

Citizens Panel Feedback
March 2015

13

Feedback

Result of Citizens Panel Survey 13

Earlier this year we asked the Citizens Panel for your views on housing with care and self-directed support. There were 579 responses and this is what you said.

Housing with Care, Housing Repair and Alterations

We asked a series of questions about Housing with Care for people aged 60 or over, or whose partner is 60 or over. We asked if people had heard of Housing with Care, what it meant to them and whether they would live in Housing with Care in the future. We also asked if people felt communal areas in Housing with Care should be opened up to local communities and how they would like information on the service in future. We asked if they were aware of Care and Repair Services and how the Council could help with energy efficiency.

You said: 266 people who replied to the survey (47%) said that they had heard of Housing with Care. 397 respondents (69%) felt that the name of Housing with Care should remain. We received 39 alternative suggestions to using 'Housing with Care' as the name for the service, with 10 of these either being 'Assisted Housing' or 'Supported Housing'. Five people suggested using 'Sheltered Accommodation'.

The majority of people who responded – 59% – felt that communal areas in Housing with Care could be used by the local community. 26% felt that communal areas should not be used by non-residents, with 14% stating they did not know.

79% of respondents felt communal areas should be used for social activities. 78% felt that health check clinics could be held there, 73% said that district nurses could visit whilst 53% indicated that other services could use the space to engage with communities.

59% of people who answered said that they would consider living in Housing with Care in the future. Only 9% said they would not and nearly a third were undecided. A common reason for living in Housing with Care in the future was uncertainty around the health and wellbeing of the respondent or their partner. Unsurprisingly then, support in later life was the most mentioned reason for living in Housing with Care – 42 people mentioned this in some shape or form. Five people specifically mentioned security as an attractive part of Housing with Care.

43% of those who answered had heard of Care and Repair Services. Also, most people did not know that the Council could help with energy efficiency. 75% either knew nothing, a little or not much about the Council's role in energy efficiency, such as home insulation.

We did: The information collected from the Citizens Panel builds on research already carried out by Housing Services on the housing available for older people in the Council area. The Older People's Housing Consultation commenced in the summer of 2014 and to ensure greater participation in this a decision was made to include this in the Citizens Panel survey. The findings from the survey will be used to develop the following:

- Older Peoples Housing Strategy
- Local Housing Strategy
- Housing Needs Demand Assessment
- Housing Contribution Statement
- The role of Housing in the Health and Social Care Integration agenda

Self Directed Support

We Asked if you had heard about the new arrangements for providing support with daily activities to frail older people or those who are ill or disabled. We also asked where you would be most likely to look for information about this support. Similar questions were asked in a previous survey in 2014. We wanted to see if awareness of SDS had increased over the course of the year.

You Said: 54% of respondents said they had never heard of SDS. Over a third of people said they remembered it from completing the Citizens Panel last year (35% or 185 people). 46% of people had heard of SDS or were not sure, therefore. SDS is aimed at a relatively small part of the population, so many people have not had information specifically targeted at them. For example, 52 respondents said they or someone in their household currently receives support with daily activities and were thus eligible for SDS at the time of survey completion.

When asked where you would find out about information on getting help with daily activities; 49% (262 people) of respondents said they would look on the Council website, 49% would phone the Council; 34% (182 people) would pick up a leaflet from a library or Council premises and 23% (121 people) would ask family or friends.

We Will: Based on the information collated from the Citizens Panel survey, the SDS team will continue distributing SDS leaflets to all libraries, one stop shops, council offices and GP Surgeries. We will make sure that frontline workers continue to discuss Self Directed Support options with new service users when their needs are being assessed. Existing service users will be offered the options through a process of review however this has not started yet. National campaigns are also underway with Self Directed Support sometimes referred to as personalisation.

13



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If you have any queries about the Citizens Panel questionnaire, or if you want to receive questionnaires and feedback reports in other formats (e.g. Braille, large print, a different language etc.), please contact us at citizenspanel@falkirk.gov.uk, or call 01324-506032.