

## Customer Survey Results

### 1. Introduction

- 1.1 In total, 1,101 responses were received to the survey, comprising 888 standard text responses and 213 easyread text responses.
- 1.2 63% (699) of respondents received care and support at home or in the local community, whilst 32% (356) received care in a residential or nursing home, 4% (46) did not provide a response. The breakdown of customer group and survey response format is given in table 1.

**Table 1: customer group and survey response format, number and % of total.**

Customer group and survey type	Number of responses	% of total response
Home/community – standard	554	50%
Home/community - easyread	145	13%
Residential - standard	294	27%
Residential – easyread	62	6%

- 1.3 The survey's closed-text questions have been analysed using the four groups given in table 1. This approach was adopted to highlight key trends and to understand any specific issues encountered by groups with differing communication requirements. It is however important when interpreting the findings presented in this report to note the numbers of respondents in each group.
- 1.4 In interpreting the findings throughout this report, the respondents who skipped specific questions, or said the question was not applicable to their experience have been excluded and the totals presented are for the numbers of people responding to the specific question. The numbers of responses to each question are given below the accompanying tables.

## 2. Overall satisfaction

2.1 There was an extremely mixed experience of the overall process for people's most recent financial reassessment. As table 2 shows overall, only slightly more than one third (35%) of people answering the question were satisfied (satisfied/very satisfied), whilst 28% were dissatisfied (dissatisfied/strongly dissatisfied). Residential customers were more satisfied than the overall figure, whilst home/community customers were more dissatisfied.

**Table: 2 Satisfaction or dissatisfaction with the process for the most recent financial reassessment (by response group, %)**

	Overall	Home/ comm - standard	home/ comm - easyread	residential - standard	residential - easyread
Very satisfied	9	10	4	11	13
Satisfied	26	25	23	33	28
Neither	22	21	16	26	20
Dissatisfied	13	13	14	13	7
Very dissatisfied	15	19	24	5	2
Don't know	14	12	20	12	31

total responding: 1,065 (97%)

2.2 It is notable that uniquely amongst the response groups, more home/community easyread respondents were dissatisfied (38%) than were satisfied (27%). A key theme of the findings analysis is that this group recorded the lowest level of agreement or satisfaction across all aspects of the financial reassessment process.

## 3. Statements about the financial reassessment process

3.1 Respondents were asked how far they agreed or disagreed with a series of statements about the financial reassessment process. The findings for each of these statements is presented in the following section.

### Information provided to understand the financial reassessment process

3.2 Clear majorities of residential respondents who answered the question agreed (agree/strongly agree) that they had been given the right information to understand how the financial reassessment would be carried out (65% standard, 69% easyread). This fell to 45% of home/community standard survey respondents and only 34% of easyread survey home/community respondents.

**Table 3: I was provided with the right information to understand how the financial reassessment would be carried out (by group and survey version, %)**

	Overall	Home/ comm - standard	home/ comm - Easyread	residential - standard	residential - Easyread
Strongly agree	11	10	8	13	11
Agree	40	35	26	52	58
Neither	18	19	24	13	15
Disagree	10	11	16	5	5
Strongly disagree	8	8	11	3	0
Don't know	6	5	15	4	11
I did not receive all the information		12		8	

Total responding: 1,089 (99%)

3.3 Please note that there was an unintentional difference in the answer options between the survey versions. As a result, the easyread survey did not include the 'I did not receive all the information' option. This may in part explain the higher proportion of easyread respondents selecting 'don't know'.

### Additional information and how to provide this

3.4 It is notable that, as shown in table 4, whilst majorities of residential respondents answering the question agreed (agree/strongly agree) that they could understand any additionally required information and how to provide this (57% standard, 56% easyread), this fell to 49% for the home/community standard survey and only 32% for the home/community easyread respondents.

**Table 4: It was easy for me to understand the additional information that was required and how I could provide this. (by group and survey version, %)**

	Overall	Home/ comm - std	Home/ comm - ER	Residential - Std	Residential - ER
Strongly agree	10	12	8	10	7
Agree	39	37	24	47	49
Neither	20	21	20	20	21
Disagree	14	15	24	10	3
Strongly disagree	9	10	13	3	5
Don't know	8	5	12	9	15

Total responding: 926 (84%)

Understanding how the contribution is worked out

3.5 As shown in table 5, majorities of residential survey respondents who answered the question agreed (agree/strongly agree) that they could easily understand how their contribution was worked out (51% standard, 57% easyread). Only a minority of home/community respondents agreed. The proportions for this statement are notably low for both standard (39%) and easyread respondents, at only 27%.

