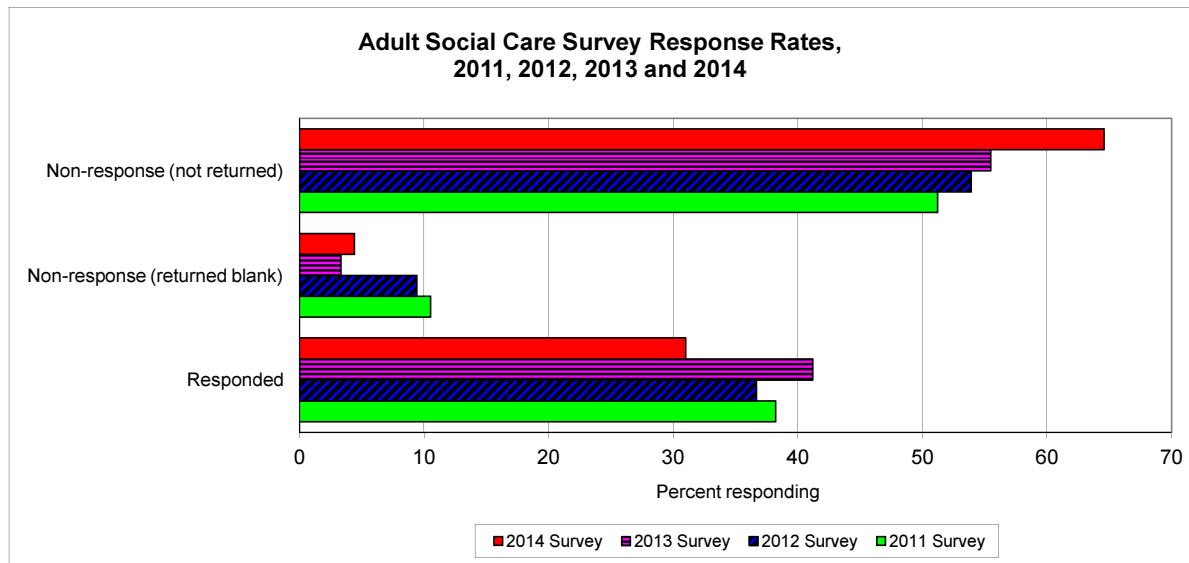


**Table 2: ADULT SOCIAL CARE SURVEY DRAFT RESULTS, SOUTHAMPTON (2014)**

Method of Collection		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	By post	78.0	79.6	91.6	87.3	-4.4
2	Face to face	0.0	0.0	0.0	0.0	0.0
3	By telephone	0.4	0.0	0.9	0.2	-0.7
4	Blank Returned Questionnaire	21.6	20.4	7.4	12.5	5.0
<b>Total respondents and blank responses</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Response/Non-Response		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Responded	38.2	36.7	41.2	31.0	-10.2
2	Non-response (returned blank)	10.5	9.4	3.3	4.4	1.1
3	Non-response (not returned)	51.2	53.9	55.5	64.6	9.1
<b>Total respondents and non-respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>



Response/Non-Response	2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
Permanent residential / nursing home residents	13.9	32.9	31.3	29.8	-1.5
People living in the community	86.1	67.1	68.7	70.2	1.5
<b>Total respondents and non-respondents</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

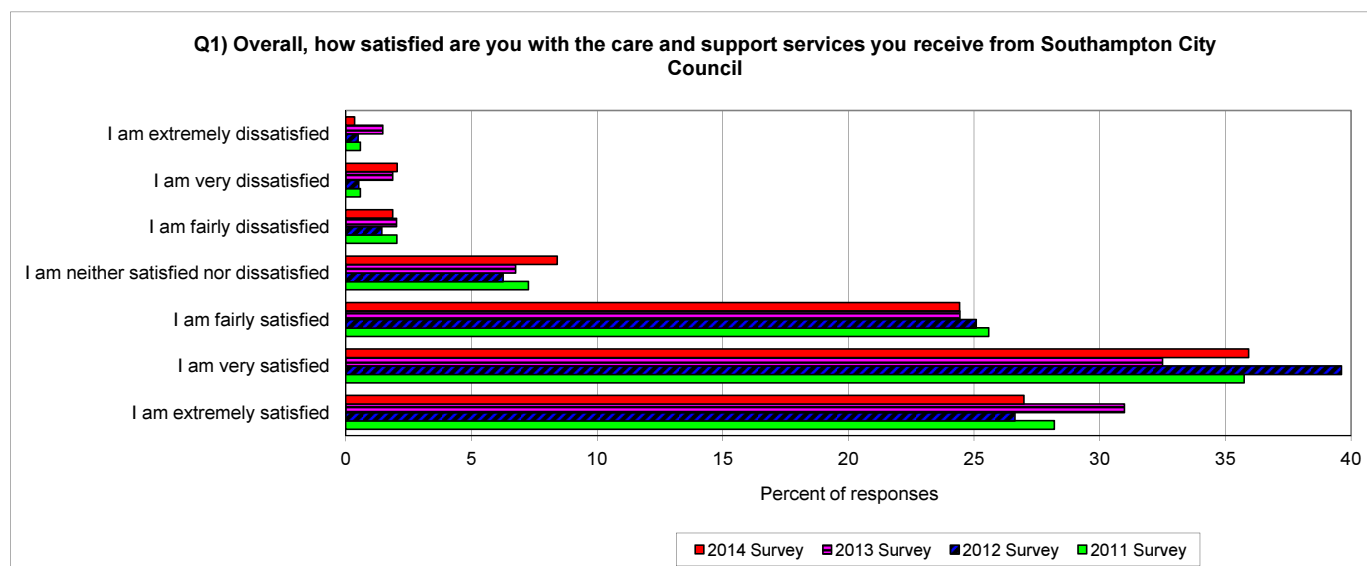
**Notes:**

1) The data presented in this report is based on sample surveys. Because the size of each survey varies, and because the mixture of respondents varies (e.g. the percentage living in residential care may be higher or lower), each percentage is merely an estimate of the truth value in the population of adult social care users. Typically this estimate may be up to 5 percentage points different to the actual population percentage.

Section 1: Overall satisfaction with your social care and support

Q1 - Overall, how satisfied are you with the care and support services you receive from [Social Services]?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I am extremely satisfied	28.2	26.6	31.0	27.0	-4.0
2	I am very satisfied	35.8	39.6	32.5	35.9	3.4
3	I am fairly satisfied	25.6	25.1	24.4	24.4	0.0
4	I am neither satisfied nor dissatisfied	7.3	6.3	6.7	8.4	1.7
5	I am fairly dissatisfied	2.0	1.4	2.0	1.9	-0.2
6	I am very dissatisfied	0.6	0.5	1.9	2.0	0.2
7	I am extremely dissatisfied	0.6	0.5	1.5	0.3	-1.1
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 Non-Response



This question is used to calculate ASCOF indicator 3A Overall satisfaction of people who use services with their care and support.

\* These figures exclude learning disabled service users.

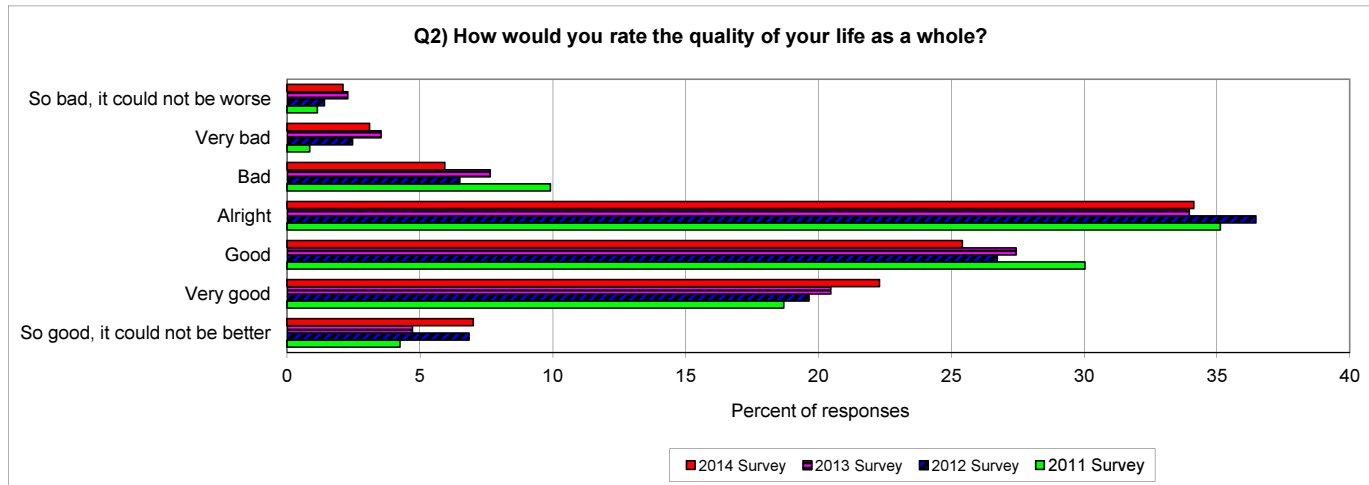
Section 2: Your quality of life

Q2 - Thinking about the good and bad things which make up your quality of life, how would you rate the quality of your life as a whole?	2011 Percentage *	2012 Percentage	2013 Percentage	2014 Percentage	Change
1 So good, it could not be better	4.2	6.8	4.7	7.0	2.3
2 Very good	18.7	19.6	20.5	22.3	1.8
3 Good	30.0	26.7	27.4	25.4	-2.0
4 Alright	35.1	36.5	33.9	34.1	0.2
5 Bad	9.9	6.5	7.6	5.9	-1.7
6 Very bad	0.8	2.5	3.5	3.1	-0.4
7 So bad, it could not be worse	1.1	1.4	2.3	2.1	-0.2
<b>Total respondents</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 Non-Response

% "Very Good" and "So good, it could not be better" 22.9 26.5 25.2 29.3

\* These figures exclude learning disabled service users.

