

The POET Survey

Lincolnshire County Council Data Report: February 2016

Personal Budget Recipients

Introduction

This report presents data collected from personal budget holders in Lincolnshire using the Personal Outcome Evaluation Tool (POET) survey. It also compares the numerical responses of personal budget holders to the POET survey in Lincolnshire with the responses we have from personal budget holders in other parts of England. Because of limited local responses the presentation of the results is not necessarily statistically significant in all areas, however it is hoped that the findings provide a helpful local resource.

Who took part in the survey?

This report presents the responses of 97 personal budget holders in Lincolnshire to the POET survey. We are able to benchmark the Lincolnshire data against responses from 2,773 personal budget holders in other parts of England, who have used the most recent version of the POET survey. 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. Partially completed responses were removed from the data set if no answer was provided to any of the questions relating to experience of support or the impact of support.

The graphs in figures 1-3 show the characteristics of Lincolnshire personal budget holders responding to the survey compared to respondents from other local authorities in England. Lincolnshire respondents were slightly more likely to be female than male, were less likely to be aged over 65 years of age, and were less more likely to report having a learning disability compared to respondents from other parts of England.

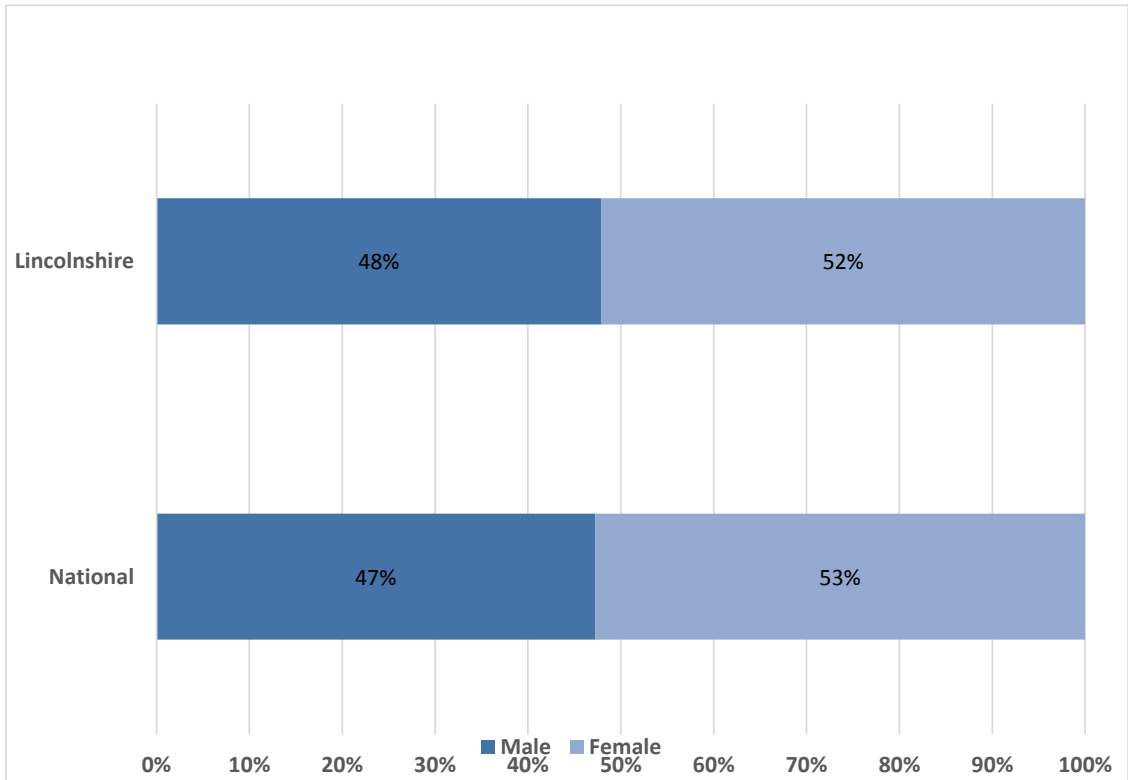


Figure 1. Personal budget recipients: Gender

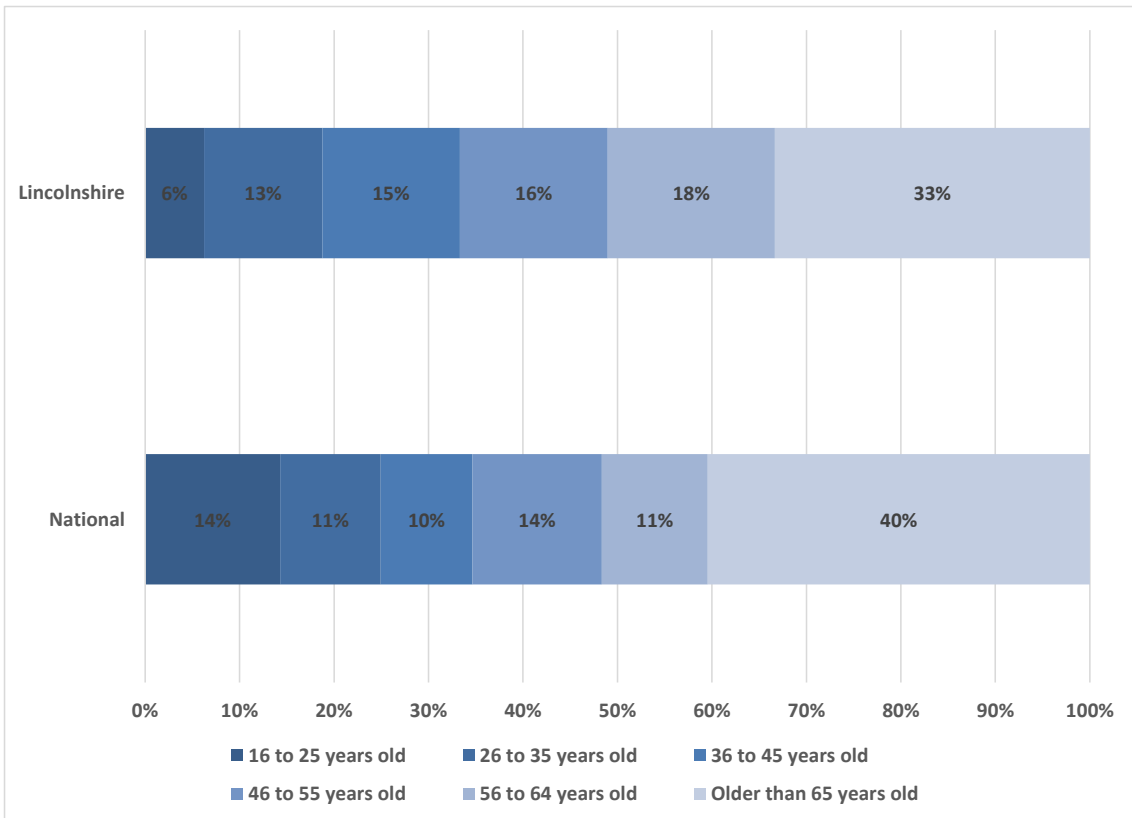


Figure 2. Personal budget recipients: Age

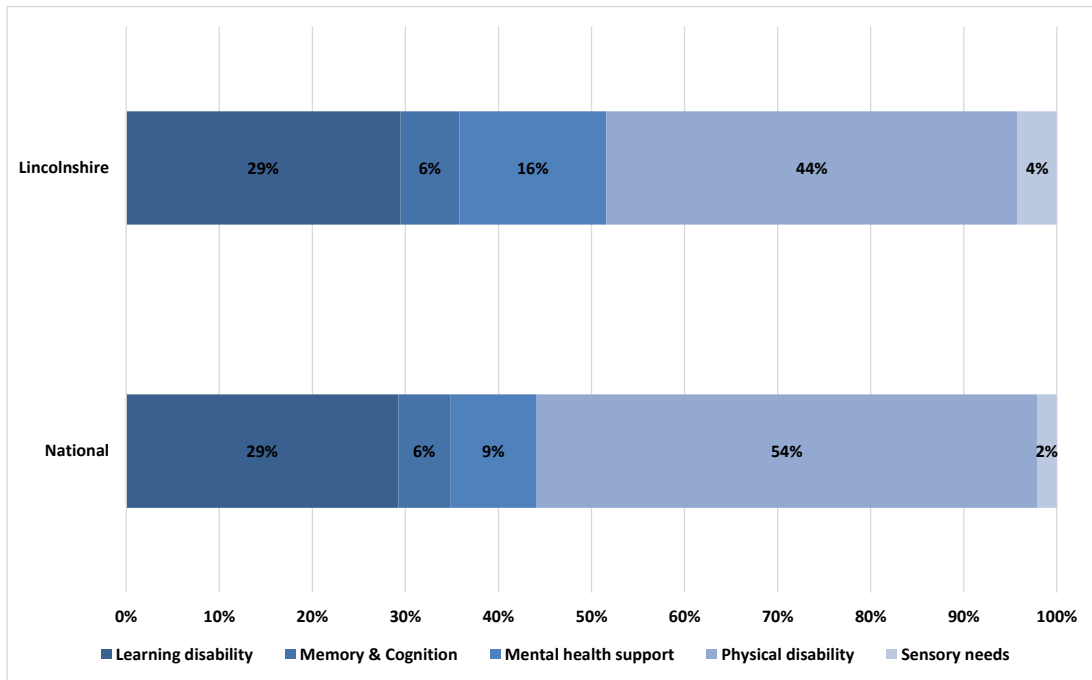


Figure 3. Personal budget recipients: Reason for support

How did people answer the questions?

The graph below shows how people answered the questions in the POET survey. In Lincolnshire just under a quarter (24%) of personal budget holders answered the questions on their own, and well under a half of the respondents had help from someone else (41%).

