

Direct Payments in Richmond and Wandsworth

Report by Healthwatch Richmond and Healthwatch Wandsworth

August 2021

Introduction

The contract for the Direct Payment Support Service is coming to an end in June 2023 and given the complexity of the service, London Borough of Richmond Upon Thames (LBRuT) and Wandsworth Borough (WBC) Councils will need to allow 18-24 months for the procurement process. Before that process commences in June 2021, the Councils will need to have undertaken a consultation exercise to establish service user views on current provision, and on what support service users require to help them manage their direct payment effectively to inform the development of the specification and shape future provision.

Under the Care Act 2014, local authorities offer people who qualify for services the option of having a Direct Payment. A Direct Payment (DP) is a monetary payment designed to help a person live independently in their own home. It is given by the Council to a person with eligible needs so that they can organise their own care and support, instead of the Council doing this for them. However, people may need information and practical support to enable them to manage this via a Direct Payment Support Service (DPSS).

Direct Payment Support Services offer various types of help that people can get to manage their DP more easily. These include services to help find and recruit a personal assistant/carer, and services to help manage the financial aspects of a DP, including payment of wages and invoices. The two Councils have separate contracts with two Direct Payment Support Providers, Vibrance (WBC) and RUILS (RBRuT), to assist individuals to manage their direct payments. They offer a range of support, including information and employment advice, support in recruiting a personal assistant, payroll and managed account services.

There are over a thousand service users across Richmond and Wandsworth in receipt of a Direct Payment. This includes service users across all ages and backgrounds with varying needs including:

	Richmond	Wandsworth
Older people	126	321
Learning Disability	152	194
Mental Health	46	68
Physical Disability	93	173

Healthwatch Richmond and Healthwatch Wandsworth were asked to provide independent expert support with obtaining in-depth qualitative user feedback from service users about their experiences of the Direct Payment Support Service and their needs from the service in future under the new contract. The project aimed to:

1. better understand the experiences of people who use, or choose not to use DP Support

2. understand what people would like to see stay the same and what they would want to see change regarding the support available for managing Direct Payments.

Methodology

Jointly Healthwatch Richmond and Healthwatch Wandsworth agreed to conduct a series of phone interviews with service users arranged by the Councils. The Councils were responsible for recruiting participants because they were not able to share contact details with Healthwatch Richmond and Healthwatch Wandsworth and contacting service users directly was the only viable way to reach this cohort. They called people who used the Direct Payments Support Service to ask them if they would like to take part in an interview and booked them an available interview slot. A £35 voucher was offered to incentivise people to take part in an interview.

This approach did not yield sufficient data, so an online survey was set up and emailed by the Councils to the people whose email address they had. In Richmond this was also promoted by RUILS, the DP Support Service Provider.

Healthwatch Richmond captured experiences from **27 Richmond recipients of Direct Payments Support Services**, 8 via telephone interviews and 19 by online survey.

Healthwatch Wandsworth captured experiences from **16 Wandsworth recipients of Direct Payments Support Services**, 7 via telephone interviews and 9 responses by online survey.

Had a national lockdown not been in force at the time, due to the Coronavirus pandemic, we would have sought views using different methods, including an in person focus group.

Limitations

The Councils were unable to recruit sufficient participants for phone interviews due to the significant time and number of attempts required to book an interview, approximately 10 calls per successful interview.

Healthwatch also experienced some drop out with only 15 of 21 booked interviews taking place either because:

- Interviewees did not understand what the Direct Payment Support Service was,
- Interviewees were not expecting our call or did not recall agreeing to speak to us.

The different methods collected slightly different data. The phone interview was largely qualitative, whilst the online survey also included quantitative feedback such as rating services as 'very good, good, neither good nor bad, poor or very poor'. As a result, we have limited data in areas where the questions differed. With multiple data collection routes there is always a risk that people might give their feedback more than once, however with a small data set, we are confident that this did not occur.

The sample is smaller than we had planned for due to the challenges in collecting data. Participants were self-selected when answering the online survey and self-selecting to a degree in agreeing to the telephone interviews. There may also be some bias in the sample towards those who have digital access, and it is possible that this report does not take full account of the experiences and views of those who do not have digital access.

Whilst both Richmond and Wandsworth samples have a balance of age, gender and to some extent condition, the samples were not large enough to be representative. The Wandsworth sample showed a more balanced distribution in terms of ethnicity and religion. Given the above and the relatively small number of responses received, it is possible that there may be needs that are not picked up in relation to providing a service equally.