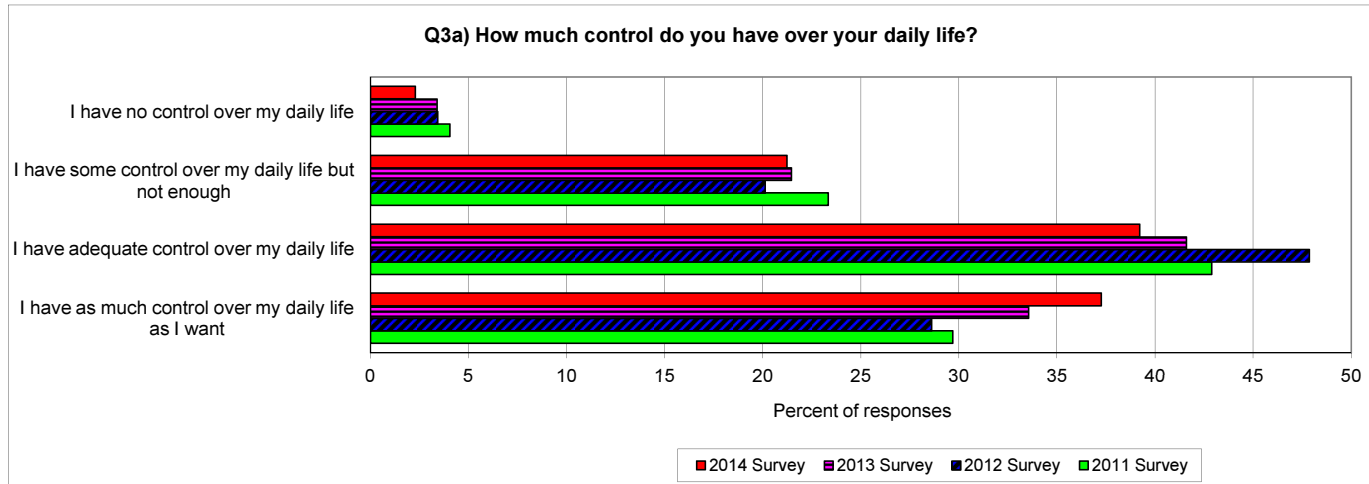


Q2b - Do care and support services help you to have a better quality fo life?	2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1 Yes		86.4	84.1	85.0	0.9
2 No		13.6	15.9	15.0	-0.9
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0</b>

-9 Non-Response

Q3a - Which of the following statements best describes how much control you have over your daily life?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I have as much control over my daily life as I want	29.7	28.6	33.5	37.3	3.7
2	I have adequate control over my daily life	42.9	47.9	41.6	39.2	-2.4
3	I have some control over my daily life but not enough	23.4	20.1	21.5	21.2	-0.2
4	I have no control over my daily life	4.1	3.4	3.4	2.3	-1.1
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



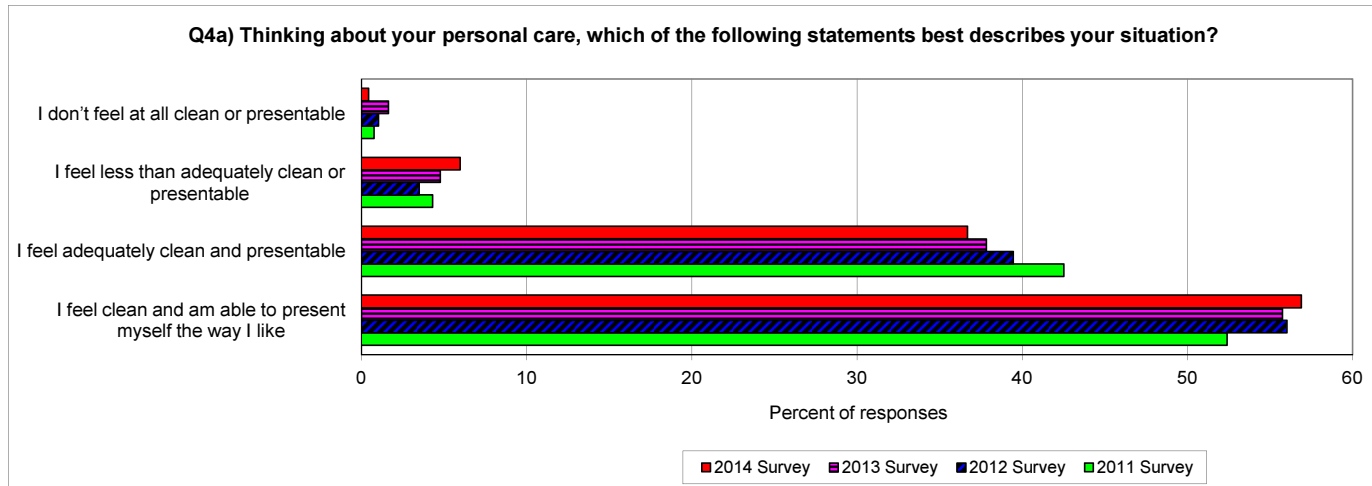
This question is used to calculate ASOC indicator 1B the proportion of people who use services who have control over their daily life. It also forms part of ASCOF indicator 1A Social care-related quality of life.

Q3b - Do care and support services help you in having control over your daily life?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		83.6	82.0	83.2	1.2
2	No		16.4	18.0	16.8	-1.2
<b>Total respondents</b>			<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 Non-Response

Q4a - Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I feel clean and am able to present myself the way I like	52.4	56.0	55.8	56.9	1.1
2	I feel adequately clean and presentable	42.5	39.5	37.8	36.7	-1.1
3	I feel less than adequately clean or presentable	4.3	3.5	4.8	6.0	1.2
4	I don't feel at all clean or presentable	0.8	1.0	1.6	0.4	-1.2
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



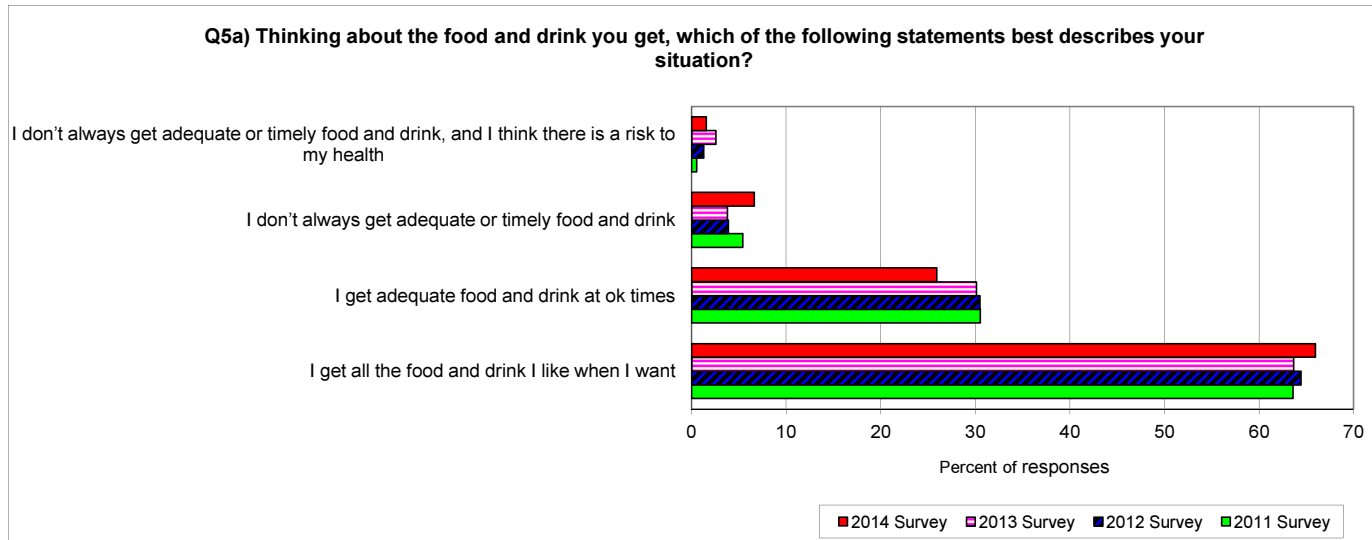
This question forms part of ASCOF indicator 1A Social care-related quality of life.

Q4b - Do care and support services help you in keeping clean and presentable?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		68.1	This was a voluntary question this year		
2	No		31.9			
<b>Total respondents</b>			<b>100.0</b>			

-9 No response

Q5a - Thinking about the food and drink you get, which of the following statements best describes your situation?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I get all the food and drink I like when I want	63.6	64.4	63.6	65.9	2.3
2	I get adequate food and drink at ok times	30.5	30.5	30.1	25.9	-4.2
3	I don't always get adequate or timely food and drink	5.4	3.9	3.8	6.6	2.9
4	I don't always get adequate or timely food and drink, and I think there is a risk to my health	0.5	1.3	2.5	1.5	-1.0
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



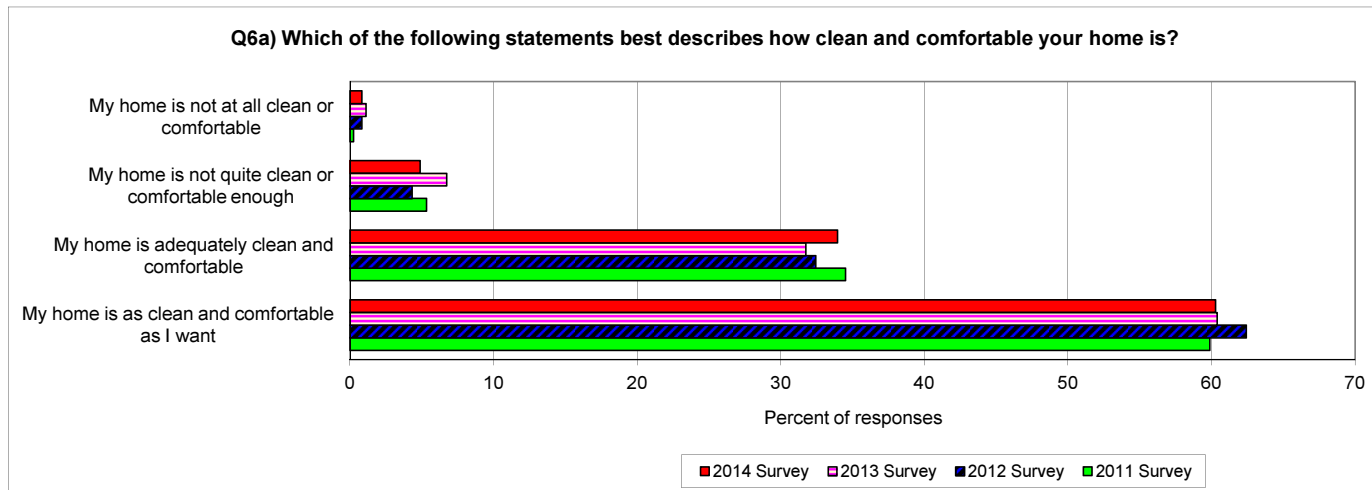
This question forms part of ASCOF indicator 1A Social care-related quality of life.

