

Page 1

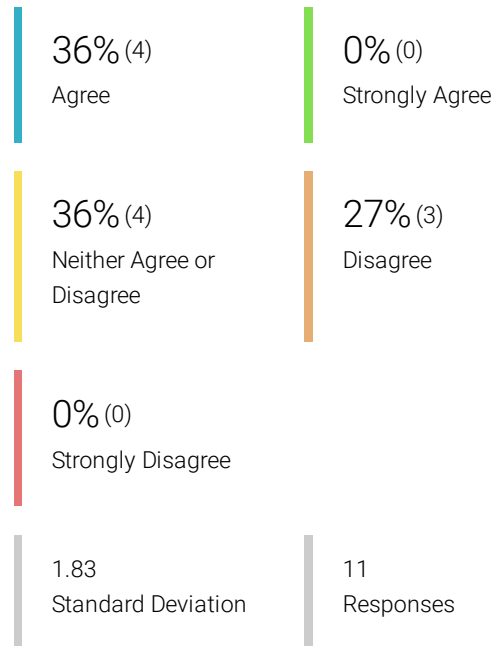
Dear Parent/Carers

Thank you for taking the time to complete this short survey.

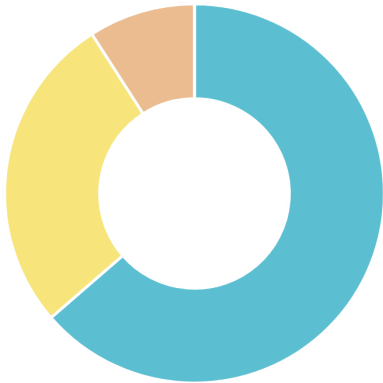
It is really important that as many of you as possible complete the questionnaire because we are really keen that you are involved and have a say in the way that Self Directed Support services are developed and provided to you and your family.

There are no right or wrong answers we are simply keen to gather your knowledge, understanding and thoughts about the way services are provided so that we can improve them.

- 1 The local authority I live in has really clear public information about the values and reasons for offering Self Directed support to children young people and families.

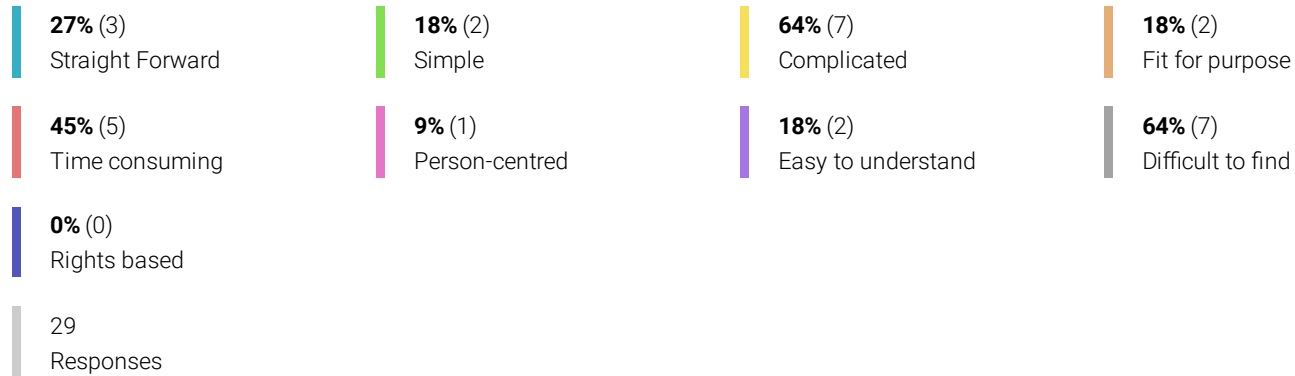
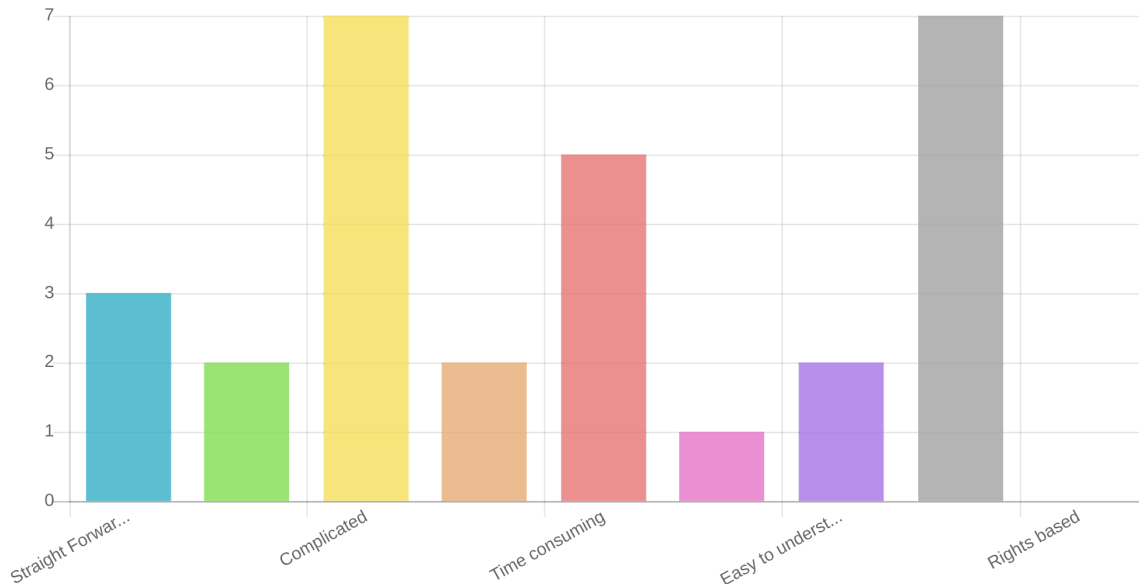


