

**Equality and Diversity Case Studies**  
**Directorate: Adult Social Care (ASC)**  
**Service: Commissioning (ASC) with support**  
**from Research and Intelligence**

## **Title - Personal Budget Survey**

### **Introduction:**

Personal Budgets were introduced by Adult Social Care in 2009. This first Survey was carried out in November 2011 to find out how effective they had been in their first full year of introduction. The survey was inclusive of ALL people having a Personal Budget, with 700+ surveys sent out and 200+ returned (response rate of 31%).

The Survey gathered Equality Monitoring Information in respect of race, religion or belief, sexual orientation and gender reassignment. However by the nature of the population being surveyed its focus was on people with disabilities and older people, although all age groups over 18 were included.

The aim was to understand the experience of a Personal Budget and the impact on the person's quality of life. To that end it was considered vital that an organisation (LINK), that represented the interests of and was made up of customers, was involved in both designing and testing the questionnaire before it was sent out.

### **Challenges:**

Framing questions in such a way to elicit maximum responses from the wide range of people it was sent to.

### **How the challenges were overcome:**

By involving LINK in designing and testing the questionnaire

### **Outcomes:**

- ❖ 200+ responded, but more importantly than that 239 individual responses to important questions such as –  
What did you like about personal budgets?

What did you dislike?

What would improve the experience?

The Survey revealed a clear measure of peoples experience and the impact of Personal Budgets on their quality of life.

- ❖ The survey enabled comparisons of different service-users' views, which showed where some service-users experienced our services differently. This has helped us to understand areas where more focus on tailoring our services to individual needs may be required
- ❖ The Directorate has been able to draw up an Action Plan to improve the Personal Budget experience BASED specifically on this feedback –and so service-users are directly influencing service design and delivery . This Action Plan has been shared transparently in both the Key Findings of the Survey document and the Full Report which have been published on the web and shared with key Stakeholders. It has also been shared directly with LINK and those who took part in the Survey.
- ❖ Responses for BME and non-Christian religion or belief were low in the original population, rather than being a low response.

### **What we could have done better:**

This was a Survey to check the effectiveness of a new approach (the introduction of Personal Budgets) so we can apply learning to the future. Further surveys will include a more in-depth analysis as relevant to equality and diversity. We can follow-up further the groups we identified as having lesser involvement in developing their support plan ie some learning disability and mental health users.

Also we presently do not routinely monitor the adult social care population in relation to lesbian, gay, bisexual and transgender individuals so we do not know if the low response is due to lack of response or just representative of the adult social care population.

### **Further information :**

Please find attached –

- ❖ The Key Findings Document
- ❖ The Full Report
- ❖ The Questionnaire itself