

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 23RD AUGUST 2010

**REPORT ON: CUSTOMER RESULTS: 'HOW WELL ARE WE DOING?'
FINDINGS FROM SERVICE USERS' AND CARERS' SURVEYS**

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 415 - 2010

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the Committee the findings from two recently conducted customer surveys. The surveys were carried out to determine service users' and carers' perceptions of Social Work services in Dundee. Full survey reports have been sent to Lord Provost, Depute Lord Provost and Group Leaders.

2.0 RECOMMENDATIONS

That the Social Work and Health Committee:

- notes the high levels of customer satisfaction with Social Work services;
- notes the improvements compared to the 2007 results;
- notes the favourable comparisons with the Social Work Inspection Agency's nationally reported findings;
- remits to the Director of Social Work to determine the approaches necessary for continuous improvement;
- remits to the Director of Social Work to consider alternative methodologies to determine customer results in relation to Children's Services;
- remits to the Director of Social Work to make these customer results available to the Social Work Inspection Agency (SWIA) at the Initial Scrutiny Level Assessment (ISLA) stage of their performance improvement process. This is the stage at which SWIA assesses the required amount of external scrutiny of Social Work services.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Background

Customer results are a key element of the Department's self-evaluation process. The Social Work Performance Improvement Model and the Public Sector Improvement Framework both point to the need to establish and monitor customer results in order to achieve continuous improvement and better outcomes for service users and their carers.

The Social Work Inspection Agency (SWIA) conducts performance inspections of all local authority Social Work services. Their inspection process includes surveying service users and their carers. The aggregated results of these surveys are made available on-line and provide reliable baseline and benchmarking information. For this reason the Department decided to adopt the SWIA surveys (with some additional questions) for use in our 3 yearly departmental self-evaluation process. SWIA's last performance inspection of the Department was in 2007.

4.2 Survey Methodology

The surveys were conducted throughout March and April 2010. A total of 572 service users and 500 carers were sent postal surveys and stamped addressed envelopes for return. The service users were selected randomly from the client database. The majority of carers were people known to be caring for family or friends in receipt of Home Care services.

Both surveys were designed by SWIA to weigh heavily on people's perceptions of:

- their experiences of finding out about services
- the quality of services
- their involvement in assessment and care planning
- the resulting outcomes.

Statements to ascertain people's views on the handling of complaints were added by the Department.

4.3 Respondents' Profile

The survey response rates were:

- service users 24.8%
- carers 20.4%

These response rates are comparable with those received by SWIA in 2007 and with the currently reported national overall average response rates of 27% for the service users' survey and 26% for the carers' survey.

The majority (85%) of service users who responded were Community Care clients, 12% were Criminal Justice clients and 2% Children's Services clients. Over half (57%) were female, over 60 years of age with a long-term disability or illness.

Almost half of the carers who responded were also over 60 and female. Half of them were caring for an elderly parent, 18% for their husband/wife/partner, 20% for their child and 12% for another relative.

4.4 Summary of Findings

The results show a very high level of both service users' and carers' satisfaction with Social Work services.

Most respondents get a helpful response when they contact the Department and a quick response when there is a change in their circumstances. Most people have seen a written assessment of their needs and are fully involved in deciding what services they should receive. Service users are treated by staff with dignity and respect and the quality and reliability of services is judged by people to be good.

These findings provide good evidence of the Department's contribution to the Council's priorities and the desired outcomes for the people of Dundee, as set out in the Council Plan 2010 - 2012.

4.5 Service Users' Findings

88% of service users are satisfied overall with the Social Work services they receive.

