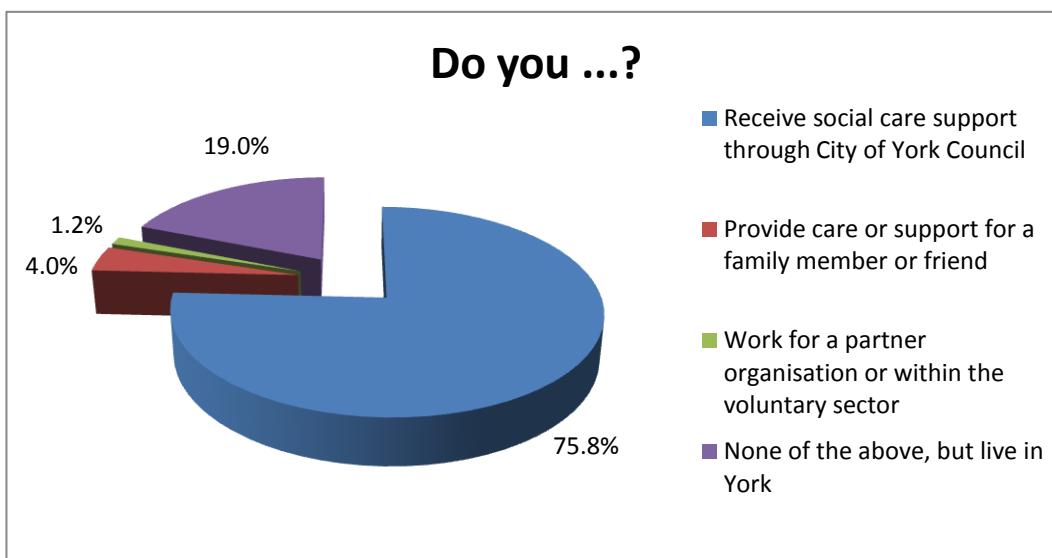


Fair Access to Care Survey - Consultation Results July 2012

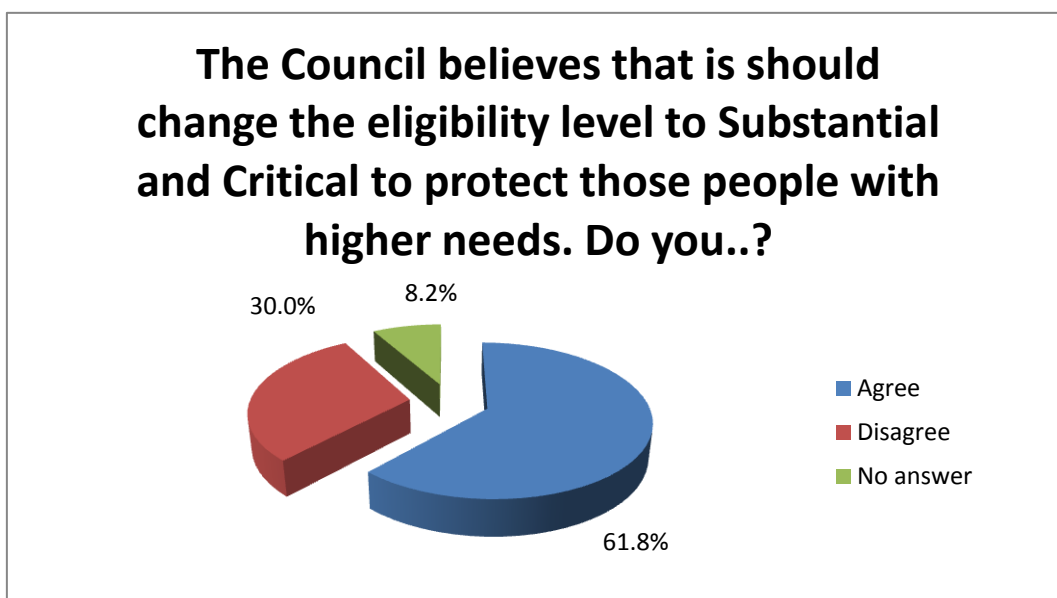
Sophie Gibson, Business Intelligence Hub

Each year the council reviews the Fair Access to Care Service (FACs) eligibility criteria for social care support. Since 2008 York has funded care for those with Moderate, Substantial and Critical needs. This year the council believes it needs to change its eligibility level to Substantial and Critical, and no longer provide funding for care and support for moderate and low needs. Before this is decided the Council decided to consult with our customers and ask for their views. During May and June 2012 3700 social care customers received a consultation pack. In total 1,234 respondents took part; 1178 by post and 56 online. For the postal element this is a very good response rate of 32%. Overall the results are accurate to +/-2.8%, which is a good confidence interval level.

