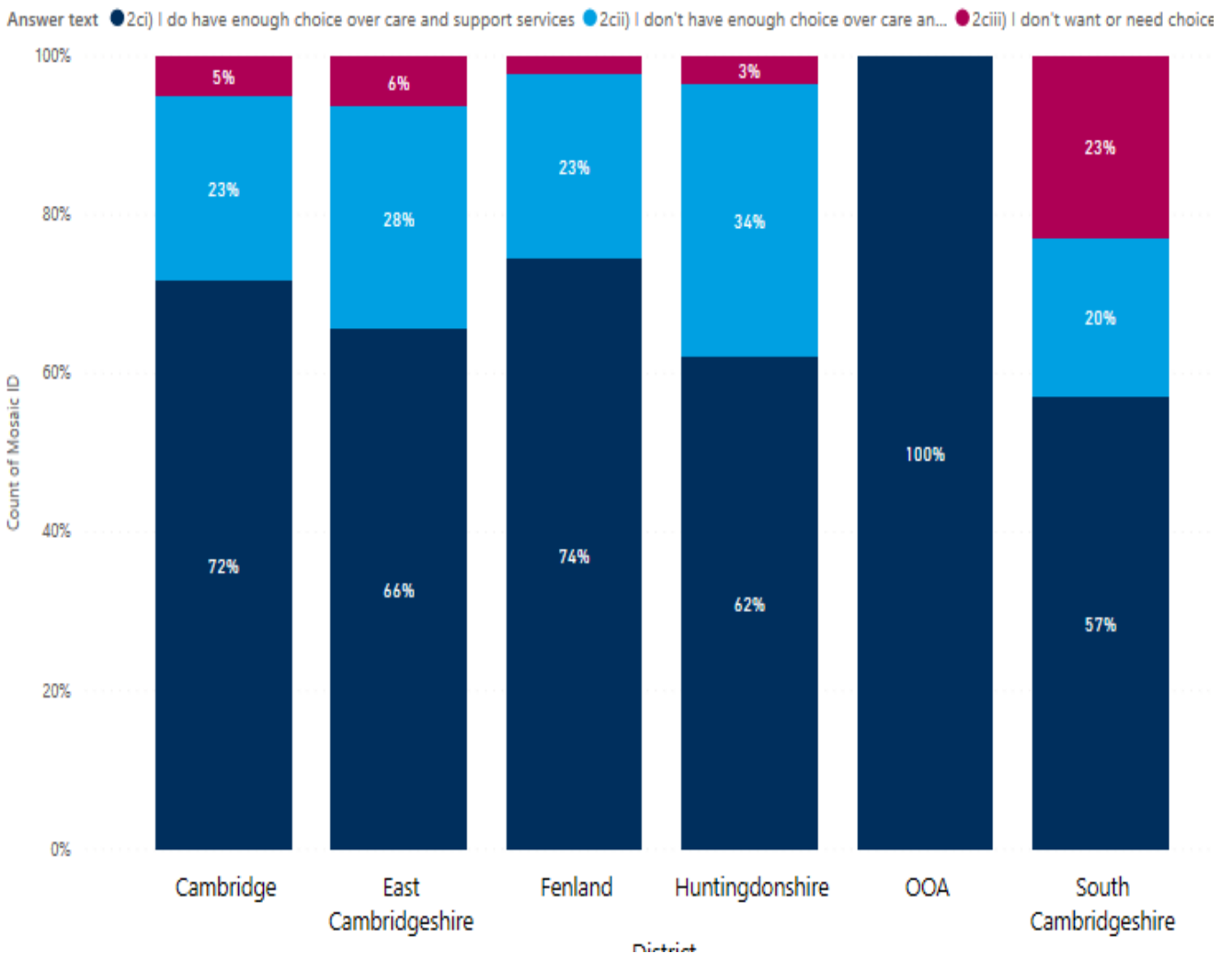


Adults Survey at District Level – Key points

The analysis below was undertaken following a request from Adults Committee to review the findings of the 18/19 Adults Service User experience survey at district level to determine whether there are any differences in user experience relating to where they live.