**Table 5: It was easy for me to understand how my contribution to the cost of my care was worked out (%)**

	Overall	Home/ comm - std	Home/ comm - ER	Residential - Std	Residential - ER
Strongly agree	9	8	8	11	13
Agree	33	31	19	40	44
Neither	17	16	18	16	21
Disagree	18	19	24	16	3
Strongly disagree	13	15	17	8	8
Don't know	10	9	14	9	11

Total responding: 1,087 (99%)

3.6 Respondents were also asked how far they agreed or disagreed that it was easy to get additional information to understand the reasons for the contribution. The results are shown in table 6.

3.7 Overall, the proportion of people answering the question who agreed it was easy (37% agree/strongly agree) essentially mirrored with those disagreeing (36% disagree/strongly

disagree). Nearly half (49%) of home/community easyread respondents to the question disagreed, whilst only 25% agreed.

**Table 6: It was easy for me to get the additional information I needed to understand the reasons for the outcome of the financial reassessment**

	overall	Home/ comm - std	Home/ comm - ER	residential - std	residential - ER
Strongly agree	7	6	7	8	5
Agree	30	29	18	36	46
Neither	17	17	12	22	20
Disagree	20	21	29	15	13
Strongly disagree	16	19	20	9	5
Don't know	9	8	14	10	11

Total responding who needed more information: 983 (89%)

3.8 Respondents who selected 'disagree or strongly disagree' to the statement were asked to select the reasons why from a list of options. The findings are presented in table 7.

**Table 7: If you chose 'Disagree' or 'Disagree a lot' to the question above, please tick the boxes to tell us why. Select all that apply (%)**

Issue	Overall	Home/ comm - std	Home/ comm - ER	Residential - std	Residential - ER
couldn't speak to anyone when called	36	42	31	42	31
couldn't leave message when called	9	10	5	10	5
left message but no response	31	36	31	36	31
no response to email	16	19	15	19	15
took long time to get response	27	28	15	28	15
response didn't answer question	31	35	40	35	40
Other	44	47	34	47	34

Total responding: 320 (29%)

- 3.9 Amongst the most frequent comments given for people selecting 'other' were:
- general comment/individual reassessment issue
  - no response to contact/messages
  - person had not had a reassessment
  - not enough information was given to explain what the result of the reassessment process might be
  - not being informed of the outcome of the reassessment

Making an appeal or complaint

3.10 Respondents were asked two statements about making an appeal or complaint. The first of these asked them how far they agreed or disagreed that they have been provided the information they needed to do this. The results are given in table 8, which shows that only around a quarter to a third of people who answered the question in each response group agreed (agree/strongly agree) that they had received information about making an appeal or complaint. The only exception to this was the 44% of residential easyread survey respondents who agreed.

**Table 8: I was provided with the information I needed to make an appeal or complaint (by response group, %)**

	overall	home - std	home - ER	residential - std	residential - ER
Strongly agree	5	6	4	5	5
Agree	25	24	21	28	39
Neither	23	20	22	27	25
Disagree	12	15	18	7	4
Strongly disagree	11	13	14	4	4
Don't know	24	23	21	28	25

Total responding: 993 (90%)

3.11 One reason for the relatively low numbers may be that overall, 53% of respondents did not make an appeal or complaint. This may also help explain the high proportion of 'don't know' responses.

3.12 Of those who had made an appeal or complaint, table 9 shows how far they agreed or disagreed they were satisfied with the way it had been handled. Overall, more people disagreed (35% disagree/strongly disagree) than agreed (29% agree/strongly agree). Consistent with findings throughout this analysis,

home/community respondents were less likely to agree and more likely to disagree than the overall figures.

**Table 9: I was satisfied with how my appeal or complaint was handled (by response group, %)**

	overall	home - std	home - ER	residential - std	residential - ER
Strongly agree	6	6	6	6	4
Agree	23	19	15	33	48
Neither	32	34	16	47	28
Disagree	17	18	21	10	8
Strongly disagree	18	23	21	3	8
Don't know	4	x	21	x	4

Total responding who made an appeal or complaint: 459 (42%)

3.13 Please note that owing to an unintentional difference in the answer options between the survey versions, the standard survey did not include the 'don't know' option.