Findings

What are people using Direct Payments for in Richmond and Wandsworth?

Some people selected multiple answers, as some people access more than one type of support, which means we received 69 answers for this question from 43 respondents.

In Richmond, all 27 respondents used their Direct Payment to employ a personal assistant (19) or make use of a care agency (8). 11 people also used direct payments for specific services (5), short breaks (5), and social opportunities (1).

All but one of the Wandsworth respondents had used or were continuing to use the Direct Payment Support Service (DPSS), Vibrance, while one survey respondent claimed not to have known of its existence. In one other case, the family had recently decided to withdraw from the DPSS and manage the Direct Payment themselves.

All the Wandsworth recipients used their Direct Payment to pay for a carer, whether by a directly employed Personal Assistant/Carer (10) or by a care agency (9). 11 people reported using the payments for additional purposes such as equipment, specific activities, or short breaks.

	Richmond	Wandsworth
Personal assistant/carers	19	10
Care agency	8	9
Annual gym subscription	1	0
Specific services (e.g. transportation/activities)	5	5
Short breaks	5	3
Social opportunities	1	0

Equipment to support independence	0	3
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Quality of Services

It is important to note that these findings cannot be used to compare the two services. The volume of data is low, the change in methodology means that data is not collected consistently across the services and the cohorts are not balanced between the services which would undermine any comparison differences between services. It is also clear from the narrative data that respondents often linked their sentiment with social care, social services and the flexibility of the direct payments. The data can however provide some useful insight into the relative areas of positive and negative sentiment within each service.

Richmond - Feedback about RUILS Direct Payment Support Service (DPSS)

Service	Positive	Neutral	Negative
Help finding a PA (12)	42%	42%	17%
Payroll service (13)	69%	23%	8%
Support and advice as an employer (11)	64%	18%	18%
Managing your DP (17)	47%	29%	24%
Training for you (10)	10%	70%	20%
Training for your PA (10)	20%	60%	20%
General information and advice (16)	50%	25%	25%
Peer support (8)	13%	88%	0%

Please note: This question was only put forward to those who answered the online survey, therefore only 20 people answered these prompts. Percentages are shown as a proportion of respondents with the total for each question shown in brackets.

General feedback about Direct Payments

10 service users have said they find the service too restrictive and they would like to see more support available, flexibility and clarity about what support they can spend the money on.

“We find it rigid & restrictive - money can only be spent on the PA for hours, not paying for their activities. It ends up costing either the young person or their family money, when the reality is that our Young People cannot go to activities without support. Therefore support will always need to pay for an activity. This means young people don't always get to enjoy fun activities, because it costs too much.”

“Yes, however, three years ago payments for some services has stopped, especially in relation to trips, additional music sessions. This has been communicated to Ruils and although family understands this is the decision of the local authority, nothing has been done to address those gaps. The family said that they are only allowed to spend money on personal assistance and no longer get the allowance for activities. Additionally, many social support services have been cut down or closed completely in the Richmond area, leaving family with very few options. Family would like to see financial support for services like Happily Dating and other well-being services supporting with relationship and sexual health to be made available. This is area where there are no support provisions in the borough. Family feels it is discriminatory to not provide people with LD with sexual health and relationship education.”

Two service users said that because they were unclear over what they were entitled to spend money on, this often resulted in them not spending Direct Payments money on things such as transport which were paid for out of pocket. This unspent money would then be reclaimed by social services due to it not being spent.

As was also evident from the number of people declining to speak to us, there was a low awareness about Direct Payments from the client group. One person who was interviewed by phone, was unaware that a support service even existed and claimed to never have accessed any help:

“I’ve not used a support service. Not sure if I even know of it, which says a lot. Why don’t I know about it? What’s it called?”

Training for your PA

10 people accessed this service and 2 (20%) found it ‘very good’ and 2 (20%) said they found it ‘poor’. Majority (60%) of people who accessed this service were ‘neutral’ towards it. The narrative feedback suggests that there was low awareness of the training.

“There aren’t enough trained PAs available in Richmond.”

General information and advice

16 people accessed this, and 8 (50%) said they found it ‘good’ or ‘very good’, (25%) were neutral towards it, while 4 (25%) found it ‘poor’ or ‘very poor’. This shows that the majority of people were satisfied with the service and a minority found it unhelpful. The extent to which this relates to the general low understanding of Direct Payments is unclear.