Three quarters of respondents to the survey (75.8%) currently receive social care support from the Council, 4% provide care or support for a family member/friend and 19% are general York residents (19%). The remainder work for the Voluntary Sector (1.2%).

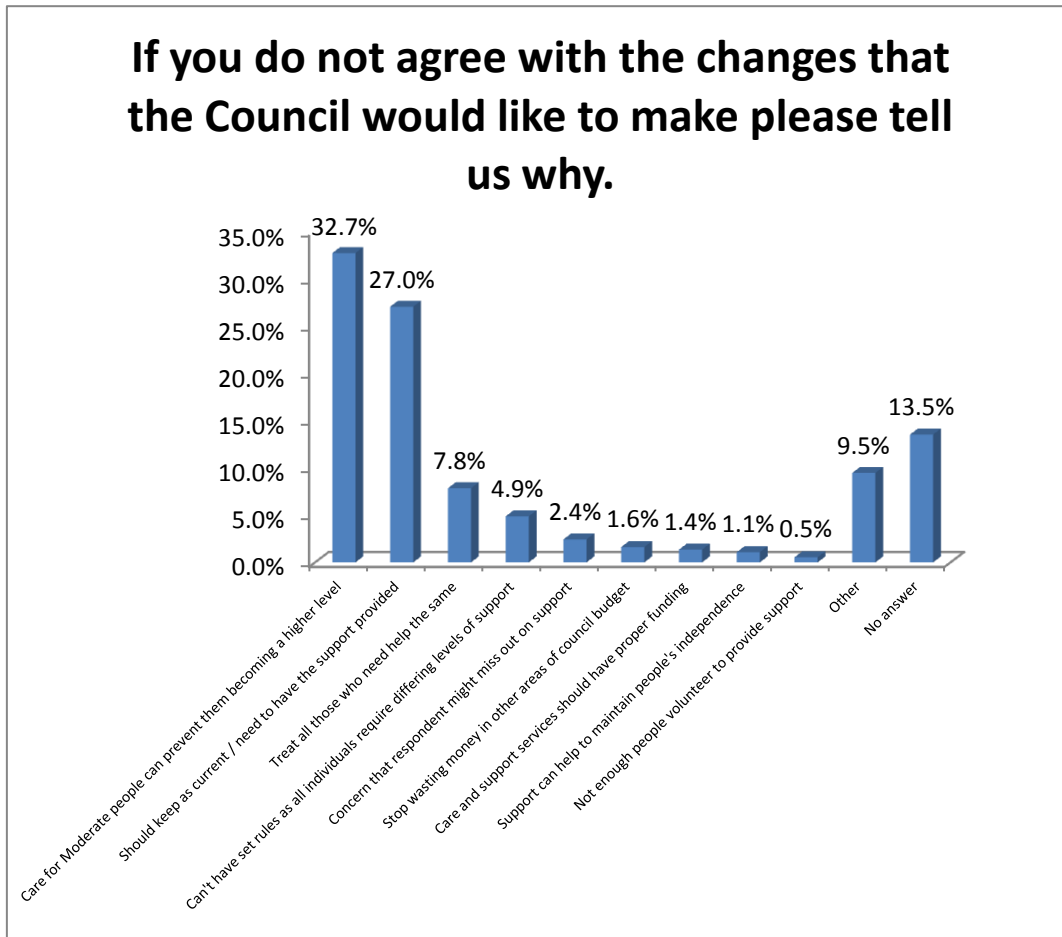


When asked about their support for changing the eligibility to substantial and critical, three-fifths of respondents agreed with this proposal (61.8%), whilst 30% disagreed. Respondents working in the Voluntary Sector (21.4%) and non-disabled respondents (54.4%) were less likely to agree with the change in eligibility level, compared with other respondents.