2 I am aware that the services that my child/young person and family receive are provided by the council under Self Directed Support.



64% (7) Agree	0% (0) Strongly Agree
27% (3) Neither Agree or Disagree	9% (1) Disagree
0% (0) Strongly Disagree	
2.64 Standard Deviation	11 Responses

3 Select from the list three words that best describe to you the local Self Directed Support process and system in your area.

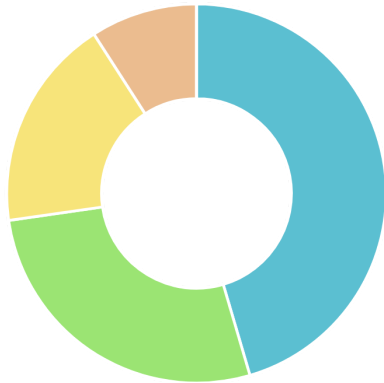


4 If none of the words apply in Q3, tell us which words are more appropriateOther (Please Specify)

Challenging

Very difficult to initially navigate & set up SDS

5 The assessment carried out by social work gathered all the information needed to help my family to get the support that works best for us.



45% (5)
Agree

27% (3)
Strongly Agree

18% (2)
Neither Agree or
Disagree

9% (1)
Disagree

0% (0)
Strongly Disagree

1.72
Standard Deviation

11
Responses

6 Any other comments or thoughts about your experience of assessment?

It's not so much the staff support that's an issue, rather the complicated process around SDS, along with the difficulties of finding someone out with Perth itself that I have issue with. The latter is almost impossible.

The social work team are doing well but they need more help and larger budget

Found it very intrusive having to explain why particular members of family were unable or unwilling to support us.

I didn't have any experience of or know anyone getting SDS so had no prior understanding of it. Had I done so may not have gone for that option. Complicated process getting someone as a personal assistant, managing payments, insurances, annual leave etc. A check list would have been helpful rather than lots of info over the phone.

I feel the needs of my family are understood and we feel very much supported. Thank you.

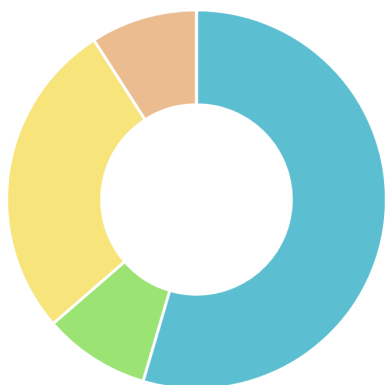
Very positive experience

Assessments are not regularly updated or reviewed as they should be which can have a detrimental effect on care being reduced or withdrawn.

