

ARW

ARW Mental Health Training & Consultancy



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Making Involvement Matter in Essex

Evaluation of the Essex Mental Health Personal Budgets Pilot

Interim Report

With thanks to the teams at SEPT and NEPMHT for their
cooperation with the evaluation and to the service user who
have responded

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1. Introduction

The shift away from 'one size fits all' support services towards personalisation has been broadly welcomed in the field of mental health as supporting the concept of recovery within which people learn to live well despite the continuing or long-term presence of a mental health issue (Mind, 2009). In Essex, a pilot personalisation project was initiated in January 2010 and the MIME (Making Involvement Matter in Essex) project was asked to carry out an evaluation of the pilot.

The original aim of the pilot was to allocate a personal budget to 90 people in North Essex and 90 in South Essex over a nine to 12 month period. However, progress has been considerably slower than hoped, although take up of personal budgets is now increasing. MIME has therefore been asked to produce this interim report based on the evaluation data it has been possible to collect so far in order to inform decisions about the direction of the evaluation and related work.

2. Evaluation methods

The methods proposed for the evaluation comprised three strands:

1. A questionnaire to be sent or given to all service users offered a personal budget at the time of confirmation of the offer
2. Individual interviews with a sample of people in receipt of a budget once they had been using the budget for four months.
3. Focus groups with carers of people in receipt of a personal budget.

To date insufficient carers have been identified to convene focus groups. The remainder of this report therefore deals with results from the questionnaire and from the individual interviews carried out so far.

Evaluation questionnaire

The commissioners are carrying out a separate evaluation encompassing staff perspectives and the focus of this questionnaire is therefore on the process of applying for a personal budget from the perspective of service users. The questionnaire content was developed in collaboration with the relevant commissioners and the pilot leads in North and South Essex. Closed (tick box) questions cover:

- The information provided about personal budgets and about the option of a cash payment
- The extent of involvement in completing the support needs questionnaire
- The support provided with drawing up a support plan
- The extent of involvement in drawing up the support plan
- Planned use of the personal budget
- Whether a personal contribution was required
- Whether the support plan would meet needs better than previously.

Space is left after each closed question for any comments respondents wish to add and further open (free text) questions are included to ask about:

- Who had provided support with the support plan
- How the process of getting a personal budget could be improved

- The reasons behind the planned use of the personal budget and more specifically what it was planned to buy with it.

Respondents are also asked to provide basic demographic information and additional space is available at the end of the questionnaire for any other comments respondents wish to make. A Freepost envelope is included with each questionnaire for mailing back directly to the MIME team. Responses to the closed questions are entered onto an SSPS database for analysis. Free text responses are typed up for thematic analysis. A copy of the questionnaire used in North Essex is appended. The version for South Essex is identical, with appropriate modifications to the introductory information.

Individual interviews

The focus of the individual interviews is on the management and use of the personal budget with questions exploring:

- Participants' experience of using and managing their budget
- Perceived impact of having a personal budget and what might be changed to enhance the impact
- Whether participants would recommend a personal budget to others and what advice they would give to someone thinking of applying
- Their knowledge of what happens next, e.g. for how long they would receive support and whether they would need to reapply
- Any other comments the participant wishes to add.

An invitation to take part in an interview is included in the introduction to the questionnaire and those interested are asked to provide contact details on a separate sheet. Expressions of interest are acknowledged by a member of the MIME team, with an explanation that they will make contact again once the individual had been using their budget for four months. Interviews are carried out by a MIME researcher and are audio-recorded for full transcription. Interview participants are offered a gift of £15 to thank them for their time. Transcripts of the interviews are analysed to identify key themes.

3. Questionnaire results

At the time of writing a total of 14 questionnaires have been returned, nine (from four men and five women) from North Essex and five (from one man and four women) from South Essex. Tables 1 and 2 show respondents' age groups and ethnicity.

