

Bradford Supporting People

Service User Survey 2007 - 2008



Supporting People

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Chapter 1: Introduction

This is a general report that provides an overview of findings from the Supporting People Survey 2007-8. It cannot include all possible permutation of questions that could potentially inform the Supporting People programme.

If you require any specific information from the survey please contact the Supporting People team on 01274 434500. We will endeavour to provide the breakdown you seek.

1.1 Purpose of the service user survey 2008

There were primarily four reasons for undertaking the service user survey. These were:

1.1.1 To create a broad mechanism to measure the views of service users

Need to have a voice mechanism that is broad in terms of numbers of service users involved to supplement the higher level of engagement offered to service users through the Service User Involvement Group. In this respect, the survey is a key mechanism that enables members of the Supporting People Service User Involvement Group to know the views of a wide number of Supporting People service users.

1.1.2 To contribute to the SP Service user Action plan and the five desired outcomes

Provide two things:

1. Measure of service users desired outcomes
2. The basis for further analysis of what actions could contribute to achieving better outcomes

1.1.3 Feeding into the Supporting People contract management process

A total of 53 separate reports have been produced at the service provider level. These reports include breakdowns to each service level and have been distributed with action plans to each provider by the Supporting People team.

1.1.4 Contribute to understanding better the needs of Supporting People client groups

- Generally in relation to future likely demand for floating support
- Specifically to identify the numbers of service users who may want to move on but currently unable to
- Identify different perspectives of BME groups

Chapter 2: Methodology Supporting People questionnaire 2007-8

2.1 Method used and survey design

The questionnaire was distributed to all users of Supporting People services with the exception of people whose only SP service is a community alarm. In total 6,992 questionnaires were mailed out. Questionnaires were mailed to each individual service. Each questionnaire had the service ID code printed alongside the service name. The purpose of this was to enable each service to be later identified – with the possibility of producing results at the service level. In total batches of questionnaires were sent to 284 Supporting People services.

The form was designed to be accessible to all service users with the support of either project workers or a Council officer who offered this support to all providers.

After seeking advice from practitioners and service providers, it was decided to attempt to produce a 'one size fits all' questionnaire. The reason for this was to maximise consistency across all services and client groups. There was an awareness this approach could present some difficulties for some client groups and would also mean with some groups that parts of the questionnaire would have little relevance. In terms of ensuring that all service users would be able to respond to the questionnaire two provisions were made.

- Large print surveys were sent to anyone requesting them
- Support was offered to any service users that requested this either from project workers or from a survey support worker with dedicated time to support service users completing the form.

The contents of the service pack sent to each service

Along with a form for each service user, each service was sent the following in the pack:

- A poster advertising the survey and the prize
- A cover letter explaining the purpose of the survey and how to get in contact if more forms or envelopes were required.
- An acetate sheet with notes explaining the purpose of the questions in the survey

- Self Addressed pre paid envelopes, including individual ones to enable extra privacy for any service users wanting them.
- A leaflet promoting the newly formed SP service user group.

The numbers of services users receiving support completing the form:

Paid workers supported 587 (28.5%) service users to completing the form. **Unpaid carers supported 226 (11%)** service users to complete. **The majority 1,193 (58%)** completed the form with **no help**.

The majority of the paid workers supporting service users came from project workers. In addition 14 visits were made from the Officer supporting the survey and a number of service users telephoned the survey support worker, members of the Supporting People team and BACC. Many of these calls and questions raised at the visits came from **service users who were previously unaware of Supporting People** and surprised to hear that they received housing related support funded by the Supporting People programme. These calls tended to come from Sheltered and associated schemes.

2.2 Response rates

2.2.1 Numbers of service users responding:

A total of 2068 Service users completed a questionnaire form out of 6,992 sent out.

This equates to an **overall response rate of 30%** of **all service users**.

2.2.2 Numbers of providers returning at least one questionnaire:

At least one service user responded from 53 service providers out of 58 service providers that received a questionnaire form.

This equates to a **provider response rate of 86%** of service providers (minimum of one response at each)

2.2.3 Numbers of services returning at least one questionnaire survey

256 services returned at least one questionnaire form out of 284 services that received one:

This equates to a **service response rate** of **71%** of services responding (minimum of one response at each)

There was quite a large variation in terms of response rates at the service level. 20 services achieved a 100% response rate and a further 18 achieved an 80% or higher response rate. **Overall 13% of services** therefore achieved **exceptionally high response rates**.

2.3 Learning from the method: Improvements for 2008-9

Some comments – that will be considered in the future design of surveys – include:

'I thought this form was confusing to fill out and some of the questions not straight forward to answer' (Male aged 26-35 SP service user)

'I object to questions H4 and H5 although they do not apply to myself I feel they are very off putting and obtrusive upon personal privacy' (SP service User Male aged 56-65)

'I have filled in forms for all the family for years, but this one beats the lot, I am not sure just what you want to know, its not clear enough' SP Female aged 66-74 Service User)

'Some of the words on this form I can not understand' (SP Male aged 16-25 Service User)

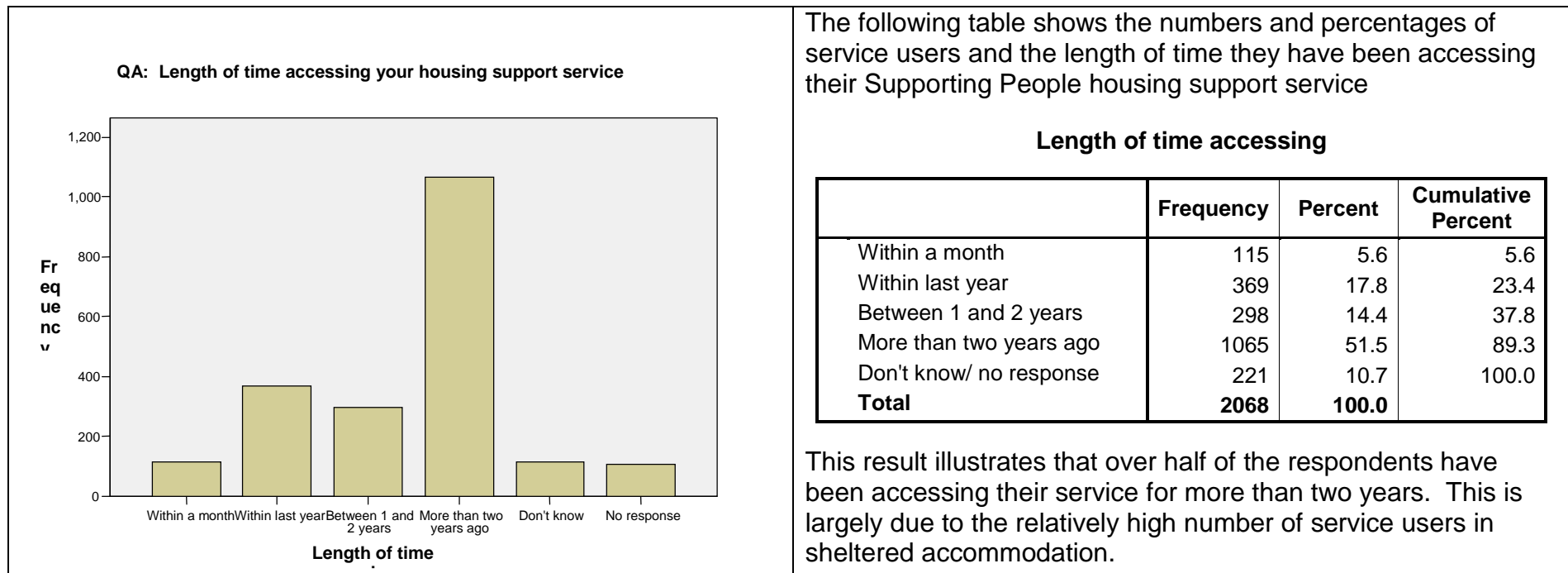
'None of the residents would be able to take part in the completion of these questionnaires due to severe nature of their learning difficulties...' (Project worker).

'In this building where most residents are in the leer phase of life it would have been better to have put forward these questions in a much easier vocabulary like proper English' (Male SP service user aged 56-65).

