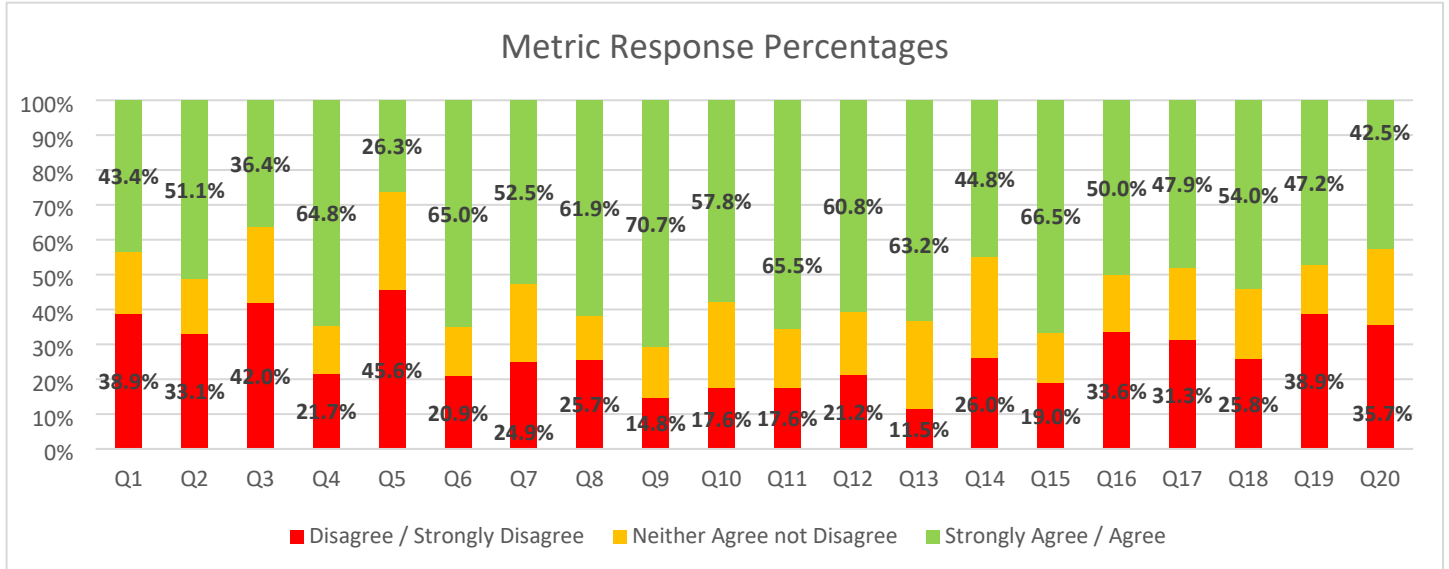


## I Statement Survey Analysis

273 questionnaires of the 2000 sent were returned completed, giving a return rate of 13.7%. This is a reasonably good return rate for an unsolicited survey, and sufficient sample size to draw conclusions.

Of this 93.4% of questions were answered with a strongly agree to strong disagree response. To allow for the figures to be used as future metrics all of the following percentages are based on these responses only, excluding Not Applicable and Not Answered

Strongly Agree and Agree have been used as agreed to the statement with Disagree and Strongly disagree as disagreed



On average across all 20, 'I Statements', 53.6% agreed with them and 27.3% disagreed with them. With the remaining 19.1% neither agreed nor disagreed.

For the following statements 65% or more agreed. With the highest being Q9 with 70.7% either Strongly Agreeing or Agreeing.

Question No.	Question	Strongly Agree / Agree
9	I know that I have some control over my life and that I will be treated with respect.	70.7%
15	I am listened to and heard and treated as an individual.	66.5%
11	I can make a choice on whether I move into a care home, and where and with whom I live.	65.5%
6	I have a conversation with someone who understands me.	65.0%

In contrast over 35% disagreed on all the following statements, with over 40% disagreeing to Q3 & Q5.

Question No.	Question	Disagree / Strongly Disagree
5	The system is easy to navigate.	45.6%
3	I know what services are available and can make informed decisions.	42.0%
19	I can manage money easily and use it flexibly.	38.9%
1	I know what services and opportunities are available in my area.	38.9%
20	I can have fun, be active, and be healthy.	35.7%

This suggests people have difficulty finding information about how to access social care services, but once contact is made then it is a much more positive experience.