#### **4. Open-text responses**

4.1 Respondents were asked to provide more information about the reasons for their view of the process for their most recent financial reassessment. In total 520 comments were received, which was 47% of total responses.

4.2 Consistent with the overall findings, the responses to the open text questions point towards a highly mixed picture of experiences and issues.

4.3 When interpreting the findings presented below, it is important to understand that respondents who were dissatisfied or very dissatisfied with the process for their most recent financial assessment were far more likely to provide a response than people who were satisfied or very satisfied. This is shown in table 10.

**Table 10: selected respondent satisfaction, number and percentage providing more information**

<b>Overall view of process for most recent financial reassessment</b>	<b>Number of respondents</b>	<b>Number giving more information</b>	<b>Percentage giving more information</b>
Satisfied/very satisfied	382	124	32%
Dissatisfied/very dissatisfied	298	242	81%

4.4 As a result of this sharp divide the open-text responses analysed in this report are heavily tilted towards the issues and challenges that some people experienced during the process of their most recent financial reassessment.

4.5 The responses have been coded to group together common issues and experiences, and these have been loosely organised around three main categories.

- Re-assessment process
- Communications
- Impact and affordability

4.6 The main issues and experiences for each of the three categories are explored in turn. The number of times the issue or experience was cited has been given for all main points, although it is important to note that these numbers are indicative only, as they are the result of a process of interpretation and coding for the purpose of meaningfully presenting diverse experiences.

4.7 All quotes state whether the respondent was a residential or community customer or representative, where this information was given in the survey response.

## **5. Re-assessment process**

5.1 Of the comments received, the largest number were themed around people's experiences of and issues with the financial reassessment process (390).

### Positive experiences

5.2 Most positive comments related to general experiences of the process and its outcome (48), and the information and communications provided throughout the process (14).

*"Everything was clearly explained to me. It was not rushed and I felt I understood what was being explained to me."*

*(residential)*

*"Enough information for me to understand what was needed of me, what was happening and what will be paid for that time period"*

*(community)*

*"Easy to understand and fill out. Quick response times"*

*(community)*

- 5.3 Positive experiences with staff input in the process, including the availability of staff for contact (13) and the positive role of social care staff in the process (5) were also cited.

*"Found it all reasonable but the best thing was being able to speak to someone when needed"*

*(not given)*

*"Given a few weeks to collect information needed. Easy to email over to the team and to get a response about financial assessment. Happy with the service"*

*(Community)*

*"I pay for everything but didn't realise I could include the cost of my disabled child's clothing laundry etc. This was sorted out by one of your staff who was very helpful"*

*(community)*

#### Issues, challenges, and negative experiences

- 5.4 45 comments related to the lack of information, explanation, and clarity provided throughout the process.

*"No information was given to explain that the customer will now be charged. No charging sheet was provided until we asked for one...back payment charges not highlighted beforehand. Appeal – was not informed this would not change things. Not clear why. Overall, the process was not done properly and not enough information given beforehand."*

*(community)*

- 5.5 Related issues included that the process was complex (12), information and forms were complex, hard to complete or vague

(9). Some people felt that there was a lack of clarity or explanation of the outcome, including that the calculation for contributions was unclear and that there was a lack of explanation of income and outgoings (18).

*"The analysis of income/outgoings was not clear e.g. charge sheet for people entering a residential care home. What is tariff income? Income disregard? It would be better for me if all income was listed so I could check this to be correct and then explain what deductions are made to arrive at the final contribution"*

*(residential)*

*"I have great difficulty in understanding the facts and figures that are sent out, they need to be at a level of understanding without having to need an A Level in maths"*

*(Community)*

*"We just paid whatever you told us had to be paid. We were unable to disagree as we were not sure of anything, how things work or how the amount is worked out. Nobody explained the process".*

*(Residential)*

5.6 Some felt the process was too lengthy and time-consuming (11). There were general comments on delays to the process (14) and some felt that delays had led to people facing higher than anticipated charges, backdated invoices, becoming overdrawn, or receiving support late (11).