As the following examples show, perceptions are generally high and in many respects demonstrate a slight improvement compared to the 2007 baseline findings:

	Agree 2007	Agree 2010
• I am treated with dignity and respect when receiving Social Work services	92%	94%
• I received a good response when I was first in contact with the Social Work Department	87%	90%
• The Social Work services I receive are of a good quality	88%	88%
• My Social Worker/Care Manager responds quickly when there is an important change in my situation	76%	82%
• I can rely on the Social Work services I receive	83%	88%
• I was fully involved in deciding what Social Work services I should receive	78%	81%

4.6 Carers' Findings

Of particular note is the significant increase in the proportion of carers who agree 'Social Work services help me to have time for family and work etc.' (up from 44% in 2007 to 67% in 2010).

The following examples demonstrate the overall improvement in carers' perceptions of social work services and the outcomes these services are having on the lives of the people they care for:

	Agree 2007	Agree 2010
• The person I care for is treated with dignity and respect when receiving Social Work services	83	91%
• Social Work services are of a good quality	69	82%
• Social Work services have helped improve the quality of life of the person I care for	62	85%
• Social Work services are reliable	70	81%
• I am involved in deciding what help or services the person I care for should receive	68	88%

81% of carers are satisfied overall with the services received by the person they care for.

4.7 Benchmarking

The results have been benchmarked against the current Scottish average, as reported by SWIA.

The service users' results compare very favourably. Respondents' overall agreement was higher in respect to all but one statement, i.e. 'Social Work services have helped me to feel a part of my community'. This statement in fact returned the least positive response in this survey (58% agreement compared to Scottish wide 65% agreement). It is possible however that the results have been influenced by the current accommodation type of a significant number of respondents. Segmenting the results showed that only 31% of Criminal Justice clients agreed with this statement. A significant number of these respondents are not living 'in the community' but in prison.

The carers' results also compare very favourably with the current Scottish average, overall agreement being higher in all but two statements, i.e. 'I have had my needs assessed as a carer' and 'I can use the language of my choice when I communicate with the Social Work Department'.

With regard to the latter statement the difference is marginal. With regard to the carers assessments, the difference is significant (23% compared to 41% nationally). This has been highlighted as an area for improvement.

4.8 **Areas identified for improvement**

The findings point to the following broad areas for improvement:

- access to public information about the range of services available
- contact arrangements in the evenings and at weekends
- service users to have a review meeting at least once per year
- service outcomes to help people to feel a part of their community
- complaints handling
- respite/short breaks to assist carers in their caring role
- carers' assessments.

Consideration will now be given to determining the improvement approaches necessary.

Given the respondents' profile, i.e. mainly Community Care and Criminal Justice customers, consideration will also be given to alternative methodologies to better determine customer results in relation to Children's Services.

5.0 **POLICY IMPLICATIONS**

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

6.0 **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services) and Director of Finance have been consulted in preparation of this report.

7.0 **BACKGROUND PAPERS**

Statistical Data from Social Work Inspection Agency Performance Inspections: see SWIA website - <http://www.swia.gov.uk>

Alan G Baird
Director of Social Work

DATE: 12th August 2010

How well are we doing? Carers Survey: Results and Benchmarking Data

April 2010

Note:
Where the totals do not add up to 100% this is due to rounding
Where a cell is shaded this indicates that either
- there is no data available or
- the data describes the respondents' profile



Key:
Overall agreement up ↑
Overall agreement down ↓
Overall agreement better than Scottish average ✓
Overall agreement below Scottish average ✗