Choice over Care and Support Services

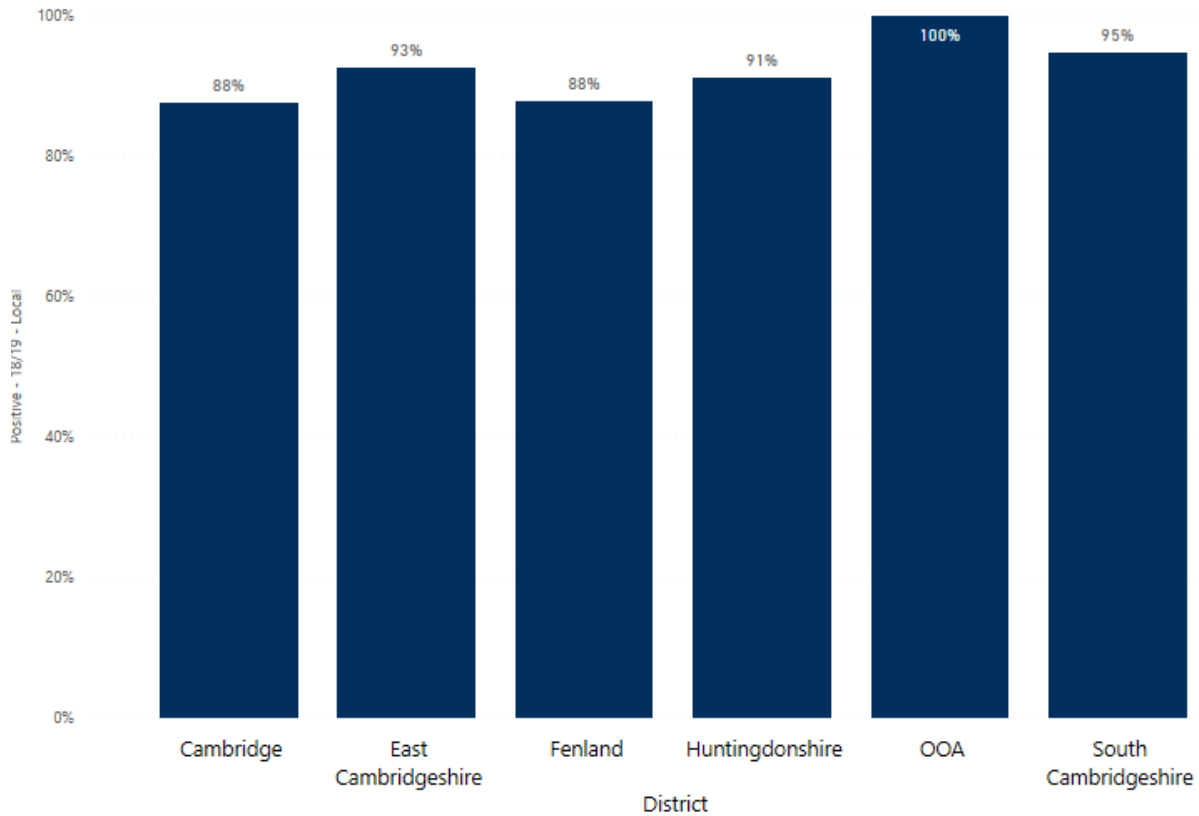
The percentages stating that they did not have enough choice (light blue on the graph below) did vary across the districts. The lowest percentage was in South Cambridgeshire (20%), although this was accompanied by a high percentage of people stating that they did not want or need choice (23%, pink on the graph), meaning that South Cambridgeshire also had the smallest percentage stating that they did have enough choice (57% dark blue on the graph) . The highest percentage who stated they did not have enough choice was in Huntingdonshire at 34%.



Those stating that they did not want or need choice were almost exclusively aged 65 or over.

Do care and support services help to give you control over your daily life?

All districts had relatively positive results in regards to this question, with South Cambridgeshire having the highest percentage giving a positive response at 95%. The lowest rate of positive responses was in both Fenland and Cambridge City at 88%.



