

## Appendix 1: Questionnaire Results

The below is the combined feedback received from both the easy read questionnaire and the non-easy read questionnaire.

### 1) Please tell us which of the following group(s) you are in?

Answer Choices	Responses
NASS Customer/service user	20
Employer of Personal Assistant(s)	13
Family/friend/unpaid carer/Power of Attorney or Deputy for individual	13
Personal Assistant	6
Interested member of the public	7
User representative group	3
Provider organisation	3
Elected Councillor	1
Partner organisation (e.g. Clinical Commissioning Group, Voluntary Sector Organisation)	1
Other, please specify:	2
	Answered 47
	Skipped 2

#### Other:

- NASS employee
- Partner of NASS user/Employer of Personal assistant

### 2) Do you currently have a Direct Payment or administer a Direct Payment on behalf of somebody?

Answer Choices	Responses
Yes	35
No	10
Don't know	1
	Answered 46
	Skipped 3

#### The way we do it now

### 3) At the moment, the Council pays Direct Payments every 4 weeks, do you think that this is the right period of time?

Answer Choices	Responses
Yes	32
No	4
Don't know	5
Please tell us why	14
	Answered 41

Skipped 8

**4) Please tell us why:**

- Receiving my direct payment every four weeks is in line with when I pay my employees, therefore making it easier to monitor my account.
- It matches the care providers period in terms of weeks but the start date of each week is different. In aspects of timing it may be helpful to allow payment dates to mirror those of provider invoice periods and be helpful to NCC as most providers charge in arrears as opposed to payments in advance.
- Unsure with this as currently we calculate things out to the weekly rate, but I assume with cost savings and pay runs, it is better to do this four weekly.
- A young person's life changes often so, a person may be at college with 12 weeks summer holiday. So they must have a DP which covers this period. 4 weeks but needs the most in the summer months! So how does this work if the authority only leaves 8 week in their account?
- Monthly would be better for me.
- In this day and age with the systems that are available there is no reason why the Direct Payment cannot be paid weekly. There are a number of benefits for this and they are listed below:  
 Persons in receipt of a Direct Payment will have access to their monies sooner at the start of payments and not have to wait to pay invoices.  
 The County Council will have better cash flow and not have to make emergency payments.  
 Less accruals will have to be made at the end of each financial year, so the County Councils accounts will be more reflective of the true position.
- It works better for me personally to be paid every four weeks. I think it would make wages easier to work out as it would just be the weekly rate x 4, rather than trying to work out different amounts for different months.
- Time period is not that important.
- At the moment for me this is convenient as I pay [provider] once a month.
- Depends on how much is paid out over the year;  $12 \times ? = \text{Full Cost Allowed}$ . It may work out better paid every 4 weeks or every 6 weeks.
- Private carers send out invoices monthly but one month in arrears so it would be impossible for the council to match payments with invoices, funds have to stay in the a designated account. It does make it harder to balance the six monthly report however as I have to wait for the relevant invoice to arrive.
- Or if just paying respite, (not including day care if council run e.g. [name of day centre]) would be beneficial to have respite payment paid yearly, so better planning could be made with the money and respite bookings.
- Can budget better.
- Pay the PA once a month.

**5) Would you be / are you happy with having a separate bank account for your Direct Payments?**

Answer Choices	Responses
Yes	37
No	1

Don't know	3
Please tell us why	14
Answered	41
Skipped	8

**6) Please tell us why:**

- Having my direct payment in a separate bank account means there is no confusion with my money and enables transparency and easier auditing.
- It is already that way. I had to open a new account for my [relative] which would have been difficult for him if he did not have me to do it for him.
- It makes it easy to manage the returns so with bank statements it can be clear as to what money is going in, and how it is being spent.
- We already do - this is important to separate the monies from UC, ESA etc.
- This money should be going into a separate bank account as it is being paid for a specific purpose. This will safeguard any monies that have not been spent as they have to be returned to the County Council.
- Makes sense to have an account set up solely for the use of the Direct Payment.
- I do have a separate account which is in my [relative]/carers name so he has control of the money.
- It retains good discipline and clarity of purpose.
- The funds sit there until I can use them, however I did not have the initial payments put into that account and fell foul of the finance department as it made it very difficult to balance - the invoice is double the allowance paid so other funds have to be used to make up the difference.
- Already have separate bank account.... it's the best way as it doesn't get mixed up with personal money.
- Already have one.
- Money is for Clients needs.
- A separate bank account may incur extra charges.
- I do.

**7) The Council requires to see evidence of how the money allocated with Direct Payment is being spent. Would you be / are you happy with sending in all of the following paperwork to the Council?**

	Yes	No	Don't know	Total
Bank Statements	34	6	0	40
Please tell us why				13
			<b>Answered</b>	<b>40</b>
			<b>Skipped</b>	<b>9</b>

**Please tell us why:**

- These show what goes in and out of my account.
- Takes a lot of my time.
- I would only be happy for the County Council to see Bank Statements if the money was paid into a separate bank account. If the money was paid into my own bank

account then I would not be prepared to share the contents of these statements with the County Council.

- It is only to do with the Direct Payment, there is no private information on there.
- Because this way every thing is seen.
- Separate account would make things easier.
- A separate bank account for direct payments makes it easier to see where the money is spent.
- I have been sending in everything required, however, the January report sent in February has still not been reconciled.
- Already do this.... it's a must to prove money is being spent on what it was allocated for and not miss spent and that the direct payments are being used and not building up due to lack of use.
- Already do.
- Data protection.
- Is there not a list of items one claims for, with receipts, to show? I may be getting this wrong, is it like expenses, but these should be claimed for afterwards. I thought it would be like a salary which could be spent as one wishes.
- NCC need to know what is being spent. But their is a lot of form filling to do this.

	Yes	No	Don't know	Total
Details of how much is spent and what it is spent on	36	3	1	40
Please tell us why				14
			<b>Answered</b>	<b>40</b>
			<b>Skipped</b>	<b>9</b>

**Please tell us why:**

- This gives the evidence of how I am using my direct payment to meet my needs.
- Takes a lot of my time.
- This should be mandatory and my understanding is that it was when Direct Payments were first introduced. My understanding was that by signing the Direct Payment Contract you had to provide evidence of how the money was spent and this should be the case now.
- If you have nothing to hide and are using your Direct Payment for what has been agreed, there should be no issue detailing what the money has been spent on.
- Again as long as it's being used properly there is nothing to hide.
- [Name] who manages my Direct Payments would provide details of how much is spent etc.
- It should be transparent, help is only sought because she has run out of money.
- Its reasonable to expect that the money is used appropriately - However the administration of the returns is a time consuming and becomes a worry to me [relative] who finds the administration increasingly difficult.
- To prove monies are being spent on client and being misused.
- My medical needs change as do my expenses - I pay wages plus any other employment costs such as TAX.
- Already do.
- Data Protection.
- See answer above.