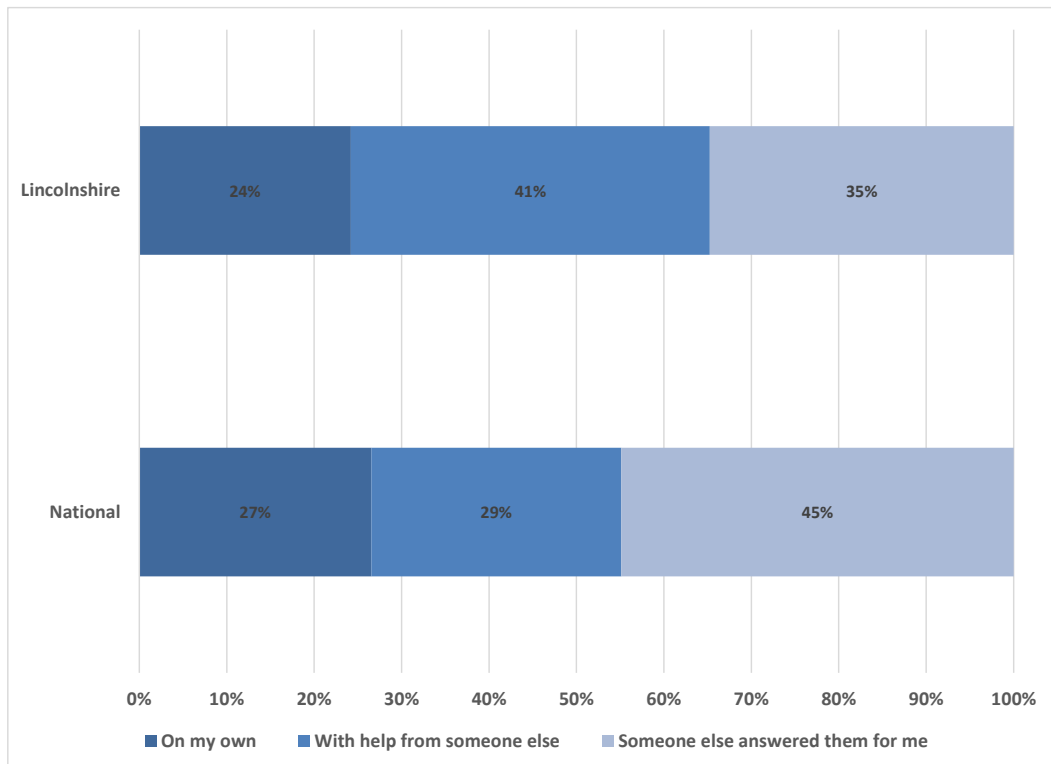
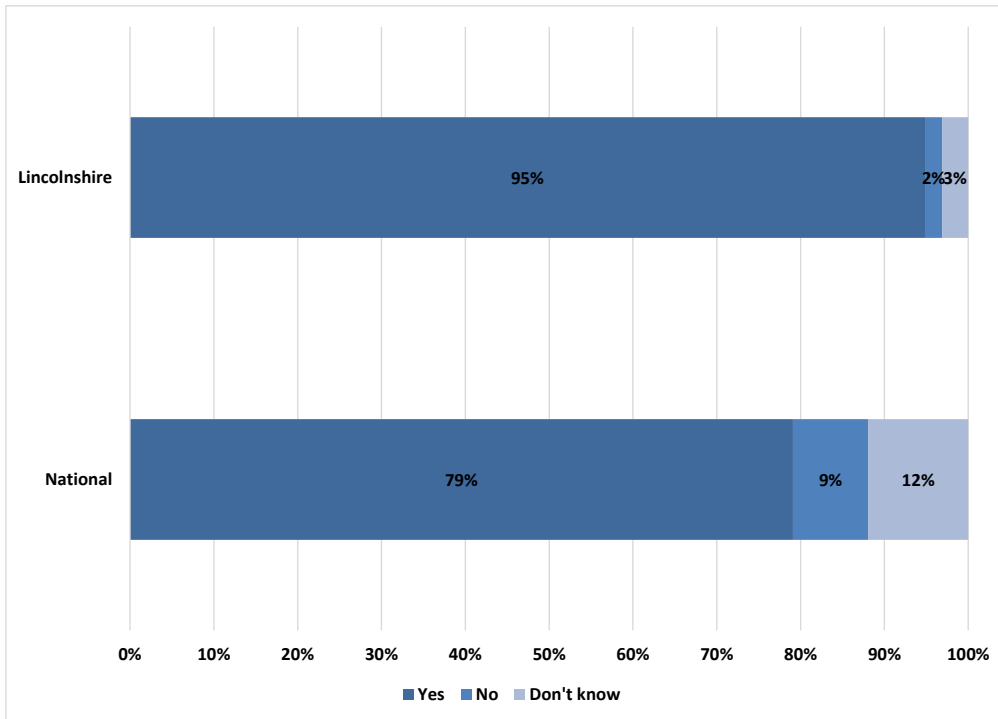


Figure 4. Personal budget recipients: How people answered the questions

Do you have a personal budget?

The POET survey asked people whether they had a personal budget for their support. This was described as ‘a set sum of money allocated for your support. A personal budget may be paid directly to you, held by the council or a care provider’.