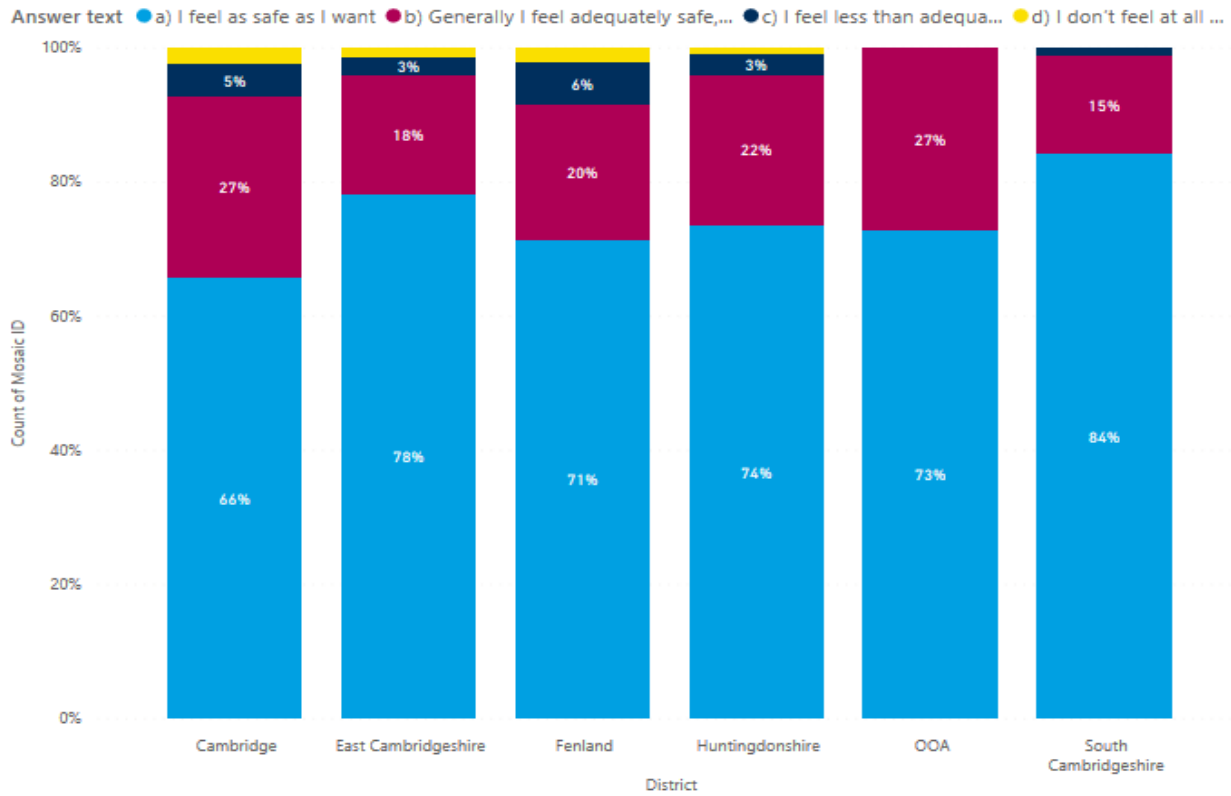
NOTE: OOA – represents responds placed in care settings outside of Cambridgeshire, Out Of Area.

Feeling safe

The responses to the question of how safe people feel does vary more between the districts. People in South Cambridgeshire felt most positive with 84% feeling as safe as they want (light blue on the graph) and a further 15% feeling adequately safe (pink on the graph). Meaning that 99% expressed positive statements around feeling safe. People living in Cambridge City had lower percentages feeling safe with 66% feeling as safe as they wanted (light blue) and 27% (pink) feeling adequately safe, (93% in total).