- NCC need to know to keep control. It needs to be made simple and we need to know what to spend money on.

	Yes	No	Don't know	Total
Receipts/evidence of expenditure including payslips	30	6	2	38
Please tell us why				14
			<b>Answered</b>	<b>38</b>
			<b>Skipped</b>	<b>11</b>

**Please tell us why:**

- This will evidence that the money has been spent on what it was supposed to be spent on.
- Takes a lot of my time.
- This is proof that the money provided by the County Council for the Direct Payment to purchase the care that is needed has been spent according to the contract.
- Although this can be a nuisance if a receipt is lost.
- This way the council will know exactly where and how the money has been used.
- This is a contractual arrangement, not employment. Invoices are generated and paid weekly.
- Again transparency, people should only claim if they cannot pay for themselves.
- Our home isn't an office and administration takes my time and is a worry to my [relative].
- We already have to keep vast amounts of paperwork and have to photocopy all documentation before it is sent off for audit. To have to keep receipts and then to copy them (in case of loss) would be a ridiculous waste not to mention how time consuming it would be. Also not every person who employs a PA have the room or resources to house so much paperwork.
- To prove monies are being spent on client and not being misused.
- As above.
- Data Protection.
- Of course, to prevent fraudulent claims.
- No not every penny.

**8) If you think the Council ought to see any other paperwork, please tell us what this should be:**

- Evidence of money that is due to be paid for the period of the return, but has not yet been paid.
- Although I am fairly happy with how the returns operate, I am not happy that expenses that have accrued but not yet been paid are not taken into account, when calculating the balance held on the Direct Payment account. I work in accounts for a company and we always have to include at the end of each month, the expenses for that month that have been accrued but have not yet been paid. When I submit a return for my [relative] I submit these accruals but they are ignored and the actual balance of the DP account is used.
- Invoices.
- Contracts with the suppliers of the service whether it be an individual or a company.

- Agencies employed to support a person in their home to provide evidence of hours, care and support given in paper form.
- If care agencies are employed to look after a person then I think they should provide evidence of the hours and care provided.
- N/A
- Just proof of monies being spent and used appropriately for the clients.
- Easy plan in line to protect people data and support spending, then ones has the data protections in place then a copy could be sent.
- If the correct allowance has been calculated by the council for the client it is up to them how they feel they need to spend it. If the Council has concerns over the client not being able to do what they want with the money then they need investigating by the Authority.
- No only what is relevant.

**9) If you have a Direct Payment how much time do you spend getting all of your paperwork in order and ready to send in?**

- Ten hours.
- I submit the return on behalf of my [relative] and it can take up to 10 hours. I am not paid for this!
- I regularly file my paperwork which is then given to the PBSS for them to help with my returns. This involves conversations via email and phone to ensure everything has been accounted for. As I am supported with this task and do it as an ongoing routine, I'm not sure how much time in total this takes.
- An hour or two but also time spent each month keeping everything in order and running my own spreadsheet.
- N/A
- For the annual returns and ongoing at least 2-4 hours per month.
- 1 day each time.
- 3 hours average.
- 4-5 hours .
- N/A
- Approx 2hours.
- About 15 hours.
- Have just submitted paperwork for the first time. Did not take long to complete .
- The paperwork is kept together but probably would need sorting into date order.
- [Name] does all that.
- None at the moment as my supporter [name] ? I think that's his name. [Name] looks after my money and pays out to agency when they send invoice in for care provided.
- Initially it took a little while due to formatting, now less than ten minutes.
- A couple of hours max.
- Haven't yet made a submission, first one due in August. I estimate it may take 2 - 3 hours.
- 3 to 4 hours.
- Half a day.
- I keep my paperwork up to date and try to keep 'on top' of filing etc. I'm sure not everyone is able to do so. I would estimate it takes a few hours per month to collate and keep records in order.

- I do it each month so take 15 mins and hand it in yearly as asked for by you.
- It can take me many days - on and off - dependant on how my illness/disability is affecting me - to complete the paperwork. I do rely on my [relative] to help me too.
- Approximately 12 hours per week.
- Too much!
- Far too long, the needs of the client are what the carer is there for not a bookkeeper for the Council.
- Don't have it, so cannot answer.
- My [relative] does this and spends about 4 hours every 6 months getting in a lather.

**10) Would you be / are you happy with sending in sending paperwork to the Council every 6-12 months?**

Answer Choices	Responses
Yes	26
No	5
Don't know	5
Please tell us why	16
Answered	36
Skipped	13

**11) Please tell us why:**

- I would be happy with submitting a return every 6-12 months, if money due to be paid for the period was acknowledged. However, as it is not, I have found it necessary to submit 2 interim returns recently, each lasting only a few months.
- I think it is a duty of the council to audit my direct payments as this is public money. Regular auditing allows for any mistakes or issues to come to light in a timely way.
- It is only correct that checks are made to ensure public money is being spent properly.
- It is important to monitor, itemise and be seen to be responsible for the money the young person is given and be accountable for it. This is common sense. It also flags up problems/lack of funds or changes to plans needed for the individual.
- Takes a lot of my time.
- Paperwork should be sent in and checked regularly to prevent large surpluses being accrued. Any surplus has to be recovered on a regular basis. If you do not recover these monies then the County Councils accounts are incorrect.
- N/A
- Because this seems logical to me.
- [Name] would deal with any paperwork needed.
- If I keep [name] then things will be dealt by him.
- A check should be made regularly again for transparency.
- I would rather it is every 12 months.
- Its easy to do, and I can prove that I am using and spending the budget appropriately.
- If you allocate money for the client it is there prerogative as to how they want to spending not the Council.
- Should be less.
- We do now.