		2007	2010	Trend	Scottish Average	Bench- mark
1. I find it easy to get clear information about the range of Social Work services available	Strongly Agree	17%	13%	↑	9%	✓
	Agree	37%	45%		37%	
	Neither	22%	19%		19%	
	Disagree	10%	14%		20%	
	Strongly Disagree	15%	8%		14%	
2. I received a good response when I was first in contact with the Social Work Dept (if within the past 2 years)	Strongly Agree	28%	22%	↓	21%	✓
	Agree	48%	49%		46%	
	Neither	5%	18%		10%	
	Disagree	17%	8%		10%	
	Strongly Disagree	12%	3%		12%	
3. I get a helpful response when I contact the Social Work Department during the day.	Strongly Agree	18%	23%	↑	16%	✓
	Agree	48%	53%		48%	
	Neither	13%	14%		16%	
	Disagree	9%	8%		12%	
	Strongly Disagree	12%	3%		8%	
4. I get a helpful response when I contact the Social Work Department during evening or weekends	Strongly Agree	9%	10%	↑	8%	✓
	Agree	21%	43%		21%	
	Neither	19%	29%		29%	
	Disagree	15%	16%		21%	
	Strongly Disagree	36%	2%		21%	
5. I am involved in deciding what help or services the person I care for should receive	Strongly Agree	22%	29%	↑	20%	✓
	Agree	46%	59%		50%	
	Neither	14%	6%		13%	
	Disagree	10%	5%		11%	
	Strongly Disagree	8%	0%		6%	
6. I have seen the written assessment of the needs of the person I care for	Yes	40%	68%	↑	38%	✓
	No	42%	25%		47%	
	Don't Know	17%	7%		14%	

		2007	2010	Trend	Scottish Average	Benchmark
7. I have had my needs assessed as a carer	Yes	49%	22%	↓	41%	✘
	No	38%	65%		46%	
	Don't Know	13%	13%		14%	
8. I receive help in my caring role from the Social Work Department	Yes	47%	48%	↑	55%	✔
	No	49%	49%		41%	
	Don't Know	4%	2%		5%	
9. I receive financial help in my caring role	Yes		23%			
	No		69%		69%	
	Don't Know		8%		8%	
10. I receive help in my caring role from another organisation	Yes	30%	26%		44%	
	No	70%	72%		56%	
	Don't Know	0%	2%		0%	
11. Please name here the other organisation(s) that provides you with help	Free Text					
12. I provide care (more than one box can be ticked)	In the daytime	91%	86%		89%	
	During the evening	86%	75%		86%	
	During the night	75%	65%		74%	
	At weekends	87%	91%		86%	
13. The number of people I care for is	1	92%	84%		88%	
	2	6%	10%		9%	
	More than 2	2%	6%		3%	
14. There is a clear plan describing the services received by the person I care for.	Strongly Agree	14%	19%	↑	13%	✔
	Agree	40%	48%		39%	
	Neither	17%	21%		19%	
	Disagree	18%	9%		19%	
	Strongly Disagree	10%	2%		11%	
15. The Social Worker/Care Manager responds quickly when there is an important change in the person's situation	Strongly Agree	31%	26%	↑	19%	✔
	Agree	36%	44%		39%	
	Neither	8%	19%		16%	
	Disagree	13%	8%		14%	
	Strongly Disagree	12%	4%		12%	
16. At least once a year there is a review to discuss services received	Strongly Agree	26%	24%	↑	14%	✔
	Agree	27%	45%		38%	
	Neither	15%	23%		15%	
	Disagree	17%	6%		19%	
	Strongly Disagree	15%	2%		14%	

		2007	2010	Trend	Scottish Average	Benchmark
17. There is a good range of Social Work services available	Strongly Agree	18%	20%	↑	11%	✓
	Agree	38%	50%		37%	
	Neither	18%	20%		21%	
	Disagree	11%	6%		17%	
	Strongly Disagree	15%	5%		14%	
18. The person I care for has been given choices about the type of services he/she receives	Strongly Agree	20%	18%	↑	10%	✓
	Agree	37%	49%		39%	
	Neither	14%	19%		18%	
	Disagree	16%	11%		19%	
	Strongly Disagree	13%	4%		13%	
19. The person I care for are treated with dignity and respect when receiving Social Work services	Strongly Agree	32%	33%	↑	26%	✓
	Agree	51%	58%		55%	
	Neither	8%	6%		11%	
	Disagree	3%	1%		4%	
	Strongly Disagree	7%	2%		4%	
20. The help received from the Social Work Department was given at the time it was most needed	Strongly Agree	25%	33%	↑	19%	✓
	Agree	37%	41%		44%	
	Neither	15%	15%		14%	
	Disagree	13%	6%		13%	
	Strongly Disagree	10%	5%		10%	
21. Social Work staff understand important matters about the racial and cultural background of the person I care for	Strongly Agree	20%	17%	↑	13%	✓
	Agree	32%	45%		41%	
	Neither	36%	33%		36%	
	Disagree	7%	2%		5%	
	Strongly Disagree	5%	3%		4%	
22. I can use the language of my choice when I communicate with the Social Work Department	Strongly Agree	26%	25%	↓	22%	✗
	Agree	57%	55%		60%	
	Neither	11%	16%		14%	
	Disagree	2%	4%		2%	
	Strongly Disagree	4%	0%		2%	
23. Social Work services are reliable	Strongly Agree	20%	25%	↑	15%	✓
	Agree	50%	56%		47%	
	Neither	12%	13%		17%	
	Disagree	9%	4%		12%	
	Strongly Disagree	8%	2%		9%	