*"I realise covid is getting the blame for some delay, but the inefficiency has occurred in previous years resulting in a lump sum being required. In the case of my relative the only change in income during the last years has been the increase in state pension which should not be beyond the ability of your team/s to calculate/anticipate, by the way it occurs every April"*

*(not given)*

*"The tone of the letter requesting financial information was that I had to submit the information by a certain date and that this MUST be complied with. After submitting the claim, I heard nothing for a long time, then I got told the payment adjust was to be backdated. This was through no fault of mine. It seems as though I was given a short time to submit the information, and then the council took a long time to reply – all at MY inconvenience"*

*(residential)*

*"It takes too long between my last payments and when the reassessment is completed and leaves me very short on money when the assessment is complete as there is always backdated money owing. When living on a budget it is very difficult to wait for the next amount owed"*

*(community)*

- 5.7 Errors, sometimes multiple, were experienced by some during the process (14) and whilst some of these were rectified, even if after a lengthy process (4), some remained unresolved (5).

*"Dissatisfied because my contribution was raised by about £20 per week. Sometime later, I received notification that my contribution was/had been reduced to the previous level (without explanation). This meant I had struggled with my personal finances whilst paying the higher amount. I then had to go through some more complex transactions to ensure I received refunds etc."*

*(community)*

- 5.8 There were relatively few direct references to complaints, or the appeals process (15), although many comments focussed on challenges related to attempted follow-up contact to get information, explanation for outcomes and to challenge perceived errors (see section 6). Comments relating to complaints and appeals included that the process was complex; that the outcome did not change; that disputed charges still had to be paid while the appeal progressed and that the same evidence could produce differing results.

*"I provided the evidence... for the original financial reassessment – it is incredibly worrying that the same evidence could provide such different outcomes"*

*(community)*

- 5.9 28 comments related to the perception that individual circumstances and changes to income and outgoings were ignored in the reassessment process and that there was no opportunity for involvement in the process (10). Some also felt that rules were applied rigidly and without flexibility (9).

*"I just received a letter in the post saying my client contribution had increased and it gave a date that had passed when it would commence from. At no point either by telephone, post or email was I asked if my outgoings had increased. Surely this should be sent as a matter of course prior to welfare and benefits guessing amounts?"*

*(not given)*

*"The questions are always black and white with no leeway for people with special needs"*

*(community)*

*"I am unique in my disabilities and weeks/days are never the same. But it appears that there is too much of one size fits all"*

*(community)*

- 5.10 Relating to this, issues with disability related expenses (DREs) were also cited, including that no advice was given, it was unclear how to claim, and that claims were disregarded (25).

*"I think it's difficult to understand what disability-related expenditure might be considered in the assessment. This information is not readily available but should be."*

*(community)*

*"As I was unaware of the financial reassessment, I was not able to put in any information in relation to my child's DREs. I have/had not been offered any guidance whatsoever in relation to this. Therefore, my child is paying the maximum amount that the council can legally take from them. The council are not taking any surrounding circumstances into account"*

*(community)*

*"We asked for a number of items of expenditure to be considered, but they were not because we didn't have receipts. I argued that I don't get receipts for petrol for short trips but this was pointless. We also didn't have receipts for other significant expenditure items so they were also disregarded. The whole experience disregards the person being reviewed... what you are missing is that they are our child and not a business. Therefore, we don't keep individual receipts for all items of expenditure"*

*(community)*

- 5.11 As illustrated by the above quote, some responses cited a perceived lack of compassion in the reassessment process (8). There were also criticisms of the government's approach to charging, the application of charging by the county council and the principle of charging (17).

*"I don't see why you have to take money from the poorer people of the community and leave them with not enough to live on"*

*(community)*

*"Financial assessors...only seem interested in taking ever increasing amounts of money away from disabled people's pathetic benefits, as 'care contributions'. WSCC Adults' Services does not seem interested in the effects of its financial assessments on the lives of its disabled 'customers'.*

*(community)*

*"The upper limit of £23,250 savings is unrealistic in this day and age especially those persons who have saved into a private pension for years to be penalised for doing so"*

*(community)*

## **6. Communications**

- 6.1 There were 147 comments grouped around people's experiences and issues with communications. The most frequent of these were general issues with communications (31). These include poor communication, a lack of explanation and detail, the use of 'jargon' and impersonal and automated letters.

*"It seems to be a very impersonal process with standard letters that don't fully apply to my child's situation. No timescales are given, and I feel we've been left waiting a long time without further communication causing worry as to whether my child's contribution will be increased"*

*(community)*

- 6.2 Amongst the most frequently cited issues was the lack of a response to contact. This had been experienced with all forms of contact and was a major source of frustration for many, and genuine anger for some (27).