Q5b - Do care and support help you get food and drink?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		60.8	This was a voluntary question this year		
2	No		39.2			
<b>Total respondents</b>			<b>100.0</b>	<b>0.0</b>		<b>0.0</b>

-9 No response

Q6a - Which of the following statements best describes how clean and comfortable your home is?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	My home is as clean and comfortable as I want	59.9	62.4	60.4	60.3	-0.1
2	My home is adequately clean and comfortable	34.5	32.4	31.7	34.0	2.2
3	My home is not quite clean or comfortable enough	5.3	4.3	6.7	4.9	-1.8
4	My home is not at all clean or comfortable	0.3	0.8	1.1	0.8	-0.3
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



This question forms part of ASCOF indicator 1A Social care-related quality of life.

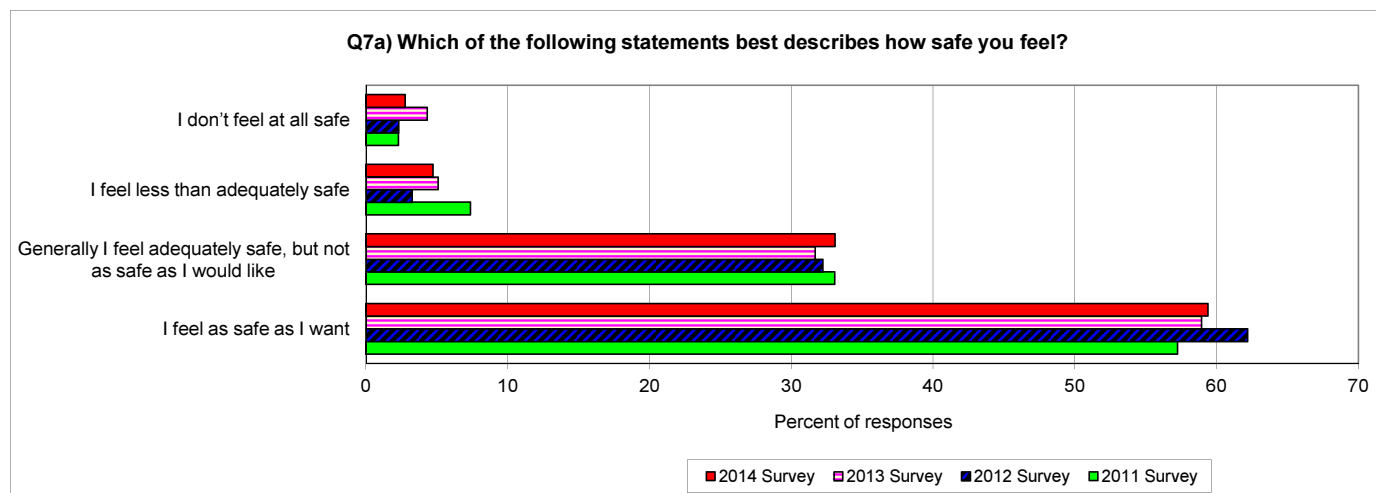
Q6b - Do care and support services help you in keeping your home clean and		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		59.3	This was a voluntary question this year		
2	No		40.7			
<b>Total respondents</b>			<b>100.0</b>	<b>0.0</b>		<b>0.0</b>

-9 No response



Q7a - Which of the following statements best describes how safe you feel?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I feel as safe as I want	57.3	62.2	58.9	59.4	0.5
2	Generally I feel adequately safe, but not as safe as I would like	33.1	32.2	31.7	33.1	1.4
3	I feel less than adequately safe	7.4	3.3	5.1	4.7	-0.4
4	I don't feel at all safe	2.3	2.3	4.3	2.8	-1.5
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



This question is used to calculate ASCOF indicator 4A The proportion of people who use services who feel safe.

This question also forms part of ASCOF indicator 1A Social care-related quality of life.

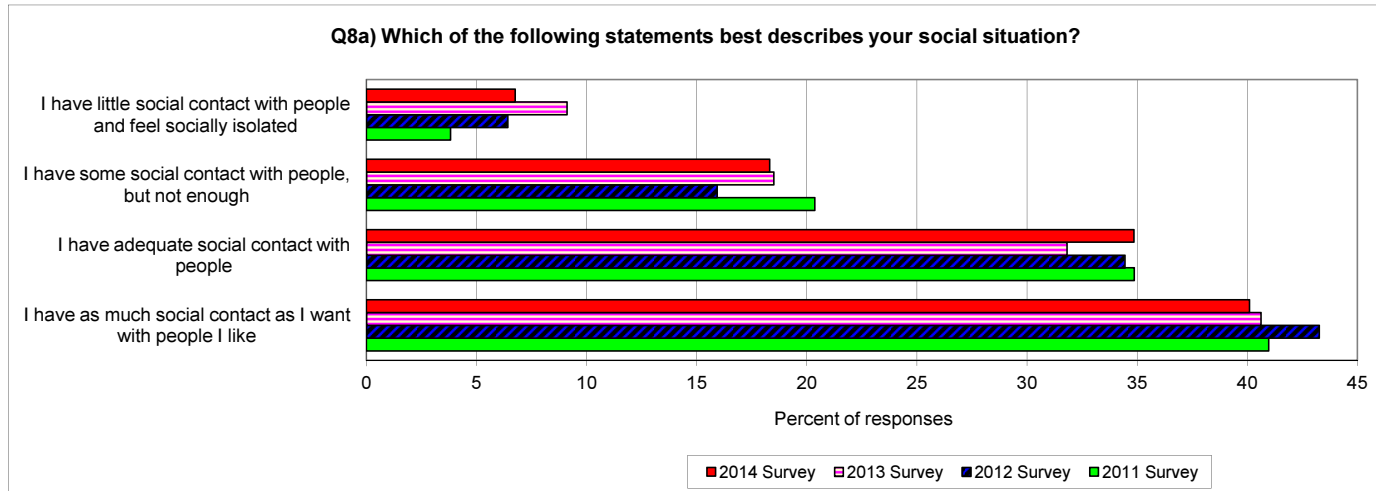
Q7b - Do care and support services help you in feeling safe?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		67.3	76.8	78.9	2.1
2	No		32.7	23.2	21.1	-2.1
<b>Total respondents</b>			<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response

This question is used to calculate ASCOF indicator 4B The proportion of people who use services who say that those services have made them feel safe and secure.

Q8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I have as much social contact as I want with people I like	41.0	43.3	40.6	40.1	-0.5
2	I have adequate social contact with people	34.9	34.4	31.8	34.8	3.0
3	I have some social contact with people, but not enough	20.4	15.9	18.5	18.3	-0.2
4	I have little social contact with people and feel socially isolated	3.8	6.4	9.1	6.7	-2.4
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



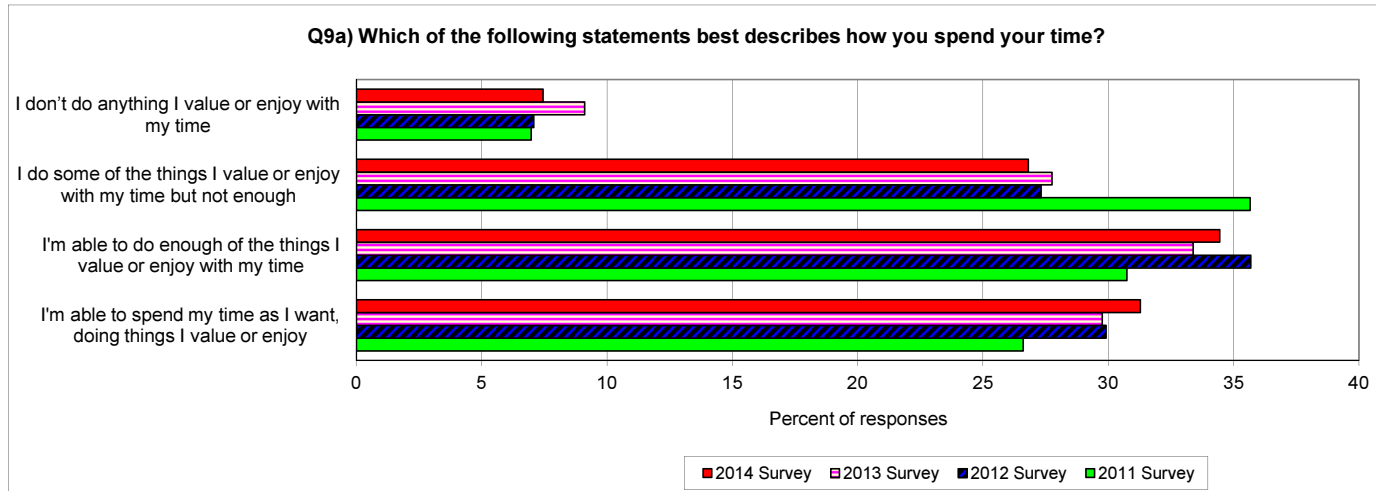
This question forms part of ASCOF indicator 1A Social care-related quality of life.

Q8b - Do care and support services help you in having social contact with		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		53.4	This was a voluntary question this year		
2	No		46.6			
<b>Total respondents</b>			<b>100.0</b>	<b>0.0</b>		<b>0.0</b>

-9 No response

Q9a - Which of the following statements best describe how you spend your		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I'm able to spend my time as I want, doing things I value or enjoy	26.6	29.9	29.8	31.3	1.5
2	I'm able to do enough of the things I value or enjoy with my time	30.7	35.7	33.4	34.5	1.1
3	I do some of the things I value or enjoy with my time but not enough	35.7	27.3	27.7	26.8	-0.9
4	I don't do anything I value or enjoy with my time	7.0	7.1	9.1	7.4	-1.7
<b>Total respondents and non-respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



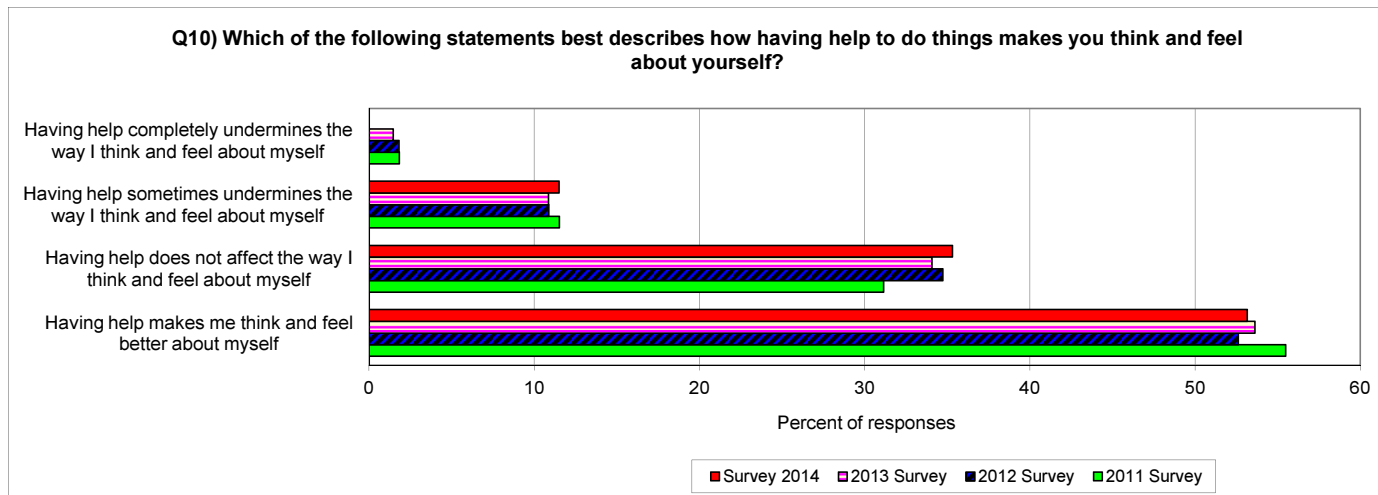
This question forms part of ASCOF indicator 1A Social care-related quality of life.

