

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION SCHEDULE



Monday 17th November 2008

at 9.00 am

**in Committee Room D,
Civic Centre, Hartlepool**

Councillor G Hall, Cabinet Member responsible for Adult and Public Health Services will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

2.1 Night Time Noise Patrol – *Head of Procurement, Property and Public Protection and Director of Neighbourhood Services*

3. ITEMS FOR INFORMATION / DISCUSSION

3.1 Adult and Community Services Departmental Plan 2008/2009 – 2nd Quarter Monitoring Report – *Director of Adult and Community Services*

3.2 The Personal Social Services (PSS) User Experience Survey 2008 – *Director of Adult and Community Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items.

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO

Report to Portfolio Holder
17 November 2008



Report of: Head of Procurement, Property and Public Protection &
Director of Neighbourhood Services

Subject: NIGHT TIME NOISE PATROL

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the 'out of hours' noise patrol provided by the Procurement, Property and Public Protection Division between June and August 2008.

2. SUMMARY OF CONTENTS

Background to the night time noise patrol provided during the summer months of 2008.

Proposals for the provision of a similar service in 2009 and the consideration of using the night time noise provisions of the Noise Act 1996 and the use of fixed penalty notices.

3. RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is responsible for environmental health.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the portfolio holder:

- Note details of the out of hours noise patrol 2008.
- Approve the provision of a night time noise patrol during summer 2009.
- Agree that officers consider use of powers under the Noise Act 1996 in delivering the service where appropriate.

Report of: Head of Procurement, Property and Public Protection

Subject: NIGHT TIME NOISE PATROL

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on the night time noise patrol service provided by the Procurement, Property and Public Protection Division between June and August 2008.

2. BACKGROUND

- 2.1 The Environmental Protection Team within the Procurement, Property and Public Protection Division undertook an out of hours service to deal with night time noise complaints during the period 1 June to 31 August 2008.
- 2.2 This service was provided following a successful pilot that was carried out in June 2007. Several improvements were implemented as a result of this pilot to ensure that a better, more efficient service was provided and to provide improved protection for our staff.
- 2.3 The service could be contacted between the hours of 10:00 pm and 4:00 am on Friday and Saturday nights during the months June to August inclusive. Contact could be made by members of the public via a dedicated mobile telephone number, through Richard Court or through Cleveland Police Control. Two Council officers were available each night to respond to calls with support from Cleveland Police where this was required.
- 2.4 A total of 142 calls were received over the three month period, 116 of these calls resulted in a visit to the premises concerned. As a result of the visits, 95 complaints were dealt with informally and one statutory notice served. Police assistance was requested for 21 visits to premises.
- 2.5 The majority of calls were for amplified music and parties that had become out of control. The majority of cases were resolved informally following the advice of our officers and only one case resulted in the service of a formal notice under the provisions of the Environmental Protection Act 1990.
- 2.6 When officers were not dealing with reactive complaints the opportunity was taken to undertake monitoring of premises which were subject to active noise and pollution investigation. This proved useful in gaining important information and addressing problem premises.

- 2.7 The 2008 service was well used and received by customers and the Police welcomed the service.

3. PROPOSALS

- 3.1 The requirement for an out of hours service particularly over the weekends during the summer months has clearly been demonstrated. It is therefore proposed that we provide the service again in 2009.
- 3.2 In addition to using the nuisance powers of the Environmental Protection Act 1990, consideration could be given to using the powers available under the provisions of the Noise Act 1996.
- 3.3 The Noise Act 1996, as amended by the Clean Neighbourhoods and Environment Act 2005, contains provisions for the service of fixed penalty notices (FPNs) for noise emanating from domestic dwellings and licensed premises between the hours of 11:00 pm and 7:00 am.
- 3.4 These provisions provide an alternative means of dealing with noise complaints during night time hours and in some cases are a viable alternative to nuisance action and prosecution.
- 3.5 The following procedure has to be followed to allow the service of a fixed penalty notice:
- An officer of the authority considers that the noise being emitted from the offending premises exceeds, or may exceed, the permitted level, as measured within the complainant's dwelling and;
 - Give written warning that any person who is responsible for the noise which is emitted from the premises, in the period specified in the notice, and exceeds the permitted level, as measured within the complainant's dwelling, may be guilty of an offence.
 - The period specified in the warning notice must begin not earlier than ten minutes after the time when the notice is served and ending the following 7.00am.
 - If a warning notice has been served in respect of noise emitted from a premises, any person who is responsible for noise which is:
 - Emitted from the premises in the period specified in the notice, and
 - Exceeds the permitted level, as measured in the complainant's dwellingis guilty of an offence.
 - A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

- Where an officer of the local authority who is authorised for the purposes of this section has reason to believe that a person is committing or has just committed an offence under this section he may give that person a fixed penalty notice offering him the opportunity of discharging any liability to conviction for that offence by payment of a fixed penalty.