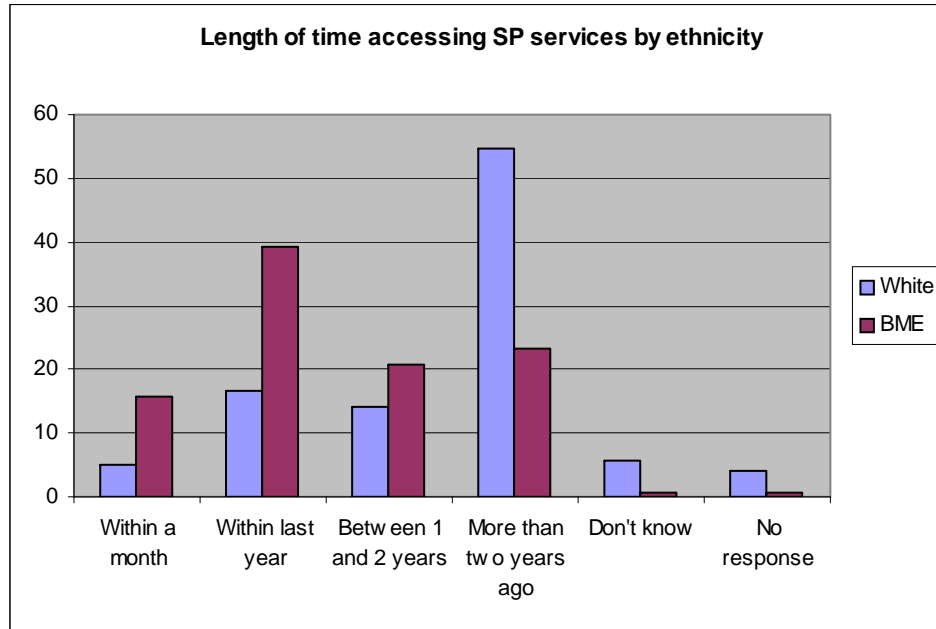
'Supporting People good. Survey producers not good. (Male SP service user aged 75+)

Chapter 3: questionnaire results

Question A: When did you start to access your housing support service?



A1 Length of time Accessing by ethnicity (BME and White)

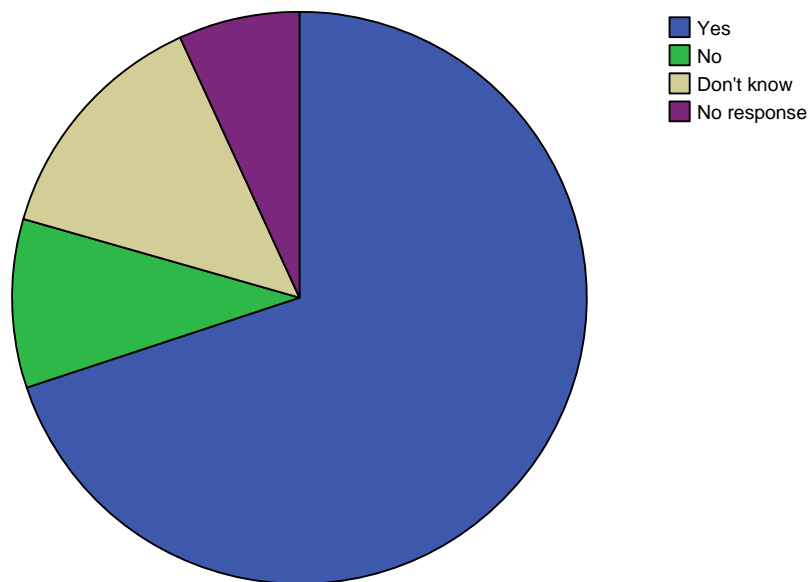


	Within a month	Within last year	Between 1 and 2 years	More than two years ago	Don't know	No response	Total
White count	89	302	256	995	105	73	1820
BME count	25	63	33	37	1	1	160

Overall the table suggested a proportionately low number of SP service users responding to the survey were from BME communities. However in terms of people accessing SP services for two years or less this is not the case. This is probably a reflection of low numbers of BME older people accessing sheltered housing schemes.

Question B: Thinking back to when you first accessed your housing support service

B1: Did you receive sufficient information on housing support services?

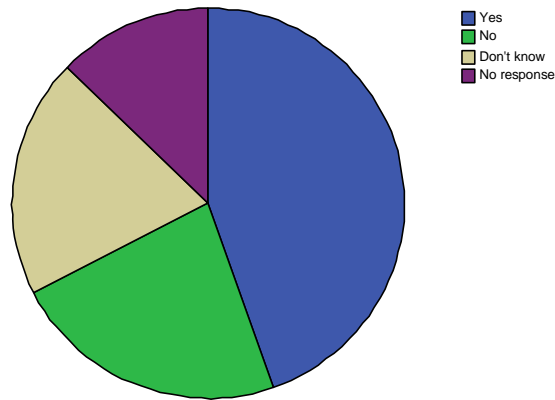


Did you receive sufficient information on housing support services?

	Frequency	Percent	Cumulative percent
Yes	1446	69.9%	69.9%
No	197	9.5%	79.4%
Don't know	284	13.7%	93.2%
No response	141	6.8%	
Total	2068	100%	100%

Overall 70% of existing service users felt they did receive sufficient information on housing related support. This figure includes all service users. The percentage increases for people who have accessed the service within the last 12 months.

Did you have an adequate choice of different options before choosing current support?

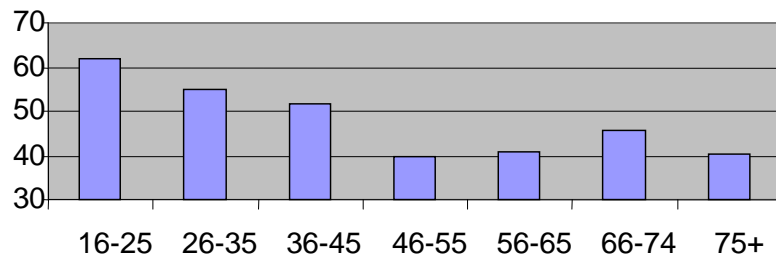


Did you have an adequate choice of different options before choosing your current support?

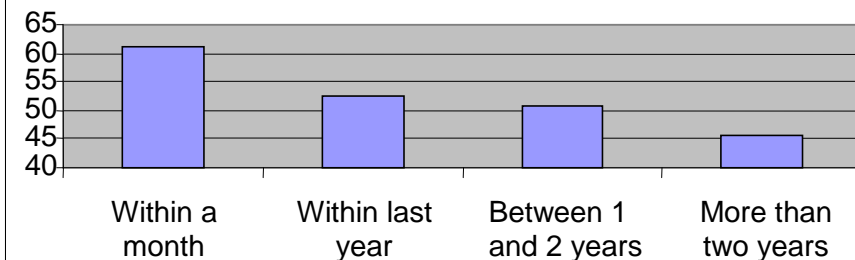
	Frequency	Percent
Yes	924	44.7
No	470	22.7
Don't know	409	19.8%
No response	265	12.8%
Total	2068	100%

Overall only 45% of people accessing Supporting People Services feel they had an adequate choice.

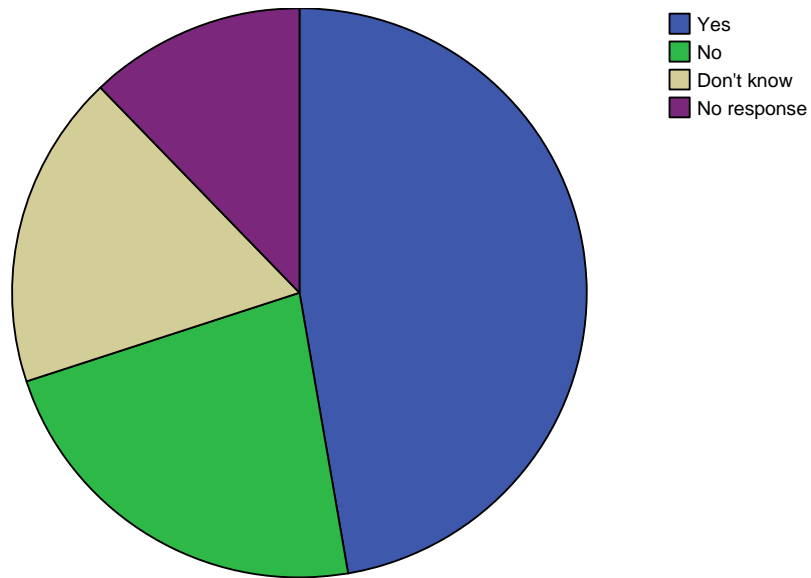
Adequate choice by age group



Adequate choice by length of accessing



B3: Do you remember being 'assessed' prior to taking up the service?