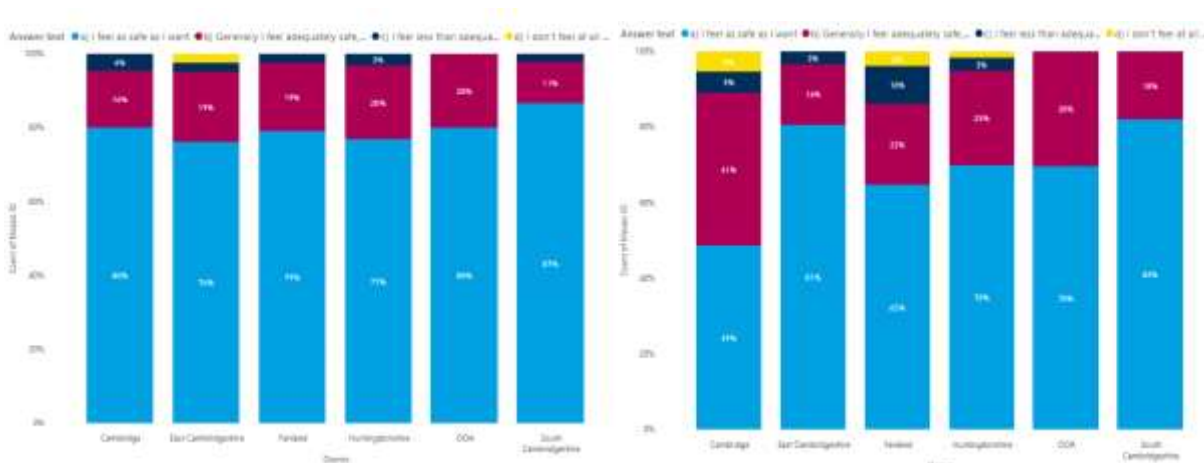
Appendix 3

How safe do you feel? - graph



Over 65s

Ages 18-64

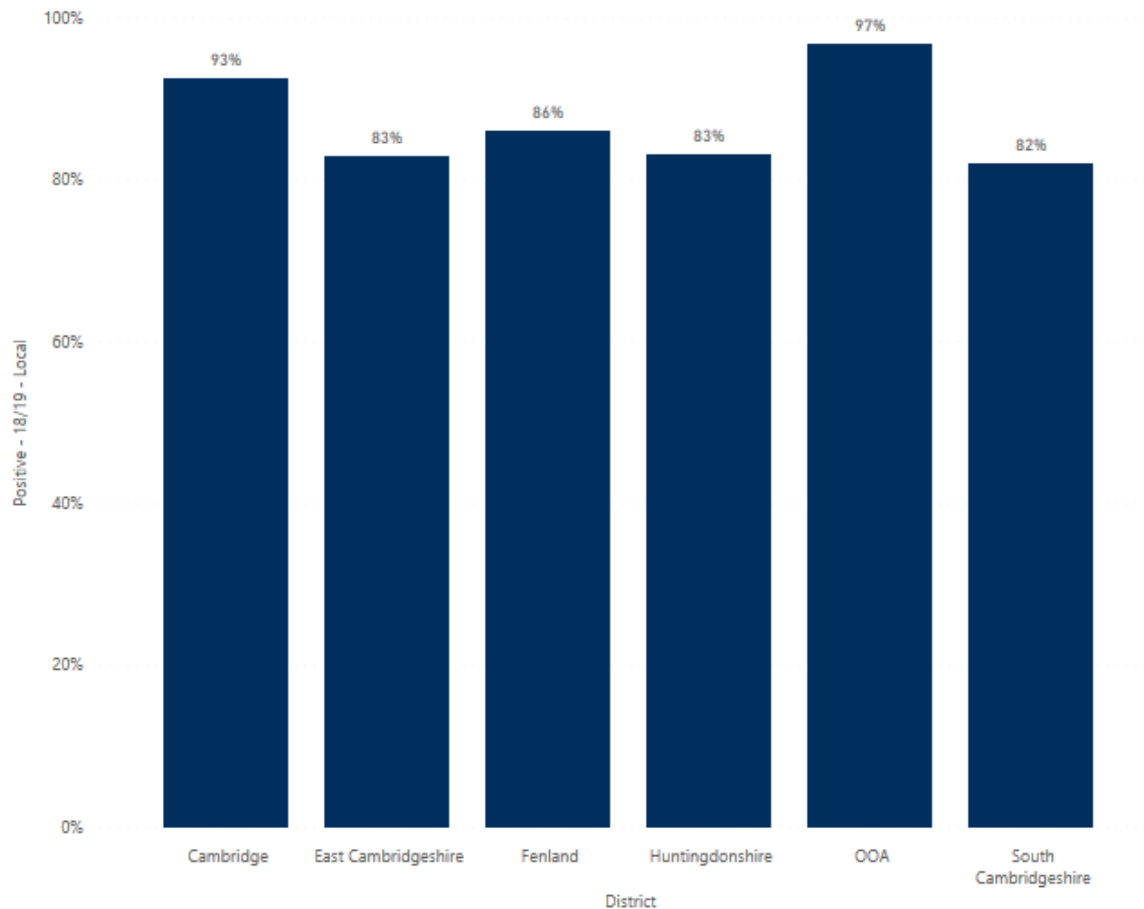


Those aged under 65 were more likely to feel unsafe with a marked difference in Cambridge City (far left column) where only 49% of younger adults reported feeling as safe as they wanted, compared to 80% of older people.