- 3.6 It should be noted that in order to use these provisions, measurements have to be taken in the complainant's dwelling and it is therefore difficult to guarantee a complainant's anonymity. This may in a number of cases prevent us from taking this course of action.
- 3.7 The night time noise provisions only apply during the night in question and the notice is only applicable until 7:00 am in the morning. In many cases it is advantageous to serve notice under the provisions of the Environmental Protection Act 1990 to prohibit any recurrence of a noise nuisance. This allows us to take formal action through the magistrates courts for any contraventions that occur in the future.

4. FINANCIAL CONSIDERATIONS

- 4.1 FPNs currently have a penalty set in the region of between £75 and £110 for domestic premises and £500 for licensed premises. Even if we use the provisions of the Noise Act it is likely that the numbers of FPNs served will be low and the receipts will not offset the costs of providing the out of hours service.
- 4.2 A fixed penalty is not a fine. Payment of the penalty by the recipient discharges their liability to conviction for the offence for which the FPN was issued. It does not constitute an admission of guilt, but removes the possibility of the creation of a record of criminal conviction.
- 4.3 However, this level of penalty will be seen as a deterrent and will not impinge on the options to prosecute the miscreants for recurrence with the service of a Statutory Nuisance Notice under the provision of the Section 80 of the Environmental Protection Act 1990.
- 4.4 Payment of an FPN by instalments will not be accepted. In cases of demonstrable hardship, consideration may be given by a senior officer to extending the suspended enforcement and delaying the issue of summons although there is no legal basis for this.

6. RISK

- 6.1 As there is a health and safety risk to officers undertaking the night-time noise patrol, a specific procedure and risk assessment has been undertaken (see **Appendix 1 and 2**). However, there is still a need for the 'employee protection register' to be available through Richard Court for officers to access whilst on duty.

- 6.2 As previously stated, the service was well received by the community and there is an expectation that the service will continue in future years.

7. RECOMMENDATIONS

- 6.1 That Portfolio Holder:

- Note details of the out of hours noise patrol 2008.
- Approve the provision of a night time noise patrol during summer 2009.
- Agree that officers consider use of powers under the Noise Act 1996 in delivering the service, where appropriate.

8. CONTACT OFFICER

Sylvia Tempest
Environmental Standards Manager
Neighbourhood Services
Hartlepool Borough Council
Civic Centre – Level 3
Hartlepool

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Email: Sylvia.tempest@hartlepool.gov.uk

Appendix 1

STANDARD OPERATING PROCEDURE

Environmental Protection

Ref. No. EP08

Title: Procedure for Night-time Noise Patrol

Date: June 2008

Approved By: Sylvia Tempest – Environmental Standards
Manager

1 PURPOSE

1.1 To detail the procedure to be followed for the Night-time Noise Patrol.

2 SCOPE

2.1 This procedure only applies to the Night-time Noise Patrol and not normal 'out-of-hours' duties.

3 RESPONSIBILITIES

3.1 The Environmental Standards Manager shall be responsible for the approval and issue of this procedure.

3.2 The Environmental Standards Manager shall be responsible for the relevance and application of the procedure and any subsequent review and amendments.

3.3 All officers involved in the night time noise patrol shall be responsible for acting in accordance with this procedure.

4 DEFINITIONS

4.1 Lead Officer – An officer designated to take responsibility for the activities during the shift. The lead officer must be both suitably qualified and experienced in noise assessment.