Table 1: Age Groups

		North Essex	South Essex	Total
Age Group	20-29	2 (22%)	0 (0%)	2 (14%)
	30-39	3 (33%)	1 (20%)	4 (28%)
	40-49	0 (0%)	1 (20%)	1 (7%)
	50-65	4 (44%)	2 (40%)	6 (43%)
	over 65	0 (0%)	1 (20%)	1 (7%)
Total		9 (100%)	5 (100%)	14 (100%)

Table 2: Ethnic groups

		North Essex	South Essex	Total
Ethnic group	White British	8 (89%)	3 (60%)	11 (78%)
	White Irish	0 (0%)	1 (20%)	1 (7%)
	Black British	0 (0%)	1(20%)	1 (7%)
	Black/White Mixed Race	1 (11%)	0 (0%)	1 (7%)
	Total	9 (100%)	5 (100%)	14 (100%)

Information provided about personal budgets

Tables 3 and 4 show the responses to the questions assessing the information provided about personal budgets and about the option of a cash payment.

Table 3: How well was a personal budget explained to you?

	North Essex	South Essex	Total
I did not have enough information	1 (11%)	2 (40%)	3 (21%)
I understood the information well enough	8 (89%)	3 (60%)	11 (78%)
Total	9 (100%)	5 (100%)	14 (100%)

Table 4: Were you given enough information about receiving a cash payment?

	North Essex	South Essex	Total
No	1 (11%)	2 (40%)	3 (21%)
Yes	6 (67%)	3 (60%)	9 (64%)
I'm not sure	2 (22%)	0 (0%)	2 (14%)
Total	9 (100%)	5 (100%)	14 (100%)

Five people from North Essex and two from South Essex added comments in relation to how well personal budgets had been explained to them. In North Essex four of the five respondents, one of whom was a carer responding on behalf of her husband, had rated the information received positively and most comments reflected this, for example:

I feel I had enough information.

My husband does not really take note but as it was explained to myself it was explained really well.

One North Essex respondent wrote that she would like to have her house decorated using the money and another indicated he had no comments.

Both comments from South Essex explained negative ratings, one person commenting on the length of the application process and the other on an apparent lack of knowledge on the part of the staff concerned as well as a lack of relevant information:

It took too long from application to completion.

It wasn't explained very well at all. When I asked questions no one knew the answer & if it was explained about having to become an employer, N.I. & tax payments, I wouldn't of done it.

Where information about receiving a cash payment was concerned, the same people (five from North Essex and two from South Essex) again added comments, reflecting a similar pattern of positive and negative ratings. In North Essex, most people, including the carer, commented positively, while one explained her negative rating:

I understand what was happening.

Again with the help of my husband's social worker it was explained [illegible word].

I'm still do not know how I receive cash payment on a practical level.

Another North Essex respondent explained that she wished to use a cash payment to pay for a holiday with her daughter.

The two South Essex respondents who had commented negatively in response to the first question also commented negatively about the information received about cash payments:

The person dealing with it did not keep in contact and give information.

I still don't know how to get the money before paying for it. I can't afford that so I can't do anything.

Service user involvement in completing the support needs questionnaire and support plan

Tables 5 and 6 show the responses to the two questions about the extent to which service users had been able to express their needs and decide how to use their personal budget.

Table 5: Were you able to give the answers you wanted to give about your support needs?

	North Essex	South Essex	Total
Partly	2 (22%)	4 (80%)	6 (43%)
Yes	7 (78%)	1 (20%)	8 (57%)
Total	9 (100%)	5 (100%)	14 (100%)

Table 6: Were you able to decide for yourself how you would like to use your personal budget?

	North Essex	South Essex	Total
Partly	4 (44%)	2(40%)	6 (43%)
Yes	5 (55%)	3 (60%)	8 (57%)
Total	9 (100%)	5 (100%)	14 (100%)

Fewer comments were added about input to the support needs questionnaire. Of three people from North Essex who did add a comment, one (the carer responding on behalf of her husband) was very positive, while a second was more ambivalent:

[My husband] was explained everything and understood that a payment has been made to help him go to his day centre.