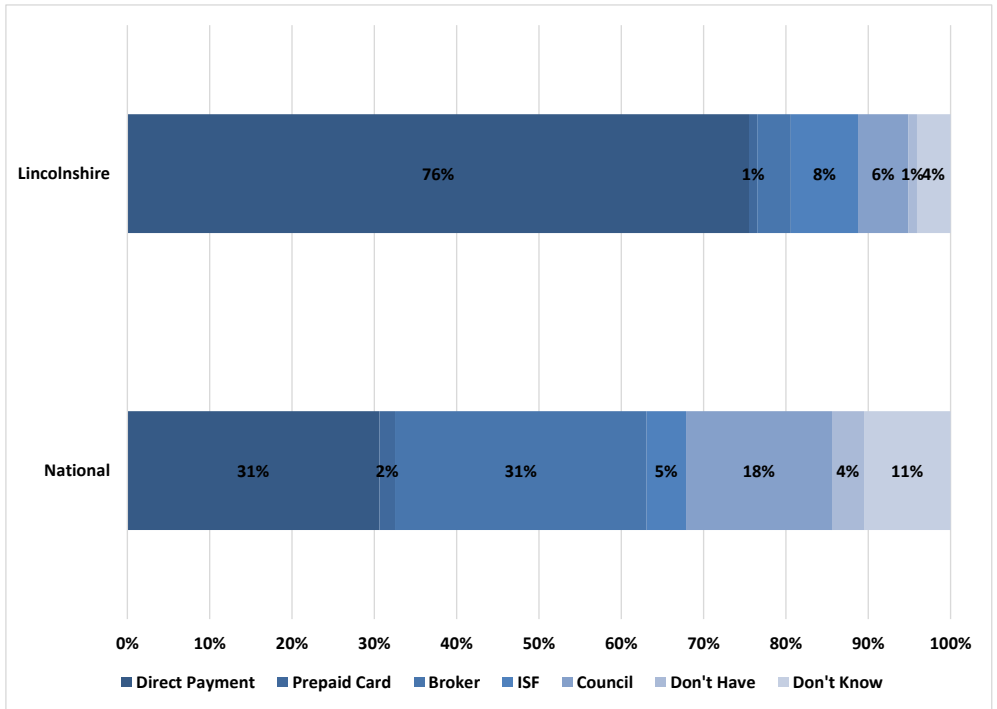
Everyone whose needs are met by the local authority, whether those needs are eligible, or if the authority has chosen to meet other needs, must receive a personal budget as part of the care and support plan, or support plan.

11.7. Care and Support Statutory Guidance Act 2014

Figure 5. Do you have a personal budget for your support?

How do people manage their personal budgets?

The graph in figure 6 shows how people managed their personal budgets. In Lincolnshire, personal budget holders were most likely to have a direct payment (76%) for their personal budget. Council held budgets were also reported by 6% of personal budget holders in Lincolnshire. A lower proportion of personal budget holders in Lincolnshire (4%) reported that they did not know how their personal budget was held compared to respondents from other parts of England (11%).



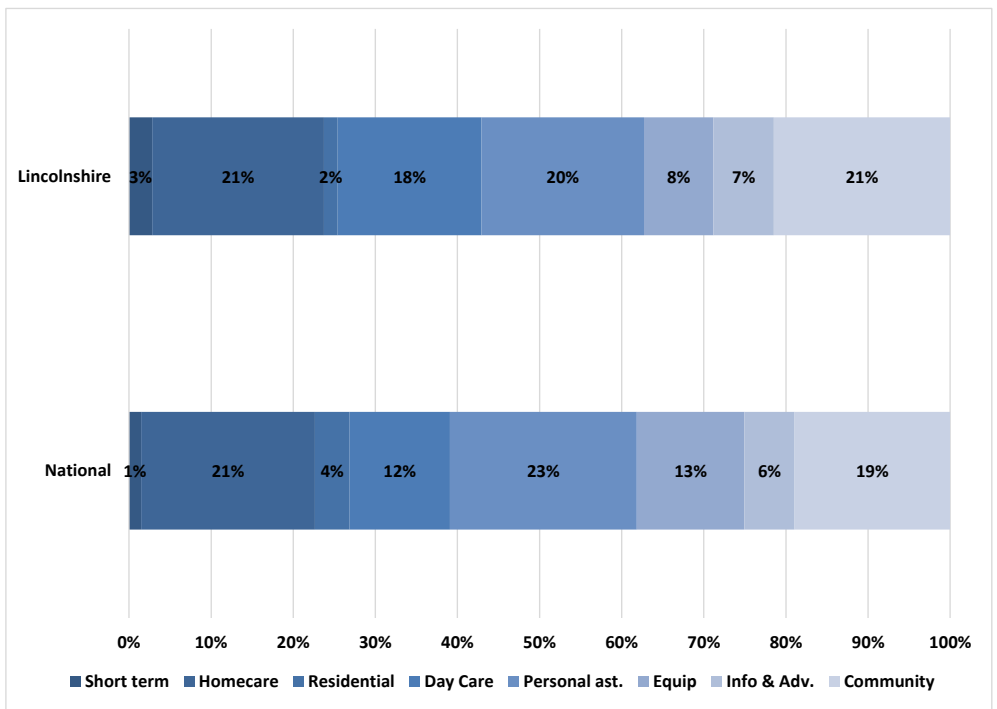
It [personal budget] means: being able to choose from a range of options for how the money is managed, including direct payments, the local authority managing the budget and a provider or third party managing the budget on the individual’s behalf (an individual service fund), or a combination of these approaches.