		2007	2010	Trend	Scottish Average	Benchmark
24. Social Work services are of a good quality	Strongly Agree	24%	25%	↑	17%	✓
	Agree	45%	57%		47%	
	Neither	14%	16%		19%	
	Disagree	10%	1%		9%	
	Strongly Disagree	7%	1%		8%	
25. The services I receive that are most helpful to me are (more than one box can be ticked)	Advice & Information	44%	66%		43%	
	Practical support e.g. transport	24%	28%		19%	
	Respite/short breaks	22%	34%		31%	
	Counselling or emotional support	11%	4%		12%	
	Social activities and support	9%	6%		15%	
	Training and learning	5%	1%		7%	
	Financial assistance	17%	8%		18%	
26. The services I don't receive but think would help me are (more than one box can be ticked)	Advice & Information	22%	37%		22%	
	Practical support e.g. transport	12%	24%		15%	
	Respite/short breaks	23%	41%		24%	
	Counselling or emotional support	15%	26%		20%	
	Social activities and support	10%	24%		16%	
	Training and learning	10%	22%		15%	
	Financial assistance	23%	33%		20%	
27. I feel valued and supported as a carer	Strongly Agree	16%	19%	↑	13%	✓
	Agree	32%	42%		36%	
	Neither	16%	29%		20%	
	Disagree	20%	7%		17%	
	Strongly Disagree	17%	4%		15%	
28. I am consulted and listened to	Strongly Agree	17%	18%	↑	13%	✓
	Agree	47%	55%		44%	
	Neither	13%	22%		17%	
	Disagree	10%	5%		14%	
	Strongly Disagree	15%	0%		11%	
29. I have a say in how services are provided to the person I care for	Strongly Agree	17%	20%	↑	14%	✓
	Agree	46%	54%		45%	
	Neither	16%	16%		19%	
	Disagree	11%	9%		13%	
	Strongly Disagree	10%	1%		9%	

		2007	2010	Trend	Scottish Average	Benchmark
30. Social Work services help me to have time for family and work etc.	Strongly Agree	13%	26%	↑	10%	✓
	Agree	31%	41%		34%	
	Neither	16%	21%		20%	
	Disagree	22%	10%		19%	
	Strongly Disagree	18%	1%		16%	
31. Social Work services have helped improve the quality of life of the person I care for	Strongly Agree	17%	27%	↑	17%	✓
	Agree	45%	58%		46%	
	Neither	16%	12%		18%	
	Disagree	9%	4%		10%	
	Strongly Disagree	14%	0%		9%	
32. Social work services have helped the person I care for to feel safer	Strongly Agree	17%	25%	↑	16%	✓
	Agree	46%	48%		44%	
	Neither	17%	25%		21%	
	Disagree	10%	1%		10%	
	Strongly Disagree	12%	1%		9%	
33. Social work services have helped the person I care for to lead a more independent life	Strongly Agree	16%	27%	↑	14%	✓
	Agree	35%	47%		39%	
	Neither	22%	21%		23%	
	Disagree	12%	4%		14%	
	Strongly Disagree	14%	1%		10%	
34. We have been helped to feel part of our community	Strongly Agree	12%	9%	↑	10%	✓
	Agree	25%	38%		29%	
	Neither	36%	35%		30%	
	Disagree	11%	16%		18%	
	Strongly Disagree	17%	1%		14%	
35. Any complaints I have made about Social Work services have been dealt with to my satisfaction	Strongly Agree		14%			
	Agree		48%			
	Neither		28%			
	Disagree		8%			
	Strongly Disagree		2%			
36. I feel confident that in the case of a future complaint this would be dealt with to my satisfaction	Strongly Agree		13%			
	Agree		56%			
	Neither		22%			
	Disagree		7%			
	Strongly Disagree		3%			

