

**Bridgend Direct Payments customer survey analysis**

**1. Introduction**

The survey was carried out in March 2017 as part of the review of the Direct Payments service in Bridgend. Written questionnaires were sent out by post to all Direct Payments recipients in Bridgend, with a prepaid envelop for replying.

In December 2016 there were 254 people receiving direct payments and 86 responses were received – a response rate of 33%, which was very good for this kind of survey.

The number of responses to each question varied, as not everyone answered every question.

The questionnaire was kept relatively simple to encourage the highest possible response rate. It had three sections, two with questions to be answered and one to allow for general comments.

**2. Analysis**

**Section A asked questions about ‘Before entry into the Direct Payments scheme’**

**Question 1** asked how easy it was to find out about the Direct Payments Scheme.

| Score    | 1 (Hard) | 2  | 3  | 4  | 5 (Easy) |
|----------|----------|----|----|----|----------|
| Response | 14       | 15 | 15 | 18 | 23       |
| %        | 16       | 17 | 17 | 21 | 27       |

Whilst this is to a degree a historic question (and answers may depend upon when people joined the scheme) two-thirds of the respondents (65%) scored it 3 or higher for this question, suggesting that finding out about Direct Payments is (or has been) relatively easy.

**Question 2** asked how good was the information provided about the Direct Payments Scheme.

| Score    | 1 (Poor) | 2 | 3  | 4  | 5(Good)) |
|----------|----------|---|----|----|----------|
| Response | 2        | 4 | 21 | 27 | 32       |
| %        | 2        | 5 | 24 | 31 | 37       |

For this question the responses were very positive, with 68% of people scoring the quality of the information available at 4 or 5, and 92% scoring it at 3 or more. However, the number of people scoring at 3 does suggest there is room for improvement.

**Question 3** asked how easy it was to get into the Direct Payments scheme.

|                 |          |   |    |    |          |
|-----------------|----------|---|----|----|----------|
| <b>Score</b>    | 1 (Hard) | 2 | 3  | 4  | 5 (Easy) |
| <b>Response</b> | 6        | 2 | 23 | 26 | 29       |
| <b>%</b>        | 7        | 2 | 27 | 30 | 34       |

Again, 64% of people scored this at 4 or 5, with 34% scoring at the highest score of 5. However, 36% scored it at 3 or less (with only 9% scoring less than 3), but this does suggest that further work can be done around access onto the scheme, and the quality of information available.

### **Section B asked questions about the operation of the scheme**

**Question 4** asked whether people agreed with amount they were allocated for their direct payment, or whether they felt it was too much or too little:

- No-one said they felt it was too much;
- 63 people (75%) felt it was enough; and
- 21 (25%) felt it was not enough (2 of whom identified that a review was in progress)

At this stage it is hard to know how to interpret this data, but it is clear that a substantial proportion (75%) feel that their direct payment is sufficient to meet their needs.

**Question 5** asked if payments were received on time – all but three respondents said they were, which is very positive.

**Question 6** asked about different areas of support received, and people were asked to identify whether they were satisfied or not satisfied with the support received. Not everyone responded to this question or covered all categories, but the findings from those who did respond are shown below:

| Area of Support | Recruitment | Payroll | General Advice and Support | Not specified/All |
|-----------------|-------------|---------|----------------------------|-------------------|
| Satisfied       | 11          | 30      | 27                         | 33                |
| Not Satisfied   | 5           | 9       | 3                          | 1                 |

Again it can be seen that most respondents indicated satisfaction with the services they receive. However, some issues were identified in respect of the payroll and recruitment aspects of the service by some people.

As well as contributing to this review, these survey results and the additional qualitative comments provide very useful information to use in contract management meetings with the support service provider.