“They answer all my queries. They are helpful.”

Wandsworth - Feedback about Vibrance DPSS

Service	Positive	Neutral	Negative
Help finding a PA (3)	67%	0%	33%
Payroll service (6)	67%	0%	33%
Support and advice as an employer (5)	80%	0%	20%
Managing your DP (7)	71%	14%	14%
Training for you (5)	80%	0%	20%
Training for your PA (4)	50%	25%	25%
General information and advice (7)	86%	0%	14%
Peer support (4)	50%	25%	25%

Please note: This question was only put forward to those who answered the online survey, therefore only 19 people answered these prompts. Percentages are shown as a proportion of respondents to each question with the total for each question shown in brackets.

The quality of services received from the DPSS was assessed in relation to specific aspects of the service by the **online survey respondents** with mostly positive scores, but one or two respondents were consistently critical, describing the support as ‘Poor’. Notably, in a later question, one person described the payroll service as “*Useless*”. In total, **29 positive** scores were registered against **9 negative**, with **3 neutral**.

All but one of the Wandsworth respondents had used or were continuing to use the Direct Payment Support Service (DPSS), Vibrance, while one survey respondent claimed not to have known of its existence. In one other case, the family had recently decided to withdraw from the DPSS and manage the Direct Payment themselves.

In the **7 interviews** the quality of services received from the DPSS and issues of communication with them were addressed as a whole, rather than broken down into specific aspects of the service as in the online survey above. We received 6 positive and one neutral score, but a few specific reservations.

- In one case the family were dissatisfied with the quality of care from a care agency contracted by the DPSS and have recently taken over management of the Direct Payment to employ a carer directly: the support previously received from the DPSS was rated as Fair and it was suggested that Vibrance had never explained the scope of their service or the options available.
- Another service user explained that Vibrance manages the payroll for his personal assistant. Originally, he completed and submitted timesheets by post, but Vibrance now requires him to

complete them on a computer and email them. He does not find this easy because of his deteriorating eyesight. He is supposed to receive an email confirmation that the timesheet has been received but does not always get this. He can ring Vibrance but usually this is answered by a machine, and he has to leave his number and wait for a call back. He has a named contact at Vibrance but can have difficulty getting through to them.

The remaining 6 respondents rated the service received from the DPSS as Good (or in one case Excellent). Relevant comments were:

- One family received support with the following: help with employing a personal assistant for their daughter, help with contacting care services, managing finances (invoices and payroll), support in relation to employing staff as well as general advice. The family is in contact with the DPSS by emails and over the phone. They stressed that the communication is good and that there are no delays in answering and addressing their daughter's needs. Vibrance acted expeditiously when a regular support worker went on holiday and the family needed a replacement.
- One lady has only started using Vibrance in the last couple of years after she started to have difficulty managing the Direct Payment on her own. She has a clear understanding with Vibrance on what they do for her, which is essentially a payroll service - she originally chose the carer herself. She gets her teenage daughter to send the carer's time sheets to Vibrance by email. She can ring Vibrance up if she needs to query something and usually gets a response from her regular contact within a day or two.
- Another interviewee reported that Vibrance handles the payroll for her Mum's carers (initially just the respondent's younger sister). When they were looking for an additional carer, Vibrance was able to suggest someone. Communication is mainly through email but she has sometimes needed to speak to Vibrance on the telephone and has always been able to get through to the right department or person.
- Another interviewee reported that Vibrance handles financial aspects of his Mum's relationship with the care agency which supplies her three daily care visits. Other issues such as the time of carer visits, the unavailability of the regular carers or Mum's absence in hospital are all dealt with directly on the telephone between her or the family and the care agency. He could not recall needing to contact Vibrance. She receives regular letters from Vibrance reporting on the expenditure.

Quality of support

Respondents to the online survey were given five statements and were told to mark one of the following in response to each statement: strongly agree, agree, neither agree nor disagree, disagree or strongly disagree. Interviewees, on the other hand, were only asked to indicate how much they agree with the first three statements listed in the table below. As before, this data should be used to look at relative differences within services rather than to compare the two services.