**12) Are you happy with how long it takes the Council to tell you if your Direct Payment figures are OK?**

Answer Choices	Responses
Yes	11
No	15
Don't know	4
Not applicable – I do not have a Direct Payment	8
Please tell us why	20
	Answered 38
	Skipped 11

**13) Please tell us why:**

- Sometimes it can take them many months to notify us!
- I feel that this process takes a long time. Therefore, if there are any mistakes or issues, it will take longer to resolve them.
- As far as I can tell "no news is good news" I believe that no approval of audit is issued until the next audit papers are sent out which seems to mean the previous one was ok?
- It's always a 6 month wait - if there's a problem going back in time becomes quiet difficult to recover the problem.
- It is a lot of work.
- However, you should deal with this paperwork within a specified time. It is not acceptable to receive it and then not inform recipients that all paperwork is in order.
- From receipt of all paperwork it does seem to take a long time for the returns to come back but I am not unduly bothered about this.
- Submitted paperwork statements etc but not yet returned to me after two weeks.
- I have no idea as my [relative]/carer deals with it.
- They take longer sometime than others. I have had paperwork from other sources telling me about my Direct Payment before the Council.
- Sometimes it takes them longer to let me know if my Direct Payments figures are ok than other times.
- In general, some of your wording could be improved via 'Plain English'. That is some terms are so obvious to you, that you don't recognise 'jargon'.
- I have been waiting since February for clarification. Since July my [relative] has spent many weeks in hospital, the payments keep being paid although she was not receiving care at home, I think she has been overpaid in total up until Mid March about £4000.00 - because of this and the fact that we have heard nothing about the reconciliation from January - at which point I think it was £2700, she cannot now claim housing benefit as she has too much money in her bank accounts. Why can the payments not be stopped and then restarted when she needs them, DWP do this as soon as you let them know for the attendance allowance. I have asked several times for the money to be taken back but nothing happens.
- Haven't yet made a submission, first one due in August. If my previous experiences with waiting for the Council to respond it will be an unacceptable amount of time.
- It appears the returns aren't looked at for months. If the council can't be bothered looking at them what is the point in us completing them?

- Because the money we receive is for a PA, day services and respite we sometimes we have pending expenditure. Therefore our account could look to be healthier than it actually is.
- Well, they do take a while last year was ok, not heard from them this year so just presume everything ok. You should reply as it helps us check that we are doing things correctly.
- Generally yes although there have been times when returns have been submitted and not been returned for periods ranging between 6 months and the worst 18 months.
- The carer has enough to do with out worrying about paperwork to check every little item they spend on the Client.
- It takes months to get it back.

**14) Are you happy with any letters you receive from the Council who monitor your Direct Payment?**

Answer Choices	Responses
Yes	16
No	7
Don't know	6
Not applicable – I do not have a Direct Payment	7
Please tell us why	13
	Answered 36
	Skipped 13

**15) Please tell us why:**

- They always take the figure in the bank account, rather than the actual expenses that have been incurred during the period.
- Not always, because they, as I mentioned before, they do not take into account expenses that have accrued but have not yet been paid. These include HMRC payments, payroll costs and money owing to the Council for pension payments. As my [relative] has a 24/7 care package, these can be substantial.
- In spite of asking for correspondence by email, I still receive written correspondence which I cannot access. Upon moving address, my correspondence was still sent repeatedly to my old address for about 7 months despite many attempts by phone and email to inform the MAP team.
- Not received any.
- Ongoing necessary correspondence should be dealt with and is good for all parties.
- Received letter recently which suggested that direct payments have stopped.
- Again my [relative]/ carer deals with.
- They usually too slow.
- They are sometimes too late in letting me know what is to happen.
- Too slow, have emailed to speed things up but have been told that the emails are several days behind as the staff cannot keep up with them. I do understand that there have been difficult times at the council and moral must be low amongst the staff.
- As only recently on the scheme it is too early to be able to answer this question.
- Never personal.

- As long as they are not confrontational.

**16) The Council allows people to keep up to 8 weeks' worth of their Direct Payment amount in their accounts as contingency money. How many weeks worth of contingency money do you think the Council should allow people to keep?**

Answer Choices	Responses
2 weeks	1
4 weeks	4
6 weeks	0
8 weeks	17
A percentage of the annual Direct Payment amount	4
Don't know	4
Other (please specify)	11
	Answered 31
	Skipped 18

**Other, please specify:**

- Because of my [relative]'s complex needs and 24/7 care package, she finds it difficult to recruit and retain personal assistants. She therefore needs to regularly advertise for new PAs and pay for extra cover either from her other PAs or a care agency. She therefore needs a substantial amount of contingency money to fund these costs.
- Please note previous comment (must be 12 weeks) for people 18-25 and at college or in seasonal situations.
- The costs of respite and holiday period extras are paid as an average over the 12 months so I may not use the built-up extra till the term times and summer so I would need about 4-5 months contingency money.
- It's difficult. We have established a steady state contract, where we pay the same money weekly, with a cross cover additional sum every ten weeks. Thus payment in advance is sufficient for us.
- As I have said earlier your systems do not work at present, DWP can make instant changes and they must deal with far more than one council has to. If the person receiving payments towards their care is hospitalised they do not need the payments during that period. Two weeks would allow you time to reinstate once they return home.
- I do not understand why there should be a limit of any amount.
- You must be joking! There isn't any control on this. The inability to recruit PA's in a rural environment at the low wages offered leads to a build up of unspent funds. The Money is sent to us and then we send it back. Utterly stupid.
- Because our respite money is paid into our account and we use this respite with our own PA in our own house the money could potentially sit in our account for sometime until we go on holiday and need the respite. Therefore it is not a true representation of actual 'spare money'.
- 8 weeks is good.
- 12 weeks as this covers TAX/HMRC periods.
- Information is not clear what this means.

- No money should be paid back if it has been allocated specifically for the clients needs as some Months expenditure might be higher that amount paid in as Clients is doing more activities i.e. Summer months .
- Timespan is too long. May forget.
- It should be adjusted so that I don't pay any back.

**17) Have you ever had to pay any of your Direct Payment back to the Council?**

Answer Choices	Responses
Yes	7
No	19
Don't know	3
Not applicable – I do not have a Direct Payment	8
	Answered 37
	Skipped 12

**18) If 'Yes', please tell us about your experience:**

- I have been asked to, but these demands have always been removed, on appeal. I have always found the experience of appealing these demands, to be highly stressful.
- There have been occasions when the Council has queried the amount in my [relative]'s DP account, but after appeal she has not paid anything back.
- Due to a change in assistant and unexpected illness I accrued some extra contingency. I would have liked to have used this for a holiday/respite for my [relative] as this was support he had missed out on so I wasn't happy.
- I have been told that a lot of recipients have a lot of money sitting in their accounts. I have also been told that they have to make a lot of effort for this money to be recovered by the County. Recipients should not have to make this effort this should be a seamless process and the recovery should be automatic once submitted paperwork has been checked and approved, if there is a surplus in the account.
- We bought an electrical item that we thought would help to improve his quality of life but you did not agree. The item was around £300.
- Simply because we have not had notification of the amount to be taken. There is a large amount to be taken back asap. The second hospital/rehab stay February to mid March has not yet been reported as I am still waiting for the reconciliation for July-January to be done. The Case worker and department are aware of all the hospital stays and rehab in a care home as they arranged it and obtained authorisation from the finance department.
- We received the invoice and sent the cheque - No problem with the process but see above comment about it being impossible to recruit staff due to the limits and controls on pay.
- As stated we have different amounts going out each month depending on weather we have used respite money. I try to make a note of pending money due to be paid so that the audit team know all money is accounted for.
- In the early days (we have been doing this for 10 years now) we were asked to pay back money and it was very difficult to get monitoring & payments understand why extra money was there as my [relative] transitioned from school to her new day provision. Eventually things were sorted out but many phone calls took place and the threat of bailiffs was not a pleasant experience.