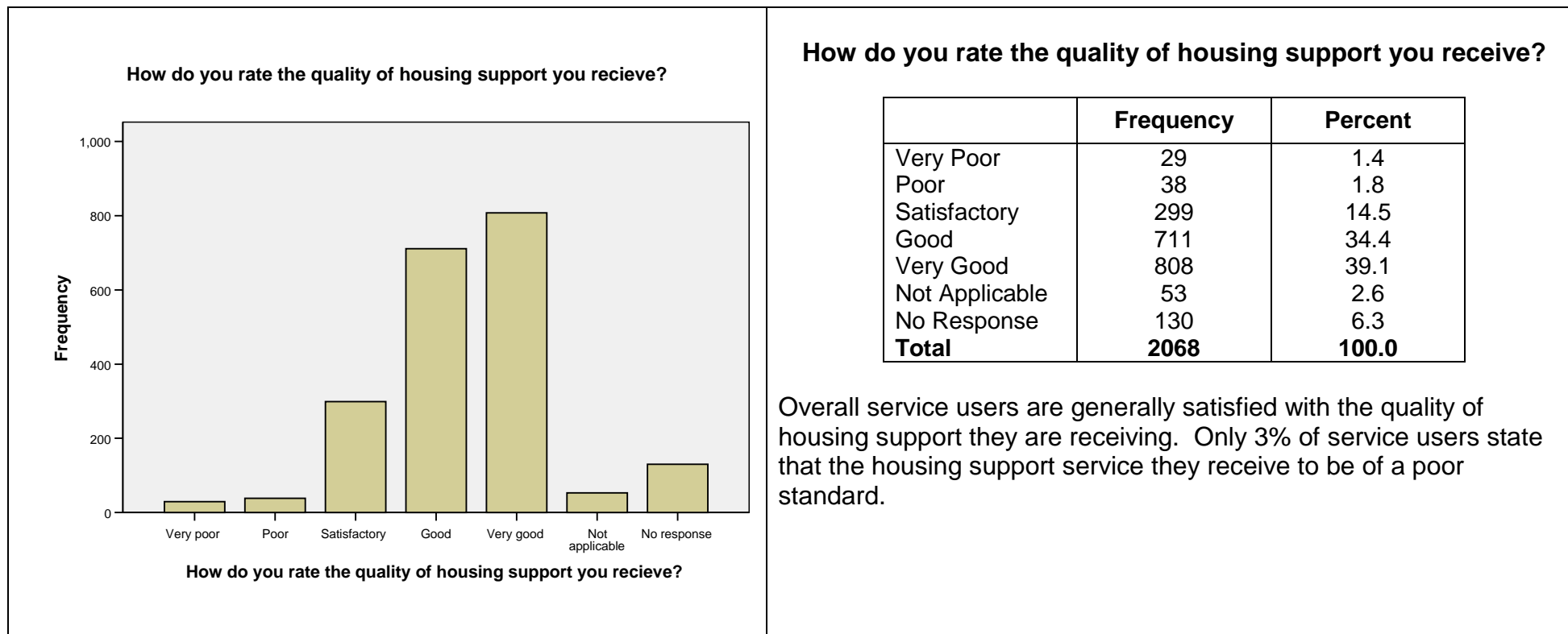


Did you remember being 'assessed' prior to taking up the service?

	Frequency	Percent
Yes	978	47.3
No	469	22.7
Don't know	369	17.8
No response	252	12.2
Total	2068	100%

This figures includes respondents who would have accessed services prior to the introduction of Supporting People requirements for assessments.

Question C: These questions are about the housing support service you are currently receiving

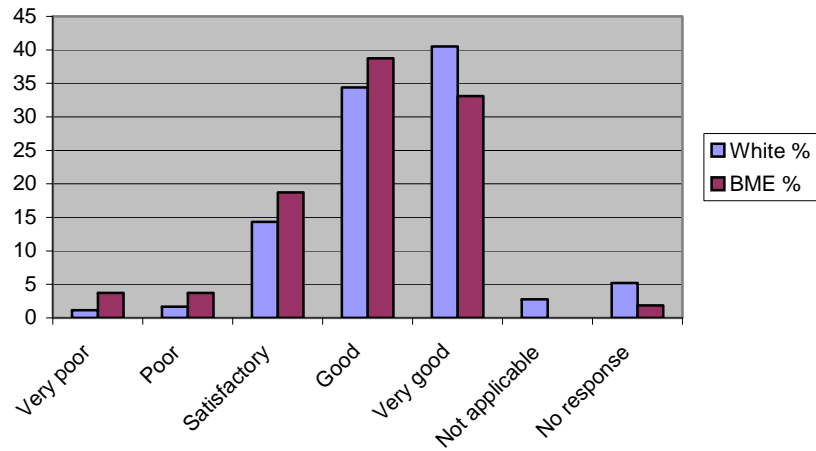


How do you rate the quality of housing support you receive?

	Frequency	Percent
Very Poor	29	1.4
Poor	38	1.8
Satisfactory	299	14.5
Good	711	34.4
Very Good	808	39.1
Not Applicable	53	2.6
No Response	130	6.3
Total	2068	100.0

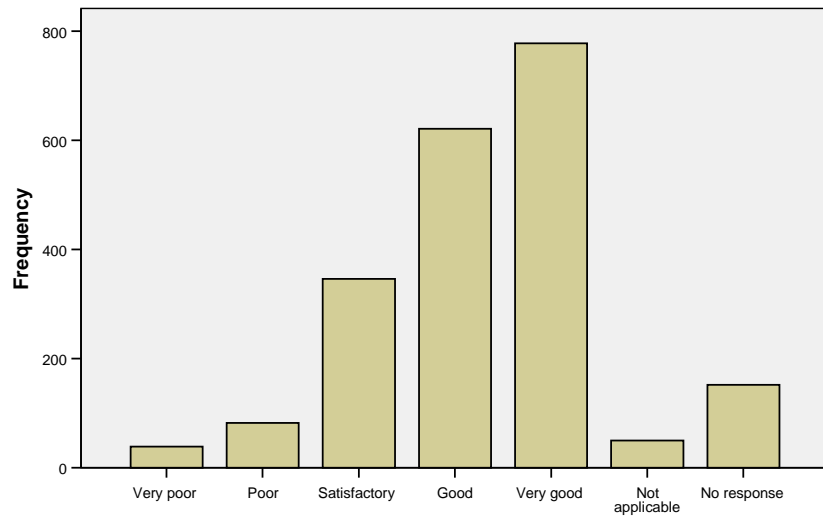
Overall service users are generally satisfied with the quality of housing support they are receiving. Only 3% of service users state that the housing support service they receive to be of a poor standard.

Rating of quality of housing support service by ethnicity



Overall there are high levels of satisfaction of SP services. However, BME service users are more likely to find the quality of the service to be poor or very poor.

How do you rate the quality of accomodation (if tied to support)?

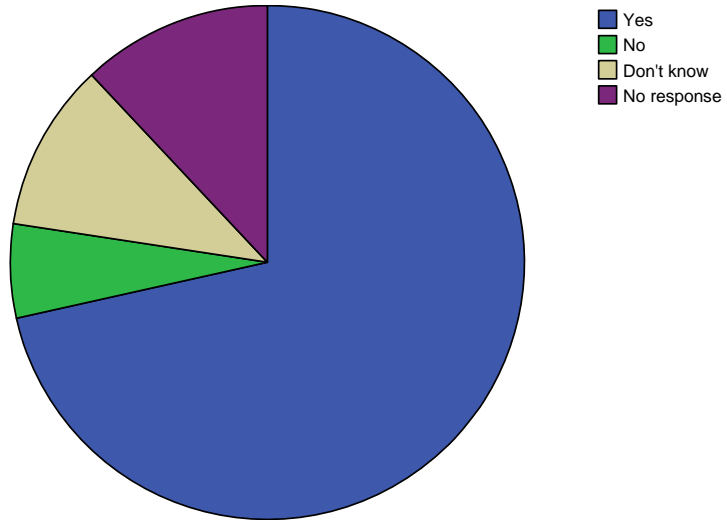


How do you rate the quality of accomodation (if tied to support)?

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	Frequency	Percent
Very Poor	39	1.9
Poor	82	4.0
Satisfactory	346	16.7
Good	621	30.0
Very Good	778	37.6
Not Applicable	50	2.4
No Response	152	7.4
Total	2068	100.0

Do you feel you were sufficiently involved in your support plan?



