

# **KCIL Adult Direct Payments Survey 2022-2023**

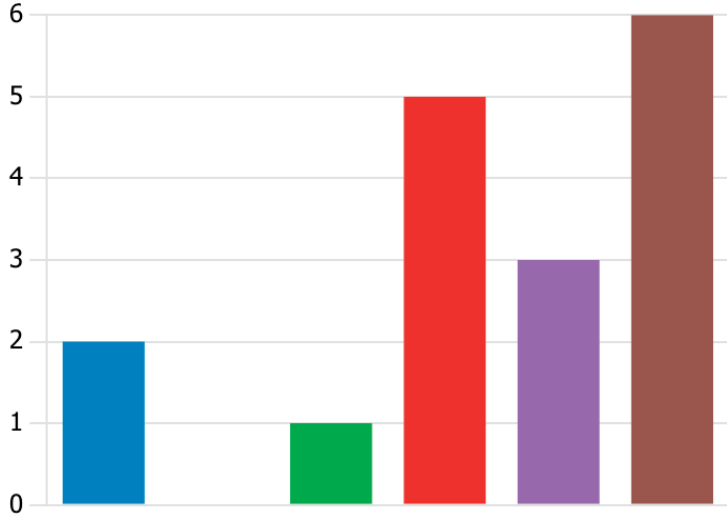


KCIL ran the Adult Direct Payments survey for one month between June and July 2023. KCIL sent out the surveys by email to the adult Direct Payments service users. Copies of the survey were sent by post, with pre-paid envelopes, to those service users who are not online. Accessible options were offered to service users as required.

# 18 people completed the survey; who answered the survey?

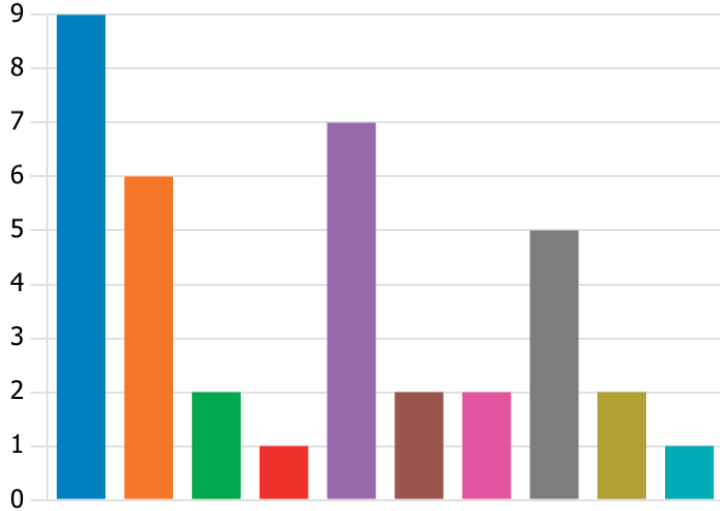
How long have you had a direct payment (money from the Council used to manage your care and support)?

● Less than 6 months	2
● Between 6 months and 1 year	0
● Between 1 and 2 years	1
● Between 2 and 5 years	5
● Between 5 and 10 years	3
● Over 10 years	6



As a disability organisation, we would like to make sure we are reaching people with different impairments/disabilities. Please tick as many boxes below as you feel they apply to you. (This question, as with all the questions in this questionnaire, is optional).

- Physical disability 9
- Learning disability 6
- Visual impairment 2
- Hearing impairment 1
- Long term health issue 7
- Older person 2
- Dementia 2
- Mental health difficulty 5
- Brain injury 2
- Other 1



What do you use your personal budget/direct payment for?

- To employ a personal assistant (... 15
- To pay for agency care 4
- To pay for activities in the com... 2
- Other 1



What are, or were, your reasons for choosing a direct payment?

**Already had excellent carers in place and wanted to use them**

**Help I needed which was tailored to me**

**For an organisation with professional staff to deal with tax etc on a PAYE basis**

Many years ago, when the payments were called an "Independent Budget", we had some degree of choice about what to spend and where. That choice has more or less entirely disappeared.

