



The POET Survey

City of York Council Data Report:

December 2012

Personal budget recipients

Introduction

This report presents data collected from personal budget holders in the City of York using the POET survey tool. It also compares the numerical responses of personal budget holders to the POET survey in the City of York with the responses we have from personal budget holders in other parts of England.

Who took part in the survey?

In total, 34 personal budget holders in the City of York completed the POET survey. We are able to benchmark the City of York data against responses from 1,114 personal budget holders in other parts of England. As people could choose not to complete particular questions within the survey, the totals reported throughout the report are unlikely to add up to these overall totals.

The graphs in figures 1 to 6 show the characteristics of the City of York personal budget holders responding to the survey compared to respondents from other local authorities in England. City of York respondents were more likely to be female, they were more likely to be aged under 45 years of age, and more likely to report having a physical disability or health condition. City of York respondents were significantly less diverse than other respondents in terms of ethnicity and religion, and were more likely to report their sexual orientation.

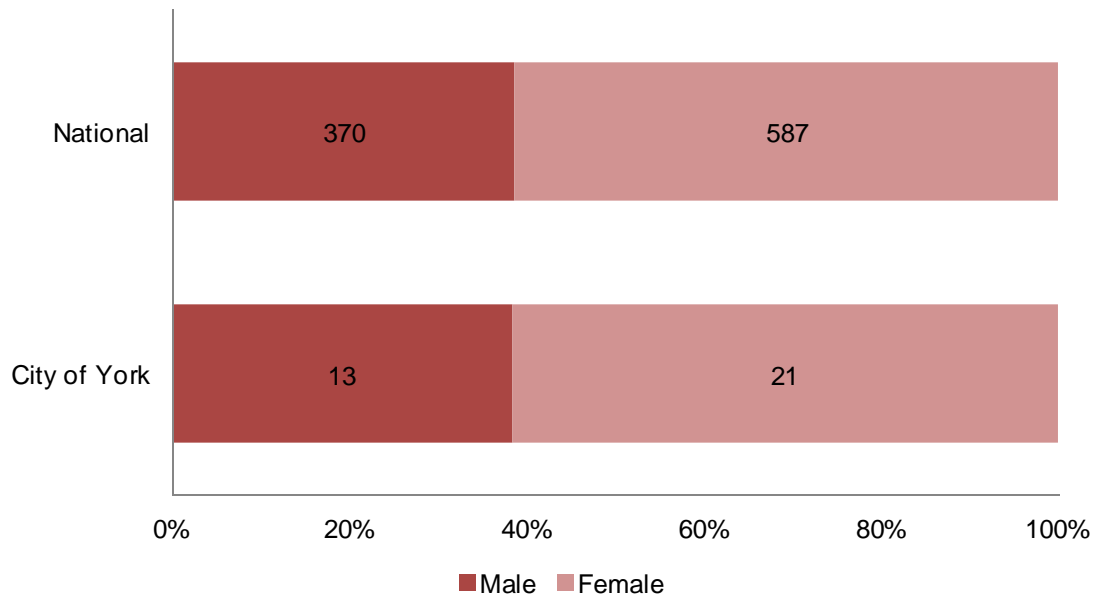


Figure 1. Personal budget recipients: Gender

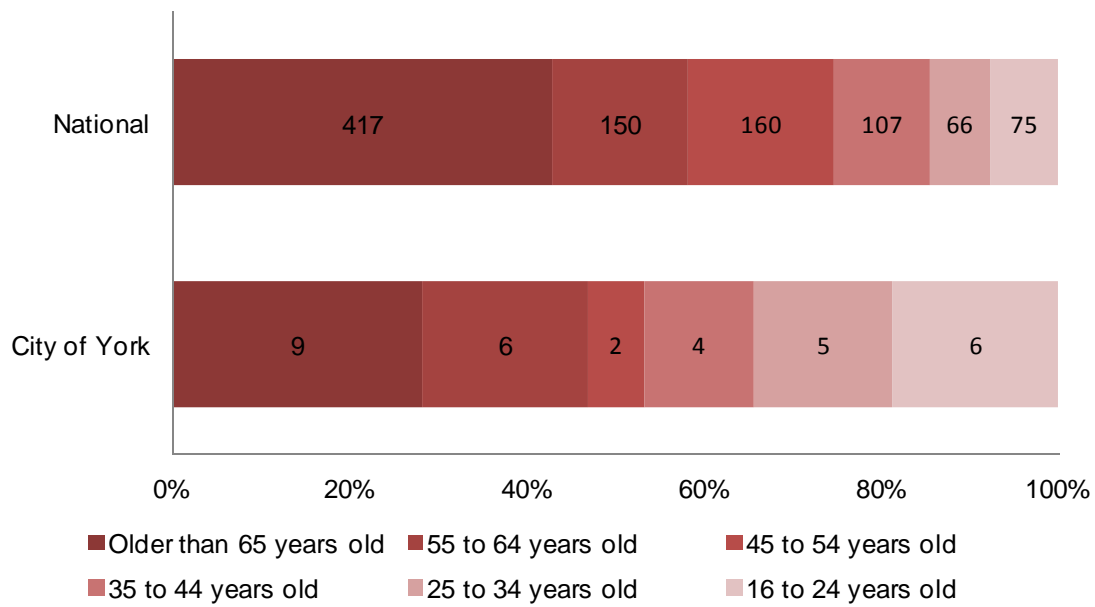


Figure 2. Personal budget recipients: Age

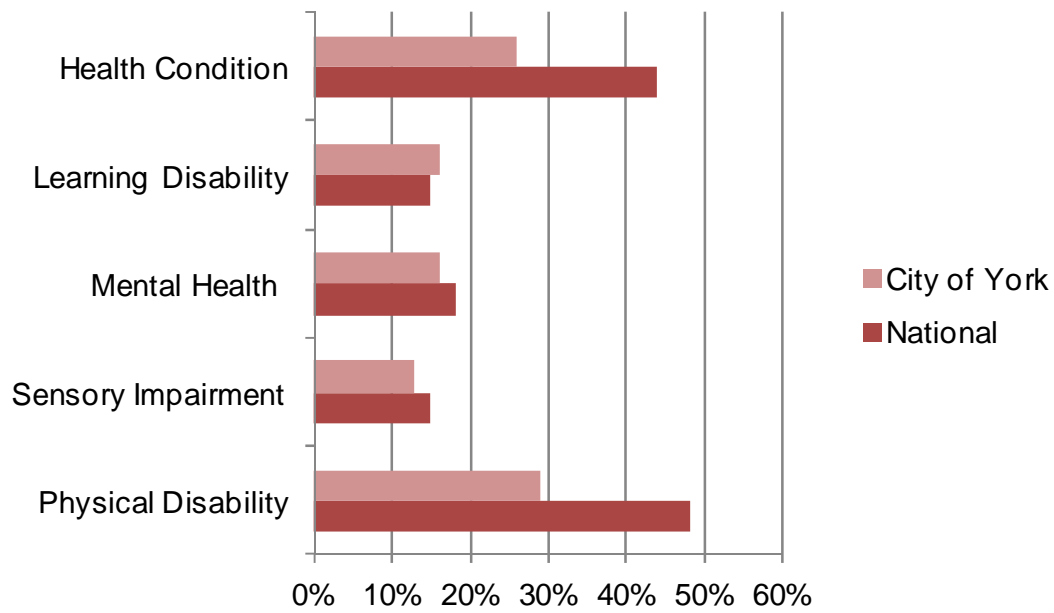
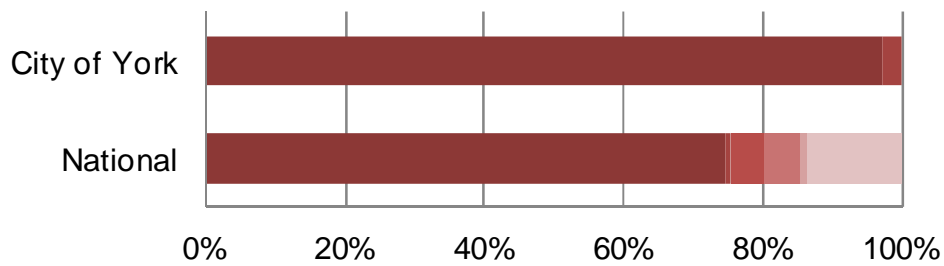


Figure 3. Personal budget recipients: Disability



	National	City of York
Any White	831	33
Mixed	10	1
Asian/Asian British	54	0
Black, B. British	55	0
Chinese, Other	13	0
No Info	151	0