STANDARD OPERATING PROCEDURE

5 PROCEDURE

5.1 General Safety

- 5.1.1. All inspections, visits re complaints or any other visit, which are likely to be confrontational, should be carried out by two officers.
- 5.1.2. For the purposes of the Night-time Noise Patrol, a Lead Officer shall be designated.
- 5.1.3. The designated Lead Officer must ensure the mobile telephone is fully charged and is carried along with the radio at all times during the Night-time Noise Patrol. The lead officer must also ensure that shift officers have a suitable fitting stab vest and make certain that it is worn at all times when there is an actual or perceived risk.
- 5.1.4. A file containing essential information, emergency contact details and relevant paperwork etc is kept within the Environmental Protection Team's work area. Essential contact numbers are also available on the mobile phone. Prior to each Night-time Noise Patrol, the Lead Officer must ensure that all paperwork is present and up to date and carried during the patrol.
- 5.1.5. If officers experience problems during the course of their work they should ring the appropriate emergency service to seek assistance. Police/Ambulance/Fire 999 or University Hospital of Hartlepool 266654. Whilst there is an accident and emergency service at the University Hospital of Hartlepool, this is limited and may necessitate travelling to North Tees.
- 5.1.6. If an officer is verbally attacked both officers must leave the premises and only return if police assistance is available. However, the verbal abuse must be reported to the police and documented in individual notebooks without collaboration of details as soon as the officers have reached a safe location.
- 5.1.7. If an officer is physically attacked the accompanying officer must seek help in any way possible without endangering their own safety. This can be done by the use of the red alert button on the radio and if possible verbally over the radio or mobile phone. If Richard Court receives an alarm call they will alert the police that immediate assistance is required and notify them of the officers' location.
- 5.1.8. When two officers are working together they should meet and start their shift at Richard Court. The operators at Richard Court should be notified that the 'Noise Action Team' are working and will contact them by radio at intervals throughout the night to ensure the operators are aware of areas of activity.

STANDARD OPERATING PROCEDURE

5.1.9. If alternate arrangements are made for officers to meet e.g. if one lives locally, this is acceptable but Richard Court must still be informed prior to shift commencing and at the end of the shift.

5.1.10. In addition, the Lead Officer shall telephone the police control centre to inform them that the shift has started and ended.

5.2 Reactive Calls

5.2.1 When an incident is reported either by mobile phone or radio, the details of the complaint, including the address and contact detail of the complainant need to be recorded.

5.2.2 The attending officers will then arrive at the address of the disturbance and before entering the property, make a full assessment of the situation. This assessment is to be carried out fully to ascertain numbers of people present and any further information such as the presence of drink or drugs.

5.2.3 If the officers do not feel that it is safe to approach the premises, they must contact the police control room on 01642 326326 and request attendance to assist, advising the police that they are the Noise Action Team Hartlepool and the reason for attending. The officers must wait for police attendance before approaching the premises or reacting to additional calls. If police support is unavailable, then under no circumstances should the premises be visited.

5.2.4 When the officers present have ascertained the situation and they feel it is safe to do so, they then can approach the property. Prior to approaching the property the officers should notify Richard Court that they are entering the property. The officers must display their ID and introduce themselves to the owner/occupier of the premises.

5.2.5 Officers should not **enter** any premises other than that of the complainant other than in exceptional circumstances and then only with police support.

5.2.6 The Officers must then ascertain the full details of the owner/occupier and record them in their note book. Then they need to explain that a complaint had been received and ask, for example the music to be turned down, windows and doors to be kept closed and the party or sound source to be brought into the premises.

STANDARD OPERATING PROCEDURE

- 5.2.7 The owner/occupier should be made aware that the officers will return to monitor the situation and if the nuisance continues or recurs a Statutory Notice will be served. The officers will need to also warn the owner/occupier of the penalties for the breach of such a notice.
- 5.2.8 The officers can then leave the premises and collect details of the police officers in attendance, again making a note of their tag numbers in the note book.
- 5.2.9 Once the visit is completed the officers should notify Richard Court that they have left the premises.
- 5.2.10 The Officers should then revisit the address at a later time to monitor the situation to ensure compliance. This is usually 30 minutes later depending on workload.
- 5.2.11 If the noise nuisance recurs when the officers revisit, then they need to assess whether it would be in the best interest to recall the police to attend the premises with a view to serve the notice or whether the situation would be better dealt with on the next working day. This consideration is with regard to waiting times for police attendance, benefiting the public and personnel safety of serving a notice under conditions that can easily get out of hand.
- 5.2.12 If the Lead Officer decides to serve the notice they should complete the necessary paperwork including a covering letter, sign them, and keep the copies. A receipt shall be completed and countersigned by the owner/occupier. The Lead Officer must explain to the owner/occupier the penalties for non-compliance and the ability to appeal against the notice to the magistrates.
- 5.3 **Monitoring**
 - 5.3.1 In between periods of reactive calls, monitoring can be carried out on premises identified by the current complaint database. Monitoring of these premises needs to be sufficient to establish a statutory nuisance or not and the officers should be present for a minimum of 20 minutes to establish the situation.
 - 5.3.2 If the Lead Officer feels there is a situation to investigate further then the procedure as explained for reactive call applies. If no activities are noted this also needs to be recorded to note books for case updates on return to the office.