*"When I last called the young man that I spoke to said that they received all my emails and can see I have called and he couldn't understand why no one had got back to me. He said he would leave an urgent request on my file and as to date STILL NO ONE HAS CALLED!"*

*(community)*

- 6.3 Delayed responses, including being passed around with no ownership were also cited as issues (15).

*"I cannot tell you how frustrated and angry I am! I am yet to even have my reassessment after six months of waiting. ... My point of contact moved jobs, yet I wasn't told and wasn't provided with a new contact. I have a phone number which is never answered – I can never leave messages. My messages are not responded to. These delays are UNFORGIVABLE – we have burnt through ALL savings. This is unacceptable"*

*(community)*

*"Very difficult to contact someone about the assessment, never the same person, so repetition, lots of paperwork to plough through. Very stressful overall experience"*

*(residential)*

- 6.4 11 people had not been informed prior to their assessment taking place and 30 comments stated that no confirmation of the outcome of the reassessment had been received (although this figure may include cases where the reassessment had only recently taken place).

*"Was not informed prior to assessment. Just got a large bill backdated plus huge rise in costs. Only explained after the fact plus the backdated bill... was taken out of the account without even asking if relative had the money. Badly handled."*

*(residential)*

- 6.5 For some (3) face-to-face contact was needed to fully understand and engage with the reassessment process.

*"I would prefer more face-to-face contact at the house and have somebody explain in person how things are being reassessed. Unable to access the internet and computer to do things online."*

*(community)*

- 6.6 Other issues included the perceived threatening tone of reminders for payment (5), representatives not receiving information or being involved in meetings (6) and a lack of information for self-funders (2). There were also some reports of letters being sent to incorrect or old addresses.

## **7. Impact**

- 7.1 For some, the experience of the financial reassessment process had caused stress and anxiety (17), whilst others felt frustration and anger (12). Some people also felt the process had negatively impacted their health and wellbeing (5).

*"I have found it all very distressing and it has left me very worried for my future"*

*(residential)*

- 7.2 The impact of the high increase to assessed contributions was cited (23), as was the high amount of the charge/unaffordability of the charge (20).

*"due to the ridiculous 240% increase in my contribution to West Sussex I am now unable to afford most essentials for everyday living. The amount of money this is currently taking leaves nothing for me to contribute to my costs ie council tax, electricity, water, gas, food etc."*

*(community)*

*"My contribution is still set at a rate that I can't afford to maintain. It will put me in debt which is really worrying me. I have never been in debt before. In the last 25 years I've never been asked to make a contribution and don't understand why I'm asked to pay or why it is so much"*  
(community)

- 7.3 High and increasing living costs were also cited (23), which for some were becoming unaffordable. Some felt that these costs were not reflected in the amount of their reassessed contribution (10).

*"You do not take into account the cost of electricity and gas, it's gone up so much. You do not take into account the cost of food and fuel prices... My spouse left me a very small pension when they died and you take 90% of it. Leaving me no money for anything"*

(community)

*"Inflation has taken a huge chunk of income and this is not part of the consideration when working out contribution"*

(community)

- 7.4 The low level of the nationally set personal expenses allowance for people living in residential and nursing accommodation was also cited (8).

*"Yes, I understand she has to contribute but she has to feed and keep herself clean, let alone buy clothes or have a life"*

(residential)

- 7.5 Some noted that there had been cost-of-living increases to benefits, although these had then been taken by increases in contributions (5).

*"The reassessment was made after a cost-of-living increase in benefits received. A cost-of-living increase in benefits is because the cost of living has gone up! To then take away those extra few pounds to pay towards care costs means that the disabled person will struggle to pay the increased living costs"*

(community)

- 7.6 The impacts of backdating were cited (25) including difficulties in managing everyday budgets, anxiety over debt and the use of credit cards to try and manage high levels of overall debt.

*"An invoice of £4,000 backdated to January. This was a red reminder without a first invoice, which I found infuriating because I always pay my bills on time and with no explanation whatsoever. I cannot pay these extortionate charges as I am a disabled housebound pensioner."*

*(community)*

*"The council should not be able to backdate the contribution increase as this could cause financial hardship as its impossible for disabled people to budget for an unknown amount of increase"*

*(community)*

- 7.7 The impact of COVID-19 on care and support was also cited (10), particularly that people had been required to continue to pay for support that had been suspended during the pandemic, and that some were making the same contribution for support that had been reduced or had not returned because of COVID-19.