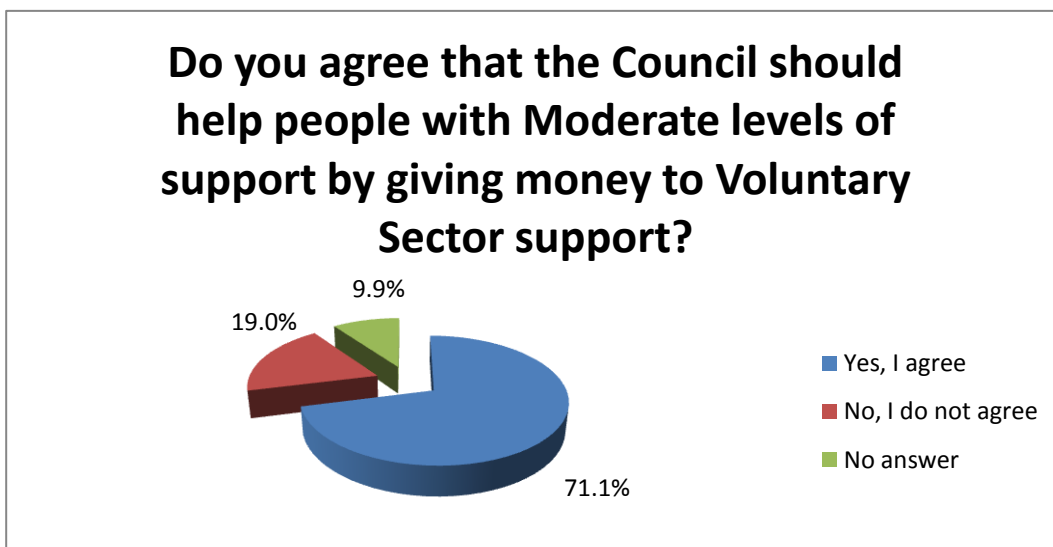
Fair Access to Care Survey - Consultation Results July 2012
Sophie Gibson, Business Intelligence Hub

Among respondents who disagree with a change in eligibility criteria, the biggest concerns were that those with moderate levels of support need care to prevent them from moving into a higher support level (32.7%) and that those currently with moderate needs rely on the support they currently receive (27%). Other comments stated that customers should be treated the same irrespective of their care criteria level (7.8%), rules need to be more flexible as individuals require different levels of support (4.9%) and some customers may miss out on support (2.4%)



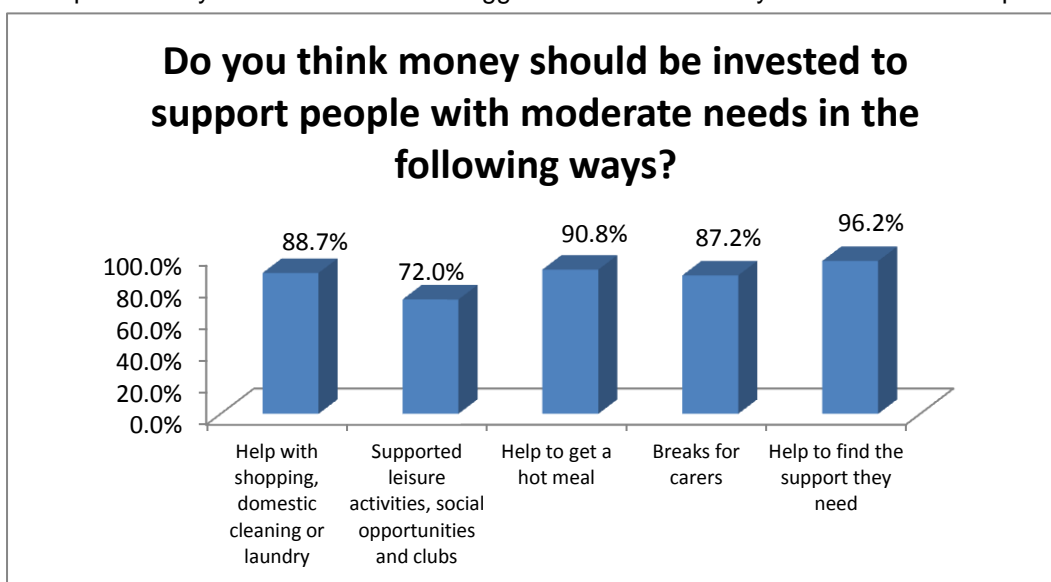
Fair Access to Care Survey - Consultation Results July 2012
Sophie Gibson, Business Intelligence Hub

Seven out of ten respondents agree that the Council should help people with moderate levels of support by giving money to the Voluntary Sector (71.1%). A fifth (19%) of respondents disagree. Respondents who care for a family member/friend (53.3%) and those who do not agree with the change in eligibility criteria (55.7%) were less likely to agree with giving money to the Voluntary Sector compared with other respondents.