11.3. Care and Support Statutory Guidance Act 2014

Figure 6. How was the personal budget managed?

What types of support did people have?

The POET asked people to indicate what type of support they had. In Lincolnshire people were just as likely to receive home care and slightly less likely to be supported by a personal assistant compared to respondents from other parts of England.



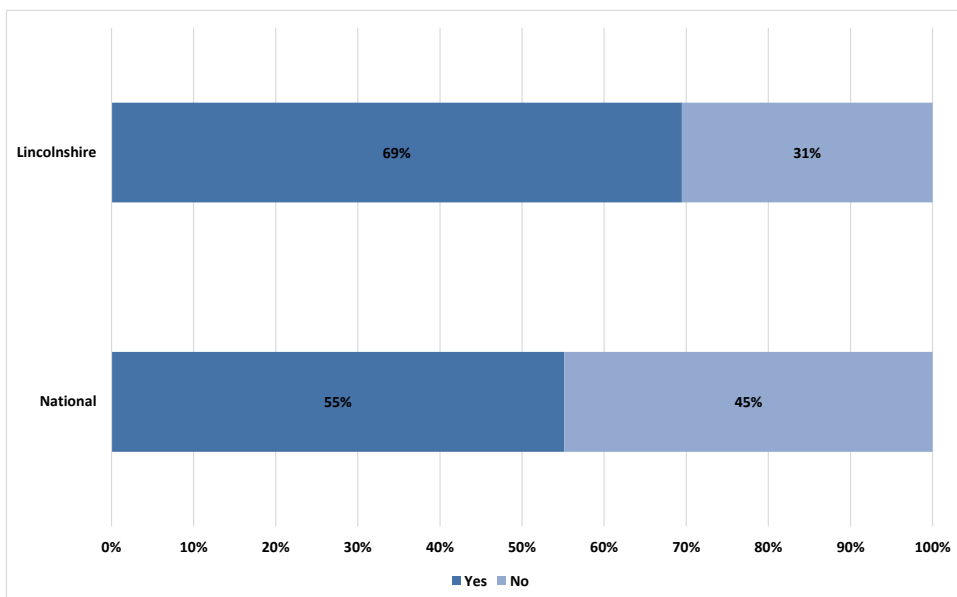
Where the local authority provides or arranges for care and support, the type of support may itself take many forms. These may include more traditional “service” options, such as care homes or home care, but may also include other types of support such as assistive technology in the home or equipment adaptations, and approaches to meeting needs should be inclusive of less intensive or service-focused options.

10.12. Care and Support Statutory Guidance Act 2014

Figure 7. What type of support people had

Do people know how much money they have in their personal budget?

Just over two thirds (69%) of people in Lincolnshire said they knew how much money was in their personal budget, meaning they were more likely to report that they knew the amount of their personal budget compared to respondents from other parts of England (56%).



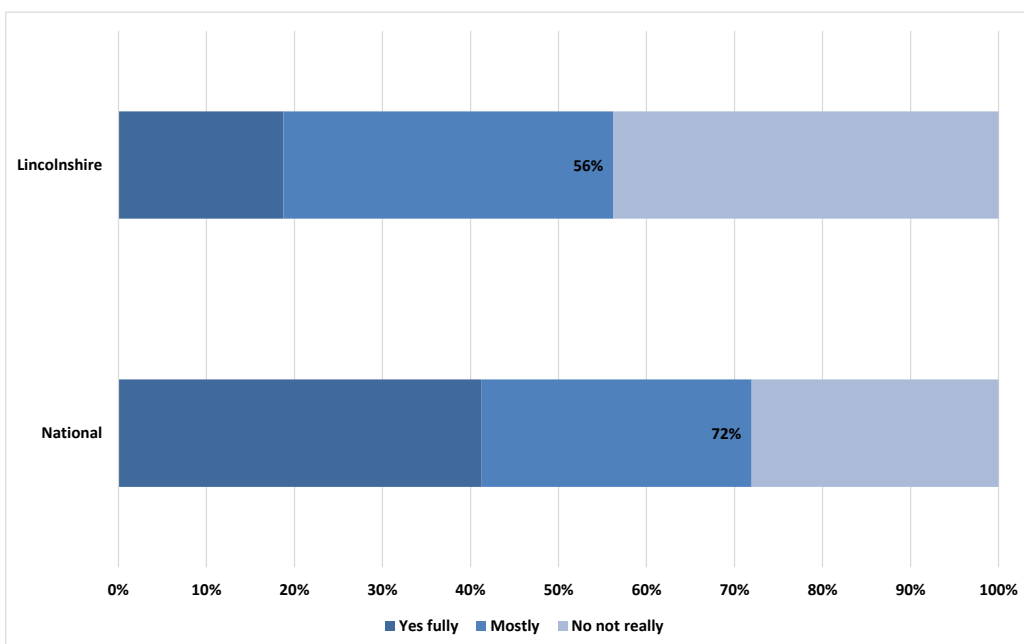
...the most important principles in setting the personal budget are transparency, timeliness and sufficiency. This will ensure that the person, their carer, and their independent advocate if they have one, is fully aware of how their budget was calculated, that they know the amount at a stage which enables them to effectively engage in care and support planning,

11.24. Care and Support Statutory Guidance Act 2014

Figure 8. Do people know how much money is allocated to their personal budget?