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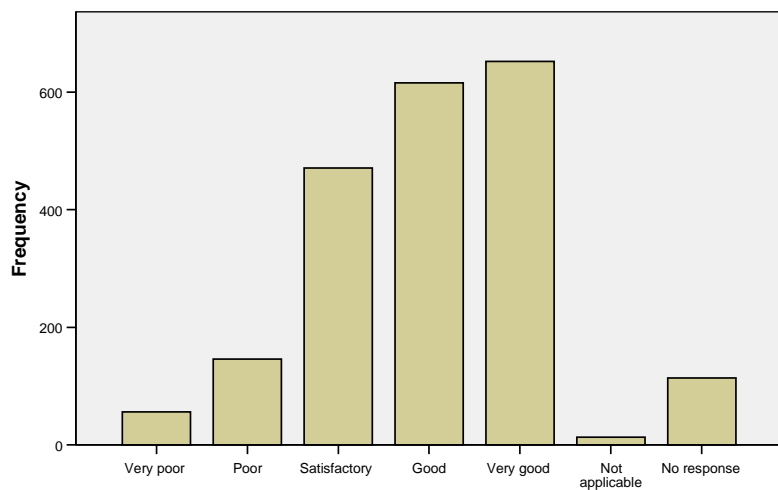
	Frequency	Percent
Yes	1479	71.5
No	122	5.9
Don't Know	219	10.6
No Response	248	12.0
Total	2068	100.0

**Do you feel you were sufficiently involved in your support plan?
* Length of time accessing Cross tabulation**

			Length of time accessing					Total	
			Within a month	Within last year	Between 1 and 2 years	More than two years ago	Don't know		No response
Do you feel you were sufficiently involved in your support plan?	Yes	Count	99	305	226	784	46	19	1479
		% within Length of time accessing	86.1%	82.7%	75.8%	73.6%	40.4%	17.8%	71.5%
	No	Count	3	16	20	71	11	1	122
		% within Length of time accessing	2.6%	4.3%	6.7%	6.7%	9.6%	.9%	5.9%
	Don't know	Count	8	18	29	123	37	4	219
		% within Length of time accessing	7.0%	4.9%	9.7%	11.5%	32.5%	3.7%	10.6%
	No response	Count	5	30	23	87	20	83	248
		% within Length of time accessing	4.3%	8.1%	7.7%	8.2%	17.5%	77.6%	12.0%
	Total	Count	115	369	298	1065	114	107	2068
		% within Length of time accessing	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

The above table breaks down the extent service users feel involved in their support plan by the length of time accessing the service. Generally service users who have entered services more recently are more likely to feel they have been sufficiently involved in their support plan.

How do you rate the neighbourhood where you are living?

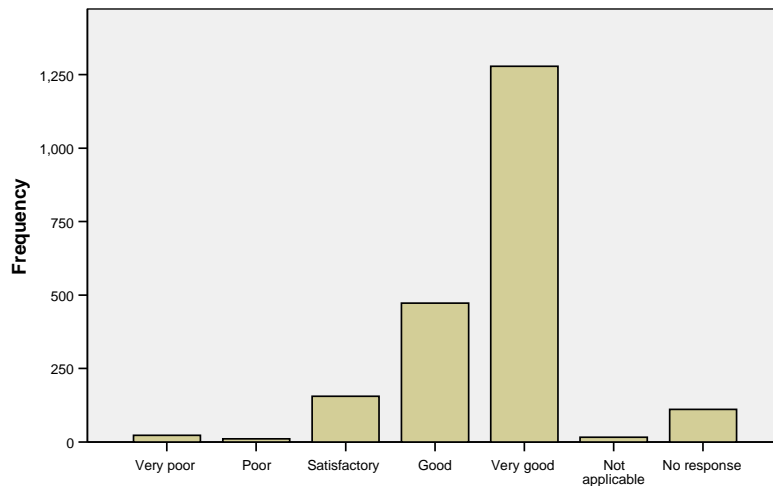


How do you rate the neighbourhood where you are living?

How do you rate the neighbourhood where you are living?

	Frequency	Percent
Very Poor	56	2.7
Poor	146	7.1
Satisfactory	471	22.8
Good	616	29.8
Very Good	652	31.5
Not Applicable	13	0.6
No Response	114	5.5
Total	2068	100.0

How would you describe the approachability and friendliness of the staff?



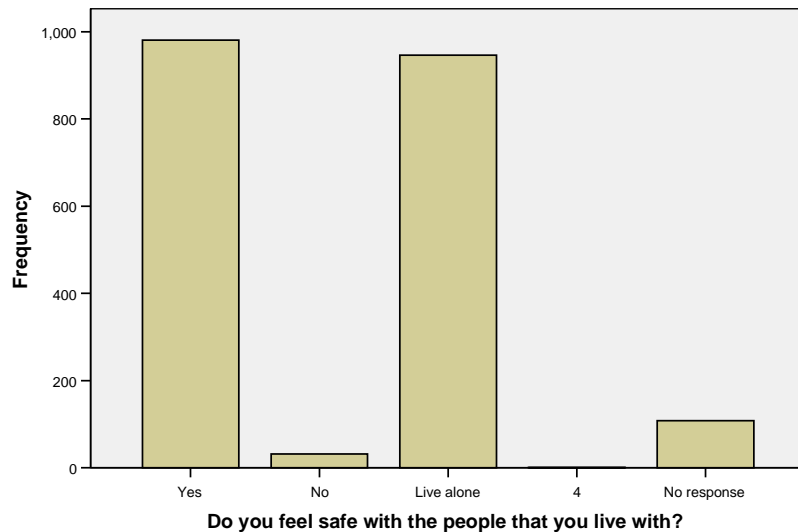
How would you describe the approachability and friendliness of the staff?

How would you describe the approachability and friendliness of the staff?

	Frequency	Percent
Very Poor	23	1.1
Poor	11	0.5
Satisfactory	156	7.5
Good	473	22.9
Very Good	1278	61.8
Not Applicable	16	0.8
No Response	111	5.4
Total	2068	100.0

Overall service users feel that the staff employed by Supporting People projects to be approachable and friendly. 85% of service users felt staff were good or very good and less that 2% poor.

Do you feel safe with the people that you live with?



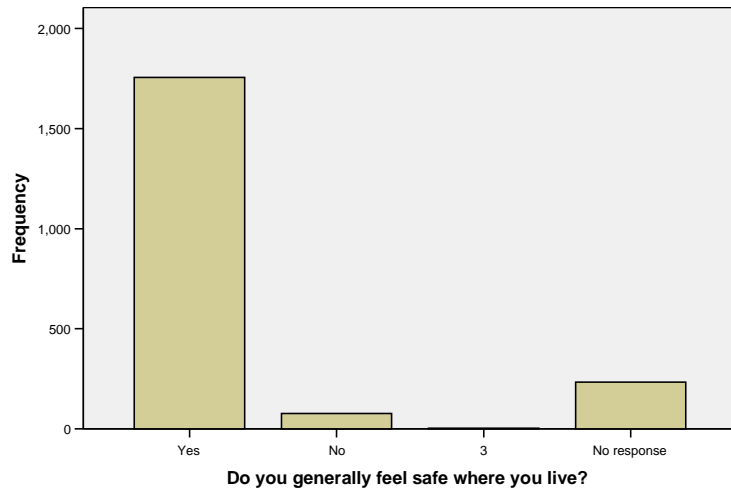
Do you feel safe with the people that you live with?

	Frequency	Percent
Yes	981	47.4
No	32	1.5
Live Alone	946	45.7
No Response	109	5.2
Total	2068	100.0

Overall there are 32 service users who do not feel safe with the people they live with, whilst this a low number in percentage terms it represents a serious issue for these individuals as it means they do not feel safe within their own home.

The Supporting People team acted on information where people at risk could be identified though the survey

Do you generally feel safe where you live?