All investment options were supported by the majority of respondents, but particularly for helping people to find the support they need (96.2%) and helping them to get a hot meal (90.8%). Help with shopping and domestic tasks, breaks for carers and support with leisure activities were also considered important by 88.7%, 87.2% and 72%.

Other suggestions on how money could be spent within the Voluntary Sector included providing transport for trips out/journeys to hospital (2.0%), encouraging more volunteers to provide support (1.5%), providing more help with household tasks such as washing, cooking etc., (1.2%) and running events for people with disabilities (1.1%). A further 1% were opposed to the Voluntary Sector providing this service as they feel it should be provided by the Council. Other suggestions were made by less than 1% of respondents.



Fair Access to Care Survey - Consultation Results July 2012

Sophie Gibson, Business Intelligence Hub

Respondents were invited to give any additional comments - those made by more than 1% of respondents included requests to keep the current service as it is (3.1%), concern that they could not manage without the help and support they receive from the council (1.7%), requests for more assessments as peoples' needs change (1.5%) and a reduction in spending in other areas of the Council's budget (1.2%).

Fair Access to Care Survey - Consultation Results July 2012

Sophie Gibson, Business Intelligence Hub

Survey profiling shows that were respondents were most likely to be:

Female (55.4%)

Non-transgendered (69.4%)

Heterosexual (70.1%)

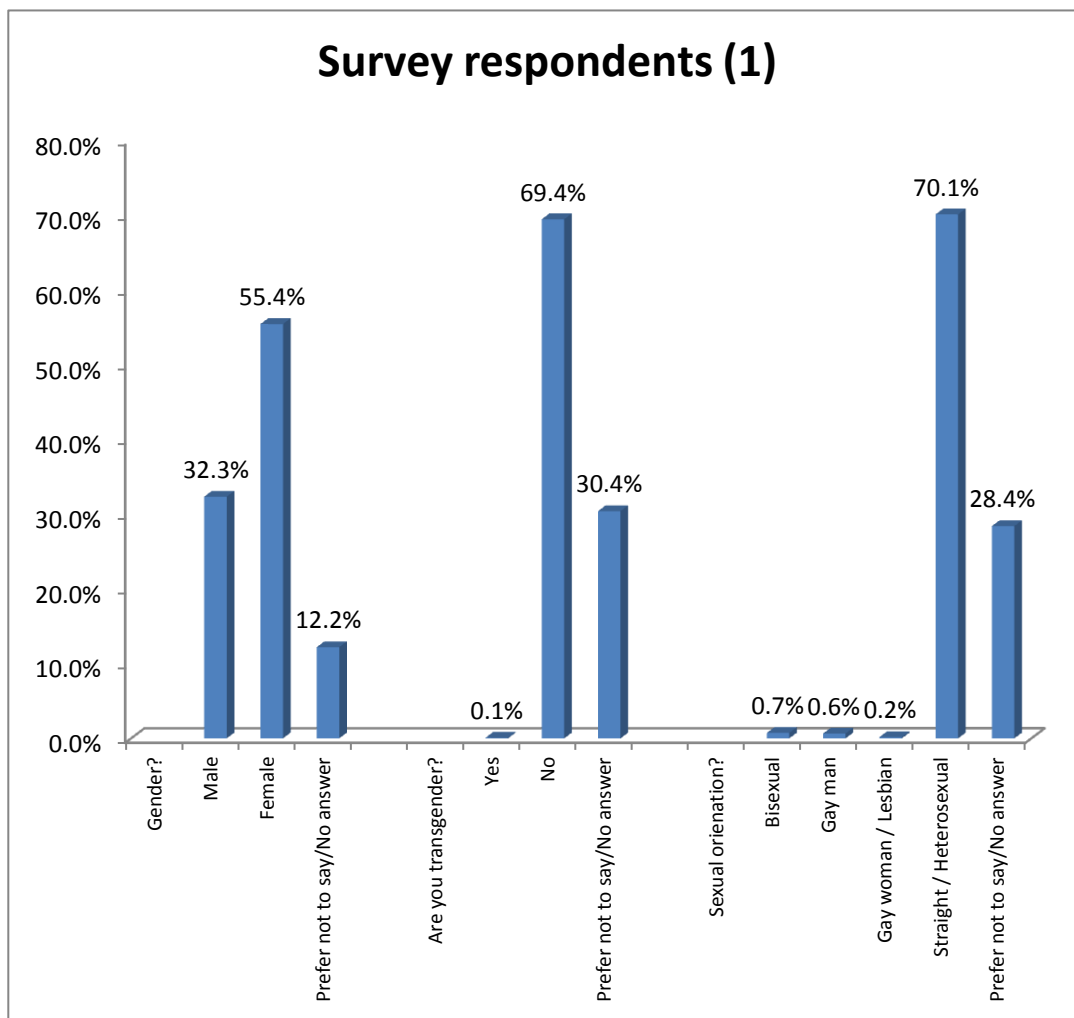
Christian (72.9%)