Q9b - Do care and support services help you in the way you spend your time?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes		51.0	This was a voluntary question this year		
2	No		49.0			
<b>Total respondents and non-respondents</b>			<b>100.0</b>	<b>0.0</b>		<b>0.0</b>

-9 No response

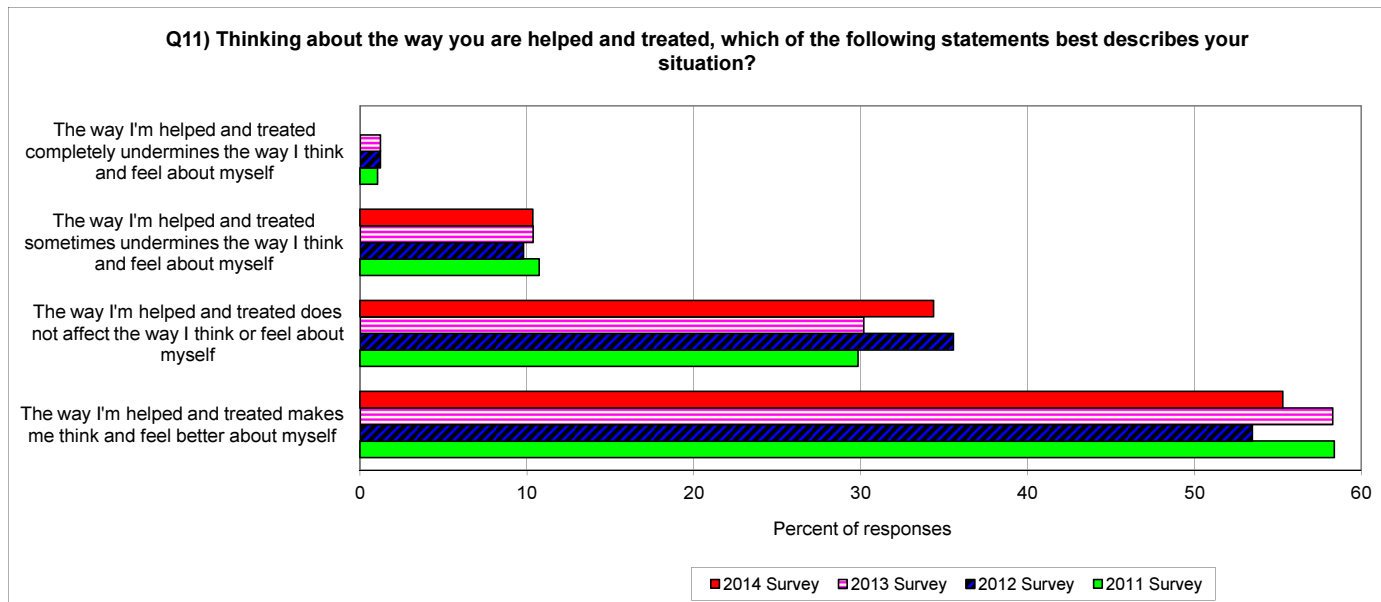
Q10 - Which of the following statements best describes how having help to do things makes you think and feel about yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Having help makes me think and feel better about myself	55.5	52.6	53.6	53.2	-0.5
2	Having help does not affect the way I think and feel about myself	31.2	34.7	34.1	35.3	1.3
3	Having help sometimes undermines the way I think and feel about myself	11.5	10.9	10.9	11.5	0.7
4	Having help completely undermines the way I think and feel about myself	1.8	1.8	1.5	0.0	-1.5
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



Q11 - Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of the following statements best describes your situation?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	The way I'm helped and treated makes me think and feel better about myself	58.4	53.5	58.3	55.3	-3.0
2	The way I'm helped and treated does not affect the way I think or feel about myself	29.8	35.5	30.2	34.4	4.2
3	The way I'm helped and treated sometimes undermines the way I think and feel about myself	10.7	9.8	10.4	10.3	0.0
4	The way I'm helped and treated completely undermines the way I think and feel about myself	1.0	1.2	1.2	0.0	-1.2
<b>Total respondents and non-respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response

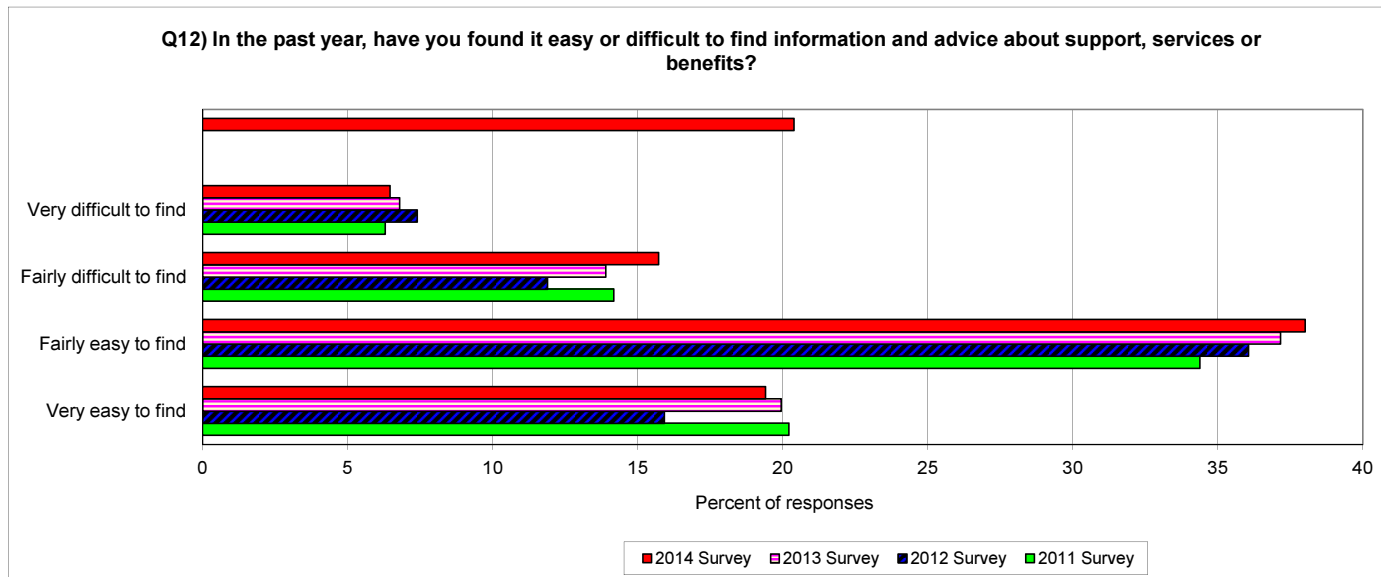


This question forms part of ASCOF indicator 1A Social care-related quality of life.

Section 4: Knowledge and information

Q12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Very easy to find	20.2	15.9	19.9	19.4	-0.5
2	Fairly easy to find	34.4	36.1	37.2	38.0	0.9
3	Fairly difficult to find	14.2	11.9	13.9	15.7	1.8
4	Very difficult to find	6.3	7.4	6.8	6.5	-0.3
5	I've never tried to find information or advice	24.9	28.7	22.2	20.4	-1.8
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

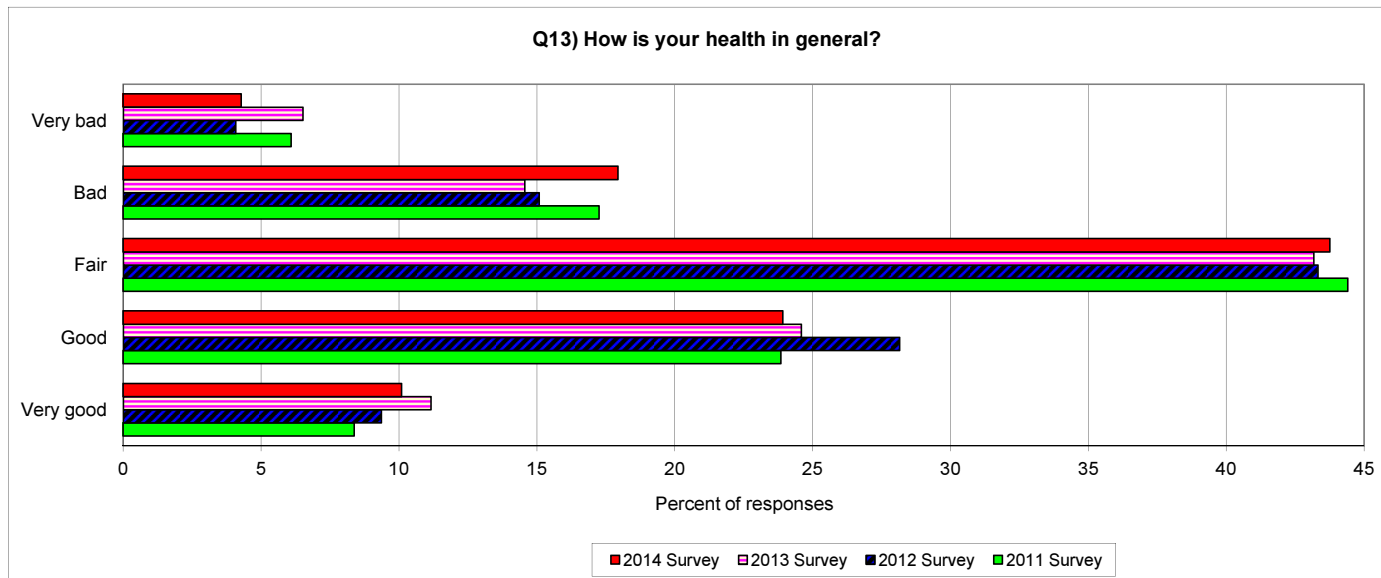
-9 No response



This question is used to calculate ASCOF indicator 3D The proportion of people who use services and carers who find it easy to find information about services.