Some questions did not allow me to fully explain the complexity of how my disability affects me.

The third North Essex respondent did not comment directly on input to the questionnaire, but wrote about her desire for a more active social life.

The only person from South Essex who added a comment reflected his ambivalent rating of the extent to which he had been able to give the answers he wanted to give:

Wasn't told fully what it could be used for.

Support provided

Responses to the question about support with drawing up the support plan are shown in the following table.

Table 7: Did you have enough support to help you draw up your support plan?

	North Essex	South Essex	Total
No	0 (0%)	2 (40%)	2 (14%)
Yes	9 (100%)	3 (60%)	12 (86%)
Total	9 (100%)	5 (100%)	14 (100%)

None of the respondents from South Essex added a comment about input to their support plan, but five from North Essex did add a comment, although one comment did not appear to directly address the issue of input to the support plan. Of the other four, one reflected a positive rating of input:

Said what I wanted and was helped to get the best way to do it.

In contrast, these comments from two respondents who had given a more ambivalent rating appeared to reflect a perception that their involvement had been limited by aspects of the application process:

Discussed then taken to a panel meeting.

The weekly estimated allocated budget spending does not reflect the unpredictable nature of my condition and therefore spending needs. Also wasn't clearly explained.

The carer responding on behalf of her husband had also given a rating of 'partly' in response to this question but did add that he had stated what he wanted to do.

Table 8: Who gave you support to draw up your support plan (multiple responses possible)?

	North Essex	South Essex	Total
Social worker	4 (44%)	1 (20%)	5 (36%)
Mental health worker	3 (33%)	1 (20%)	4 (28%)
Care coordinator	1 (11%)	1 (20%)	2 (14%)
CPN	0 (0%)	1 (20%)	1 (7%)
Friend	0 (0%)	1 (20%)	1 (7%)
Named individual (role unspecified)	2 (22%)	0 (0%)	2 (14%)

All 14 respondents provided information about who had helped them draw up their support plan. As the table above illustrates, in North Essex the most frequently identified source of support was a social worker, followed by an unspecified mental health worker. One person who identified a social worker also added the first name of another individual. In South Essex sources of support were more diverse with one person identifying a friend rather than a member of staff.

Suggestions for improving the application process

The majority of respondents (8 from North Essex, 4 from South Essex) added comments in response to the request for suggestions about improving the application process. In North Essex, one person identified specific material needs and wrote asking for the money he had been told was available to meet these to be paid into his bank account. A second person simply wrote that the process had gone well. Of the other six people who added comments, three referred to the perceived burden placed on staff, one adding that allocating the work to a single person (a social worker) would be better. The carer responding on behalf of her husband echoed that suggestion:

Apparently there is a lot of paperwork but my social worker was professional and kept me well informed each step of the way.

Less paperwork for my mental health worker.

More help for the support team who had to go through so many questions i.e. 6 answers to choose from. Best way would just be for social worker to do it.

As his wife I would say let one person sort it out and only have to deal with one person i.e. just the social worker in our case.

Two other respondents from North Essex identified a need to reduce the time taken to complete and process applications, and this was echoed by these two respondents from South Essex, one of whom also identified a need for further staff training:

Not so much information required & quicker time.

Getting referral to the ILA quicker, and the initial personnel involved in referral (psychiatric nurse) be better trained to do personal budgets.

Planned use of and contribution to the personal budget

Table 9 shows the responses to the question about how service users were planning to use their personal budget.

Table 9: What kind of things are you planning to use your personal budget for? (Multiple responses possible)

	North Essex	South Essex	Total
To carry on using support that I was already using	1 (11%)	1 (20%)	2 (14%)
To use support that was already available but is new to me	5 (55%)	1 (20%)	6 (43%)
I receive money to use myself in other agreed ways	9 (100%)	4 (80%)	13 (93%)

Of the 13 people who indicated that they would receive money to use themselves, ten indicated how they planned to manage this. Six of the ten (five from North Essex and one from South Essex) planned to manage their budget with support from a relevant organisation. Two people from North Essex and two from South Essex had chosen to manage it themselves, although one person from South Essex wrote that had they known they could receive support from an organisation they would have chosen this option. Only one person, from South Essex, indicated that they had decided on support from a family member or friend.