*"I looked after my relative the whole pandemic. Your charges never stopped, you kept taking every penny. On top of that you decided to increase the charges to fill your salaries. My relative didn't go to their service for over a year. You took your payments on time, while their health deteriorated, and we struggled and continue to do so but there is no talk or sign of a refund"*

*(community)*

- 7.8 There were also concerns over support becoming unaffordable (6) or support being reduced or stopped because of charges (7).

*"(individual) has not been in respite for over two years, yet you are asking them to contribute more money. If respite becomes available, they will not have enough money in their account"*

*(community)*

*"WSCC have increased the payments to totally ridiculous amounts. If this year's has increased again then I will no longer be able to receive the care I need!!!"*

*(community)*

## 8. Sources of information and advice about financial reassessments and paying for care

8.1 Respondents were also asked whether they were familiar with the main information sources about paying for social care provided by the council's Adults' Services. The results are given in table 11, by survey type.

**Table 11: Do you know about the following county council provided information and advice about financial assessments and paying for care? (survey type, %)**

Adults' Services information source	Standard	Easyread	Overall
County council website - Paying for social care webpages	51	39	49
leaflet - Do I need to pay for social care in my home or local community	37	31	36
leaflet - Choosing and paying towards care in a residential or nursing home	27	15	25
Leaflet - Appeals for social care	14	20	15
leaflet - Comments, compliments and complaints: adults' social care	12	24	15
leaflet - Your life, your choice: information for people who need social care and for family and friend carers	31	28	31

Total responses: 474 (43%)

8.2 Respondents were also asked which sources of information about getting and paying for care they were most likely to use, and the results are given in table 12 by survey type.

**Table 12: Sources of information about getting and paying for care most likely to use? (by survey type, %)**

	standard	easyread	overall
County Council website	36	29	34
County Council information booklets/leaflets	29	23	28
Social care worker	54	55	54
County Council welfare benefits adviser	24	18	23
Library	3	6	4
GP Surgery	14	17	15
Family and friends	18	19	18
Citizens Advice	12	11	12
Age UK West Sussex Brighton and Hove	13	5	11
Healthwatch West Sussex	2	3	2
Independent Lives	11	12	11
Carers Support West Sussex	2	11	4
Other	10	13	11

Total responses: 1,002 (91%)

## 9. About you questions

9.1 Respondents were asked four voluntary questions about their personal background. The responses are provided below, giving the overall percentage figures and the standard and easyread survey respondent percentages.

### Age

9.2 As per table 13, 37% of easyread survey respondents were aged under 45 years old. In contrast, 36% of standard survey respondents were aged 75 years and above.

**Table 13: which of the following age groups best describes you, by survey type %**

Age group	Overall	Standard	Easyread
18-24	4	3	7
25-34	9	7	15
35-44	8	7	15
45-54	9	8	13
55-64	16	16	16
65-74	14	15	11
75-84	15	17	5
85+	16	19	2
Prefer not to say	6	4	15
Skipped	3	3	0

## Gender

- 9.3 46% of easyread respondents were male, while 56% of standard survey respondents were female.

**Table 14: Are you?, by survey type, %**

	Overall	Standard	Easyread
Male	38	36	46
Female	54	56	44
Other	3	3	0.5
PNS	0.3	0.3	0
Skipped	5	4	10

## Ethnicity

- 9.4 As table 15 shows, large majorities of respondents overall and for both survey types were White British.

**Table 15: What is your ethnicity? by survey type, %**

	Overall	Standard	Easyread
White British	85	86	84
White other	2	2	0
Mixed	1	1	2
Black	1	1	1
Asian	1	1	1
Chinese	0.5	0.2	1
Gypsy/Traveller	0.2	0.2	0
Other	1	1	1
Prefer not to say	2	3	0
skipped	6	5	8

## Disability

- 9.5 As per table 16, nearly three quarters of standard survey respondents (74%) and 92% of easyread survey respondents had a disability

**Table 16: Do you consider yourself to have a disability? By survey type, %**

	Overall	Standard	Easyread
Yes	77	74	92
No	14	17	1
PNS	3	4	0.5
skipped	6	5	6

**Table 17: Please tell us what your disability is. Select all that apply. By survey type %**

9.6 81% of easyread survey respondents had a learning disability and 60% of standard survey respondents had a physical impairment.

	Overall	Standard	Easyread
physical impairment	53	60	30
sensory impairment	16	18	10
mental health condition	30	33	21
Learning disability	41	29	81
Long-term illness	35	41	13
Other	16	16	12