Figure 4. Personal budget recipients: Ethnicity

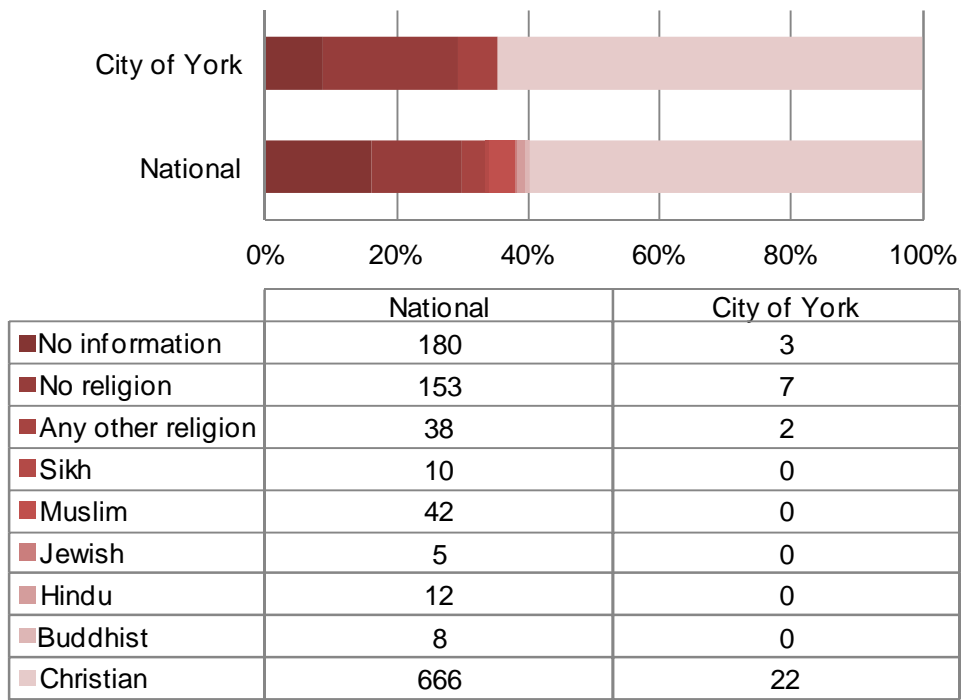


Figure 5. Personal budget recipients: Religion

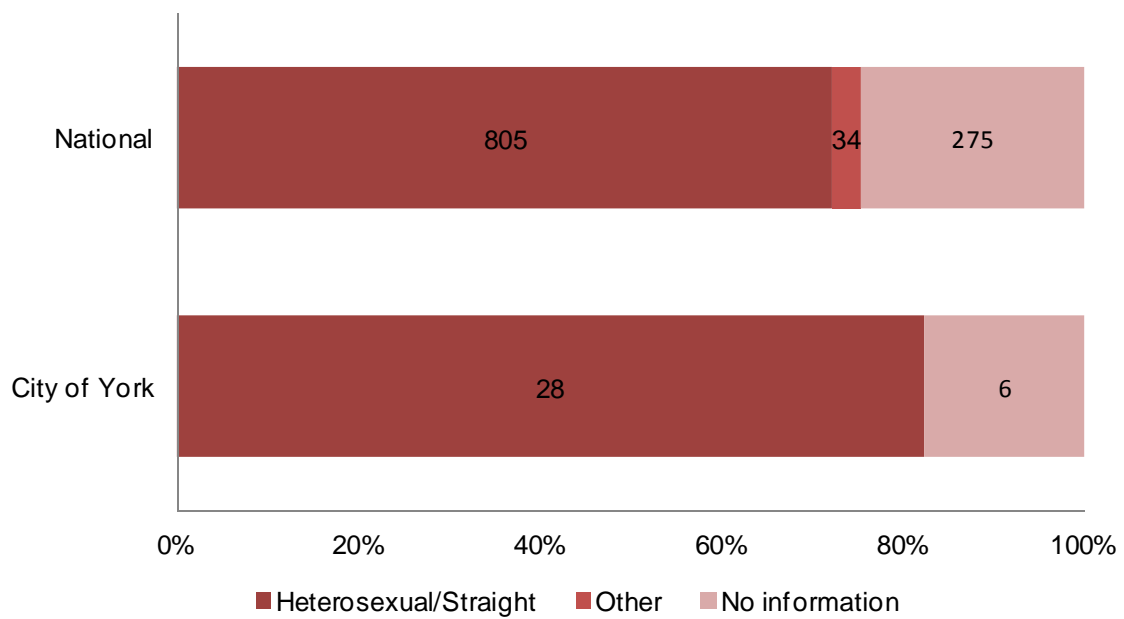


Figure 6. Personal budget recipients: Sexuality

How did people answer the questions?

The graph below shows how people answered the questions in the POET survey. In the City of York approximately 35% of personal budget holders answered the questions on their own, with all other respondents having help from someone else.

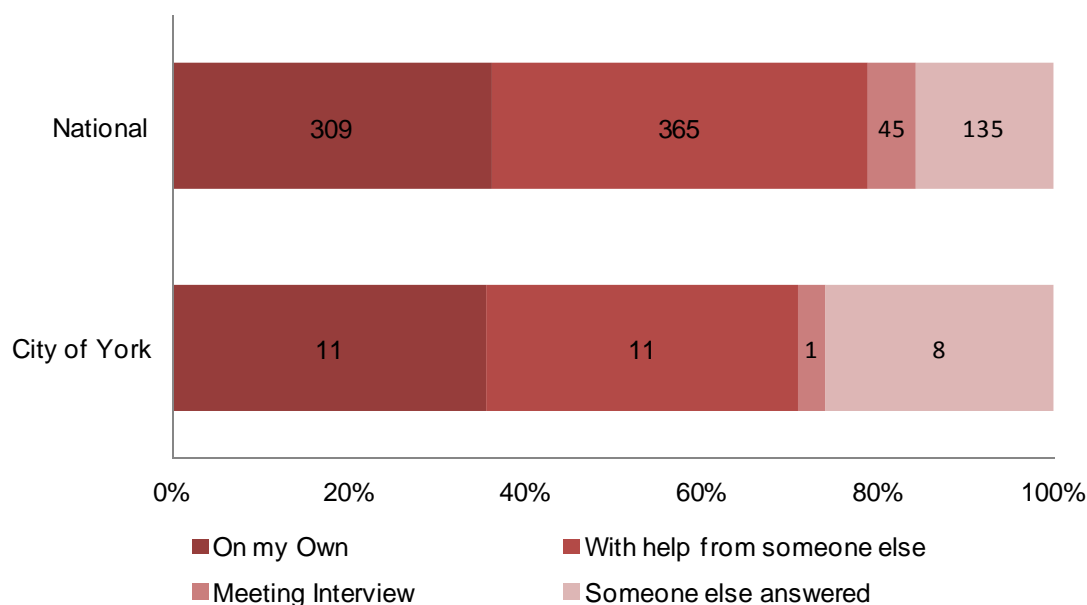


Figure 7. Personal budget recipients: How people answered the questions

How long have people held a personal budget?