STANDARD OPERATING PROCEDURE

5.4 Reporting

- 5.4.1 On returning to the office the next working day, the Lead Officer will update the noise call-out report and complete the running callout figures. The report can be found at W:\ENVIRONMENTAL STANDARDS\Environmental Protection\Noise and Air Pollution\NOISE\Out of Hours Campaign

Date of approval: ...5th November 2008.....



Signed:

Appendix 2

HARTLEPOOL BOROUGH COUNCIL DEPARTMENT OF NEIGHBOURHOOD SERVICES RISK ASSESSMENT RECORD

REF NO:		DATE OF ASSESSMENT: 05/09/2008		ASSESSMENT MADE BY:	
DIVISION: PROC UREM ENT, PROPERTY & PUBLIC PROTECTION CIVIC CENTRE HARTLEPOOL SECTION: ALL		NAME: ADRIAN HURST JOB TITLE: PRINCIPAL EHO			
ACTIVITY/TASK BEING ASSESSED: DEALING WITH MEMBERS OF THE PUBLIC OR NON - COUNCIL EMPLOYEES WHEN UNDERTAKING NIGHT TIME NOISE PATROL		PERSONS/GROUPS ASSESSED: ALL DIVISIONAL STAFF			
		REASON FOR ASSESSMENT NEW SERVICE			
Low Risk	Low Hazard	Medium Hazard	High Hazard		
	Trivial	Tolerable	Moderate		
Medium Risk	Tolerable	Moderate	Substantial		
High Risk	Moderate	Substantial	Unacceptable		
HAZARD NUMBER	DESCRIPTION OF HAZARD	HAZARD (H/M/L)	RISK (H/M/L)	ASSESSMENT	
1.	Threats of aggressive behaviour or physical attack	M	H	Substantial	

1.	<p>Training of staff in dealing with Violence & Aggression</p> <p>Procedure for night time noise patrol:-</p> <p>Availability of personal panic alarms, mobile phones and radio sets</p> <p>Availability of stab vests</p>

Hazard number	Control measures required	Target date for measures to be implemented	Person responsible for implementation
1.	Develop and raise awareness of night time noise patrol.	30 th May 09	A M Hurst
	Provide training for officers which addresses the risks associated with potential aggressive behaviour when dealing with members of the public or non – Council employees	30 th May 09	A M Hurst

Person(s) completing assessmentAdrian M Hurst.....

Signature(s):

Title(s) Principal Environmental Health Officer.....

Date of review...May 2009.....

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO

Report To Portfolio Holder
17th November 2008



Report of: Director of Adult and Community Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2008/2009 – 2ND
QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Adult and Community Services Departmental Plan 2008/09 in the first two quarters of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Adult and Community Services Departmental Plan 2008/09, and the second quarter outturns of key performance indicators.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues in relation to Adult Services.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Adult and Public Health Services Portfolio Holder - 17th November 2008

6. DECISION REQUIRED

Achievement on actions and indicators be noted.

Report of: Director of Adult and Community Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2008/09 – 2ND
QUARTER MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Adult and Community Services Departmental Plan 2008/09 and the progress of key performance indicators for the period up to 30th September 2008.

2. BACKGROUND

- 2.1 The Adult and Community Services Department includes Community Services, reporting to Culture, Leisure and Tourism Portfolio Holder, and Adult Services, Adult Education and Supporting People reporting to the Adult and Public Health Services Portfolio Holder.
- 2.2 The Adult and Community Services Departmental Plan 2008/09 sets out the key tasks and issues with an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department, and monitoring progress against overall Council aims.
- 2.3 For 2008-09, the Council has introduced a new electronic Performance Management Database (Covalent) for collecting and analysing corporate performance. The database collects performance information detailed in the Corporate Plan and the five Departmental Plans. The aim is that the database will eventually collect performance information for all levels of the Council, including individual service/operational plans in each department.