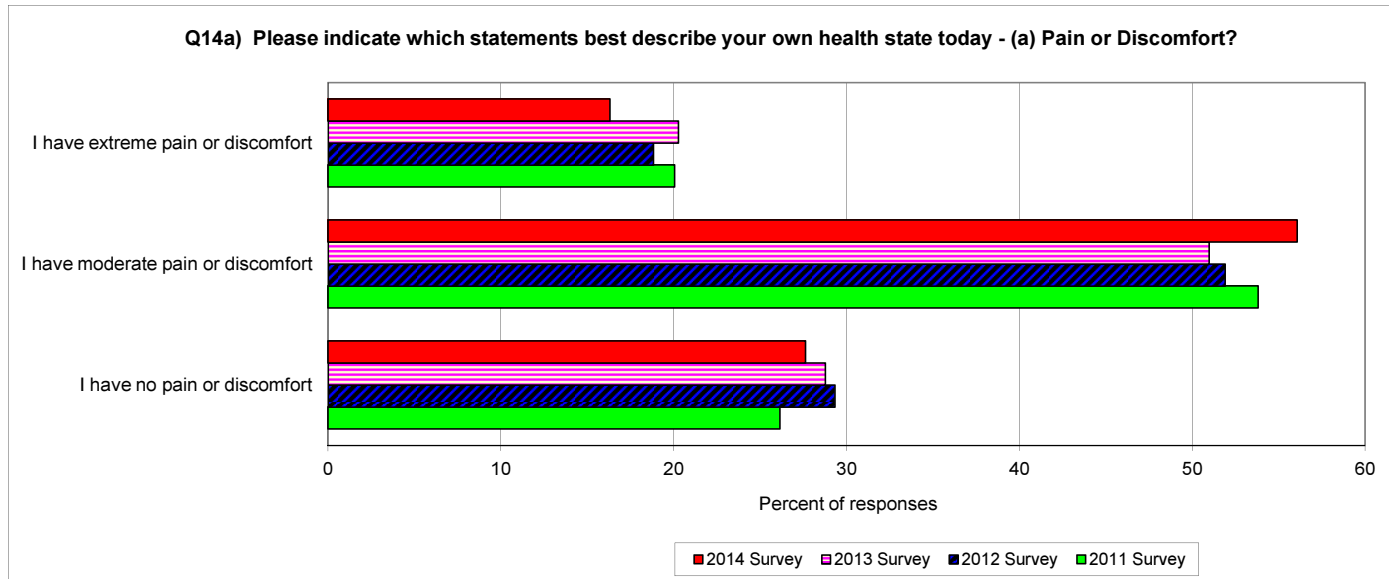
Section 5: Your health

Q13 - How is your health in general?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Very good	8.4	9.4	11.2	10.1	-1.1
2	Good	23.9	28.2	24.6	23.9	-0.7
3	Fair	44.4	43.3	43.2	43.8	0.6
4	Bad	17.3	15.1	14.6	17.9	3.4
5	Very bad	6.1	4.1	6.5	4.3	-2.2
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>
-9	No response					



Q14 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. A) Pain or discomfort		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I have no pain or discomfort	26.1	29.3	28.8	27.6	-1.1
2	I have moderate pain or discomfort	53.8	51.9	51.0	56.1	5.1
3	I have extreme pain or discomfort	20.1	18.8	20.3	16.3	-4.0
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

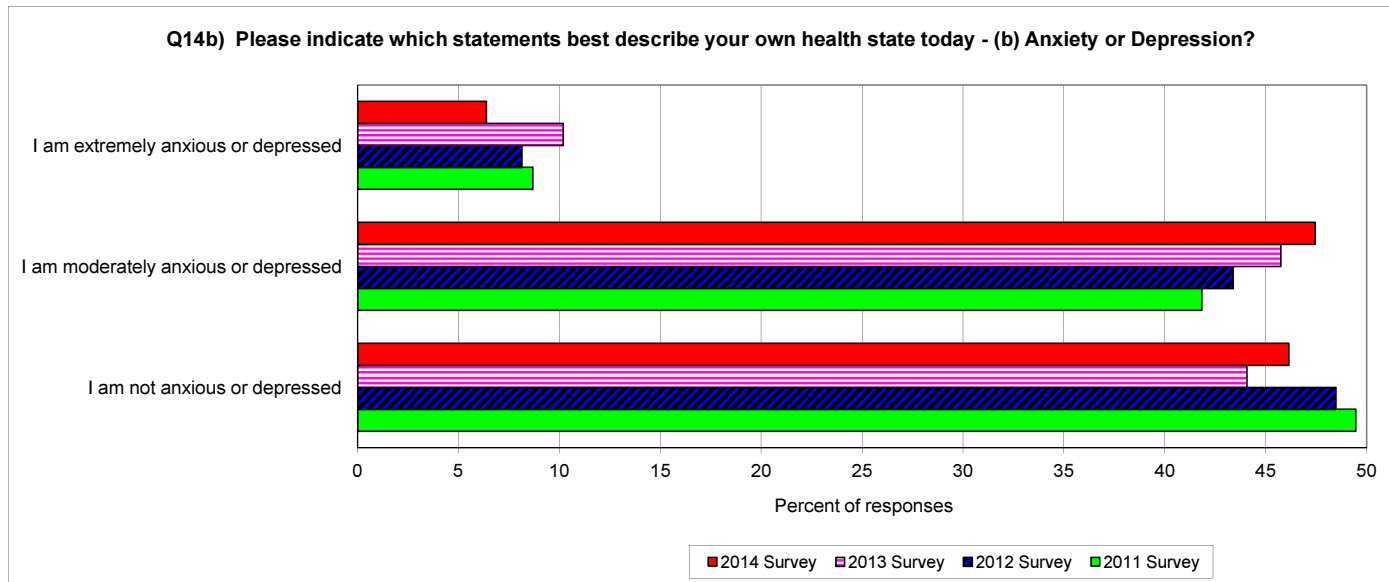
-9 No response





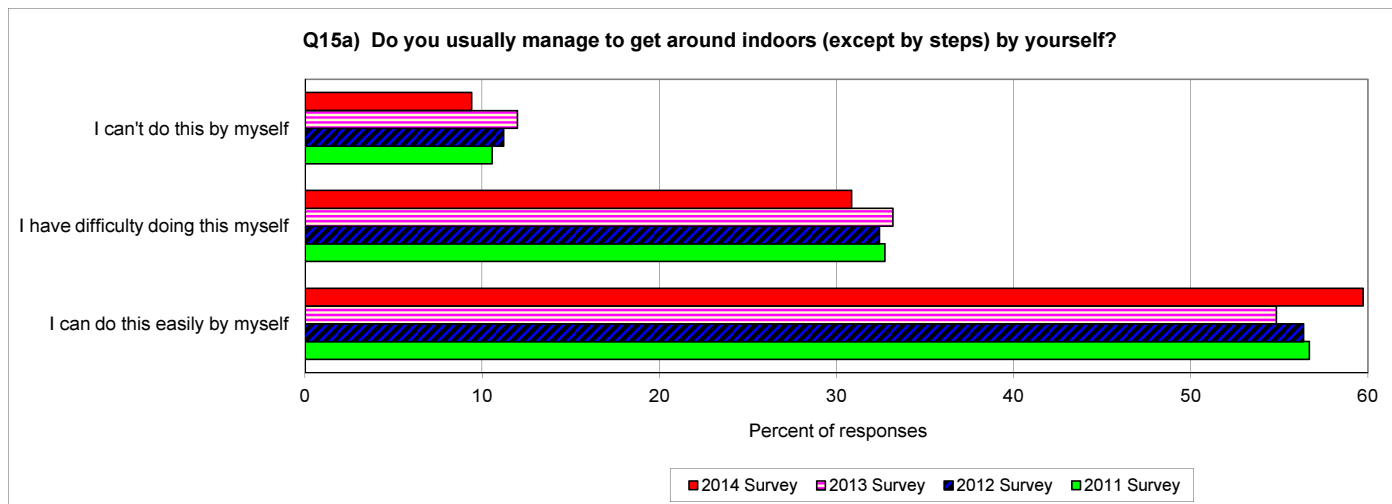
Q14 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. B) Anxiety or depression		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I am not anxious or depressed	49.5	48.5	44.1	46.2	2.1
2	I am moderately anxious or depressed	41.8	43.4	45.7	47.5	1.7
3	I am extremely anxious or depressed	8.7	8.1	10.2	6.4	-3.8
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



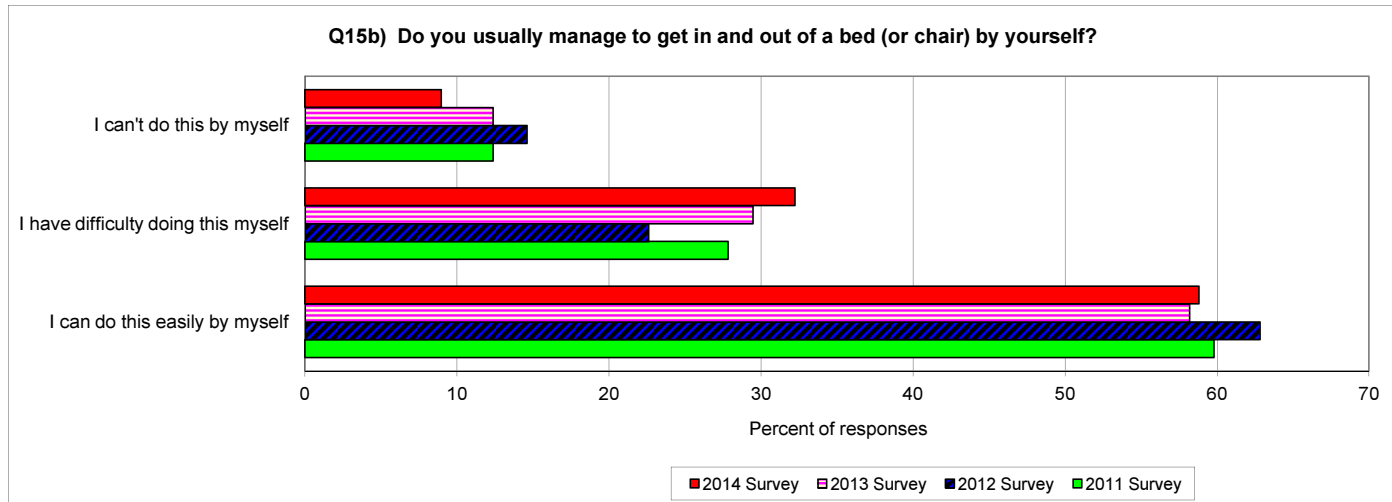
Q15 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d. A) Do you usually manage to get around indoors (except by steps) by yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	56.7	56.4	54.8	59.7	4.9
2	I have difficulty doing this myself	32.7	32.4	33.2	30.9	-2.3
3	I can't do this by myself	10.6	11.2	12.0	9.4	-2.6
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



