

QUESTIONNAIRE FOR HEALTH AND SOCIAL SERVICES TRUSTS

SECTION 1: DIRECT PAYMENTS TO ALL USER GROUPS

1. Please indicate the number of direct payment users* per service user group (as at end of September 2004). If there are no direct payment users among a particular client group, please indicate as 0:

Older People	<input type="text"/>	Physical Disability	<input type="text"/>	Carers	<input type="text"/>
Mental Health	<input type="text"/>	Sensory Impairment	<input type="text"/>		
Learning Disabilities	<input type="text"/>	Disabled Children	<input type="text"/>		

* 'Direct payment users' includes people receiving direct payments indirectly e.g. through mechanisms such as a circle of friends, or a trust. 'Direct payment users' does not include people receiving ILF funding to direct their own services.

2. Please indicate the approximate date (month and year) when service users / carers within each of the following client groups first received direct payments. If there are no direct payment users among a particular client group, please indicate as not applicable (N/A).

Older People	Mental Health	Learning Disabilities	Physical Disability	Sensory Impairment	Disabled Children	Carers
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SECTION 2: DIRECT PAYMENTS TO PEOPLE WITH PHYSICAL DISABILITIES

3. What proportion of the budget for people with physical disabilities was spent on direct payments to people with physical disabilities?

This financial year[§] % Previous financial year %

§ In all instances where data for this financial year are requested, please indicate amounts from the beginning of this financial year (April 2004) up to the end of September 2004. From this information we will calculate an estimated outturn.

4. % Please indicate the proportion of people with physical disabilities receiving social services using direct payments.

5. Profile of service users by level of assessed need

How many **people with physical disabilities** do you have using direct payments for the following *levels of care package* (as at end of September 2004)?

0-2 hours per week	3-5 hours per week	6-10 hours per week	11-15 hours per week	16-20 hours per week	21-25 hours per week	26-30 hours per week	31+ hours per week
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SECTION 3: DIRECT PAYMENTS TO OLDER PEOPLE

6. What proportion of the budget for older people was spent on direct payments to older people?

This financial year[§] % Previous financial year %

7. % Please indicate, what proportion of older people receiving social services use direct payments?

8. % Please indicate, what proportion of social services recipients aged 65 years plus, with mild to moderate levels of dementia, use direct payments?

Direct Payments Survey

9. Profile of service users by level of assessed need

How many **older people** do you have using direct payments for the following **levels of care package** (as at end of September 2004)?

0-2 hours per week	3-5 hours per week	6-10 hours per week	11-15 hours per week	16-20 hours per week	21-25 hours per week	26-30 hours per week	31+ hours per week

SECTION 4: DIRECT PAYMENTS TO PEOPLE WITH LEARNING DISABILITIES

10. What proportion of the budget for people with learning disabilities was spent on direct payments?

This financial year^s % Previous financial year %

11. % Please indicate, what proportion of people with learning disabilities use direct payments?

12. Profile of service users with learning disabilities by level of assessed need

How many **people with learning disabilities** do you have using direct payments for the following **levels of care package** (as at end of September 2004)?

0-2 hours per week	3-5 hours per week	6-10 hours per week	11-15 hours per week	16-20 hours per week	21-25 hours per week	26-30 hours per week	31+ hours per week

SECTION 5: DIRECT PAYMENTS TO MENTAL HEALTH SERVICE USERS

13. What proportion of the budget for mental health service users was spent on direct payments?

This financial year^s % Previous financial year %

14. % Please indicate, what proportion of mental health service users receiving social services use direct payments?

15. Profile of mental health service users by level of assessed need

How many **mental health service users** do you have using direct payments for the following **levels of care package** (as at end of September 2004)?

0-2 hours per week	3-5 hours per week	6-10 hours per week	11-15 hours per week	16-20 hours per week	21-25 hours per week	26-30 hours per week	31+ hours per week

SECTION 6: ONE-OFF PAYMENTS

16. Please state the number of one-off direct payments (if any) provided to the following service user groups in the past year (October 2003 to September 2004). (See boxed key below.)

OP	MH	LD	PD	SI	DC	C

Key

OP Older people

MH Mental health service users

LD Adults with learning disabilities

PD Adults with physical disabilities

SI Adults with sensory impairment

DC Disabled children

C Carers

17. Please indicate the range of purposes for which one-off direct payments have been made to service users.

SECTION 7: DIRECT PAYMENT RATES

18. Please detail (as applicable) the average hourly rate(s) in £ paid to direct payment users from each service user group indicated. (See the key on page 2 for abbreviations used.)