Richmond - Feedback about RUILS Direct Payment Support Service

Statement	Positive	Neutral	Negative
The advice and support I have received has made it easier to manage my direct payment. (27)	71%	14%	14%
I know who to call for information and advice about my direct payment. (27)	70%	15%	15%
I usually receive a helpful and quick response about my direct payment. (27)	58%	31%	12%
The Direct Payment Support Service helped me to access the kind of support I needed** (19)	40%	15%	45%
The Direct Payment Support Service was able to accommodate my communication or access needs** (19)	42%	42%	16%

****These two questions were only put forward to those who answered the online survey, therefore only 19 people answered these prompts. Percentages are shown as a proportion of respondents to each question with the total for each question shown in brackets.**

There were positive statements relating to advice and support that people could access however the responsiveness of this was less positive. Responses to the questions about being helped to access the right kind of support were notably more negative, with 19 responses in total. It is notable however that people were often unable to distinguish their views of Social Services support around Direct Payments to their views of the RUILS Support Service. This is described below.

The ratings of support to accommodate communication or access needs are interesting because there are high numbers of neutral responses. It is unclear to what extent people needed this support.

General comments about social services

One service user who marked 'strongly disagree' to all of the above prompts said the following about their experiences of social services:

"It's been awful. I don't have any set appointments. Through the past year I have had 2 phone calls from Social Services both with different people and they didn't book an appointment with me they just phoned up out of the blue which made me very uncomfortable and unable to say what I needed to say."

Another service user said they struggled with communication between social services and the Direct Payment payroll support:

“I recently took over managing my own budget - This was a real battle and I had to build a forceful case before it was approved. There was no independent support in helping me through this process and I had to circle between my social worker, DP finance and the payroll agency for months to get my questions answered. Without extreme determination on my part, it wouldn't have happened. It was like an endurance test!”

This feedback builds on the previous feedback about the difficulties that service users face with understanding their Direct Payments and using them effectively to arrange their support.

Initial Assessment

Our interviews included a question about the user’s experience of the initial process of assessment leading to the provision of a Direct Payment. Most of those who answered this question (5) said that the initial assessment was good, straightforward and easy to follow. 3 users said they could not remember as it took place several years ago therefore could not recollect much from it.

“Very good experience of the initial needs assessment: the process was clearly explained, the assessor listened attentively and understood M’s needs in order for her to lead an independent life, and the questions were easy to answer.”

Wandsworth - Feedback about Vibrance DPSS

Statement	Positive	Neutral	Negative
The advice and support I have received has made it easier to manage my direct payment. (14)	75%	6%	19%
I know who to call for information and advice about my direct payment. (16)	81%	0%	19%
I usually receive a helpful and quick response about my direct payment. (15)	63%	6%	25%
The Direct Payment Support Service helped me to access the kind of support I needed (15)	75%	0%	19%
The Direct Payment Support Service was able to accommodate my communication or access needs (15)	56%	19%	19%

Please note: One of the respondents represented above who gave consistently negative answers had not used the DPSS and did not know of its existence. Percentages are shown as a proportion of respondents to each question with the total for each question shown in brackets.

Both interviewees and survey respondents were asked to tell us how satisfied they were with different aspects of the service. The majority of responses to each of these were positive as can be seen above, but there was a minority of negative with a few neutral ones. The most positive response was received in respect of knowing who to call for information and advice (13 positive

ratings), and the least positive response was in respect of the DPSS accommodating communication or access needs (9 positive ratings, 3 negative ratings and 3 having only limited communication with the DPSS and scored as neutral).

Interview comments:

- A service user expressed general satisfaction with Vibrance but feels a need for more carer time and support with personal care and shopping (this may not be an issue for the Support Service).
- Another service user was not happy with the reduction in support which he has experienced but is aware that this is not the responsibility of the Support Service.
- One interviewee felt that their Mum received a generally adequate service. But the family had become aware in lockdown that the full list of activities prescribed for his Mum in agreement with Social Services was not being achieved and they thought they could do better for her by directly employing a carer/personal assistant.