The graph below shows the length of time that personal budget holders had held their personal budget. For personal budget holders in the City of York, a similar percentage of people had been using their budgets for three years or longer compared to people in other parts of England, with a higher proportion locally holding their budget for between one and three years.

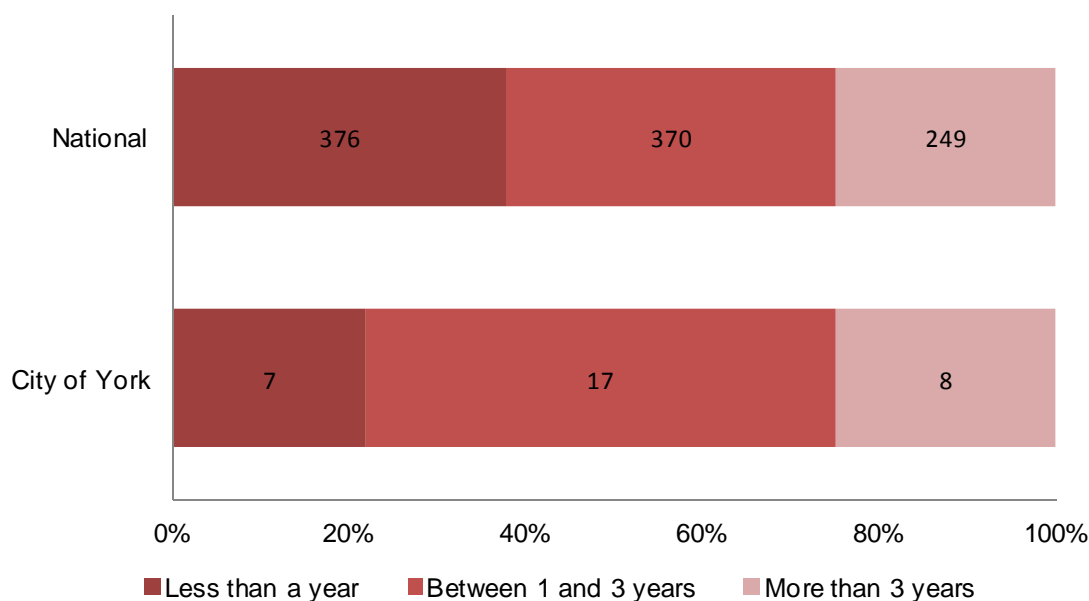


Figure 8. Personal budget recipients: How long have people held a personal budget?

Did people get local authority support before their personal budget?

The graph below shows how many personal budget holders had been receiving local authority support before they got their personal budget. For personal budget holders in the City of York approximately 60% of personal budget holders had been receiving local authority support before their personal budget; a slightly lower figure than that for personal budget holders in other parts of England.

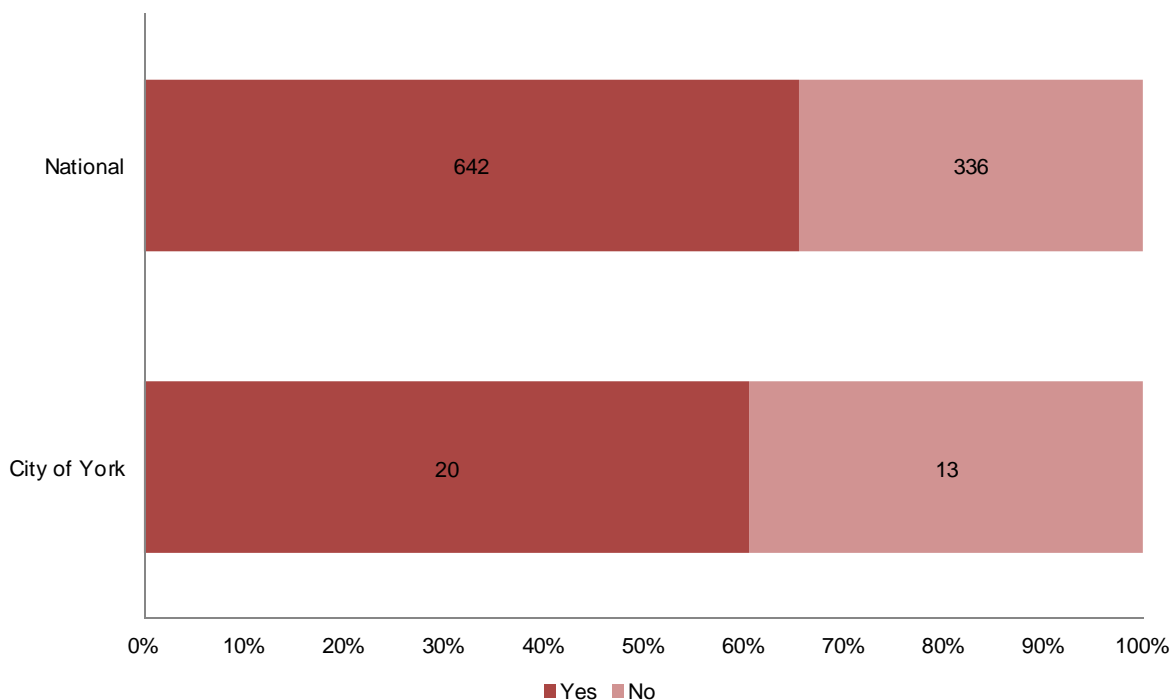


Figure 9. Personal budget recipients: Did people get local authority support before their personal budget?