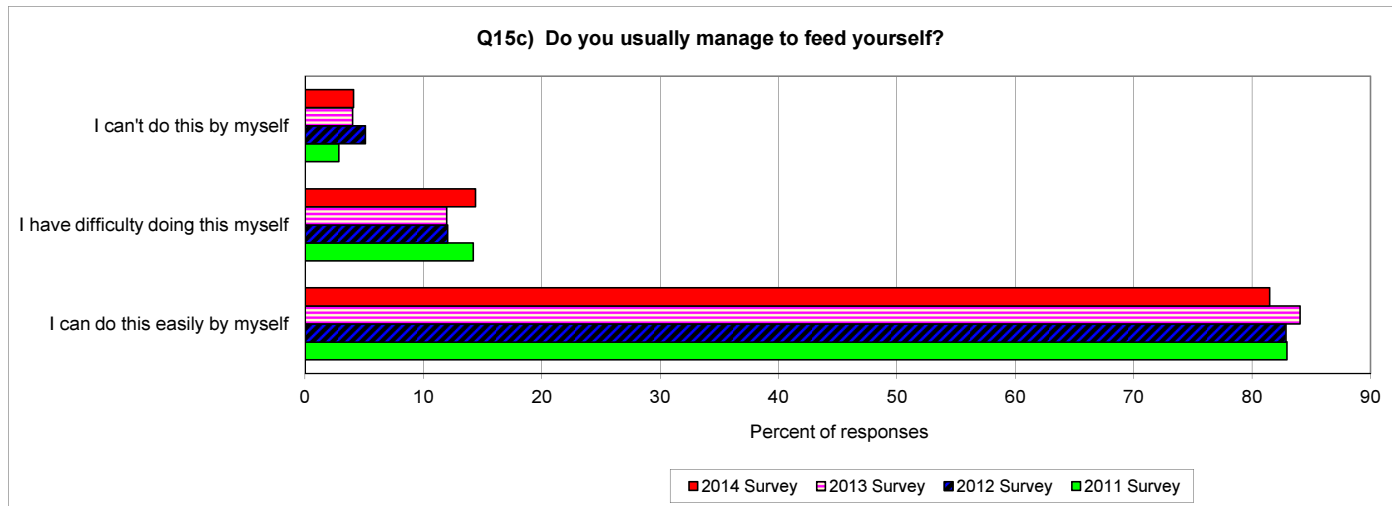
Q15 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d. B) Do you usually manage to get in and out of a bed (or chair) by yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	59.8	62.8	58.2	58.8	0.6
2	I have difficulty doing this myself	27.8	22.6	29.5	32.2	2.8
3	I can't do this by myself	12.4	14.6	12.4	9.0	-3.4
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



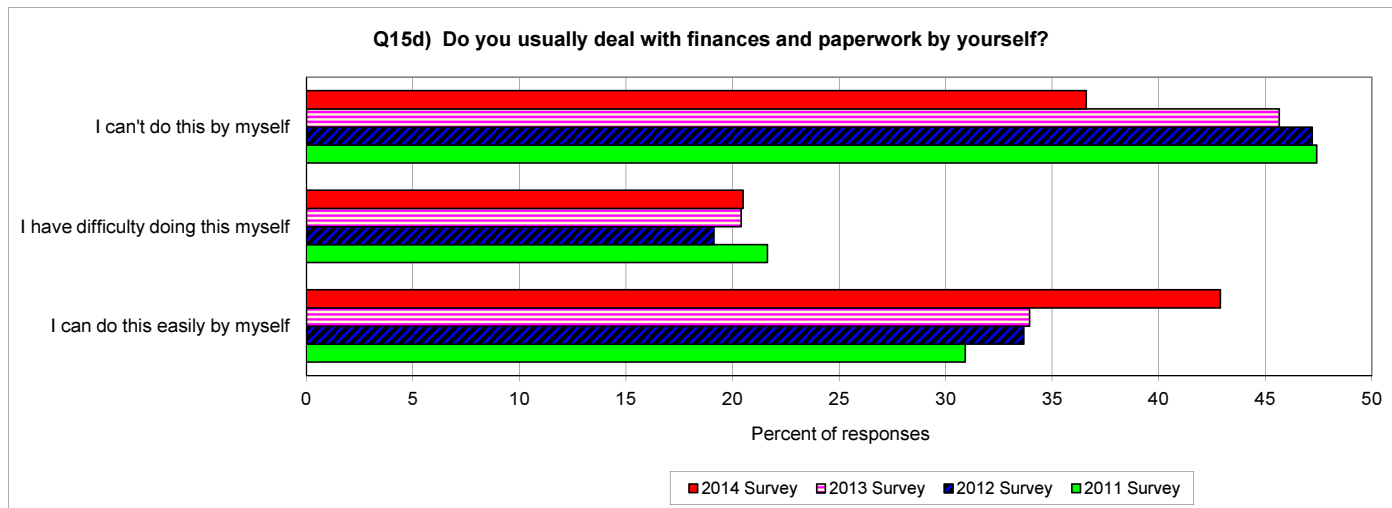
Q15 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d. C) Do you usually manage to feed yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	82.9	82.9	84.0	81.5	-2.5
2	I have difficulty doing this myself	14.2	12.0	12.0	14.4	2.5
3	I can't do this by myself	2.8	5.1	4.0	4.1	0.1
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



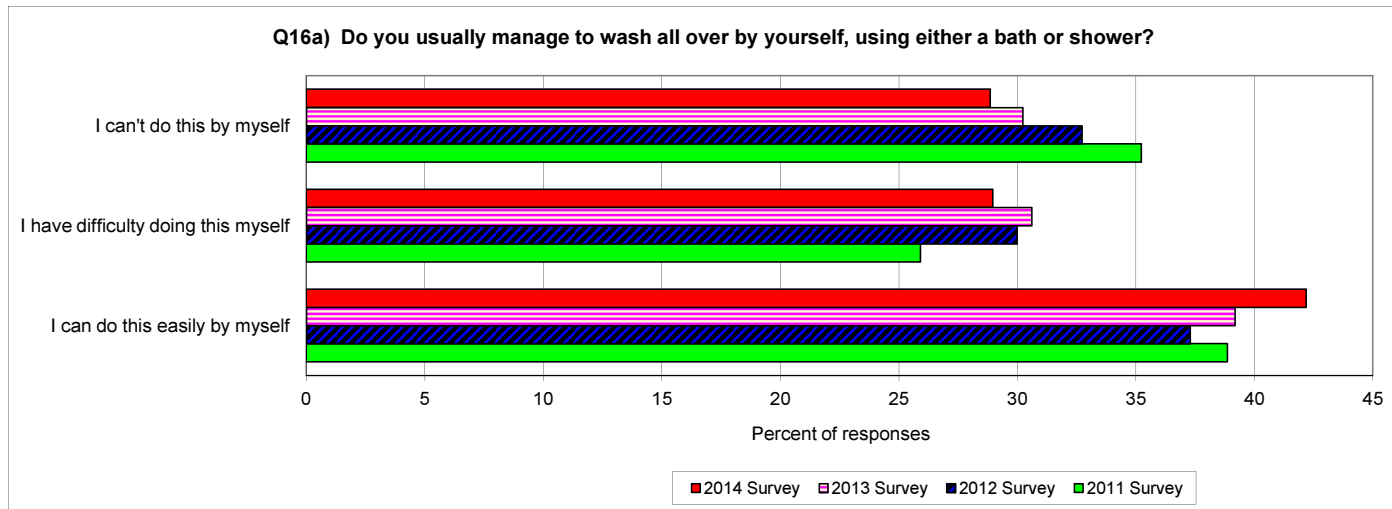
Q15 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d. D) Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	30.9	33.7	33.9	42.9	9.0
2	I have difficulty doing this myself	21.6	19.1	20.4	20.5	0.1
3	I can't do this by myself	47.4	47.2	45.7	36.6	-9.1
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



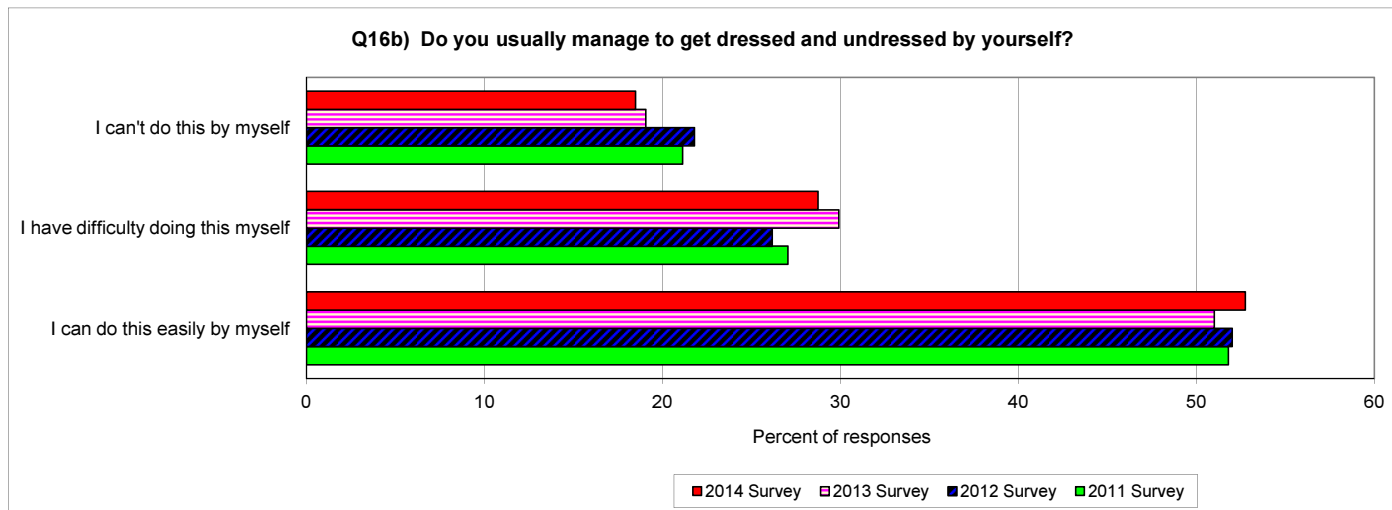
Q16 - Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d. A) Do you usually manage to wash all over by yourself, using either a bath or shower?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	38.9	37.3	39.2	42.2	3.0
2	I have difficulty doing this myself	25.9	30.0	30.6	29.0	-1.6
3	I can't do this by myself	35.2	32.7	30.2	28.9	-1.4
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