Respondents to the **online survey** were also asked about what was good about the support provided by the DPSS (Vibrance), we received the following responses from **Wandsworth** respondents:

- Payroll service - 2 people (but one of these users described the payroll support as “*very basic*”)
- “*Pre-Paid Financial Services are ready and able to sort out most things*” (this respondent uses DP for a variety of purposes including a PA/carer).
- “*It took time to get familiar with the system, but the service was always able to help when needed*” (user of a care agency only)
- “*I don’t have any support for the service*” (this response was consistent with other negative scorings of this person)”
- “*Nothing No support*” (it was unclear what this respondent meant by this, as they gave a number of other more positive scorings previously)
- “*Did not know the service existed*” (user of a care agency only, apparently without support from the DPSS)

Initial Assessment

Our **interviews** included a question about the user’s experience of the initial process of assessment leading to the provision of a Direct Payment. Most of our interviewees from **Wandsworth** however could not remember much about their original assessment or, in the case of those answering on behalf of a relative, were not involved in the original assessment. One unpaid family carer however, who had been a young adult at the time of his Mum’s initial assessment, felt that he should have been involved.

Important aspects and areas needing improvement

Both the interviews and the survey asked some questions designed to elicit respondents’ views on what was important for them about the DPSS and what could be improved. Answers given by **Wandsworth participants** suggested the following:

- The importance of continuity in terms of systems to which people had become accustomed (3 respondents);

- a need for easier and fuller online access for service users to their financial records with the DPSS;
- more communication from the DPSS about the range of services, the options available and the way the system works;
- one respondent called for a helpline and the reinstatement of ILA's (independent living advisors) who could do home visits to provide advice and support.

More specifically, the range of issues raised by our interviewees from Wandsworth were:

- Three interviewees emphasised the importance of **continuity in the arrangements** on which people are so dependent. They have got used to the system which Vibrance uses and would not want to see this changed.
- One interviewee reported that although the communication was going very well, it would be much better if there was an **online platform** and a log in to the system for managing accounts and processing paperwork (instead of using e-mails and phone). Such improvement would make it easier to manage and make support packages more accessible for the family.
- One service user would like to see **improved customer service** from the DP Support Service; e.g. a person to answer the telephone and more consideration for the difficulties of disabled and vulnerable people. He would like to see a more caring attitude on the part of all staff concerned with social care. Another service user mentioned the importance of good customer care.
- Another interviewee felt that **more/clearer information** was needed for families/unpaid carers. For example, he had for a long time been unclear on the respective responsibilities of the DPSS and the care agency. He had been unaware (until we told him) that the DPSS could offer a payroll service for people wanting to employ their own carer.

Issues raised by **survey respondents in Wandsworth** also included the need for more information, e.g. in terms of how to vary the care package or ask for different items. Other comments not mentioned during the interviews were:

- Dissatisfaction with the ease of access to and scope of **account records** provided by the current DPSS
 - “A fully managed third-party provider, similar to the level of support previously offered by Penderel, including providing online access to bank statements”
 - “[T]he Ability to 'SEE' more than a few transactions on the computer screen. Like say 1-2 months of data instead of having to Select a Date Spread, Configure the PDF, then Download and then scan and read the document. Banking Apps already do this. PPFS will, we hope”
- “To be able to use the funds in all needed activities and support”
- **Increased support** to help set up the system and understand how it works:
 - “The DPSS needs to show itself, to help people understand the system and the way it works and not feel that a social worker has the final say”
 - “Would need somebody to explain how things work, and help set up a system so as to be able to pay for things”

General experiences with social care and/or Direct Payments

More generally both interviewees and survey respondents were invited to share anything about their experience of social care or Direct Payments. This elicited some sharply contrasting views from our **Wandsworth** respondents, ranging from praise for Social Services' professionalism, human touch and "wrap around support" to an "appalling lack of support from social services over the past year" and the difficulty of getting in touch with a social worker. A minority of respondents had concerns about their current level of support or the prospect of increasing needs or the level of financial contribution they were being required to make towards their support. One respondent emphasised the need to take better account of the needs of unpaid carers, including at the assessment stage.

Wandsworth interviewees expressed conflicting points of view:

- One interviewee reported that the family are very happy with the current social worker who is doing a fantastic job. They are also receiving support from a day centre, One Trust; they said service is exceptional, e.g. they are receiving weekly check-in phone calls and are being asked if they need PPE. The family feels lucky that there is a wrap-around support and they are very grateful for that.
- By contrast, a service user we interviewed had been trying to contact her social worker to talk about her increased needs but had been unable to reach them.
- Another interviewee was concerned about her Mum's progressively deteriorating condition which would necessitate a reassessment of her increasing support needs.
- Another service user has received a demand in the last year for a financial contribution towards her social care. She said she would not be able to pay the amount assessed. She has appealed but has not been able to provide all the evidence required (bank statements etc) and, as we understand it, has been given a few more months to assemble the necessary paperwork but the issue is hanging over her. She also commented that the Covid pandemic has made life harder for her.
- Another interviewee emphasised the burden carried by unpaid carers. He had been only 21 when his mother had a stroke and he had to put aspects of his life, including education, on hold ever since. He felt that more attention should be paid to family /unpaid carers and their needs.