How do people manage their personal budgets?

The graph in figure 10 shows how people managed their personal budgets. In the City of York, personal budget holders were most likely (44%) to have a direct payment paid directly to them. Direct payments looked after by someone else were also reported by 22% of personal budget holders in the City of York. Significantly more personal budget holders in the City of York reported using an individual service fund when compared to elsewhere in England. A lower proportion of personal budget holders in the City of York reported that they did not know whether they had a personal budget or not.

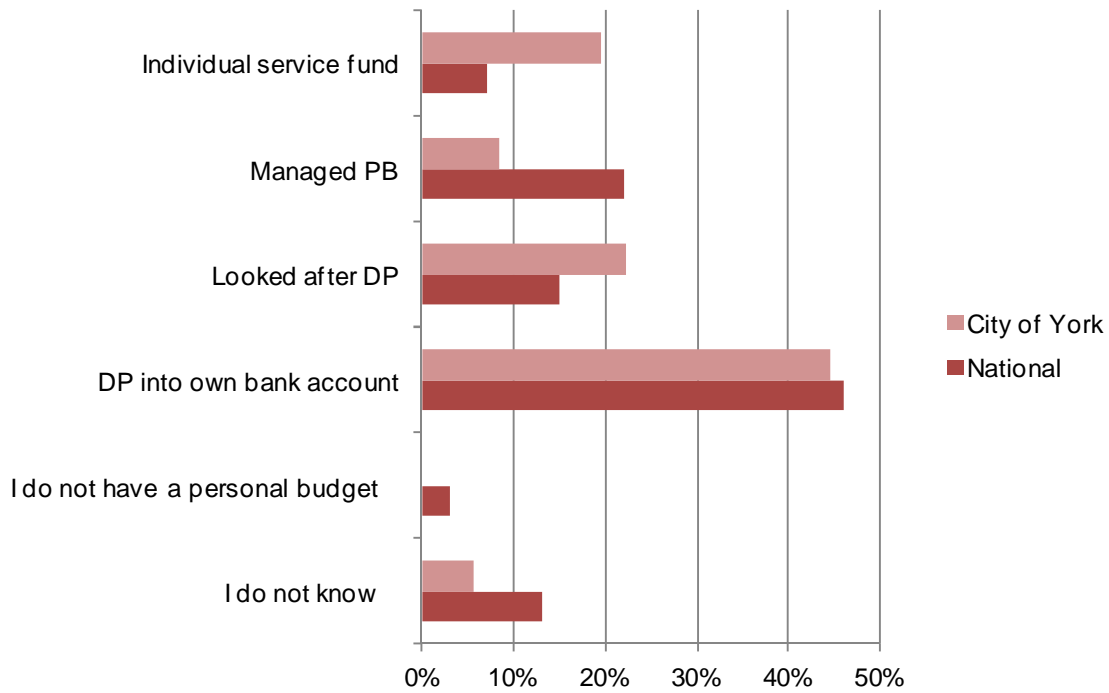


Figure 10. Personal budget recipients: How was the personal budget managed?

The level of personal budgets and support for planning

The POET survey asked personal budget holders whether they were told the weekly amount of their personal budget and whether they could provide an estimate of the amount. The survey also asked a range of questions about how people were supported when planning their personal budget, and whether their views were included in the personal budget support plan.

Over two thirds of the City of York personal budget recipients (68%) said they had been told the amount of money in their personal budget, a lower figure than personal budget holders in other parts of England (77%).