Do people feel in control of their personal budget?

The POET survey asked people whether they felt they could decide how to spend the money in their personal budget. People in Lincolnshire were less likely to report that they felt able or mostly able to control how their personal budget was spent (56%) compared to respondents from other parts of England (72%).



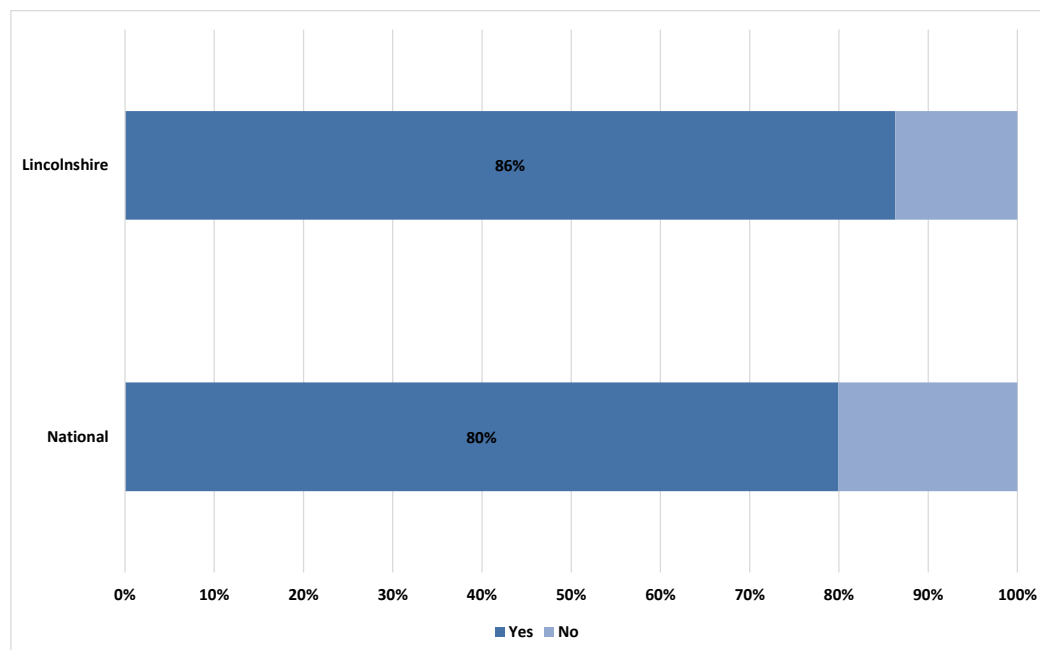
The person should have the maximum possible range of options for managing the personal budget, including how it is spent and how it is utilised. Directing spend is as important for those choosing the council-managed option or individual service fund as for direct payments.

11.29. Care and Support Statutory Guidance Act 2014

Figure 9. Could you decide how the money in your personal budget was spent?

People's experience of support planning

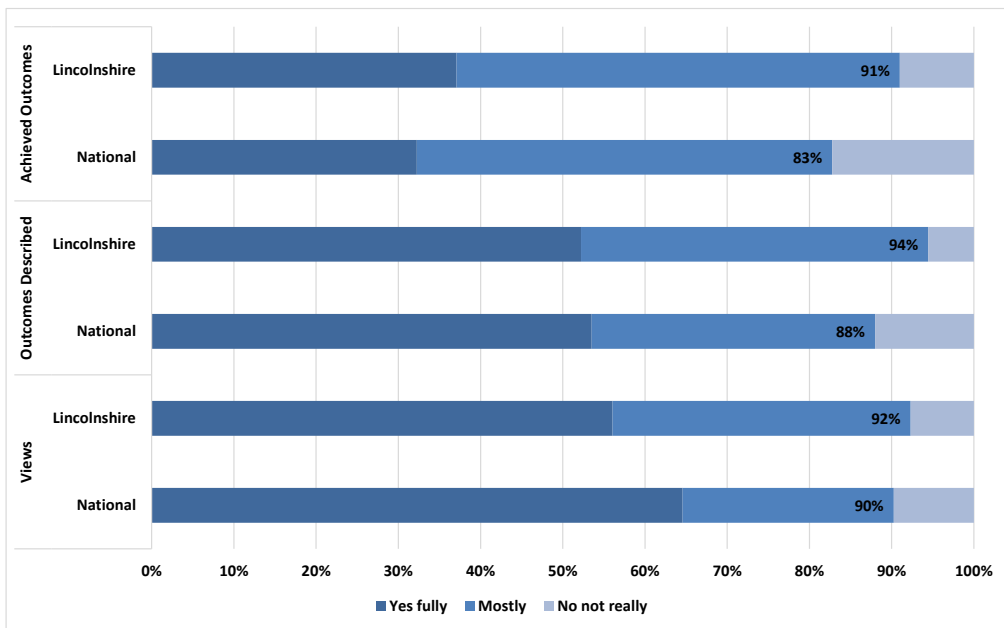
The POET survey asked people several questions about the support planning process. People were asked whether their views had been included in their plan, whether their plan included the outcomes they wanted to achieve, whether and to what extent they achieved these outcomes, and whether or not they had been given a copy of their support plan. As figure 10 shows, well over three quarters of people in Lincolnshire said that they had been given a copy of their support plan (86%), a slightly larger proportion than respondents from other parts of England (80%).