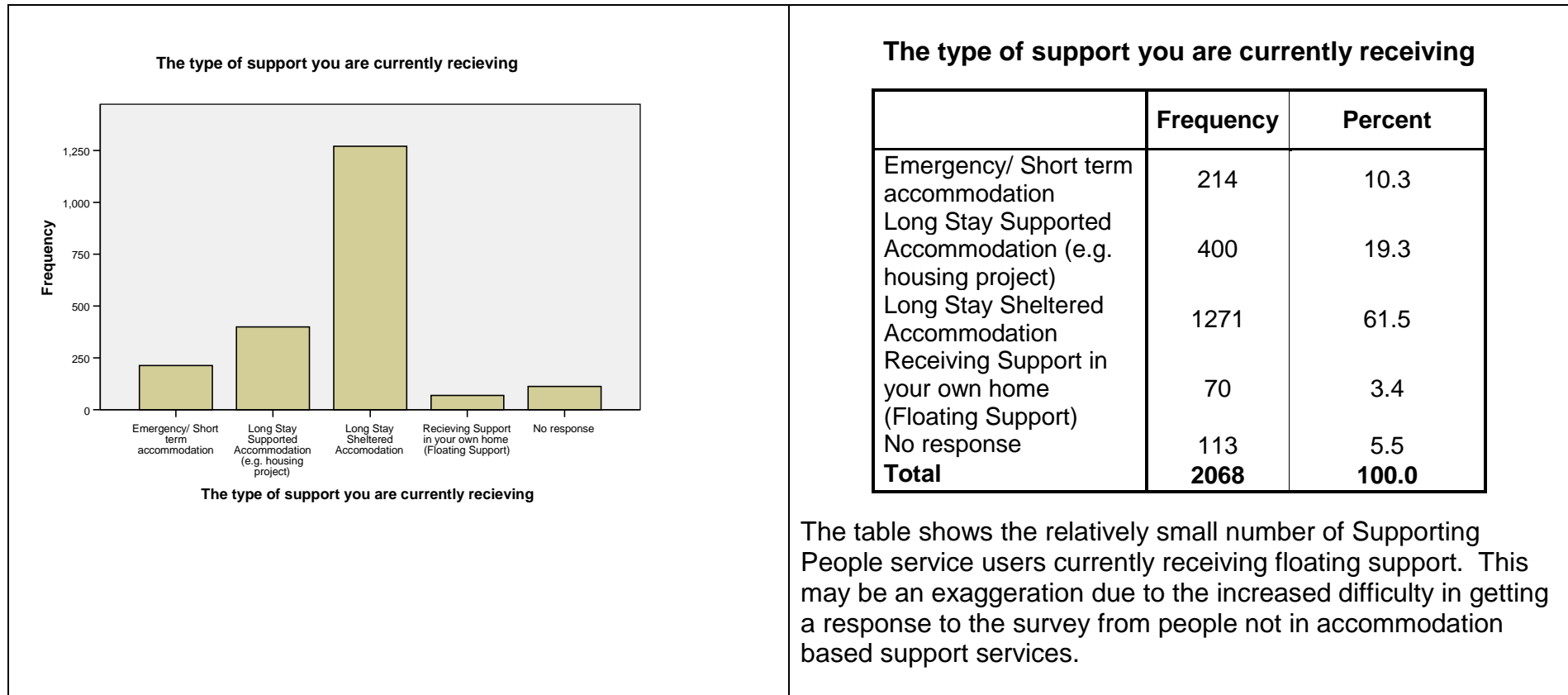


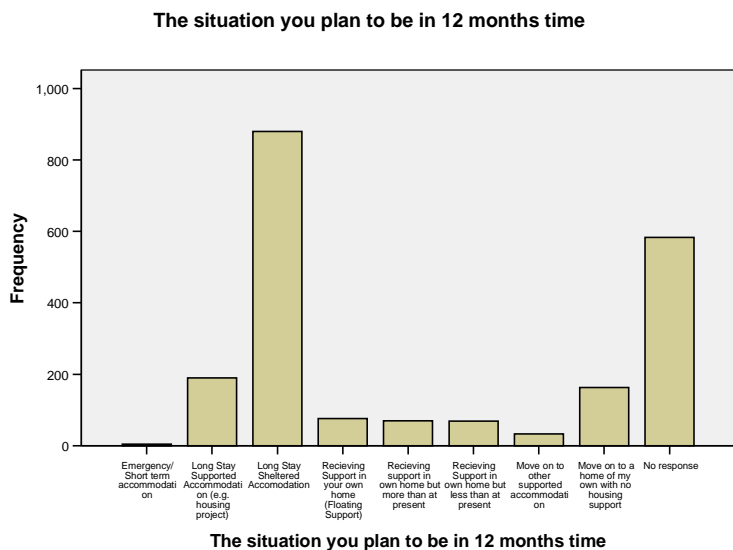
Do you generally feel safe where you live?

	Frequency	Percent
Yes	1756	84.9
No	77	3.7
No Response	235	11.4
Total	2068	100.0

77 respondents do not feel safe where they live. It is unclear if the concern is aspects within the home or beyond it.

Question D: The type of support you are currently receiving and the situation you plan to be in 12 months from now





The situation you plan to be in 12 months time	Frequenc y	Percent
Emergency/ Short term accommodation	4	.2
Long Stay Supported Accommodation (e.g. housing project)	190	9.2
Long Stay Sheltered Accommodation	880	42.6
Receiving Support in your own home (Floating Support)	76	3.7
Receiving support in own home but more than at present	70	3.4
Receiving Support in own home but less than at present	69	3.3
Move on to other supported accommodation	33	1.6
Move on to a home of my own with no housing support	163	7.9
No response	583	28.2
Total	2068	100.0

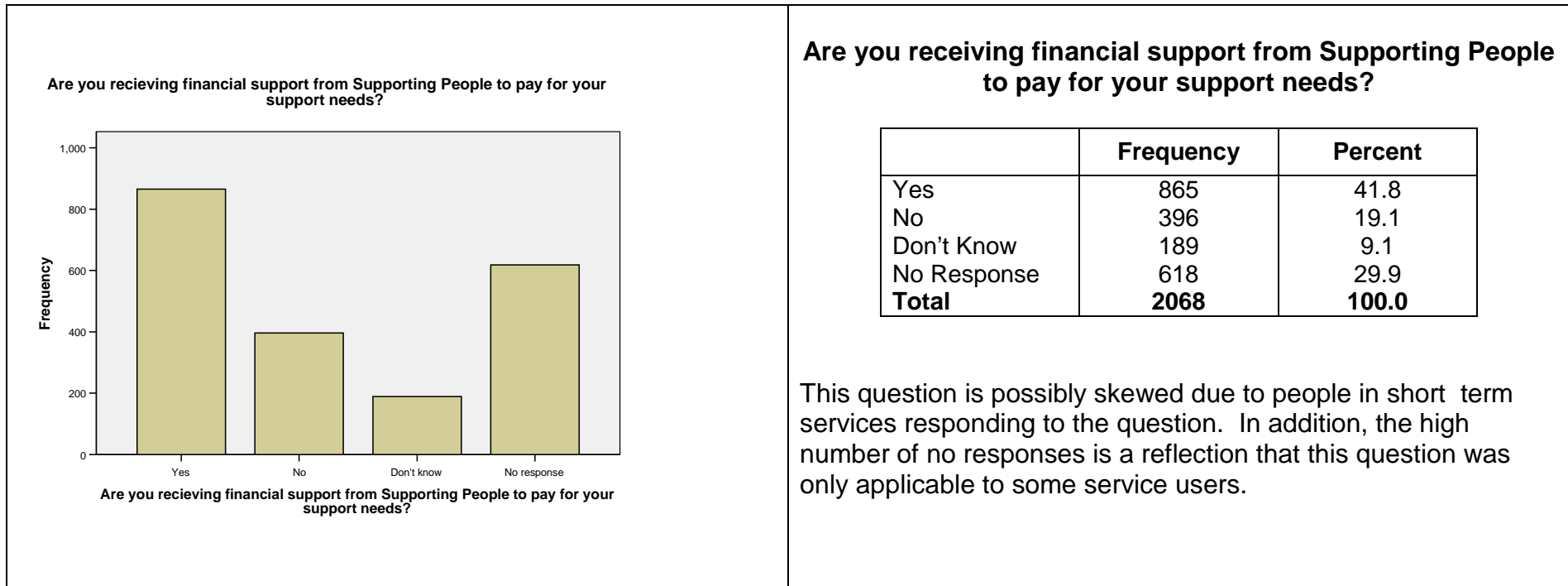
215 service users have stated they would like to be receiving support in their own home in the next 12 months (floating support). This represents approximately a three-fold increase on the numbers who say they currently receive floating support. A relatively large number (583) of service users did not respond to this question indicating uncertainty on where they want to be in 12 months time.