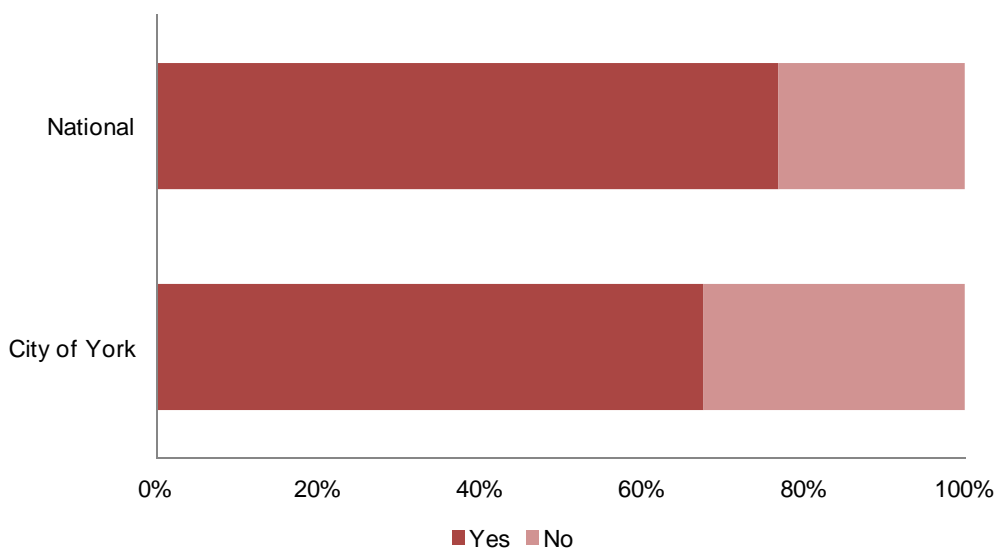


Figure 11. Personal budget recipients: Have you been told how much your support costs each week?

The graph below shows whether personal budget holders reported getting help to plan their personal budget. Nearly 77% of personal budget holders in the City of York reported that they had received help to plan their personal budget, a slightly lower proportion than personal budget holders in other parts of England.

Secondly, the graph below shows who helped people to plan their personal budgets. In the City of York, the most common sources of support were help from someone from the council (46%) and from family/friends (33%).

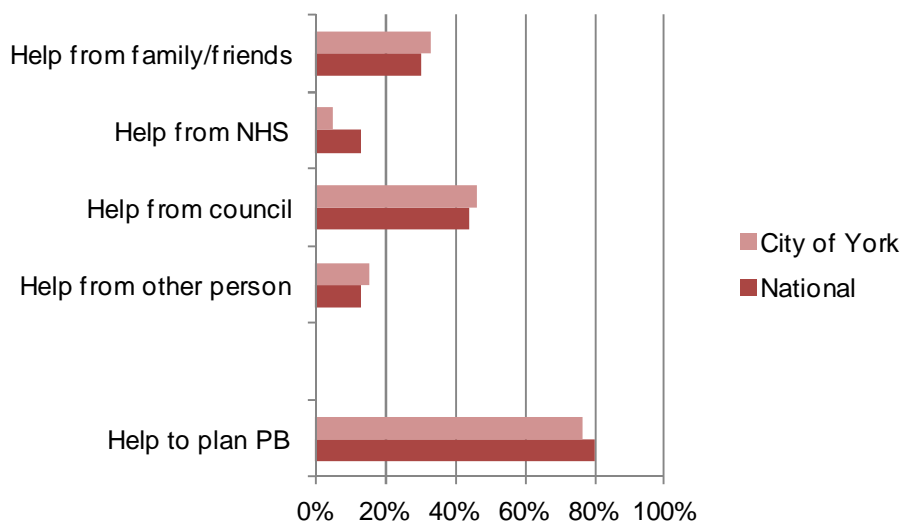


Figure 12. Personal budget recipients: planning support

Finally, the graph below summarises whether personal budget holders felt their views were fully included in the support plan for their personal budget or not. In the City of York, just over 91% of personal budget holders felt their views were very much or mostly included in their support plan, slightly higher figures as for personal budget holders in other parts of England.

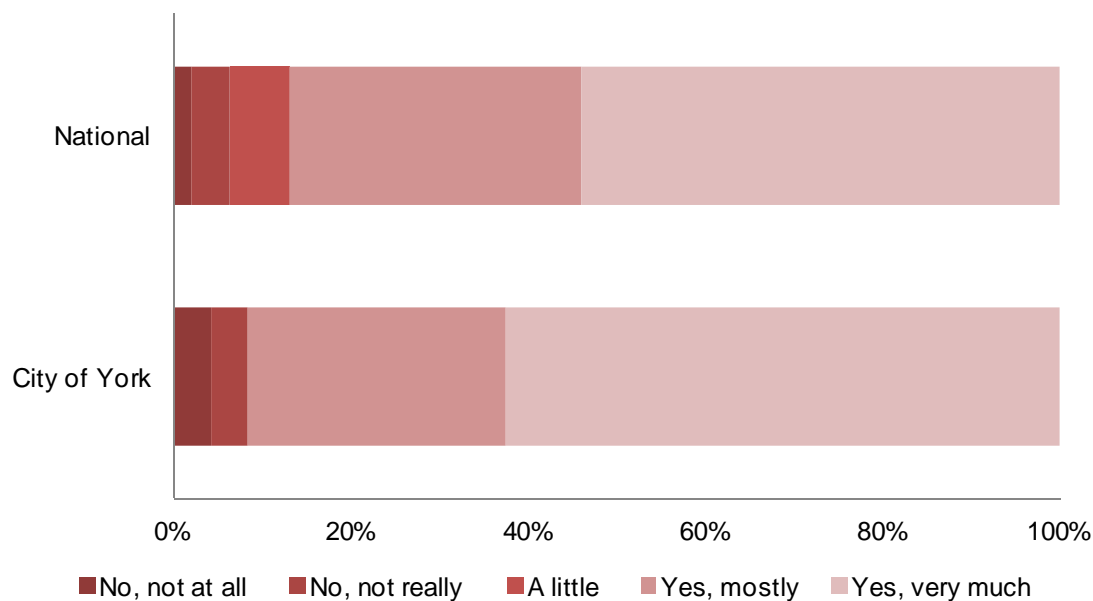


Figure 13. Personal budget recipients: Were your views fully included in support plan?