- I pay back but it is quite confrontational, as in the past I have had demanding letters from the accounts dept.

**19) Were you happy with the amount you were asked to pay back and the reasons you were given for this decision?**

Answer Choices	Responses
Yes	3
No	6
Don't know	3
Not applicable – I do not have a Direct Payment / have not had to pay anything back	23
Please tell us why	6
	Answered 35
	Skipped 14

**20) Please tell us why:**

- Although I have not actually paid any money back, I have been extremely unhappy with the amounts that I have been asked for. This is largely because the council refuses to acknowledge expenses that are due, but not yet been paid. And they refuse to recognise that my balance is decreasing. Even though it can't decrease indefinitely.
- My [relative] has had to spend a lot of time and experienced a great deal of stress in trying to sort out this matter. It is still ongoing!!
- This was support he had missed out on and could have been used to his benefit.
- Still do not know the amount.
- Given that the limits on pay make recruitment impossible the funds could have been used for my [relative]'s benefit on other things.
- There were no real explanations, just said you have too much in the account and to make it more manageable to reduce it. This is not correct.

**21) Do you think the Council allows enough time for you to explain to the Council if you disagree with the amount you are asked to pay back?**

Answer Choices	Responses
Yes	3
No	7
Don't know	6
Not applicable – I do not have a Direct Payment / have not had to pay anything back	20
Please tell us why	5
	Answered 36
	Skipped 13

**22) Please tell us why:**

- With help from my [relative]'s care manager, they gave her more time.
- Still do not know.
- Once we nearly had a charge on our house because we were deemed to have 'too much' money in our account. When we emailed after receiving a letter demanding

money back it was ignored. We therefore had a stressful time trying to rectify the situation.

- Support required on this process.
- I get a letter demanding it.

**23) If you have paid back money, were you happy with the notice you were given and the amount of time you had to pay back any money?**

Answer Choices	Responses
Yes	3
No	4
Don't know	5
Not applicable – I do not have a Direct Payment / have not had to pay anything back	23
Please tell us why	3
	Answered 35
	Skipped 14

**24) Please tell us why:**

- Still do not know.
- The money is allocated for the Client's needs and therefore it is essential they have it as there circumstances may change day to day, month to month, and more money may be needed.
- You have to or face the consequences.

**25) If in the future, you agreed that you had more money than you needed in your account, do you think it would be better for the Council to reduce or stop future payments to you rather than for you to pay money back?**

Answer Choices	Responses
Yes	10
No	18
Don't know	8
Please tell us why	20
	Answered 36
	Skipped 13

**26) Please tell us why:**

- Because of my [relative]'s complex care needs and her 24/7 care package, no alteration to her funding should be made. She is severely under funded at the moment and could not cope with any money being taken from her. Her quality of life would be severely impaired!
- Think it will be easier to reduce payments to cover the overpayment. Paying back is more difficult for the customer dependant on method of payment.
- Would seem to make more sense but can see that recipients would need to authorise NCC to do this as reducing an agreed payment.
- It would get too confusing and errors could occur with reinstating the future payments. It is better to ask customer to repay extra money.

- No the Council must not stop payments as agreed in the Care plan before the plan or reassessment has taken place. This is not for administrator to decide, however, money accruing over and above the agreed or spent levels should be taken back.
- If you stop the payments you run the risk of failing to restart them at the appropriate time. Money should be recovered and the Direct Payment should be reviewed to make sure that the correct payment is made.
- I think this makes much more sense.
- This is not applicable to this case however if people are not using the full amount of payment received and they are continue to accrue excessive sums of money that is not used on care costs then it may be that the amount is too high and should be used to fund another persons needs if they are greater. However in the current financial climate and as the level of funding has been reduced I would not have thought this would be applicable.

If there was more money than required for a direct payment it would be more realistic to reduce the amount payable on a monthly basis as opposed to stopping, to ensure the individual receiving the direct payment stays in the system, and in the event of changing circumstances, there is a budget to pay for care needs still being paid.

- It would be preferable to be advised what was happening i.e. stopping payments and the reason for it.
- Either way it could cause anxiety worrying about the amount of money you have and can the bills be paid on time.
- If payments for whatever reason did not leave the account if reduced or stopped then could end up in debt.
- Our arrangement currently costs us about £100 per week more than you pay. This would never happen.
- The council should be able to stop payments when not required for the reasons stated before and restart once recipient is receiving care again. The council would not then be paying out money which could be used for people who need it at the time.
- This is meant to be a self managed account, in my case I don't foresee a situation where I would have too much money left in my account as I have to top it up each month to pay for my care.
- If there was too much money in the account then maybe a review over the care package would be a sensible idea rather than stopping payments and potentially the client not having enough money.
- Because it takes months to get the money reinstated.
- It would cause far too much confusion. I deal with payments to my [relative] and [relative]. I am completing this with my [relative] in mind but have had numerous incidents with monitoring and payments over my [relative]'s payments which are incorrect when he changes from full CHC funding to split funding. People never seem to be able to do the sums. Things are not recorded on Care First and you never get to speak to the same person twice.
- Need to explain this question better.
- If properly used for the Client there should be very little money after every month if correctly administered.
- Still don't know what to spend the money on.