Are you ready to move into independent accommodation now? *
Are you unable to move-on as no accommodation is available? Cross tabulation

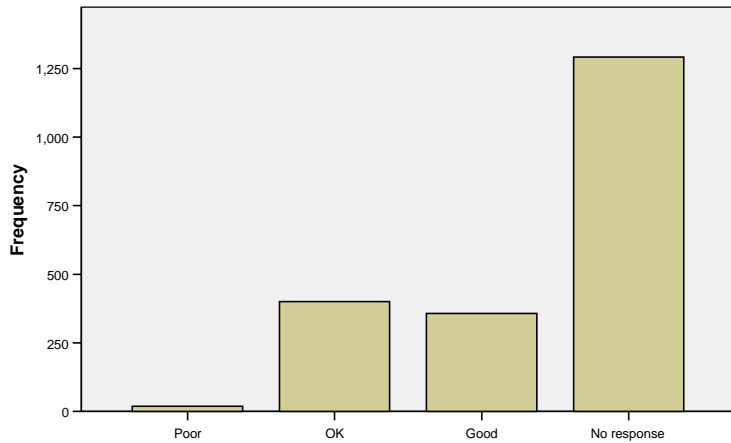
			Are you unable to move-on as no accommodation is available?			Total
			Yes	No	No response	
Are you ready to move into independent accommodation now?	Yes	Count %	81 67.8%	20 16.9%	19 15.3%	120 100.0%
	No	Count %	18 23.7%	48 63.2%	10 13.2%	76 100.0%
	No response	Count %	3 1.4%	0 .0%	206 98.6%	209 100.0%
Total		Count %	102 25.1%	68 16.9%	235 58.1%	405 100.0%

The survey identifies 81 people that would like to move on but are unable to at present. The profiles of these 81 are young men and a large percentage are ex offenders. We can estimate based on this surveys response rate that the numbers in this situation are probably close to 240.

Question E: This question relates to people in long-term accommodation only: paying for your support/receiving subsidy towards costs



If you are receiving financial support from SP, how did you find the process?



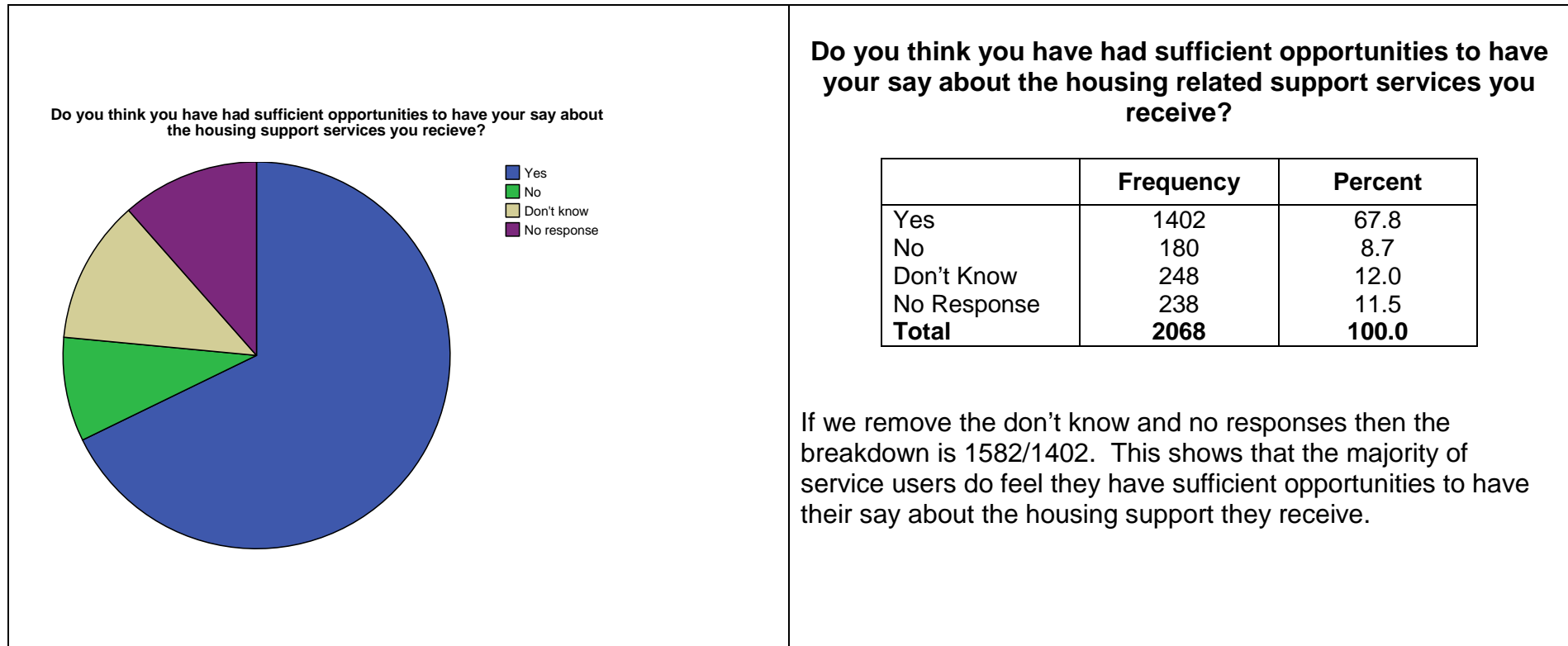
If you are receiving financial support from SP, how did you find the process?

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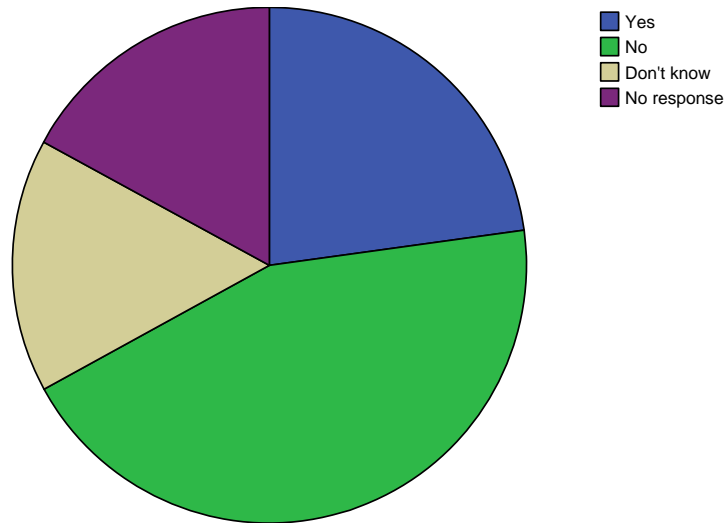
	Frequency	Percent
Poor	19	0.9
OK	400	19.3
Good	357	17.3
No response	1292	62.5
Total	2068	100.0

Overall there was general satisfaction with the process.

Question F: These questions relate to you and your carers having a say



Would you like to have more opportunities to have your say?

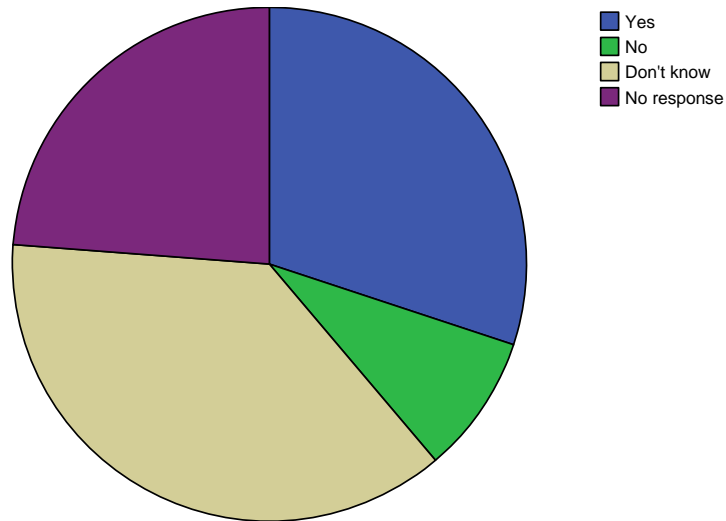


Would you like to have more opportunities to have your say?

	Frequency	Percent
Yes	473	22.8
No	914	44.2
Don't Know	329	15.9
No Response	353	17.1
Total	2068	100.0

23% of service users would like to have more opportunities to have a say.

If relevant - do the people that care for you in a voluntary capacity (e.g. relatives) have opportunities to have a say?

