

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Social Work Services

Social Work and Health Improvement Committee: 19 September 2007

Subject: 10 Questions to a Better Service: An Addiction Services Survey of Client Perceptions of Available Services

1 Purpose

- 1.1** This report provides an overview of the results of a service user satisfaction survey carried out within all addiction services, both voluntary and statutory, during November and December 2006.

2 Background

- 2.1** Involvement of service users in planning and developing addiction services is part of the Scottish Executive's national plans for alcohol and drug services. The drive is reflected in its published *National Quality Standards for Substance Misuse Services* (published 2006). This is built upon the back of a large evidence base which indicates that services designed with the involvement of service users achieve better engagement and better outcomes for clients.
- 2.2** This ethos is reflected within the West Dunbartonshire Corporate Action Plans for Drugs and Alcohol (2006/07 and 2007/08). There is a commitment to ensure that the services provided locally are needs led; and that the people who are accessing those services are actively encouraged to participate in the planning and delivery of those services.
- 2.3** A recent service user survey has provided us with some insight into the views of services users regarding accessibility; meeting needs; being viewed as an individual and involvement in the planning and delivery of the services required.
- 2.4** All addiction service providers from both statutory and voluntary organisations i.e. Alternatives, the Clydebank Community Addiction Team (CAT), Dumbarton Area Council on Alcohol (DACA), Lomond Alcohol Service (LAS), Lomond Drug Problem Service (LDPS), Social Work Addiction Team, Vale of Leven (SWAT), and the Drug Treatment and Testing Order Team (DTTO) were asked to participate in the completion of client satisfaction questionnaires.
- 2.5** The survey ran for a 4 – 5 week period commencing in the second week in November 2006 and finishing in the second week in December 2006.
- 2.6** The DTTO participated in the survey at this time, however, their returns were subsumed within the returns for other services. Therefore a separate, re-run of the survey in the week commencing 16th April 2007 and finalising on 18th May 2007 ensured that their specific information was not lost, however, the final

numbers noted against DTTO are not an accurate reflection of the total number of returns from DTTO service users.

- 2.7 The target for the survey was approximately 10% of each organisations projected figures, as contained within the West Dunbartonshire Corporate Action Plan for Alcohol and Drugs 2006/07. A total of 175 questionnaires were completed and returned; the total projected figure, across all services, was 372 “actively managed” cases; our returns therefore exceeded the expected number of 37, with an actual return rate of 47%.
- 2.8 The attached Appendix provides an analysis of the returned questionnaires.

3 Main Issues

- 3.1 The number of responses received i.e. 175 far outweighed our expected numbers of 37; a positive sign that service users have good relationships with their service providers and have a willingness to share their views regarding those services.
- 3.2 We must recognise that some of the answers elicited as part of the questionnaire may be subjective, however, the results clearly indicate that the majority of service users who participated in the 2007 Service User Satisfaction Survey were satisfied with the service that they receive from their current service provider.
- 3.3 When asked to comment on the “best things” about the services people obviously mentioned getting help to address their addiction problem; many highlighted issues associated with their own confidence and self esteem; staff were viewed positively and the ability to speak freely to either their worker or other service users was reported fairly regularly as was the diversionary element associated with regular attendance i.e. “keeps me occupied”, “keeps my mind off drugs/alcohol”.
- 3.4 When asked about the “worst things” or “things that could be improved” the majority of responses were linked to the provision of out of hours support. Service users also identified barriers to services, including transport; childcare and the lack of confidential waiting areas.
- 3.5 Through user involvement structures we will undertake more in-depth analysis of the services we provide.
- 3.6 The collation of this additional information will enable us to address specific areas which require further questioning i.e. why do some individuals feel that they are able to participate in decisions about the services they receive and some do not or the reasoning behind some people feeling that their needs were being met and some feeling that they were not being met.

4. Personnel Issues

- 4.1 At present there are no personnel issues.

5. Financial Implications

- 5.1** At present there are no financial implications, however, the scope of the proposed feasibility study may alter this.

6. Risk Analysis

- 6.1** Failure to carry out regular consultation and understand the perspective of service users could result in reduced engagement with client group and reduced effectiveness of service.
- 6.2** In light of the Scottish Executive emphasis on Service User Involvement, failure to develop a local approach could lead to reduced funding opportunities from the Executive in future.

7. Conclusions

- 7.1** This initial survey will form a baseline from which we can measure, on an annual basis, service user perceptions of the services we provide locally.
- 7.2** Work within service user involvement will enable further in-depth analysis of the services we provide locally.
- 7.3** The survey will be carried out again at the end of the 2007 calendar year to enable measurement against the baseline.
- 7.4** The majority of service users were satisfied with the services they currently access i.e. one hundred and sixty four (93.7%) individuals indicated that the service they currently access did meet their needs.
- 7.5** The majority of service users felt they were involved in the planning of the services they currently accessed i.e. of the 175 responses received 160 (91.4%) advised that they were involved in decisions regarding the services they receive.
- 7.6** One hundred and seventy one (97.7%) of the 175 respondents agreed that staff respected them as individuals.
- 7.7** Whilst not every respondent choose to indicate what would make things better for them 97 (55%) did; the main issues highlighted were associated with access; barriers to access i.e. transport, childcare and the need for additional support in the evening, weekends and over holiday periods.

8. Recommendations

- 8.1** Committee is asked to:

- 8.1.1** Note the results of this baseline Addiction Service User Satisfaction Survey, attached as Appendix 1.
- 8.1.2** Support ongoing measurement against that baseline.
- 8.1.3** Support further in-depth analysis of service user views of the services they access locally.
- 8.1.4** Support the establishment of a service user satisfaction baseline across all West Dunbartonshire addiction services.
- 8.1.5** Endorse the establishment of a feasibility study, linked to the provision of out of hours support, for service users across all local services.
- 8.1.6** Refer this report to the West Dunbartonshire Alcohol and Drugs Forum which is Chaired by Councillor Jonathan McColl, for oversight and direction of the feasibility study noted in 8.1.5 above.

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Appendix: Appendix 1: Survey Results

Background Papers:

- Scottish Executive National Quality Standards for Substance Misuse Services , September 2006
- West Dunbartonshire Corporate Action Plan for Alcohol and Drugs 2006/07
- West Dunbartonshire Corporate Action Plan for Alcohol and Drugs 2007/08

Wards Affected: All wards