

## Appendix 1 – Support at home on-line survey results

200 responses were received to the on-line survey, which was available for comments from 11<sup>th</sup> May to 21<sup>st</sup> June 2023.

Below are the responses.

### Q1. How are you responding to this survey?

<b>Responding as</b>	<b>% of respondents</b>
Support at home customer	55%
Family, friend, carer or advocate	25%
Council member of staff	9%
Partner organisation	3%
None of the above	9%

- Respondents could tick as many responses as appropriate

As the table above shows, 55% of respondents were from customers of the support at home service, with a further 25% of respondents being family, friend, carer or an advocate of a current customer.

### Q2. As a support at home customer do you access the service?

<b>Response</b>	<b>% of respondents</b>
Yes	94%
No	2%
Don't Know	5%

94% of support at home customers stated that they did access the service. With 5% not knowing if they did or not and 2% not accessing the service.

**Q3. How important are the following areas to you?**

<b>Area of support</b>	<b>4- very important</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0 – not important</b>
Support to maintain my health and wellbeing	83	12	3	0	2
Support to reduce social isolation	81	9	3	2	1
Practical support	69	3	7	4	12
Tenancy support	82	8	0	0	6
Support to keep me safe and secure	88	5	2	0	2

As the table above shows all areas of support from the current service were viewed as 'very important' by the largest number of respondents with support to keep me safe and secure being seen as the most important with support to health and wellbeing the second most important. Practical support was the least important although still a considerable number did consider it 'very important'.

**Q4. To what extent will the proposals impact you?**

<b>Impact of proposals</b>	<b>% of respondents</b>
A great deal	71
Quite a lot	14
Somewhat	10
Very little	4
Not at all	2

71% of respondents felt that the proposals to the support at home service would impact them 'a great deal' with a further 14% saying they would be impacted 'quite a lot'