We also received sharply contrasting views and a specific suggestion from our (**Wandsworth**) survey respondents:

- *"WBC-Adult S.S., Always there for my wife. A very professional group with forward looking Policies and practical experiences. The Human-Care touch, with thoughtful magnanimity."*
- *"It is unbelievable that I have to become an employer to access PAs without any support or training. Vibrance who is used for payroll services are useless. It is an absolute disgrace that the most vulnerable people in society are being charged huge amounts of money from their benefits as client contributions and that amount is then deducted from the amount of money paid into the direct payments account. The lack of help from social services over the last year is appalling as is the respite care being stopped for over a year."*
- *"Would be very useful to have a helpline, and also to reinstate ILA's (Independent Living Advisors) who could do home visits to provide advice and support."*

Conclusions and recommendations for Richmond and Wandsworth

Although we had a limited sample, we had some rich experiences. Whilst we can't claim to have identified all of the issues facing this cohort due to the sample size, we are confident that the issues that we've represented in this report are significant lived experiences that can be considered by commissioners and services providers. The below conclusions and recommendations summarise key themes across the boroughs, but individual experiences included earlier in this report should also be considered.

- Feedback suggested that there was a general lack of understanding of what support was available and how funds could be spent, and respondents were calling for more clarity on this matter.
- Respondents reported what they perceived as a lack of flexibility over what support is available and what they can spend their money on. Some felt they needed more support, or more options for what they could use their payments on, and others were just unaware that there could be more support.
- Some people expressed a desire for, and others would appear to benefit from, more clarity and accessibility of information about their payments and services, perhaps via an online platform for those who are digitally literate.
- Service users predominantly used their Direct Payments for accessing care support, either by employing personal assistants/carers directly or through a care agency. In contrast, only a few people used the service for other purposes, such as transport, social opportunities, equipment to support independence or respite.
- Different experiences based on personal circumstances: Responses from the Wandsworth cohort suggested that people's personal circumstances had a significant influence on their experiences with the Direct Payment Support Service (as well as the wider care support they received). Service users who had support from their family rated their experiences with the DPSS more positively, likely due to the additional help that their family members provided them with both in terms of managing their Direct Payments and accessing the DPSS. On the other hand, service users who were more isolated or lived alone reported to have more difficulties with using this service and generally asked for more information and support.
- To address the above, a proactive approach to discuss holistic needs as currently piloted in the Council's Front Door Project would benefit these clients. This may need to include social care support, as there is a social worker in the Front Door pilot project.

Appendix 1

Respondents

27 responses.

Demographics

Gender: Female= 15; Male=11; Non-binary= 1

Age

18-29	5
30-44	4
45-59	6
60-74	6
75+	6

Ethnicity

Any other mixed/multiple ethnic background	1
Any other white background	1
Prefer not to say	1
White British	23

Religion

Any other religion	2
Buddhist	2
Christian	12
Jewish	2
No religion	16

Needs

As a carer	6
Learning disability	7
Physical disability	4
Sensory impairment	4
Mental health	2
Autism	1
Cognitive disabilities	1

Appendix 2

Wandsworth Respondents

16 responses

Replying for self= 6; Replying for self with help= 3; Replying on behalf of someone else= 7

Demographics

Gender (Survey & Interview): Female = 10; Male = 6

Age - Survey

18-29	3
30-44	1
45-59	2
60-74	3
75+	0

Age - Interview

25-34	1
35-44	0
45-54	1
55-64	1
65-74	3
75+	1

Ethnicity (Survey)

Arab	1
Chinese	1
Pakistani	1
White British	4
Any other white background	2

Ethnicity (Interview)

British Asian	2
Black British	1
Black Caribbean	2
British Middle Eastern	1
South American	1

Religion (only reported in Survey)

Christian	3
Muslim	2
No religion	4

Needs (Survey & Interview)

Age	3
As a carer	4
Epilepsy	1
Frailty	1
Learning Disability	3
Mental Health	6
Physical disability	8
Sensory Impairment	1
Not known	2