Appendix 3

The answer to the question of whether care and support services made people feel safe was more positive overall, with 93% stating that services did make them safe in Cambridge City, reducing to 82% in South Cambridgeshire. The lower rates of services making people feel safe in South Cambridgeshire is probably due to that district having the largest people feeling safe regardless of their care and support services.

Do care and support services help you in feeling safe?

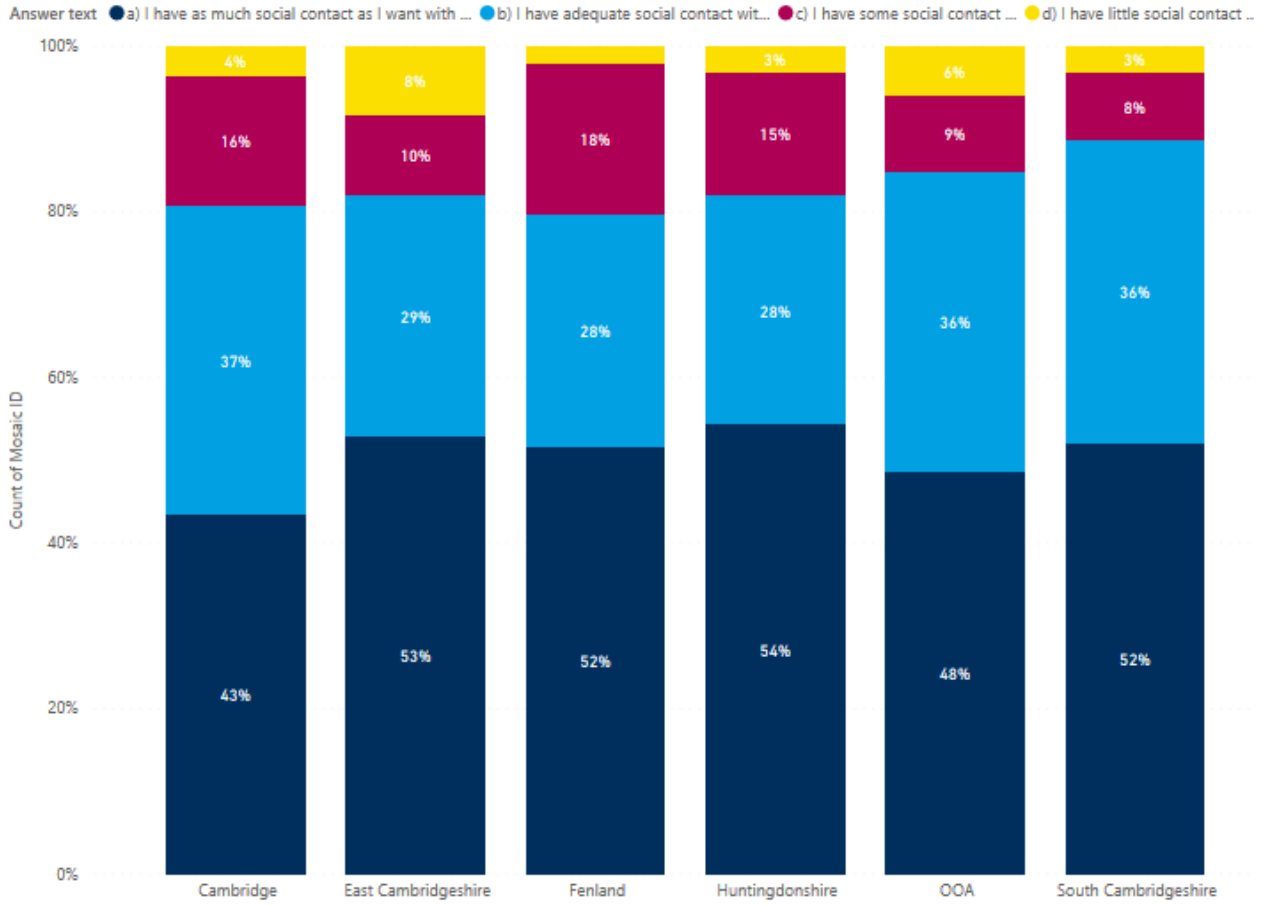


Social contact

Positivity around the amount of social contact a person had varied across the districts, with Cambridge City having the lowest levels reporting having as much social contact as they want at 43% (dark blue on the graph). The highest levels were reported in South Cambridgeshire with 52% (dark blue) reporting as much social contact as they want and a further 36% (light blue) feeling they had adequate social contact.

Appendix 3

8a) Which of the following best describes your social situation?