Eight of the nine respondents from North Essex and four of the five from South Essex provided an explanation of why they had chosen to use their personal budget in the ways indicated. The most frequent response, given by five North Essex respondents, was simply that their planned use of their budget was appropriate to their needs. Two respondents from South Essex expanded on similar explanations, one adding that receiving support that was already available but new to her would meet her need for a personal assistant and the other that her needs were those of both a service user and carer.

Two of the people who indicated that they would receive money to use themselves (one from North Essex and one from South Essex) specified that this would meet needs for which direct financial help was required.

These respondents explained the choices made in a little more detail:

[My husband] says it's what he always enjoyed doing and now can continue with this help. (North Essex, continue existing support)

Because I didn't know that there was support available to me. This is the first I know about it. (South Essex, support new to the service user)

I want to be able to walk in this world with a smile on my face and my head back together. (North Essex, support new to the service user)

All five respondents from South Essex and eight of the nine from North Essex provided more specific information about how they planned to use their budget. Their responses are summarised in table 10.

Table 10: Please tell us more specifically what you are going to buy with your personal budget (Multiple responses possible)

	North Essex	South Essex	Total
Personal assistance/care	1 (11%)	4 (80%)	5 (36%)
Practical needs	5 (55%)	0 (0%)	5 (36%)
Other personal support	4 (44%)	0 (0%)	4 (28%)
Arts / leisure activities	3 (33%)	1 (20%)	4 (28%)
Physical activities to support wellbeing	1 (11%)	3 (60%)	4 (28%)
Social contact	2 (22%)	1 (20%)	3 (21%)
Education/training	2 (22%)	1 (20%)	3 (21%)

The practical needs identified included domestic equipment (heating), house repairs or decoration, transport, cleaning and gardening. Where the type of support other than personal assistance or care was specified this included a floating support worker and day care. Arts and leisure activities included joining a choir, zoo tickets and a fishing license, a holiday and in one case an aspiration to buy a shed for use as a studio. Two of the people whose aims included increased social activity mentioned community participation while one specified contact with her children. One person who mentioned education specified that this was with the eventual aim of getting back to work, while another specified driving lessons.

Only one person, from South Essex, indicated that they would have to contribute towards their personal budget. One respondent from North Essex did not answer this question.

Anticipated impact of support plan

Respondents' views about the likely impact of their support plan on how well their needs are met are shown in the following table

Table 11: Do you think your support plan will meet your needs better than before?

	North Essex	South Essex	Total
Yes	8 (89%)	4 (80%)	12 (86%)
Not applicable (new to services)	1 (11%)	1 (20%)	2 (14%)
Total	9 (100%)	5 (100%)	14 (100%)

No one from South Essex added comments in response to this question, but four from North Essex, all of whom thought their needs would be met better than previously, did add comments:

I don't think I could have managed anymore without it.

It enables me to have opportunities and improve my health and recover with all the additional financial support.

I am now meeting people and not feeling isolated.

It will ease me back into the community – hopefully.

Respondents' additional comments

Additional comments were received from five North Essex and two South Essex respondents. One North Essex respondent added details of household items she would like to buy with her budget and the carer responding on behalf of her husband used the space to explain that he had agreed to this. Two of the other three North Essex respondents expressed very positive views about the impact of having a personal budget while the third reiterated concerns about the length of the application process and staff training:

The funding is being well spent on everything I needed and need to make my life better and I now am very happy and grateful for all the support I have.

This support plan might put the final piece of the jig saw puzzle that mental health shattered of my lifestyle as well as my health, back together with possibilities of the odd smile on my face and also a goal to aim for – and enable me to walk in the community feeling part of it not sticking out like a sore thumb.

