

Appendix 3

Summary of Survey Responses Care Connect 2015 (Results Tables)

Are you responding to this survey as?

	Frequency	Percent
A Care Connect customer	3878	85.7
A family member or carer of a Care Connect customer	624	13.8
Other	21	0.5
Total	4523	100.0
Missing	180	

If other, please specify.

	Frequency	Percent
Potential customer	4	19.0
Both customer and carer	2	28.6
County Durham resident	3	42.9
Former customer	5	66.7
Neighbour/friend	1	71.4
Councillor/elected representative	1	76.2
Not a customer/carers	4	95.2
Housing Officer	1	100.0
Total	21	
Missing	4682	

Do you agree or disagree with the proposal to ask Care Connect customers currently receiving a free service to contribute £2.80 per week towards the cost of Care Connect services?

	Frequency	Percent
Strongly agree	252	5.6
Agree	1449	32.1
Neither agree nor disagree	786	17.4
Disagree	817	18.1
Strongly disagree	1207	26.8
Total	4511	100.0
Missing	91	
Don't know	101	

If we agree a charge of £2.80 per week, would you continue to use the service?

	Frequency	Percent
Yes	2625	57.4
No	1297	28.3
Don't know	653	14.3
Total	4575	100.0
Missing	128	

If we agree a charge of £2.80 per week, how could the proposed change affect you?

	Frequency	Percent
No real affect/will cope with it	918	31.5%
£2.80 per week (or equivalent) less well-off/another bill/lose financially, etc.	582	20.0%
Cut back on utilities/food/other items	291	10.0%
Unaffordable loss of money	287	9.9%
Will not pay for service/will not use	276	9.5%
Significant affect, badly, etc. (not specified)	245	8.4%
Would affect but will still pay	217	7.5%
Don't know	98	3.4%
Rely on other people/carer	5	0.2%
Would feel/be vulnerable	38	1.3%
Total	2957	101.6%

Do you have any further comments regarding these proposals, or alternative ways which the savings could be made within the Care Connect service?

	Frequency	Percent
Critical of consultation (tick box exercise, already agreed).	33	2.1%
Critical of change (hitting vulnerable, money-grabbing)	126	8.0%
Should be free/lower charge	205	12.9%
Praise of service	115	7.3%
Lamenting loss of money	74	4.7%
Cut councillors/councillors' pay	28	1.8%
Criticism of central Government	47	3.0%
Alternative funding/spending on local government services	62	3.9%
No Comment/Don't know	609	38.4%
Critical of service and previous changes	99	6.3%
Agree with the change	62	3.9%
Comments about other services	21	1.3%
Removal of system	81	5.1%
Pay as you go	27	1.7%
Cuts to Management/Wages	33	2.1%
Suggested change to service	43	2.7%
Total	1665	105.1%

Are you...

	Frequency	Percent
Male	1119	30.3
Female	2578	69.7
Total	3697	100.0
Missing	1006	

What is your age?

	Frequency	Percent
Under 18	2	0.0
18-24	1	0.0
25-34	15	0.4
35-44	42	1.0
45-54	196	4.8
55-64	399	9.8
65-74	919	22.6
75+	2499	61.4
Total	4073	100.0
Missing	527	
Prefer not to say	103	

Do you consider yourself to be a disabled person?

	Frequency	Percent
Yes	3046	75.6
No	983	24.4
Total	4029	100.0
Missing	674	

How would you describe your sexual orientation?

	Frequency	Percent
Heterosexual/straight	3590	99.4
Gay woman/lesbian	10	.3
Gay man	6	.2
Bisexual	7	.2
Total	3613	100.0
Missing	1090	

What is your religion or belief?

	Frequency	Percent
Christian	3865	94.6
Sikh	1	.0
Buddhist	4	.1
Jewish	2	.0
Hindu	1	.0
None	192	4.7
Spiritualist	13	.3
Agnostic	2	.0
Humanist	2	.0
Pagan	1	.0
Atheist	1	.0
Mormon	1	.0
Total	4085	100.0
Missing	618	

What is your ethnicity?

	Frequency	Percent
White	4158	99.3
Asian or Asian British	22	.5
Black or Black British	3	.1
Arab or Middle Eastern	1	.0
Mixed Race	2	.0
Travelling Community	2	.0
Total	4188	100.0
Missing	515	