Older adults were more likely to answer positively around social contact than younger adults

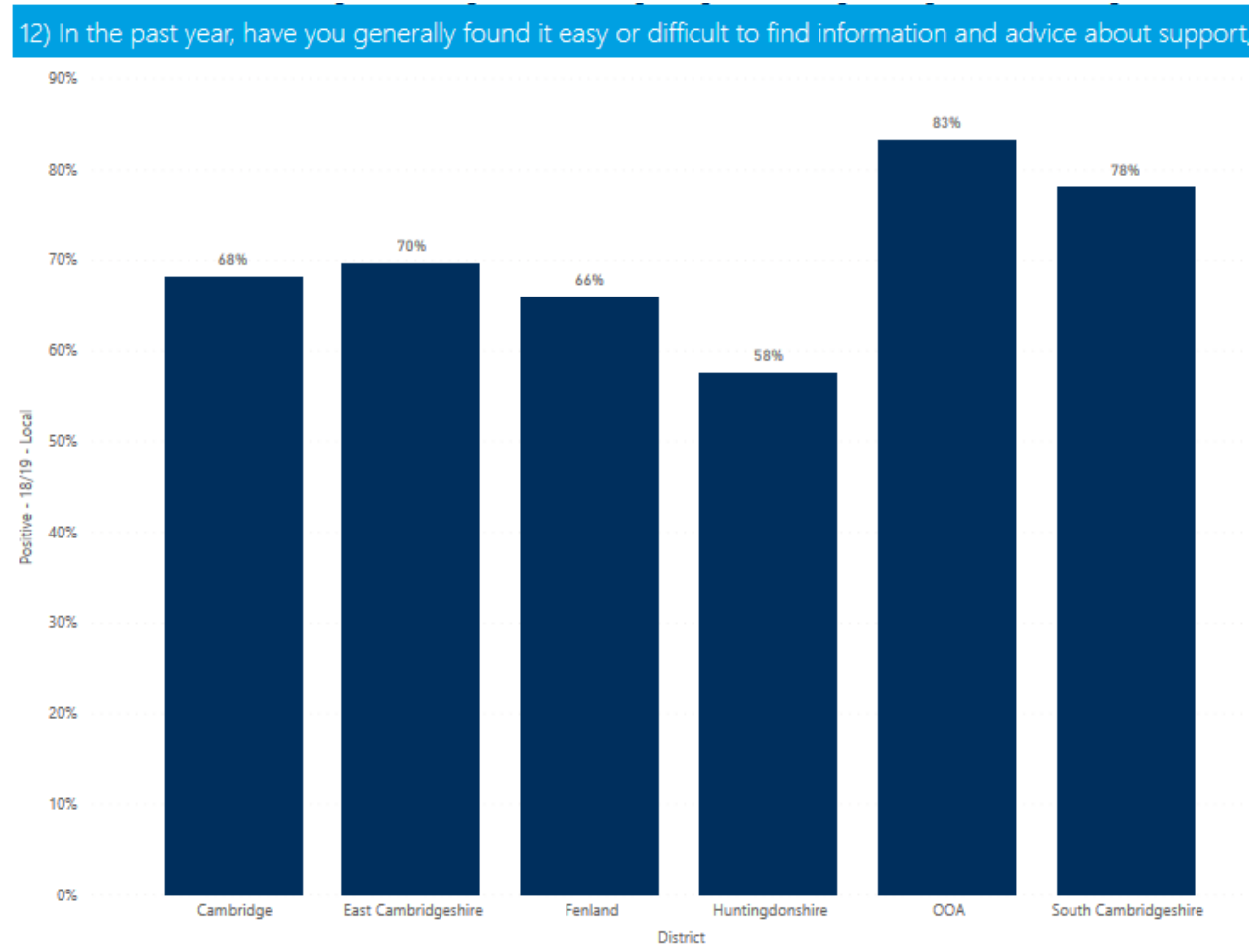
Aged 65+

Aged 18-64



Access to Information and Advice

Despite the corporate nature of the overall information and advice offer for adult social care there was a marked difference in how people experienced this accessibility between districts. In South Cambridgeshire 78% found information easy to find, compared to only 58% in Huntingdonshire.