The time between applying for the budget and receiving it was excessively long. The process involved in applying for it e.g. form filling assessments etc was not always practical and put a strain on my physical and mental health. The budget should be made more practical and accessible for the disabled people who have to apply for it and it should not take so long to receive. CPN need more training and understanding regarding procedure and process of applying and individual clients needs. I still do not know the outcome and have yet to receive any benefit of finance.

The two comments from South Essex reiterated similar concerns to those above about the length of the process and both respondents also raised concerns about communication with service users during the process:

It has taken over 6 months to get this far. Still waiting on money. Since I put what I needed the money for the second time (before Christmas 2010) the cost of my care has gone up twice from £10 to £15 per hour. I asked if I could use more money from my fund for care but was told by person who takes my plan to panel that my care part has been agreed and cannot be changed. This is not

fair. The whole affair has taken too long and too stressing. I wish I never agreed to it. I even said at one point 'I can't do this, give the money back'.

The process was very lengthy. There was a lack of communication and understanding by both Essex County Council, the PCT and myself. The whole process was one of secrecy and without understanding to the issues of the service users. There was delay after delay.

4. Results from the individual interviews

The slow uptake of personal budgets and small number of questionnaires received mean that to date only two interviews have been carried out, both with women living in North Essex. Both participants appeared to have difficulty in explaining their experience of using and managing their budget. The first participant, Julie,¹ appeared to have a learning disability and responded briefly to each question but struggled to expand on her answers. The other participant, Natalie, seemed to be confused at the time of the interview and it was not clear that she really understood what the interview was about or who the interviewers were, despite their attempts to explain.

In response to how they were using their budget both participants said they were using it for essentials of everyday life, in Julie's case a water heater and cooker, and in Natalie's case food, clothes and cat food. In addition Julie spoke of receiving help with shopping, cleaning and cooking from housing support staff, who also appeared to be helping her manage the budget. Natalie did not mention receiving support to manage her budget, saying simply that she went shopping on her own for the things she described buying.

In terms of the benefits of receiving a personal budget, Natalie simply said that she liked going out to buy things, whereas Julie identified a range of positive changes. On a practical level, she explained that having a source of hot water meant she could now clean and wash up. In addition, whereas previously she wasn't eating properly and would panic about running out of electricity or not having enough money to pay when she went shopping, she was now being helped to budget and was clearly benefitting from this:

Things are much better now. They come round regular, help me to cook, help me to clean... I'm much settled in myself... I wouldn't have lived long.

Natalie did not seem to understand the question about whether she would recommend a personal budget to someone in a similar situation but Julie was clear that she would and explained the advice she would offer:

I would tell them they'd get all the help they need. I would say it's a good thing, it helps your life.

Neither participant identified any changes to improve the experience of using and managing their budget and neither appeared to know what would happen next in terms of how long their budget was agreed for or whether they would need to reapply.

¹ The names used are pseudonyms

5. Discussion

The small number of questionnaires returned to date, coupled with the difficulty of knowing how many people who had received a personal budget returned a questionnaire, means it is not possible to know how representative the responses are of experiences more generally. The very limited response from South Essex also means comparisons between the two areas have to be treated with caution.

The impression, however, is that respondents from North Essex were generally satisfied with the information provided, whereas those from South Essex were less satisfied, highlighting the time consuming application process involved and staff who seemed unsure of the process themselves. This picture was reinforced by the respondent from South Essex who appeared not to have known that support with managing their budget was a possibility.

Although two people from North Essex did raise the time consuming nature of the process, this seemed to be perceived as less of a problem in that area. An issue raised only in North Essex, however, concerned the perceived burden on staff due to the amount of paperwork required and the involvement of more than one member of staff in completing the application. The two interviews carried out in North Essex also raise the question of whether service users are being informed about the timescale over which they would receive their budget, although this may be related to the difficulty both participants experienced in describing their experience.