Page 2

Enter some body text

7 The four Self Directed Support options were discussed with me



55% (6)

Agree

9% (1)

Strongly Agree

27% (3)

Neither Agree or
Disagree

9% (1)

Disagree

0% (0)

Strongly Disagree

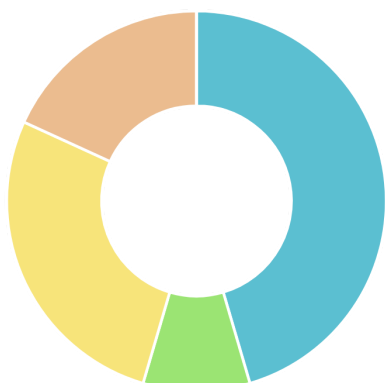
2.14

Standard Deviation

11

Responses

8 Did you feel you understood the options well enough to choose?



45% (5)

Agree

9% (1)

Strongly Agree

27% (3)

Neither Agree or
Disagree

18% (2)

Disagree

0% (0)

Strongly Disagree

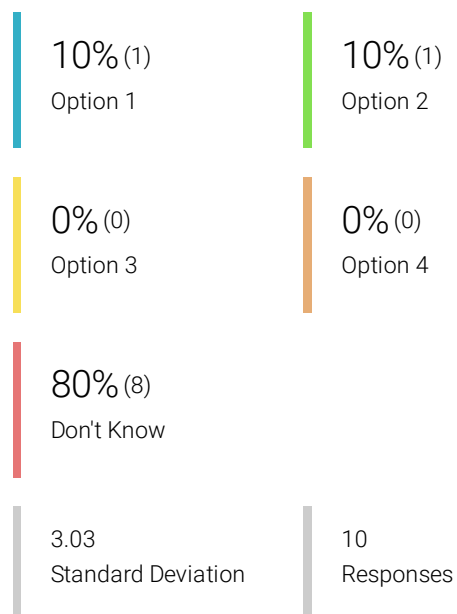
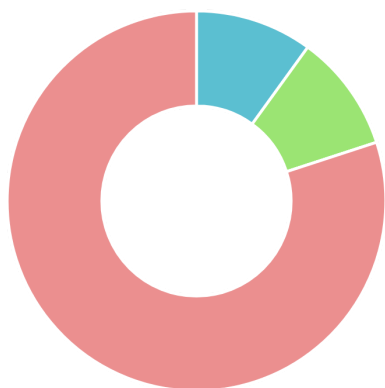
1.72

Standard Deviation

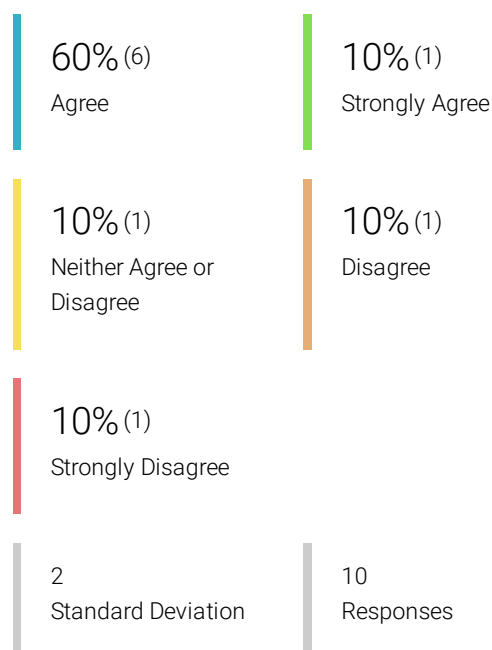
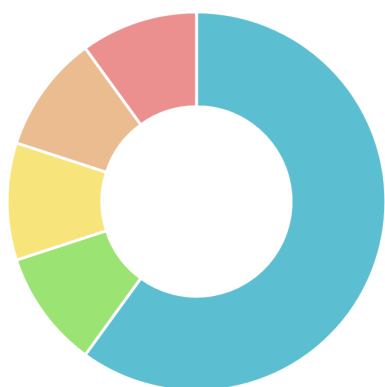
11

Responses

9 What option is your service provided under?



10 The way that decisions are made about the services I get are transparent and fair.



11 Any other comments or thoughts about the way decisions are made?

Decision making process is not clear. You get one amount no matter what your particular family's needs are. System is not flexible and responsive.