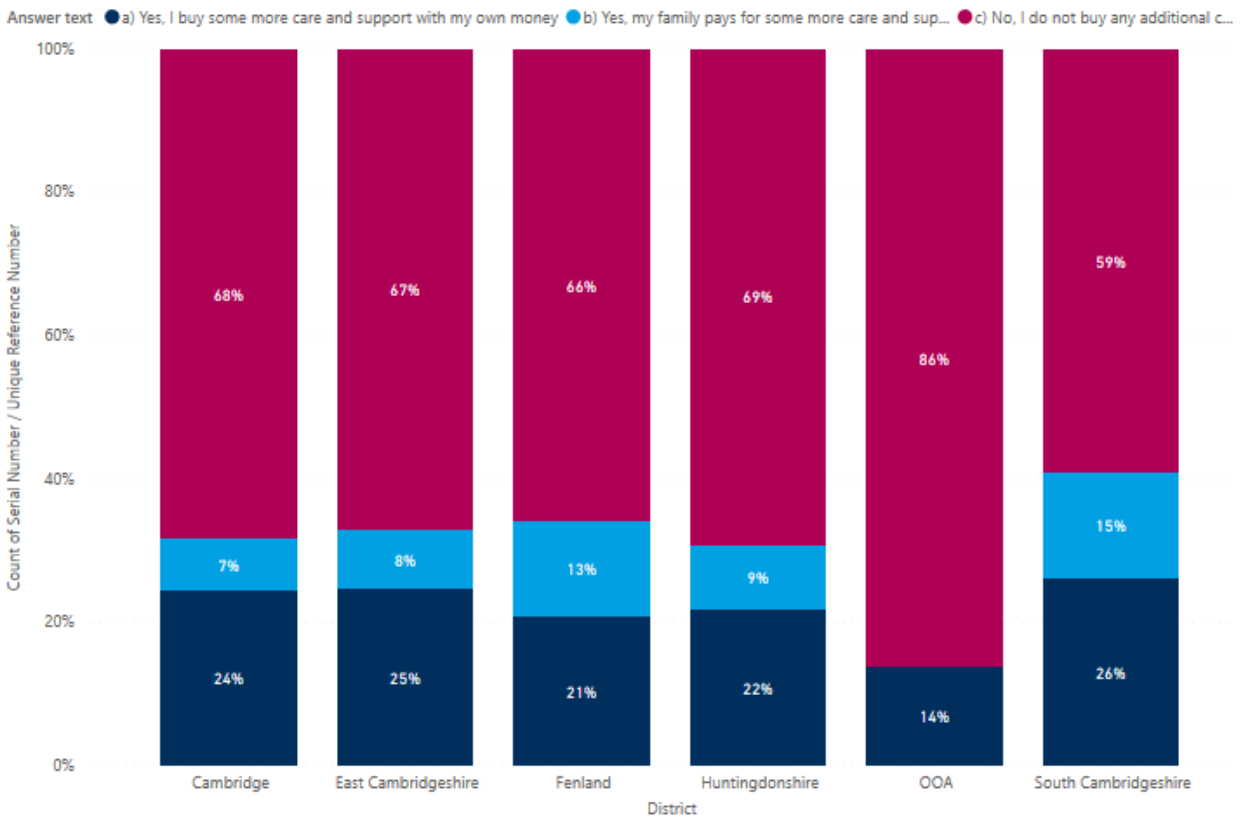


Buying additional care and support.

Cambridgeshire as a whole has seen a year on year reduction in the percentage of respondents who say they or a family member pay for additional support on top of what the Council funds. Dropping from 39% in 14/15 to only 31% in the latest 18/19 survey. This is low compared to national (37%) regional (37%) and comparator Councils (38%). A breakdown of the responses by district shows lowest rates in Huntingdonshire (31%), and highest rates in South Cambridgeshire (41%).

Appendix 3

20) Do you buy any additional care or support privately or pay more to 'top up' your care and support?



Older people with the primary support reason Older People Mental Health were the mostly likely to pay for extra care at 41%, whilst younger adults with the primary support reason Mental Health were less likely to pay for additional care at 17%.

If looking at older service users (those 65 and over) only, then the district where people or their family were most likely to pay for additional care was Fenland at 43% and the least likely was Cambridge City at 34%.

Appendix 3

Older People paying for additional care

20) Do you buy any additional care or support privately or pay more to 'top up' your care and support?

Answer text ● a) Yes, I buy some more care and support with my own money ● b) Yes, my family pays for some more care and sup... ● c) No, I do not buy any additional c...