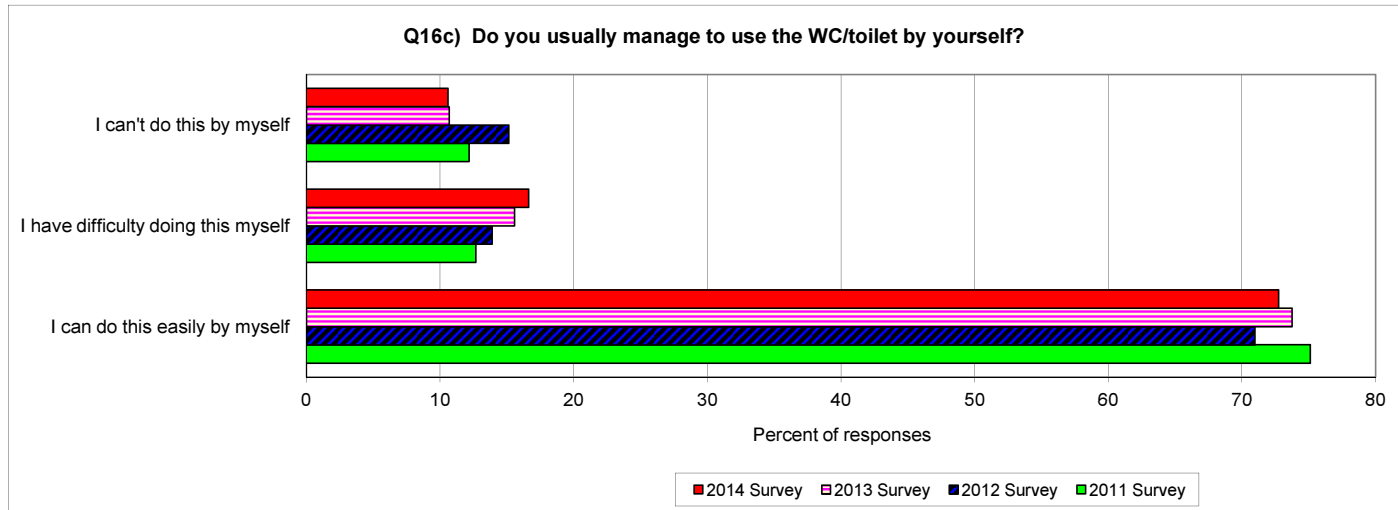
Q16 - Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d. B) Do you usually manage to get dressed and undressed by yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	51.8	52.0	51.0	52.8	1.7
2	I have difficulty doing this myself	27.1	26.2	29.9	28.7	-1.2
3	I can't do this by myself	21.1	21.8	19.1	18.5	-0.6
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



Q16 - Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d. C) Do you usually manage to use the WC/toilet by yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	75.1	71.0	73.8	72.7	-1.0
2	I have difficulty doing this myself	12.7	13.9	15.6	16.6	1.1
3	I can't do this by myself	12.2	15.1	10.7	10.6	-0.1
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

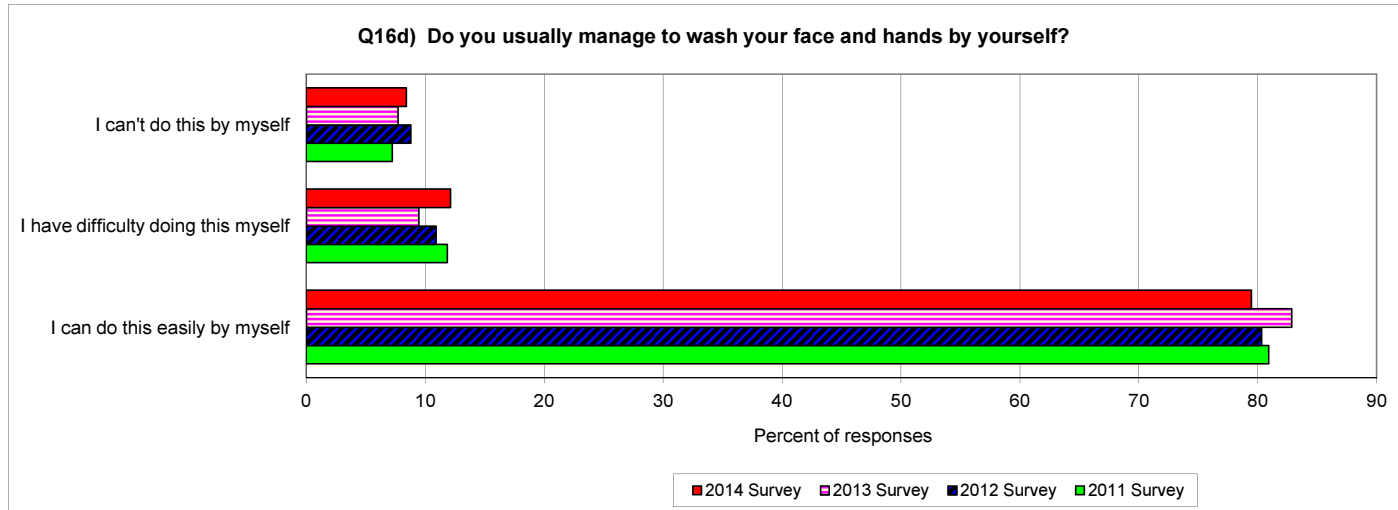
-9 No response





Q16 - Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d. D) Do you usually manage to wash your face and hands by yourself?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can do this easily by myself	80.9	80.3	82.8	79.5	-3.4
2	I have difficulty doing this myself	11.9	10.9	9.5	12.1	2.7
3	I can't do this by myself	7.2	8.8	7.7	8.4	0.7
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

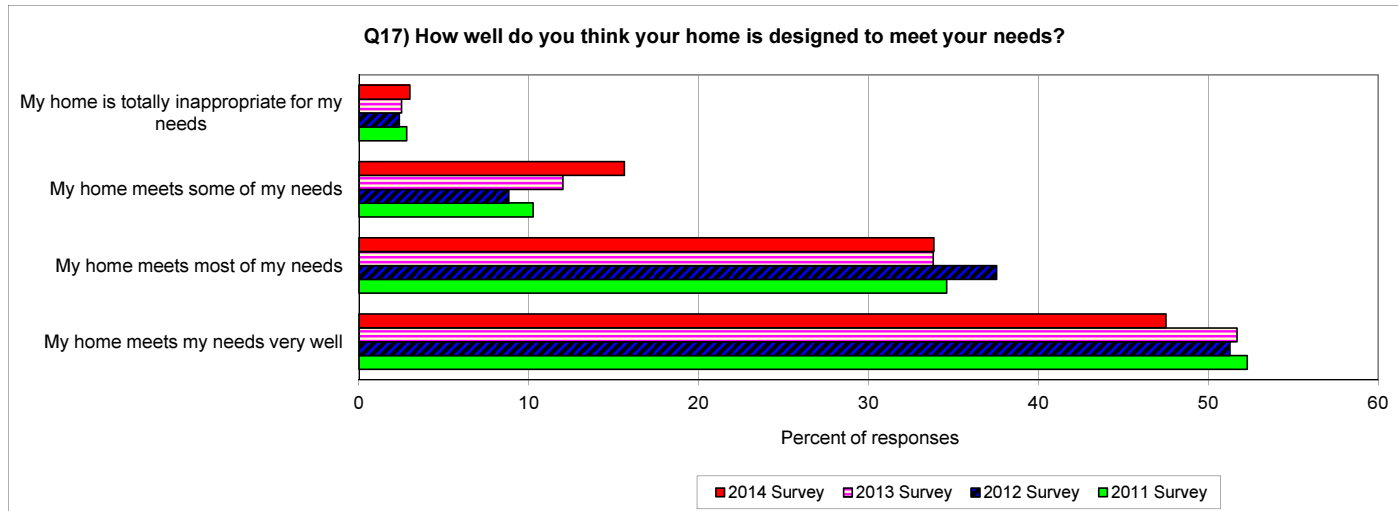
-9 No response



Section 6: About your surroundings

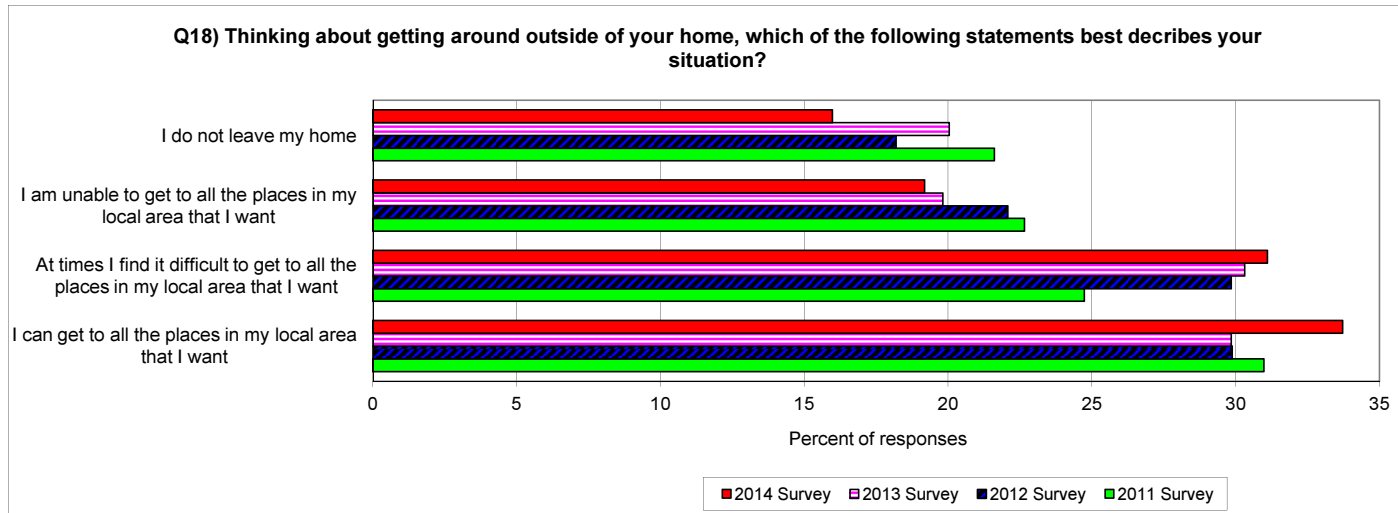
Q17 - How well do you think your home is designed to meet your needs?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	My home meets my needs very well	52.3	51.3	51.7	47.5	-4.2
2	My home meets most of my needs	34.6	37.5	33.8	33.8	0.1
3	My home meets some of my needs	10.3	8.8	12.0	15.6	3.6
4	My home is totally inappropriate for my needs	2.8	2.4	2.5	3.0	0.5
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



