9% of people were not aware of any support services for DP users. Aside to 'Possability People - Supported Bank Accounts and Payroll Service',

more than 40% were unaware of all the other support options. 78.0% were unaware of the 'BHCC Assessment Service - How to request changes to your DP', and 72.0% were unaware of the 'PrePaid cards service'. A further concern could be that over one half of the sample had not had a social care review in the last 12 months. **Raising awareness of the review and support options for DP service-users is a key area of improvement.**

The recruitment and management of PAs continues to be an area of concern, with 38.2% not receiving any advice or support regarding their employment of PAs and with people finding the recruitment 'very difficult' (22.0%) or 'quite difficult' (17.6%).

Word of mouth rather than a more coordinated approach seems to be the main source of PAs (reported by 53.8%). Moreover, increasing the pay to PAs is identified as the Number one priority area to improve. **A further area of improvement is increasing the support offered to recruit and manage PAs, alongside reviewing their pay rate.**

Appendix 1 – Covering letter (postal version)



You have received this survey as Brighton and Hove City Council (BHCC) would like to hear your views about Direct Payments that you are receiving. These funds allow you to employ a care worker or personal assistant to help with your day-to-day needs. You may have received a similar survey last year and we thank you for taking part and sharing your views. We are now at a stage where we want to further explore the themes we have heard from this feedback to help us inform service planning.

This 5-minute survey is run by Healthwatch Brighton and Hove, which is the independent champion for people who use health and social care services in the city. We listen to what you like about services and what you think needs to be improved, no matter how big or small the issue.

We would like to hear from you about how Direct Payments are working or not working for you. We would like you to share your experience of receiving and using Direct Payments and make suggestions for improvements.

Please return the questionnaire to Healthwatch Brighton and Hove using the Freepost envelope - it does not need a stamp.

If you prefer to fill in the questionnaire online please access the survey at:
<https://www.smartsurvey.co.uk/s/HWDirectPayments/>

There is also an opportunity to enter a prize draw to win one of three £25 High-Street vouchers and volunteer for a follow-up phone call to discuss your views further or help to influence the local Direct Payments offer.

A friend, relative or carer can help you answer this questionnaire or complete this on your behalf. If you have any questions about the survey, please contact office@healthwatchbrightonandhove.co.uk or call us on 01273 234 040.

All findings are treated in the strictest confidence. For details of our privacy policy please use this address: <https://www.healthwatchbrightonandhove.co.uk/privacy> or call us on the number above to request a printed copy.

Thank you for taking part!

Appendix 2 – Questionnaire (this is the postal version with instructions added – these were automatic in the online version)



1. Are you completing this questionnaire yourself or on behalf of someone else?

- I am completing it myself (please go to Question 3)
- I am completing it on behalf of someone else (please continue to the next question)

2. If you are completing this questionnaire on behalf of someone else, what is your relationship to them? Please tick all that apply

- A friend
- A neighbour
- Their Personal Assistant
- Their carer
- Their husband, wife or partner
- Their son or daughter
- Their parent
- Another family member
- A community support worker
- A social prescriber
- Other (please specify):

3. Are you currently receiving Direct Payments?

(From now on, the term 'you' refers to either yourself or another person who is completing the questionnaire on your behalf, such as a family member).

- Yes – I currently receive Direct Payments
- I do not receive Direct Payments now, but did so within the last 6 months
- I do not receive Direct Payments now, but did so more than 6 months ago – thank you, you have finished the survey
- No, I have never received Direct Payments – thank you, you have finished the survey
- Don't know

4. When your Direct Payment (DP) was first set up, do you remember how long it took for each of the following stages to be completed?

	Under 1 month	Between 2-3 months	More than 3 months	Can't remember
Financial Assessment (generally for Adults) to determine any assessed 'client contribution'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving your DP Agreement which you needed to sign and return.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DP Advice/Information session with People Plus.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving your first DP payment, from when your social care assessor informed you that your DP Support Plan had been authorised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving your initial social care review after your DPs started.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Are you aware of the following support services for DP users? Please tick all that apply

- Adult Social Care DP Team (BHCC); and/or, Children's DP Support Service (BHCC) - Who set up the DP Package as a service agreement on the Council system
- Adult Social Care Financial Assessment Team (BHCC) - Complete Financial Assessment and welfare benefit checks
- People Plus, Independent Living Service - Support with your DP Budget
- BHCC Assessment Service - How to request changes to your DP

- Possability People - Supported Bank Accounts and Payroll Service
- Mark Bates - Independent Living Group - DP Employer
- PrePaid Cards Service - DP bank accounts service
- I am not aware of any of the above

6. Do you employ Personal Assistants (PAs)?

- Yes - please continue to the next question.
- No - please go to Question 11.