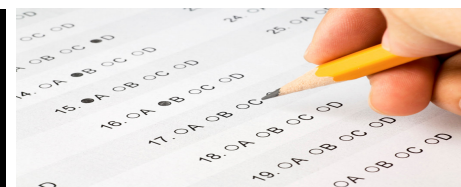
		2007	2010	Trend	Scottish Average	Benchmark
37. Overall I am satisfied with the Social Work services received by the person I care for	Strongly Agree		29%			
	Agree		52%			
	Neither		13%			
	Disagree		5%			
	Strongly Disagree		1%			
38. I feel the help I receive as a carer	Meets all of my needs	31%	38%	↑	23%	✓
	Meets some of my needs	31%	32%		38%	
	Meets a few of my needs	17%	19%		23%	
	Does not meet any of my needs	21%	10%		17%	
39. Are you male or female?	Male		23%			
	Female		77%			
40. Do you have a long term disability/illness?	Yes		30%			
	No		70%			
41. The main person I care for:	is elderly	75%	50%		41%	
	has a physical and/or sensory disability	15%	24%		26%	
	has a learning disability	2%	12%		7%	
	has a mental health problem	2%	7%		9%	
	has a substance misuse problem	0%	0%		1%	
	is a child with special needs	4%	7%		12%	
42. The main person I care for is my:	Husband / wife/ partner	56%	18%		42%	
	Child (Son/ daughter)	12%	20%		27%	
	Parent	24%	49%		21%	
	Other Relative	9%	12%		7%	
	Friend / Neighbour	0%	0%		1%	
	Other	0%	0%		2%	
43. I live:	with the main person I care for		44%			
	within 5-10 minutes walking distance from the main person I care for		6%			
	more than a 10 minute walk away from the main person I care for		50%			
44. My age group is:	75+		11%			
	60-74		36%			
	25-59		51%			
	18-24		1%			
	under 18		0%			

		2007	2010	Trend	Scottish Average	Benchmark
45. The age group of the person I care for is:	75+	94%	56%		82%	
	60-74		18%			
	25-59		15%			
	18-24	1%	4%		5%	
	under 18	4%	7%		13%	
46. What is your ethnicity?	White Scottish		95%			
	White Other British		2%			
	White Irish		1%			
	Other White		0%			
	Black African		0%			
	Black Caribbean		0%			
	Other Black		0%			
	Asian indian		0%			
	Asian Pakistani		0%			
	Asian Bangladeshi		0%			
	Asian Chinese		0%			
	Other Asian		0%			
	Any mixed background		0%			
Other	0%					
Do not wish to disclose	1%					
47. Your Comments	Free Text					

How well are we doing? Service Users Survey: Results and Benchmarking Data

March 2010

Note:
Where the totals do not add up to 100% this is due to rounding
Where a cell is shaded this indicates that either
- there is no data available or
- the data describes the respondents' profile



Key:
Overall agreement up ↑
Overall agreement down ↓
Overall agreement better than Scottish average ✓
Overall agreement below Scottish average ✗