Upon completion of the plan, the local authority must give a copy of the final plan which should be in a format that is accessible to the person for whom the plan is intended, any other person they request to receive a copy, and their independent advocate if they have one and the person agrees.

10.87. Care and Support Statutory Guidance Act 2014

Figure 10. Were you given a copy of your support plan?



Ultimately, the guiding principle in the development of the plan is that this process should be person-centred and person-led... Both the process and the outcome should be built holistically around people's wishes and feelings, their needs, values and aspirations, irrespective of the extent to which they choose or are able to actively direct the process

10.5. Care and Support Statutory Guidance Act 2014

Figure 11. People's experience of the support planning process

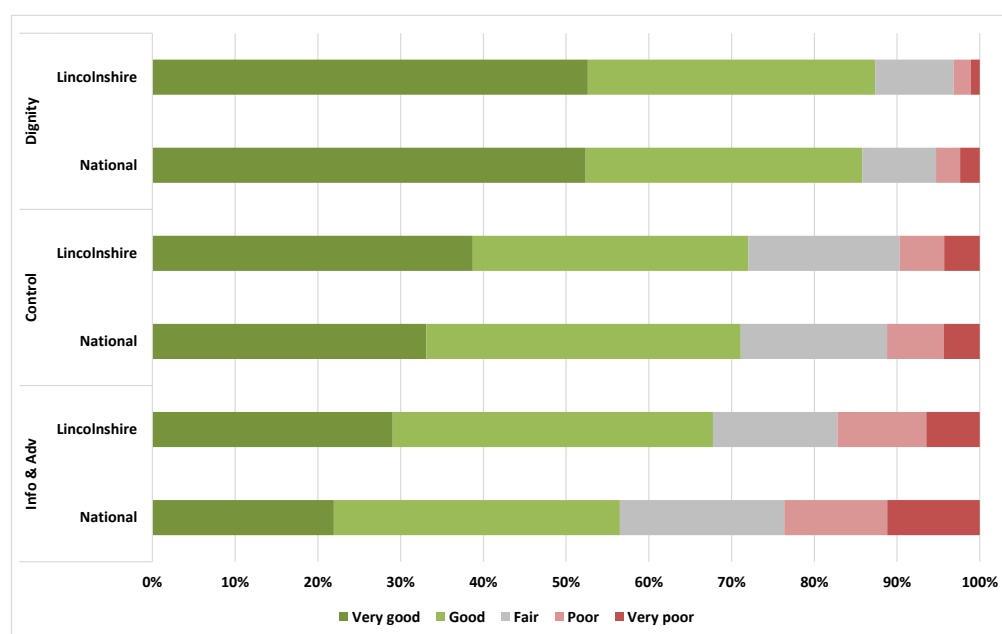
As figure 11 shows, nearly all of respondents in Lincolnshire (92%) said their views were fully or mostly taken into account in the support planning process, a similar proportion than other areas of England (90%). Nearly all (94%) of personal budget recipients from Lincolnshire said their support plan included the outcomes they wished to achieve, compared to 88% in other parts of England. 91% of respondents from Lincolnshire said they had fully or mostly achieved the outcomes described in their support plan compared to 83% of respondents from other parts of England.

People’s experience of support

The POET asked people about their experience of support over the past year. Specifically about; the information they were given regarding the different support options available, the choice and control they enjoyed over their care and support, and the quality of their support (being treated with dignity and respect). The graph below shows how people rated their support.

Just over two thirds (68%) of respondents from Lincolnshire rated their support as good or very good in relation to the information they were given about the different support options, higher compared to other parts of England (56%). Secondly, the graph below shows how people rated their support in relation to choice and control. In Lincolnshire just under three quarters (72%) rated their support as good or very good, a similar proportion to people in other parts of England (71%).

Lastly the graph shows that in Lincolnshire, well over three quarters of people (87%) rated the quality of their support as good or very good, compared to 86% in other parts of England.



The modern care and support system should routinely enable supported decision making, where options and choices are presented simply and clearly. 10.4.

“Wellbeing” is a broad concept... ..control by the individual over day-to-day life (including over care and support provided and the way it is provided). 1.5.