7. When you employ PAs, do you get any of the following? Please tick all that apply

- Advice regarding being an employer?
- Support to recruit PAs?
- Support in accessing DBS checks (Disclosure and Barring Service)?
- I do not get any of the above

8. Do you have self-employed PAs?

- Yes, always
- Yes, mostly
- No

9. How do you generally recruit your PAs? Please tick all that apply

- Recommendations from others / word of mouth
- Advice from Adult Social Care
- BHCC Assessment Service
- From People Plus (our DP Information, Advice and Guidance Service)
- Other (please specify):

10. How difficult did you/are you finding it to employ a Personal Assistant?

- Very easy
- Quite easy
- Not easy nor difficult
- Quite difficult
- Very difficult

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable/did not use
Children and Families DP Support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BHCC Adult Assessment Services for DP's?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BHCC Children's Assessment Services regarding your DP's?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. The DP Review has identified some initial areas for improvement. Could you please put these in order of priority from your experience (1 being top priority for us to work on, and 7 being the lowest priority)?

- Co-ordinated PA recruitment service.
- PA Support Service (providing PAs with supervision and training) .
- Regular contact/reviews from key DP support services and/or BHCC.
- Accessible DP Policy and Procedures, including Guidance regarding the stages of DPs; who can help; and who makes the decisions.
- DP awareness training for Assessment Staff.
- Increase in the DP/PA pay rate.
- Centralised advice and information support/Single Point of Contact for DP support.

14. Please use this space to tell us why you selected your top area of improvement and any other improvements you'd like to see:

15. Do you have a contingency plan/back up plan if your PA is unable to provide support?

- Yes - please continue to the next question.
- No - please go to Question 17.

16. What is your contingency plan/back up plan if your PA is unable to provide support? Please answer all that apply

- Formal support (e.g. from a back-up PA or agency)
- Informal support (e.g. from family and friends)

17. Have you had a Social Care Review of your/your family needs, in the last 12 months?

- Yes - please continue to next question.
- No - please go to Question 19.
- Not sure

18. Can you remember when you last had a review of you/your family needs?

DD/MM/YYYY

19. If you have been assessed to pay a Client Contribution towards your DP (generally for Adults), do you pay this directly into your DP account?

- Yes
- No
- Not applicable - I do not pay a Client Contribution towards my DP

20. Have you experience of the 'transition' from receiving DP's through Children's Services, to now receiving them via Adult Social Care?

- Yes
- No

Please add any comments about this:

21. In general, how well does the DP work for you or your child at the moment?

- Very well
- Quite well
- Neither well nor not well
- Not so well
- Not well at all

Please add anything else about what has worked well or what needs improving:

We have a legal duty to make sure that we provide our services in a fair way to all members of the community.

To help this, we collect equality data to better understand our demographic profile of our community so we can identify and address barriers to inclusion.

We do this so that we can show that we are acting in accordance with the law as well as to help us review and improve our services.

22. How old are you?

23. What gender are you?

- Female
- Male
- Non-binary
- Prefer not to say
- Other

24. Do you identify as the sex you were assigned at birth? For people who are transgender, the sex they were assigned at birth is not the same as their own sense of their gender.

- Yes, I identify as the sex I was assigned at birth
- No
- Prefer not to say

25. How would you describe your ethnic origin?

- White - English/Welsh/Scottish/Northern Irish/British
- White - Irish
- White - Gypsy or Irish Traveller
- Any other White background (please give details)
- Asian or Asian British - Indian

- Asian or Asian British - Pakistani
- Asian or Asian British - Chinese
- Asian or Asian British - Bangladeshi
- Mixed - Asian & White
- Mixed - Black Caribbean & White
- Any other mixed background (please give details)
- Black or Black British - African
- Black or Black British - Caribbean
- Any other Black background (please give details)
- Arab
- Prefer not to say

Any other ethnic group (please give details):

26. 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?

- Yes a little - please continue to next question.
- Yes a lot - please continue to next question.
- No - please go to Question 28.
- Prefer not to say - please go to Question 28.

27. Please state the type of impairment. If you have more than one please tick all that apply. If none apply, please mark 'Other' and write an answer in the comment box.

- Physical Impairment
- Sensory Impairment
- Learning Disability/Difficulty
- Long-standing illness
- Mental Health condition
- Autistic Spectrum
- Other Developmental Condition
- Other (please specify):

28. Would you be interested in any of the following? Please tick all that apply

- A short phone call to talk about your views and experiences in greater depth
- An ongoing role in influencing the development of the local DP Offer and support services
- To receive a final copy of the summary report completed by Healthwatch Brighton and Hove
- Entry to the prize draw to win one of three £25 high-street vouchers

29. If you answered 'yes' to any of the above, please add your email and/or phone number below:

Thank you for taking the survey and please post to Healthwatch using the Freepost address – no stamp needed