**More immediate control....less bureaucracy....expanded use of budget**

**To assist and support my personal care and independent living.**

**To enable me to access things and not depend on my parents**

**Ability to spend it as I would like**

**To give choice and better support with activities chosen with staff that have right ethos**

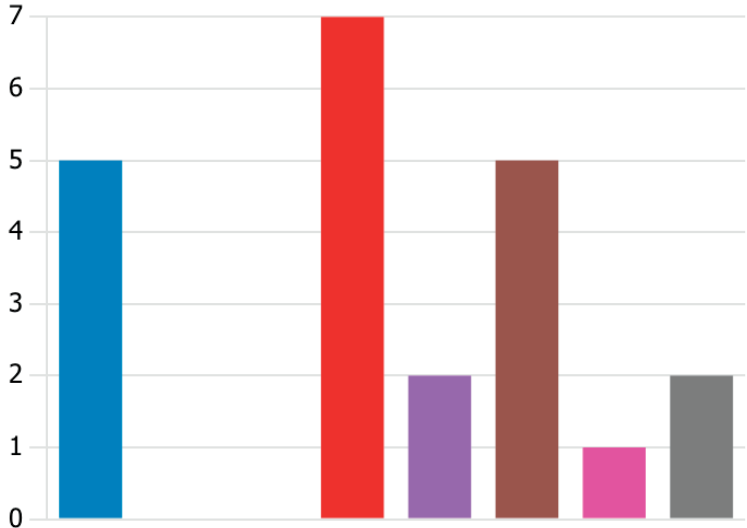
**I had to forced onto me even though I am finding it nearly impossible to find care**

**Gave me freedom to employ my own PA.**

# Personal Assistants

If you employ your own Personal Assistant (PA)/Care Worker, how did you recruit them?

● Through KCIL's PA recruitment o...	5
● Gumtree or other internet meth...	0
● Shop window	0
● Word of mouth	7
● Family member	2
● Friend	5
● Facebook/social media	1
● Other	2



How would you rate the quality of care/support that your Personal Assistant (PA)/Care Worker provides? The next question will give the opportunity for you to explain why you feel this way.

● Excellent	10
● Very good	4
● Good	0
● Satisfactory	2
● Poor	0



How do you feel that your Personal Assistant/Care Worker is Excellent/Very Good/Good/Satisfactory/Poor because -?

**They have known me for a long time and understand my needs they are also very reliable**

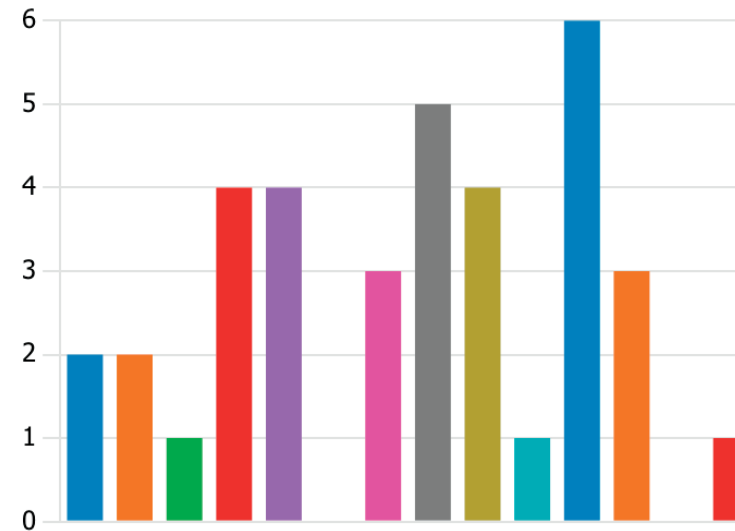
**Flexible, trustworthy punctual**

**I mixed views on the quality of care. The pay rate offered is very low. People with good, very good, excellent quality of care are NOT interested in jobs which pay too low. These people will work for high end/expensive care job opportunities.**

**Knows my sister well and works with her and what she wants to do whilst encouraging to do basics that have to be done. Right ethos but also because knows her so well and how she works! and responsible**