The role of the council in supporting personal budgets

As the graph below reports, the POET survey asked several questions about how the council was performing throughout the personal budget process.

A majority of personal budget holders in the City of York reported that the council had made things easy for them in six of the nine aspects of the personal budget process we asked about; getting advice and support, assessing needs, understanding restrictions, control of money, planning and managing support, and making views known and making a complaint.

As was the case nationally, the areas we asked about that respondents in the City of York were least likely to report as easy was choosing different services.

In only one of the nine areas, personal budget holders in the City of York were less likely than people elsewhere to report that the council made the process easy. This was getting the support wanted.

In the City of York, similar to elsewhere in England, approximately 12%-24% of personal budget holders reported that the council had made things difficult for all nine aspects of the personal budget process we asked about. Approximately 24% said it was difficult to make views known and have control of money.

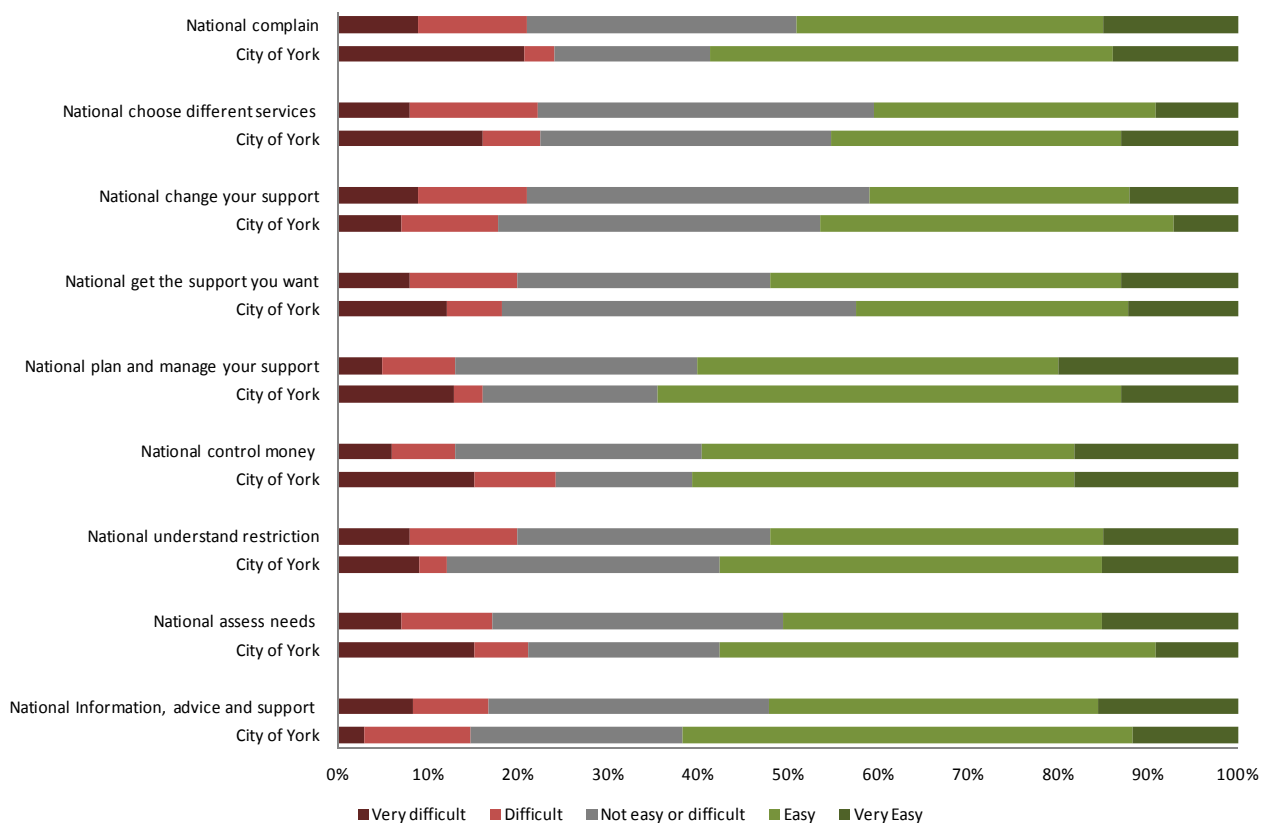


Figure 14. How easy was the personal budget process?

Have personal budgets made a difference to people's lives?

The POET survey asks personal budget holders whether their personal budgets have made a difference to various aspects of their lives, and if so whether this difference has been positive or negative.

The graph below summarises the findings from the set of questions we asked for personal budget holders. At least 60% of personal budget holders in the City of York reported that their personal budget had made a positive difference to them in nine of the 14 outcome areas we asked about; dignity in support, mental wellbeing, getting the support you need, feeling safe, staying independent, control of support, physical health, control of important things in life and relationships with paid support. A majority of people reported that the personal budget had had a positive impact on their lives in one further area. However in the areas of getting a paid job, less than 17% reported a positive impact.