White British (84.1%)

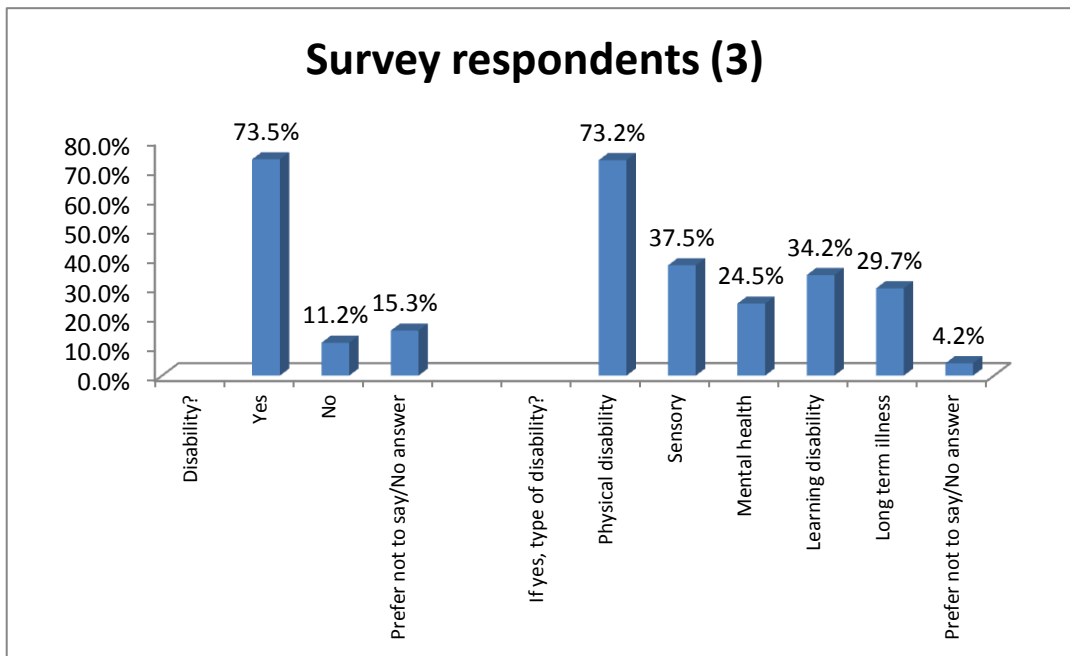
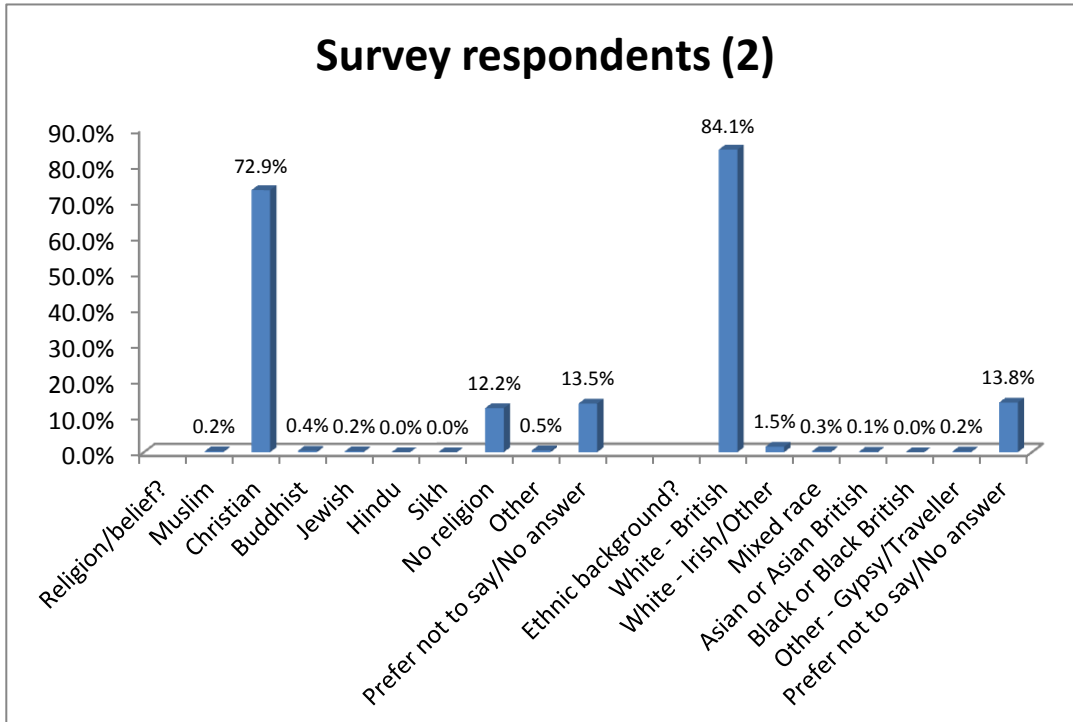
Have a disability (73.5%) [and of these a physical disability - 73.2%]