**27) What do you think the Council should do about people who don't pay their financial contribution into their Direct Payment account, if they are meant to?**

- The Council ought to recognise that DP recipients are extremely unlikely to want their total amount of DP to be reduced. Rather, it is much more likely that they have just failed to grasp the mathematics of accountancy, and have failed to understand that their contribution is a part of their DP.  
As a result, I think that the main response of the Council should be just explain what the consequences are, of a DP recipient not paying their contribution into their DP account.
- They should ask for payment from them for the amount to be paid into their DP account.
- Reduce the Direct Payment so they have to pay their top up dependant on amount to be paid back and if there is a legitimate reason on on investigation.
- Subject to review that circumstances had not changed seek a formalised repayment agreement by reduction of direct payment if necessary/appropriate.
- The council needs to be more proactive on this, and advise customer direct payment will be stopped if contribution isn't paid.
- Chat to them. Explain what a DRE is!! Explain why the LA take a charge. People do not understand all these bewildering financial points and communication is key! Our financial contribution is taken off the DP before it goes into the account (deducted).
- Happy.
- Find out the reason then if necessary stop future payments.
- This should be monitored and the people who are not complying with the contract should be contacted and have it explained to them that they have a responsibility to make these payments. There should be processes in place to monitor this and it should also be part of the contract and it should be clearly written in the contract the consequences of failing to make their contribution.
- I think the Council should just invoice the person for their personal contribution as is done for traditional Care Packages as this happens too often.
- Should that be an issue ? as they can only fund care according to the budget, if they don't then their needs are not met, however if the family of the person who has the direct budget are not ensuring that it is topped up to meet the needs of the vulnerable person, and it is to the detriment of the care received by the person then the council should consider taking control of the budget.
- Don't know.
- I don't know, but I do think they should be made to pay in some way.
- If the Direct Payment account is set up then direct payment should automatically go Direct into That Account that way know problems.
- NA to us. However, keeping control of expenditure is very important.
- Find out why.
- Find out why they don't and establish whether they have the ability to make the contribution, I would say most people don't have the funds available and the contribution made by the Council is insufficient.
- Reduce their payments.
- Discuss with care manager as to ways to move forward.
- Write to them, ask if they can afford to pay back find out reasons, but yes they should pay what they are told to pay.
- Ask why?

- Stop extra payments to them.
- Reduce their payments.
- Look into the reason why by talking to them.
- What this question mean?
- The Direct Payment account should be in the Clients name with the carer as nominee to the account which makes it more legally binding.
- Breach of contract? Finish contract after warning.
- This question should not be asked in this survey. It is NCC to sort this out.

**28) What do you like about the way we arrange and monitor Direct Payments now?**

- I have always found the MAP team very easy to contact, and helpful when I do so.
- It is possible to speak to people in MAP about any queries, quite easily.
- I think it is important to monitor use of public money but the current method gives full choice and control to the customer. It is reasonable that the council audits the payments once or twice a year at least.
- Payment in advance means that funds are available when required.
- The returns are a little lengthy to do. What happens when all the parents/friends etc aren't there anymore to do them!!?
- Support Disability & Disabled People.
- It would be easier to just use the original statements and then attach receipts to it rather than having to write it in again on separate sheet.
- So far I have received all original documentation back.
- N/A
- It ensures financial probity and the monitoring process is easy to manage and complete.
- It gives our [relative] the FREEDOM OF CHOICE in his day to day life.
- A good enough system but new to the direct payment so do not have an opinion.
- I'm not sure as I don't deal with it.
- I think a separate account is a very good idea makes it easier to monitor.
- The fact that you do it.
- Regular payments gratefully received. Happy with monitoring as keeps all transparent.
- Nothing, getting on the system was horrendous. The Council were inefficient and mostly unhelpful, I dealt with 20 Council people in making the arrangement and it took 6 months to receive the first payment which seems wholly unacceptable. Too early to comment on how it is monitored.
- Not much.
- Easy straight forward.
- I do not know how you monitor payments now.
- Minimal interference.
- It's relatively easy and manageable when nothing changes.
- I blocked tp this so far.
- Not well controlled.
- Big Brother is watching you.

**29) What do you dislike about the way we arrange and monitor Direct Payments now?**

- The fact that costs that been incurred in the period, but not yet paid, are not taken into account.
- I think that whole system of how the Council monitors Direct Payments should be redesigned to work in the way that companies do. By taking into account prepaid item and items for the period that are due to be paid.
- When payments are delayed and we are not told. Lack of communication when something goes wrong.
- No matching of dates possible and conflict of direct payments in advance with charges in arrears and weeks starting on "different" days does not an easy system make!
- I think sometimes with the returns being so far apart, issues may arise and by the time it comes to the next returns is in a mess for customer and NASS to sort out.
- Needs clearer guidelines.
- No problems.
- As 21 above.
- The time it takes for me to fill in the forms and collect the backing documentation.
- N/A
- I have no concerns.
- Nothing it is working fine the way it is.
- As above have not been in the system long enough to have an opinion.
- This is my [relative]/ carers domain.
- Too bureaucratic, it assumes 'your way is the best way'.
- Not stopping the payments when not required. Length of time it takes to obtain reconciliation feed back. Length of time it is taking to claim back the overpayments.
- See answer to question 21.
- Limits on spending levels make recruitment impossible - My [relative] has been without one of her PA's for almost a year meaning the money accumulates in the account unused leaving me (her [relative]) to provide the help that we hoped having a PA would help to mitigate . Management seems lax and almost incompetent and the worry over admin and rules letters about tax management, pensions etc mean my [relative] is considering leaving the scheme in spite of her condition from advanced MS getting worse.
- I don't think if a person is re evaluated and a letter drops on their doormat telling them its been done but no real explanation and no notice then this is unacceptable. The council may deem it necessary to re evaluate each client but the clients personal circumstances may have changed. Time is needed for the client to address the change and maybe resend their expenditure etc. It seems this has all come about because of the poor management of NCC accounts and the disabled seem to be bearing the brunt of this!!
- All is ok.
- N/A
- The returns but don't want to do online banking. I like paying with cheques and keeping a tight rein on spending and balances for both [relative] and [relative].
- N
- Nobody is prepared to check how a Clients carer is spending the Clients money.
- Pass.
- Every penny is accounted for.