		2007	2010	Trend	Scottish Average	Benchmark
1. I find it easy to get clear information about the range of Social Work services available	Strongly Agree	13%	17%	↓	16%	✓
	Agree	60%	51%		48%	
	Neither	16%	17%		14%	
	Disagree	9%	11%		15%	
	Strongly Disagree	2%	4%		7%	
2. I received a good response when I was first in contact with the Social Work Dept (if within the past 2 years)	Strongly Agree	33%	33%	↑	28%	✓
	Agree	54%	57%		54%	
	Neither	7%	9%		5%	
	Disagree	3%	0%		7%	
	Strongly Disagree	3%	1%		5%	
3. I get a helpful response when I contact the Social Work Department during the day.	Strongly Agree	21%	25%	↑	21%	✓
	Agree	61%	60%		53%	
	Neither	13%	10%		12%	
	Disagree	4%	4%		9%	
	Strongly Disagree	1%	0%		4%	
4. I get a helpful response when I contact the Social Work Department during evening or weekends	Strongly Agree	16%	19%	↓	16%	✓
	Agree	52%	41%		33%	
	Neither	29%	32%		28%	
	Disagree	3%	6%		13%	
	Strongly Disagree	0%	3%		10%	
5. I have seen the written assessment of my needs carried out by the Social Work Department	Strongly Agree	14%	20%	↑	15%	✓
	Agree	54%	48%		43%	
	Neither	10%	13%		8%	
	Disagree	18%	16%		21%	
	Strongly Disagree	4%	3%		13%	

		2007	2010	Trend	Scottish Average	Benchmark
6. I was fully involved in deciding what Social Work services I should receive	Strongly Agree	21%	27%	↑	22%	✓
	Agree	57%	54%		53%	
	Neither	13%	13%		9%	
	Disagree	7%	5%		10%	
	Strongly Disagree	3%	2%		7%	
7. I have a clear care plan that describes the services I receive	Strongly Agree	24%	21%	↑	18%	✓
	Agree	52%	57%		46%	
	Neither	12%	11%		11%	
	Disagree	9%	7%		17%	
	Strongly Disagree	3%	3%		8%	
8. My Social Worker/Care Manager responds quickly when there is an important change in my situation	Strongly Agree	26%	39%	↑	26%	✓
	Agree	50%	43%		45%	
	Neither	16%	15%		12%	
	Disagree	5%	1%		9%	
	Strongly Disagree	3%	2%		8%	
9. At least once a year there is a review to discuss the services I receive	Strongly Agree	21%	18%	↓	20%	✓
	Agree	56%	47%		44%	
	Neither	6%	17%		10%	
	Disagree	10%	12%		15%	
	Strongly Disagree	7%	5%		10%	
10. There is a good range of Social Work services available to me	Strongly Agree	18%	20%	↑	18%	✓
	Agree	50%	53%		47%	
	Neither	20%	21%		16%	
	Disagree	5%	5%		10%	
	Strongly Disagree	7%	2%		9%	
11. I can make choices about the Social Work services I receive	Strongly Agree	16%	16%	↑	14%	✓
	Agree	49%	53%		46%	
	Neither	18%	21%		15%	
	Disagree	12%	5%		17%	
	Strongly Disagree	5%	5%		8%	
12. I can rely on the Social Work services I receive	Strongly Agree	25%	27%	↑	23%	✓
	Agree	58%	61%		55%	
	Neither	11%	6%		10%	
	Disagree	4%	3%		7%	
	Strongly Disagree	3%	3%		5%	