## What training would you find useful for you or your Personal Assistant(s)/Care Worker?

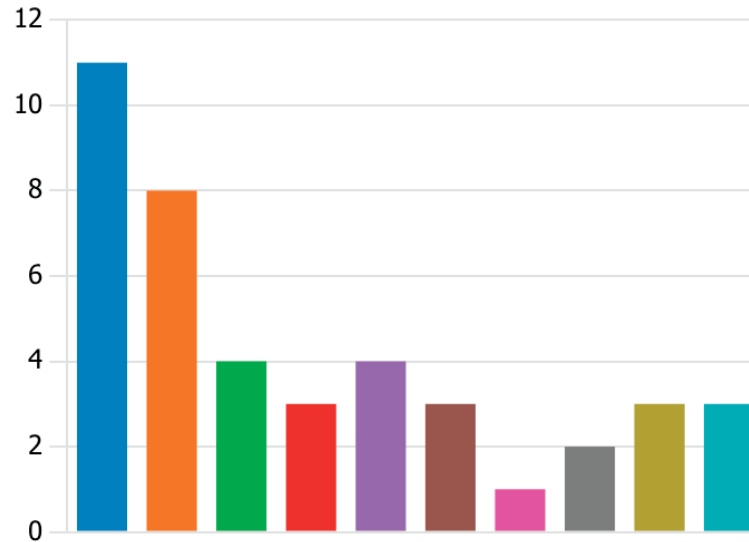
● Being a Good Boss Training	2
● First Aid	2
● Manual Handling/Equipment fa...	1
● The Role of a Personal Assistant ...	4
● Choice, control and empowerin...	4
● Auto-enrolment/Pensions	0
● Dementia Awareness	3
● Mental Health Awareness	5
● Disability Equality Training	4
● Autism Awareness	1
● 'Know Your Rights' in the Care A...	6
● How to be Confident and Speak...	3
● Deaf Awareness	0
● Other	1



# KCIL

What support did you/do you receive from KCIL? Please tick all that apply.

- Support to set up the scheme (i... 11
- Support with setting up on a pa... 8
- Support with recruiting a perso... 4
- Support with paperwork and m... 3
- Help with employment issues (... 4
- Attending social/wellbeing events 3
- Support with access issues 1
- Support with Benefits/PIP 2
- I do not receive any support fro... 3
- Other 3



If you have received support from KCIL, how would you rate KCIL's support on the scale below?

- Excellent 7
- Very good 5
- Good 2
- Satisfactory 2
- Poor 0





I feel that the support I have received from KCIL is Excellent/Very Good/Good/Satisfactory/Poor because -

**KCIL staffs are extremely dedicated in supporting and helping each individual to get the best services and support in meeting their needs. I was given total support until date. Always been Excellent.**

**They allow you as an individual to make your own choices.**

**I know the effort that is given, paid towards us**

**Very professional and caring always able to answer any questions I have.**

**Excellent...Although I haven't needed recent support, I am confident that KCIL are always there for advice and support.**

**They have been so professional and friendly**

What do you like best about KCIL's staff and service?

**Understanding, patient total care and support in making sure that every services and care plans are in place and provided.**

**You have the freedom of choice.**

**The staff have been good though the years**

**The human touch and consistency.**

**Politeness, courtesy, willingness to help.**

**They make me feel they are on my side and they have lots of staff who have disabilities themselves. Therefore, they know the disability struggle from within.**

**They have been so professional and friendly**

**Really lovely people always ready to help**

**Very informative, friendly and understanding**

**Very available at all times**

What could KCIL do to improve our services?