3. QUARTER TWO PERFORMANCE

- 3.1 This section looks in detail at how the Department has performed in relation to the key actions and performance indicators that were included in the Adult and Community Services Departmental Plan for this Portfolio.

- 3.2 On a quarterly basis officers from across the department are asked, via the Performance Management database (Covalent), to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator.
- 3.3 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the Departmental Plan. The traffic light system is: -

Red	- Action/PI not expected to achieve target
Amber	- Action/PI expected to achieve target
Green	- Action/PI target achieved

- 3.4 Within the Adult & Community Services department there were a total of 102 actions and 66 Performance Indicators identified in the Departmental Plan. Table 1, below, summarises the progress made, to the 30th September 2008, towards achieving these actions and PIs.

Table1 – Adults Services (APH portfolio) progress summary

	Adults & Public Health Services	
	Actions	PIs
Green	21	0
Amber	79	30
Red	2	1
Annual	-	20
Total	102	51

- 3.5 A total of 21 actions (21%) have been completed or achieved, and a further 79 (77%) are on target to be completed by the target date. However, two actions have been highlighted as not being on target. More information on these actions can be found in the relevant sections below.
- 3.6 It can also be seen that 30 (59%) of the Performance Indicators have been highlighted as being achieved or expected to hit the target. It can be seen that 1 indicator has been highlighted as not being expected to hit the year-end target, and an explanation for this is given in the relevant sections below. There are 20 indicators that are only collected on an annual basis and therefore no updates are available for those indicators (this includes those completed as part of annual surveys).

Table2: Adults Services Actions not completed on target / not on target

Ref	Action	Milestone	Comment
ACSD A05.3	Ensure there is a range of brokerage and advocacy services available to support people to plan.	Oct-08	Advocacy review started, but not likely to be completed until early April 2009. Tendering exercise to follow with new contract(s) to start in April 2010.
ACSD 39.1	Develop departmental programme for employee wellbeing.	Sep-08	This action is linked to the corporate approach discussions at DMT to develop a departmental approach.

Table3: Adults Services PI's not on target

Ref	PI	Milestone	Comment
P037	Prescribing of high level antidepressants (Hartlepool).	Mar-09	Cumulative second quarter figure only includes figures to August. Not likely to achieve target. Until a range of alternative therapies are in place, this target will be likely to be at risk.

3.7 Within the second quarter Adult Services completed a number of actions, including: -

- Implement new appraisal scheme in department.
- Commission an effective emergency respite service for carers that focuses on home based support.
- Review and update partnership arrangements for Mental Health and Learning Disabilities services.
- Develop a Joint Strategic Needs Assessment with Health and Children's services.
- Support phase 1 of people moving into Hartfields.
- Develop a communication plan for the department.

4. RECOMMENDATIONS

- It is recommended that achievement of key actions and first quarter outturns of performance indicators are noted.

CONTACT OFFICER: Trevor Smith,
Principal Management Information Manager
(Support Services)

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO

Report To Portfolio Holder
17th November 2008



Report of: Director of Adult and Community Services

Subject: THE PERSONAL SOCIAL SERVICES (PSS)
USER EXPERIENCE SURVEY 2008

SUMMARY

1.0 PURPOSE OF REPORT

To provide an overview of the findings from the 2008 PSS User Experience Survey of adults aged 18 and over receiving community equipment and minor adaptations funded by social services.

2.0 SUMMARY OF CONTENTS

The results from the survey were very positive. A high proportion of eligible users were motivated to participate in the survey and their responses demonstrated good levels of satisfaction with the services received.

3.0 RELEVANCE TO PORTFOLIO MEMBER

For information.

4.0 TYPE OF DECISION

Non-Key.

5.0 DECISION MAKING ROUTE

Adult and Public Health Services Portfolio – 17th November 2008

6.0 DECISION(S) REQUIRED

To note the report.

Report of: Director of Adult and Community Services

Subject: THE PERSONAL SOCIAL SERVICES (PSS)
USER EXPERIENCE SURVEY 2008

1. PURPOSE OF REPORT

- 1.1 This report presents the findings from the Personal Social Services (PSS) User Experience Survey for Hartlepool in 2008. This is part of a rolling programme of surveys which are intended to benchmark how well services are meeting service users' and carers' needs within the performance framework for social care.