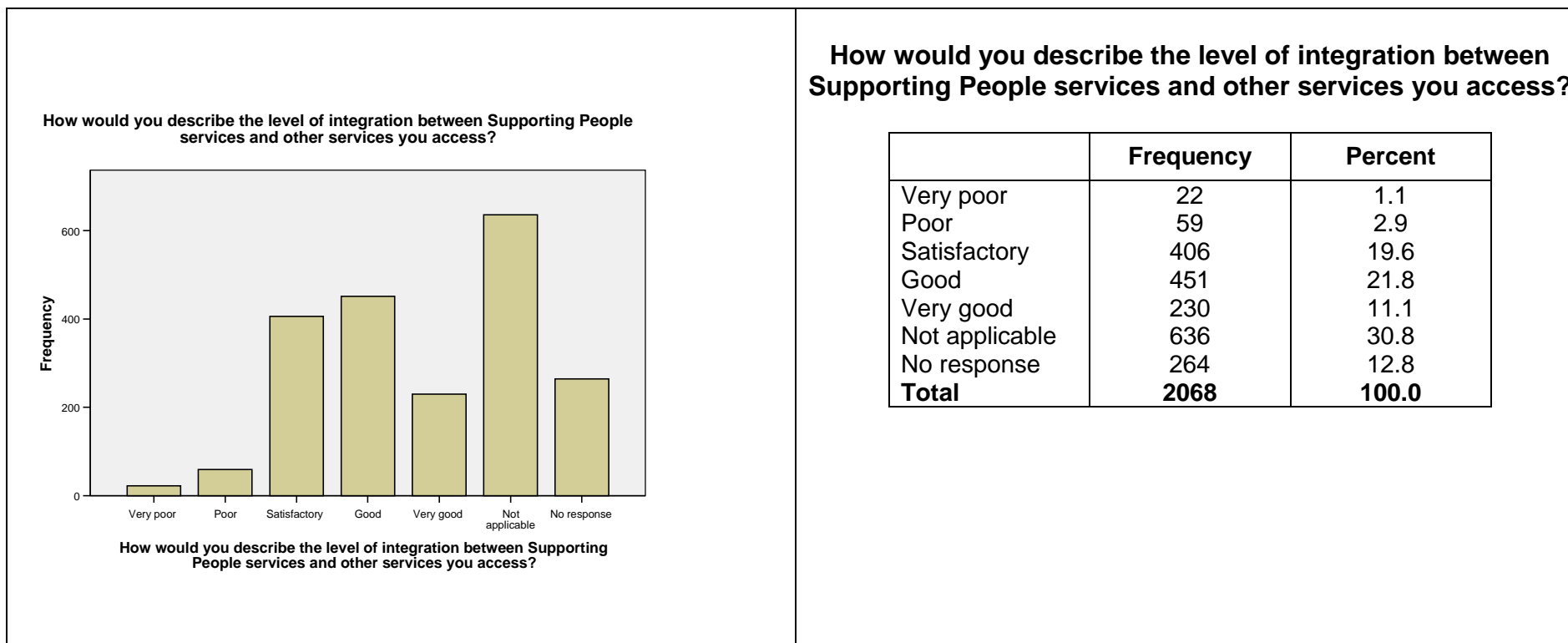


If relevant – do the people that care for you in a voluntary capacity (eg relatives) have opportunities to have a say?

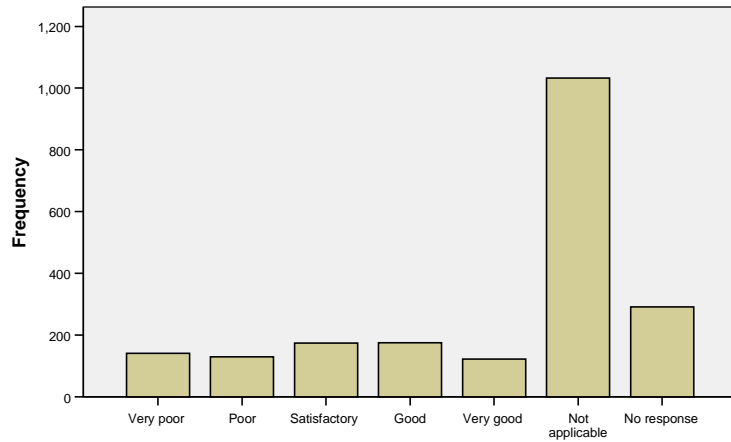
	Frequency	Percent
Yes	622	30.1
No	181	8.8
Don't Know	773	37.4
No Response	492	23.8
Total	2068	100.0

If we remove the no responses and don't knows then about 22% of service users say that their carers do not have sufficient opportunities to have a say.

Question G: These questions are concerned with other services you may access or be looking to access (e.g. Housing/or social Care) and how these other services are integrated with the housing support services provided by the Supporting People Programme



How would you rate your experience of attempting to access accommodation through homehunter?

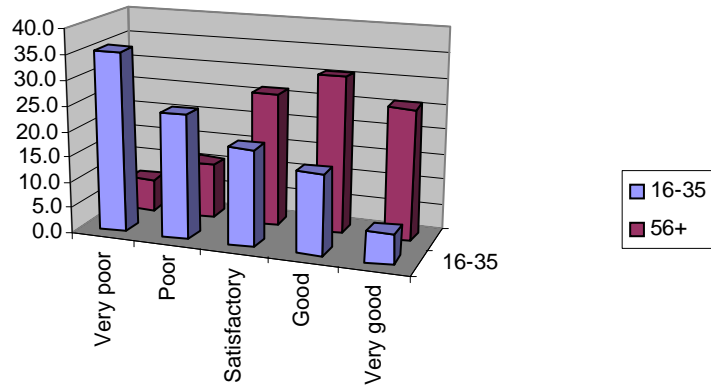


How would you rate your experience of attempting to access accommodation through homehunter?

How would you rate your experience of attempting to access accommodation through Homehunter?

	Frequency	Percent
Very poor	141	19
Poor	130	17
Satisfactory	174	23
Good	176	24
Very good	123	17
Total	744	
	141	19
No response and not applicable removed from percentages		

Ratings of access to housing through homehunter by age group



There is a clear difference between the outcomes for different age groups accessing housing via Homehunter. The 16-35 age group are significantly less satisfied than the over 55s.

Chapter 4: Analysis of results: How the results contribute to the five desired outcomes of the service user Action Plan.

This chapter follows the format of the 5 desired outcomes of the Action Plan and will analyse the results and how they related to specific actions within the Service User Action Plan

4.1 Choice and options

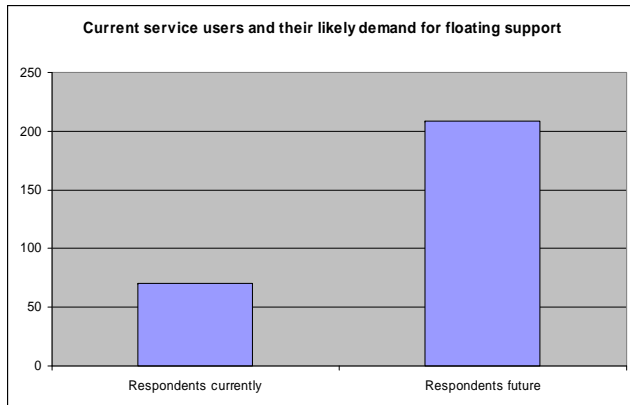
Overall service users would like more choice and options.

4.1.1 Reaffirmed findings from earlier focus groups that need for improved access to direct access accommodation particularly for young people and women.

4.1.2 Move on

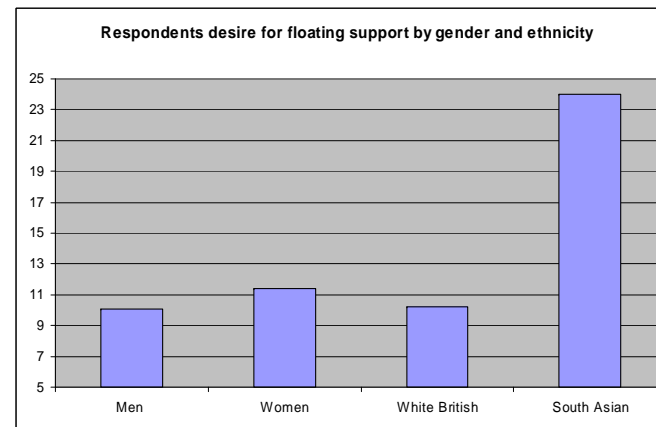
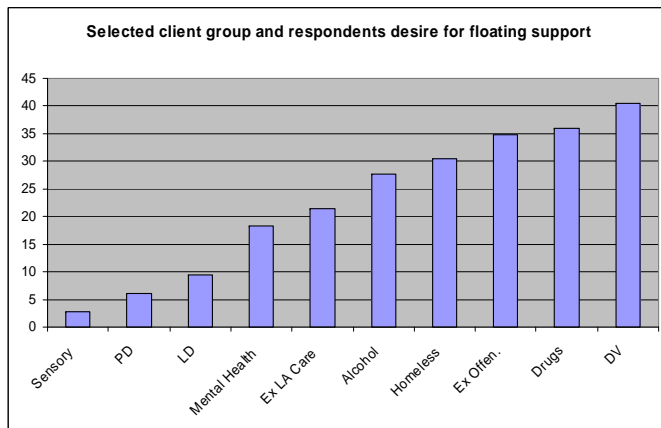
The survey results were be fed into the Move on Strategy <http://www.bradford.gov.uk/NR/rdoonlyres/CFDEF6FD-324B-451D-BD8C-D3A7708F4C37/0/MoveonstrategyandActionPlanFINAL2008.pdf>

4.1.3 Floating support



There could be a three fold increased take up of floating support by current users (if adequate supply as an option). Demand for floating services varies significantly by client group and ethnicity (see tables)

The survey reconfirms that increasing numbers of Service users would prefer floating support to accommodation based support. This is recognised in the revised 5 year Supporting People Strategy



4.2 Better information and communication

- Overall the figure of 80% indicates service users have received good information on available services. However, this only measures people that have accessed a service and does not reveal anything regarding non-users from Supporting People client groups who may have not received any information on SP services.
- Whilst the percentage is relatively high, it also means that 1 in 5 current service users do not have sufficient information and this could equate to over 1,000 current service users.
- 68% of service users say they have had sufficient opportunities to have a say. However, 23% of service users (nearly 1 in 4) would still like to have more opportunities.