		2007	2010	Trend	Scottish Average	Benchmark
13. The Social Work services I receive are of a good quality	Strongly Agree	25%	35%	↑	28%	✓
	Agree	63%	53%		54%	
	Neither	9%	10%		10%	
	Disagree	2%	1%		5%	
	Strongly Disagree	2%	2%		4%	
14. I am treated with dignity and respect when receiving Social Work services	Strongly Agree	28%	39%	↑	32%	✓
	Agree	63%	55%		55%	
	Neither	7%	4%		6%	
	Disagree	1%	2%		3%	
	Strongly Disagree	2%	0%		3%	
15. I received the Social Work help I needed at the time when I needed it most	Strongly Agree	23%	34%	↓	27%	✓
	Agree	58%	45%		51%	
	Neither	6%	12%		7%	
	Disagree	10%	9%		8%	
	Strongly Disagree	3%	1%		7%	
16. Those involved in my care understand important matters about my racial and cultural background	Strongly Agree	22%	28%	↑	20%	✓
	Agree	46%	47%		47%	
	Neither	28%	21%		25%	
	Disagree	1%	4%		3%	
	Strongly Disagree	3%	0%		4%	
17. I can use the language of my choice when I communicate with the Social Work Department	Strongly Agree	26%	27%	↑	25%	✓
	Agree	49%	58%		59%	
	Neither	18%	12%		12%	
	Disagree	6%	3%		2%	
	Strongly Disagree	0%	0%		2%	
18. I can choose the way I contact the Social Work Department	Strongly Agree	25%	28%	↑	23%	✓
	Agree	54%	59%		56%	
	Neither	16%	10%		15%	
	Disagree	4%	2%		3%	
	Strongly Disagree	0%	1%		3%	
19. Social Work services have helped me to feel safer	Strongly Agree	22%	26%	↑	26%	✓
	Agree	56%	54%		48%	
	Neither	14%	16%		14%	
	Disagree	4%	2%		7%	
	Strongly Disagree	4%	2%		5%	

		2007	2010	Trend	Scottish Average	Benchmark
20. Social Work services have helped me to lead a more independent life	Strongly Agree	24%	24%	↓	27%	✓
	Agree	58%	53%		49%	
	Neither	12%	15%		12%	
	Disagree	3%	7%		6%	
	Strongly Disagree	4%	1%		6%	
21. Social Work services have helped me to feel a part of my community	Strongly Agree	20%	16%	↓	19%	✗
	Agree	52%	42%		46%	
	Neither	16%	31%		17%	
	Disagree	8%	10%		11%	
	Strongly Disagree	4%	1%		7%	
22. Any complaints I have made about Social Work services have been dealt with to my satisfaction	Strongly Agree		17%			
	Agree		52%			
	Neither		17%			
	Disagree		8%			
	Strongly Disagree		6%			
23. I feel confident that in the case of a future complaint this would be dealt with to my satisfaction	Strongly Agree		22%			
	Agree		60%			
	Neither		13%			
	Disagree		3%			
	Strongly Disagree		3%			
24. Overall I am satisfied with the Social Work services I receive	Strongly Agree		36%			
	Agree		52%			
	Neither		7%			
	Disagree		3%			
	Strongly Disagree		1%			
25. Your Comments	Free Text					
26. Are you male or female?	Male		42%			
	Female		57%			
27. Do you have a long term disability or illness?	Yes		85%			
	No		15%			
28. What age group are you?	75+		55%			
	60-74		19%			
	25-59		21%			
	18-24		4%			
	under 18		0%			

		2007	2010	Trend	Scottish Average	Benchmark
29. What is the main reason for your involvement with Social Work services?	I am elderly	15%	43%		26%	
	I have a physical disability	41%	29%		33%	
	I have a learning disability	24%	10%		16%	
	I have a mental health problem	11%	4%		10%	
	I have a substance misuse problem	9%	4%		6%	
	Some other reason	1%	10%		8%	
30. What is your ethnic background?	White Scottish		93%			
	White Other British		6%			
	White Irish		0%			
	Other White		1%			
	Black African		0%			
	Black Caribbean		0%			
	Other Black		0%			
	Asian indian		0%			
	Asian Pakistani		1%			
	Asian Bangladeshi		0%			
	Asian Chinese		0%			
	Other Asian		0%			
	Any mixed background		0%			
	Other		0%			
Do not wish to disclose		0%				