Care and Support Statutory Guidance Act 2014

Figure 12. People’s experience of support

The impact of people’s support on their wellbeing

Finally people were asked about the impact of their support on their day to day lives. The areas of life that we asked about closely mirror the domains of wellbeing as defined in the Care Act.

Local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person. This may sometimes be referred to as “the wellbeing principle” because it is a guiding principle that puts wellbeing at the heart of care and support. [1.1]

Care Definition of Wellbeing	Outcomes Domains POET
“Wellbeing” is a broad concept, and it is described as relating to the following areas in particular: [1.5.]	Over the past year, has the support you get changed these areas of your life?
<ul style="list-style-type: none"> personal dignity (including treatment of the individual with respect); 	<i>Covered in support questions</i>
<ul style="list-style-type: none"> physical and mental health and emotional wellbeing; 	Your health (physical and emotional)
<ul style="list-style-type: none"> protection from abuse and neglect; 	How safe you feel
<ul style="list-style-type: none"> control by the individual over day-to-day life (including over care and support provided and the way it is provided); 	The choice and control you have over day-to-day things
<ul style="list-style-type: none"> participation in work, education, training or recreation; 	Your work, education, training and recreation
<ul style="list-style-type: none"> social and economic wellbeing; 	Your quality of life
<ul style="list-style-type: none"> domestic, family and personal; 	Your relationships with friends and family
<ul style="list-style-type: none"> suitability of living accommodation; 	The home you live in
<ul style="list-style-type: none"> the individual’s contribution to society. 	Doing things in your community

The POET survey asked people whether their support had made a difference to various aspects of their lives, and if so, whether this difference had been positive or negative. The graph below summarises the findings from the set of questions we asked about people’s wellbeing. At least a half of personal budget holders in Lincolnshire reported that their support had made a positive difference to them in 6 of the 8 outcome areas we asked about.

The proportions of people reporting a positive impact in Lincolnshire were broadly similar to other areas of England. In all of the 8 areas we asked people about, Lincolnshire were more likely to report a positive impact than elsewhere. Fewer than 10% of people in Lincolnshire reported a negative impact.

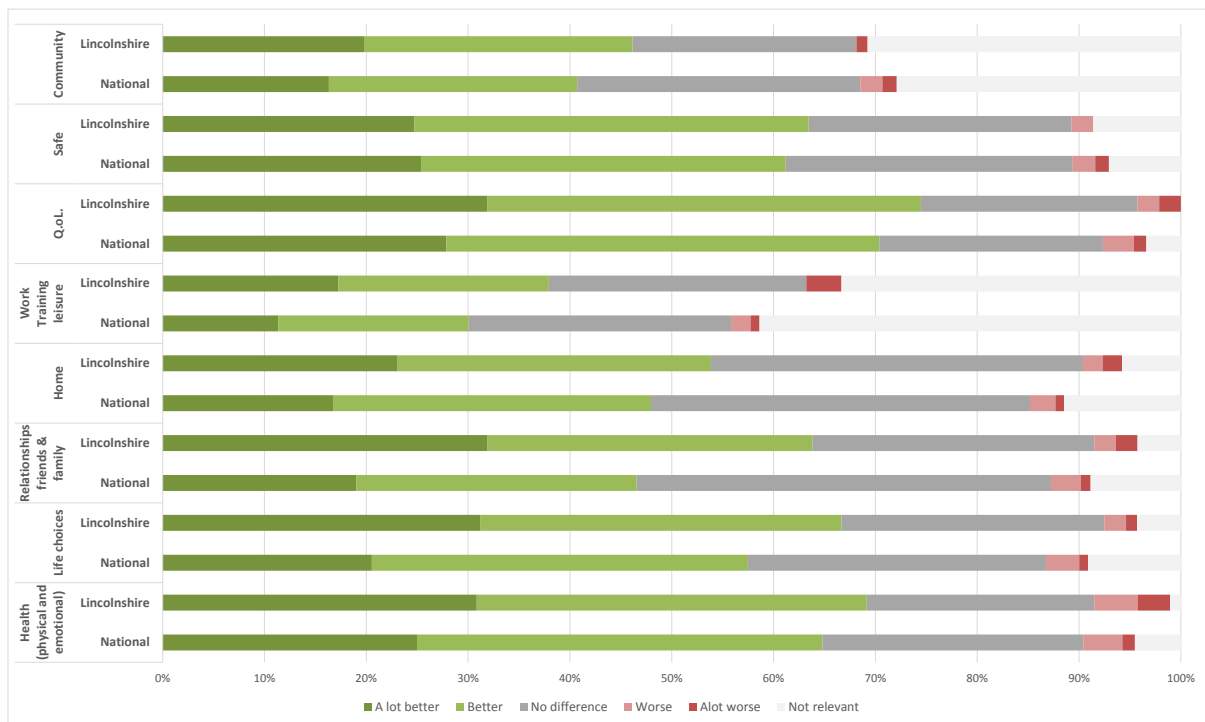


Figure 13. The impact of support on people’s wellbeing

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 last 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/what-we-do/poet-%C2%A9-personal-outcomes-evaluation-tool.aspx>