2. BACKGROUND

- 2.1. In 2000-01 councils in England were required to carry out nationally comparable surveys of recently assessed social service clients and to return summaries of their responses to two key questions. At the time, the Department of Health (DH) made it clear that the 2000-01 survey was a first step in a broader programme of surveys of PSS User Experiences that would include a wider range of questions and coverage of more users, carers and client groups.
- 2.2. In 2003 the Social Services User Surveys Group (SSUSG) was set up by the DH to recommend a programme of social service user experience surveys. It was agreed that in 2007-08 councils should undertake a survey of clients provided with community equipment or minor adaptations funded by Social Services.

3. CONTEXT

- 3.1. Nationally over the period April 2005 to March 2006 nearly half a million clients received equipment as part of a care package following an assessment. There were over 2.1 million pieces of equipment delivered to clients and over £200 million is spent on equipment every year. However, very little is known as to whether or not the equipment has helped the client to live independently.
- 3.2. The 2007/08 survey was developed to contribute to our understanding of the role of equipment and small adaptations in allowing service users to continue to live at home.

4. METHODOLOGY

- 4.1. Eligible users to be included in the survey were those people receiving a piece of community equipment/minor adaptation to their home during the four month period September – December 2007 funded wholly or in part by social services. In Hartlepool, a total sample of 751 was identified and the questionnaire distributed to those identified.
- 4.2. As the survey was directed at some of the more vulnerable members of the community, steps were taken to enable support to be offered for completion of the survey by way of personal interviews. This ensured that issues such as communication difficulties, visual impairment, hearing difficulties or physical disabilities did not prevent anyone taking part. Interview support was provided to 15 service users by a member of the administration team who had been a visiting officer within the User Property & Finance Team.

5. RESPONSE RATE

- 5.1. Level of response is an important factor in both the overall value of the survey and also confidence in its results. It is Best Value practice that satisfaction surveys among users of social services should achieve a margin of error around their results of no more than +/-4%. To this end, attempts were made to involve as many service users as possible by including all eligible service users in the survey rather than only a sample group.
- 5.2. A total of 751 questionnaires were sent out. 402 completed questionnaires were returned. Some 10 of the questionnaires were returned marked 'gone away' and we were advised that 14 of the questionnaire recipients had either gone in to long term residential care or were deceased. The overall response rate achieved was 57% which represents a margin of error of 3.33% indicating that we can be confident in the surveys results.

6. PROFILE OF RESPONDENTS

- 6.1. Respondents to the 2008 survey were as follows:
 - 97% were physically disabled, frail and/or had a sensory impairment
 - 38% male and 62% female
 - 85.5% were aged 55 years and over
 - 6% received a Direct Payment
 - 17% received other help from Adult Social Care
 - 31% use a wheelchair
 - 36% had had a major adaptation
 - 24% used telecare

7. SUMMARY OF RESULTS

7.1. The findings from the survey were very positive.

7.2. 80 per cent of the respondents were either 'extremely' or 'very' satisfied with the most recent equipment/minor adaptation to the home provided by Adult Social Care (Table One). The majority of the participants, 90 per cent, had someone come to their home to have their needs discussed (Table Two) and 86 per cent were very happy with the way they were treated (Table Three).

7.3. Table One

How satisfied are you with the equipment/minor adaptation to your home you received from Social Services?

Response	%
Extremely satisfied	48.6%
Very satisfied	32.2%
Quite satisfied	13.6%
Neither satisfied nor dissatisfied	3.0%
Quite dissatisfied	1.0%
Very dissatisfied	0.5%
Extremely dissatisfied	1.0%
Total respondents	100.0%

7.4. Table Two

How were your equipment and adaptation needs discussed with you?

Response	%
Somebody came to my home	89.9%
I spoke to someone on the telephone	7.8%
I had an assessment in a hospital	10.6%
I went to a Living Disability Centre	0.5%
I did a self assessment on the Internet	0.0%
Other	0.8%
Total respondents	100.0%

7.5. Table Three

How happy were you with the way those who discussed your needs treated you?