A higher proportion of respondents from North Essex were also satisfied with their input to their support plan and with the support received to draw up their plan. However, around two fifths of respondents from both areas felt they had only partly been able to decide for themselves how to use their budget. The comments added by some respondents suggest that involvement in these aspects of the process was perceived to be restricted by the questions asked about support needs, which in one case at least were perceived to take insufficient account of the fluctuating nature of mental ill health, as well as by a decision-making structure (the panel) that was beyond their control.

Research recently reported by the Social Care Institute for Excellence (SCIE) suggests that some of these experiences may be more widespread than can be assumed on the basis of our own response to date. The SCIE study involved 69 personal budget holders and carers, 40 practitioners and managers and 12 support provider organisations, including five user-led organisations (Templeton, 2011). Where mental health was concerned, the main conclusions were that service users want consistent contact with one person throughout the assessment, support planning and review process, and that mental health providers need to provide better quality information on the personal budget options open to service users.

Despite these issues, responses to our questions about respondents' planned use of their budget suggest that once in place the resources would contribute to meeting a range of largely unmet need. In South Essex personal assistance was the most common planned use for the budget, while in North Essex practical assistance was more common, as also evidenced by the ways in which the two interviewees from North Essex described using their budget.

Views about the likely impact of receiving a personal budget were also very positive, and the benefits described by Julie during her interview give an early indication of the potential for considerable benefits being realised.

6. Preliminary conclusions

The tentative conclusions it has been possible to draw on the basis of the data obtained so far are set out below, first in relation to personal budgets themselves and then in relation to the evaluation.

Personal budgets

The complex and lengthy process of applying for a personal budget was an issue in both areas and streamlining the process would therefore be desirable. It may also be worth revisiting the way in which questions are framed to ensure these are appropriate for people with mental health problems.

In North Essex, however, the information and support provided throughout the process appeared to mitigate the problems to some extent. Ensuring that accurate, comprehensive information is provided by knowledgeable staff therefore seems key to a positive experience of the process. This appeared to be lacking in South Essex, at least at the early stage of take up reflected in the responses received. In both areas, a workbook developed by the Social Perspectives Network (Bogg, 2010) for use by service users and professionals might be a useful resource. We are aware that the provision of advice and support from an independent agency is an option the commissioners are pursuing and this would also help meet the need for further information respondents identified.

Questionnaire responses from both areas and in particular one of the two interviews carried out to date indicate that personal budgets have the potential to address a range of unmet need and to be of significant benefit to service users.

The evaluation

Although return of the evaluation questionnaires has been slow this is in part at least due to initial slow take up of personal budgets. Those people who have completed a questionnaire have provided very useful information and on that basis it would be worth continuing this strand of the evaluation in some form. However, we would need to be sufficiently confident that the questionnaires will be routinely given to service users whose budget is agreed and that they will be encouraged to complete them. Reliance on Trust staff is clearly an issue in this respect.

The importance of the questionnaire is reinforced by the fact that at present this is the only way we have of identifying people who are willing to be interviewed. Although the two interviews carried out so far proved difficult for both the participants and the interviewers, one participant was nevertheless able to provide valuable information about her use of her budget and ideally we would like to carry out more interviews because of the rich information they can provide. An alternative to continuing with the questionnaires as at present might be to periodically (say every two months) ask the two Trusts to send out invitations to attend an interview to people in receipt of a personal budget at which both

their experience of the application process and their use and management of their budget could be explored, using a combination of structured and semi-structured interviewing. This would have the added advantage that in general the response to face to face interviews tends to be better than to questionnaires.

At present it seems unlikely that we will be able to recruit sufficient carers to take part in the evaluation and we should perhaps abandon this strand of the evaluation.

References

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Appendix: Evaluation questionnaire

Making Involvement Matter in Essex

Making Involvement Matter in Essex (MIME) is the new service set up to involve service users and carers in commissioning mental health services. We have been asked to evaluate the Personal Budget pilot project that is taking place across the county.

