

**Learning Disability Service User Survey – Benchmarking Questions
August 2016**

Background

A Steering Group worked in Spring/Summer 2016 to develop a set of Service User Survey benchmarking questions for people with a learning disability.

We would like to thank all Steering Group members for their valuable contribution. Members of the Steering Group are set out below:

Organisation	Name
Brandon Trust	Izzy Roberts
Certitude	Ian Olney
Community Integrated Care	Shelagh Murphy
Dimensions	John Clarke
Livability	Liz Salmon
Mencap	Zac Taylor
Nottingham Community Housing Association	Karen Guy
Real Life Options	Shona Beaton and Andrea Jackson
United Response	Lu Large
Walsingham	Deko Aden
Agenda Consulting	Clare Harris, Roger Parry and Tim Walters

Response scale

The Steering Group agreed the following response scale for use with benchmark statement questions:

- Yes always
- Yes mostly
- Yes sometimes
- No

It was noted that in some cases a question may not apply to all service users, or that they may not wish to answer a particular question. In these cases providers may wish to include a 'Not Applicable' option or use conditional questions to enable the service user to skip to the next relevant question.

Some providers may wish to make minor adjustments to the response option text, for example to use 'No, never, or very rarely' instead of just 'No'. We feel this is acceptable, providing the overall sense is not changed, and that the scale continues to consist of 4 points. If you wish to make any alterations, we would encourage you to get in touch with us to talk it through first.

Statement questions

The Steering Group agreed a list of questions as set out overleaf, under a range of topic headings. All questions are to be asked with the response scale set out above.

Organisations may choose to include all, some or none of these questions in their future surveys, and are likely to include other questions not in this set. For each benchmark question used, we will be able to provide benchmark comparisons once sufficient data has been gathered amongst the group.

As with the response scale, some providers may wish to make minor adjustments to the wording of some of the statements. We feel this is acceptable providing the overall sense of the statement is not changed, and that the wording remains pretty close to the original. Again, we would encourage you to get in touch with us to talk through any wording changes you propose to make.

Friends and Family

- A1 I can keep in touch with and spend time with the people who are important to me
- A2 I get the support I need to keep in touch with and spend time with the people who are important to me

Feeling Safe

- B1 I feel safe
- B2 I get the support I need to feel safe

Health

- C1 I feel healthy and well
- C2 I am supported to feel healthy and well
- C3 I get the support that I need to access health services

My home

- D1 I feel comfortable living in my home
- D2 I get on well with the people I share my home with
- D3 I get the support that I need to keep my home the way I like it

Activities

- E1 I do the things that are important to me
- E2 I get the support that I need to do the things that are important to me
- E3 I get the opportunity to try new things

Money

- F1 I get the support that I need to manage my money

Happiness

- G1 If I am unhappy, I can tell someone who will listen
- G2 If I am unhappy, I get the support I need

Choice and control

- H1 I make decisions and choices about my life
- H2 I get the support that I need to make decisions and choices about my life
- H3 I make decisions and choices about my support

Staff who support me

- J1 Staff listen to me
- J2 Staff treat me well
- J3 Staff are friendly
- J4 Staff are approachable
- J5 Staff know me well
- J6 I choose who supports me

Overall

- K1 I am happy with support I receive
- K2 This organisation does a good job

Next steps

If you are interested in comparing your survey results with others in the sector, please email [Roger Parry](mailto:Roger.Parry@agendaconsulting.com) or call 01865 263720 for more information about benchmarking.

Roger Parry
Agenda Consulting