Non-carers (75.4%)

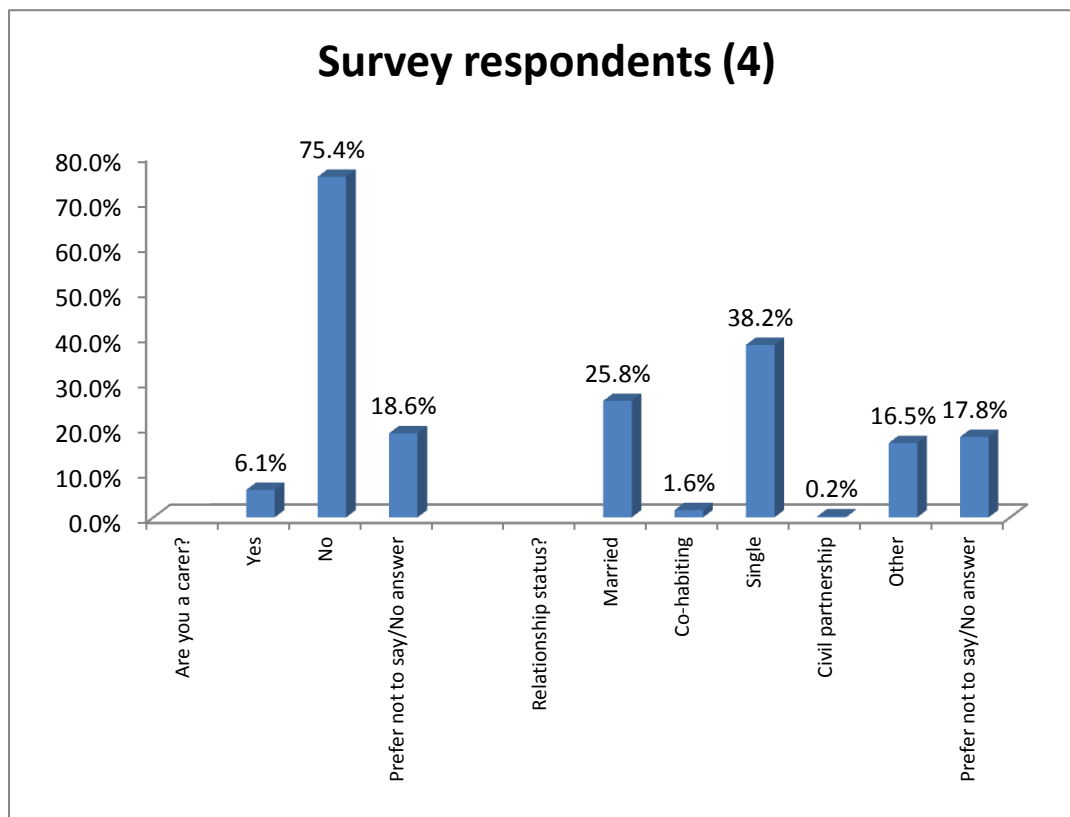
Single (38.2%)



Fair Access to Care Survey - Consultation Results July 2012
Sophie Gibson, Business Intelligence Hub



Fair Access to Care Survey - Consultation Results July 2012
Sophie Gibson, Business Intelligence Hub



Please note: where responses do not sum 100% this is due to computer rounding, multi-coded questions or no answer responses.