As you are just starting to receive a Personalised Budget (PB) through the pilot in North Essex we would very much like you to be involved in this evaluation. One of the purposes of pilots is to gather evidence about how they work. We think it is particularly important that commissioners hear the views of the service users and carers involved as it will help them make decisions in the future which are informed by service user and carer perspectives.

We should therefore be grateful if you would help by completing this questionnaire. It asks about setting up your personal budget and how it is going to be used. Please tick the boxes to show what you think and add written comments, if you would like to. It is up to you how much or how little you write.

We would like to interview some people in a few months time to find out more about their experiences and whether having a personal budget has been useful to them. The interviews will be carried out by a researcher with experience of using mental health services. Because we value your opinion, we are able to offer a small gift of £15 to say thank you for your time and cover any out of pocket expenses.

If you might be interested in taking part in an interview please fill in your contact details on the form attached to this questionnaire so we can get back in touch with you. We will tell you more about the interviews then so you can decide if you definitely want to take part. Please don't worry about giving your contact details. All your answers to the questionnaire will be strictly confidential because we will detach your contact details from this booklet as soon as we receive it and they will be kept separately in a locked cabinet. We will not use your name or any other information that might identify you when we write up our report.

We would also like to ask carers what they think about personal budgets. If you have a friend or family member who might be interested in this and you are both happy for us to contact them, please let us have their contact details on the form at the back as well. When you have filled in the questionnaire and the contact details please seal this booklet in the FREEPOST envelope provided and post it back to us. The envelope does not need a stamp. Thank you very much for helping with this evaluation.

Pam Hutton, on behalf of the MIME team

These first questions are about how you found the process of applying for your personal budget. Please tick the box that fits your experience best and add any comments you would like to make.

1. How well was a personal budget explained to you?

I understood the information well I did not have enough information I'm not sure

Any comments?

2. Were you given enough information about receiving a cash payment?

Yes No I'm not sure

Any comments?

3. Were you able to give the answers you wanted to give when you filled in the questionnaire about your support needs with your care coordinator?

Yes Partly No I'm not sure

Any comments?

4. Did you have enough support to help you draw up your support plan?

Yes No I'm not sure

Who gave you support? (e.g. a friend, family member, mental health worker)
Please write in:

5. When you drew up your support plan saying how you would like to use your personal budget were you able to decide for yourself how you would like to use it?

Yes Partly No I'm not sure

Any comments?

6. How could the process of getting a personal budget be improved?

.....
.....
.....

The next questions are about your personal budget and how you plan to use it.

7. What kind of things are you planning to use your personal budget for? If you are planning to use it for more than one of the choices below please tick as many as apply to you.

To carry on using support that I was already using

To use support that was already available

for people with mental health problems but is new to me

I receive money to use myself in

other ways agreed in my support plan

Why did you decide to use your personal budget like that?

.....
.....
.....

8. Please tell us more specifically what you are going to buy with your personal budget:

.....
.....
.....

9. If you receive money to use yourself how do you plan to manage it?

I will manage it myself

With support from an organisation that

helps people manage their budget

I have decided I would like a friend or family member

to manage my budget for me

I don't receive money to use myself

10. Do you have to pay something yourself towards your personal budget?

Yes No I'm not sure

11. Do you think your support plan will meet your needs better than before?

Yes About the same No Does not apply as

I am new to services

Any comments?

.....
.....
.....

We would like some information about you so we can see whether different groups of people have different experiences of getting a personal budget.

Please tick the boxes that apply to you.

12. I am: Male Female

13. My age group is:

16 – 19 20 - 29 30 - 39 40 – 49

50 - 65 65+

14. My ethnic group is:

White British White Irish Other White group

Black British Black Caribbean Black African

Asian British Indian Pakistani Bangladeshi

Chinese

Mixed or other ethnic group
(*please write in*)

15. If you would like to add any other comments please use the space below.

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