With the exceptions of relationships with family, relationships with friends and dignity in support, personal budget holders in the City of York were more likely to report that their personal budget had had a positive impact compared to personal budget holders in other parts of England.

A majority of personal budget holders in the City of York reported that personal budgets had made no difference in four areas of life: getting a paid job, being part of local community, where or who you live with and relationships with friends.

However, generally less than 12% of personal budget holders in the City of York reported a negative impact of personal budgets in any of these areas of life.

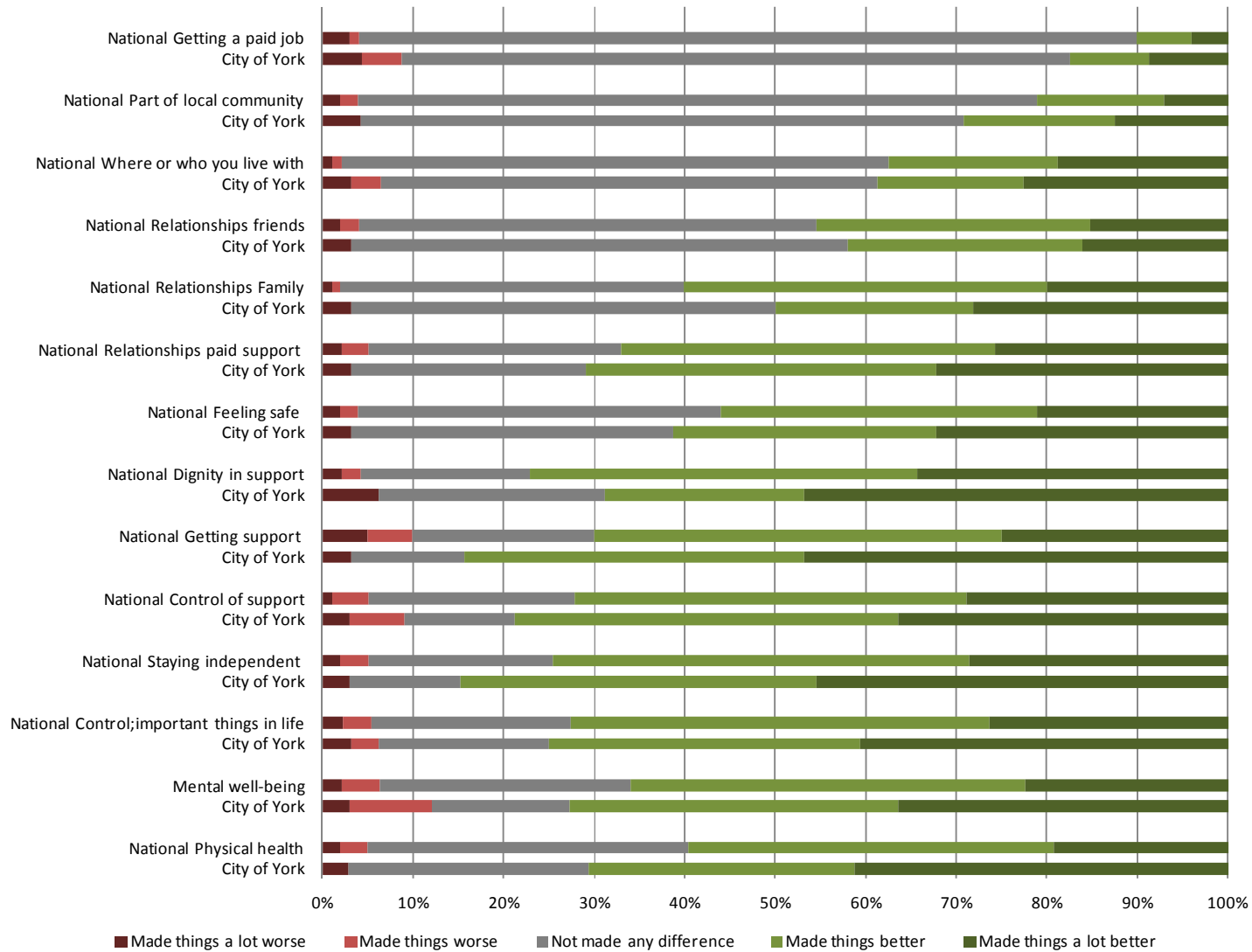


Figure 15. Has your personal budget changed these things at all?

Conclusion

Throughout this report local findings have been benchmarked against national data. This is intended to provide an indicative relative position. Care should be taken however when making precise direct comparisons. This is because responses varied greatly across local authorities, levels of satisfaction being spread across a wide range, the national figures here are averages of these ranges. Responses also varied somewhat across social care groups and across personal budget types, proportions of these sub groups varied from local authority to local authority. It is not necessarily the case that where scores indicate a less or more positive impact of personal budgets than in other parts of England that this is due to the performance of the council. The National Personal Budget Survey found and reported a number of key process conditions that coincided with better or worse outcomes. Where local performance appears to be low these process factors may be at play, and provide a steer where local authorities are seeking to improve in an outcome domain.

<http://www.in-control.org.uk/4466.aspx>