	OP	MH	LD	PD	SI	DC	C
Day							
Evening							
Weekend							
Bank holiday							
Sleepover							
Sleep-disturbance							
Live-in							

19. Please indicate which of the following are included in the direct payment rates listed above: (please tick)

<input type="checkbox"/> Tax	<input type="checkbox"/> Sickness pay	<input type="checkbox"/> Support costs
<input type="checkbox"/> National Insurance	<input type="checkbox"/> Start-up costs	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Holiday pay	<input type="checkbox"/> Contingency funds	

20. As an alternative to supporting the above costs through the direct payments hourly rate, are extra payments provided either on a periodic or *ad hoc* basis? (Please tick)

Yes
 No
 It depends

Please attach any available information to describe the HSS trust's policy on making extra payments.

21. Are any variations to these average rates ever available on the basis of any of the following? (please tick and describe)

	Tick if applicable	Describe
Level and complexity of need (e.g. higher rates for service users with more complex needs)	<input type="checkbox"/>	
Location of service user (e.g. higher rate for rural location)	<input type="checkbox"/>	
Local labour market prices	<input type="checkbox"/>	
Other (please state and describe)	<input type="checkbox"/>	

22. How does the hourly rate(s) **for older people** compare to the hourly cost of in-house domiciliary care?

Lower
 Higher
 The same
 Not applicable (no in-house domiciliary care)

23. How does the hourly rate(s) **for older people** compare to the average hourly cost of preferred independent sector providers of domiciliary care?

Lower
 Higher
 The same

24. % If a direct payment service user (from any service user group) has accumulated funds at the end of the financial year, what proportion of these funds (if any) may they retain?

SECTION 8: LOCAL COMMISSIONING PRACTICES

27. Does the HSS trust devolve budgets to care managers and / or social work team managers for individual level spot-purchasing? Please indicate for all service user groups.

	MH	OP	PD	LD	SI	DC	C
Tick if yes							

28. Approximately what percentage of community care packages for each user group are purchased as a spot-purchase (not including direct payments)?

	MH	OP	PD	LD	SI	DC	C
Per cent							

29. Is there a generic budget for direct payment users? Yes No

30. If not, are funds ring-fenced from core budgets for each service user group? Please indicate for all service user groups.

	MH	OP	PD	LD	SI	DC	C
Tick if yes							

SECTION 9: CASE MANAGEMENT POLICIES AND PROCEDURES

31. Does the HSS trust organise case management such that service users are **typically** passed from their assessing care manager onto a review team(s) once a care package is established and considered to be stable?

Please indicate for all service user groups.

If no to all, go to question 35.

	MH	OP	PD	LD	SI	DC	C
Tick if yes							

32. What is the **average** proportion of case managers to social work assistants within the review team(s)? Please indicate for all service user groups.

	MH	OP	PD	LD	SI	DC	C
Proportion of case managers, e.g. 1:50							

33. What is the average number of weeks it takes for a service user to be passed onto the review team(s)? Please indicate for all service user groups.

	MH	OP	PD	LD	SI	DC	C
Number of weeks							

34. Does local policy require that direct payment service users remain continuously the responsibility of the assessing case manager / care co-ordinator (rather than ever being passed on to a review team)? Please indicate for all service user groups.

	MH	OP	PD	LD	SI	DC	C
Tick if yes							

35. Are social work assistants able to assess clients for direct payments? Please indicate for all service user groups.

	MH	OP	PD	LD	SI	DC	C
Tick if yes							

SECTION 10: SOURCES OF FUNDING SUPPORT TO DIRECT PAYMENT USERS

36. Is the funding that is provided to the support organisation(s) allocated on the basis of any of the following? (Please tick)

- According to the number of direct payment users it is serving
- According to the number/ type of services it is supplying to direct payment users
- According to the level of contact with direct payment users

37. To what extent (if any) is support to direct payments users, as supplied through a support organisation(s), funded by any of the following sources? Please indicate approximate amounts for this financial year (TFY, 5 April to 30 September) and previous financial year (PFY), where available

TFY	PFY	
£	£	Core budget for older people
£	£	Health and social care pooled budget for older adults
£	£	Core budget for mental health service users
£	£	Health and social care pooled budget for mental health
£	£	Core budget for adults with physical disabilities
£	£	Core budget for adults with learning disabilities
£	£	Core budget for adults with sensory impairment
£	£	Core budget for disabled children
£	£	Core budget for carers
£	£	Cost savings (from where?) _____
£	£	Short-term funding streams (please describe) _____
£	£	Contributions from direct payment service users

38. Are direct payment service users required to contribute towards the costs of the support organisation? (Please tick)
 Yes No It depends

39. Does the level of contribution levied from service users vary according to: (Tick if yes)
 Utilisation of support services? Level of need? Income? Other?