19.1% of all responses were 'neither agree nor disagree', however, over 25% answered like this for the following questions:

Question No.	Question	Neither Agree not Disagree
14	I only tell my story once unless there are changes to 'what matters to me'.	29.2%
5	The system is easy to navigate.	28.2%
13	We start with a positive conversation, whatever my age.	25.3%

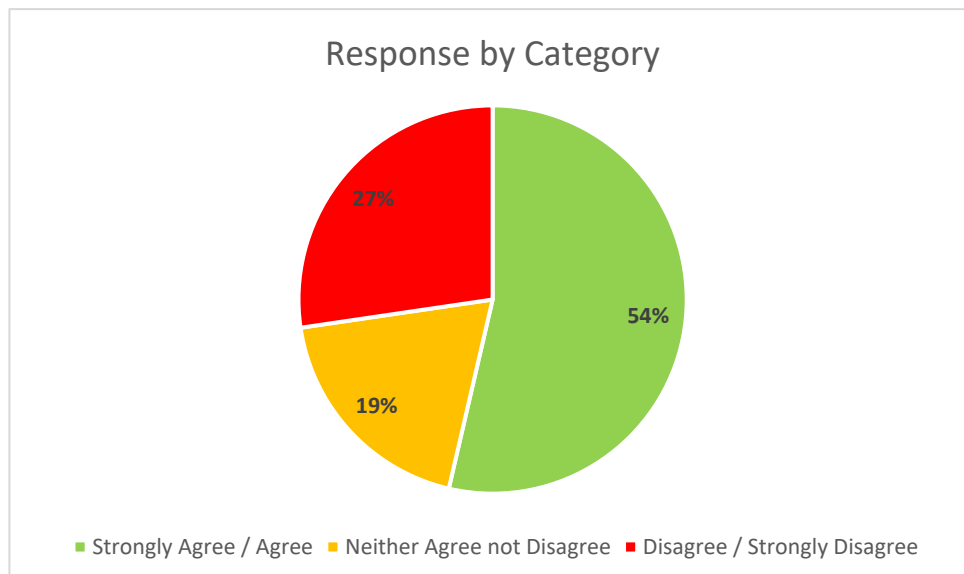
For Q5 along with the 45.6% who disagreed the system was easy navigate makes up 73.8% of the responses for this question.

Q14 suggestions people are unsure who or how many people they do or should deal with.

20.5% either found Q17 - I have balance in my life, between being a parent, friend, partner, carer, employee, not applicable or did not answer. And 12.82% for Q11 - I can make a choice on whether I move into a care home, and where and with whom I live. However, both questions are very situation specific, so this does not feel out of place.

50% or more of people agreed with 13 of the 20 statements. Whilst 25% or more disagreed with 11 of the 20 statements.

Overall, 72.7% of responses were either agreed with of neither agreed nor disagreed with. 27.3% having a negative experience opinion.



**Response per Question and Metrics**

Question No.	Question	Strongly Agree / Agree	Neither Agree not Disagree	Disagree / Strongly Disagree
1	I know what services and opportunities are available in my area.	43.4%	17.7%	38.9%
2	I know where to go and get help.	51.1%	15.8%	33.1%
3	I know what services are available and can make informed decisions.	36.4%	21.6%	42.0%
4	I am confident to engage with friends/support services.	64.8%	13.5%	21.7%
5	The system is easy to navigate.	26.3%	28.2%	45.6%
6	I have a conversation with someone who understands me.	65.0%	14.2%	20.9%
7	When I need support, it looks at my whole situation, not just the one that might be an issue at the time.	52.5%	22.6%	24.9%
8	I deal with people I know and trust that are well-trained and love their job, respect my expertise, and can make decisions with me.	61.9%	12.5%	25.7%
9	I know that I have some control over my life and that I will be treated with respect.	70.7%	14.4%	14.8%
10	I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself.	57.8%	24.6%	17.6%
11	I can make a choice on whether I move into a care home, and where and with whom I live.	65.5%	16.8%	17.6%
12	I know that I have control over my life, which includes planning ahead	60.8%	18.0%	21.2%
13	We start with a positive conversation, whatever my age.	63.2%	25.3%	11.5%
14	I only tell my story once unless there are changes to 'what matters to me'.	44.8%	29.2%	26.0%
15	I am listened to and heard and treated as an individual.	66.5%	14.4%	19.0%
16	I am resilient and have good mental health and wellbeing.	50.0%	16.4%	33.6%
17	I have balance in my life, between being a parent, friend, partner, carer, employee.	47.9%	20.7%	31.3%
18	I feel that I have a purpose.	54.0%	20.2%	25.8%
19	I can manage money easily and use it flexibly.	47.2%	13.9%	38.9%
20	I can have fun, be active, and be healthy.	42.5%	21.8%	35.7%

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