**Simplify the language and paperwork**



***KCIL is planning to increase the use of Easy Read documentation.***

**If they can once in a while call in on those who they are managing their accounts to give them feedback on how and what needs to be improved.**



***KCIL is introducing a series of regular, scheduled check-ins with service users and their PAs.***

**Keep going !**

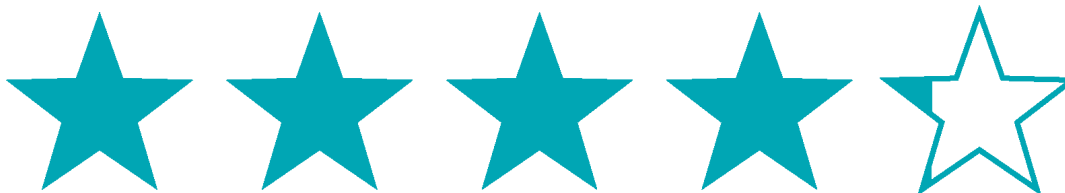
**Nothing fantastic team**

**Good service**

**I am not sure how to answer that as I think they did what they could to help me when I needed.**

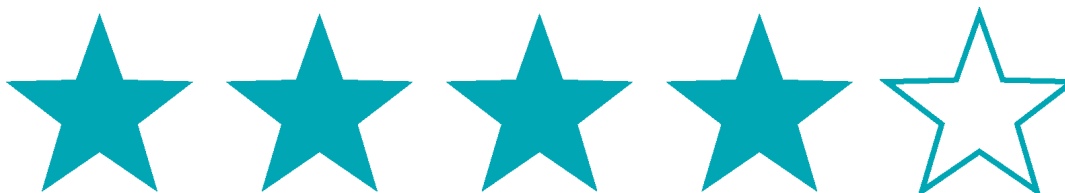
**There are always things to improve on put on the whole I think KCIL has it about right.**

I can get the advice and support I need about direct payments when I need it.



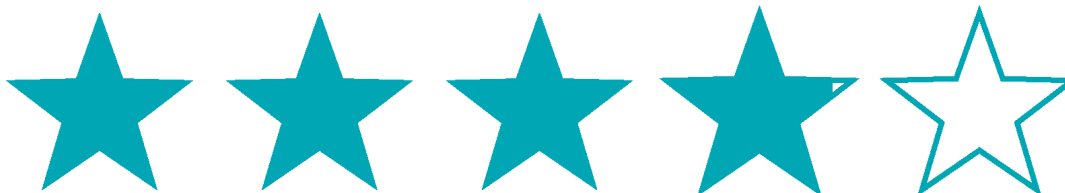
**4.28**

I feel confident to employ people if I want and know where to get support if I need it



**4.06**

I know what services are available for direct payment/personal budget users and how to access this support.



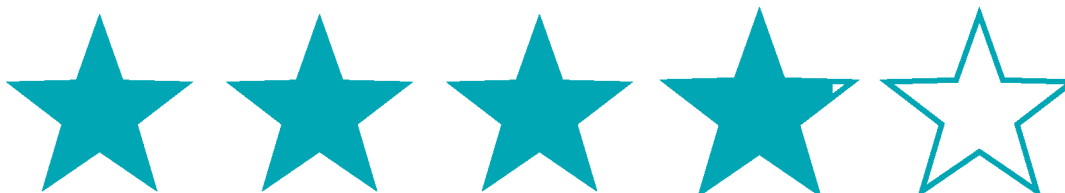
**3.82**

I have access to good quality training for my personal assistants.



**3.14**

I am supported to raise concerns regarding discrimination and harassment.



**3.82**

# Payroll Services

Do you use a payroll service?

Yes	11
No	7



If yes, which payroll service do you use?

Paypacket	10
Other	1



If yes, how would you rate their service?

Poor	1
Satisfactory	1
Good	1
Very good	3
Excellent	5



**I have been a long-time user of Paypacket, and they have never given me any problems. 100% satisfaction.**

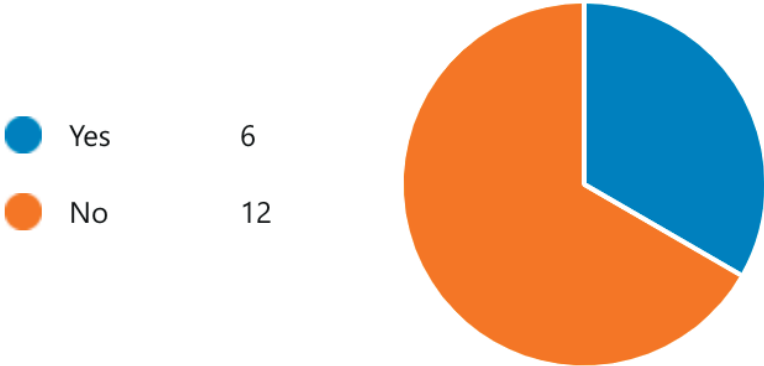
**They are very good in managing the payment of staff tax pension and all the accounts.**