40. Please explain or attach details of contribution rates.

41. Are contributions from direct payment service users financed from any benefits to which they are entitled? (i.e. from attendance allowance or similar)
 Yes No It depends

Please explain or attach relevant information.

SECTION 11: FLEXIBILITY IN THE PROVISION OF SUPPORT TO DIRECT PAYMENT USERS

42a. If a direct payment service user wished to obtain support using direct payments from an organisation other than the one that is contracted locally to provide support, could this be facilitated? For example, an organisation for minority ethnic elders that does not typically provide support to direct payment users, but that the user feels better understands their needs.
 Yes No Don't know

42b. If yes, please provide details

43. Would it be possible to ring-fence the costs of supporting the service user to ensure that the organisation chosen is compensated for providing support?

Yes No It depends

SECTION 12: IMPLEMENTATION OF DIRECT PAYMENTS

44. Please indicate which of the following factors have **positively aided** the implementation of direct payments within the HSS trust. Please tick to indicate if this factor has been a helpful factor, an important factor or a critical factor. If the item has not positively aided implementation, please do not put a tick against it. Add any other factors not included in the list at the end.

Helpful factor	Important aiding factor	Critical aiding factor	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Leadership within HSS trust
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Local political support for direct payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Effective direct payments support scheme
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support of public sector trade unions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Training and support for front line staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demand from service users and carers for direct payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Accessible information on direct payments for service users and carers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Strong local voluntary sector
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Availability of people to work as personal assistants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National legislation, policy and guidance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Positive attitude to direct payments among staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ring-fenced budget for direct payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Targeted support within the direct payments support service to promote/assist the take up of direct payments within specific service user groups
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support from the National Centre for Independent Living (NCIL)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support from Belfast Centre for Independent Living
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Central government performance monitoring
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flexibility of commissioning strategy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspection and regulation of HSS trust services
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other factor(s) _____
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other factor(s) _____

45. Please indicate which of the following factors have **hindered** the implementation of direct payments within the HSS trust. Please tick to indicate if this factor has been an unhelpful factor; an important hindering factor or a critical hindering factor. If the item has not hindered implementation, please do not put a tick against it. Add any other factors not included in the list at the end.

Helpful factor	Important hindering factor	Critical hindering factor	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Insufficient leadership within HSS trust
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of local political support for direct payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Underdeveloped direct payments support scheme
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inadequate training and support for front line staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Concern about managing direct payments among service users and carers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of demand from service users and carers for direct payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of accessible information on direct payments for service users and carers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Weak local voluntary sector
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National legislation, policy and guidance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Difficulties with the availability of people to work as personal assistants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Resistance to direct payments among staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of ring-fenced budget for direct payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Competing priorities for policy implementation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of targeted support within the direct payments support service to promote/assist the take up of direct payments within specific service user groups
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of support from the National Centre for Independent Living (NCIL)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of support from Belfast Centre for Independent Living
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Incongruence of direct payments policy with other HSS trust duties
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inflexibility of commissioning strategy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other factor(s) _____
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other factor(s) _____

continued/...

SECTION 13: NOTES AND FURTHER DETAILS

Please also supply any further comments you have on the implementation and development of direct payments and direct payments support within the HSS trust. Please continue on extra sheets if necessary and attach as required.

Many thanks for completing this questionnaire.

In case we need to clarify anything, we would be grateful if you could add your contact details. These will be kept confidential.

Name _____

Job title _____

Organisation _____

Phone number, email or other contact details _____

**Please return the questionnaire in the enclosed Freepost envelope.
If you have questions about the survey or completing the questionnaire, please
contact Charlotte Pearson: email C.Pearson@socsci.gla.ac.uk,
telephone 0141 339 8855 (x0329).**