Response	%
N/A, I didn't talk to anyone	2.8%
I was very happy with the way they treated me	86.2%
I was fairly happy with the way they treated me	7.4%
I was fairly unhappy with the way they treated me	0.5%
I was very unhappy with the way they treated me	3.1%
Total respondents	100.0%

- 7.6. The majority of participants, 70 per cent, received a number of pieces of equipment as a result of Adult Social Care assessing their needs. 78 per cent felt that they had chosen or had played a role in deciding what equipment or adaptation they had received.
- 7.7. The majority of participants, 84 per cent, advised that the length of time waiting for the equipment or adaptation had not caused them any problems and 66 per cent felt that the equipment was set up and demonstrated clearly and helpfully. Some 30 per cent advised that they were not shown but that they did not need to be shown how to use the equipment or adaptation. 69 per cent of the participants received a follow-up call or visit from someone checking that everything was OK with the equipment.
- 7.8. Satisfaction levels with the equipment received is also reflected in the finding that 80 per cent of the participants continue to use all of the equipment that they were given and 72 per cent reported that the equipment/adaptation had made the quality of their life much better.
- 7.9. Table Four details people's responses to their views on the way the equipment provided has affected their quality of life.

7.10. **Table Four****How has the equipment/adaptation affected the quality of your life**

Response	%
It has made it much better	72.2%
It has made it a little better	23.4%
It has not had any effect	3.1%
It has made it a little worse	0.8%
It has made it a lot worse	0.5%
Total respondents	100.0%

7.11 The impact of the equipment on specific areas of people's lives is detailed in Table Five. As individuals could indicate more than one area where their life has been affected, the table provides a breakdown of all positive responses to each particular area.

7.12 **Table Five****What areas of your life are helped by the equipment/adaptation?**

Response	%
Getting around within and out of your home	45.9%
Moving around outside of your home	22.8%
Looking after your personal care needs	71.0%
Helping you prepare meals	17.7%
Helping you communicate and keep in touch/others	9.6%
Helping keep you safe	20.6%
Helping others care for you	10.4%
Help relieve pain/make you comfortable	13.5%
Helping you have more control over your daily life	28.7%
Helping you undertake leisure and work activities	4.5%
Total respondents and non-respondents	100.0%

7.13 As can be seen from Table Five, an overwhelming majority (71%) of the participants advised that the equipment provided has helped them look after their personal care needs. This finding is reflected in Tables Six and Seven with some 94 per cent of the participants advising that they always feel clean (sometimes with help) and 86 per cent feeling in control with their daily life (sometimes with help).

7.14 Table Six

Which statement best describes your present situation (look and feel)?

Response	%
I always feel clean	61.4%
With help I always feel clean	33.3%
I occasionally feel less clean than I would like	4.0%
I feel much less clean, with poor personal hygiene	1.3%
Total respondents	100.0%

7.15 Table Seven

Which statement best describes your present situation?

Response	%
I feel in control of my daily life	42.0%
With help I feel in control of my daily life	44.1%
I have some control over my daily life but not enough	11.5%
I have no control over my daily life	2.4%
Total respondents	100.0%

7.16 Tables Eight, Nine and Ten present the findings relating to how safe the participants feel, the design of their homes and the impact of equipment on help needed.

7.17 Table Eight

Which statement best describes how safe you feel?

Response	%
I have no worries about my personal safety	32.1%
I have support to ensure I have no worries about my safety	50.4%
I have some worries about my personal safety	16.2%
I am extremely worried about my personal safety	1.3%
Total respondents	100.0%

7.18 Table Nine

How well do you think your home is designed to meet your needs?

Response	%
My home meets my needs very well	47.6%
My home meets most of my needs	31.6%
My home meets some of my needs	15.4%
My home is totally inappropriate for my needs	5.3%
Total respondents	100.0%

7.19 Table Ten

Has equipment/adaptation changed the amount of help you need from others?

Response	%
N/A as I don't need any help from others	21.8%
The amount of help is the same as before	48.5%
I now need less help from others	25.2%
I now need more help from others	4.5%
Total respondents	100.0%

7.20. As can be seen, generally the responses to these questions are positive with very few participants being worried about their personal safety and a low proportion feeling that their home is inappropriate for their needs. Table Ten does however, suggest that the introduction of equipment has had limited affect on the amount of help that participants needed from others.

8. CONCLUSIONS

- 8.1 A high proportion of eligible users were motivated to participate in the survey and their responses demonstrate good levels of satisfaction with the services received.
- 8.2. Some 95.6 per cent of the respondents advised that the equipment/adaptation has made their quality of life much better or a little better signifying that the equipment provided has helped people to maintain their independence.