**30) Do you have any ideas about how you would like to see things change?**

- I would like to see costs that have been incurred in the period of a return, but not yet paid, be taken into account.
- I work as an accountancy assistant for a financial business and suggest that the monitoring should be set up following normal business practice.
- Important that information is sent to customer in their preferred format. More efficient responses to queries like call back from customer calls. e.g. when I changed my address which took about 7 months to resolve on BACS.
- See above.
- Council needs to be more proactive on recouping any money losses.
- See below.
- None.
- I would happily offer my help on any changes I am a qualified management accountant and now a [illness] survivor now years post event but only 1 year post qualification, aged just [age] in 2010. Very happy to help, it would be fun my job used to be process improvement, [telephone number].
- Online submissions: Only submit documentation if payment unusual i.e. not for wages, tax etc.
- I would like Personal Assistants to be valued more and for this to be reflected in our pay. The County Council is paying up to £25 an hour, sometimes more, to Care Agencies who can miss calls, provide carers who rush the visits, do not check the Care Plan, may not even speak English and overall provide substandard care. I personally have been in my role as a Personal Assistant for 11 years with the same young lady. I am loyal and dedicated to my job. I have only had three periods of sickness in total throughout all that time. I never let her down. I provide an excellent standard of care to her. Yet I have never had a pay rise. It is an absolute disgrace.
- No, with regard to the direct payment once it has been agreed. This is not applicable to this situation but if someone has a direct payment to employ a personal assistant then the following needs to apply:

The rate needs to be increased as most people would use the payroll provided by independent living and this comes with the cost of admin as well as overhead costs by nature of having to employ someone, there needs to be a realistic figure and based on complexity of need.
- Life is hard enough looking after a disabled person, we do not need the worry of unnecessary changes.
- Not sure, although having a specific member of staff to speak to who knows the personal circumstances with a direct telephone number, can take time to get through on 0300 number.
- No.
- Clarity of wording: ... Some simple Q & A's for: What to do if xxxx happens.... Who to contact ...
- 1. Have a system where it is easy for you to stop and restart payments as recipient's health and need for care at home changes.  
2. Provide more good carers, or care companies, so that direct payments are not required and the carers (or the companies) are paid by the council to alleviate the problems caused by over payment etc. - I do understand that is very difficult especially if the recipient has to pay part of the care themselves.
- Solving the problem mentioned in question 21.

- Either do it properly or give up would be my advice. Allow recruitment at a rate that will attract people who could make my wife's life easier and richer and ensure that the management team sufficient to administer the scheme properly.
- None.
- I think Councils should pay money for bills etc, direct to whom the money is for. I am not sure if this Council already does that.
- Updating of pay.
- Happy to continue with returns but wish I could just send bank statements with receipts and invoices numbered to tally with bank statements for checking at your end and didn't have to write it all out. Seems pointless copying the bank statements onto your return forms when the information is already there on the bank statement.
- explain clear process
- More positive approach and people visiting Clients to check if the money is being spent on what they want to do.
- Pass.
- It to be more flexible in spending and not rigid with every penny spent.

### Pre-payment Cards

#### 31) Do you like the idea of a pre-payment card for a Direct Payment?

Answer Choices	Responses
Yes	9
No	14
Don't know	9
Please tell us why	21
Answered	32
Skipped	17

#### 32) Please tell us why:

- It is a vastly expensive scheme that will waste large amounts of public money; and at the same time, treat DP users as though they were criminals. I am referring to the fact that a pre-payment card scheme would give the council more access to an individual's financial records, than even the police.
- Other councils who use them have found the set up costs and maintenance are prohibitive, £1.5 million per year.
- Principle sounds good but how would it work with someone with very special information support needs. For example I am deaf/blind which means that I cannot read online or printed info independently so I conduct transactions by telephone using clear speech otherwise I would not be able to pay my PA wages independently. I would have to use one of the PA to read confidential info about their colleagues.
- This introduces further potential confusion particularly for older clients.
- There is too much risk of abuse - vulnerable adults targeted for the card.
- Quick, easy, no returns!
- What it.
- I don't know what this is.

- This will save a lot of money being paid out to recipients and enable the county council to have reports that will monitor the expenditure. However the system needs to be flexible as not all payments can be made using a Per-payment card. There will also need to be very careful monitoring of the processes to ensure the card is not being misused.
- Seems to only be of value to younger adults or those with a mild learning disability.
- Not sure how this works and how you pay the care agency involved.
- I'm not sure how this would affect me.
- Simply not applicable to our situation.
- Would need more information on how this would work.
- Don't know what that means.
- No idea what this is or how it would work!! Our monthly care package has to pay different agencies not just direct payments, so would this work? Probably not!!
- How would this work.... what is the process.... what does it mean I pay them to client or council pays to me.... don't understand what it is.
- I like a cheque book so I can keep a running balance and I don't like internet banking.
- You know where money is being spent.
- This questionnaire is too long.
- This makes it easier for NCC and not the disabled person.

**33) Do you think you would choose to have a pre-payment card if they were available?**

Answer Choices	Responses
Yes	7
No	14
Don't know	10
Please tell us why	15
	Answered 31
	Skipped 18

**34) Please tell us why:**

- I oppose the introduction of a PPC scheme by the council, both on the grounds that it would be a waste of money, and on the grounds that I do not want to give the council more access to my financial records, than the police have.
- I believe that their use is in contravention of The Care Act 2014 which says "all people receiving long-term care and support are required to have control of their personal budget – including having agency over how funds are held and used to meet their desired outcomes."
- Dependant on above.
- Current methodology works.
- I might do if 12 weeks is the amount left in my [relative]'s account as a young person at college (18-25).
- It will save a lot of time and there will be no need to submit receipts for monitoring as the company providing the card would have all the receipts. However, the recipients should keep their receipts as they will need to check their statements every month to ensure they are correct.
- At the moment the bank account pays mind direct 4weekly/monthly.

- Could be more complicated to sort than correcting the system now. How would the payments be made to the care company?
- Don't know what that means.
- Why do we need another form of payment?
- As above.
- Never heard of it... don't know how it would work.
- Everything is then above board and no fiddles can take place.
- This questionnaire is too long.
- Makes it harder for the Disabled person to use.

**35) Do you have any worries or concerns about having a pre-payment card instead of a separate bank account?**

Answer Choices	Responses
Yes	15
No	7
Don't know	9
	Answered 31
	Skipped 18

**36) If 'Yes', what are your concerns?**

- I do not want to give the council more access to my financial records, than the police have. Similarly, I want to maintain the same amount of choice and control as I have had, since receiving a DP, over my own financial transactions.
- I believe that their use is in contravention of The Care Act 2014 which says "all people receiving long-term care and support are required to have control of their personal budget – including having agency over how funds are held and used to meet their desired outcomes." My [relative] is fully able to and does manager her own finances and would not wish this control taken away from her.
- My concern is not being able to use the PPC independently.
- Financial abuse could occur.
- Will it be the same as my bank account?
- The system is working well why change.
- It is not flexible enough.
- Personally I like the idea of an account because I'm not sure how the card would work.
- It may enable drift on controls, such that it gets used for unintended purposes.
- Making payments if not in a bank account - I just arrange a bank transfer now. If only an amount is paid towards the invoice not all of it a second payment would have to be made to the care company for the balance - doubling up the work for both. Would need more information on the system before agreeing to it.
- It seems that its yet another of administration - unless someone can show that its much easier.
- As above.
- Needs explaining to people.... never heard of it.
- As noted above. It would be easier for you and you could certainly take money back more easily but knowing some of the historical disputes I have had you would have

taken money back twice in my [relative]'s case that would have been incorrect and we wouldn't have been able to pay the agencies.