Q18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	I can get to all the places in my local area that I want	31.0	29.9	29.8	33.7	3.9
2	At times I find it difficult to get to all the places in my local area that I want	24.7	29.8	30.3	31.1	0.8
3	I am unable to get to all the places in my local area that I want	22.7	22.1	19.8	19.2	-0.6
4	I do not leave my home	21.6	18.2	20.0	16.0	-4.1
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

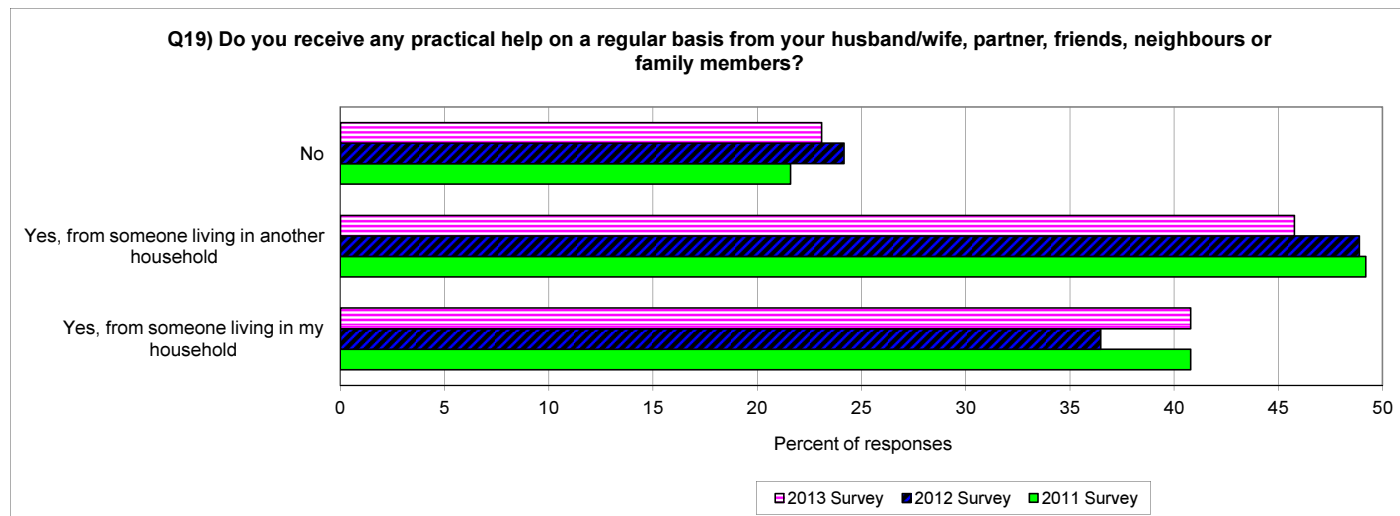
-9 No response



Section 7: About yourself, the service user

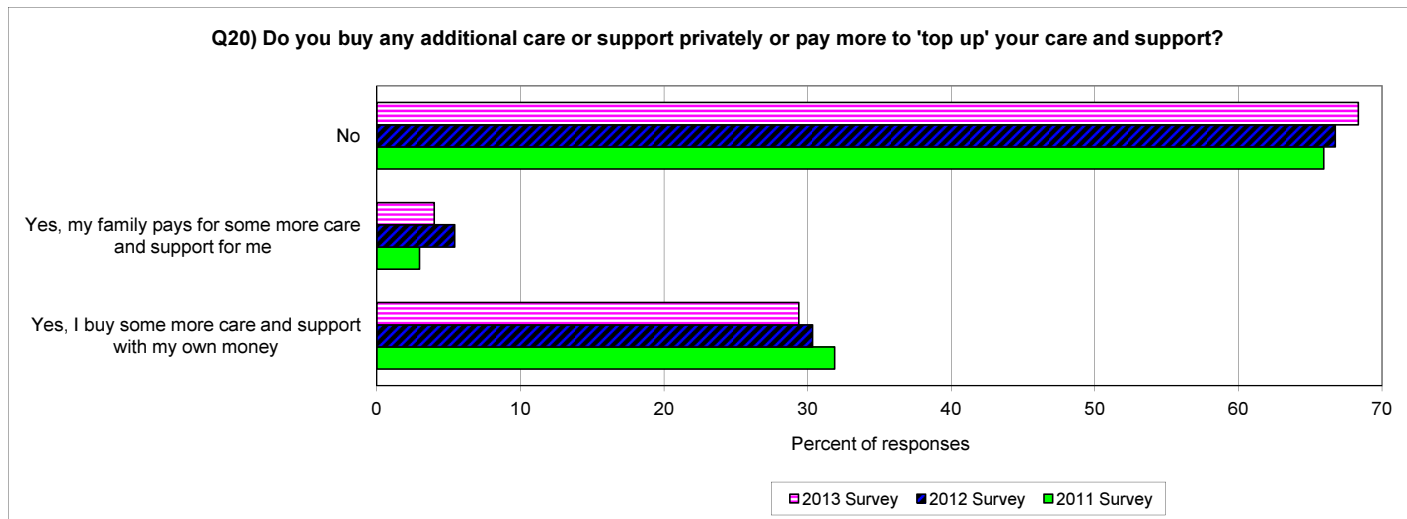
Q19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
a	Yes, from someone living in my household	40.8	36.5	40.8		
b	Yes, from someone living in another household	49.2	48.9	45.8		
c	No	21.6	24.2	23.1		
<b>Total respondents who chose one or more of the above answers</b>						

The sum of responses to question 19 a, b and c may not equal the number of total respondents as clients can tick more than one answer.



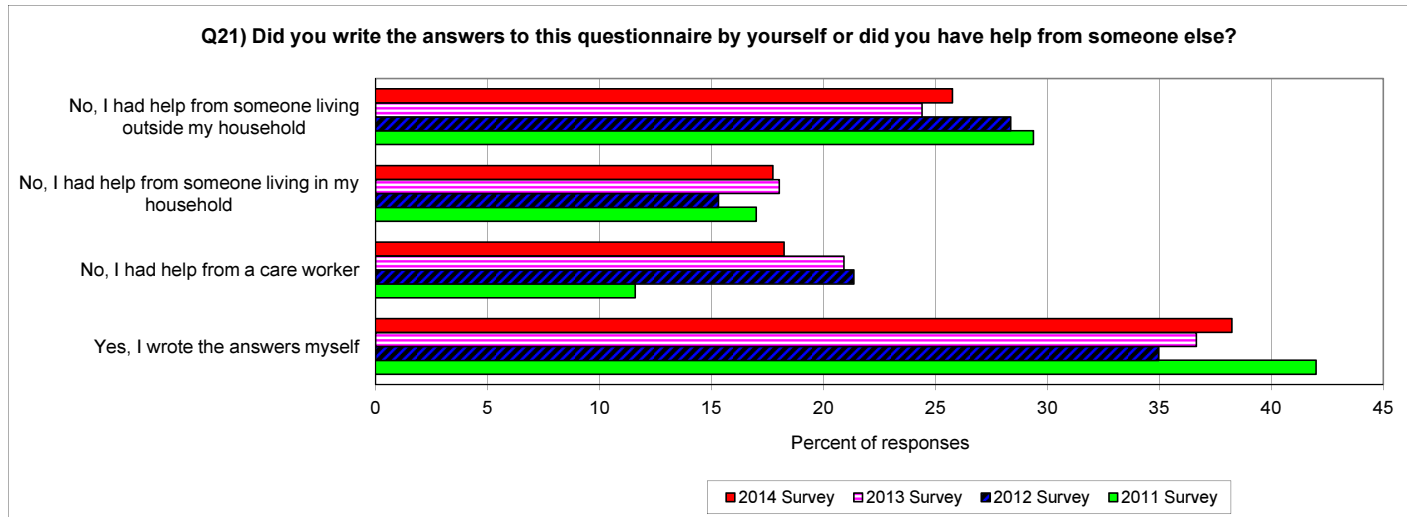
Q20 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
a	Yes, I buy some more care and support with my own money	31.9	30.3	29.4		
b	Yes, my family pays for some more care and support for me	3.0	5.4	4.0		
c	No	65.9	66.7	68.3		
<b>Total respondents who chose one or more of the above answers</b>						

The sum of responses to question 20 a, b and c may not equal the number of total respondents as clients can tick more than one answer.



Q21 - Did you write the answers to this questionnaire by yourself or did you have help from someone else?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
1	Yes, I wrote the answers myself	42.0	35.0	36.7	38.2	1.6
2	No, I had help from a care worker	11.6	21.4	20.9	18.2	-2.7
3	No, I had help from someone living in my household	17.0	15.3	18.0	17.7	-0.3
4	No, I had help from someone living outside my household	29.4	28.4	24.4	25.8	1.4
<b>Total respondents</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>0.0</b>

-9 No response



Q22 - What type of help did you have?		2011 Percentage	2012 Percentage	2013 Percentage	2014 Percentage	Change
a	None, because I wrote the answers myself	40.4	29.4	35.5		
b	Someone else read the questions to me	37.5	41.5	42.2		
c	Someone else translated the questions for me	13.3	14.3	13.7		
d	Someone else wrote down the answers for me	34.1	36.7	32.9		
e	I talked through the questions with someone else	25.8	28.9	28.4		
f	Someone answered for me, without asking me the questions	5.2	7.0	4.6		
<b>Total respondents who chose one or more of the above answers</b>						