4.3 Quality of Supporting People services

- Overall service users demonstrated high levels of satisfaction for their current service. BME groups were significantly more likely to be dissatisfied.

4.4 Address housing issues

- The survey reveals that there are a number of issues related to accessing housing through the choice based letting system, Home Hunter.
- Significantly the issue relates to younger people. Under 35s dissatisfaction with the system is in contrast to relatively high satisfaction amongst over 55s.

4.5 Closer links with other services and neighbourhoods

- The survey did not enable much analysis to be made on this desired outcome.
- The design of the 2008-9 survey will need a new question that will enable progress on this desired outcome to be measured in future years.
- The new supplementary objective within the Quality Assessment Framework will also help measure improvements in this area.

Chapter 5: Recommendations

1. Embed the findings of the report into the Supporting People programme.
 - Findings at service level sent to each service provider.
 - Review the findings in the report when designing new Supporting People services and initiatives.
2. The findings were considered in the development of the [Service User Involvement Strategy](#) and associated [Service User Involvement Action Plan](#) and form the basis of its performance framework
3. Incorporate the comments of Service users on the design of the survey into the design of the 2008-9 survey.

Bradford District Supporting People User Survey 2008

Closing Date Monday 7th April



The information in this form will be used to help improve the services you receive. We thank you in advance for your time.

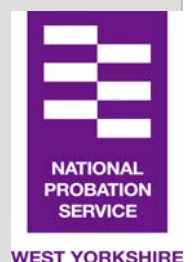
A Prize of £500 will be made to a projects/ services based on the best response rate. Service users at the winning project/ service will be able to choose what this money is spent on.

Support in completing this questionnaire

1. Some notes have been sent to your project/ service with this questionnaire that will provide answers to some questions you may have.
2. There may be a session arranged within your project/ service where there will be someone specifically available **to help you complete the form** and answer any questions you may have.
3. In addition – the following will be able to answer any questions you may have: -
 1. Workers in your project/ service
 2. Survey support worker (Bev McArdle) 01274 432603 (including requests for large text questionnaires)
 3. Supporting People Team 01274 437597
 4. BACC Service User Involvement Worker (Neal Heard) 01274 481590

The information will only be used to make generalisations and it will not be possible to identify your personal views or characteristics

0	Who is completing this questionnaire?	Tick one
A	I am completing this myself	<input type="checkbox"/>
B	I am completing this form with the help of my carer	<input type="checkbox"/>
C	I am completing this form with the help of a paid member of staff	<input type="checkbox"/>



A Length of time you have been accessing your housing support service?

	<i>Please tick one box per line</i>	Within past month	Within last year (but more than a month ago)	Between 1 and 2 years	More than 2 years ago	Don't know
A1	When did you start to access your current housing support service (approximately)?					

B Thinking back to when you first accessed your housing support service

	<i>Please tick one box per line</i>	Yes	No	Don't know
B1	Did you receive a sufficient amount of information on housing support services (that met your needs)?			
B2	Did you have an adequate choice of different options before choosing your current support?			
B3	Do you remember being 'assessed' prior to taking up the service?			
B4	Do you feel you were sufficiently involved in your support plan?			

C These questions are about the housing support service you are currently receiving

	<i>Please tick one box per line</i>	Very poor	Poor	Satisfactory	Good	Very good	Not applicable.
C1	How do you rate the quality of housing support you receive?						
C2	How do you rate the quality of accommodation (if tied to support)?						
C3	How do you rate the neighbourhood where you are living?						
C4	How would you describe the approachability and friendliness of the staff?						

	<i>Please tick one box</i>	Yes	No	Live alone
C5	Do you feel safe with the people that you live with?			
C6	Do you generally feel safe where you live?			

D1 Please tick (D1 First column) the type of support you are currently receiving and (D2 Second column) the situation you plan to be in 12 months from now Put one tick in each column		D1 Present	D2 12 months
A	Emergency / Short term accommodation (e.g. Hostel) See also D3/ 4 below		
B	Long Stay Supported Accommodation (e.g. Housing Project)		
C	Long Stay Sheltered Accommodation		
D	Receiving support in your own home (sometimes called floating support)		
E	Receiving support in own home but more than at present		
F	Receiving support in own home but less than at present		
G	Move on to other supported accommodation		
H	Move on to a home of my own with no housing support		

D This question relates only to people in emergency/ short term accommodation

D3	to move into independent accommodation now?	Yes		No	
D4	to move-on as no accommodation is available?	Yes		No	

E This question relates to people in long term accommodation only: Paying for your support/ receiving subsidy towards cost

		Yes	No	Don't know
E1	Are you receiving financial support from Supporting People to pay for your support costs?			
		Poor	OK	Good
E2	If you answered yes to E1 how did you find this process			

F These questions relate to you and your carers having a say

	<i>Please tick one box per line</i>	Yes	No	Not relevant
F1	Do you think you have had sufficient opportunities to have your say about the housing support services you receive?			
F2	Would you like to have more opportunities to have your say?			
F3	If relevant - do the people that care for you in a voluntary capacity (e.g. relatives) have opportunities to have a say?			

G These questions are concerned with other services you may access or be looking to access (e.g. Housing and / or Social Care) and how these other services are integrated with the housing support services provided by the Supporting People Programme

	<i>Please tick one box per line</i>	Very poor	Poor	Satisfactory	Good	Very Good	N/a.
G1	How would you describe the level of integration between Supporting People services and other services you access? (e.g. probation, health, social services, employment training etc.)						
G2	How would you rate your experience of attempting to access accommodation through Homehunter?						

H We need to be able to establish if different groups of people are experiencing different issues in order to improve services. These questions are about you but nobody will be able to connect the boxes you tick with your name. *Please tick one box in H1, H2 and H3 and tick all that may apply in H4 and H5*

H1	What is your gender?	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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H2	What is your age?	16-25 <input type="checkbox"/>	26-35 <input type="checkbox"/>	36-45 <input type="checkbox"/>	46-55 <input type="checkbox"/>	56-65 <input type="checkbox"/>	66-74 <input type="checkbox"/>	75+ <input type="checkbox"/>
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H3	1. How would you describe your ethnic origin? (Please tick \checkmark)				
	White	British	Irish	Gypsy/ Traveller	
		Central and East European		Other	
	Mixed	White & Black Caribbean	White & Black African	White & Asian	
				Other mixed	
	Asian/Asian British	Indian	Pakistani	Bangladeshi	
				Other South Asian	
	Black/ Black British	Caribbean	African	Other Black	
	Chinese/ other ethnic group	Chinese		Other ethnic group	

H4	Do you have any of the following disabilities or health issues (please tick all that apply)?				
	Learning Disability	<input type="checkbox"/>	Alcohol issue	<input type="checkbox"/>	
	Mental Health issue (Incl. Depression)	<input type="checkbox"/>	Drug issue	<input type="checkbox"/>	
	Mobility related	<input type="checkbox"/>	Sensory disability	<input type="checkbox"/>	
	HIV positive	<input type="checkbox"/>			

H5	Have you experienced any of the following in the past (please tick all that apply)?				
	Domestic abuse and/ or violence within the past 5 years	<input type="checkbox"/>	Problem with the law /offending within the past 5 years	<input type="checkbox"/>	
	Local authority care at some point in your childhood	<input type="checkbox"/>	Homelessness in the past 5 years	<input type="checkbox"/>	
	Asylum seeker in the past	<input type="checkbox"/>			

J	Please use the space below for any other comments you would like to make about Supporting People or other services you access:				

**Thank you for helping us by completing this questionnaire
All your responses will be treated confidentially**

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Consultation\SP User Survey 2008\Survey 2008\results and reports
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