None

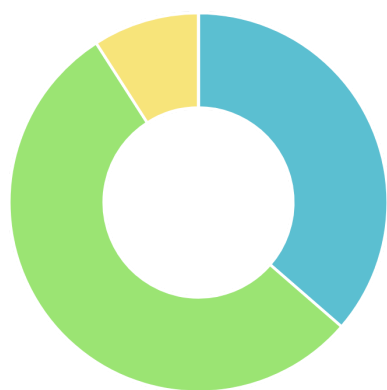
Services can be withdrawn at any time without proper justification, poor decision making, cost cutting at heart of most decisions, flawed judgements, poor leadership.

12 I have been told what the budget is that I can spend on support for my child/young person and family.



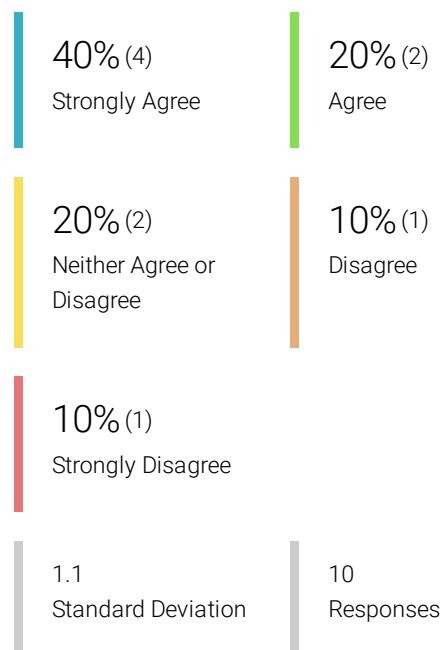
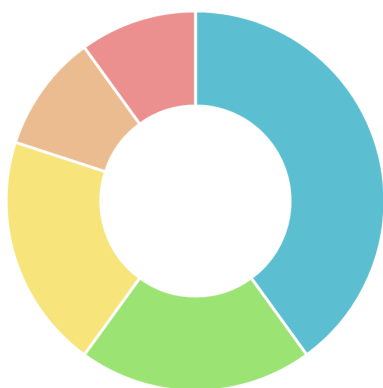
18% (2) Strongly Agree	36% (4) Agree
18% (2) Neither Agree or Disagree	18% (2) Disagree
9% (1) Strongly Disagree	
0.98 Standard Deviation	11 Responses

13 I have control over who provides my child/young person’s support.

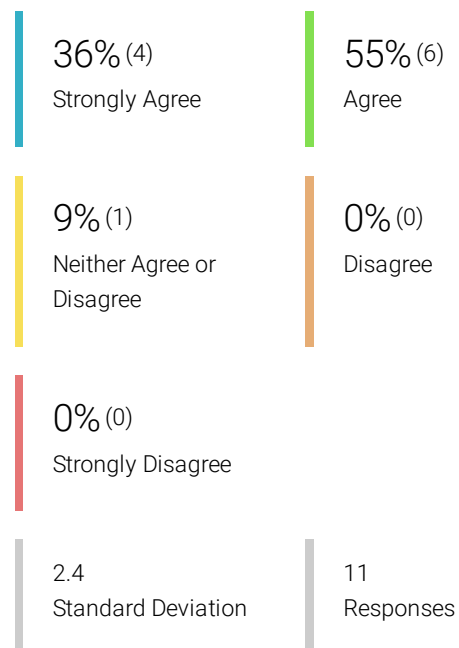
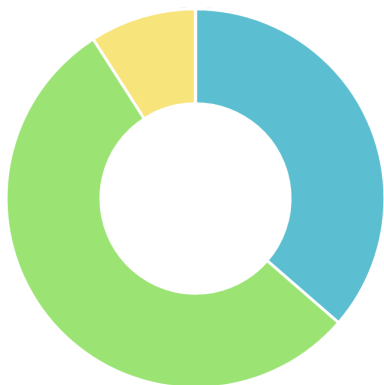


36% (4) Strongly Agree	55% (6) Agree
9% (1) Neither Agree or Disagree	0% (0) Disagree
0% (0) Strongly Disagree	
2.4 Standard Deviation	11 Responses

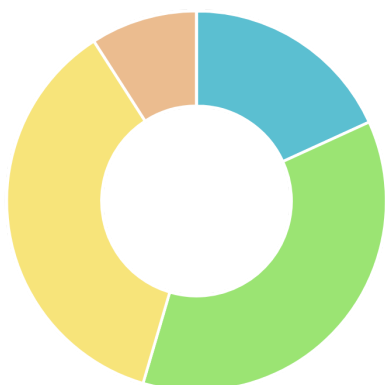
14 Our support package is tailored to our needs.