**Whenever I've contacted them they have always been so helpful and kind**

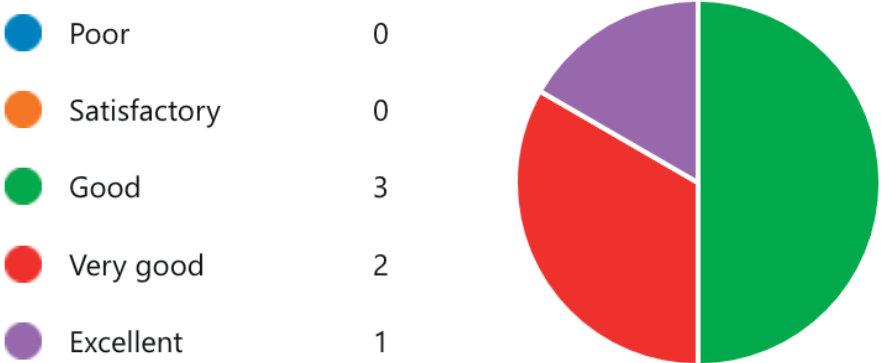
**Form should be online**

# KCIL Social Events

Have you attended any of our social events?



If yes, how would you rate the social events you attended?



Have you attended any of our social events?

**I have only been to one and I really loved it, but I have had health challenges which have made it difficult to attend more.**

**only attended AGM is previous years**

**I am unable to attend due to times and days when I am not available**

Please list any ideas for future social events.

**Book club, music club, art club game club create an environment which allows us to access and interact with people.**

**My daughter is averse to attending special needs events....it is always a struggle to persuade her to consider attending.**

**Aim at something for young adults and expand to other boroughs eg Boogie Nights**

Would you be interested in joining a social event?



# Kingston Council and Direct Payments

How satisfied were you with the information and guidance that you received from Kingston Council on direct payments?

Very satisfied	5
Satisfied	6
Neutral	5
Not satisfied	1
Very dissatisfied	0



I have rated the information and guidance that I have received from Kingston Council on direct payments very satisfied/satisfied/neutral/not satisfied/very dissatisfied because -

**I was given exactly what I needed**

**Haven't received much, but the social workers are generally friendly and helpful. The admin is not so good.**

**What are the difficulties are that you never know who to contact at the council?**



How satisfied were you with your most recent assessments and/or review?

● Very satisfied	4
● Satisfied	4
● Neither satisfied nor dissatisfied	7
● Dissatisfied	2
● Very dissatisfied	0



I have rated my most recent assessment/review very satisfied/satisfied/neutral/not satisfied/very dissatisfied because -

**I feel cared for and looked after**

**The written review contained a load of minor inaccuracies, but it didn't make any practical difference.**

**I've not had a review this year normally it's due in April but it's quite common for it to run two or three months behind**

**Reasonable adjustment made of advance notice of questions to be covered.  
Essential for a non verbal user.**

How satisfied are you that you can use your direct payment flexibly to meet the outcomes identified in your support plan?

Very satisfied	6
Satisfied	6
Neither satisfied nor dissatisfied	3
Dissatisfied	1
Very dissatisfied	2



I feel very satisfied/satisfied/neutral/not satisfied/very dissatisfied that I can use my direct payment flexibly to meet the outcomes identified in my support plan because -





**I don't use it to its full potential, as I feel I always have to ask before I spend any money and therefore that makes it difficult.**

**I don't see much payment flexibility.**

**All my needs are catered for**

**It is normally clear what the direct payment can be spent on but don't agree with new review figures have told them**

# Who completed the survey?

 Direct Payment user	5
 Carer/Family Member	13
 Friend	0
 Other	0