- As long as the Carer is aware they are the responsible for all the transactions which take place on the card or Bank account.
- This questionnaire is too long.
- Live out in a Village and not easy to access card reading machine.

**37) How much funding do you think the Council should allow people to keep if they have a pre-payment card? At the moment for bank accounts, it is 8 weeks' worth of money, do you think it should be?**

Answer Choices	Responses
2 weeks worth	2
4 weeks worth	4
6 weeks worth	0
8 weeks worth	10
A percentage of the annual Direct Payment amount	3
Don't know	8
Other (please specify)	8
	Answered 28
	Skipped 21

**Other:**

- Because of my [relative]'s complex needs and 24/7 care package, she finds it difficult to recruit and retain personal assistants. She therefore needs to regularly advertise for new PAs and pay for extra cover either from her other PAs or a care agency. She therefore needs a substantial amount of contingency money to fund these costs.
- 12 weeks for young people (18-25 yrs).
- 4-5 months in circumstances where the extra holidays/respite are paid monthly as an average.
- The amount of time is irrelevant as this would not work for us.
- 2 weeks should be sufficient so long as the systems are in place to restart payments as soon as the recipient is back home receiving care.
- I don't think this is a good idea.
- I think a card should run alongside a bank account too.
- About right.
- This questionnaire is too long.
- Same as the other question asked earlier in the survey.

**38) If we were to have pre-payments cards and a person has agreed with the Council that they have money which they needed to pay back, how much notice do you think the Council should give the person, before they take the money off the card?**

- 6 months.
- I do not agree with whole idea of pre-payment cards but feel that at least 3 months notice should be given of the Council's intention to deduct money from the pre-payment card.
- 2 weeks in case person is away.

- 1 month minimum.
- 4 weeks.
- 2-3 months at least as there could be -
  - a misunderstanding
  - a change to the plan but not put in action
  - a death, hospital stay, no one to oversee the card
  - charge to circumstances i.e. PA ill - new PA from Agency needed/emergency.
- More information about pre payments card?
- 1 month.
- 2 months.
- A maximum of one month.
- 4 weeks.
- One calendar month.
- At least 4 weeks.
- N/A to our circumstances.
- If the card is being used correctly there should not be a problem taking it back with no notice, however, to be fair stick to 2 weeks as with the payments.
- No idea.
- 8 weeks.
- As much as possible.
- One month.
- 4 weeks.
- 8 weeks.
- 4 weeks.
- No money should be take from the Client.
- 1 month.
- Same as the earlier question.

**39) How do you think the Council, once they have agreed the amount with an individual, should take any money back?**

	Yes	No	Don't know	Total
Take money from the card in one go	9	13	7	29
Please tell us why				13
			<b>Answered</b>	<b>29</b>
			<b>Skipped</b>	<b>20</b>

**Please tell us why:**

- I do not think that the Council should introduce a PPC scheme, therefore this question is irrelevant.
- Each case on merits.
- Charge in circumstances 18-25 yr old at college so needs most of the money during the holidays.
- Because the customers will know there is a surplus in the account and they know it has to be paid back.
- Can be unsettling for the person.
- It could be too much too soon. People need time to get their heads around it.

- In part, but must avoid knock on family hardships.
- One hopes there will be sufficient funds there to be taken in one go, it depends whose fault it is, if the recipient has had a change of circumstances and the council takes too long to act on notification there would be some justification for the funds to be taken incrementally. If the recipient has not informed the council and has been "found out" council should be able to demand it back in one go.
- I'm not in favour of such cards and am quite happy with the current 'set up'.
- Weekly or monthly.
- No money should be taken from the Client.
- This questionnaire is too long.
- Should not take money back. NCC should assist with the spending of Direct Payment money.

	Yes	No	Don't know	Total
Take money in increments	12	9	8	29
Please tell us why				10
			<b>Answered</b>	<b>29</b>
			<b>Skipped</b>	<b>20</b>

**Please tell us why:**

- I do not think that the Council should introduce a PPC scheme, therefore this question is irrelevant.
- Each case on merits.
- Fairer.
- This could be fairer.
- See above - if council has overpaid due to slowness after notification they should give the recipient time to repay.
- Probably if this was the only option to pay money back. BUT re assessment of the care package would be essential so this didn't keep happening.
- People don't have much money if they are clients or carers.
- No money allocated to the client should be taken from them.
- This questionnaire is too long.
- This makes out that the Disabled Person can't control budget.

	Yes	No	Don't know	Total
Not make further Direct Payments until the agreed amount has been reached	7	12	9	28
Please tell us why				12
			<b>Answered</b>	<b>28</b>
			<b>Skipped</b>	<b>21</b>

**Please tell us why:**

- I do not think that the Council should introduce a PPC scheme, therefore this question is irrelevant.
- Make sure payment is reinstated on an agreed date and the individual knows all about this. Must be clearly communicated.
- Each case on merits.

- We do not want to have more fights to get money reinstated!! Its hard enough getting hold of social workers to do the plans!!
- Need information, do not understand.
- Each case would be different.
- In part, but must avoid knock on family hardships.
- Again that may be a better way depends on circumstances.
- For some families I think this would be a good option. Give the families the choice and then they could decide what would work better for them.
- Too harsh, people still need to access the services the budgets are provided for.
- Not all the money will be used us to the penny so it is ridiculous to hold up Direct Payments for this.
- This questionnaire is too long.

**Other:**

- I do not think that the Council should introduce a PPC scheme, therefore this question is irrelevant.
- This questionnaire is too long.