15 I had a say in how my child/young person's support was arranged.



16 My child/young person had a say in the support they get.



18% (2)
Strongly Agree

36% (4)
Agree

36% (4)
Neither Agree or
Disagree

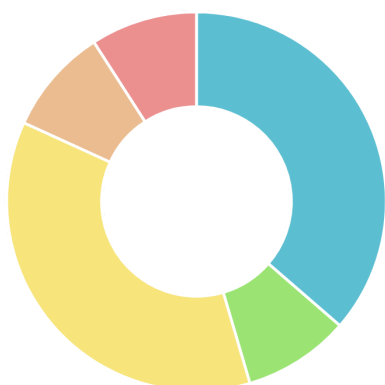
9% (1)
Disagree

0% (0)
Strongly Disagree

1.6
Standard Deviation

11
Responses

17 I would like more flexibility in our support.



36% (4)
Strongly Agree

9% (1)
Agree

36% (4)
Neither Agree or
Disagree

9% (1)
Disagree

9% (1)
Strongly Disagree

1.47
Standard Deviation

11
Responses

18 Any other comments or thoughts on flexibility?

There is no flexibility, no chance to increase support at specific times if needed

Not appropriate to our circumstances

Flexibility? What does this mean? How can you get more flexibility your support? Can you explain or be more clearer?

Page 4

Enter some body text

- 19** I would like to be involved in future consultation that will shape the services that parent/carers, children and young people get.



36% (4)

Yes

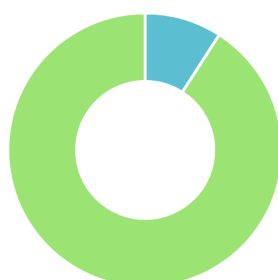
1.5
Standard Deviation

64% (7)

No

11
Responses

- 20** My child/young person would like to be involved in future consultation that will shape the services that they receive.



9% (1)

Yes

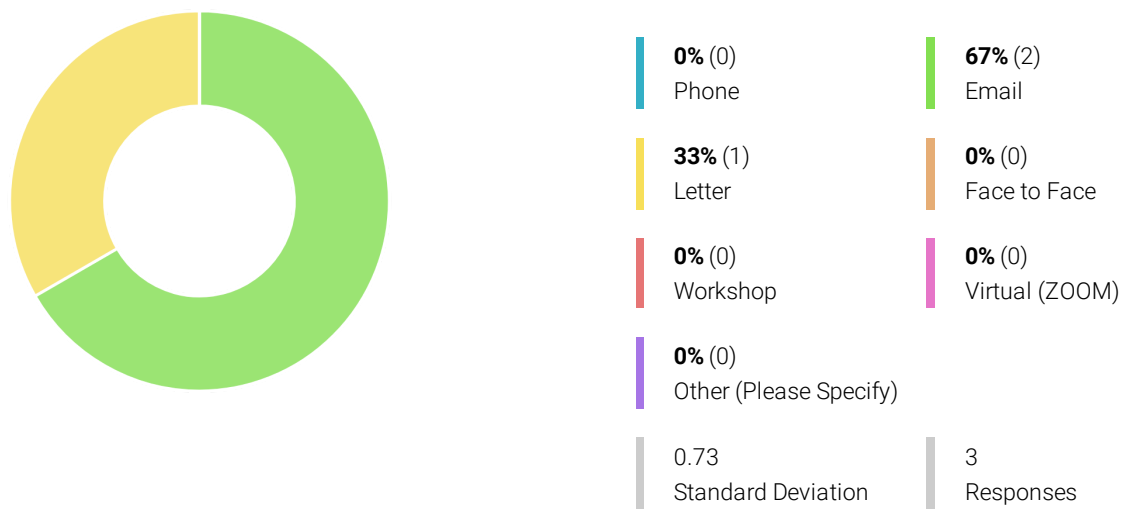
4.5
Standard Deviation

91% (10)

No

11
Responses

21 The best way to communicate with me is.



22 Any other comments you would like to make about the service and support you and your child/young person receive and or your experience?

We are new to the area but have had nothing but a positive experience with the service so far.

I don't feel honest discussions are had . have been lied to about support available and felt unable to challenge this for fear the support