**40) Do you have any suggestions about pre-payment cards?**

- I do not think that the Council should introduce a PPC scheme. It would be a hugely expensive waste of public money, and one that would be quite likely to fail. Many other LAs, who have introduced such schemes, have relatively quickly had to repeal such decisions. When Northamptonshire is under the amount of financial strain that it presently is, I fail to comprehend why the Council would be so urgently seeking yet another way to waste money.  
I also think that it is disgusting how the Council is trying to treat DP recipients as worse than criminals; in giving themselves even more access to these people's DP accounts, than the police. Even this consultation has demonstrated the attitude of seeking to blame DP recipients, if they happen to misunderstand what contributions are, or how to make them.
- Do not use them as they contravene the rights of any user, as set out under the Care Act 2014 and the system is extremely expensive to set up and run.
- Ensuring information is accessible by email or telephone e.g. Phone banking so people can monitor their payments and pay wages independently. Ensuring customers know how often accounts will be looked at and when although I think accounts should be monitored by NCC.
- No.
- Yes. Don't use them.
- Yes - please note 18-25 yr olds circumstances change fast and many have seasonal needs when using their DP so sometimes spend more in holidays.
  - The local authority must not prescribe a register of those PA or Agencies the card can be used with as this would take away choice.
  - Is a prepaid card with an account run by the local authority legal? I wonder? Should the account be in the individuals name? Is there something which says if the LA open the account, it is not then the DP for that individual - taking away freedom / personalisation etc..?
  - Must be flexible if needs change.
  - Quick reconciliation of changes on the day - no waiting.

- More information, easy read.
- No.
- The system you have works for us, a pre-payment card would not give our [relative] the freedom he has now.
- I will be coming on Web 13th June 2018 St John Street Northampton for 5.00pm to 7.00pm and you can sign in for your Event on Wed 13th June 2018 at St John Street Northampton for 5.00pm to 7.00pm and you can help & Support me to employing my own PA Staff & PA Worker with a lot more hours for me your Event on Web 13th June 2018 at St John Street Northampton for 5.00pm to 7.00pm for me now.
- No.
- Without awareness of purpose, its impossible to suggest usage.
- Recipients must be given full information before implementation on the pros and cons of the cards and how the carers will be paid etc. I assume most recipients are elderly patients who are not in a position to go and pay their invoices to the offices of the care company, the carers do not have time to take payment from the card and there is no Wi-Fi in many of the villages so card machines would not work anyway.
- Don't know what that means.
- This seems to be a survey about pre-payment cards on a system that is poorly managed and from my [relative]'s point of view doesn't work as it should. Perhaps the management team should better consider how the scheme works and the effect it has on users lives. If cost saving is the main consideration and the proper benefits to customers lives cannot be achieved then don't bother with pre payment card just shut the entire department.
- As stated I don't know anything about them.
- You need to let people know what they are and how they work.
- Make them optional.
- No.
- Some.
- As said previously. This means the Disabled Person being able to travel to a card reading machine.

## Appendix 2: Demographic Questions

### 41) Are you responding to this questionnaire as an individual or on behalf of an organisation/community group?

Answer Choices	Responses
As an individual	31
On behalf of an organisation/community group	2
	Answered 33
	Skipped 16

#### Organisation:

- Northamptonshire Adult Social Services

#### Job title/role:

- Assessment & Enablement Worker

### 42) Which borough or district do you live in?

Answer Choices	Responses
Corby	3
Daventry	4
East Northamptonshire	3
Kettering	4
Northampton	6
South Northamptonshire	8
Wellingborough	2
Other (please specify)	0
	Answered 30
	Skipped 19

### 1) What sex are you?

Answer Choices	Responses
Male	9
Female	18
Prefer not to say	1
	Answered 28
	Skipped 21

### 2) Are you currently Pregnant or have you had a baby in the last 6 months?

Answer Choices	Responses
Yes	1
No	24
Prefer not to say	1

Answered 26  
Skipped 23

**3) How old are you?**

Answer Choices	Responses
0 to 9	0
10 to 19	0
20 to 29	2
30 to 49	8
50 to 64	10
65 to 74	6
75+	2
Prefer not to say	1
	Answered 29
	Skipped 20

**4) Do you have a disability?**

Answer Choices	Responses
Yes	14
No	12
Prefer not to say	1
	Answered 27
	Skipped 22

**4a) If Yes, please tick the appropriate box(es) which best describes your disability?**

Answer Choices	Responses
Mental Health	5
Physical Disability	13
Hearing Impairment	5
Learning Disability	5
Sight Impairment	3
Other	1
	Answered 16
	Skipped 33

**5) What is your religion or belief?**

Answer Choices	Responses
None	6
Christian	19
Hindu	0
Jewish	0
Muslim	0
Sikh	0
Buddhist	0

Prefer not to say	4
Any other religion (please specify)	0
Answered	29
Skipped	20

**6) How would you describe your ethnic origin?**

Answer Choices	Responses
White - English, Welsh, Scottish or Northern Irish	26
White - Irish	0
White - Gypsy or Irish Traveller	0
White - Other White Background	0
Asian or Asian British - Indian	0
Asian or Asian British - Pakistani	0
Asian or Asian British - Bangladeshi	0
Asian or Asian British - Chinese	0
Asian or Asian British - Other Asian Background	0
Mixed / Multiple ethnic Background - White & Black Caribbean	0
Mixed / Multiple ethnic Background - White & Black African	0
Mixed / Multiple ethnic Background - White & Asian	1
Mixed / Multiple ethnic Background - Other mixed / multiple background	0
Black or Black British - Caribbean	0
Black or Black British - African	0
Black or Black British - Other Black Background	0
Other - Arab	0
Other ethnic group	0
Prefer not to say	2
If other, please specify:	1
Answered	29
Skipped	20

**Other:**

- Does it matter?

**7) If you are 16 or over which of the following options best describes how you think of yourself?**

Answer Choices	Responses
Bisexual	0
Gay Man	0
Gay Woman / Lesbian	0
Heterosexual	24
Other	0
Prefer not to say	2
Answered	26
Skipped	23

**8) Is your gender identity the same as the gender you were assigned at birth?**

Answer Choices	Responses
Yes	28
No	0
Prefer not to say	1
	Answered 29
	Skipped 20

**9) What would you describe your marital status as?**

Answer Choices	Responses
Married	14
Single	9
Civil Partnership	0
Cohabiting/Living Together	0
Widowed	3
Other	0
Prefer not to say	3
	Answered 29
	Skipped 20

## **Appendix 3 – Engagement Distribution List**

The organisations/groups listed below were asked to actively promote the consultation amongst their members.

- Users of the service and/or their named carer member where applicable
- Personal Assistants on PA Register
- Carers Voice
- Northamptonshire Carers
- Healthwatch Northamptonshire
- Learning Disability Partnership Board
- Voluntary Impact Northamptonshire
- Nene Valley Community Action
- People First Northamptonshire
- Northants Parent Forum Group
- Northamptonshire Local Offer
- CVS Northamptonshire
- NCC's Residents' Panel
- NCC's Consultation Register members
- NCC social media subscribers